



**What are the benefits of online giving?**

Online giving is beneficial for both the donor and Hillcrest Church.

<b>Secure</b>	<p>We do <u>not</u> have access to your online payment information. This is handled securely by our third-party payment processor.</p> <p>Physical payments (check or cash) introduce two risks: ❶ payments being misplaced at any point between writing the check (or withdrawing cash) until delivery, and ❷ personal information being vulnerable to interception as checks contain names, addresses, and account information.</p> <p><i>Note: While our office processes are designed to prevent instances of loss and theft and safeguard sensitive information, there are other contributing factors outside of our control.</i></p>
<b>Convenient and Accessible</b>	<p>As long as you have access to the internet through computer or mobile phone, you can give or review your giving activity anytime and anywhere. You're not limited by physical location or by business hours.</p>
<b>Instant and Simple</b>	<p>Gifts are processed at the click of a button and donors are prompted for all required giving information so there are less questions and follow-up from the Finance Office. Post mailed and dropped-off payments cannot be not processed instantaneously due to mail transit times, bank business hours, and scheduled office hours and tasks.</p>
<b>Responsive</b>	<p>Online giving automatically notifies donors of their recurring and one-time giving activity and any gift rejections. Outside of online giving, the Finance Office does not have the capacity to notify donors that we have received their payment unless you were to reach out and ask.</p> <p><i>Note: If you haven't received the e-mail notifications, check your spam/junk folder.</i></p>
<b>Informative</b>	<p>All of our accepted giving designations are listed online and updated to reflect any seasonal, temporary, and discontinued options. So if you're wondering what type of gifts we accept, online giving includes all of those options in real time!</p>
<b>Automated</b>	<p>Because online gifts are driven by donor requests and processed through our existing donor system, they require no physical handling and manual data entry. With less administration, this create more capacity in the Finance office.</p> <p><i>Note: We review online gift activity periodically and will always make an effort to reach out when there are questions or discrepancies.</i></p>

**Which online payment method has lower fees?**

Bank always has the lowest fees and we ask all donors to consider giving directly from their bank account rather than credit card. We understand that credit card use creates rewards and points. However, the credit card processing fees vary by credit card company are at least 2x as much as the bank fees.

### I want to give online for the first time. Where do I start?

Hooray! We've listed the steps below and you're encouraged to reach out to Hillcrest Church's Finance Office if you need any assistance. *Screenshots are available on the next page.*

1. Visit Hillcrest Church's generosity page at <https://www.hcbellingham.com/generosity/>.
2. Click on the "Give Now" button.
3. Within the next screen, you'll be prompted to enter your gift details. Enter all information requested and click on the "Continue" button.  
*Note: If you wish to give to multiple designations, select the last option from the designation drop-down list. It can be processed in just one gift. Please do not use comment fields for this request.*
4. Within the next screen, you'll be prompted to enter your payment method details. Click "Give" to complete the transaction.
  - a. Although credit card is available as an option, giving directly from a bank account results in the lowest processing fees. Please consider using this method as the credit cards fees vary by provider and are often double the bank account fees.
  - b. Please double-check the account or card details entered before moving forward. *One of the most common reasons for gift rejection is an incorrect account number.*
  - c. There are two optional boxes on this screen: "Save Account" and "Cover Fees".
    - i. "Save Account": We recommend using this feature so you are not prompted to re-enter your account or card details for future payments.
    - ii. "Cover Fees": Ticking this box shows the amount of estimated third-party transaction processing costs. Covering the fees simply increases your gift and helps offset the administrative costs of giving.
5. Your gift details will be confirmed through an e-mail message sent to the e-mail address entered in step 3.
6. If your gift was rejected for any reason, you will be notified by e-mail message.  
*Note: It may take up to one week to be notified of the rejection as it takes some time for the banks and credit card companies to try to retrieve the funds and communicate with our online processor.*



### Enter Giving Details

**Donate:**  
 \$ 550.00

**Designation:**  
 Multiple Designations...  
General/Undesignated: \$500.00 / Missions: Faith Promise (General): \$50.00 [Edit](#)

**First Name:** [Redacted] **Last Name:** [Redacted]

**Email:** [Redacted]

One Time  Recurring

**Recurring:**  
 Monthly

**Start Date:** 09/17/2021 **End Date: (optional)**

**Notes:**

Continue

### Selecting Multiple Designations

Multiple Designations x

Designation	Amount (\$)
General/Undesignated:	500.00
Community Help - Food Bank and Benevolence:	<input type="text"/>
Hub of Hope:	<input type="text"/>
Hope Restored (Adoption):	<input type="text"/>
Royal Family KIDS Camp 007 (RFK):	<input type="text"/>
Teen Reach Adventure Camp (TRAC):	<input type="text"/>
Hillcrest Kids (Day Care):	<input type="text"/>
Missions: Faith Promise (General):	50.00
Missions: Brower, Ben and Jess (Norway):	<input type="text"/>

### Entering Payment Details

**Account Details**

Bank Account  Credit/Debit

Checking  Savings

**Routing Number:**  **Account Number:**

Save Account

Cover fees: \$1.77 Cover Fees = Optional Increases Your Gift

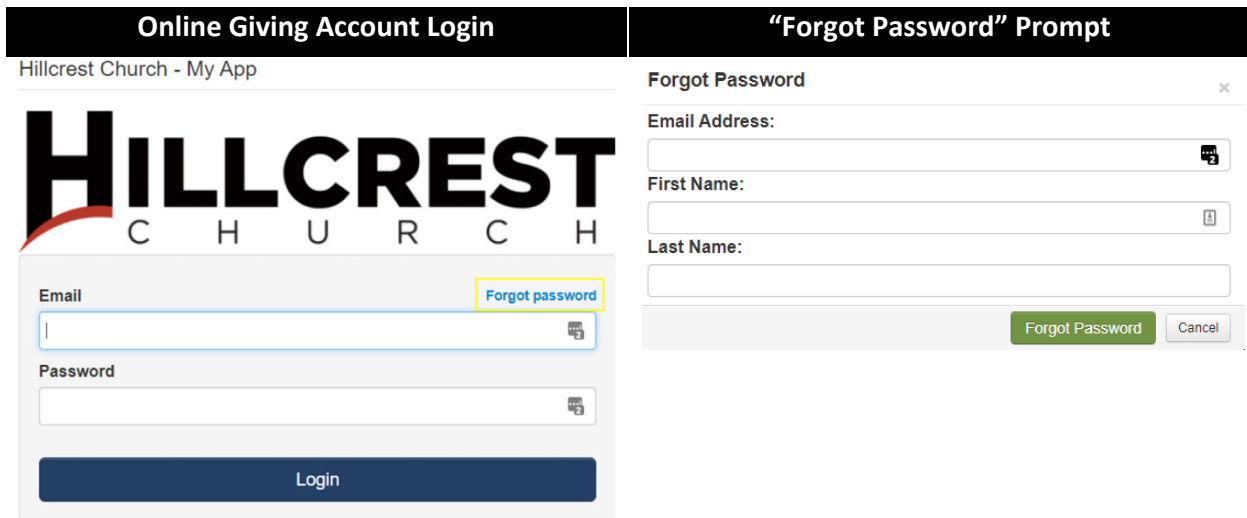
Give \$551.77

General/Undesignated: \$500.00 / Missions: Faith Promise (General): \$50.00  
 starting today  
 recurring monthly



**What if I have an existing online account but am unsure of the e-mail address login or password?**

1. Reset your password:
  - a. Visit Hillcrest Church’s generosity page at <https://www.hcbellingham.com/generosity/>.
  - b. Click on the “Give Now” button.
  - c. Within the next screen, click the “Login” link at the top right.
  - d. Within the next screen, click “Forgot Password” link on the right.
  - e. Enter your information in the next pop-up window.
2. Connect with the Finance Office. We’ll review your profile and ensure that the correct e-mail address is connected to you.



**My spouse and I would like a joint (shared) giving account, but the profile set-up requests only one name. How do I create a joint account?**

Joint accounts are not available because every individual has their own account. The individual accounts are critical because our church management system not only tracks giving, but also each individual's personal and ministry participation details (like birthdates, anniversaries, small group). As a couple, you may use just one login consistently when you give. *If a joint account is created in our system, we will merge it within one individual account later and delete the duplicate account. We will be sure to reach out and let you know that we've made this change.*

Although you cannot have an online login that gives you access to both you and your spouse's giving activity (if done separately), you will receive an annual giving statement in January that combines all of the gifts within your household.

Rest assured that the inability to have joint accounts does not limit us from reviewing giving information at a household level. Reach out the Finance Office if you have any requests.

**How do I cancel an existing, recurring gift?**

You can discontinue a recurring gift anytime through your online giving account.

1. After you've logged into your account, click "Manage" at the top-right.
2. In the pop-up window, click but the button "My Giving".
3. Your recurring gift details are listed at the top of the next screen. Select the appropriate gift and click "Cancel Recurring".

**How do I change an existing, recurring gift?**

Unfortunately, there is no option to change an existing, recurring gift. *This is common with online giving platforms.* You will need to cancel the existing, recurring gift and create a new recurring gift that reflects the changes.

