

A Plenty FAQ

As TrinityUCPG switches from CanadaHelps to Plenty as a way of providing a secure, safe, and effective way of receiving electronic donations and payments you might have some questions. Here's some information that covers the basics.

Q: Who is Plenty?

A: Plenty is a Canadian-based online payments provider that is also a PCI (Payment Card Industry) DSS (Data Security Standards) Service Provider. You can learn more here: www.plenty.com

Q: Why use Plenty?

A: Plenty currently serves many Canadian corporations and large charities like the Terry Fox Foundation with innovative payments technology and charity pricing. We save on card fees and have a more modern payments platform that support many activities.

Plenty provides the congregation best-in-class pricing (means more of your donation goes to the church) and best-in-class security. Today when a donor uses a Visa/MC Debit card (for donations directly from their bank account), the church pays much less than for a credit card donation. All transaction frequencies are supported and by doing monthly donations using Credit or Debit, the congregation has much more internal control to make changes than the existing PAR system.

The congregation also receives Canadian charity pricing for all card transactions (debit, credit, prepaid) for the first time, and gets your donation much more quickly into our bank account.

Q: Do I need to log-in to Plenty for receipts?

A: No. Plenty sends a donation or payment confirmation notification and/or a tax receipt directly to your email address following each transaction. These tax receipts are from the congregation and not from "Plenty on behalf of the congregation" – Plenty never receives any congregation donations into their own bank account.

If you have misplaced receipts, you can call the congregation and they can resend tax receipts.

Q: Do congregation members receive solicitation/emails from Plenty?

A: No.

Q: What about donating on my phone?

For the first time, the congregation has a branded QR code and a mobile donation app that enables many different fundraising possibilities including donations from any type of mobile device. Everyone can save the mobile web app to their mobile phone home screen for fundraising anywhere/anytime. There is no need to download the app or log in.

Q: Does the congregation receive support for more than just donations?

Yes. Plenty enables you donate and support our ministry and offers us the ability to receive payments for activities like facility rentals, music events, and more. Plenty also offers us that ability to access communication tools like SMS and email for proactive outreach.

Also, the congregation has other payment options like pre-authorized debit (PAD) for cheque deposits and can use point-of-sale (POS) terminals for fundraising and payments (coming soon).