

Giving FAQ's

1) How do I change my recurring gift/donation?

For all online (electronic) gifts (App/Website /Online Community), currently, it is not possible to edit part of a repeating gift. If you need to change a repeating gift, you will need to:

- A) Cancel/Stop the current repeating gift.
- B) Create a new repeating gift with the changes you would like to make.

To do this, each online (electronic) giving method has different account management features.

For gifts initiated through the App or Website follow the steps listed below:

- 1) APP – Tap on **Give** Button Website – Click on **Online Giving**

Steps 2-6 are identical for App and Website gifts

- 2) Click on **Manage your gifts**
- 3) Enter both your phone # & email address
- 4) Chose Preferred delivery method. ***We recommend you choose **email** as some cell phone carriers will block the text message.
- 5) Click on the link provided to cancel repeating gift.
- 6) Set up new repeating gift.

For gifts initiated through the Online Community (CCB) follow the steps listed below:

- 1) Sign in to the Online Community (CCB)
- 2) Click on the **Give** menu on the left
- 3) Click on **Schedules/History** tab
- 4) Click the **Cancel** link by the repeating gift you wish to stop
- 5) Sep up a new repeating gift.

NOTE: If your payment is scheduled to be debited from your account on the same day you try & change your repeating gift, the original gift will still process. This may result in your account being debited twice.

2) How can I get my giving statement?

For all online (electronic) gifts initiated through the App/Website & Online Community log in to your Online Community (CCB) account.

- A) Click **Give menu option on the left**
- B) Click **Giving Statement** on top right side of page
- C) Customize your statement
 - 1) Choose either **Individual** of **Family** statement
 - 2) Define your **Date Range**
 - 3) Choose if you want to see only your tax deductible gifts or all your gifts
 - 4) Choose whether or not to see your **Pledge Amount**
 - 5) Click **Run Report**

3) Will Eastpoint provide a giving statement if I give cash?

Yes, as long as you have included your name with any cash gifts Eastpoint will issue a giving statement.

Our Financial Administrator, Beth Flathers, can assist you with any questions/concerns you may have.

She can be reached at beth@eastpoint.church