Transitioning Giving from Hope to King's Cross

As we transition not only to a new name for our church but also to a new church management software (ChurchTrac) several logistical changes will be necessary. The following information will guide you through the process of moving your online giving from the previous platform to the new one.

But first, some general information about giving at King's Cross.

If you currently give to the church by cash or check, nothing changes for you. All is well. If you give online but do so one gift at a time (you do not use a "recurring" method), you will not have to complete the first action which is cancelling the recurring giving on the old Hope website.

If you chose to give online, whether one-time giving or recurring giving, the church will be charged a processing fee for each transaction, as it was in the previous system. The transaction fee for giving via debit or credit card or using Google pay is 2.9% of the amount plus 30 cents. The fee for an ACH bank withdrawal is .8% of the amount. So, for someone giving $100 a week consistently for the entire year using a card, the total transaction fee charged to the church would be $166.40 for the year. The same giving using an ACH bank withdrawal will cost the church $41.60 per year. **Regardless of the type of transaction, you will have the option of covering the transaction fee yourself rather than having the church charged for the transaction. If you choose this option, that $100 weekly giving amount would then be charged $103.20 for using a card or Google pay and $100.80 for using an ACH bank transfer.** To summarize, the least cost-effective option for the church is to give using a card or Google pay and have the church pay the transaction fee. A better option would be to give using the ACH bank withdrawal and have the church pay the transaction fee. The best option would be for the giver to cover the transaction fee themselves regardless of payment method.

The following subjects are covered, in order, in this document:
- Cancelling Recurring Giving Through the Hope Website (page 2)
- Creating a Login on the King's Cross Website (page 7)
- Setting Up Your New Recurring Giving on the King's Cross Website (page 10)
    - Using an ACH bank transfer (page 13)
    - Using a credit or debit card (page 17)
- Completing a One-Time Gift on the King's Cross Website (page 18)

The following instructions were completed on a computer rather than a tablet or a phone. If you complete these steps on a tablet or your phone what you see will probably look different but following the same basic steps should get the task completed.

Cancelling Recurring Giving Through the Hope Website

If you give via a recurring transaction on the old Hope website, you will need to cancel that automatic transaction to avoid being charged both in the old system and the new one. Follow these steps to complete that process.

Go to the Hope website homepage. From the menu bar at the top of the page select "GIVE" to go to the giving page of the website (https://hopebtown.org/give).
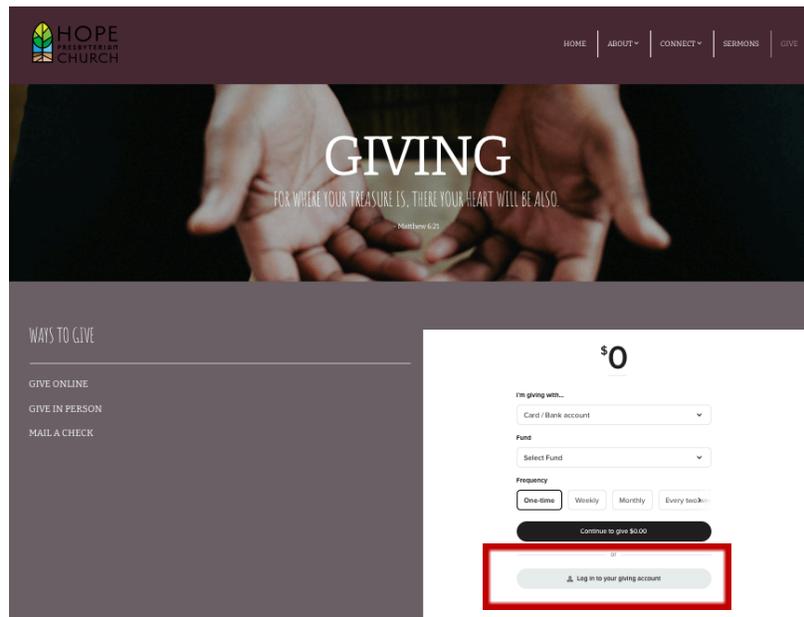
Click on "Log in to your giving account".

Use your preferred method to log in to your giving account. You will be taken to your account page.

Select the scheduled gift.

Select the scheduled gift (again).

Select "Delete gift" in red type. You may have to scroll down in the entry box to see this option.
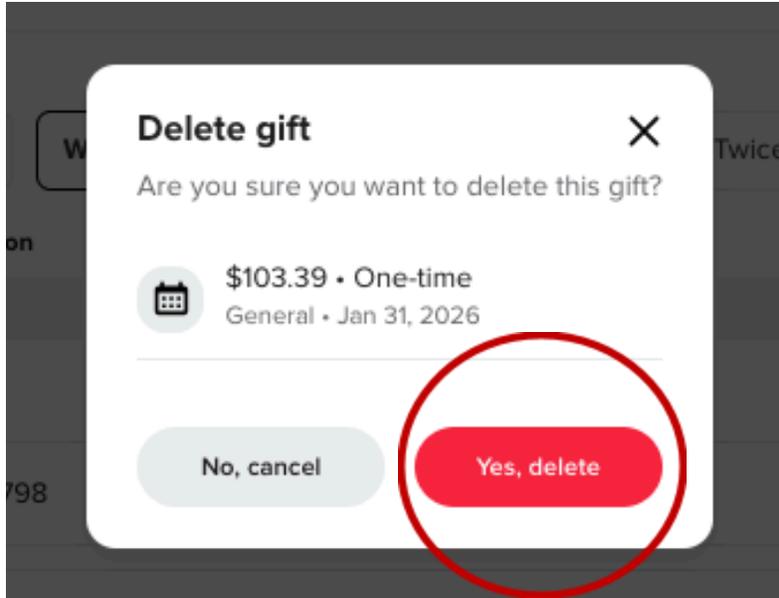
You will be asked to confirm your desire to delete the recurring gift. Select "Yes, delete". Your recurring gift is now cancelled.
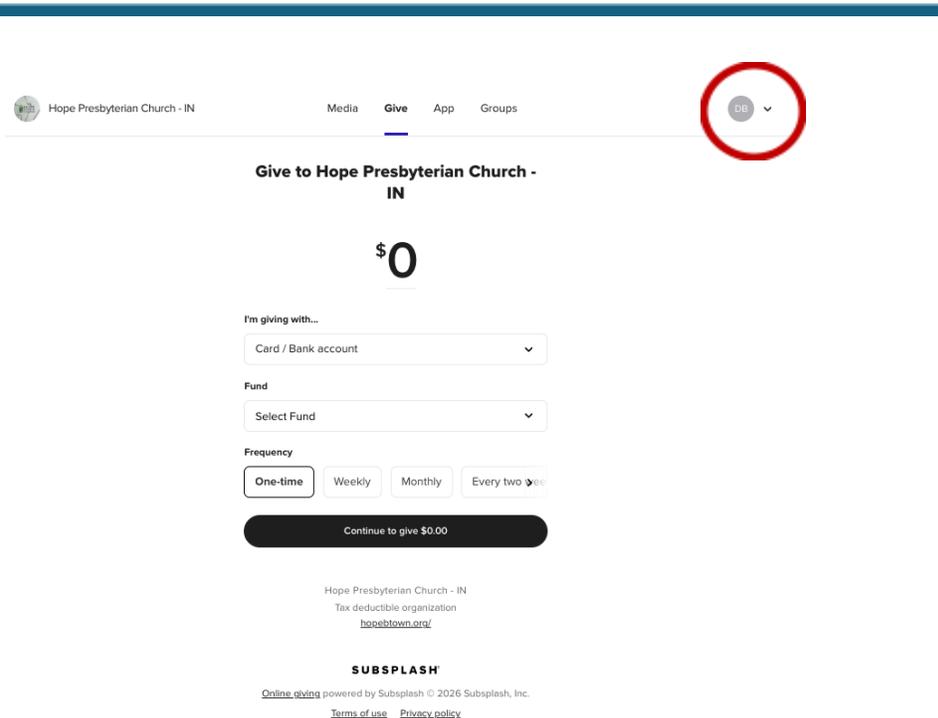
At this point you will return to the main giving form. Select the down arrow from the upper right-hand corner.
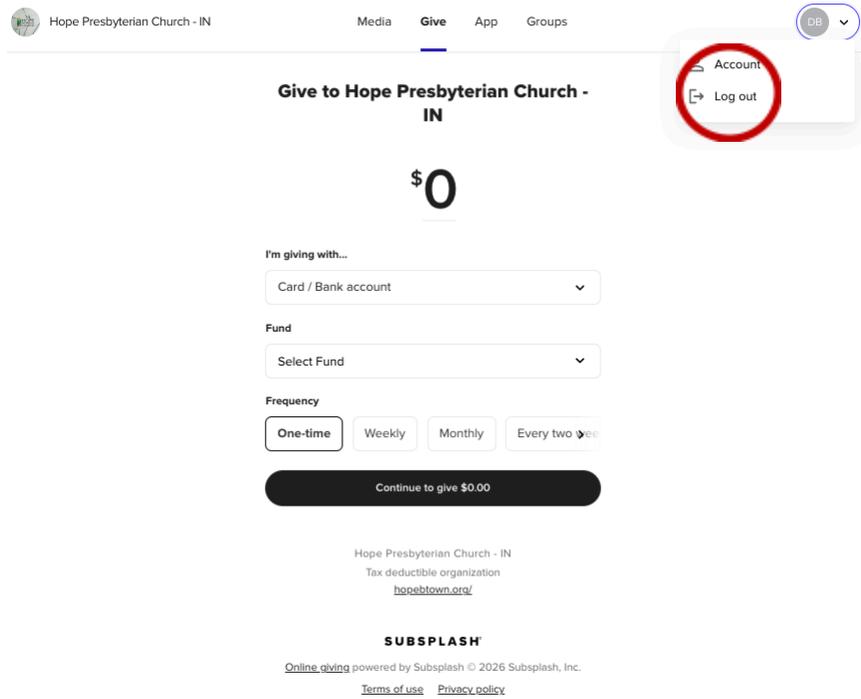
Select "Log out" to complete the process and exit out of the giving application.

<u>Creating a Login on the King's Cross Website</u>

You do not need a login for your gift to successfully update Churchtrac. However, you must have a login and be logged into the King's Cross website to have access to the ACH bank withdrawal option for payment. There will be other reasons you will want to establish a login. Our website will interact with Churchtrac in number of ways as we get both systems up and running. Follow these steps to establish a login on the King's Cross website:
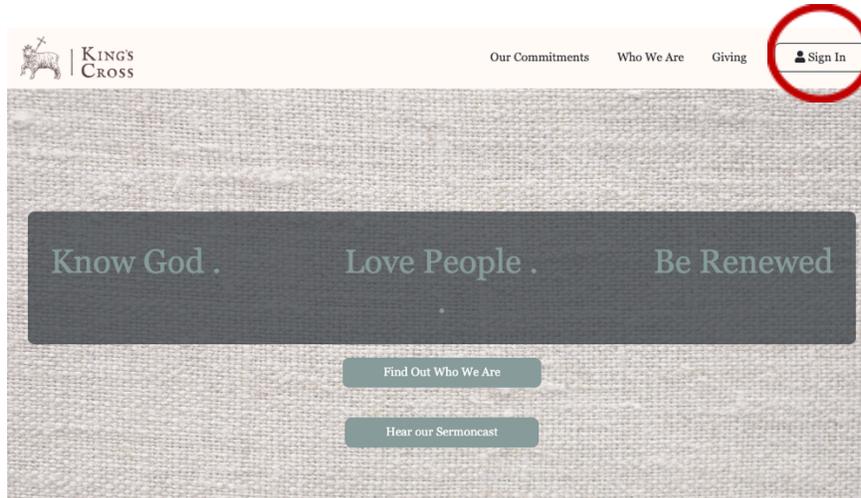
Go to the King's Cross website (https://www.kingscross.life/). Select the "Sign In" option in the upper right-hand corner.

Select "Create an account".

Enter your email address and then click on "VERIFY THAT YOU ARE HUMAN".

Complete the "are you human" challenge.

If successful, and we hope that you are, you will be informed that you are verified human. Congratulations. Click on "Continue".

A temporary password will be sent to the email you have entered. Retrieve that password from your email (it will be six numbers) and enter it into the "Your Password" field. Click "Continue".

You will then be prompted to establish your own password. Type and then re-type in your new password. Click on "Submit".
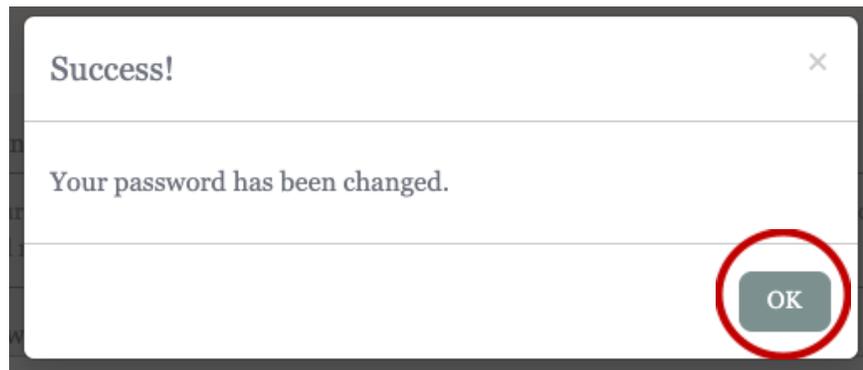
This message will appear upon successful completion of creating a new password. Click on "OK" and you will be returned to the King's Cross home page and the login creation process will be complete.

Setting Up Your New Recurring Giving on the King's Cross Website
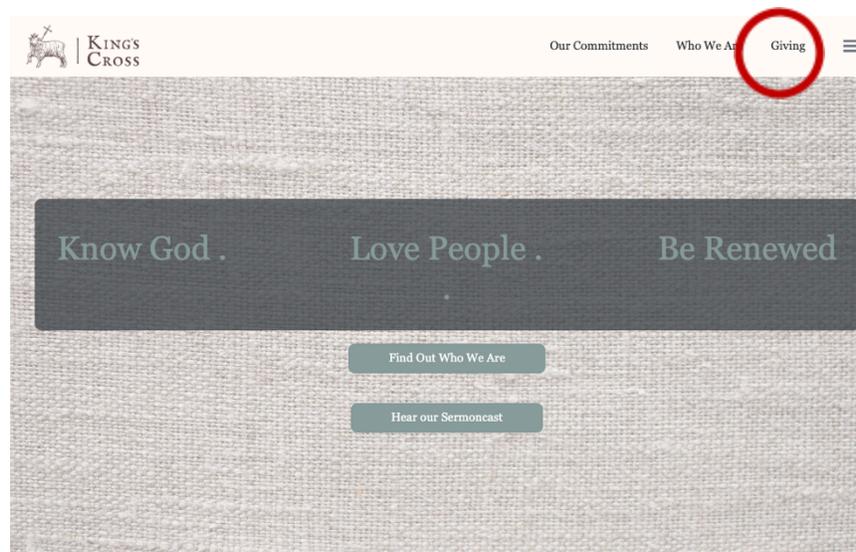
Go to the King's Cross website (https://www.kingscross.life/) and login. Select the "Giving" option in the upper right-hand corner.

Enter the recurring amount in the first field. Then click on the "Repeat" drop down menu. Select the frequency of your giving.

You have the option at this time to cover the processing fee by turning on the indicated switch located in the lower left corner of the entry form.

Next, and this is important, click on the calendar icon. Select the date that you would like your recurring gift to begin. If you do not select a date, your gift will revert to a "Give Once" gift on the current date.

Next, click on "Enter a New Payment Source" and then . . .

. . . click on "Enter Payment Details".

We'll start by using an ACH bank withdrawal (instructions for using a card are below). Click on "US bank account". Note: to use the ACH option, you will have to have a login to your bank's internet interface which you use to access your account online.

Enter your email address and your first and last name. Then, if your bank is listed, click on its icon. If not, begin to type in the name of your bank in the "Search for your bank" field until your bank name appears.

Click on your bank's name when it appears.

You will need to agree to the terms and privacy policy of Stripe, our online payment processor. Click on "Agree and continue".
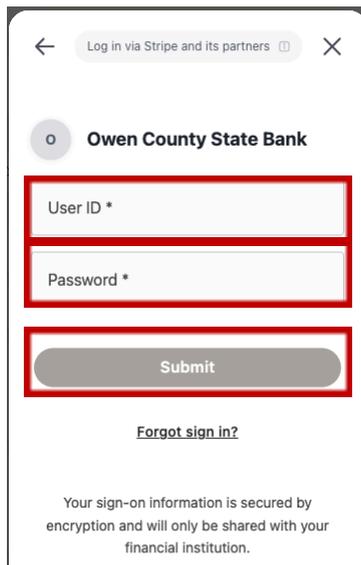
Enter your login and password to your bank's internet interface and click "Submit". It may take a minute or two to connect to your bank.
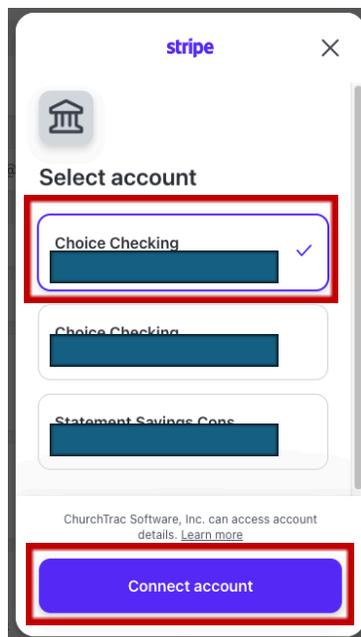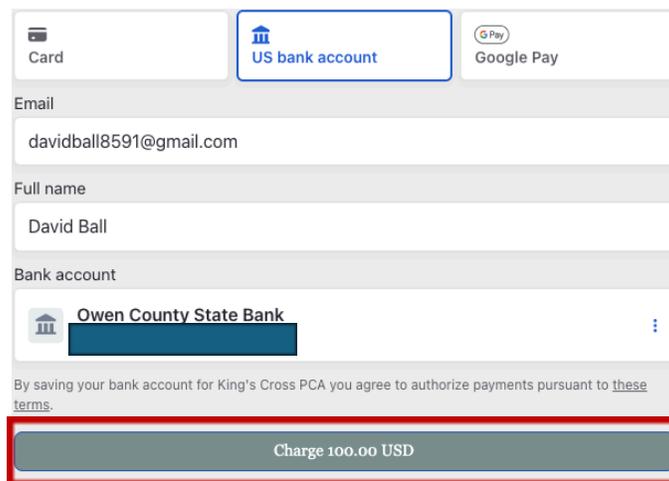

Once connected to your bank, a list of your accounts will appear. Select the account from which you want payments made and the click on "Connect account".
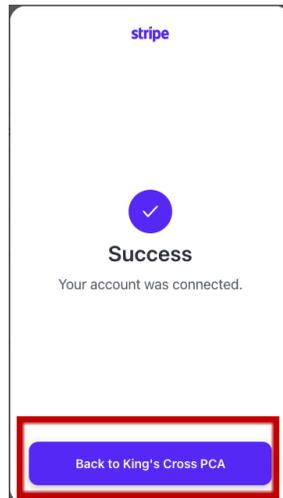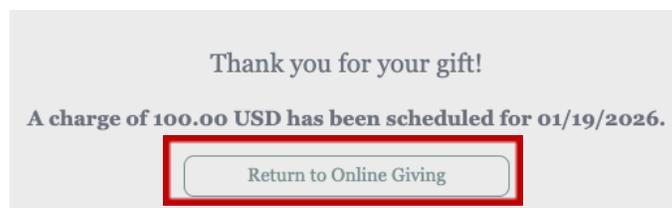
You will be notified that the process was a success. Click on "Back to King's Cross PCA".

Click on "Charge 100.00 USD".

A confirmation will complete the online giving process. Click on "Return to Online Giving".

At the end of the process, you will be returned to the initial giving page. If at any time you want to change or cancel your recurring gift, click on the gear icon. To change the amount of your recurring gift or any of the other options connected to it, you will first cancel the existing gift and then repeat the process of setting up a new gift.

If you wish to use a credit or debit card as your payment source rather than an ACH bank withdrawal, select "Enter a New Payment Source" on the main giving page.

The "Card" option will be highlighted as the default. Enter your card number, expiration date, the security code on the back of the card, and your zip code. Click on "Charger 100.00 USD".

A confirmation will complete the online giving process. Click on "Return to Online Giving".

Completing a One-Time Gift on the King's Cross Website

In the form on the main giving page . . .
1. Enter the amount of the gift.
2. Ensure that the "Give Once" option is selected.
3. Select the Payment Source from which you want the funds to be withdrawn. If you have not previously entered a payment source, select "Enter a New Payment Source" and follow the directions beginning on page # above.
4. Click on the "Charge (dollar amount) USD"