

## The Cathedral of Christ the King uses Vanco Services for online giving.

### A. Start Up

1. A volunteer took on the project of researching, set-up and developing our online giving program.
2. Once the decision was made to go with Vanco, a basic online donation site was up and running within a few days. A more detailed e-giving site was developed later.

### B. Cost to Parish

1. Monthly Web hosting fee of \$25.00. If additional web pages are used, there is an additional charge of \$10 per month per web page.
2. Per transaction cost: ACH - \$0.25 and MS (credit card) - \$0.45
3. MS transactions have discount fee of 3.5% for Amex and 2.5% for Visa, MC, and Discover. This is the fee from the credit card companies.
4. Additional fees range from \$0.25 to \$0.50 for failed transactions, ACH authorizations, changes to a pending transaction, etc.

### C. Donation processing

1. Deposits are made daily by Vanco to our checking account.
2. Donations are posted weekly into Logos using Vanco's Fund Detail Reports.
3. After the funds are entered into Logos, the Fund Detail Reports are given to our Administrative Assistant for posting into ParishSoft. These reports give the name of the donor, the name of the fund, and the amount donated. The donations are posted manually into ParishSoft.
4. Currently there is an option of downloading directly into ParishSoft by using a data file provided by Vanco. The data file is an excel spreadsheet with the account number, fund number, and dollar amount listed per deposit. This option should be considered when first setting up an account with Vanco because fund numbers and customer numbers have to be the same between the two systems. 2 years ago this option was not available for us, so at the time we did not take into consideration the matching of fund and customer numbers.

### D. Response to Online Giving

1. Since our first online donation made in September 2007, the use of online giving has continually increased. For the 1<sup>st</sup> quarter of the start of our online giving (10/2007-12/2007), total donations (offertory, 2<sup>nd</sup> collections, etc.) were \$19,724. For the most recent quarter (8/2009-10/2009), total donations were \$146,629.
2. All in all, the parishioners are very happy with our option of online giving. They have found it to be easy and convenient to use.
3. We are pleased with the growth of our online giving. We are beginning to add other options such as registration fees to our online choices.

- We have had positive experience with Vanco's customer service. They are easy to contact by phone directly to an actual representative. The technology staff at Vanco has worked with us on a number of requests for updating the look of our online giving website.

Cathedral of Christ the King online donation growth



