



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

Please note your exact donation will be listed on your banking statement with "NetCharge" shown as the payee. However, be assured that your authorized donations have been given to St. Raphael Parish.

### 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 2004, and is headquartered in Parsippany, New Jersey. You can contact NetCharge at (877) 625-0290.

### 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 \$20 per week.

Multiply \$20 x 4.3 =

The total suggested monthly giving would be \$86.00

Enter \$86.00 as your monthly recurring donation.



## St. Raphael Parish New Online Giving Option

Dear St. Raphael Parish Family,

I am pleased to announce a new online giving option for our parish. This option becomes available in September, 2009 and you can register for this service by visiting our website at [www.straphaelparish.org](http://www.straphaelparish.org).

This service was carefully reviewed and researched by the parish Finance Committee along with the Diocese of Rockville Centre. Our primary reasons for providing you this option at St. Raphael's is as follows:

Over the last few years, many parishioners have asked if they could make their gifts and donations by credit card or some type of online payment. These questions came from different people for different reasons. Some are "snowbirds" who fly south for the winter months. Some are unable or prefer not to write checks and many rely on their children to manage their finances. This form of financial managing comes more easily for them.

While I hope that most of our community tries and uses the online giving, we will continue the traditional ways of giving for parishioners that prefer those methods. **A reminder**, if you choose to use online giving and request to no longer receive the gold colored collection envelope, please inform the rectory. In the event you would still like to put something into the collection basket at weekly Mass, arrangements can be made for you to drop by the rectory and pick up "I Gave Electronically" cards. Please be assured that your electronic donations will continue to be posted to our records for your tax purposes.

To familiarize you with how online giving will work at St. Raphael's and how to register, complete details and instructions are provided in this brochure.

Again, my thanks for your continued generosity to our parish, and for prayerfully considering this method of exercising stewardship of the gifts with which God has blessed you.

Peace!

Father Tom



# User Guide

## Getting Started

Thank you for your interest in the St. Raphael Parish 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 your checking or savings account information.

## Quick Start Instructions

The steps below are required to set up recurring donations. For more details, skip to the Detailed Instructions section on the next page.

1. Go to [www.straphaelparish.org](http://www.straphaelparish.org).
2. Click the “St. Raphael Online Donation System” button on the parish home page.
3. You will go to the login page. Click “Register”.
4. Read agreement and click I agree.
5. Enter registration information, be sure to complete required fields and supply your ENVELOPE NUMBER. When you have completed the form, click “Submit”.
6. Click “Pay/Donate Now” to make an offertory donation (See “**Helpful Hints**” section for instructions on converting the amount of your weekly donation to a monthly donation amount).
7. Enter the amount you would like to donate, then click “Recurring Payment” and select the day of the month you would like your account to be charged.
8. Select either Credit Card or Saving/Checking.
9. Enter your billing and account information and click “Submit”



## What if I forget my password?

Go to the St. Raphael Parish web site and click on the “Online Donation” 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 e-mail address and press the “Submit” button. Your password will be sent to the e-mail address you listed when you created your account. We strongly advise you to change your password once you receive it in your e-mail.

## How can I change my credit card/bank account?

You can change your credit card or bank account number for recurring payments at any time. From the menu on the left, click on the name of the event you wish to update, then click “Manage Payment”. A summary of your current payment plan is displayed. To make changes to ongoing events (such as Offertory) click the “Manage Payment” button. Then click stop payment. Click “Manage Payment” again to re-establish your ongoing payment with the new account information. To make changes to timed events (such as Annual Appeal) click the “Manage Payment” button. Then click “Change Credit Card/Bank Account”.

## How can I change the amount or frequency of my recurring donation?

You can change future recurring payments at any time. Click on the name of the event you wish to update from the left hand menu, then click “Manage Payment”. A summary of your current payment plan is displayed. To make changes to ongoing events (such as Offertory) click the “Manage Payment” button. Enter the new amount and/or payment frequency and click “Change”. To make changes to timed events (such as Annual Appeal) click the “Manage Payment” button. Then click “Change Payment Plan.” Enter the new amount and/or number of months and click “Submit New Payment Plan”.

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

Please note your exact donation will be listed on your credit card statement with “NetCharge” shown as the payee. However, be assured that your authorized donations have been given to St. Raphael Parish.



screen. Your current information will be displayed. Make any necessary changes and press the “Save Changes” button. Please note that for security purposes our online payment system does not retain credit card or bank account information.

## **Frequently Asked Questions About Online Giving...**

### **How will online giving be used at St. Raphael?**

Initially, online giving will be used for Weekly Offertory donations and for designated special collections such as the Parish Building Fund.

### **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 St. Raphael Parish website ([www.straphaelparish.org](http://www.straphaelparish.org)) and register online. Online registration is free, simple, and the most secure method of collecting your personal information. Once registered, you can be assured that your donations are arriving on a regular basis to St. Raphael.

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

St. Raphael Parish 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?**

St. Raphael 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 forget my Login ID?**

Your NetCharge Login ID is your e-mail address. If you have forgotten the e-mail address you provided when you initially registered contact the Rectory. They will be able to look it up for you.



10. Confirm that the payment details are correct, then click “Submit Payment”. You have completed the process for Offertory donations. Your Offertory donation will automatically take place each month.

11. Next, click on the specific fund name to donate to that fund. (See complete instructions on Page 4)

## **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 Parish web site by entering [www.straphaelparish.org](http://www.straphaelparish.org) in your browser’s address field.

### **Select On-line Donation**

Click on the “St. Raphael Parish Online Donation System” button located on 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.

It is important to enter a valid e-mail address. It will be the account name you sign into the system with in the future, and is our primary means of contacting you regarding account activity. 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 “Pay/Donate Now” button. Enter the dollar amount you wish to donate.

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

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 “Saving/Checking” button (select this for electronic deductions from a savings or checking account).

For donations to Second Collections: After you have submitted your Offertory donation, go to the left side of the page and click 2009 Second Collections. Enter the amount you wish to donate to each collection. Then select your payment method to complete the process. Second collection payments will be charged to your credit card / bank account on the “Processing Date” displayed next to the collection name.

### Credit Card and Debit Card Payments

Select Credit Card and 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 statement.

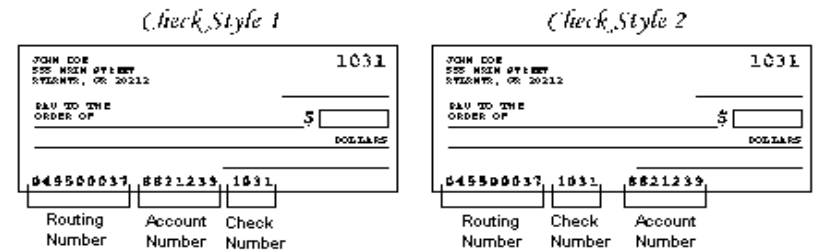
Once you have completed the form click “Submit”. If the payment details are correct, click “Submit Payment” to proceed or click “Cancel” to make corrections. A confirmation page will be displayed showing your payment plan details. We recommend that you print this page for your records. An initial e-mail confirming your transactions will be sent to the e-mail address you specified when you registered. Every month you will receive an e-mail confirming that your recurring



offertory and/or building donations have 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. If the payment details are correct, click “Submit Payment” to proceed or click “Cancel” to make corrections. A confirmation page will be displayed. We recommend that you print this page for your records. 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 and/or building donations have 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 St. Raphael online donation system, first sign into the system. Then, click on “View Payment History” located on the left side of the page.

### Managing Your Profile

Changes to your address, telephone number, and e-mail address may be made at any time. Simply click “My Account” on the left side of the