

# Electronic Giving FAQ

## Who is the e-Giving solutions provider and how were they selected?

Vanco Services LLC (dba Vanco Payment Solutions) is a payments company that processes electronic transactions for more than 30,000 businesses and organizations, including more than 15,000 churches and nonprofits, offering proprietary web-based electronic giving platforms. Now processing over \$13 billion in annual transactions, it has served United Methodist churches since 2002 when it was first approved by the General Council on Finance and Administration.

The General Council has vetted Vanco as a Payment Card Industry (PCI) Level 1 Service Provider, a registered Third-Party Processor of Wells Fargo Bank NA and a registered Member Service Provider of Synovus Bank.

## What are the methods of e-Giving?

Vanco can facilitate online contributions in the form of eCheck and Credit/Debit Card transactions. eCheck is also known as direct debit or ACH in which Vanco will deduct authorized amounts from your checking or savings account.

## Are there any charges to use the program?

Fairmount incurs subscription and transaction fees to use the program, but we believe they will prove to be well-spent by improving consistency and overall giving levels.

As with any retail merchant, credit card transactions carry higher transaction fees (3.50% for American Express and 2.75% for all other cards), and the system has a feature that allows the giver to

absorb that fee by increasing the donation. We hope you will opt to offset these costs, and in that event we will record the full amount as your donation.

### Can I give on my schedule?

We have enabled the system to accept one-time donations as well as recurring weekly and monthly donations that allow donations to recur on a regular basis.

### For what purposes can I donate through Vanco?

We have currently enabled the Operating Fund, Building Fund and Memorials for your pledge commitments and one-time gifts.

### Do I have to register?

Vanco will accept your electronic payment without creating a profile, but will require basic donor information in any event. You are encouraged to create a profile, which will allow you to review your history, manage recurring payments and simplify future giving.