

## Questions & Answers about Online Giving at Next Level Church

### Q. What is online giving?

Online giving is the ability to give a donation or schedule a series of donations using your debit card, credit card or e-check on nextlevelchurch.com.

### Q. What is a contribution schedule?

This is similar to a subscription. You can choose how often you would like an automatic donation to be made—weekly, every two weeks, or monthly.

### Q. Why do I have to set up an account and password?

Setting up an account and password allows you to enter a highly secure environment for your transaction. Once your account and password are established, all of your personal information including credit card information is safe and protected.

### Q. Is it secure?

All debit or credit card information you enter and store for online giving is secured by Hacker Safe. No one has access to your data unless authorized by you.

### Q. Are there any hidden charges or fees to give online?

Nope. You select the dollar amount for your gift. That is the dollar amount that will be recognized as your donation. No costs or fees.

### Q. Nothing happens when I click 'Give Online'. What's wrong?

If you are using a pop-up blocker like Google Toolbar, Norton Internet Security or Pop-Up Stopper, the window can't open. Most browsers also have an internal popup blocker that can be enabled or disabled. In order to use interactive features on nextlevelchurch.com (like online giving and event registration) you will need to allow pop-ups.

### Q. Can I use my debit card or credit card?

As long as it's a MasterCard or Visa.

### Q. Can I use an electronic check?

Absolutely, just click on the drop-down menu and select e-check.

### Q. Can I just try this by giving one time?

Sure. Select "One Time" in the frequency drop-down box.

### Q. If we want to help people get out of debt, why does the church accept credit card donations?

Used within the parameters, debit and credit cards can be an efficient tool for payments and purchases. Many people utilize them in place of checks or cash throughout the month, and then pay off the balance in full. For these people, we offer the option of using a debit or credit card to give. We strongly discourage those who have ongoing credit card debt from exercising this option.

**Q. How should I tithe if my income varies from pay period to pay period?**

Depending on which is more feasible for your situation, you can handle tithing with a fluctuating income in a couple of different ways. Some people choose to give exactly one-tenth of their earnings for each individual pay-period. Others estimate their total earnings for the year and give a portion of the total tithe each week or month throughout the year.

**Q. Can I designate my gift to a particular department or ministry?**

Every dollar given to the Next Level Church general fund is used to support the entire mission of NLC; therefore, gifts cannot be designated or restricted for use by a specific department or ministry.

**Q. Should I tithe off my gross earnings or the net amount of my paycheck?**

Scripture doesn't use the literal terms "net" or "gross." It's more important to note that the spirit in which we give is of greatest value to God. He tells us in II Corinthians 9 that *"each man should give what he has decided in his heart to give; not reluctantly or under compulsion, for God loves a cheerful giver."*

**Q. How can I keep a record of the amount I have contributed?**

You can view your online giving record from the online giving pop-up window at any time. Scroll to the bottom of the window to see your giving history for the current year. Press Ctrl+P to print the window. We also send year-end statements directly to your home address.

**Q. Can I give online to the "Building Fund" for future expansion?**

Yep. Select the name of the appropriate fund (Building) and the funds will go directly into that account.

**Q. Can I post a reoccurring donation to the general fund as well as the building fund?**

Yes. However, you need to create two contribution schedules—one for your general giving and one for the building fund.

**Q. When is the automatic contribution charged to my account?**

You choose: one time, weekly, every other week (bi-weekly), twice per month (on the 1st and the 15th), monthly, quarterly or yearly. You can set up as many schedules as you would like, so it's possible to give a monthly gift as well as a weekly one. Contributions scheduled on Friday through Sunday may not show up on your bank account or statement until early the following week.

**Q. How do I participate in the weekly offering if my contribution is automatically processed online?**

You can still participate in the offering during the service by reflecting on the message of the song that is being presented. Also – if you would like, you can write on an envelope "I give online" and place it in the bucket!

**Q. What if I want to change my online giving or stop it?**

From the online giving window, scroll down to the contribution schedule. Select the green edit button to make a change or select the blue button to delete.

**Q. Who do I talk to if I have more questions?**

Contact Cheri Williams at 239.274.3755, x225, or [cheri@nextlevelchurch.com](mailto:cheri@nextlevelchurch.com), and she'll be glad to answer any questions you may have.