Recurring Donations

Processed by Bank Facilitated ACH for SJV

Conversion to St. Joan of Arc (Vanco) Giving Portal

As part of the transition to St. Joan of Arc Parish, we are streamlining our online giving processes across both churches. This affects the online process for those who give through a recurring bank transfer maintained jointly by our Finance Team and our Bank. This process must move to the St. Joan of Arc (Vanco) Giving portal before December 31, 2026.

We would greatly appreciate your help with this transition by following the instructions below to convert your recurring gift to be facilitated by the St. Joan of Arc (Vanco) Giving portal. This simple process consists of 2 easy steps, which this document will guide you through:

1. Create an online account with Vanco, the web-based giving portal being used by St. Joan of Arc (Lourdes has been using this portal for over 10 years).
2. Create a recurring gift in the St. Joan of Arc (Vanco) Giving portal.
3. Call the St. Joan of Arc Finance Team and cancel your bank ACH transaction.

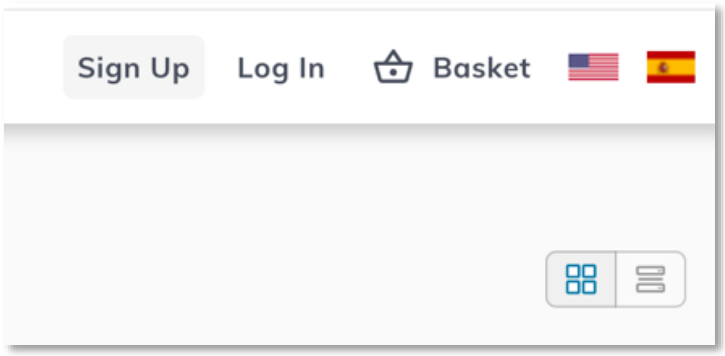
Note: When you make these changes, please keep in mind the timing of your current transfers. We recommend making these changes a minimum of one week before the next transfer to give our Finance team ample time to cancel the original Bank ACH transactions so that we do not double upon charges.

Step 1 of 3: Create your St. Joan of Arc (Vanco) Account

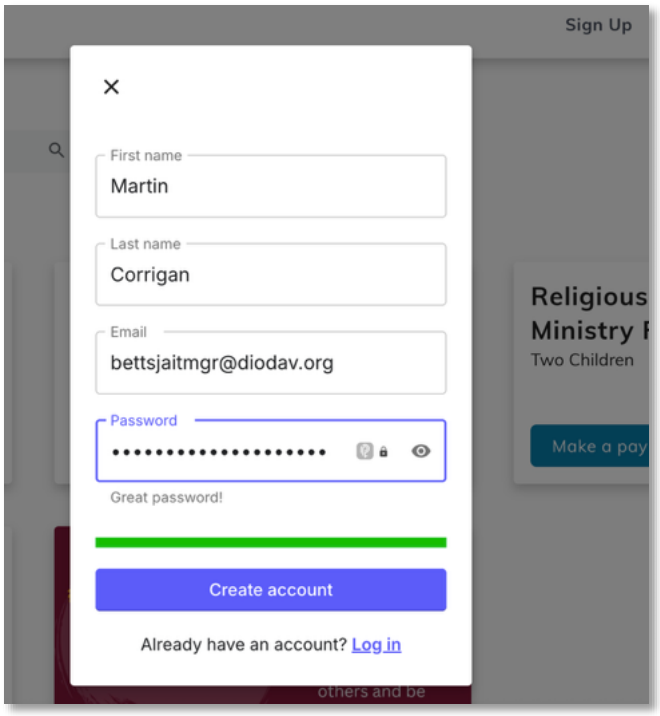
Before you can set up your regular giving, you need to create your own Vanco account. To do this:

1) Click on this link to open the St. Joan of Arc (Vanco) Giving portal in your browser:
   https://secure.myvanco.com/L-ZDEB/home

2) In the upper right-hand corner of the window, click on the "Sign Up" link.

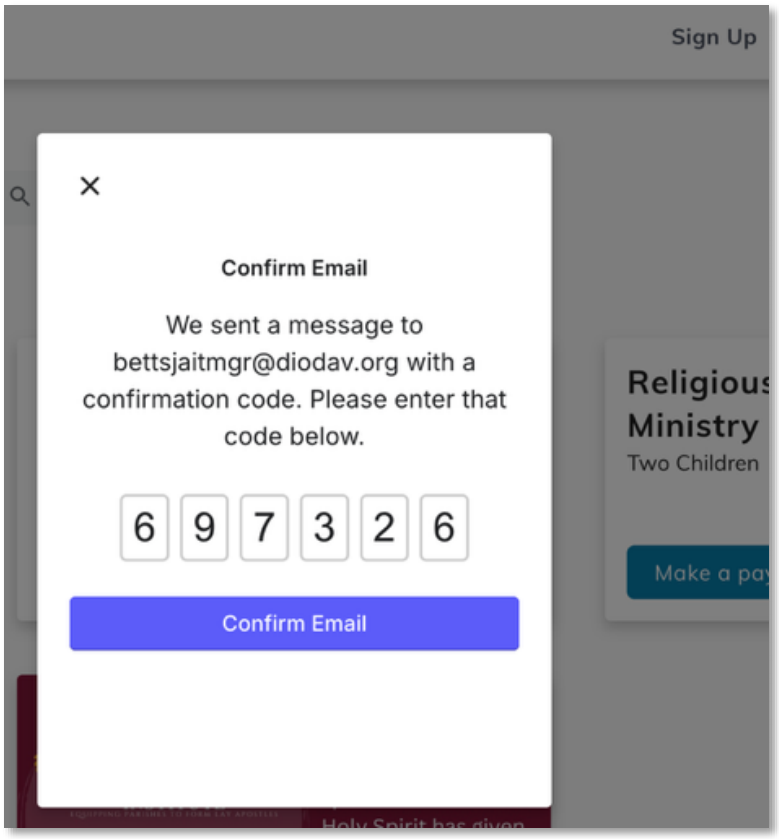


3) A pop-up window will appear in which you should enter your First Name, Last Name, Email Address and Password. Make sure your password:
   - Is at least 8 characters long,
   - Contains at least one upper case letter,
   - Contains at least one number,
   - Contains at least one special character - !@#$&*?

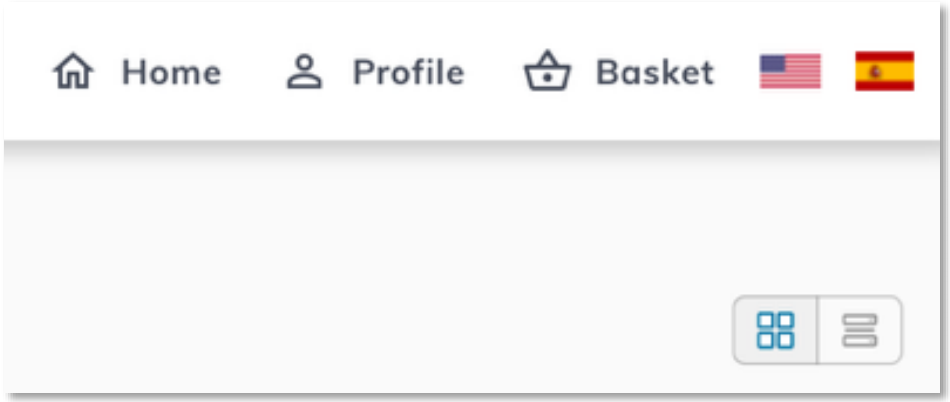


Then click on the "Create Account" button at the bottom of the pop-up.

4) For security purposes, an email will be sent to the address you entered in step 3 and a new pop-up window will appear asking for the code sent in this email (If the e-mail is not received in your normal Inbox, please check your Spam / Junk folder). Enter the code on this window and then click on the “Confirm Email” button.



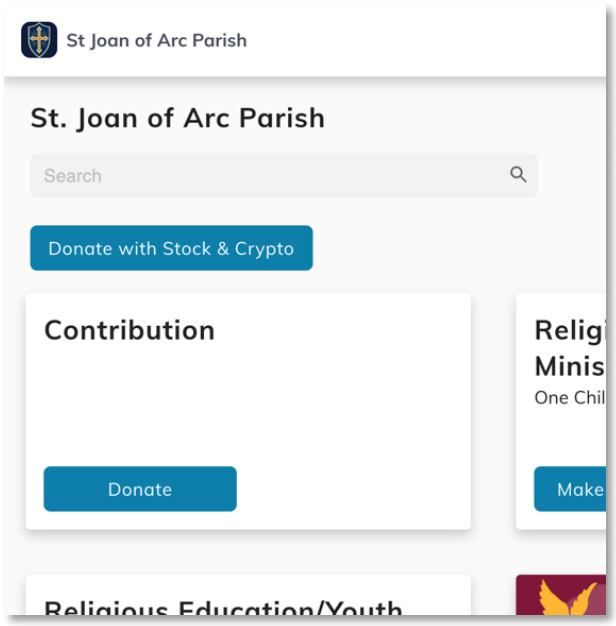
5) You will find yourself back on the main giving page, but in the upper right corner, there is now a new link called “Profile”. If you click this, you will see the details of your new Vanco account.



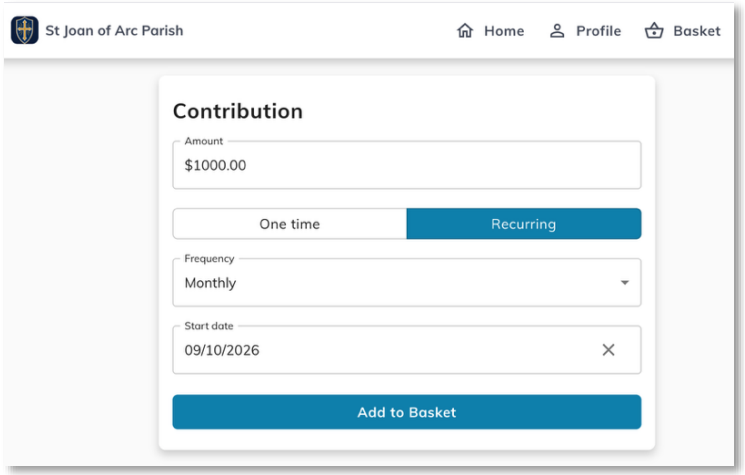
<u>Step 2 of 3: Create your Recurring Gift in the St. Joan of Arc (Vanco) Giving Portal</u>:

Now that you have created a St. Joan of Arc (Vanco) account, it is time to set up your regular tithing. To do this:

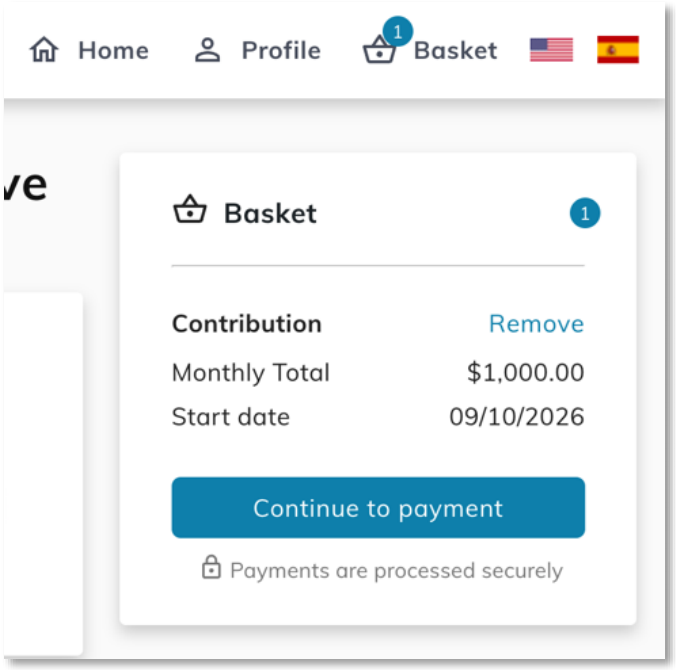
1) Click on the blue “Donate” button on the “Contribution” tile (the upper leftmost tile on the screen).



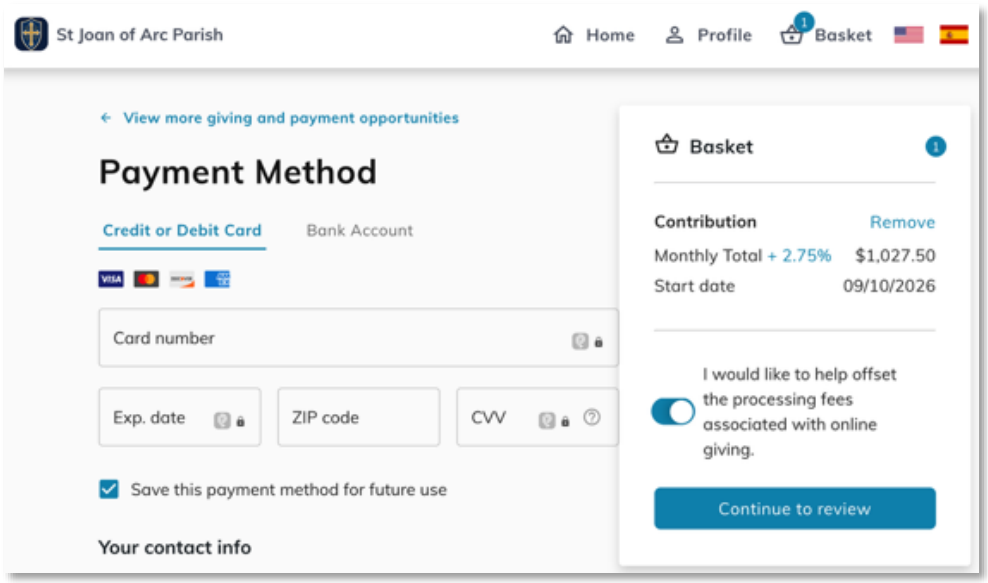
2) A pop-up window will appear for you to enter the details of your recurring contribution:
    - Enter an amount to be transferred regularly,
    - Select “Recurring”,
    - Select the transfer frequency, here I have selected “monthly” but there are other options,
    - Select a start date for the first transaction to be processed,
    - Click on “Add to Basket”

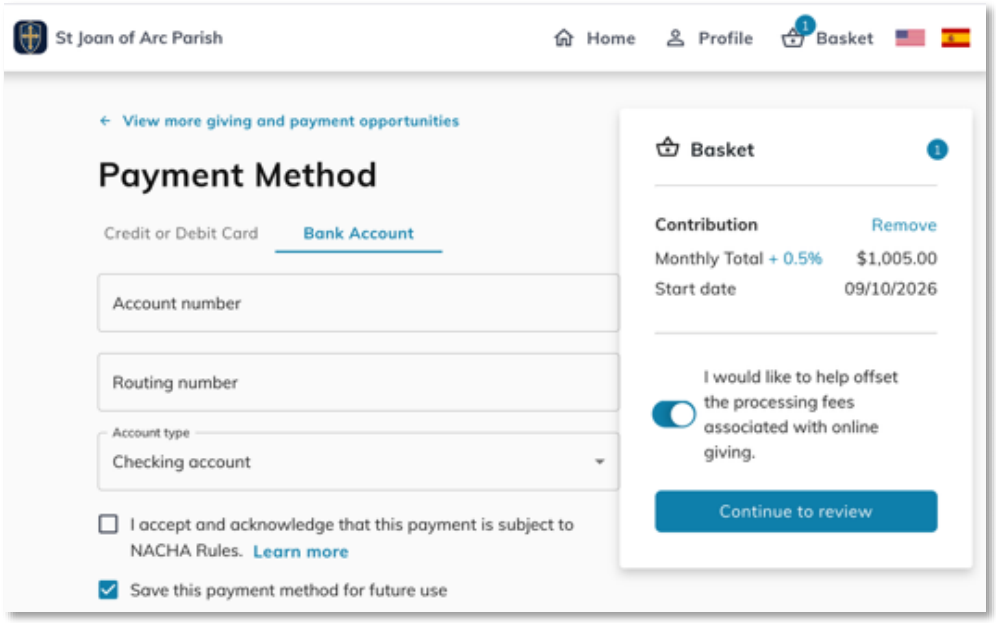


3) You will be back on the home screen, and your basket will have appeared in the upper right corner. Look it over and click on “Continue to Payment”.



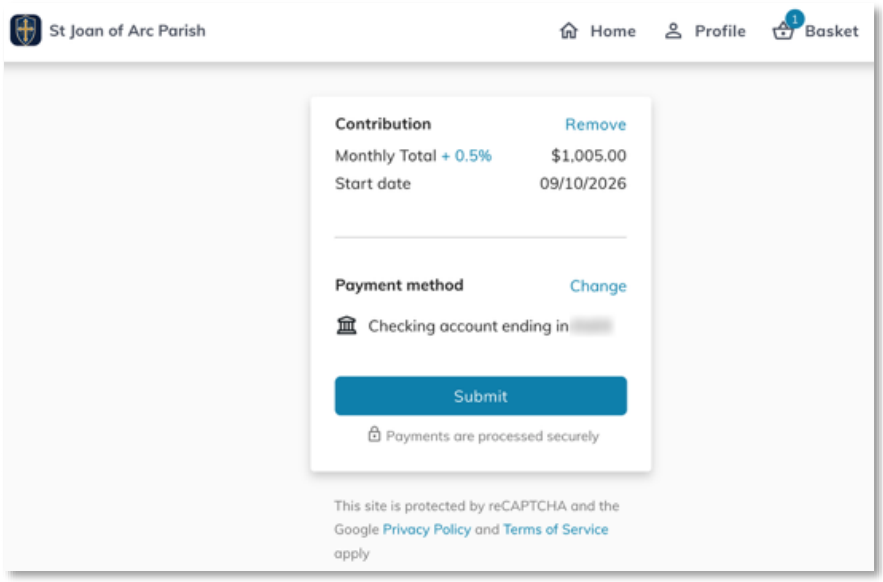
4) A “Payment Method” screen will appear. You have two choices, both of which appear under the title: “Credit or Debit Card” or “Bank Account”. **Note** that there is a choice you can make: to have your recurring donation cover the processing costs. It is selected in both screen shots below. Note that there is a difference in how much is charged per transaction between credit card and bank ACH processing.





5) Complete all the fields for the payment method you have chosen. If you have chosen to pay by bank withdrawal, also check the box that you understand NACHA (National Automated Clearing House Association). Then provide contact information in the context of your payment method. Then click the "Continue to Review" button in the basket tile on the right side of the screen.

6) A "Contribution Summary" window will appear. Make sure all details are correct, then click "Submit"



7) You have completed the setup for the new St. Joan of Arc (Vanco) Giving portal. Now you are ready to move on to Step 3 to stop your current St. John Vianney (ParishSoft) recurring gift.

Step 3 of 3: Call the St. Joan of Arc Finance Team and cancel your bank ACH transaction

Once you have successfully set up your new St. Joan of Arc (Vanco) account and your new recurring donation, it is time to stop the current bank ACH transactions. To do this:

1. Contact our Finance team:
    - By phone at 563-332-7910 extension 111
    - Via email at either bettsjafin@diodav.org or ValleroyA@sjabett.org

2. Provide the information that they need to cancel your transaction:
    - Your Name
    - The Name on your Bank Account and the Name of Your Bank
    - The Amount and Timing (how often and on what day of the month) your transaction is currently set up for.
    - Your contact information that the Finance team can use to reach out to you with any questions.

That is it. You are now done. If you did this step via email, you will receive a response once your transaction has been canceled.