**COUNTING TEAM**

*Dream Team Handbook*

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**WELCOME**

Hello! Welcome to the Counting Team! We are so glad you have joined us in playing a part in stewarding the tithes and offerings of our house.

**ONBOARDING PROCESS**

During your onboarding process you will learn the process and procedures for counting the tithe and offerings at your specific campus. You can also expect to build community within the team members you are serving alongside.

**ORGANIZATIONAL CHART**

Although the Counting Team is supported by the Campus Pastor, we work closely with the team to ensure you have all the resources needed to serve in your role well.

**OUR CULTURAL VALUES**

Love God

* Our relationship and love for God fuels us to live out our purpose through our role
* We remember the “why” in everything we do

Love People

* We see people – their obedience, sacrifice, generosity
* Freely we have been given, and so freely we give
* People first, always

Pursue Excellence

* We care for the details to ensure accuracy
* This is our house, our legacy, we provide feedback and are consistently looking for improvement opportunities

Be Life-Giving

* We carry a joyful spirit. Serving is an honor and we have fun doing it!
* We do life together, and work on building life giving relationships

**OUR LEADERSHIP COMPETENCIES**

Cast Vision

* Communicate the mission
* Connect people to it
* Inspire them to join

Always be sharing your why for serving and encouraging others to join you on the mission of leading people to next steps. Share stories of how serving has changed your own relationship with God and helped you to become more fully alive.

Communicate Clearly, Often, and Honestly

* Create clear expectations
* Provide consistent feedback
* Tell the whole truth (give your last 5%)

Communicate with your leader regarding how your role is going and whether you are feeling fulfilled. Give them feedback on their leadership, systems within the team, and your experience and/or needs as a team member regularly.

Create Opportunity

* Bring others with you
* Look for potential
* Empower people

As you interact with others, may it be a guest in the foyer, someone joining us online, or a person in your sphere of influence ask yourself how you can create opportunity for them. Do they need to be invited to join you for a worship experience? Are they new to church and ready to join a small group or dream team? Do they share your skill set or passions and should be invited into your serving area? Remember, no matter how new someone may be there is potential in them if given the right opportunities to learn and grow.

Cultivate an Environment of “We”

* Be loyal to the team
* Embrace collaboration
* Love sacrificially

When you are scheduled to serve, show up with a ready heart and willing attitude. If ever you cannot make it on the day you are scheduled, let your team leader know and collaborate with other team members to find coverage. Be willing to lay down your personal preference or what is easiest for you for the sake of the team, the mission, and the people you serve.

Convey an Attitude of Hunger

* Always be evolving
* Pursue innovation
* Ask insatiable questions

Conveying an attitude of hunger could mean continuing to pursue growth seeking out ways to learn from your leader and the people you serve alongside. Regardless of the role you have, we can all also be growing ourselves as followers of Christ and leaders in the church. When given opportunities to learn, lean in and take notes. Be a self-starter in seeking out ways to grow. Take time to examine yourself and determine areas you want to be stronger in, then take the initiative to talk with your leader about how you can grow in that area.

**EXPECTATIONS**

**Dream Team Member** – A person who has discovered their purpose and is making a difference on the Dream Team.

* Serves in the rhythm of “serve one, attend one”. Based on the service times at your campus this could mean serving weekly or bi-weekly. Your leader will help to determine the best serving rotation for your unique role and availability.
* Regularly communicates with his or her Team Leader regarding prayer requests, personal development, and serving availability.

**PROCESSES, SYSTEMS, AND RESOURCES**

COUNTING TEAM PROCEDURES

* Ushers must hand the Security Team the offering baskets directly.
* Two security team members will put all cash and checks in a tamper resistant bag and

place in the campus designated safe until the end of the last service of the day.

* THE PROCESS OF PUTTING THE CASH AND CHECKS IN A TAMPER RESISTANT BAG MUST BE DONE BY TWO BACKGROUND CHECKED AND TRAINED DREAM TEAMERS.
* Kidspoint contributions must be delivered by two Kidspoint team members to the

Security Team to add to the deposit. There is no need for a separate deposit.

* If Kidspoint contributions are brought back to the Security team and delivered to the Counting Team after the Counting Team has already begun counting or has finished counting, the Kidspoint contributions must be secured in a tamper resistant bag and placed in the designated campus safe or held by security member until the following Sunday. If not available at the location, then a deposit must be made, or it is acceptable for security to deliver the deposit to the Fredericksburg campus to be stored in the designated safe in the Security Office until the designated person on staff are available to retrieve the deposit on the following business day.
* Counting must occur in a secure room, with security personnel present and two background checked and trained dream teamers.
* Counting Team members will separate the cash, checks, and connection cards (if

applicable).

PUSHPAY PROCEDURE

* Search <https://pushpay.com> and login to your campuses Pushpay account.
* Once you have logged in, please reference the column on the left and select “Batch Entry”. Then, on the right-hand side of the screen you will select “+ Create batch”.
* The Batch Title should be listed as <Campus> - Cash/Checks <date>. You do not need to put Loose Cash, just Cash/Checks.
* Ex.) Fredericksburg - Cash/Checks 03.03.24
* The listing will be “Lifepoint | <Campus>”
* Select the date of that Sunday and then click “Create”
* After this is completed, enter in the name of the donor, amount, payment method, check number (if applicable), the date and then click “Record gift.”
* Continue entering donors into Pushpay, when completed click “Complete batch.”
* Your completed batch will appear in the “Completed” tab under “Batch Entry” in Pushpay. The designated staff member on the Finance Team will deposit this batch by Monday COB.

CASH COUNTING AND DEPOSIT PROCEDURES

* Cash is to be counted by two individuals (first count and verification count) each recording a tape on an adding machine.
* Once verified, attach the tape to the counting sheet and continue the procedure using counting sheet instructions.
* Cash is to be recorded into Pushpay batch system.
* Any cash without a name is to be entered under the system profile Loose Cash.
* Any cash designated to two funds will be recorded as two separate transactions in Pushpay’s batch entry system.
* Seal cash in the top tamper resistant section of the deposit bag.
* Write deposit bag number on counting sheet.

CHECK COUNTING AND DEPOSIT PROCEDURES

* Checks are to be verified by two individuals. This can be done as one person runs a tape while the other enters the checks into Pushpay. Once completed, the two compare totals and names for accuracy.
* Checks that have either split donors or split funds, will need to create individual transactions for each designated split. It will have the same donors name as well as check number, then type in the fund it will go towards.
* Attach check tape to the count sheet and enter the total number of check gifts.
* If any checks are designated to two separate funds, record the amount separately to the donors desired funds.
  + Ex.) Check total: $500. The donor would like to designate $325 to the General Fund <campus> and $175 to Kingdom Builder <campus>.
* Seal checks with completed deposit slip in the bottom tamper resistant section of the deposit bag.
* DO NOT REOPEN CASH PORTION OF THE BAG (CASH/ CHECKS ARE SEPARATE)
* Ensure the deposit bag number is on the counting sheet.

ADDITIONAL BATCH PROCEDURES FOR DONORS

* Any donors not currently in Pushpay need to be added as outlined in the illustrated batch entry instructions (include name, number, and address if provided).
* Upon completion of batch, verify totals in batch entry system Pushpay match tape totals as well as the counting sheet.
* For fund designation, please be sure to select the fund.
* Ex.) “General Fund (campus)” or “Kingdom Builder (campus)” which should be among the top 2 - 3 available funds in the dropdown menu.
* Checks received for Lifepoint Phoenix or Hampton Roads will be entered into Pushpay with their General Fund

DEPOSIT SLIP PROCEDURES

* Provide the date on the deposit slip.
* Write the cash amount in the “currency” space and write the coins amount you have in the “coins” space.
* Write the total check amount in the check area.
* Write the total in ALL the total boxes: One at the bottom and one to the side, if

applicable)

* Ensure deposit slip is added to the deposit bag.
* If checks are present, this goes in the check portion of the deposit bag.
* If no checks are present, this goes in the cash portion of the deposit bag.
* Record image of deposit slip and send to the giving email ([giving@lifepoint.org](mailto:giving@lifepoint.org))

COUNTING SHEET PROCEDURES

* Count sheet must be filled out completely with:
* Campus
* Date
* The names of all Counters present that day.
  + ALL COUNTERS MUST LIST THEIR NAMES ON THE COUNT SHEET, WHETHER THEY COUNTED OR ENTERED THE BATCH.
* Breakdown of cash and coins
* Total Cash & Checks for Deposit
* Deposit bag number
* Comments, notes, and updates about deposit: Any cash in an envelope with a

donor’s name on it, split checks, or split donor checks – please list all information

available to ensure donor information is recorded correctly and can be verified in Pushpay.

* Take a picture of the count sheet and send it to the Lifepoint Giving Email ([giving@lifepoint.org](mailto:giving@lifepoint.org)) by **Sunday COB.**
* Ensure Counting Tapes are also included in the image.
* Please log out and close out of all giving platforms.
* Deposit bag is to be handed to designated security team personnel for deposit.
* The security team is to take deposits to the designated bank or to the Fredericksburg Campus to place in the safe on the same day the count has been made.

DEPOSITING CASH/CHECK BAGS

* Culpeper, Fredericksburg, Richmond, Spotsylvania, and Family Churches have a designated bank near their campuses that they will take their deposit to and drop in the Night Drop on the same day the count has been made. The deposit will need to be dropped off no later than **Sunday** **by COB**.
* Fredericksburg, Spotsylvania, and Richmond will have a designated member of

the Security team dropped off at the designated Bank of America Night Drop.

* Culpeper will have a designated member of the Security team drop off at the

designated Blue Ridge Bank Night Drop.

* Stafford will have a designated member of the Security team or Staff deliver their deposit to the Fredericksburg Office by 8:00 am the following Monday and place in the Fredericksburg safe inside the Security Office.
* Once any deposits delivered to the Fredericksburg Office are processed, a designated person will take these deposits to the Bank of America Night Drop in Central Park by **Monday by COB**.

**If the bank deposit site is not accessible, it is acceptable for security to deliver the deposit to the Fredericksburg Campus to be stored in the designated safe in the Security Office until the designated person(s) on staff are available to retrieve the deposit on the following business day.**

MATERIALS & RESOURCES

* When additional supplies are needed (counting machine tape, deposit slips, deposit stamp, deposit bags, etc.), please reach out to use at the [giving@lifepoint.org](mailto:giving@lifepoint.org) email and our staff will be able to provide the necessary items.

**THANK YOU**

Thank you for joining the Counting Team! We are so excited you have made the decision to join us in exercising your gifts to further the Kingdom. If you have any questions, comments, or concerns, please feel free to reach out to your Team Leader or Campus Pastor.