

# ParishPay™ Frequently Asked Questions

## **IS THERE A FEE TO PARISHIONERS FOR USING PARISHPAY?**

There is no fee to use ParishPay. The service is free to all parishioners.

## **HOW DO I MAKE A DONATION USING PARISHPAY?**

ParishPay is an online service. Simply visit ParishPay.com to setup your account or make a one-time donation.

## **WHEN CAN I MAKE A DONATION?**

ParishPay allows you to make donations anytime (one-time, weekly, monthly or annually) - based on your personal schedule and family budget.

## **IS IT SAFE TO USE PARISHPAY?**

ParishPay is powered by YapStone, a payment platform and service provider that is Level One PCI Compliant, the highest information security standard established by the PCI Security Standards Council.

## **I LIKE THE IDEA OF PHYSICALLY DROPPING MY DONATION INTO THE COLLECTION BASKET. CAN I STILL USE PARISHPAY?**

As confirmation of your Parish donation, ParishPay will send an email receipt with a printable donation slip. Just print the donation slip and drop into the collection basket.

## **WHAT METHODS OF PAYMENT CAN I USE?**

ParishPay allows you to make a donation with a credit card or debit card (Visa, MasterCard, American Express, Discover) or eCheck.

## **WILL I RECEIVE A RECEIPT FOR TAX PURPOSES?**

ParishPay will email an annual tax statement detailing your donations.

## **CAN I CONTRIBUTE TO SECOND COLLECTIONS SUCH AS PARISH AND DIOCESAN COLLECTIONS?**

ParishPay enables donations to Parish second collections and special collections.

## **CAN I CHANGE MY INFORMATION, SUCH AS THE AMOUNT OF A DONATION, MY CREDIT CARD NUMBER OR MAILING ADDRESS?**

ParishPay makes it easy to keep your account up-to-date. Simply visit ParishPay.com, contact ParishPay by phone (866-PARISH-1) or visit your Parish office.

## **WHAT ARE THE BENEFITS TO DONATING ONLINE WITH PARISHPAY?**

- Support your church even when you cannot attend Mass
- Plan ahead and make donations based on your personal budget
- Offers multiple methods to make donations: credit card, debit card or eCheck
- Easily setup automatic donations or one-time donations
- Allows you to make donations to second or special collections
- Ability to include personal dedications with each donation
- Printable donation slips to drop into the collection basket
- Offers ability to review your monthly donations
- Receive annual documentation for tax filing purposes