



# FAQ's



## Why use Pushpay?

Online Giving makes it easy to fulfill your financial commitments to the parish even when you cannot attend Mass. You do not need to bring cash or checks to church. Giving electronically also helps the church staff plan the budget.

## Why did we select Pushpay?

Pushpay makes regular giving more accessible and more consistent and helps organizations like our church centralize donation data and manage payment operations.

## How are my contributions automatically deducted from my account?

When creating your account, enter your credit card and/or bank account information and specify the amount you wish to contribute. Your contribution will be transferred from your account to the church bank account.

## Do I have to use a credit card?

The Pushpay system allows our parish to offer credit card and direct withdrawal (ACH) options for contributions. You do not have to use a credit card for gifts.

## When will my contribution be deducted from my account?

The Online Giving system allows you to select the date you want your contribution to occur. You will receive an email notification before each contribution date, and your account will be debited on the date you specify.

## How do I balance my checkbook if I do not write checks?

You will receive an email notification before each contribution date and a confirmation email that your gift has been processed. These reminders will help you record the gift in your check register on the appropriate date. Electronic contributions are also recorded on your bank statement and Online Giving reports.

## Can I contribute different amounts to different offerings? Can they be withdrawn at different times? Can I use different accounts for the contributions?

The system allows you to give different amounts to different offerings simultaneously. For example, our parish has set up gift offerings. You can give your regular weekly offering on the 1st of the month and your flower gift on the 10th. You can use bank and/or credit card accounts for your offerings.

## What if I change bank accounts?

Simply log in and update your bank account information in your profile.

## What if I want to stop using Online Giving?

You can cancel your authorization by deleting your credit card and/or bank account information along with your donation dates. Your contributions will stop immediately, and the history will be secured.