

PLANNING CENTER FAQs

1. How do I give using Planning Center Giving?

You can give in three simple ways:

Online: <https://careviewcommunity.churchcenter.com/giving>

Text2Give: Text “give”, your amount, and the fund you want to give to (e.g., give \$50 building) to (877) 651-6181

App: Download the *Church Center App* from Google Play or the Apple Store  church center

Whether on the web, app, or by text, the process is quick and secure.

2. Can I still give by cash or check?

Yes — we will still accept cash or check offerings (in person or mailed). Now, you'll be able to track your cash and check gifts online with this new platform, something that is not available with our current one.

3. Are there any fees to me (the giver)?

No — there's no extra fee added to your gift. The church covers the standard processing costs for online giving (credit/debit or ACH). You'll see an option to “cover the fees” if you'd like to help offset that cost.

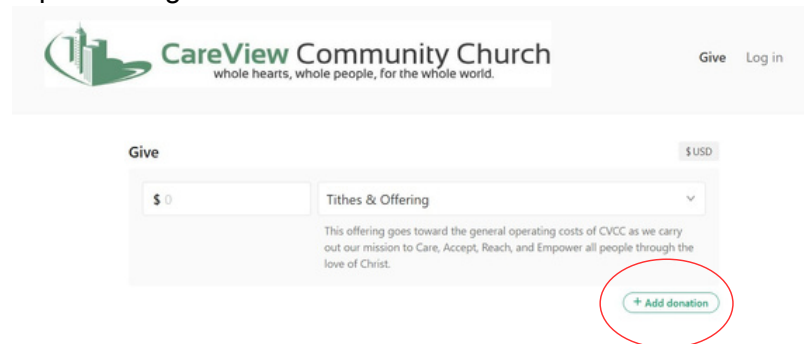
4. CareView spent over \$10,000 on online giving processing fees last year. Is there anything I can do to reduce that going forward?

Yes! You can make a big difference with a few small choices.

Give by ACH (bank transfer): ACH gifts only cost the church \$0.30 each, while credit and debit card gifts cost a percentage of the total amount.

Cover the fee: As mentioned above, you'll see an option to “*cover the processing fee.*” Checking that box adds just a little to your gift but helps the church cover costs.

Combine your gifts: If you're giving to more than one fund (like Tithes & Offerings, Missions, or Love Offering), use the “+ Add donation” button to include them all in one transaction. This reduces multiple processing fees. This feature is not available on the mobile app yet.



5. Can I set up a recurring gift?

Yes—one of the benefits of Planning Center Giving is that you can set up recurring donations (e.g., weekly, monthly) and easily update, pause, or cancel them through your donor profile.

If you currently have a recurring gift set up in OSV, please remember to cancel it once you start giving through Church Center. This will help you avoid accidentally giving twice during the transition.

6. Is my giving private and secure?

Yes — the system uses industry-standard secure payment processing (through Stripe) and the data is kept safe. Planning Center also uses permission roles and security measures for staff access.

7. How do I see my giving history or get a statement for tax purposes?

Within your donor profile in the Church Center app or on the website you can view past gifts. At year-end or anytime, statements can be generated and emailed or printed for your tax records.

8. What if I'm not comfortable with giving online / digital?

We understand that not everyone is ready to switch immediately. You can continue using checks/cash, and our team can assist you in setting up online giving when you're ready.

9. What about designating my gift to a specific fund (missions, building, general)?

Yes — when you give online you'll be able to choose which fund your gift goes to. The funds will be clearly labeled in the giving form.

10. When does this become the only way to give?

We're making November 9th the launch date for Planning Center Giving.

11. Who do I contact if I have problems giving or need help?

Email us anytime at cvccalerts@gmail.com.