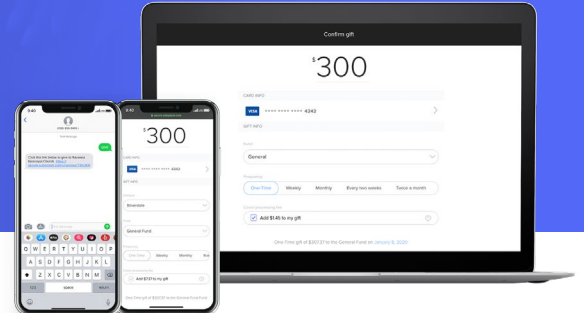


# SUBSPLASH GIVING

Grow your giving and save costs with no monthly fee.

SUBSPLASH® +  **GUIDEONE**  
INSURANCE



## Overview

Subsplash Giving provides a simple and effortless way for GuideOne policyholders to receive online donations and offerings anytime, anywhere with text, website, and in-app giving.

- + No hidden or monthly fees
- + Dedicated Customer Onboarding Specialist to help set up and promote to your members
- + Recurring gifts functionality
- + Custom-branded for your organization
- + Donor reports and transaction history
- + Church Management System integrations
- + Top-notch security

### **Processing rates**

In order to know what amounts your donors are being charged, it's important to first refresh yourself on what the processing rates are for your organization.

- + **Cards** - 2.9% + \$0.30 transaction fee
- + **ACH** - 1% (no transaction fee)

## Frequently Asked Questions

### ***How does an organization sign-up for Subsplash Giving?***

To learn more and sign up for Subsplash Giving visit: [GuideOne.com/Giving](https://GuideOne.com/Giving)

### ***What individual is eligible to sign up?***

Subsplash will need a financial officer of your organization. This can be the director, pastor, or someone within the organization that has been given authority to represent your organization financially.

## ***What does the onboarding process look like?***

- 1.** We will need an eligible individual to sign up.
- 2.** Once we have your initial information we will automatically send you an email with the giving sign up form attached, this is done to prevent duplicates and provisioning several accounts for one organization.
- 3.** We will ask for several pieces of information, relating to the organization and the individual signing up. All the data we request is required by federal laws and card processing networks to protect your organization from financial crimes.
  - a.** Information to have ready:
    - i.** EIN of the organization
    - ii.** The Legal Name of the organization
    - iii.** Account and Routing number that you want funds deposited into
    - iv.** Last 4 digits of the eligible individual's Social Security Number
    - v.** Account owner's email address, preferably an email address that matches your organization's website (avoid emails like @gmail @hotmail @yahoo if at all possible)
- 4.** Once the information is completed, you will have your login credentials created and you will be directed to the **Giving dashboard** where you may be prompted to complete additional information (most often this happens when tax documents are not readily available online, information was entered incorrectly, or account owners name is very common, i.e. "John Smith")
- 5.** It may take several business hours to provision your account. Once you are approved to receive donations, your account owner(the individual who provided personal information) will receive an email alerting them of the approval and providing them with a direct link to their donation page.
- 6.** From that point, your account will be provisioned to receive donations!
- 7.** Go to Settings > General section of your giving dashboard, You will be able to create your embed code, standalone landing page, or custom URL. From here you will be able to adjust many of your system preferences as well including but not limited to:
  - a.** Branding and Color Schemes
  - b.** Donor Memo
  - c.** Donor Covers Fees
  - d.** Payment type available (Credit, Debit, ACH)
  - e.** Multi-Campus Settings

### ***How long does it take for a gift to deposit into my bank account?***

By default, Subsplash will deposit funds into your bank account each week on Wednesday. While Wednesday is the day you will receive the funds, those funds are batched and sent to your account 2-business days prior, on Monday. When those funds hit your bank account, a Past Transfer report will be generated on the Transfers page of your dashboard.

*It is important to note that funds will not be included in a transfer unless they are processed before the batching date.*

### ***How long will it take donations to process?***

Debit/Credit - Gifts given through cards can be processed instantaneously. This means that as soon as a donor gives using their card, the funds are ready to be transferred!

**ACH** - ACH gifts take 3-5 business days to process. This processing time is solely dependent on the donor's bank, as the bank takes this time to verify, approve, and release these funds for withdrawal.

### ***Why can't ACH gifts be processed right away like debit and credit cards?***

Most debit and credit cards rely on a credit network to make the transferring of funds quick and easy. When you make a payment with a card, you are essentially loaned the amount to pay for the goods or services more quickly, and your card processor handles the details to transfer funds at a later date. Since ACH is moving money directly from your account, it takes a couple of days to contact a bank to ensure the money is available and then transfer the money to the receiving party. There are a few services out there that treat ACH like debit or credit, by loaning funds for quicker transactions, but Subsplash cannot offer such a service at this time.

### ***What about security?***

All cardholder data is transmitted from each donor's browser directly to the gateway with enterprise grade encryption. No sensitive data ever hits our servers.

Our back-end processing center is fully PCI compliant as one of a handful of secure facilities that are heavily regulated by all of the card brands.

Our Level 1 PCI compliance is attested to annually by a PCI Qualified Security Assessor and our secure gateway is PCI Level 1, SOC1, and SSAE 16 compliant.

▶ **Learn more about security** (<https://www.subsplash.com/giving-security>)

### ***Recurring gifts functionality***

Donors can choose to give a gift one time or make the gift recurring so that the gift occurs again every week or month.

## ***Does Subsplash Giving have donor-covered Fees?***

Subsplash Giving now gives your donors the option to pay the processing fees that your organization would otherwise incur. With the click of a button, your donors can now opt-in to increase the size of their gift to cover these processing fees!

## ***Is Subsplash Giving compatible with my donor management solution?***

Most Likely! Subsplash has Live API integrations with four Major Church Management Softwares: Breeze, Rock RMS, Planning Center Giving, and Church Community Builder. Most other Donor Management solutions have a way to bulk upload transactions via a .csv file or something similar.

To try out text to give, text the word "giving" to 1-888-364-GIVE (4483). You'll receive a reply with a link to a demo giving account (don't worry, you won't be charged and none of your information will be saved). You can also see text to give in action in the video below.

This new tool provides a simple way to encourage increased generosity and to help you put more money where it makes the biggest impact, your mission!

## ***Can I embed The Giving interface on my website?***

In most embedding instances you will want to use the pre-made iFrame Embed Code that we provide. You can find your Subsplash Giving iframe code in two places, in the Giving Dashboard and the App Dashboard . Alternatively, you can direct users to a set of unique URLs, where they'll find your Subsplash Giving page.

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### ***Additional Resources***

- + [Onboarding Video Overview](#)
- + [Subsplash Giving Demo](#)

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► ***To learn more and sign up for Subsplash Giving visit: [GuideOne.com/Giving](https://GuideOne.com/Giving)***

