

Frequently Asked Questions (FAQs) about On-line Giving through PayPal

Q1. How do I change how I pay for a recurring monthly donation that I previously created?

To change your method of payment, please follow these instructions from PayPal's website:

1. Log in to your PayPal account.
2. Click the settings icon next to "Log out."
3. Click **Preapproved Payments** under "Payment settings."
4. Click the name of the merchant for the agreement you want to change.
5. Click **Change** in the Payment Method section.
6. Select the payment method you'd like to use.

Q2. How do I change the amount of a recurring donation?

To change your recurring donation amount, enter a new amount and choose the 'Subscribe' button. On the following screen, log into PayPal. PayPal will then prompt you with your old subscription amount and your new amount. Choose 'Save' if the change looks correct.

Q3. How do I cancel a recurring monthly donation that I previously created?

To cancel a recurring monthly donation, please follow these instructions from PayPal's website:

1. Log in to your PayPal account.
2. Click the **Business Profile** icon next to "Log Out" and select Profile and settings.
3. Click **My money**.
4. Click **Update** in the "My preapproved payments" section.
5. Click **Cancel, Cancel automatic billing** or **Cancel subscription** and follow the instructions.

Q4. Can I set the day of the month that my recurring monthly donation will come out of my account?

Currently, the ability to set the date for a donation does not exist in PayPal. The day of the month will be the same as the day you set up the recurring donation subscription. So, if you set up the recurring donation on the 5th of September, the next donation will be the 5th of October, and so on.

Q5. Can I direct my donation to SHIP for a specific need or person?

If you want to make a donation to SHIP for a specific purpose, please indicate that information in the PayPal memo area when you make your donation.

Q6. Are the SHIP donation site and PayPal site secure?

Yes. SHIP uses SSL HTTPS secure pages, and PayPal guarantees the security of their website.

Q7. Can SHIP staff change my recurring or single donation amounts for me?

You will need to make all changes through the PayPal interface. SHIP is unable to change individual PayPal accounts.

Q8. Are there fees involved when donating on-line to SHIP?

Customary fees for credit/debit card transactions are deducted by service providers, such as PayPal and your credit/debit card company, for any donations that originate on-line. Therefore, SHIP pays a small transaction fee to PayPal for donations made through their site; PayPal deducts the fee from the donation total.