

Zion Baptist Church Frequently Asked Questions E-Giving

Q: What is E-Giving?

A: E-Giving is a short name for electronic giving or on-line giving. It allows you to make contributions online to Zion Baptist Church by logging into the E-Giving service at the Zion website, www.ziondc.org, and authorizing your bank to transfer funds electronically from your checking or savings account. This electronic transaction has the same effect as writing a check to the Church.

Q: Is there a fee for electronic giving?

A: There is no fee to the giver at this time. Similar to bank charges for check processing, the Church incurs a processing fee for electronic transactions.

Q: Will I be able to give by credit/debit card?

A: Yes, both credit and debit cards may be used. The Church desires you to manage debt prudently. If you elect to give by credit card, we encourage you to use this option wisely. Credit card transactions carry higher fees for the Church, and, for that reason, we encourage electronic bank (including debit card) transactions over credit cards, whenever possible.

Q: If I choose debit transaction giving, how is my contribution deducted automatically from my account?

A: You log onto the Zion website, www.ziondc.org, and select the “debit” E-Giving option. Once you authorize the transaction, your specified contribution(s) will be transferred electronically to the Church by our E-Giving provider as you designate, either on a one time only or regular recurring basis, e.g., weekly, biweekly, semi-monthly, monthly or quarterly.

Q: Can I put amounts in for multiple purposes such as Tithes, Diaconate, Women’s Day, etc., and have them withdrawn from my account at a different number and times per month?

A: You will have the option to contribute to different purposes at different schedules. The system will lead you through the dialog to make this possible.

Q: Can anyone who works at the Church see my account number?

A: No. No one at the Church has access to your account numbers. The E-Giving system selected by Zion is managed by the premier church envelope system provider and when you make an online transaction, you log directly into the service provider’s system. The E-Giving site is completely secure, and contains a link at the site explaining the security of on-line transactions.

Q: What if I forget my password or username? Is this information available?

A: If you forget your password, click on the “Forgot Password” link. You can then enter your username, and your password will be emailed to you at the email address you designated when you registered for the service and set up your profile. If you have forgotten your username, click on the appropriate link. This will bring up an email message that will take you to Zion, where you will indicate that you have forgotten your username. You will receive an email message back with your username. In some rare instances, this may take 24 hours to process.

Q: What if I try E-Giving and for some reason want to stop using it?

A: You are able to cancel your automatic deductions anytime by making the changes at the E-Giving site at www.ziondc.org. The system will guide you through the dialog to terminate E-Giving.