

Online Giving Frequently Asked Questions

Question: What are the current options for making contributions online?

Answer: We utilize a couple options that all interface with our church's database. These are:

InFellowship: This is the most popular option. This is also the online portal for our congregation to see groups, register for events, and view church directory information. Those who regularly attend New Life and who anticipate registering for events in the future are strongly encouraged to use this platform for the sake of simplicity.

"FellowshipOne Giving" App: New in 2018, we've added an option to set up contributions by downloading the app from your app store and creating an account for your first use. In the future, this app may host other things

Text-to-Give: Also new in 2018, this option enables anyone to make online contributions without creating a profile, which is perfect for visitors or additional contributions. To give any amount, simply **text the dollar amount you wish to contribute ("-\$25") to the number 651-424-0404 and follow the prompts** that the system texts back to you.

Question: If I make an online contribution, do I get to choose where it goes?

Answer: Yes, to an extent. In 2018, New Life Church simplified which accounts are available for direct contribution. These options are: Church General Fund, Deacon ministry, and Global Leadership Training. Occasionally, we will open options for special projects as well. As a policy, 10% of all contributions are given to the Missionary projects at the discretion of the Missions Leadership Team. If you'd like to make a financial contribution to New Life ACADEMY, you can do that directly by visiting: <https://app.mobilecause.com/f/1vqs/n>

Question: Am I required to set up recurring payments or can I just give once?

Answer: No. While you have the option to set up a schedule for regular contributions, it is not required. We offer the option for scheduled online contributions for the sake of simplicity, but welcome any gift at any frequency through any of these platforms.

Question: How do I edit my current giving amount or card in the system?

Answer: For both InFellowship and the FellowshipOne Giving app, you will need to login to your account and look for the tab or page related to your current giving schedule. If you are unable to locate it, you are welcome to call Jacque in the church office for step-by-step help.

Question: How can I see an updated contribution record for myself or my household?

Answer: Contribution records are available in real-time all year long by logging into your account and finding the "Giving" tab in InFellowship. With the app, your contribution records will display immediately after logging in. Depending on how you've set up your household's giving, you may or may not be able to see overall household contributions. You can always call the church office for a pdf of your year-to-date contributions, too.

Question: If my spouse made financial contributions, will they show up under both names?

Answer: Sometimes. Generally, contributions are attributed to households, which would mean the contributions given by one will show up under the other's name, too. However, sometimes contributions are given with only one name on them, like with separate checking accounts. These contributions would only appear under the name of the spouse that gave. Additionally, if a contribution is given on a platform where only one spouse has created/used a login, it is likely those contributions will show up under that spouse's name specifically.

Question: Who do I contact if I see information related to my contributions that doesn't look right or needs to be edited?

Answer: Julie Rhoades in the Finance office or Jacque Olson in the church office are both available to help with these issues. Email them at: julierhoades@newlifeacademy.org or jolson@nlcwoodbury.org

Question: If I make contributions on more than one digital platform (InFellowship, text-to-give, or Giving App, etc), will all my contributions automatically appear in the same place? How does each system know I'm the same person?

Answer: Yes! All of our digital platforms interface with FellowshipOne (our church's database). Our database often recognizes similarities in names or addresses and suggests a match that must be approved by the Finance office staff. On rare occasions, though, mistakes happen. Most often, it is due to people using variations of names, nicknames (Tony vs Anthony), or pairing a spouse name in one platform but not another that will confuse the database. For best results, be sure to use your same name and email address when making contributions and setting up your accounts.

Question: Can I donate stock as a financial gift to New Life?

Answer: Yes! If you are asking this question then you are probably aware that there can be tax advantages to donating stock. We have a process in place with a broker who helps facilitates the transaction. The transfer of stock is initiated by you at your financial institution and transferred to the church's broker who immediately sells the stock and transfers the funds to the church. Confirmation is provided to the donor upon completion of the transaction. Please reach out to the church treasurer, Tim Anderstrom at: finance@nlcwoodbury.org for detailed instructions on how to initiate a stock gift or with any questions on the process.