Online Giving Frequently Asked Questions

Is online giving secure?

Yes. Our online giving is handled through ACS Technologies, largest developer of church management software in the industry. ACS uses secure 128 bit encrypted transmission technology. If you login through our website, you are equally protected.

Who can see my giving?

Only you and a few authorized TFH staff members can see your giving information.

Do you charge a fee for online giving?

No.

What funds can I give to online?

For online giving you may contribute to the following funds: Tithe/Offering, Storehouse, General Missions, upcoming specific missions trips, and occasionally other special funds.

Why am I only allowed to use a credit card (Visa/MasterCard)?

Our software system does not currently coordinate e-checks with our merchant provider.

When will my contribution be charged to my credit card?

Normally within 24 hours.

How will I know if my online contribution was processed?

After giving online, a confirmation email will be sent immediately to your email address. You'll see this contribution posted to your online giving history within 3-4 business days.

Can I give a one-time contribution?

Yes. Your contribution can be one-time only, or ongoing (recurring).

If I set up a recurring contribution, what are my options for frequency?

You may schedule contributions to be given weekly, twice a month, every two weeks, or once a month, or every three months.

Can I change my personal information, or the amount or frequency of my recurring contribution once I have set it up?

Yes. You can change or cancel your contribution at any time before the date of your next contribution.

Can I review my giving history online?

Yes. It will automatically show you the 10 most recent contributions, but you may also view the entire year, or a date range.

Will I still receive a giving statement at the end of the year?

Yes. We will continue to mail contribution statements to the mailing address you have in our database. Please keep this updated.

If you have questions about **Online Giving**, please contact Lorna Stalcup at lorna@tfh.org or (707) 455-7790 x115.
For all other **TFH member site** questions, please contact Denise Ohlin at denise@tfh.org or (707) 455-7790 x111.