

# Giving FAQs

## Accounts

### **HOW DO I RESET MY PASSWORD?**

*To reset the password, go to the login screen for either web or in-app Giving. There you will find an option to reset your password using your email address. If you are unable to do so for some reason contact Subsplash Giving  
Support: [support@subsplash.com](mailto:support@subsplash.com).*

### **HOW DO I RESET MY PIN?**

*To reset your PIN, launch the app and navigate to Giving. Click **Forgot PIN?** and we'll send you an email with instructions to reset your PIN.*

### **HOW DO I UPDATE MY CREDIT CARD?**

*If your credit card expires and a new card with the same card number is issued, we will automatically update the card for you. If you wish to replace an expired, cancelled, or unused card, you can add a new card before or after deleting the invalid card.*

### **HOW DO I DELETE A STORED CARD OR BANK ACCOUNT?**

*You can manage your cards on the web or in the app's Giving section. Select a stored card and choose delete to remove it.*

## **WHY DOES IT SAY I ALREADY HAVE AN ACCOUNT?**

*We provide applications to thousands of churches and ministries. You likely already registered your email through another app. We link these accounts together to simplify your user experience.*

Receipts/Tax Statements

## **HOW CAN I VIEW MY GIVING HISTORY IN THE APP OR ONLINE?**

*You can view your transaction history in the History section from within the app or through web giving. Select an individual transaction from the list of transactions to view the full transaction details. You can even re send a copy of the receipt to your email.*

## **HOW WILL THIS GIFT SHOW UP ON MY CREDIT CARD STATEMENT?**

*It will appear with the name and contact info of the organization to which you gave.*

## **WHY DIDN'T I GET A RECEIPT? /WILL I GET A RECEIPT?**

*You should receive a receipt via email right away. If you don't see your donor receipt, check your spam folder, and verify you're checking the correct email account. If you still do not find your receipt go to the giving section of your app. Check and update your email address if appropriate. From within the*

*app, or on the web (when using web giving) you can view your transaction history. From the list of transactions, select an individual transaction to view the receipt, and opt to re-send it to your email.*

## Recurring Payments

### **HOW DO I TURN OFF RECURRING GIVING?**

*You can cancel a recurring gift from within the app, or if logged in, on the web. Simply select the gift you wish to cancel from the list of recurring events you have configured. You can then delete it. You will also receive a reminder email prior to each upcoming recurring payment. The email will include instructions allowing you to easily cancel the recurring series of payments before the next payment is debited from your account.*

### **I RECEIVED AN EMAIL ALERTING ME THAT MY RECURRING PAYMENT WAS DECLINED, WHAT SHOULD I DO?**

*There is a link within the email you can follow to update your information. Alternately you can log in on the web or in your app to update the card information on file and update your recurring payment.*

**I RECEIVED AN EMAIL ALERTING ME THAT THE CARD FOR MY RECURRING PAYMENT IS ABOUT TO EXPIRE, WHAT SHOULD I DO?**

*There is a link within the email you can follow to update your information. Alternately you can log in on the web or in your app to update the card information on file. The message is sent out in advance to give you time to make the update before your next payment.*

**I RECEIVED AN EMAIL ALERTING ME THAT MY NEXT RECURRING PAYMENT WILL BE MY LAST, WHAT SHOULD I DO?**

*You can ignore the message and allow the payments to cease, or extend your payments to end on a future date. There is a link within the email you can follow to update your information. Alternately you can log in on the web or in your app to extend the final donation date. The message is sent out in advance to give you time to make the update before your payment series ends.*

**I RECEIVED AN EMAIL ALERTING ME THAT I HAVE AN UPCOMING RECURRING PAYMENT, BUT I WANT TO STOP IT.**

*There is a link within the email you can follow to change or cancel your recurring donation before it is processed. Alternately you can log in on the web or in your app to make these changes at any time. The email reminder is sent out in advance to give you time to cancel the payment before it is processed. If your donation has already been processed see the help topic "How do I request a*

*refund or cancel a gift?” in the General section of these FAQs*

### **I RECEIVED AN EMAIL ALERTING ME THAT I HAVE AN UPCOMING RECURRING PAYMENT, DO I NEED TO DO ANYTHING?**

*Once your donation has been processed you will receive a receipt via email. Unless you wish to cancel the payment you don't need to take any action. If you wish to cancel the payment, there is a link in the email to do so.*

### **GETTING HELP**

#### **WHO CAN I CONTACT FOR SUPPORT?**

*You should contact the Church or organization to which you donated. Your email receipt includes their contact information. The information is also available on the web or in the app within the “Account History” section. If you do not have a receipt or access to your app contact Subsplash Giving Support: [support@subsplash.com](mailto:support@subsplash.com)*

### **PAYMENT METHODS**

#### **WHAT ARE SUPPORTED PAYMENT OPTIONS?**

*Accepted payment methods vary by organization, although most accept Visa, MasterCard, American Express, Discover, JCB and CUP cards in addition to supporting ACH donations. To find out*

*which methods a certain organization accepts, navigate to the payment method screen in their app.*

**CAN I USE A DEBIT CARD?**

*Yes, you may use your debit card. You do not need to use your pin number, simply enter it like a regular credit card.*

**CAN I USE A DINERS CLUB CARD?**

*No those are only supported in restaurants.*

**CAN I USE MY CORPORATE CARD?**

*Yes. We recommend consulting an accountant for tax advice before making a tax deductible donation with a corporate card.*

**GENERAL**

**HOW DO I REQUEST A REFUND OR CANCEL A GIFT?**

*You can contact the organization's Account Manager using the contact information on your receipt. The Account Manager will initiate the refund and contact you as soon as possible.*

## **WHY DO I SEE A MESSAGE THAT SAYS GIVING IS TEMPORARILY UNAVAILABLE?**

*This means that the organization has temporarily disabled giving. Check back in a few days or contact the Account Manager.*

## **WHY WAS MY CARD DECLINED?**

*Contact your bank to resolve any issues with declined cards. Decline notices are simply passed through from your Bank.*

## **HOW SECURE IS SUBSPLASH GIVING?**

*Security is of the utmost importance at Subsplash. Subsplash Giving is PCI-compliant and is protected by industry standard encryption and payment data is stored in PCI Level 1, SOC1, and SSAE16 compliant gateways, First Data and Wells Fargo.*

- 1) All cardholder data is transmitted directly from each donor's browser to the gateway that we utilize, never touching our servers.*
- 2) Our gateway is compliant in storing cardholder data, and is audited regularly.*
- 3) Our back-end processing center (First Data) is fully PCI compliant as one of a hand-full of secure facilities that are heavily regulated by all of the card brands.*
- 4) Our banking partner, Wells Fargo, is fully PCI compliant as a member of the Visa and MasterCard associations.*

## **MY TRANSACTION FAILED AND THE REASON WAS "YOUR CARD DOES NOT SUPPORT THIS TYPE OF PURCHASE." WHAT DOES THAT MEAN?**

*This message was caused by one of the following reasons:*

*Some debit cards required a PIN to be entered. If you are trying to use one of these cards, you will need to use another card to complete the transaction.*

*Some cards are limited by border-crossing. If your card was issued in a different country than the organization you wish to support, this may be the problem. Please call your bank to determine if your card has been restricted.*

*Some cards (including corporate and FSA cards) can only be used for certain business reasons, including travel and healthcare. If your card is only available for specific business reasons and should work for this transaction, please let us know.  
(support@subsplash.com)*