

# ***THE TOP 10 OPERATIONAL QUESTIONS ABOUT eGIVING***



**VANCO**  
FAITH

**Your organization has just made the big decision to offer eGiving to members or supporters of your mission. YOU are the one who will be implementing and managing these new payment options, so you need to know - what does e-Giving look like in action? Here are 10 common operational questions about online giving with the answers that will give you a clear picture of how e-Giving will integrate into day-to-day activities.**

### **1. Will I need help from an IT person to get started?**

Electronic giving is incredibly easy to learn, even for non-tech savvy users. The entire set-up process should be simple and support should be just a phone call away.

### **2. How does the adoption of eGiving affect daily operations?**

Electronic giving eliminates hours of manual posting. You will quickly come to enjoy how an eGiving option streamlines the tedious and error-prone weekly task of processing contributions. Another benefit is the reduction in the amount of cash and checks and sensitive information that is handled and stored in the church office.

### **3. What kind of training and support will I need?**

Well designed eGiving programs are user-friendly and require minimal coaching and instruction. However, like any new piece of software it's important to have responsive support services to answer questions. Choose a donation processor that offers complimentary one-on-one telephone training and ongoing support. Support should be available for the life of the relationship, not just the first few weeks.

### **4. How will I transfer member data into the eGiving solution?**

If this is your first time implementing eGiving, then there is no transfer of existing data. The majority of members will choose to set up donations via the online giving page. Some members may prefer to complete a paper authorization form. Using the payment information on the form, you'll simply enter it into the admin portal.

### **5. Our church just signed up for eGiving. How do I promote it to members?**

The answer is to use every means possible! Here are the communication strategies that set you up for success: ask your pastor or rector to make an announcement at services and to talk to groups within your organization, insert eGiving messages in the weekly bulletin, send announcements via email and direct mail. Put eGiving cards in pews.

## **6. How does eGiving operate for members?**

Members can manage their own donation activity with little or no staff assistance; sensitive banking information is not handled or stored in the church office; and staff members only have access to the information required to perform their jobs.

## **7. Is it a good idea to survey members to see if they are interested in electronic giving?**

The most accurate way to measure interest in electronic giving is to simply roll it out. Since there is minimal upfront investment and no long-term contract, there is virtually no risk.

## **8. Are reporting capabilities simple and straightforward?**

Daily reporting should be smooth and easy with the right eGiving solutions. Flexibility is essential. For example, you should be able to generate reports based on data range, payment type and by member. Don't hesitate to request sample reports.

## **9. Are there any software or hardware requirements?**

Most eGiving solutions require no additional software or hardware purchases. Vanco's electronic giving solutions are easily managed from any internet-connected computer and integrate with most church management software.

## **10. What is the admin portal like?**

An admin portal should make it a breeze to manage all of your payment needs. It is like a flexible hub where payments are entered, reports are generated and resources are downloaded.

Wondering what eGiving looks like in action? Let us walk you through how online giving works with our demonstration pages.

**[vancopayments.com/egiving/demo](http://vancopayments.com/egiving/demo)**



## ***About Vanco***

Vanco helps churches effectively manage and grow financial stewardship. Working with more than 20,000 churches, we're the largest provider of electronic giving and payment solutions designed especially for faith-based organizations. **For 20 years, we've listened to our loyal, long-time family of customers, understood their giving needs and supported them through every step of building a complete electronic giving program.** We can help your church select the right combination of services and grow eGiving across your congregation.

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