

# Online Giving at Heritage Bible Church

## *Frequently Asked Questions*

### **How do I get started with online giving?**

Go to our [website](#) and click on the “Online Giving” link in the top right corner. You will need to set up a personal profile including personal information and also set up your payment method. Once that is in place you are ready to give.

### **Why is Heritage providing an online giving option?**

We want giving at Heritage to be simple, habitual, and cheerful for each and every member.

### **Will there still be an offering during the worship service?**

Yes, there will still be an offering during the worship service, there will still be offering envelopes, and the offering boxes will remain in the lobby.

### **Will we still use the envelope system?**

Yes, Heritage will still use the envelope system. Online donations will appear on your statement just like donations in a numbered envelope.

### **Do I have to enter my envelope number?**

No, if you use the envelope system, the computer will match your online contribution to your envelope number automatically.

### **Can I designate my contributions through online giving?**

Yes, you can designate your contributions through online giving the same as with an offering envelope. Click here to view the [designated contributions policy](#).

### **If I'm already giving through my bank's payment system, should I switch to online giving?**

Yes, switching to the church's online giving system helps the church office, but you can also continue to give through your bank payment system.

### **Will I be able to give using my smartphone?**

Yes, the online giving system has a mobile page accessible from a smartphone. You can setup your profile and make a contribution from your phone at any time.

### **Does it cost anything to use online giving?**

Yes, there is a transaction fee to process an online contribution. The fee is greater for a credit or debit card transaction, and less for a bank draft using a checking or savings account.

### **Who pays the transaction fee?**

Heritage pays the transaction fee, but the donor can choose to pay the fee when using a credit or debit card.

**Is it poor stewardship for the church to provide online giving considering that it costs money to process the transaction?**

We do not believe incurring the cost of online giving to be poor stewardship. Processing the regular offering also has a cost. Each online contribution reduces the manual process.

**Is there anything to put into the offering plate during the worship service?**

With online giving there is nothing to put into the offering plate. We realize online giving may not be for those in our family who cherish placing their offering into the plate during the service.

**Is it wise to use a credit card to make a contribution to the offering?**

Heritage Bible Church does not condone going into debt in order to make contributions. We acknowledge the ability of a mature believer to use credit devices as part of his personal stewardship.

[Continue to our website](#)