



# Holy Family Parish

Florham Park - New Jersey

## Now Available

### New Online Giving Option

#### A Letter from Your Pastor

Dear Holy Family Parishioners:

As announced last Fall, I am pleased to inform you that online giving is now available by registering on the Holy Family Parish Website at [www.holyfamilyfp.org](http://www.holyfamilyfp.org).

The Parish Core Group and I are confident that online giving can have a significant positive impact on future financial planning and budgeting for Holy Family. Therefore, I encourage all parishioners to consider using online donations for their regular **Offertory Donations**, for **Project Faith Donations**, and for designated special collections such as Christmas and Easter.

Similar to other parishes that have implemented online giving, we are asking you to make a monthly offertory donation. For example, instead of making 52 weekly donations, you can authorize twelve monthly recurring payments that are regularly charged to your credit card/debit card, or your checking or savings account. Parishioners have found this to be a simpler and more consistent way of donating to their church. Additionally, monthly donations enable the parish to better plan and manage its finances.

Of course, we will continue to offer traditional ways of giving for parishioners that prefer those methods. Also, if you choose to use online giving and would still like to have something to put into the basket for the offertory at Sunday Mass, you can simply mark the "electronic giver" box on your regular envelope.

To familiarize you with how online giving will work at Holy Family and how to register, we have provided some important information for your review.

Thank you for all your continued generosity to your parish, and for prayerfully considering this method of exercising stewardship of the gifts with which God has blessed you. May we all use those gifts for the building up of His Kingdom.

God Bless you all.

Father Ray



# User Guide

## Getting Started

Thank you for your interest in Holy Family parish's online giving option. This booklet contains:

- Quick Start Instructions
- Detailed Instructions
- Frequently Asked Questions
- Helpful Hints

To help you get started you will need your credit card or debit card, or your checking or savings account information.

## Quick Start Instructions

The twelve steps below are required to set up a recurring monthly payment. For more detailed instructions skip to the Getting Started section.

1. Go to [www.holyfamilyfp.org](http://www.holyfamilyfp.org).
2. Click the "Donate" button on the left side of the page.
3. You will go to the login page.
4. Click Register.
5. Read agreement and click I agree.
6. Enter registration information, be sure to complete required fields.
7. Click Submit.
8. Click Payment to make an offertory donation (See "Make a Donation" below for instructions on converting the amount of your weekly donation to a monthly donation amount).
9. Click Continuous Payment and select the day of the month you would like your account to be charged.
10. Select either Credit Card or Electronic Funds Transfer.
11. Enter your billing and account information.
12. Click Submit. You have completed the process. Your donation will automatically take place each month.
13. On the left navigation bar click on "Project Faith Diocesan Support." Insert the amount of your Project Faith donation and follow steps 9 through 12 above.



## Detailed Instructions

### Get to the Parish Web Site

Start up the software you normally use to browse the Internet. For many users this is Internet Explorer® or Netscape. Go to the Holy Family parish web site by entering [www.holyfamilyfp.org](http://www.holyfamilyfp.org) in your browser's address field.

### Select On-line Donation

Click on the "Donate" button located on left side of the parish home page. This will take you to the login page.

### Register/Sign In

The first time you use the online donation system you will need to register. Click on the "Register" button. Please read the brief registration agreement and click on the "I Agree" button to continue. The registration form will be displayed. Complete the form, keeping in mind that the fields marked with an asterisk are required.

You may enter any name or nickname in the User Name field. Just be sure to use only letters or numbers. Special characters such as an apostrophe or the percent sign are not allowed. It is important to remember this name, as it will be the account name you sign into the system with in the future. Also, be sure to remember your password. You must select a password with at least 6 characters. We recommend at least one numeral be included in your password.

Once you have completed the form click the "Submit" button.

***Please note that once you have entered the online donation system the "Back" button on your browser will not function. You must use the navigation button located at the bottom of the screen.***

### Make a Donation

Upon successful registration or sign in, you will be taken to the parish donation page. To make an offertory donation click the "Payment" button. Enter the dollar amount you wish to donate. To make monthly payments we recommend that you multiply your normal weekly donation amount times 4.3 (this figure takes into account the 52 weeks in a year) and enter that result as your recurring monthly donation. (See example in the "Helpful Hints" section.)

To set up a recurring donation click the "Continuous Payment" option and then select Monthly payments. Choosing the Continuous Payment option will allow for automatic payments with no further effort on your part. To make a



Project Faith donation please follow the directions on the website.

Important Note: You may stop or change payments at any time. See the Managing Your Payments section of this guide.

Next, from the pull down list select the day of the month you would like your payments to take place. This will be the date your credit card is charged, or your account is debited, depending on the payment method you select.

Now click on either the “Credit Card” button (select this for a credit or debit card) or the “Checking/Savings” button (select this for electronic deductions from a savings or checking account).

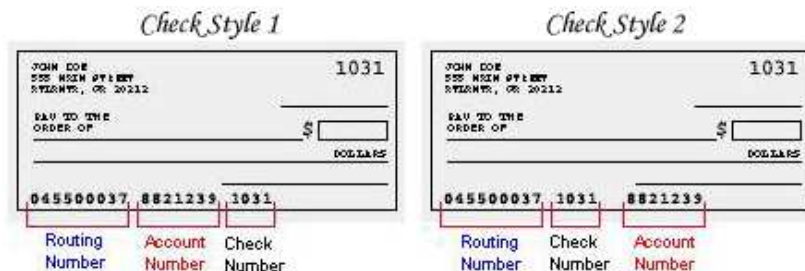
### Credit Card and Debit Card Payments

Enter your billing information on the form. Once you are a registered user your address information is automatically filled in. If you have a different billing address simply re-enter it here. It is important that your billing name and address exactly matches the name and address on your credit/debit card bill.

Once you have completed the form click the “Submit” button. A confirmation page will be displayed. We recommend that you print this page for your records by clicking the “Print” button at the bottom of the screen. An initial e-mail confirming your transactions will be sent to the e-mail address you specified when you registered. Additionally, every month you will receive an e-mail confirming that your recurring offertory donation has been made.

### Electronic Funds Transfer

You may set up an electronic payment from your checking or savings account. Enter the name on your account exactly as it appears on your banking statement. Next, enter your Routing (ABA) and Bank Account numbers. If you are paying from your savings account these numbers can be found on your bank statement. If you are making a payment from your checking account, these numbers can be found on the bottom of your check as indicated in the following diagram.





Select the type of account (either checking or savings) and then click the “Submit” button. A confirmation page will be displayed. We recommend that you print this page for your records by clicking the “Print” button at the bottom of the screen. An initial e-mail confirming your transactions will be sent to the e-mail address you specified when you registered. In addition, every month you will receive an e-mail confirming that your recurring offertory donation has been made.

**Reviewing Your Donation History**

You will always have access to your account and payment history 24 hours a day. To review the donations you have made using the Holy Family Parish online payment system first sign into the system. Next, click on the “Payment History” button located on the left part of the page.

**Managing Your Profile**

Changes to your address, telephone number, and e-mail address may be made at any time. Simply click on the “Manage Profile” button on the left hand side of the screen. Your current information will be displayed in the form. Make any necessary changes and press the “Submit” button. You may change all information except for your user name. Please note that for security purposes our online payment system does not retain credit card or bank account information. Therefore, if you need to change this information you must stop any continuous payments and re-submit them using your new account information.

**Frequently Asked Questions**

**About Online Giving...**

**How will online giving be used at Holy Family?**

Initially, online giving will be used for Weekly Offertory donations and for designated special collections such as Easter and Christmas. Over time, online giving can also be used for other parish related expenses such as Holy Family School tuition, CCD fees, and Parish Faith Vacation payments.

**What type of payment methods are accepted?**

Parishioners will have the choice of authorizing payments from their checking, savings or authorized credit/debit card accounts; authorized credit cards include Visa, MasterCard, American Express and Discover.



### **How do you register for online giving?**

Parishioners can go to the Holy Family website ([www.holyfamilyfp.org](http://www.holyfamilyfp.org)) and register online. Online registration is free, simple, and the most secure method of collecting your personal information. Once you are registered, you can be assured that your donations are arriving on a regular basis to Holy Family. (See the user guide for details).

### **How secure is my personal information?**

Holy Family and our online service provider, NetCharge®, will never sell or release any personal or financial information to any party for any reason, except as required by law.

### **How secure is online giving?**

Holy Family registrations and all transactions are handled with “best in class” security technology, including 128K bit encryption. Our service provider, NetCharge® takes every possible action to protect and secure all information.

### **What if I forgot my user name?**

If you have forgotten the user name you selected when you initially registered contact the Rectory. They will be able to look up your user name.

### **What if I forgot my password?**

Go to the Holy Family parish web site and click on the “Donate” button. This will take you to the donation system login page. Click on the “Forgot your password? Click here” link located just below the “Login” button. Enter your user name and press the “Submit” button. Your password will be sent to the e-mail address you listed when you created your account.

### **How can I change the amount of my donation?**

You can change future recurring payments at any time. Once you are logged onto the donation system you will see a list of “events” on the left side of the window. Click on the name of the event you wish to correct (for example, click on “Offertory” to change your offertory donation), then click the “Payment” button. A summary of your payment plan is displayed. To stop all future payments click the “Stop” button. To change the amount of a recurring payment type the new dollar amount in the “Enter Amount” field and then click the change button.



**What will appear on my credit/debit card statement?**

Each month your credit/debit card statement will have a line item that says “NetCharge (877) 625-0290 and the dollar amount that you have authorized to be given to Holy Family.

**What will appear on my checking or saving statement?**

Each month you will see a line item that shows the dollar amount you have authorized to be given to Holy Family. The exact wording is determined by your bank but will likely include “NetCharge Payment Solutions.”

**What is NetCharge®?**

NetCharge® is the premier choice for providing online donation and registration services for churches, schools, and non-profit organizations. The company began offering these services in 2003, and is headquartered in Parsippany, New Jersey.

**Helpful Hints**

**Converting Weekly to Monthly Donations.**

To make monthly payments we recommend that you multiply your normal weekly donation amount times 4.3 (this number takes into account the 52 weeks in a year.)

For example:

If you currently donate \$30 per week.

Multiply \$30 X 4.3 =

The total suggested monthly giving would be \$129.00

Enter \$129.00 as your monthly recurring donation.



## Notes

