



Frequently Asked Questions

Is E-Giving safe?

Yes, E-Giving is done on a secured site. This process has an extremely high rate of accuracy. Your banking information is not seen or shared. Your E-Giving account is password protected.

How do I verify transactions?

After you have made a transaction, you will receive an e-mail verifying the information. In a few days, a second e-mail will be sent to verify that the transaction has been completed. Your bank statement also shows the transaction information. At the end of the year, Valley Free will provide you with a complete report of all your ministry giving.

Can I use my credit card?

Valley Free has chosen to use only ACH (direct transfers) for regular giving through the E-Giving Service. Credit Cards are not accepted at this time. However, because registering for events is a separate function of the service, you may use your credit or debit cards to pay event registration fees.

What do I put in the offering plate during Sunday worship?

E-Giving allows you to print a receipt of your transaction. The receipt is even in the shape of an envelope. Though it is not necessary for church accounting, if you so desire, you can place the E-Giving receipt in the offering plate as part of your worship to the Lord.

What do I do if I have a question or problem with the service?

Contact the church office or send an e-mail to e-giving@valleyfree.org.

How do I get started?

It's easy!

Simply go to the E-Giving page on the valleyfree.org website and click on "Go to E-Giving".