



# Church Giving FAQ

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## HOW MUCH DOES IT COST TO USE TITHE.LY?

There are no contracts, no up front fees, no security fees, and no hidden fees of any kind. CBOQ churches simply pay 2.5% + 0.15 per credit card transaction. For example, \$100 donation (less the Tithe.ly credit card fees) = \$97.20 deposited into your bank account. Donors are given the option to cover the costs. Text giving option is available for an additional \$9 (USD) a month.

## HOW LONG DOES IT TAKE TO SETUP?

Five to ten minutes max! It's a very simple process to set up your account and begin receiving your first gifts!

## IS TITHE.LY SECURE?

All financial information is encrypted and stored by our banking partner to PCI DSS Level 1 compliant standards. PCI DSS Level 1 compliance is a set of rules stated by credit card companies and audited by an independent third party. It is the highest possible rating one can get in the electronic payment processing industry. Additionally, Tithe.ly forces HTTPS for all transaction services using TLS.

## CAN I EASILY ISSUE REFUNDS?

Yes, at a simple click of a button from your admin panel.

## WHAT IF SOMEONE LOSES THEIR PHONE?

If a phone is lost, even if someone is logged into Tithe.ly, no transactions can be made without the users secret passcode. This is an extra layer of security that ensures that no one but the owner can access their Tithe.ly account for malicious reasons.

## WHAT ARE THE TITHE.LY FEES FOR?

These fees help us cover the cost of processing each electronic transaction, maintaining a secure and safe environment for your transactions, and improving the platform so your church continues to benefit from the giving innovation we deliver.

## DO I NEED A NEW MERCHANT ACCOUNT?

Nope! Tithe.ly provides an end-to-end solution. All gifts are tracked through the Tithe.ly dashboard and deposits go directly into your bank account.

## DOES TITHE.LY SUPPORT FUND ACCOUNTING?

Yes. Every dollar taken in through Tithe.ly (whether it's online, or via a physical batch of cheques and cash) is allocated to a fund so that you can easily do you fund accounting. We even produce bank deposit reports that include fund level detail and aggregate information for easy reconciliation.

## HOW DO I GET MEMBERS USING TITHE.LY?

So you've just started using Tithe.ly at your church and need help educating your congregation about the new ways to give? First, we're here to help! You will receive a full launch resource kit packed with slides, videos, and more. You'll also have one-on-one time with our custom happiness team. For quick ideas on the best ways to roll out Tithe.ly read this launch plan.

The better your members are educated to use Tithe.ly the more opportunity you have to increase giving. Churches that fully implement and effectively roll out Tithe.ly typically see a 10% – 20% increase in giving, but we've seen over 50% as well.

## CAN I ISSUE DONOR TAX RECEIPTS?

Yes! It's easy to generate custom donor statement and receipts for any date range. You can save some money and deliver them by email or print them for mailing.

## WHAT ARE THE WAYS PEOPLE CAN GIVE?

Cash & Cheque – Chances are, a good chunk of your donations still come in via cash and cheque from passing the plate at church. With Tithe.ly church giving, you can easily record all offline giving along side the other forms of giving so you have a complete view in one system!

Credit Card – Donors can give using they VISA, MasterCard, or AMEX. Donors can set it up and manage their connected accounts themselves, or you can help them get it configured on the admin side of giving.

## HOW OFTEN ARE FUNDS DEPOSITED?

The short / simple answer is that we deposit funds directly into your bank account every day with a two day lag. Meaning, funds raised on Sunday hit your bank account on Tuesday. To learn more, cheque out our knowledge

base [article on deposits](#). CBOQ recommends you request a special deposit schedule (eg. weekly or monthly) to further manage bank fees. To do so, please email [support@tithe.ly](mailto:support@tithe.ly).

## DOES TITHE.LY SUPPORT DESIGNATED GIVING / FUNDS?

Yes. With Tithe.ly you can create as many funds/designations as you need (eg. missions, building fund, weekly contribution, etc). These appear to your members when they use our platform, making it very simple for them to be sure their generosity goes to the place they are most passionate about.

## DO PEOPLE GET A RECEIPT?

Absolutely! As soon as someone gives via Tithe.ly they instantly receive an email with the details of their transaction. All giving history for each member is also tracked and available within the mobile app, giving your members instant access to cheque their records. Note: Confirmation emails sent by Tithe.ly should only be used for tax purposes if the email meets the tax requirements of the country your church resides in.

## CAN WE TRACK GIVING ACROSS MULTIPLE LOCATIONS?

Yes. With Tithe.ly you can easily track giving for multiple locations/related organizations (i.e. church plant) within a single account. Tithe.ly will also support multi-campus setup in popular ChMS platforms like Church Community Builder, Breeze, Elvanto, and other church software.

## CAN I INTEGRATE WITH MY CHURCH'S MOBILE APP?

Yes! Tithe.ly integrates nicely into your church's existing mobile app (eg. Bulletin Plus Church App, The Church App by Subsplash, PocketPew, ApolloApp, Custom Church Apps, etc).

### **CAN I INTEGRATE WITH MY CHURCH MANAGEMENT SYSTEM?**

Tithe.ly currently integrates with Elvanto Church Management Software, Shelby Arena, Church Community Builder, Breeze, HubSpot and Faith Teams. We're working on direct integrations with many more. Planning Center Online, Fellowship One, and ACS are on our list and will be live soon. Additionally, we offer a very simple ways to export your data in a format that easily imports into any ChMS that we don't have a have direct integration.

### **DOES TITHE.LY WORK WITH MY GENERAL LEDGER?**

Tithe.ly allows you to export a CSV file that should be importable by your general ledger. We also provide bank deposit reporting that includes the full deposit amount as well as the break out buy fund. We'd advise against keeping every individual donation in your general ledger. Instead, we'd recommend using a journaled entry strategy where individual gift details are stored in Tithe.ly and only the deposits totals and fund details are entered into your general ledger.

Resources and help are available at [baptist.ca/tithely](http://baptist.ca/tithely) or at [get.tithe.ly](http://get.tithe.ly)

Questions? Contact Carol Gouveia

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### **IS TITHE.LY BETTER THAN PAYPAL?**

PayPal is fantastic, but not built to meet the specific needs of the Church. With Tithe.ly you get a mobile app, text giving, web giving, kiosk giving, and administrative tools. Plus, all the data syncs directly with your church management platform. All things that you don't get with PayPal. Plus, Tithe.ly provides a much better giver experience! [Here are a few more things to consider when looking at PayPal for your church.](#)

### **IS TITHE.LY BETTER THAN PUSHPAY?**

Tithe.ly has been built by ministry minded individuals and pastors to meet the specific needs of the Church. Tithe.ly gives you 5 ways to give in one solution – a native mobile app, true in text giving, web giving, kiosk giving, and administrative giving. You won't be required to sign a long term contract, incur any up front fees, get stuck with large monthly fees, or find any hidden or surprising fees in your processing statements. [Here are a few more things to consider when looking at Pushpay for your church.](#)

### **IS TITHE.LY BETTER THAN EASYTITHE?**

Tithe.ly has been built by pastors, church leaders, and kingdom minded people to meet the needs of Church. You get 5 ways to give in one solution – a native mobile app for iOS and Android phones, true in text-to-give, online giving, kiosk giving, and administrative giving. No contracts required, no up front / setup fees, no monthly fees, or any other hidden fees. [Find more info here to consider when looking at easyTithe for your church.](#)