

FAQ's about the Diocesan wide giving page

1. How do I sign up?

All you have to do is email stewardship@carlisle-diocese.org.uk with the name of your parish and say you would like to start using online giving. We will then email back with a weblink to a one-off gifts webpage and a regular gifts webpage specifically for your parish. You can then share these weblinks with anyone and everyone. Because the money goes through Carlisle Diocese bank account, there is no further set up procedure for your church. It really is that simple.

2. How will our church receive the donations?

All donations will initially come through to Carlisle Diocese. We receive a report outlining which donations have been made to which parish. Once a month the Diocese will transfer these donations into the relevant church bank account.

3. How do we claim gift aid?

When an individual makes a donation, they are asked to fill in an online gift aid mandate if applicable. Where gift aid is applicable, the Diocese receives the names and addresses of these donors. We will claim gift aid on the gift on your behalf, and pass on the value of the gift + gift aid.

4. What are the costs?

There is a transaction fee on each donation of 1.9% + 20p. This means for a £10 donation, you are 'losing' 39p in transaction fees. However, the giving form gives donors the option to cover the cost of the transaction fee themselves, meaning in the example above, the donor would have the option to give £10.39 and the church would receive the full £10 of donation (with the option to claim gift aid on top if appropriate). It is also worth noting that even with the 39p transaction fee, the church is still receiving £9.61 it would otherwise not have benefited from. There are no monthly costs or support fees – the transaction fee is the only cost.

5. Can individuals use the giving page to set up regular donations?

Yes. Monthly gifts can be set up through this giving page, which will come through to the Diocese and be passed on to the relevant churches in the same way as one-off gifts. What's more, when donors set up their regular gift, they have the option to increase their gift with inflation each year. This means the value of the gift to your church will not be eroded over the years.

6. How do I promote online giving?

Online giving is a fantastic way for a huge range of people to give to your church, but it is only a mechanism for giving; for it to be successful, your giving links need to be shared with people regularly. This can be done via newsletters, online services, social media, websites and letters. To find out more about promoting your online giving [click here](#).