

SJE Giving FAQs

Why should I register with the Parish?

No matter how you give, please register with us. Registering will allow us to contact you with information about the parish activities. Also If you do not register, we will not be able to provide a yearly tax receipt for you. Fill out the Yellow welcome envelopes or yellow welcome sheets located in the Church?

Is my giving information secure?

Absolutely! Our giving partner maintains the same level of security as banks. All information is secured with 256 AES encryption and stored by our banking partner to Level 1 PCI compliance standards. Any personal or financial information you enter is encrypted using SSL security – the same state-of-the-art security measures used by online retailers, banks, and other financial institutions. Additionally, all transmissions to our banking partner and on our site are via an encrypted HTTPS connection.

What Payment Methods do you accept?

We accept donations from credit/debit cards (Visa, MasterCard, Discover, and American Express) as well as your Bank Account (our recommendation). While we're happy to accept your donation by any means, Bank Account donations cost significantly less, allowing more of your gift to go towards ministry. The credit card option does allow you to take advantage of any benefits such as airline mileage or cash bonuses your credit card offers.

Can I make a one time donation?

Yes, either log into your account and set up a payment or select "Quick Give" to make a donation without setting a personal username and password.

Can I contribute different amounts to different offerings?

To give to more than one fund in the same transaction, make your first donation, then select the add donation button for the next donation.

Can I change my payment method or adjust my donation amount?

Simply visit our on line giving page on our website and Sign In. Once logged into your account, you'll find your information (and how to edit it) in the top corner. If you ever need to change your payment information or edit or refund a gift, you can just Text EDIT 617-870-6377 to manage your giving account or follow the online prompts

Do I need to create an Account?

No, but we do recommend creating one so that you can view your online giving history. Also, you will be asked to create an account if you'd like to setup recurring donations.

Will I Receive a Receipt When I Give Online?

Yes. You will be emailed a donation receipt each time you give. Again, we recommend creating an account so you can view all your online giving history.

Is there a minimum or maximum I can give online?

No. That said, for very large gifts, we recommend you contact us to ensure your gift is processed in a timely fashion. (*Our internal giving security can flag large donations for security reasons*).

What if I want to stop using Online Giving?

You can cancel your authorization by deleting your credit card and/or bank account information along with your donation dates. Your contributions will stop immediately and the history will be secured.

How long does it take for my church to receive my gift?

It usually takes about 2-3 days between the time you give and when it appears in your organization's bank account.

How will I know when my credit card is charged?

Anytime your card is charged you will receive both an email confirmation from our system.

Can I designate my gift to a specific fund?

Yes! Through giving online, you'll see a dropdown menu of your church's available fund designations!

TEXT GIVING FAQs

Does text giving cost me anything?

Other than standard text messaging and data rates, there aren't any fees! Keep in mind that all digital gifts do have a small processing fee. Your church or ministry is charged that fee.

Is my personal information sent in a text message?

We never send any personal or financial information via text message. We simply facilitate giving. Your personal and financial information is always encrypted and stored securely.

How will my phone number be used?

Your phone number will never be sold, traded, or given out to third parties. You will only be texted to confirm your giving and receive responses to other requests you make.

What if I accidentally type the wrong amount?

When you make a gift, you will receive a text confirmation that re-states the amount given. If you made a mistake, you can respond with the word "REFUND" within the first 15 minutes and you will not be charged. After 15 minutes, if a refund is needed, please contact the church or organization to which you've given. [Learn more.](#)

Is it case sensitive? Do I have to put a \$ symbol?

Nope! Gifts will work as 100 or \$100 or \$100.00 or 100.00 etc. Any text you enter is not case-sensitive. We also recommend double-checking the amount before sending your text.

What is the phone number I text and whose is it?

The phone number you are texting to is a secure number that belongs to St. John the Evangelist church, through our giving platform. It is used exclusively for giving. Our text number is: EDIT 617-870-6377

What if I still have questions?

You can call the church office at 617-547-4880, or you can email: sjegiving@stjohncambridge.org