



Vanco Mobile Faith Engagement

FAQs for Donors

Q: How does the Vanco Mobile Faith Engagement (“Vanco Mobile”) program work?

A: Using your smartphone app your offerings are transferred from your credit or debit card, or from your bank or credit union checking or savings account. They are deposited directly into St Stephen the Martyr’s account. As a result, your contributions can be made from anywhere at any time.

Our Financial Secretary receives a detailed report from Vanco listing each participant’s completed transaction during the period. This information is recorded in the member’s giving record and a summary statement is sent periodically during the year and at year end for member’s tax preparation purposes.

Q: Are there any fees involved with the program?

A: St Stephen the Martyr is charged a fee for your transfer, which is higher when using a debit or credit card. Thus, when using a debit or credit card you will be given the opportunity to help cover processing fees by designating an extra 3%. (Note that this is a suggestion, not a requirement. If you do choose to add this additional amount, it will also be recorded as a donation to SSM on your giving record.)

Q: How often can funds be contributed?

A: As you designate, funds can be sent as a one-time donation, or scheduled as a weekly or monthly donation.

Q: Can contributions be directed to specific funds within the church?

A: Yes! Contributions may be directed to the General Fund, Building Fund, and a variety of other funds. These funds will be updated accordingly for the season. You can also make payments for items such as Mt Meru coffee. There is also a category called “Other” – if you choose to use this, please contact the Financial Secretary and Treasurer to inform them of your wishes.

Q: How do I sign up and give via Vanco Mobile?

A: Please refer to the Vanco Mobile User Guide for information regarding signing up and giving.