

You have heard a lot about the Church Center App in recent weeks and the changes we have been preparing for in regards to child check-in. Now it has come time to talk about some changes to giving that we are going to be making. We are going to be switching the company that handles our digital transactions from Tithely to Church Center.

## FAQ

### **Why are we switching our giving platform?**

Planning Center (including its app for members, Church Center) **offers significantly lower fees** than Tithely (our previous digital giving platform) which means more of your gift can go to support the church.

We are going to be using Planning Center as our church management system to integrate everything behind the scenes (Redeemer Kids check-in, worship service planning, volunteer scheduling, event registration, calendar and events, database records, and giving) which should help us communicate and coordinate everything more seamlessly.

### **What is the most cost-effective way to give to the church?**

The most cost effective way to give to the church is to set up an ACH Bank Transfer through the Church Center App or online through the website (which will be updated shortly). While this carries a small processing fee, it actually saves the church money and time versus processing checks ourselves.

### **What is the difference between using the Online Bill Pay through my bank and setting up an ACH Bank Transfer through Church Center?**

When you use Online Bill Pay your bank actually creates and sends a paper check to the church, whereas an ACH Bank Transfer is processed entirely online. The ACH Bank Transfer is not only faster, but more efficient as we can receive and credit these donations to you without manual processing and entry.

### **What are the processing fees?**

\$0.30 per ACH bank transfer donation

2.15% + \$0.30/donation for credit and debit card donations

And you can still make your gift go further by covering the fees as many of you do.

### **I give via Online Bill Pay (on my bank's website). Should I consider switching my giving?**

Yes. If you would be willing to take the time to switch over to recurring or regular manual giving through the Church Center app or at: <https://redeemeraurora.churchcenter.com/giving>, it would streamline things for the church and ensure your gift goes as far as possible.

### **What if I am currently enrolled in automated giving with Tithely?**

You will need to log onto Tithely and cancel your recurring gift at:

<https://www.google.com/url?q=https://give.tithe.ly/?formId%3D6da2c29a-6865-11ee-90fc-1260ab546d11&sa=D&source=docs&ust=1755561602565474&usg=AOvVaw24lArPifpiZX20JsV7TvUU>

Then you can set up your new recurring gift either through the website or in the Church Center App.

We will be sending out an email with more detailed instructions for those who are currently enrolled in automated giving.

### **What do I need to do?**

If you haven't yet, please create a Church Center account either online or through the App. Instructions can be found here:

<https://redeemeraurora.com/wp-content/uploads/2025/08/Redeemer-Community-Church-Center-App-Setup.pdf>

Under "Giving" you will be prompted to add a payment method. Once you have done this you will be able to give and set up recurring gifts.

You can also give through the website: <https://redeemeraurora.churchcenter.com/giving>

### **Can I still give other ways?**

Of course, we still accept checks and cash in the offering box in the back of the sanctuary. You can also mail a check to the church.

### **How soon do I need to make these changes?**

We are asking everyone to make those changes by the end of September.

### **Are we going to be making changes like this on a regular basis?**

Definitely not. We recognize this is a lot of change and extra work for everyone, and we intend to reap the fruit of it for many years to come.