

MENLO CHURCH GIVING UPDATE

First and foremost, thank you for giving to support the mission that God has through Menlo Church. With your feedback in mind **as of October 2023** we have chosen to transition off Vision2 and move to Planning Center Giving (powered by the Church Center app), which integrates with our church database.

To help us make this transition, if you haven't done so already, would you please consider making the switch to our new platform on Planning Center Giving?

Note for Text Givers: Please stop your current gift and move over to our new system by texting any amount to “**84321**” and search for “**Menlo Church**”.

If you need help accessing your giving history, or need more information regarding stock giving, please see the FAQ at the end of this document.

START GIVING IN PLANNING CENTER

If you would like a detailed, [step-by-step guide you can click this link](#). Otherwise, to log in or give through our new platform, Planning Center:

1. Go to: <https://menlochurch.churchcenter.com/giving>
2. Click on “**Log In**”
3. Use your **PHONE NUMBER** associated with your profile to receive a text with the code to log in.
4. Follow the prompts to setup up frequency and payment method:
 - Please note, Planning Center uses **Stripe** for payment processing.
 - For Credit Cards, follow the prompts to add a payment method.
 - **For ACH, the system will ask you to verify your bank account login information. This is normal.** No information will be shared or stored and is used to link your account with Planning Center for giving purposes.
5. **IMPORTANT:** Email us at giving@menlo.church to let us know you've made the switch so we can cancel any old gifts and confirm you've been set up correctly! You can also direct any questions or concerns via email as well!

FREQUENTLY ASKED QUESTIONS

QUESTION: WHAT'S HAPPENING WITH MY GIVING HISTORY?

Answer: Through your financial support we are able to continue the work of bringing hope to everyone in the Bay Area in the name of Jesus Christ. As you know, in the fall of 2023 we moved over to a new platform called Planning Center Giving to maximize the gifts you were giving to the things that matter most.

As we have been getting ready to prepare your finalized giving statements for 2023 we have run into significant challenges with Vision2 (our old donation processor) while merging your data that have delayed our efforts and are currently in the process of merging all of your data into Planning Center Giving so that your giving history is all in one place.

QUESTION: WHAT ABOUT YEAR-END STATEMENTS?

Answer: In order to provide you with complete and accurate information we will be delivering your statements **online/digitally for your 2023 giving on February 29th, 2024.**

If you should require an official statement prior to that date or need a physical copy mailed to you, please contact us at GIVING@MENLO.CHURCH and we will do our very best to provide you with the information you need.

Please note, for giving done through Donor-Advised funds, those confirmations would have been sent through your financial institution.

QUESTION: MY YEAR-END GIFT DIDN'T GO THROUGH FOR 2023. WHAT HAPPENED?

Answer: If you were contacted about V2 issues, we want to honor your planned gifts. Please email GIVING@MENLO.CHURCH for information on how to address any giving discrepancies or credit for 2023 giving.

QUESTION: HOW CAN I DONATE STOCK OR GIVE THROUGH MY DAF?

Answer: If you would like to donate by transferring stock or give through a donor-advised fund please visit your broker/brokerage and initiate the transfer using the following information:

- Menlo Park Presbyterian Church
- Address: 950 Santa Cruz Avenue Menlo Park, CA 94025
- Tax ID #94-1167435
- Charles Schwab Menlo Account #5042-9081
- DTC # 0164

For any questions or concerns please email us at: GIVING@MENLO.CHURCH