

# shelbynext<sup>®</sup>

## Giving

### Seperating Fact from Fiction

#### Is ShelbyNext Giving really available on a mobile app? Or is it just a web page skinned to work on a phone?

It's the real deal! We've created a dedicated mobile app that your congregation can use to give, schedule recurring gifts, and manage all aspects of their online giving with your church. This makes it almost effortless for the donor, no matter where they are.

#### Are ShelbyNext tools truly integrated?

As has been the case for many years, Shelby tools are designed to be used individually, but they work even better when you use them together. ShelbyNext advances this to the next logical step. Our cloud-based tools for giving, financials, membership, web and mobile are designed to work together. For example, all of your digital giving will flow immediately into your membership database, as well as your ShelbyNext Financials. Similarly, you can directly integrate your calendar, event registration forms, group finder, and member directory into your website. These are just a couple of the many examples where churches use ShelbyNext tools as a complete solution. Best of all, we'll continue forging new integrations as our development teams are continually improving these products for you.



#### Ease of use is critical for our donors. How is the experience for the user on ShelbyNext Giving?

Donors react quickly when the donation tools are difficult to use. A well-crafted donor experience can make a big difference in success of any campaign. We've used these truths to your advantage, by creating donor screens that are simple, familiar, and fast. Donors do NOT need to use a password when making a gift. They have the freedom to use any screen (desktop, mobile, kiosk, etc.) with short forms and wording that your church can control. Our most successful churches educate their congregation on how to use the ShelbyNext Giving tools, which increases participation. Presenting a variety of giving methods will enable your donors to give their tithes and offerings in a way that is most convenient to them.



## **Is the text giving truly one step? Or does it just link to a web page?**

Your text donors only need to enter their payment information once. This information is securely stored, allowing them to give by text in ONE step! If you can text "Give 100", you can donate. For your returning donors, there really are no other steps. Incredible!

## **How easily will my online donations import into my financial records?**

When you use ShelbyNext Giving together with ShelbyNext Financials, your online donations automatically import. We handle this process through server-based API tools, which means there is no need for you to export or import anything. If you're not yet managing your accounting with our software, we do provide you with options to export your transactions in a format that can be imported—supporting all of the most common platforms.

## **Will I have to run separate reports to combine donations from web, mobile, text, and kiosk?**

Integration for the win! ShelbyNext Giving consolidates all of your digital giving in one place, providing you and your donors a unified report. Donors have the freedom to see and download this report at any time. Furthermore, when you use ShelbyNext Membership, your digital giving is recorded alongside any offline cash/check gifts... automatically. This gives your donors a complete picture of their generosity, and virtually eliminates the need for your staff to prepare year-end giving statements.

## **What about reconciling my bank statements? How do I know which donations were deposited?**

You will have access to a variety of bank reconciliation reports, giving you visibility into which donations and payments are part of each deposit. There is no mystery about which transactions are inside each deposit. Your processing fees are debited from your account separately, leaving 100% of your donations intact for easier bank rec. With ShelbyNext, reconciliation of online donations just went from **hours** down to **minutes**.

## **How long do I have to wait for my donations to reach my bank account?**

Under most circumstances, donations with ShelbyNext Giving are funded to your bank account within 2-3 business days. This includes web, text, kiosk and mobile.

## **Another giving provider tells me they'll charge me less. How can I know what I am truly paying?**

Merchant processor statements don't have to be confusing. We've found that many other providers quote fees that are misleading, since a single donation typically travels through as many as 3 or 4 different vendors before it hits your bank account. At Shelby, we've eliminated the middlemen, giving you a full giving and payment processing solution in ONE place. If you're wondering how your fees will stack up, we invite you to take the merchant statement challenge! Simply send us a copy of a recent statement from your payment processor, and we'll give you an apples-to-apples comparison. Your Shelby sales consultant will be glad to show you what your savings will be.

## **Will I still need to keep my merchant processor when I sign up for ShelbyNext Giving?**

No. Shelby provides all aspects of your online giving and your payment processing, so you won't need your bank, a processor, or any outside merchant account. Our integrated strategy allows us to provide you with lower fees, and your donors with the smoothest experience possible. We think all online giving should be done this way