

Q. What is online giving?

Online giving is the ability to give a donation or schedule a series of donations using your debit card, credit card, or bank account on TheEpicJourney.com.

Q. What is a contribution schedule?

This is similar to a subscription. You can choose how often you would like an automatic donation to be made—weekly, every two weeks, or monthly.

Q. Why do I have to set up an account and password?

Setting up an account and password allows you to enter a highly secure environment for your transaction. Once your account and password are established, all of your personal information including credit card information is safe and protected.

Q. Is it secure?

All debit or credit card information you enter and store for online giving is secured through our provider, Fellowship One. No one has access to your data unless authorized by you. You can read more about security on the giving page of our website.

Q. Do I pay any additional or hidden fees to give online?

Nope. You select the dollar amount for your gift. That is the dollar amount that will be recognized as your donation. No costs or fees to you.

Q. Can I use my debit card or credit card?

Yes, we accept Visa, MasterCard, American Express, and Discover.

Q. Can I try this by giving one time?

Sure. Select “One Time” in the frequency drop-down box at the top right.

Q. When is the automatic contribution charged to my account?

You choose: one time, weekly, every two weeks, twice per month (on the 1st and the 16th), monthly, monthly (last day of the month), quarterly or yearly. You can set up as many schedules as you would like, so it’s possible to give a monthly gift as well as a weekly one. Contributions will generally show up the day you schedule them. Contributions scheduled on Friday through Sunday may not show up on your bank account or statement until early the following week.

Q. How can I keep a record of the amount I have contributed?

Your online giving record appears at the bottom of the page. You can change the year in the drop down box to see giving for different periods of time. You can view your online giving record from the online giving pop-up window at any time. We also send year-end statements directly to your home address.

Q. What if I change banks?

From the online giving window, simply cancel your current recurring giving option then set it up again with your new debit card number.

Q. What if I want to change my online giving or stop it?

From the online giving window, simply choose the option to cancel your giving.

Q. Can I give a recurring donation to the general fund as well as other giving initiatives such as Dream Year?

Yes. However, you need to create two contribution schedules—one for your general giving and one for the special giving initiative.

Q. How should I tithe if my income varies from pay period to pay period?

The easiest approach is to simply do one-time gifts online each time you are paid.

Q. Should I tithe off my gross earnings or the net amount of my paycheck?

Scripture doesn't use the literal terms "net" or "gross", however we believe giving God the first of your true income means you tithe off the gross.

Q. How do I participate in the weekly offering if my contribution is automatically processed online?

You can still participate in the offering during the service by reflecting on the message of the song or media that is being presented.

Q. If we want to help people get out of debt, why does The Journey Church accept credit card donations?

Used within the parameters, debit and credit cards can be an efficient tool for payments and purchases. Many people utilize them in place of checks or cash throughout the month, and then pay off the balance in full. For these people, we offer the option of using a debit or credit card to give. We strongly discourage those who have ongoing credit card debt from exercising this option and recommend you give by cash or check in the service.

Q. Who do I talk to if I have more questions?

Contact our Director of Administration, Jordon Rudesill, at 270-761-4403 or jordon.rudesill@TheEpicJourney.com and he'll be glad to help you.