

FIRST PRESBYTERIAN CHURCH

SAN LUIS OBISPO

ONLINE GIVING

Q's and A's for Donors

HOW DO I MAKE AN ONLINE DONATION TO FIRST PRESBYTERIAN CHURCH-SAN LUIS OBISPO?

There are two ways make an online donation to FPCSLO: 1) Go to the church website, FPCSLO.ORG and select Online Giving from the top menu, or 2) use your Quick Response, QR, reader to scan this QR code.



IS ONLINE GIVING FREE TO USE?

YES. You are not charged a fee to make a donation. Your church does pay a 2% fee on all online donations. While making an online donation you will see an opportunity to add the 2% fee to your donation.

DO I HAVE TO CREATE AN FPCSLO ONLINE GIVING ACCOUNT?

NO. It is not required to create an account; you may donate as a guest. Creating an account allows you to access several convenient account features. While logged onto your account you can securely store your debit/credit card or checking/savings account information to more quickly make future donations. You can also set up and manage recurring donations or review your giving history. Creating an account is easy and takes only a few minutes.

HOW DO I CREATE AN FPCSLO ONLINE GIVING ACCOUNT?

When you go to the *FPCSLO online giving website* you will have the opportunity to create an account. You will be asked to enter your email address and create a password. An email will be sent to you to verify your email address. Click on the link sent to you by email and you're finished.

WHAT PAYMENT METHODS CAN I USE TO DONATE?

Online donations can be made using VISA, MASTERCARD, or AMERICAN EXPRESS debit/credit cards. Please manually enter your card information. You can also give or pay using you checking or savings account.

WILL I RECEIVE A RECEIPT?

If you are logged onto your online giving account for First Presbyterian Church San Luis Obispo you will receive a receipt via email and you will be able to view transactions in your giving history. Finally, if you are member or regular donor to this church, your online giving will be included on your quarterly and annual GIVING STATEMENTS.

WHEN I USE ONLINE GIVING IS MY DEBIT/CREDIT CARD OR BANK ACCOUNT INFORMATION SECURE?

YES. The PCUSA Foundation in partnership with Vanco Payment Solutions, meets or exceeds all industry standards to safeguard your data. To help ensure your data stays safe, enhanced data storage and transmission technology such as encryption and tokenizing are used .

IF I MAKE A MISTAKE SUCH AS DONATE THE WRONG AMOUNT, CAN I GET A REFUND?

Yes. If you contact the **PCUSA FOUNDATION at 1-844-299-4011**, a credit for the amount in error can be put back on your account, just like returning an item to a store.

CAN I SET UP RECURRING DONATIONS?

YES. If you logged onto your FPCSLO online giving account you can select the frequency of the transaction as one of the donation steps. If you are giving to multiple funds you can even set up different frequencies of recurring donations for each fund to which you donating.

CAN I DELETE OR CHANGE A RECURRING DONATION?

YES. If you are logged into your FPCSLO online giving account on which the recurring donation was set up. To make a change delete the recurring transaction and if desired set up a new one with the correct amount.

CAN I SELECT A START DATE FOR MY RECURRING OR ONE-TIME DONATIONS?

YES. When you are logged onto your FPCSLO online giving account. One of the donation set up steps prompts you to select donation start date.

WHEN I SELECT E-GIVING OTHER HOW DO I SPECIFY HOW MY DONATION IS TO BE USED?

One of the steps in the donation set up process allows you to leave a note. There you can specify how your donation is to be used, even if is to be split between multiple funds.

CAN I LOOK AT MY FPCSLO ONLINE DONATION HISTORY?

YES. When logged on to your account there is a button to view you donation history.

WHERE CAN I DOWNLOAD A QR CODE READER ?

Your smart phone may include a QR code reader app. If not, you may download a FREE QR reader at the Playstore or App Store.

IF I FORGET MY PASSWORD, WHAT DO I DO?

Your user name is the email address you used to create your account. If you can't remember your password click the *Forgot Password* link and follow the instructions to create a new one. If you can't remember your email address, contact the Church Treasurer for an account lookup or create a new *FPCSLO online giving account* using a new email address.

HOW DO I CHANGE MY PASSWORD?

Log onto your *FPCSLO online giving account* using your current password. Next go to the side bar menu, select *Account Profile* click *Change Password* and follow instructions.