

### **What is online giving?**

Online giving gives you the ability to give a donation or schedule a series of donations using your debit or credit card, or a checking account on nvcl.org.

### **What is a contribution schedule?**

It's a schedule you set, indicating the frequency of your online gift. You can choose how often you would like your automatic donation to be made – weekly, every two weeks or monthly.

### **Why do I need to set up an account and password?**

This makes sure that your information is kept safe and secure. Once your account and password are set up, all of your personal information, including credit card information, is kept safe.

### **Is it secure?**

All debit, credit or checking account information you enter is protected by Hacker Safe. No one can access your information, unless you authorize them to.

### **Are there hidden charges or fees for online giving?**

No. You select the dollar amount that you want to give and that is exactly what is taken. Not a penny more.

### **Nothing happens when I click "Start Giving Online!" What could be wrong?**

If you have a pop-up blocker, like Google Toolbar, Norton Internet Security or Pop-Up Stopper, the window can't open. Most browsers have an internal pop-up blocker that can be enabled or disabled by you. In order to use our interactive features, like event registration and online giving, you will need to enable pop-ups on nvcl.org.

### **Can I use my debit card or credit card?**

As long as it's a MasterCard or Visa.

### **Can I use an electronic check?**

Yes.

### **Can I just try online giving and give just once?**

Yes. You simply select "One-time" under the frequency drop-down box.

### **If Northview is so adamant about encouraging people to get out of debt, why do they accept credit card donations?**

We believe that debit and credit cards work as an effective tool for payments and purchases, as long as they are used responsibly. Many people choose to use them in place of checks or cash and simply pay the balance in full at the end of the month. We would strongly discourage anyone with ongoing credit card debt to use this option.

### **How should I tithe if my income varies from pay period to pay period?**

It depends on what works best for you. We can offer a couple of suggestions: either give 10% from each pay period or estimate your annual earnings and give a portion of that total each week or month, throughout the year.

### **Can I designate my gift to a particular department or ministry?**

Yes. Just be sure to select the appropriate ministry and, if required, department. If you would like to donate to a ministry that is not listed, simple contact Vicki Stiff at [vicki.stiff@nvcl.org](mailto:vicki.stiff@nvcl.org).

### **I attend Northview at the West Lafayette campus. How can I give online?**

It's the same process at any campus for setting up an account and password. Once you've done that, you will select "West Laf" as the fund and then select either "West Laf Church Offering – General" or "The Next Chapter (Building Fund)"

### **Should I tithe based on my gross earnings or the net amount of my paycheck?**

The Bible doesn't use the literal terms "net" or "gross." We believe that God is more concerned about the heart. The Bible says in 2 Cor. 9, that "each man should give what he has decided in his heart to give; not reluctantly or under compulsion, for God loves a cheerful giver."

### **How can I keep a record of the amount I have contributed?**

You can view your online giving record at any time from the online giving pop-up window. Scroll to the bottom of the window to see the current year's giving. Or you can also view giving from year's past, by selecting the option from the drop-down menu. If you want to print your giving history, select Ctrl + P, where it says "print view" next to Contribution History.

### **Can I give online to *The Next Chapter* building campaign?**

Yes. Simply select the name of the appropriate fund (Building). West Lafayette Campus attendees should select "West Laf Fund" and the sub-fund would be "West Laf – Next Chapter."

### **Can I create on-going donations for both the general fund and The Next Chapter?**

Yes. Just create two contribution schedules, one for general giving and one for building.

### **When is the automatic contribution charged to my account?**

It's up to you. You choose one time, weekly, bi-weekly, twice per month (on the 1<sup>st</sup> and the 15<sup>th</sup>), monthly, quarterly or yearly. You can set up as many different schedules as you choose. It's important to note that contributions scheduled on a Friday through Sunday may not show up on your bank account or statement until early the following week.

### **What if I want to change my online giving or stop it?**

From the online giving window, scroll down to the contribution schedule. Select the green edit button to make a change or select the blue button to delete.

### **Who can I talk to if I have more questions?**

Contact Vicki Stiff, at (317) 846.2884 or [vicki.stiff@nvcl.org](mailto:vicki.stiff@nvcl.org).