

FREQUENTLY ASKED QUESTIONS ABOUT TITHE.LY

1. **Who recommends Tithe.ly?** Tithe.ly is endorsed by the ELCA as a preferred vendor for digital giving. The Stewardship and Executive Committees have approved the use of Tithe.ly for Good Shepherd.
2. **What benefits are there to setting up a Tithe.ly account?** By creating an account, you'll be able to securely store your payment method (so you don't have to enter it each time), set up and manage recurring donations, see your online giving history, and manage your account yourself 24/7.
3. **What Giving methods are available?** You can give using your VISA, MasterCard, Discover, or American Express credit card. ACH bank transfer (also known as eCheck) donations are also supported by Tithe.ly church giving. If you use ACH bank transfer, it incurs a smaller processing fee, so more of your donation goes to support Good Shepherd's ministry.
4. **Can I give to different funds?** Yes. On the second line of the Giving form, under the label "Give to" you may select to direct your donation to either the General Fund, or one of our other funds in the drop down menu. You can give to multiple funds in the same transaction—just click on "Add Gifts" to make a donation for each additional fund. There is also a Memo Box to add a note.
5. **Will I get a receipt?** As soon as you give via Tithe.ly you will instantly receive an email with the details of your transaction. All of your online giving history is also tracked and available within the Tithe.ly interface, giving you instant access to check your records. Click the button to access your account details. You will still receive a giving statement from the church as usual with your total giving amounts.
6. **Is my credit/debit card information secure?** All information on the Good Shepherd website is encrypted with an SSL (Secure Sockets Layer) certificate, including Tithe.ly transactions. The only people able to access it are Jenny Werner in the Good Shepherd office and Good Shepherd treasurer John Moeller
7. **What are "Cover Fees"?** All electronic giving involves processing fees. By selecting the "Cover Fees" option, you increase your donation by the amount of the fee, ensuring Good Shepherd receives your full gift. ACH/Bank transfer fees are less than using a credit/debit card.
8. **How will my data be used?** Your personal data will never be sold, traded, or given out to third parties. Your information will be stored only for the purposes of processing your gifts and providing you with giving statements. Read the Tithe.ly privacy policy. [Tithe.ly Privacy Policy](#)
9. **What if I accidentally type the wrong amount?** If you make a mistake while entering a gift, contact the church office and we can refund the incorrect amount and set up another donation for the correct amount. Refunds may take up to 7 business days to appear back in your account.
10. **How do I change or update my payment method?** Click the button to access your account details. Click "Payment Methods" to add or remove payment methods. Click the buttons at the bottom of the screen to switch between your credit/debit cards and your bank account (ACH) details.
11. **How do I change my auto recurring giving amount?** Click the button to access your account details. Click "Recurring Gifts". On this screen, you'll see your existing recurring gifts. Click the red trash icon to delete your existing current gift that you'd like to change. Click the button and return to the Home page of the app. Then set up a new auto recurring gift for the desired amount.