



First United Methodist Brookings

Online Giving Options at FUMC- Frequently Asked Questions (and Answers)

Q. Can I still give to the church in person?

A. Yes! If you're accustomed to putting a check or cash in the weekly collection plate, you don't have to change what you're doing. In addition, if you currently have a bank withdrawal set up with the church, that can stay in place too. But we hope you'll check out some of the new giving options on the FUMC website or even on your phone!

Q. Do these online giving options come with a cost to the church?

A. Yes, they do. The church pays a small monthly fee, plus a small percentage and flat fee for credit/debit card and bank withdrawal transactions (our previous system charged us for credit card transactions, too). This service will result in less work for our financial secretary, with less need for manual entry of bank withdrawals, and the ability for donors to set up and change their recurring gifts themselves. Gifts made through these options work automatically with our church's financial software, as well.

Q. Is my bank or credit card data secure?

A. Yes! Vanco has some of the highest information security standards in their industry. In addition, using your own password-protected account online, rather than giving your information to the church, adds another layer of security.

Q. How do I use our website to give to the church?

A. Click on the "give" button on the FUMC website (brookingsmethodist.org/give), then the "donate" button pops up. Clicking that will take you to the new [e-giving page](#). You can use the website to:

- Make a one-time donation via credit card, checking account, or savings account
- Set up a recurring donation via credit card, checking account, or savings account

The website takes you through the steps you need.

Q. How do I use the Vanco Mobile App to give to the church?

A. There are some handy instructions in the "How To Give Using Vanco Mobile" document on our [giving](#) page. The first step is to go to the [App Store](#) or [Google Play](#) on your phone and download the free app. The app will allow you the same options as you'd find on the website.

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Q. Do I have to set up an account or “profile” on the website or app?

A. No, but if you do, your account information is saved for the next time you want to give, so you don't have to enter it again. Setting up your profile also allows you to view your past donations and edit any recurring gifts.

Q. How do I text a gift to the church?

A. A quick guide can be found on our [giving](#) page. Send a text message to **605-250-0807**, with the amount you want to give in the message. You will be directed to a link where you can enter your payment information.

Q. Can I designate a specific fund my gift will be applied to?

A. Yes. We add gift options seasonally. If you would like your gift to be designated to a fund not listed, contact the church office at 605-692-4345.

Q. Who should I contact if I run into problems?

A. Call the church office at 605-692-4345 or email our Finance Office at finance@brookingsmethodist.org, during office hours and we will be happy to walk you through things.