

General Questions about Adventist Online Giving

- 1. Do my tithes and offerings still go through my local church?**
Yes. 100% of the funds are routed through the local church.
- 2. How do I view my online tithe envelope?**
Click on the "online giving" link on the church website. Create a new member login & proceed!
- 3. Do I have to use a credit card?**
You may use either a credit card, a debit card, or electronic check. AdventistGiving accepts debit cards with the Visa® and MasterCard® logos, and Visa®, MasterCard® and Discover® Network credit cards.
- 4. Is my credit card/electronic check information secure?**
As privacy and security are top priorities in this program, state-of-the-art security measures are in place. For more information, read our [Privacy Policy](#) below.
- 5. Who will know what I am giving?**
Your password, login and state-of-the-art security measures protect your privacy online. Only your church treasurer will have knowledge of your giving, as is the case with regular cash and check contributions.
- 6. I would like to give to a local or conference/world offering which isn't on the online tithe envelope!**
Have you seen the list of additional offerings? From the online tithe envelope, follow the link labeled "Add more offerings..." at the bottom of the screen. In addition to the offerings at the top of the page, you may search world offerings: for instance, try searching for ADRA, AWR or GM. If you still don't see your offering, contact your local treasurer about getting other funds added.
- 7. What do I do if I still don't see the fund that I want to donate to?**
AdventistGiving has more than 900 offering categories from which to select, and you will likely find the category you want. However, if you do not see an offering category listed, you can still give cash or a check at your local church. You may also contact your local treasurer if you wish to request a category be added to AdventistGiving or for adding conference/world funds contact help@adventistgiving.org
- 8. When does my church receive the offerings I give online?**
The funds are sent to the church checking account electronically on a monthly cycle. Your church will receive this month's offerings on the 4th business day of the next month. This allows time for the offerings to be deposited to AdventistGiving's account, and for us to transfer the offerings to you.
- 9. How do the local church treasurers keep track of this method of giving?**
After receiving a monthly electronic report of all AdventistGiving transactions, the local church treasurer incorporates this group of givers into the monthly report to the church and conference. The local church treasurer then disburses the contributions in harmony with the givers' intentions.
- 10. Who issues my receipt?**
Your local church issues the official tax receipts for all monies given through AdventistGiving. Although AdventistGiving sends an e-mail confirmation when you make a contribution online, you need the receipt issued by your local church to use for tax purposes.
- 11. Who pays the credit card transaction fees and other banking fees?**
The overall cost is shared by the local conference, the union, the North American Division, and the General Conference to ensure you get full credit for your contributions.
- 12. Can I still use the old familiar cash and check method of giving?**
Yes. AdventistGiving is simply another method available to you.
- 13. Once I establish an AdventistGiving account, am I always required to give online?**
No. You can use all available methods at anytime.
- 14. What if I make a mistake when completing my transaction?**
Contact your local church treasurer for assistance or help@adventistgiving.org. If the mistake or problem is recognized prior to the local treasurer receiving the funds after the monthly cycle ends, help@adventistgiving.org can help you with duplicate entries or with log in problems. The local treasurer can correct mistakes after the funds are received by the local church at the end of the monthly cycle.
- 15. Does this system give more money to the conference?**
No. All percentages and destinations remain the same as the regular system.
- 16. Can I make tuition payments to my child's Adventist school through AdventistGiving?**
Not at this time. AdventistGiving accepts only tax-deductible contributions; school tuition is not tax-deductible.
- 17. When can we start using the program?**
Your church has enrolled and you may begin immediately. Use the link for "online giving" on the church's website at www.chehalissda.org.

Stewardship Questions

18. Isn't this new system rather worldly?

In Biblical narrative, giving was based on the method of exchange current with the time, such as offerings of animals and produce. Today, we live in an economy that uses cash and checks as the primary method of payment and exchange. However, this method is giving way to electronic exchange. The AdventistGiving plan simply allows desiring individuals a chance to give in the same manner as they do when completing their other financial transactions.

19. What about the worship experience of giving?

After your credit card is processed, you'll receive a Confirmation of Giving page via email that you can print for your records. If you wish to enhance your worship experience by contributing to the offering plate on Sabbath, cut off the bottom portion of this confirmation page to take with you to church.

20. How does the AdventistGiving option affect the Personal Giving Plan?

The Personal Giving Plan, encouraged and promoted by the Stewardship Department, is still in place. The personal Giving Plan is now available for those who give online through AdventistGiving, as well as for those who place money in the church offering plate.

21. Is it acceptable to go into credit card debt when making a contribution?

The program does not encourage debt. The AdventistGiving option is for the convenience of those who prefer to do their banking and financial transactions online.

22. Is this just a strategy to get more money from church members?

No. Many church members are expressing an interest in online giving, and technology offers the means to do so conveniently and securely. Although we realize this option is not ideal for everyone, it is an instrument that serves the needs of many people.

AdventistGiving Privacy Policy

AdventistGiving recognizes the sensitive nature of your personal and financial information. It is our highest priority to ensure the confidentiality of any information you provide and we take a pro-active approach and appropriate action to protect your privacy. When you entrust AdventistGiving with your information, you can be certain it will be used only within our strict guidelines:

How We Protect Your Information

- We do not sell, rent, or exchange any individual personal or credit card information with any Adventist or non-Adventist organizations.
- Within AdventistGiving, we safeguard your information carefully using the latest industry-standard security methods available. We use firewalls to block unauthorized access by individuals or networks and use secure transmissions such as Secure Socket Layer (SSL) to encrypt information between you and AdventistGiving. As an additional safeguard, we also encrypt all backup tapes for AdventistGiving.

Who Can See Your Information

In order for you to be able to return your tithes and offerings online through AdventistGiving, registration is required using a valid email address. Registration is free to anyone. Personal information and offering details provided are kept confidential between you and your local church. No credit card information is stored under any circumstance and only the total amount of your offering is immediately submitted to the bank for processing. Credit card numbers are used only for processing your offering and are not used for any other purpose.

How AdventistGiving Uses Email

AdventistGiving will never send emails asking for personal or account information such as passwords or credit card numbers. In most instances, we will not send you emails unless you have initiated an email dialogue with us or you have previously requested us to communicate with you in this manner.

Temporary Cookies

AdventistGiving uses temporary cookies while you are logged into the site. As soon as you exit (the browser or AdventistGiving site) the cookie is deleted. If you turn off all cookies in your browser, AdventistGiving may not be accessible. If you have any questions about this policy, please email help@adventistgiving.org.