

PUSHPAY FAQ

Frequently Asked Questions About Giving via Pushpay

Is it safe to give online?

Yes. Pushpay is PCI (Payment Card Industry) compliant and encrypted to ensure our security standards exceed compliance standards.

Can I use my debit card or credit card?

Yes! You can even choose to use an ACH method through Pushpay for your giving.

Can I make a one-time contribution?

Yes. The system allows you to choose from a few different giving options.

Do I Have To Switch From My Old Giving Method?

We are excited about PushPay at Trinity and the benefits it brings. However, we are not planning to eliminate any of our other methods of giving like offering envelopes or our giving time with offering buckets in our services. You can still give via cash or check. If you currently give via credit card using envelopes, you can still do this, but we encourage you to consider doing your giving through Pushpay as it will be a more secure form of giving using your credit card information.

If you already have recurring giving setup with MyShelby, please transfer these recurring gifts over to Pushpay by cancelling them in MyShelby, and setting up your new recurring gifts in Pushpay. If you would like to switch to using PushPay we are happy to help you.

Can I designate my online gift to a particular ministry or fund?

Yes. There are 5 main funds listed on the Pushpay giving pages: Tithes, Missions, Benevolence, Building Fund and Special Offering/Other. If there is a fund you want to give to that isn't listed, use the Special Offering Fund and type in the memo where the gift should be directed.

I Want To Setup Automatic Recurring Giving. How Can I Do That?

There are two methods for doing this. Method one is to have your gift automatically withdrawn from your bank account. You can do this through your online banking system. Method two is In PushPay you have complete control over recurring giving when you setup an account. If you need any assistance with this please contact our church office.

If I want to set-up a recurring gift, what are my options for frequency of my gift?

For recurring gifts, you have the option of giving weekly, once, or twice a month.

I want to give to several funds. How do I do that in one transaction?

There are two ways to do this. The first method is selecting the "give again" option once you have completed your gift. The second method is to use the "memo" section to designate where you want all of your gifts directed.

How can I set up recurring giving 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.

What if I change banks or accounts or want to change the amount of my contribution or need to cancel or temporarily place my donation on hold?

You can do this at any time. You can log in to your account and make any updates, adjustments or changes as necessary.

How do I participate in the weekly offering if my contribution is automatically deducted from my bank account?

You can still display a symbolic act of giving. If you wish, you can write "I'm giving online" on the giving envelope and place it in the offering bucket, but it is not necessary.

Will I still receive regular contribution statements from the church?

Yes. The church will continue to send contribution statements to your address on file for tax purposes.

How will I know that I set up my gift correctly?

Immediately after setting up your contribution, you will receive an e-mail.

Why is my phone opening Safari to pay a donation?

On Apple devices, Safari may open to complete a donation. This is to bypass the additional fee that Apple would charge if you made the transaction in the App. Safari should load automatically, and send you back to the App for your 4-digit Pin automatically.

Who do I talk to if I still have more questions?

Call Stacy Fulton at (469) 523-2735 or email her at sfulton@trinitychurch.org. She'll be glad to answer any questions you may have.

HOW DO I GET STARTED GIVING WITH PUSHPAY ON MY MOBILE DEVICE?

1. Download the Trinity Church app from the App store or Google Play store.
2. Open the app on your mobile device.
3. Find the "Giving" icon on homepage. Select the campus you attend.
4. Enter the amount you'd like to give.
5. Decide whether this is a one-time gift or a recurring gift.
6. Choose the giving type: Tithe, Missions, Benevolence, Building Fund, Special Offering/Other.
(If you select Special Offering/Other, put in the memo where you want your gift directed)
7. Enter and confirm your phone number. Then, enter your name and email.
8. Choose "Next" and you'll be prompted to enter some financial information. When you're done, choose "Give" and you're all set! If you want to give to another fund, choose "Give Again" and it will take you back to the giving screen again.