

# St. Paul the Apostle Catholic Church

*91 East Main Street  
Norwalk, Ohio 44857  
419-668-6044*

## FAQ Frequently-Asked Questions About Online Giving

### **Who should give online?**

Anyone who is looking for a safe and easy way to assure their giving, and anyone who would like to donate to St. Paul Parish either one time or on a recurring basis.

### **Do I need to register to use online giving?**

To make a one-time donation, you do not need to register. However, there are advantages to registering. If you register, you can review your giving history, save and/or change your personal and payment information (credit/debit card or bank account), and set up additional donations without having to re-enter your payment information.

### **Is online giving safe?**

WeShare has implemented the safest security standards for online transactions, and your privacy is protected at all times. They are certified with the Payment Card Industry (PCI) Data Security Standards (DSS) as a Level 1 Service Provider. Online contributions cannot be lost, stolen, or destroyed, and have an extremely high rate of accuracy.

### **Will I be charged a fee for using online giving?**

No, WeShare does not charge a fee to donors. However, it does charge the parish a small fee to process each transaction.

### **Can any additional funds be taken from my account other than what I have authorized?**

Absolutely not! Only the amounts you authorize to give to the parish are taken. You are the only one who can change the amounts of money that will be processed. You will also receive an email reminder 2 days before each of your recurring transactions are scheduled to occur, so you will always know ahead of time when your transactions will be processed.

### **Can I change or cancel my scheduled donations?**

Yes, you can log in to your account at any time and change or delete your scheduled donations.

### **What payment methods are accepted?**

You have many options. You may have your contribution deducted from your checking or savings account, or charged to a debit or credit card. Visa, MasterCard, Discover, and American Express are all accepted.

### **When will my account be debited? Do I have to give weekly?**

The choice is yours. When you enroll in online giving, for each type of donation you make, you can choose to have it processed weekly, monthly, semi-monthly (twice a month), quarterly, semi-annually (twice a year), or annually. You can also specify a start date and other details, depending on which frequency you choose.

If you choose to make a one-time donation, it will be processed and your account will be debited on the date you specify.

### **What will my credit card or bank statement say?**

Your transaction will appear on your statement as “LP \*St.PaulChurch.”

### **What if I change banks, get a new debit or credit card, or my debit or credit card gets stolen?**

You can make changes to your payment options at any time 24/7 by logging into your account online. If your debit or credit card gets stolen, you will want to remove it immediately from being one of your payment sources and assign a new payment source to the donations that are affected.

### **Will I get receipts for my donations?**

Yes, all contributors enrolled for online giving will receive receipts via email. And, you can log in to your account any time to see and print your giving history.

### **Can I view my past giving history online?**

Yes, you can review your giving history anytime by logging into your account.

### **Do I have to use online giving? Can I still donate using weekly envelopes?**

Absolutely! Although online giving replaces the need for and the cost of weekly envelopes, donating online is **not mandatory**. We understand that not all parishioners are comfortable using a computer or having their money transferred electronically. *We are thankful to receive your contributions in any way that you want to give them.*

### **What happens if I feel uncomfortable not having something to put into the offertory basket at Mass?**

After you are registered, you will have access to printable donation slips that can be placed into the collection basket.

### **What about special collections, like for holy days, flowers at Easter, the Annual Catholic Appeal, and other collections?**

Many of the special collections are listed on the online giving page, and others will be added as they appear on the calendar. You can set up a one-time donation to any special collection at any time and specify the date (any date in the future) when you want the transaction to be processed.

If you want your donation to be made in several payments, you can set up a recurring donation, indicating the number of payments, the amount of each payment, the frequency of payment, and when you want the payments to start. After the final payment has been made, the donation will not recur.

### **What if I am not a member of St. Paul Parish but want to make a donation? How would I be able to get a statement for tax purposes?**

Please contact Kate McKinney, Business Manager, in the parish office for a statement.

### **Can I make a donation in memory of or in honor of someone else?**

Yes, you can do this by using the *Memorials* option on the online giving page. After you choose either a recurring or a one-time donation, you will be asked to enter information about the amount of your gift, the person, and your payment. You can use the “Comment” box to provide more information about the person and who should be notified.

### **What if my question is not answered here?**

Please contact Kate McKinney, Business Manager, at 419-668-6044, ext. 224, or email her at [katem@stpaulchurch.org](mailto:katem@stpaulchurch.org).

### **Privacy**

The online giving registration form requires you to give us contact information, like your name, address, and email address. This information is stored in your file in a secure environment that is completely separate from our website. We will never sell, rent, or share your personal information with anyone!