

- **Do I need to be a member of King of Kings Lutheran Church to use the 'Giving' app?**
 - No, you do not need to be a member to create a profile which will enable you to execute one-time or recurring donations, store preferred payment methods, and view your donation history.
- **Do I need to create a profile using the 'Giving' application (web online or mobile device)?**
 - Yes, you need to create a profile to use the 'Giving' app. The minimum is your first name, last name, and email address.
 - Creating a login profile will enable you to view your past donation history (i.e., YTD 2021 via check) and/or use electronic giving for one-time or recurring donations.
 - If you have donated to King of Kings Lutheran Church this year, then an account has already been created for you to track your donations. Your profile will enable you to access your donation history and/or store payment methods for electronic giving if you so choose.
- **Is the 'Giving' app secure to use?**
 - Yes, the 'Giving' app is secure to use. Planning Center, the provider of the 'Giving' app, uses a company called Stripe to manage the electronic donations. All data entered during transactions is managed using TLS encryption and stored encrypted on Planning Center servers. Stripe is a level 1 PCI compliant payment processor with many years of payment processing history supporting major internet and commercial corporations.
- **Why is there a total processing fee?**
 - To use electronic giving through a payment processor (i.e., Stripe), the 3rd-party service always charges a transaction and/or processing fee. The transaction and/or processing fee is dependent on the payment method used. Debit/Credit cards charge both transaction and processing fees based on the donation amount. ACH transfers (direct from Bank account) charge a nominal transaction fee (i.e., \$0.25) per transaction.
 - King of Kings Lutheran Church selected Planning Center's 'Giving' app since they charge the least for their transaction/processing fees of all the major church donation applications.
- **Do I need to cover the total processing fee?**
 - No, you do not need to cover the total processing fee. However, if you choose not to cover the total processing fee, then King of Kings Lutheran Church will need to pay the fee, thereby reducing the benefit of your generous donation.

- **How is the total processing fee calculated?**
 - The total processing fee charged for each transaction is the sum of a fixed transaction fee and a processing fee calculated as a percentage of the donation amount.
 - For Debit/Credit card transactions the total processing fee is the sum of \$0.30 (transaction fee) and 2.2% of the donation amount (processing fee).
 - For ACH transfers (direct from Bank account) the total processing fee is \$0.25 (transaction fee). There is no additional processing fee for ACH transfers.
- **Which payment method is best to use?**
 - Based on the how the total processing fee is calculated, we are encouraging you to use the ACH transfer payment method since you are only charged \$0.25 per transaction.
 - However, if you are willing to cover the higher total processing fee to use a debit/credit card, then this payment method might be preferred for ease of use and payment history.
- **Who will view my 'Giving' app data?**
 - The data stored and used in the 'Giving' app is exclusively viewed by the Stewardship Chairman and Financial Secretary. No other employee or member of King of Kings Lutheran Church will view the donation history of any member, non-member, or guest who donates.
- **If I use the 'Giving' app for electronic donations, then can I stop using offering envelopes?**
 - Yes, offering envelopes will no longer be required. You can still use both if you prefer.
 - In the future we might ask if you want to receive an offering envelope packet or skip it due to using the 'Giving' app. Reducing the amount of offering envelope packets will help reduce church administrative costs.
- **Can I use the 'Giving' app for electronic donations to other funds?**
 - Yes, other funds are available for electronic donations and can simply be selected during the process of setting up a donation.
 - The default fund is the "General" fund which is the same fund that the weekly envelopes are applied to and covers our general operating expenses.
 - Special funds can be selected in the 'Giving' app using the fund drop-down selection (down arrow). These funds are typical of those that are currently donated to by our membership.
- **Can I use the 'Giving' app for electronic donation for a holiday?**
 - Yes, select the "Holiday" fund in the 'Giving' app using the fund drop-down selection (down-arrow).
 - When selecting the 'Holiday' fund, there is no designation for which specific holiday the donation is for. We will use the most recent past/upcoming holiday to tag the donation for reference.

- **Can I use the 'Giving' app to make a memorial donation or specify a capital improvement fund?**
 - No, the 'Giving' app does not currently handle memorials or specific Capital fund designations.
 - If you wish to donate as a memorial, then please consider using the manual method (check or cash) specifying the person for the memorial on the check or in the envelope.
 - An alternate method using the 'Giving' app is to follow up the donation with an email to giving@kofkluther.com specifying the person for the memorial. This informational email will enable us to modify the donation information to be specific for the memorial.
 - The above two options are the same for specifying a unique capital improvement fund.

- **How long will it take for my donation to be received by King of Kings Lutheran Church?**
 - For debit/credit cards, the transaction will clear (withdrawn from the source account) in 1-3 business days. The donated amount will be paid out (deposited in church's account) in 2-5 business days.
 - For ACH transfers, the transaction will clear (withdrawn from the source account) in 3-5 business days. The donated amount will be paid out (deposited in church's account) in 7-10 business days.

- **How can I get help with setting up my 'Giving' app profile and/or donation?**
 - Please send an email to help@kofkluther.com highlighting the issue and/or request for assistance and we will respond within 24 hours.