ONLINE GIVING FAQ

What is online giving?
Online giving is a method of giving using an automatic transfer program that allows you to make contributions without the hassle of writing checks.

What is the benefit of this option?
Online giving simplifies your contributions by decreasing the number of checks you write to the church. No more last minute check writing as you are running out the door to attend worship service. This option also helps the church by ensuring consistent donations throughout the year, particularly in the usually lower-attended summer months.

Is online giving safe?
Yes! Giving online is actually more secure than using paper checks or using your credit card at a restaurant. Your information is handled by a secure server using 128 bit encryptions with a 1024 bit exchange.

How do I start?
If you have not done so before, you need to register using the same email address that Apex UMC has in its database. Don’t know the address we have? Use the same email address that receives Crosspoints or call the church office at 919-362-7807.

Why do I have to set up an account and password?
Setting up an account with a password allows you to enter the secure area of the website for your transaction. Once your account and password are established, all of your personal information (including account numbers) is safe and protected.

When is the contribution charged to my checking account or credit card?
Transactions usually take 2-3 business days, so contributions scheduled on Friday through Sunday may not show up on your account until early the following week.

What payment methods can I use when giving online?
You can make an electronic funds transfer, electronically debiting your gift from your personal checking account, or you can give a gift using your Visa or MasterCard labeled card. Please use this option as a convenience only and never incur a credit card debt.

Can anyone at the church see my account numbers?
No one at the church has access to your personal information.

Can I donate to various funds in the church?
Absolutely, just indicate how much you would like to give to each fund that is listed.

How often will the amount be deducted from my account?
That’s up to you. You can make a one-time donation or set up recurring donations.

What if I make a mistake during the process?
No problem, you will have a chance to confirm, cancel, or change any transaction before it is submitted.
How can I change or cancel my recurring gift or update my information?
You may log in to the secure Online Gift section of our website and make any changes and updates.

Can I look up my donations online?
You can view your donations to the church by logging into ACCESS, the church’s member database. If you don’t have a login, please contact the finance office at finance@apexumcfamily.org.

How much does online giving cost?
Online giving does not cost you anything. The church pays the fees for online giving by transactions. If you give by Virtual Check the fee for the church is comparable to the fee the church pays if you gave the same amount by check and dropped it in the offering. If you opt to give by Visa or Mastercard, the church also pays a small percentage of each transaction.

What do I put in the offering plate when it comes around during worship?
You will receive a printed receipt of your donation that can be used to place inside your envelope to put in the offering envelope.

What if I try it and I don’t like it?
You can cancel your automatic deduction schedule on the website at any time.

What if I still have questions?
Contact our finance office at 919-362-7807 ext. 228 or finance@apexumcfamily.org.