



Frequently Asked Questions

Question: What is Planning Center?

Answer: Planning Center is church management software that we use to maintain our congregation database, schedule volunteers, and more.

Question: What is the Giving module?

Answer: Giving is the donation module within Planning Center.

Question: How can I learn more about how to use the Giving module to donate online or using an app?

Answer: Click on the following [link](#) to learn more.

Question: If I currently donate to the church through pre-authorized debit, e-transfer, or Sunday morning by cash, cheque, or debit is there anything I need to do?

Answer: No. However, if you want to update your contact information, review your giving history, or give online then click on the following [link](#) or download the Church Center app.

Question: If I donated using CanadaHelps from the Elevation website, will my donations show up in my donation history in Giving?

Answer: No. However, you will receive a tax receipt from CanadaHelps in early 2020 for all of CanadaHelps donations made in 2019.

Question: Can I text my donation?

Answer: Yes, you can use Giving to text a donation whenever you want from wherever you are. You can also setup recurring donations or one-time donations from your debit or credit card.

Question: Does 100% of my donation reach Elevation?

Answer: It depends. If you give by cash, cheque, or e-transfer, Elevation receives 100%. If you give by debit machine or pre-authorized debit, Elevation receives 100% less a 10 - 12 cent per transaction bank fee. If you give using Giving either by text, Church Center app, or online, Elevation receives 97.7% less a 30 cent per transaction fee.

Question: Is there any way to receive a single tax receipt for all my family's donations, regardless of whether me or spouse make the donation?

Answer: Yes, you can become a "joint donor" in Giving by sending us an email at info@elevationwaterloo.org and indicate the names of the people you want "joined" for the purpose of receiving a single tax receipt.