THE CATHOLIC DIOCESE OF
ARUNDEL & BRIGHTON

GIFT AID USER GUIDE

Version: January 2023

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Introduction and Background

The Gift Aid User Manual details the processes and best practices to be carried out by the Gift Aid Organiser, it covers the role of the Gift Aid Organiser and some of the processes used on GiftWise system and should be used in conjunction with the Gift Aid Handbook. GiftWise has excellent help screens and videos which should be used, if needed just click on the ? icon which it at placed near the top righthand corner of the screen. Thank you to Carn Software for giving us permission to use screen shots of the GiftWise system.

It is important that Gift Aid Organisers comply with HMRC and GDPR regulations, so that the Diocese does not commit any breaches. If you wish to refer to the HMRC Gift Aid website visit: www.gov.uk/claim-gift-aid

The latest version of this **Gift Aid User Guide** is available on the Diocesan website at:
www.abdiocese.org.uk/administration-finance/fundraising-gift-aid

For training, help and advice on the Diocese Gift Aid process contact:
Diocesan Gift Aid Coordinator, The St Philip Howard Centre, in Crawley, T: 01293 651145,
E: giftaid@abdiocese.org.uk

The Role of the Gift Aid Organiser

When a parish needs a new Gift Aid Organiser the Parish Priest will usually ask for a volunteer from the congregation. Sometimes the role is carried out by the Parish Office staff. The Parish Priest will contact the Diocesan Gift Aid Coordinator who will contact the new organiser and gather all the relevant information so that access to GiftWise and HSBCnet can be obtained. The new organiser will need to sign a Gift Aid Organisers GDPR Declaration, agreeing to observe confidentiality and dispose securely of hard copies and spreadsheets that hold sensitive information regarding parishioners. The new organiser will receive copies of all the relevant documents required for the role and carry out a meeting to receive training and complete the hand-over from the previous Gift Aid Organiser. The documents required are:

- Gift Aid Handbook
- Gift Aid Manual
- Gift Aid Declaration Form (GAD)
- Standing Order Form
- Welcome Letter
- Gift Aid Organisers GDPR Declaration

- Gift Aid Retention & Disposal Policy
- One-Off Gift Aid Envelopes
- Special Collections Dates for the Year

The GAD, Standing Order Form and the Welcome Letter are Diocesan documents and are not to be changed at all, any suggested amendments are always welcome.

Your contact details will be required for liaising with the Diocesan Gift Aid Coordinator. These details are usually the details recorded in the GiftWise system and printed on the annual donor statements that are issued after 6th April. If you do not want your details displayed the parish office contact details can be used.

The main aspects of the role are entering the donations from weekly envelopes, standing orders, and one-off donations including aggregated claims. Ideally the envelopes should be input on a weekly or fortnightly basis and the bank statements once a month. The Gift Aid Organiser will need to liaise with the Treasurer to ensure the batch of envelopes reconciles with the Counters list and paying in book. At tax year end the Gift Aid Organiser must provide the parishes donors with an annual donor statement. Please refer to the relevant sections in this user guide when carrying out the processes for the first time.

Promoting Membership of the Gift Aid Scheme

Ideally once or twice a year liaise with the Parish Priest regarding promoting the Gift Aid Scheme to the congregation. During this talk, please explain the benefits of Gift Aid for the parish and also the advantages to the parish when regular donations are made by standing order. Giving by standing order reduces the cost and resources engaged in counting and banking cash and managing the envelope scheme. There are also significant time savings for the Gift Aid Organiser, as donations made by standing order are easily matched to the bank file upload each month and do not need to be manually added. In a polite manner please ask the congregation to review their donations. For help and literature with promoting Gift Aid, Planned Giving or Fundraising generally please contact the diocesan Communications Team:

E: Fundraising@abdiocese.org.uk or T: 01293 651145.

The GiftWise System

The Diocese purchased the GiftWise system from Carn Software who are based in Scotland. This is used to record donations made by envelope, cheque, bank transfer and standing order. The system is web based and very user friendly, there are help screens and videos for many tasks, just click on the icon when you require help. For any logging-in errors Carn Software can be contacted on T: 01236 710700 or E: helpdesk@carnsoftware.co.uk if you forget your password click on Forgot Password? which is at the bottom left-hand corner of the display. **We do not enter donations received via Contactless or online giving platforms onto GiftWise.** Gift Aid organisers do not include these donations in the annual statement they send to donors.

Toolbar Display

Tax Year - When you log into the GiftWise system ensure you select the appropriate tax year required as you will only see donation activities in the year you have selected. The system automatically defaults to the current tax year. To change the tax year, click on the 'cog' icon which on the righthand side at towards the top of the screen.

Notifications - To see any notifications of tasks or messages, click on the 'bell' icon. There could be prompts to remind you to attach a scan of a GAD or One-Off envelope etc. If the 'bell' icon has a number beside it this is telling you the number of messages, you have to action at the top of this screen you need to switch to your messages which the Diocesan Gift Aid Organiser will have sent you and click on switch to Messages(1) the number displayed indicates the number of unread messages you have been sent. To open the message, click on the 'envelope' icon and the message will be displayed at the bottom of the screen. When you have finished with the message click on the red 'bin' icon and it will be removed.

Status	Date	Subject	From	Delete
	12/11/2020	Test	Administrator	

Log Out of GiftWise – To log out of the GiftWise system click on the 'arrow' icon.

GiftWise Menu Options

Each menu option is covered in this User Manual:

Dashboard

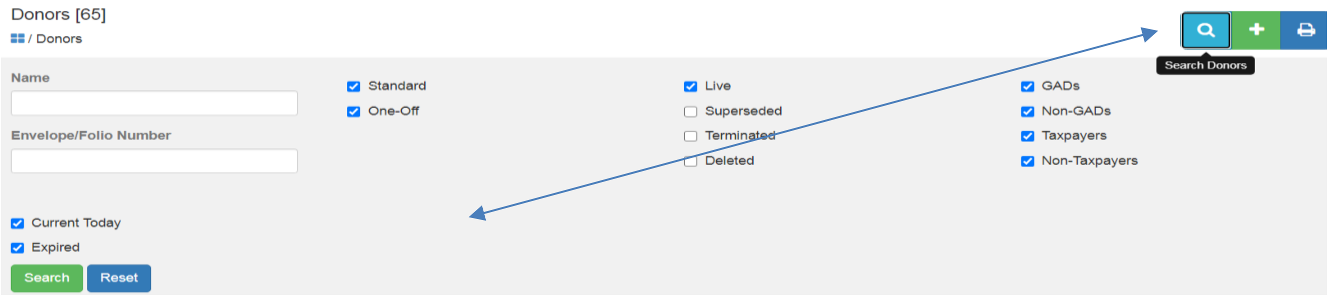
Once logged into GiftWise the menu screen also is the Dashboard. The information provided at the top of the Dashboard relates to:

Donations - This Quick View shows the total donations for the current month. You can scroll back a month and forward, and it will update to that month's total. This is a handy feature as you can quickly scroll through each monthly total for that year.
Donors - The Donors Quick View simply displays the number of Current (Live) Donors within the system for that parish and tax year chosen.
Tax Year - The Tax Year Quick View displays the total tax entered through donations from taxpayers in the system - claimed or not.
Small Donation Scheme – The Small Donation (GASDS) is currently not used/viewable.

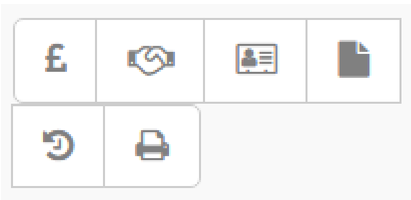
Quick Tasks - Shortcuts for the most frequently used activities on the system being: Add Donations In Sequence, Add New Donor, Import Bankers Order, Tax Year Totals
Totals by Period – This can be viewed as weekly or monthly totals for the tax year by method of payment, it defaults to weekly as this the Gift Aid Organiser can easily see if a week of envelopes have not been input. If you hover the cursor over the bars the date for the week and amount can be viewed (to the nearest £). In the right-hand corner of this chart is a drop-down option titled Method, clicking this will reveal tick boxes for each donation method. By ticking or unticking these you can fine tune the results viewable on your chart.
Totals by Method - You can view each month by pulling down the drop-down menu and selecting the month you wish to view. In the pie chart mode, at the bottom of the panel there is a key representing each method by a different colour.

Donors

From the main menu select Donors which defaults to list all Standard and One-Off Donors that have a live record. These donors are: Gift Aid, Non-Gift Aid, Taxpayers and Non-Taxpayers. Donors that have been Terminated are not listed, to see these click on the pale blue magnifying glass icon and tick as required and click on Search. We do not utilise the Deleted or Superseded facilities. Under the Tax Year at the top of the screen beside Donors, in brackets is the number of current donors you have in the parish. If you click on headings bar: Folio/Envelope Box No, Name, Address or Donation Totals it will put the donor records in that order.



From the detail displayed in this screen you can see the value of donations to date for a donor, amend the status of a GAD from Current to Terminated, access Donations, GAD Information, Donor Details, Upload PDF, Changes History and Print Donor Record.



Each of these icons below details their function and setting up a new donor is in the following chapter.

Donations £

By clicking on the + icon you can add donations individually by entering the date, amount, fund and method of payment and saving the transaction. This function is rarely used as mainly cash donations are added in the Donations facility from the menu.

By clicking on the '£' icon if any donations have been received, they will be displayed.

Date	Amount	Tax	Fund	Method	Claim No	Claim Date	
20/08/2020	20.00	5.00	Offertory	Bankers Order			
20/07/2020	20.00	5.00	Offertory	Bankers Order	410	27/08/2020	

The donation dated 20/08/2020 has yet to be included on the HMRC claim so if the entry is incorrect, it can be amended by clicking on the icon and any of the field can be amended, alternatively the donation can be deleted by clicking on the and save the changes made. The icon will allow you to upload a PDF scan of an envelope or correspondence etc.

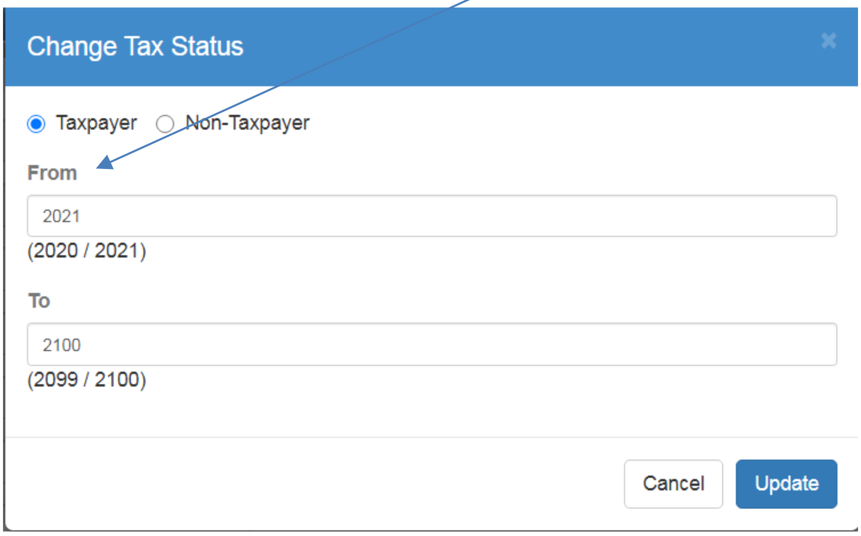
The donation dated 20/07/2020 has been included in an HMRC claim, this is indicated by the claim number 410 and the date of the claim so this donation cannot be deleted only reversed by the counter claimed, see page 10.

The icon is where you can amend GAD details i.e. method of payment, amount of standing order. The start date should not be amended as it defaults to the start of the tax year four years prior to the date the GAD was signed as HMRC allow you to claim back any donations made in the previous four years. For 'The end date' field, leave as the default. When a GAD is created the folio number defaults to the GAD number, if the donor wishes to pay by the envelope system update this field with the envelope box number.

Amending Tax Status

Tax Status History		Change Tax Status
09/04/2000	31/12/2069	Taxpayer

If a donor notifies you that they are no longer a Taxpayer, it must be amended in this screen. Click on Change Tax Status and click on non-Taxpayer and amend the 'From' year ensure you input the correct one, if they changed tax year on 06/04/2020 you need to input 2021 as displayed below and click on update.



Gift Aid Leave this field as ticked, this is more for planned giving donors.
Do the reverse if a donor then becomes a Taxpayer again. Some Gift Aid Organisers terminate donors when if they become non-Taxpayers, it is a best practice to keep then active as if they continue to make donations via standing order these can be recorded in the monthly import and at year end the donors can receive a non-tax donor statement thanking them for their contributions and this can remind them of their tax status with us prompting them to amend if changed and gift aid can resume.

If the spouse of a deceased donor wishes to take over the GAD, they cannot take over that Gift Aid Declaration number as that GAD related to that donor and their tax details. The Spouse will need to complete a new GAD form and be set up independently.

Making a Counter Claiming to HMRC

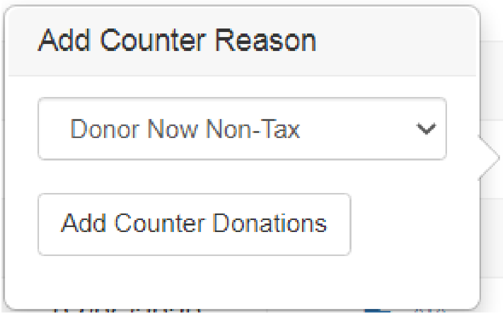
If a donor informs you that they are no longer a Taxpayer, or the donor has died but payments had still been made from their bank account any donations after that date that have had gift aid collected must be refunded to HMRC. After amending the tax status as in the previous section access Donors and click on the '£' (Donations) and you will see a list of donations made in the current tax year. For example, if the donor is no longer a Taxpayer with effect from 06/04/2020, the August donation has not gone to HMRC so you can just delete it by clicking on the 'red bin'.

Toggle column: Date | Amount | Tax | Fund | Method | Claim No. | Claim Date.

Save Donations

Date	Amount	Tax	Fund	Method	Claim No	Claim Date
20/08/2020	20.00	5.00	Offertory	Bankers Order		
20/07/2020	20.00	5.00	Offertory	Bankers Order	410	27/08/2020
22/06/2020	20.00	5.00	Offertory	Bankers Order	409	30/07/2020
20/05/2020	20.00	5.00	Offertory	Bankers Order	406	03/06/2020
24/04/2020	20.00	5.00	Offertory	Bankers Order	406	03/06/2020

To counter claim the April to July donations click on the 'weighing scales' icon for each donation and select the reason code, in this case 'Donor Now Non-Tax' then click on Add Counter Donations and when all the donations have been action click on Save Donations:



The gift aid will be repaid to HMRC on the next HMRC claim. If the donor has died to ensure the gift aid is refunded to HMRC it is a best practice not to terminate the GAD until after the refund has gone to HMRC.

Changes History

If you need to look at any changes that have been made on a GAD in its lifetime access Donors from the menu and select the Changes History icon:

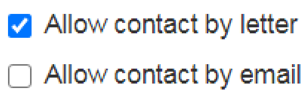
The screen will present the information below in a list format with all the changes made to the donor's record:

Changes Made

Date	Time	Action	Field	Old Value	New Value	Changed By

Create a new Donor – Standard

Upon receipt of a completed, signed and dated GAD form input it to GiftWise access Donors and click on the green + sign towards the top right corner of the screen – New Donor. The system will automatically default to the next Gift Aid Number available which is 6 digits starting with a '3' and is unique. This number can be seen on the righthand side of the screen. On the left-hand side of the screen, complete as many fields as possible to capture as much information as possible, the fields with an * must be completed in order for the GAD to be saved. There is an address search facility if you input the postcode and select from the display. Please note the GAD can only apply to one person, spouses need to complete their own GAD if required, do not enter two names. Due to GDPR, the donor has the option of providing their telephone number and email address as their preferred method of communication from the Parish and Diocese. If you are provided with an email address tick the 'Allow contact by email' as this will enable the annual donor statements to be emailed to them which saves on postage for the parish:



On the righthand side of the screen enter as follows:

Type: This field defaults to the Standard GAD, this is only to be amended if you have a one-off donation, see the following section for this process, the Diocese does not use the Sponsored option.
Folio *: If the donor has requested to donate via the envelope system, send/deliver a box of envelopes to them and input the number of the envelope box you have given to them in this field.
Date Signed: Input the date the actual GAD was signed by the donor.
Frequency: From the drop-down list if the donor is donating via the envelope system select 'Weekly'. If the donor has completed a standing order, they will have selected to donate either: Monthly/Quarterly/Half-Yearly/Annually amend as required, if you do not know the frequency leave as the default 'Not Stated'.
Amount: If the donor is donating via standing order and you have the form to send to their bank input the amount, they have stated on the standing order form.
Method: Select Envelope or Bankers Order from the drop-down list. **Please note there is not an option for Contactless donating or Just Giving as these types of donations are not entered onto the GiftWise system, the Gift Aid is collected by other methods by the providers.**
Start Date: This defaults to start date of four previous tax years, please **do not** amend this field as any donations received prior to the date you amend it to will not have gift aid collected on them

and if you amend it to a date in the future you will not be able to see the GAD until that date. This field is not connected to the start date on a standing order form.
End Date: This defaults to currently to 31/12/2099, please leave as this.

Gift Aid: This box must be ticked if you intend for any donations to be eligible for Gift Aid. If you were setting up planned giving donors untick this box.
Note: Any relevant notes about the donor's instructions or their GAD can be entered here.

Write the parish code and GAD number allocated on the top of the form and scan and attach a copy to the donors record by clicking on the icon name the file the GAD number followed by GAD, i.e. 321321 GAD always ensure the number comes first as these scans are retained and occasionally need to be reattached to donors' records if parishes move.

GIFT AID DECLARATION

CODE	**Declaration No. (Parish Use)**

Standing Order Form

If the donor has completed the Diocesan Standing Order Form use the information in the process above. When the GAD has been input to GiftWise write your parishes bank account number in the relevant field if it was not completed when the form was given to the donor and also write in the GAD number that the GiftWise system allocated to the GAD. Due to GDPR guidelines the Diocese no longer askes for a scan of the GAD to be added to the donor's record, nor should a copy be retained by Organisers. Send the Standing Order Form to the donor's bank in the post, you are entitled to reclaim any postal expenses.

If the donor amends their banking details etc, input the new details as above, but do not amend the start date as that date relates to the GAD not standing order form. Write the account and GAD number on the form and send it to the donor's bank.

Welcome Letter

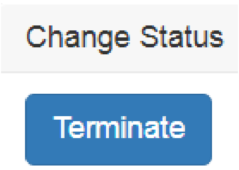
Once the GAD has been verified by the Diocesan Gift Aid Coordinator return the GAD to the donor with a copy of the Welcome Letter explaining the scheme.

Amending a GAD

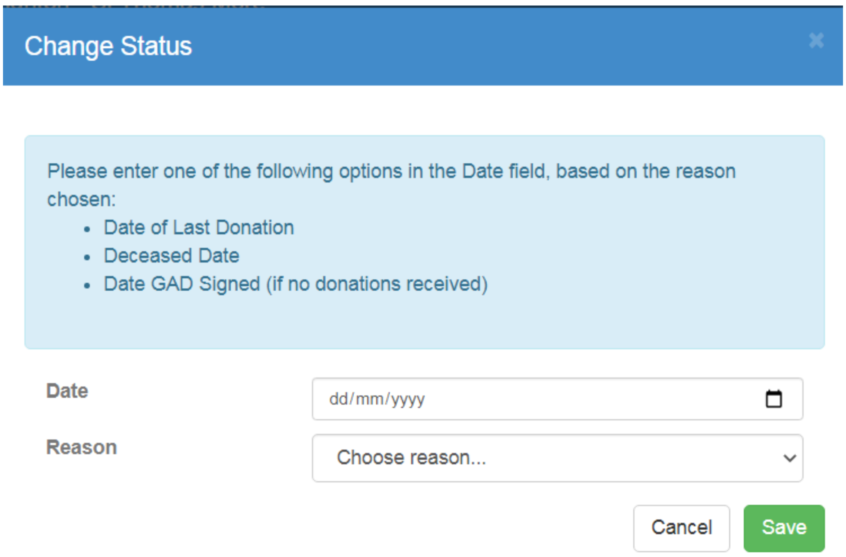
If a donor contacts you via email or letter with details that need updating on the donor's record, amend the GAD details as required and attach a scanned copy of the documentation sent to you as back up. Name the scan as the donors GAD number followed by something meaningful, i.e. 321321 COA (change of address) etc.

Terminating a GAD

If a GAD needs to be terminated, select Donors from the menu, find the required donors name and then click on 'Current' and a pop up appear:



Click on Terminate and then you will be presented with this screen:

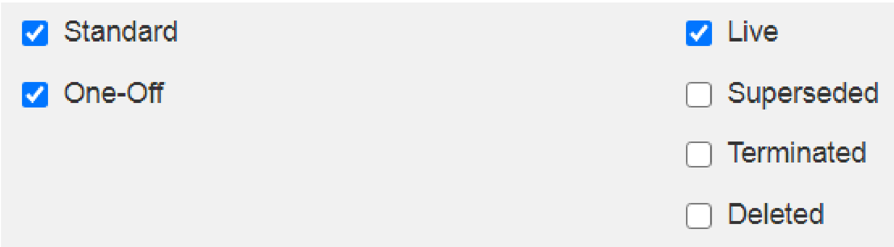


Input the date and select a reason code from the drop-down list: Lapsed, Non-Taxpayer, Deceased, Left Parish, New GAD, Other then click on Save. If you are carrying out a lapsing exercise when the new tax year has started for donors no longer donating it is best to pick the date as 5th April of the previous tax year and then they will not be on the current donors list in the new tax year. Please attach a scan of an email or letter if you terminate a donor as deceased as back up and enter the termination date as the date the donor passed away.

Restoring a GAD

If a GAD has been terminated, it can be restored if all the details on the GAD are still relevant to the donor. To restore the GAD, you need to be in the tax year where they last appear, then select Donors from the menu, and click on the magnifying glass that is at the top right-hand corner of the screen:

then untick Live and click on Terminated:



The donors name should now appear in the list. Click on 'Terminated' and the option to Restore will appear, click on this and the donor is now restored.

The Role of a Counter

The counter/s will be given the donations from the offertory and any second or special collections, ideally this role should be carried out by two volunteers or parish staff to check the amounts received. The Counters will count the funds received for the various and record on the Counters Banking Sheet, if you require an excel template for this contact Patricia Wrightson for one. The Counters will empty the contents of the Gift Aid and planned giving envelopes and clearly record the amount donated, the Counters will usually put the envelopes in number order for the Gift Aid Organisers and put a note of the total amount banked for the Gift Aid Organiser to reconcile to. The Counters will pass the envelopes onto the Gift Aid Organiser to record in the GiftWise system. The Counter will notify the Treasurer and Gift Aid Organiser of the date the cash was banked so that the Treasurer will record this in the Accounts IQ system. When being audited there is a check to ensure the Counters Banking Sheet, the HSBC paying in book and the GiftWise system can track the amounts relating to GiftWise. Any cheques over £500 must be photocopied and be retained by Treasurer, ideally scan a copy onto the GiftWise system if it is for Gift Aid.

HSBC & Post Office Banking

Some Gift Aid Organisers are responsible for depositing the banking. HSBC frequently close branches. Where this is an issue, the banking can be paid into a Post Office. To do this you need to complete an HSBC Business Deposit Card Application Form which the Diocesan Gift Aid Coordinator can provide. Once you have the deposit card you can pay in the funds at a Post Office. For any cheques that need paying in the Post Office will provide you with an envelope for these, you will need to put your parishes sort code and bank account number on each cheque and the paying-in envelope.

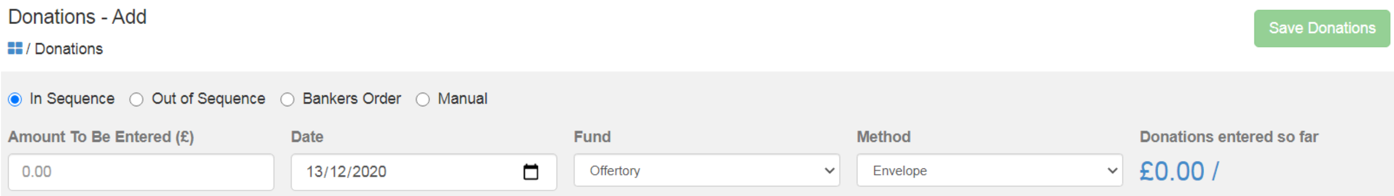
Weekly Envelope Donations

The Counters at the church will have processed and banked the cash contained in the weekly envelopes from donors and clearly recorded the amount donated on the relevant envelope. The Counters will have totalled the envelopes and recorded the information on the Counters reconciliation sheet for the week, which is passed to the Parish Treasurer, this will also include any one-off donation - aggregated claims. The Gift Aid Organiser will need to liaise regularly with the Treasurer to ensure the batches of envelopes reconciles with the Counters lists and paying in book as these are processes that the internal and external auditors will be checking.

The Counters will usually put the envelopes in number order for you, if they have not done so this needs to be done for ease of input. If there are any blue or purple envelopes these are to for 2nd Collections and are processed separately, the process for this is explained below, see 2nd Collections, The Bishop's Special Collections and Christmas and Easter Collections.

Ideally the envelopes should be input on a weekly or fortnightly basis into the GiftWise system. Within the batch of envelopes they may be some with a different date, i.e. where a donor has been on holiday they might send in two or three weekly envelopes to catch up, these envelopes must all be input to the week that you are processing, please do not go back to former weeks as the total of the funds banked for the week you are processing will not reconcile to the counters sheet and Treasurers paying in slip and entries onto the Accounts IQ system. If there were to be an envelope for another parish with the Diocese included, please pass it back to the Treasurer who will arrange for the funds to be sent to them, you should rarely happen as the Counter should have spotted it and dealt with it. The batch of envelopes you receive might have Planning Giving envelopes amongst them, they usually have a higher range of envelope numbers to check if you have any in GiftWise click on Donors and scroll to the end and you will see the last envelope number allocated to a donor any envelopes out of this range will be for Planned Giving and will not be a Gift Aid donation for you to input.

Add up the batch of Gift Aid envelopes and select Donations from the GiftWise menu.



The system defaults to 'In Sequence' which is the option required, enter the total amount of the batch to be processed, select the date as required, this field defaults to the last Sunday and the Fund defaults to Offertory. Enter the amounts donated to the relevant donors on the list, the easiest way of moving around this screen is using the down arrow key. When all the amounts have been entered the totals should reconcile and then click on Save Donations. The system will not let you save the data unless it reconciles, if a difference were to occur check the batch total and all the amounts enter and amend accordingly.

2nd Collection Envelopes/The Bishop's Special Collections

The Bishop will issue a list of Special Collections for the coming year in December which will be emailed to you. These can also be found in the printed diocesan Directory. There will usually be only 5 of these collections that you can process and claim Gift Aid for, and these are marked as Gift Aid eligible on the list. You cannot claim Gift Aid on the other collections listed as they are for a 3rd party charity who will be eligible to claim and benefit from the Gift Aid. We can process Gift Aid on these donations because the money will be managed by our own charity:

- Lourdes Pilgrimage Fund
- Education of Future Priests
- Missionary Endeavour of the Diocese
- Retired Priests Fund
- Arundel Cathedral Maintenance

To process the five special collections the process is the same as for the white envelopes, placing the envelopes in number order, totalling the batch and when you set the batch up from the Fund drop down box select the required Fund and input each donation as above. The Gift Aid collected from HMRC for Cathedral Maintenance, Diocesan Missions and Lourdes Pilgrimage are retained by the Diocese and not included in the monthly payment to the parish. A report for the total of these Funds is available in the reporting function of GiftWise.

Christmas & Easter Collections for the Support of Clergy Envelopes

The process is the same as for 2nd Collection Envelopes as above but select Christmas and Easter as the Fund. The clergy are entitled to the Gift Aid collected from HMRC as it is part of their gift, the Parish Treasurer may ask you for the report from the system for this.

The Crib Collection is for a 3rd party, usually The Catholic Children's Society A&B Crisis Fund, therefore Gift Aid cannot be collected.

Leaving/Moving/Retiring Collections – Gift Aid

Gift Aid cannot be claimed on money donated to collections for leaving gifts and anniversary gifts etc because the collection is not adding to parish funds to support the work of the charity but being gifted intact to the recipient.

Parish Charity Funds – Gift Aid

The parish charity fund is administered by a committee who will determine how funds are distributed. We can claim the Gift Aid for donors who have signed a GAD as the funds will be administered by our own charity. Third party charities may receive grants from the Parish Charity Fund, but they will not receive donor details and cannot collect Gift Aid on these amounts.

Mass Stipends – Gift Aid

We do not process Gift Aid claims on offerings received in relation to Mass Intentions. There is no fee for requesting a Mass, the offering made is freely given. However, parish newsletters occasionally identify a set fee for requesting a Mass. This creates the risk that HMRC will regard the Mass offering as a transaction and outside the scope of Gift Aid.

Envelopes Received for Other Parishes

Occasionally you might receive a weekly envelope for another parish, the Counter should forward the envelope to that parish for banking and claiming the Gift Aid.

Donations over £2,000

If you receive an individual donation for over £2,000 when you enter it onto GiftWise you will see this warning:

> Amount Entered exceeds £2000. Please check this amount.

This warning is to recommend you contact the donor to get assurance that they will have paid sufficient tax for the tax year so that the parish can claim the Gift Aid from HMRC. The system will let you save the donation, it is just a warning.

Envelope Box Annual Orders

During September/October you will receive a notification to make an order via the Envelope Systems on-line ordering facility w: envelopesystems.co.uk/my-account/ or you can complete a manual order form for ordering boxes of Gift Aid envelopes for your Donors. Currently there are three options from our supplier, sets for Cash Donors, Standing Order Donors and Standing Order Donors 2nd Collection. If using a manual order form, the order form must be signed by the Parish Priest as the expense will be charged to the parish bank account. If you are ordering via the on-line system a copy of your order will go to the parish office detailing the expense. When completing the delivery address details a box will appear where you can request different ranges of numbering or different coloured envelopes. The manual order forms need to be received at The St Philip Howard Centre in Crawley by 31st December. The envelopes run from 6th April – 5th April in line with the Tax Year.

If you decide to give donors a different envelope number from the previous year, please ensure you retain a copy of the envelope numbers previously allocated as donor have a 'habit of finding old envelopes' and when you see an old date you may need to investigate who it has originated from. If you need any help regarding renumbering, please contact the Diocesan Gift Aid Coordinator.

When you have received your envelopes from Envelope Systems, please see the section on Labels within the Letters chapter as you can labels for donors with their name and folio number on it.

Donors – One-Off Envelope Donations

Many Churches and the Cathedral opt to leave One-Off envelope either in the back of the church or on pews for visitors, if they wish, to use to donate. Please ensure that the one-off envelopes are the latest version of the One-Off envelope, in order for the Gift Aid to comply with HMRC regulations all envelopes must quote 'Diocese of Arundel and Brighton' and our Registered Charity Number: 252878 with the Gift Aid Declaration as below:

> 'I would like to enhance my donation through Gift Aid. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations, it is my responsibility to pay any difference.'

If this statement is not present you cannot claim the Gift Aid and just bank the contents and if desired, send the donor an up-to-date envelope for them to sign to allow you to then claim the Gift Aid. Contact The St Philip Howard Centre in Crawley for a supply of envelopes stating how many envelopes you require.

Front View of One-Off Envelope

THE CATHOLIC DIOCESE OF
ARUNDEL & BRIGHTON

Registered Charity No. 252878

GIFT AID HELPS OUR PARISHES TO THRIVE!

Gift Aid declaration. I would like to enhance my donation through Gift Aid.
I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations, it is my responsibility to pay any difference.

Title:	**Full Forename(s):**
Surname:	
Home Address:	
Postcode:	**Date:**

Gift Aid is reclaimed by the charity from the tax you pay for this tax year. Your address is needed to identify you as a UK taxpayer.

Parish Code:	**Amount:**	**Declaration No.:**

Rear View of One-Off Envelope

THANK YOU FOR YOUR SUPPORT

We can claim 25p for every £1 you donate with Gift Aid at no extra cost to you.

Data Protection. The information you give will be held securely and only used for making a Gift Aid repayment claim. It will not be used for marketing nor shared with, or sold to, any other organisation.

www.abdiocese.org.uk

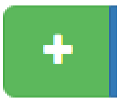
Registered Charity No. 252878

The donor's name, address, postcode and date of donation must be completed. If part of the address is missing use the Post Office website to trace the rest of the address: www.postoffice.co.uk/postcode-finder.

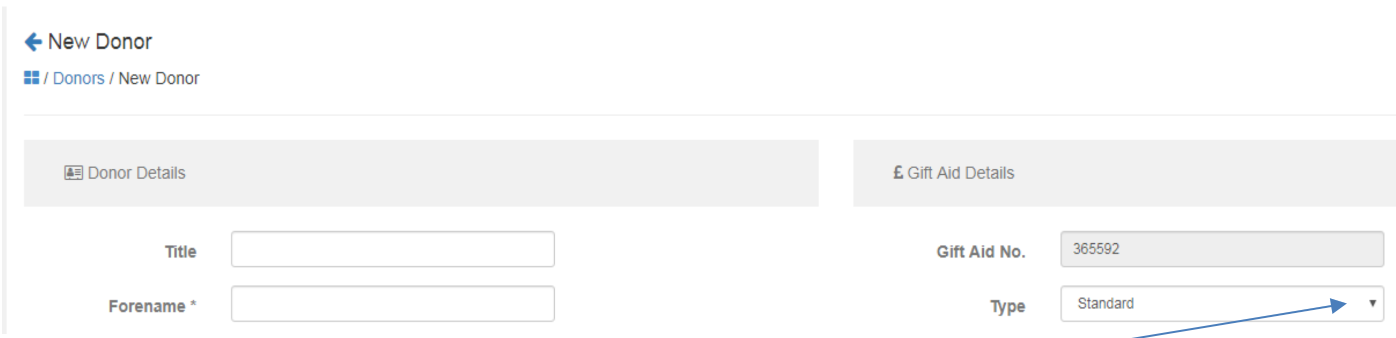
The donations from these envelopes are processed in two different ways depending on the value of the donation. Donations from £0.01 - £20.00 can be added together and entered onto the GiftWise system as an Aggregated Claim the total amount of this must not exceed £1,000.00, process in smaller batches as required. Donations of £20.01 and over are processed individually as described below.

Processing One-Off Envelopes £20.01 or Over

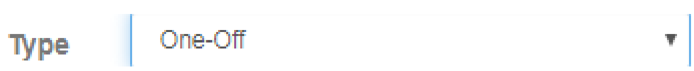
HMRC insist that donations of £20.01 or over are processed separately as One-Off donations. Access the GiftWise system and select Donors from the menu, then click on the green +icon placed towards the top right-hand corner of the screen:



The screen displayed will be the same as entering a standard GAD:



You need to amend the Type from Standard to One-Off



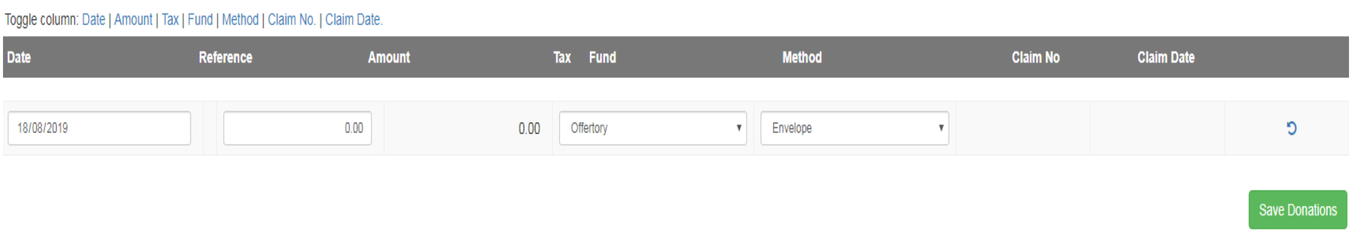
Complete in the usual way for a GAD and input the amount donated in the field that will have now appeared titled One-Off Amount:

Select the fund as required, usually Offertory. Write the GAD number allocated on the Declaration No. on the envelope and Save (green icon). Scan the envelope, ideally, in colour as a PDF file and name the file as the GAD number and with the suffix OO. The One-Off GAD and scan will now be visible on the Diocesan Gift Aid Coordinator's GiftWise system for verification, once verified it will be submitted in the next HMRC claim. Retain the envelopes until the verification process has taken place.

Aggregated Gads – One-Off Envelopes for £20.00 or Less

On each envelope add your parish code, the amount received and add up the batch of One-Off envelopes if you have more than one to enter. Access the GiftWise system and select Aggregated Gads from the menu. Click on the green +icon placed towards the top right-hand corner of the screen:

This screen will be displayed:



In the date field enter the latest date that appears on an envelope in the batch, please note if you are processing a batch just after the tax year end you will need to process the two tax years as separate batches. Input the total of the batch of envelopes and most batches will fall into the Offertory category but if required select the appropriate fund and the method will be envelope. Once input click on the green Save Donations icon. The Aggregated Claim will now be allocated a 7-digit number, write this number with the suffix AC on each envelope where it states the Declaration No. Scan all the envelopes, ideally, in colour as a PDF file, you can fit approximately 6 on a scanner and name the file as AC and the claim number. The aggregated claim and the scan will appear be visible on the Diocesan Gift Aid Coordinator's GiftWise system for verification, once verified it will be submitted in the next HMRC claim. Retain the envelopes until the verification process has taken place. If you only have one envelope it can be processed as detailed below.

If you need a supply of one-off envelopes, contact the Diocesan Gift Aid Coordinator detailing the number of envelopes required and they will be sent at no charge.

Records – Retention and Disposal

On an annual basis, ideally after 5th April, please review the envelopes you have retained as a tax year of data can be destroyed, please refer to the Gift Aid Retention & Disposal of Records Policy which complies with the General Data Protection Regulation (GDPR). Always ensure any HSBCnet bank files are deleted immediately after use. Paper copies of GADs and Standing Orders should not be held – GADs to be returned to the donor and Standing Orders sent to the donor's bank for processing. All scanned copies to be held on the GiftWise system only.

Access to HSBCnet

All Gift Aid Organisers should have access to the parish bank account using HSBCnet to enable them to import the bank statements into the GiftWise system. To obtain access please contact E: giftaid@abdiocese.org.uk. The information required to do this is:

- Name
- Address
- Email Address
- Mobile Number
- Date of Birth

HSBC

HSBCnet

How to...

Activate your Security Device as a new User

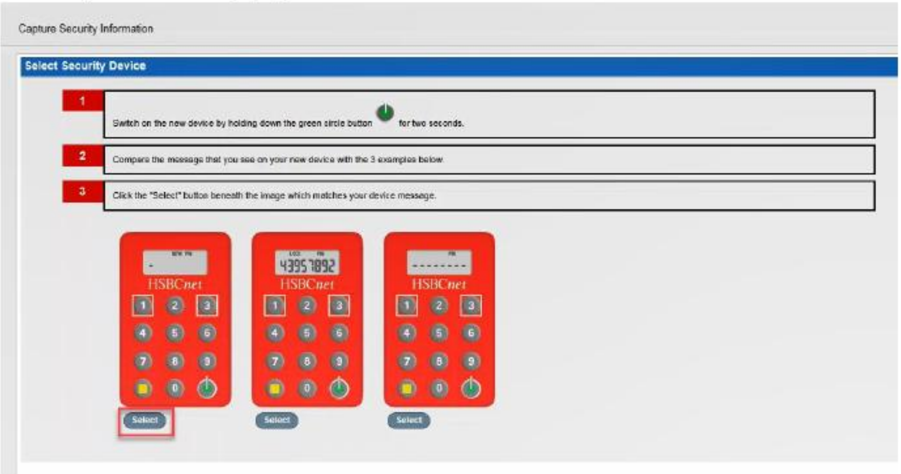
This step-by-step guide will show you how to activate your Security Device as a new User, and will walk you through:

- Setting up your Security Device as a new User
- Logging on to HSBCnet using your Security Device

To begin, you will need a Security Device that has been assigned to you by a System Administrator.

1. Log on to HSBCnet. The Security Device setup page appears when you log on to HSBCnet for the first time.

Security Device setup page



Set up your Security Device

The first step in setting up your Security Device is to switch it on by pressing and holding the green circle button for two seconds.

Match what is shown on your device with one of the images on the screen. This guide focuses on the 'NEW PIN' option. Choose the **Select** button for the device that displays 'NEW PIN'.

The Set Security Device PIN page appears giving you on-screen instructions to set up your pin. These steps are as follows.

Set Security Device PIN page

1. Turn your Security Device on by pressing the **green** button for 2 seconds.

2. Enter a PIN into your Security Device that will need to have 4 – 8 random and non-sequential digits. Press the **yellow square** button to submit the new pin.

3. Your device displays the message 'PIN CONF'. Re-enter the same PIN to confirm it. Once complete, select the **yellow square** button.

4. The 'NEW PIN CONF' message appears before displaying two dashes, meaning you new PIN has been set up.

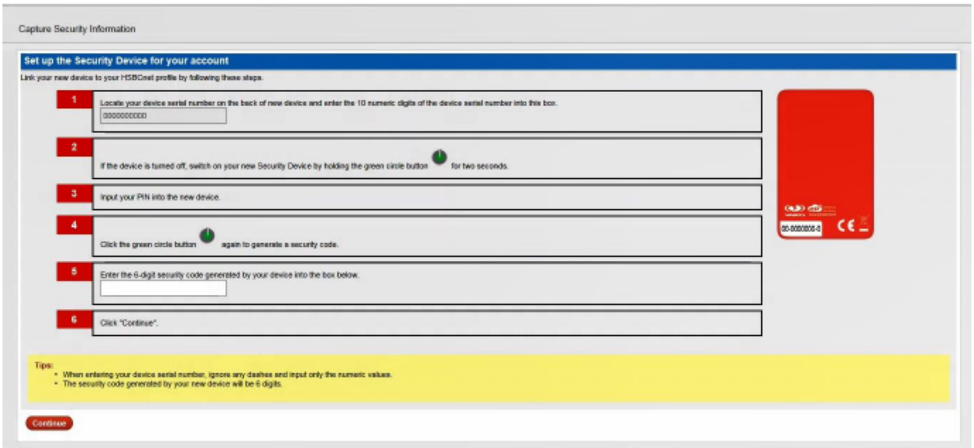
Set up your Security Device to your account

If you are an Initial System Administrator (the first Administrator for your company's HSBCnet profile) you are required to input the Security Device Serial Number found on the back of your device (in step 1 of the image). However, if you are a System Administrator or an End User, where the device has been assigned to you, this field is pre-populated and you are not required to enter the Serial Number.

Note: If you are entering the Security Device Serial Number, ensure you do so without any dashes.

The **Set up the Security Device for your account** page appears giving you on-screen instructions to set up your pin. These steps are as follows.

Set up the Security Device for your account page



You are asked to provide a security code. This is a 6-digit code that can be generated using your Security Device and PIN number.

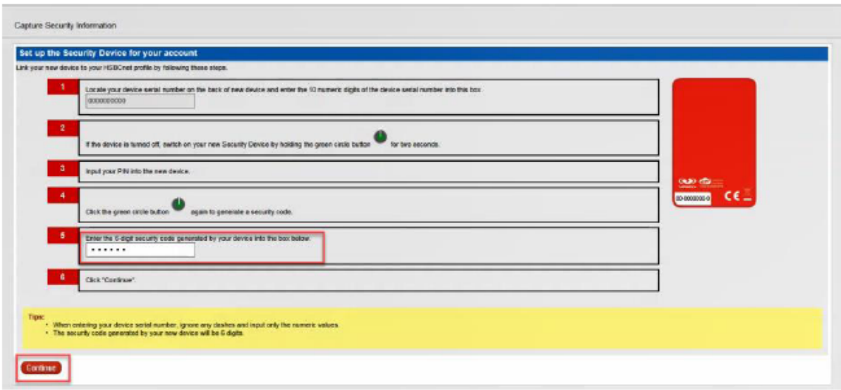
2. Turn your security devise on by pressing the **green** button for 2 seconds.

3. Enter your PIN that you just set up.

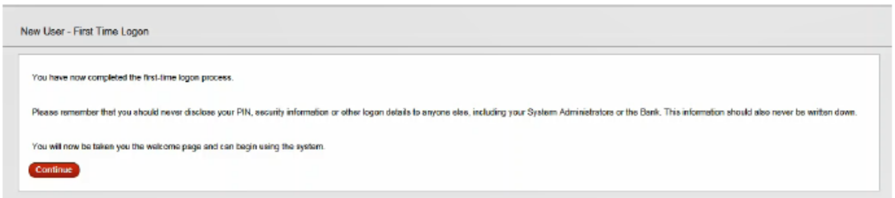
4. Select the **green** button again to generate a security code.

5. Enter the security code displayed on your device into the **Security Device code** text field.

6. Select **Continue**.



The **New User- First Time Logon** page appears, which means you have now successfully set up your Security Device. Select the **Continue** button to proceed immediately to the HSBCnet Homepage.



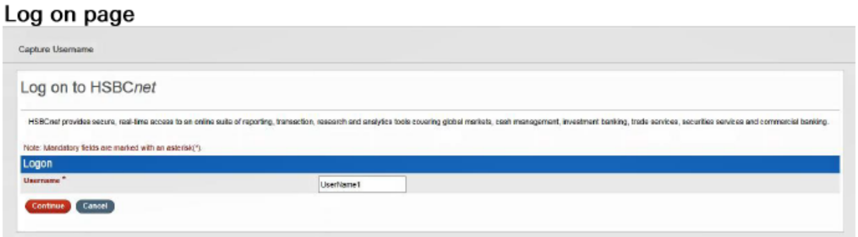
Logging on to HBSCnet

Logging on to HSBCnet using your Security Device

Once your Security Device is set up, you must enter your Username and a Security Code in order to log on.

1. Enter your **Username** in the logon screen and select **Continue**.

Log on page



The Security Device Authentication page appears giving you on-screen steps to authenticate your security device. These steps are as follows.

1. Turn your security devise on by pressing the **green** button for 2 seconds.

2. Enter your PIN number.

3. Select the **green** button.

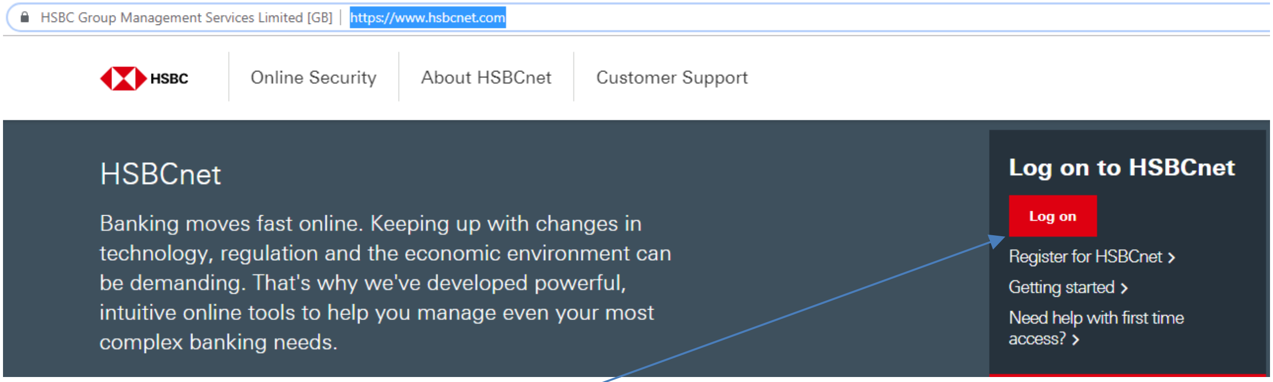
4. Enter the security code the Security Device generates in the pace provided. Select **Continue**.

Security Device Authentication page

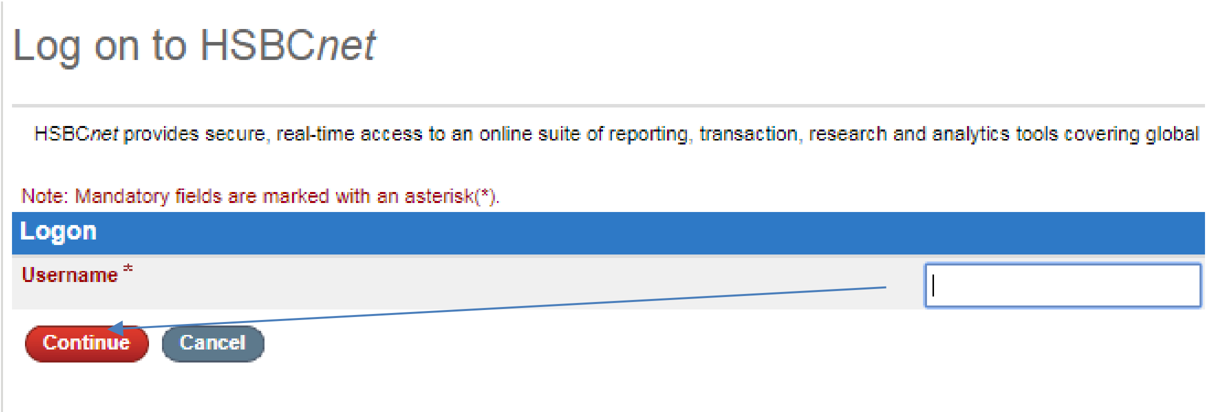
Once you have completed these steps, the HSBCnet home page appears confirming you have successfully logged on to HSBCnet.

Exporting HSBCnet Bank Statements – Standing Orders

To access HSBCnet you will need to use Microsoft Edge you can no longer access it through Google Chrome: Open your Internet browser and log into: www2.secure.hsbcnet.com/ you will be able to view the screen below:

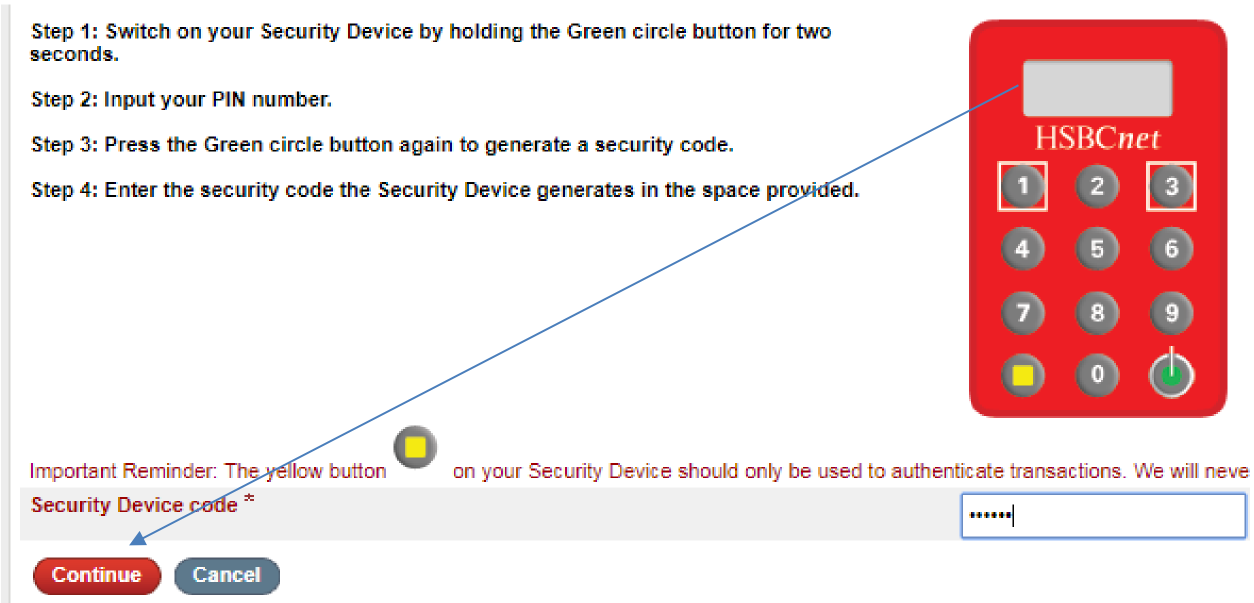


Click on the red Log On:

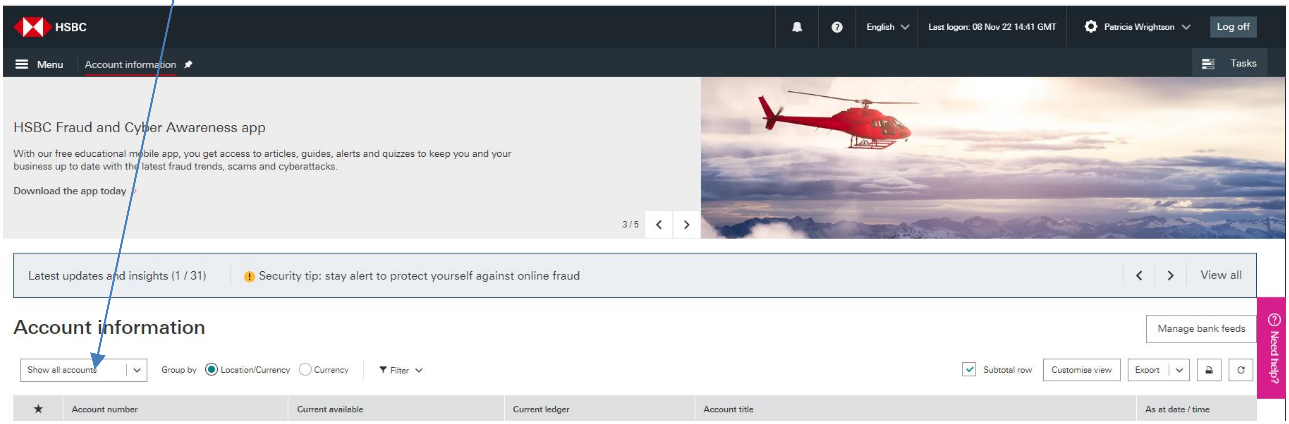


Enter your username and click on 'Continue'

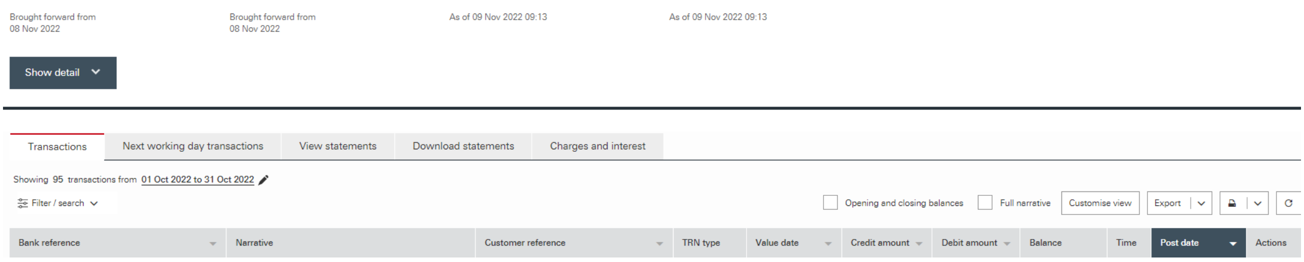
Use the red HSBCNet device you have been allocated login and follow the on-screen instructions, as below, to generate a password for you, then click on the red Continue button:



Click on the parishes bank account number which will be displayed below Account number:



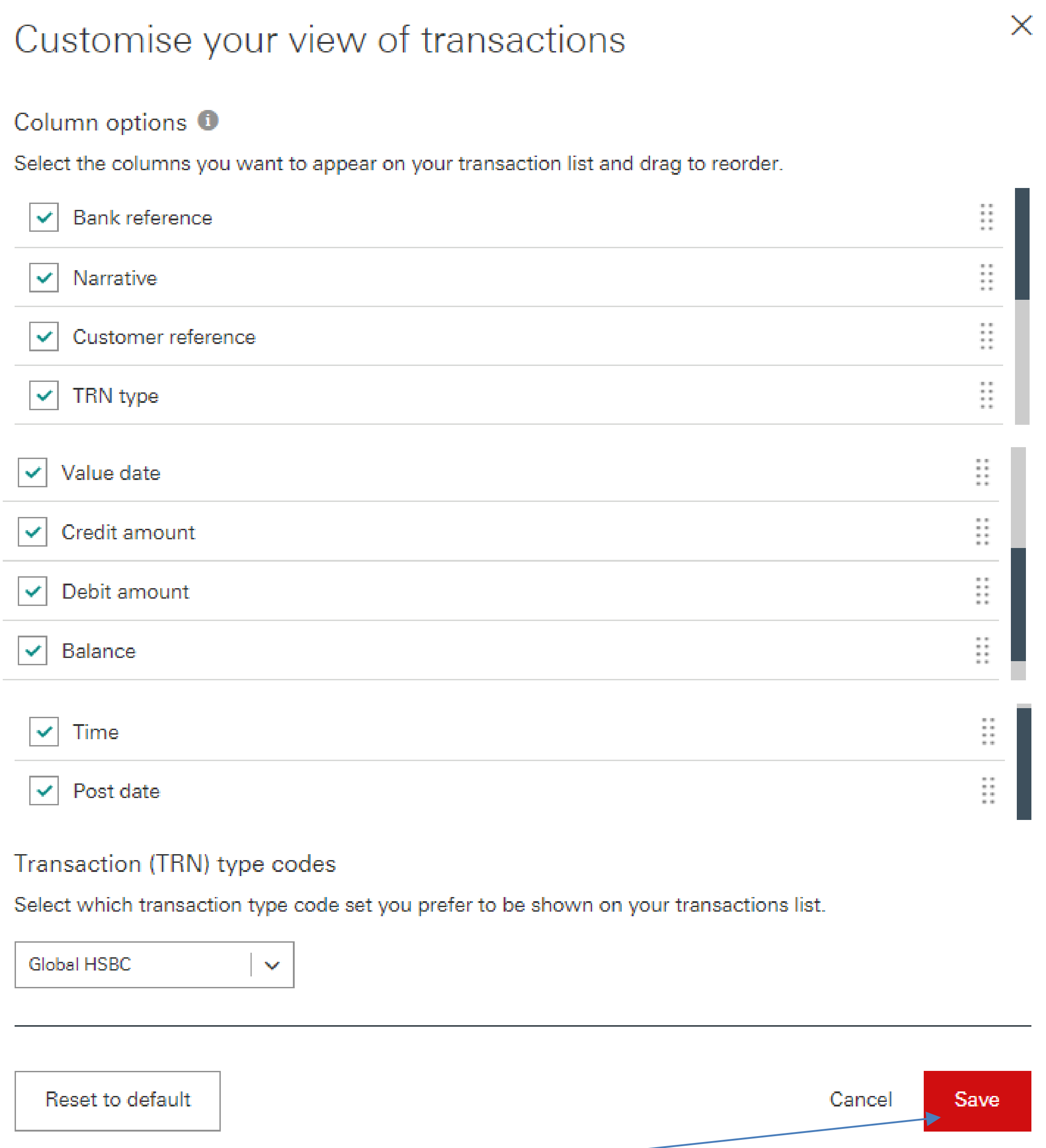
You will then be presented with the following screen:



One of the main problems that has been identified is that user's settings are not unified and before you proceed any further you need to ensure your Customised View is in the order as follows, you may need to tick any items that are missing and, also drag them into the order as displayed below, as this is the format the GiftWise system is expecting them to be in. If the column is not in this order, the standing order file will not import.

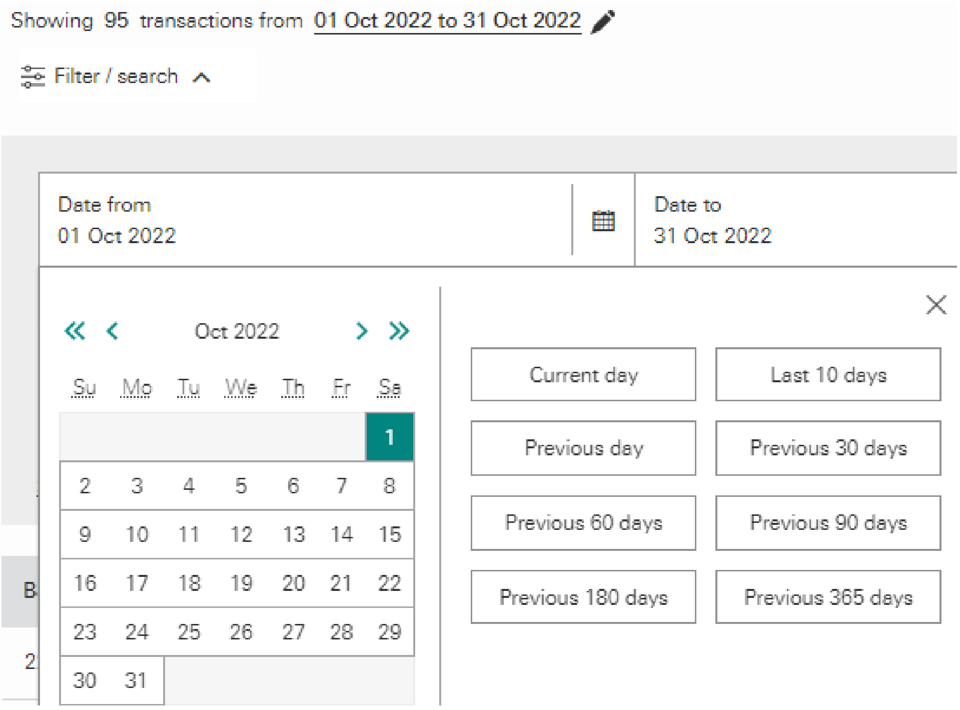
Click on Customise view

The column required are as displayed below and they must be in this order:

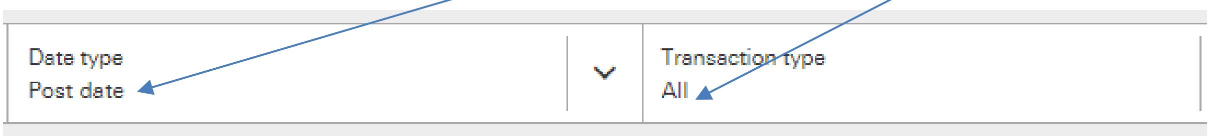


Click on the red Save button, you will only need to carry out this process this one time.

Click on the dates displayed and a calendar will appear, input the to and from dates as required:

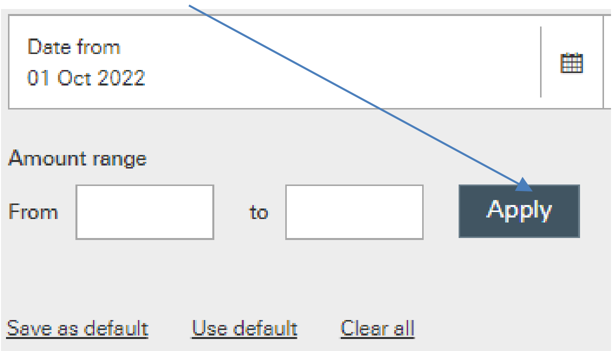


Ensure the next two fields are: Date Type as Post date and Transaction type as All

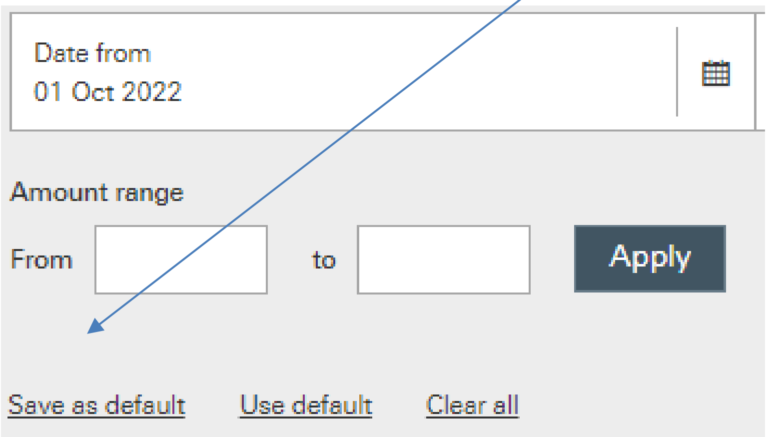


The next field Debit/credit **must** be set to Credit only, use the down arrow button to change this:

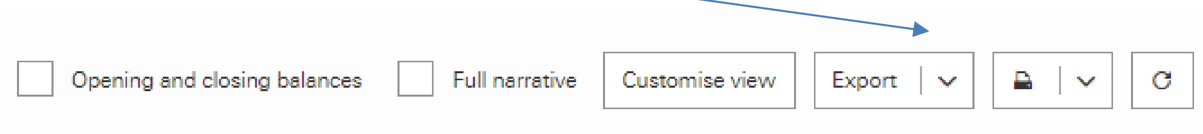
Click on Apply:



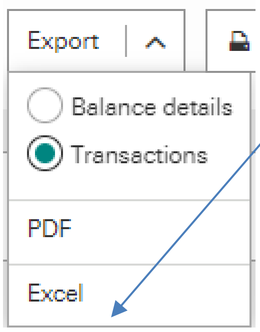
It is a best practice to save these settings as the default then each month you will only need to amend the date to and from field and apply.



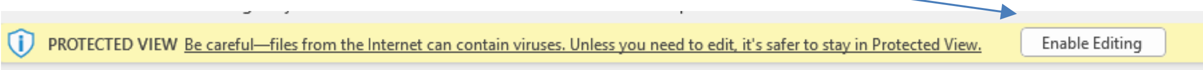
Click on down arrow button beside Export which is placed towards the top of the screen on the right side:



And select the last option excel



The file will be saved and appear in your folder named 'Downloads' and the name of the excel file will display a prefix of: AISTMPRINT2022............
Access and open this file, then click on 'Enable Editing',

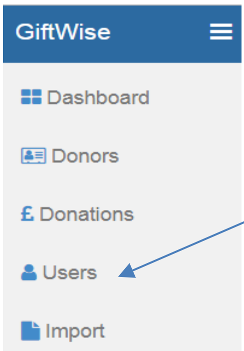


Then click on the 'Save' button. You do not need to save it to another folder:

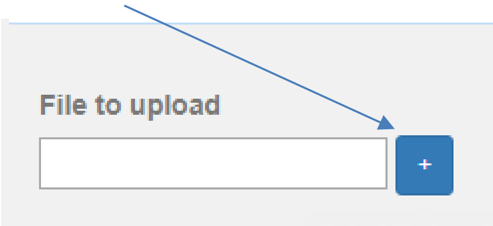
The import will not work if you do not carry out this step.
Log out of HSBCnet.

GiftWise System Import

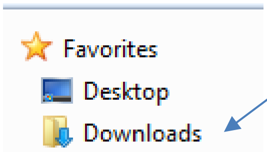
Log into the GiftWise system and from the menu select Import:



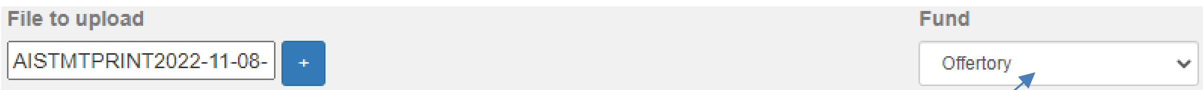
Click on + icon - File to upload



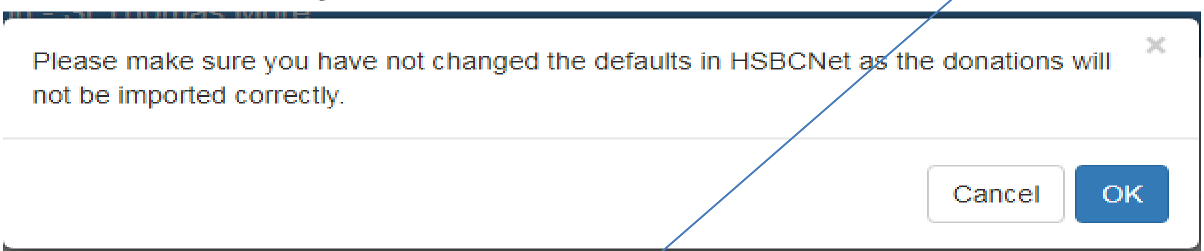
Browse to your folder named 'Downloads'



Select the file you have prepared



You will then see this message:



Click on OK, the Fund field defaults to Offertory.

You will then see the details of the bank statement. The system will try to allocate the payments for you, for GDPR purposes I cannot display a screen print of this, but to allocate a known donation click on the green cross and then click on the appropriate name that appears on the list of donors and the red Import cross should now become green tick . It is possible that may see a brown triangular sign in the issues column, this usually indicates that the donation has already been processed and needs investigating to confirm this. Once you have allocated all the donations required it is a best practice to add up the amounts on the bank statement and reconcile it to the amount the entries entered onto GiftWise, this total is seen under the word Import in the narrative field. Once agreed click on the green 'Import' icon which at the top right part of the screen and all the postings will have been added to the donor's record:

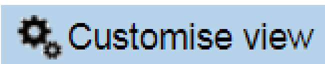
Once the data has loaded to the system you will see the amount displayed that has been imported successfully.

Go to your Downloads Folder and delete the file you imported to comply with GDPR, not retaining people's personal data.

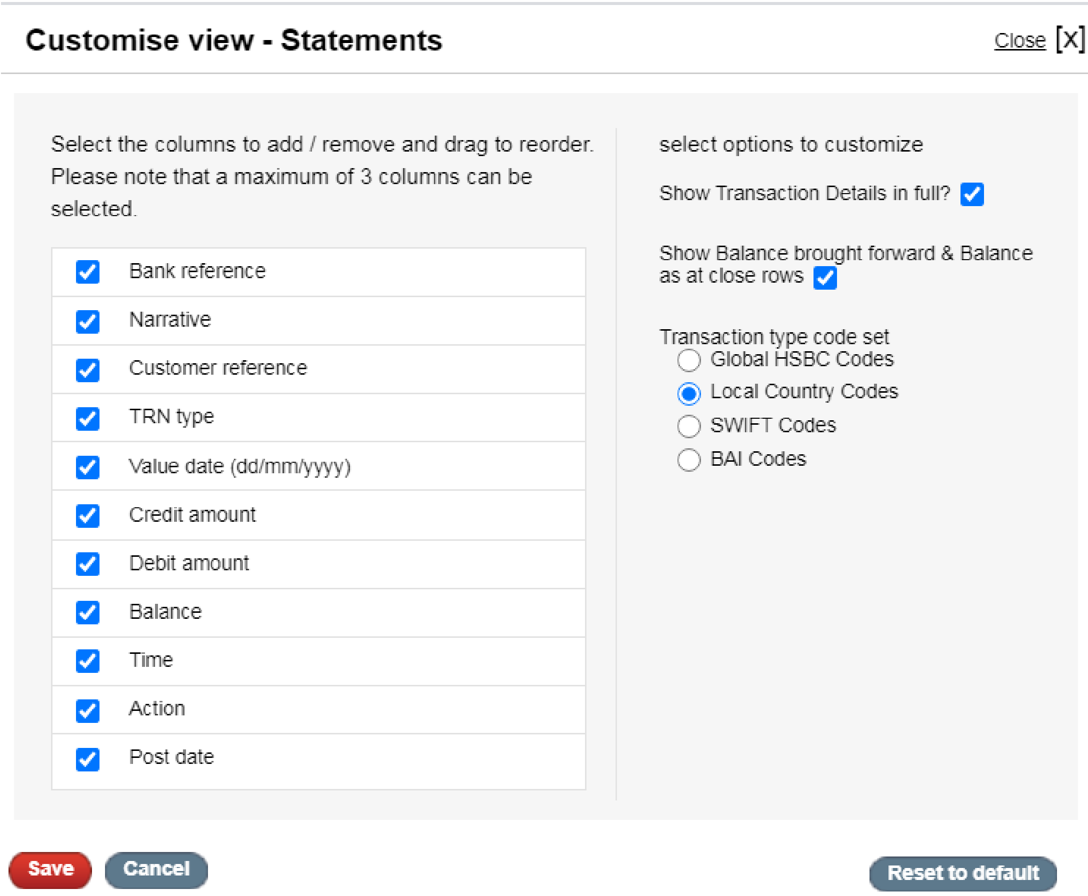
Trouble Shooting:

If you experience a problem with the HSBCnet import, check you have accessed HSBCnet through Microsoft Edge. Check the imported file is saved to your Downloads folder. Open the folder, enable editing and save again.

If you manage to create the file but it does not load correctly into GiftWise and all you can view is a £0.00 balance, check your setting in HSBCnet. If your settings are incorrect, you will not get all the columns of data that you require, and the file will not be in the format that GiftWise is expecting and requires for a successful load. To do this click on this icon which is on the righthand side of the screen on the blue bar:



Ensure your setting are exactly as follows:



Once amended import the file again.

Another error can occur where you may have verified a new donation/s and when you click on 'Import' you just get the 'blue circle' constantly going around and round. One solution to this is to load the HSBC file again and make a note of any new ones but do not verify them to add them to the file but import the donations that the system recognises. Once imported look at the donor's records for these and check they are set up for standing order, amend the details as required. Manually enter these donors' donations by going into Donations, select Bankers Order and click on the donors as required recording their donations, you will need to amend the total input to include these.

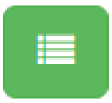
Donors are often making weekly donations via their banking apps, and this can cause a problem as GiftWise as each donation that is made will have a different narrative, and this can clog up the lines of Narrative stored within the Manage Donor Data function. These can be cleared by accessing Manage Donor Data, tick the Change Narrative box towards the top right of the screen, then find the donors name as required and click on Edit. If you have multiple lines of data click on the red X on the lines you do not want to keep and then click on Done and Save Updates.

Reconciling the Bank Statement Import

Approximately every three to six months, reconcile the bank import file to total the bank statements for that month. Cross check each item on the bank statement to the file you have imported, checking the names of the donors, investigate any entries you have not allocated to ensure that entry is not for a Gift Aid Donor. If an entry were to be go back through the previous months bank statements and input the donations and update the Manage Donor Data facility so that the entry will get automatically allocated on the next bank file where a donation has been made, please see below.

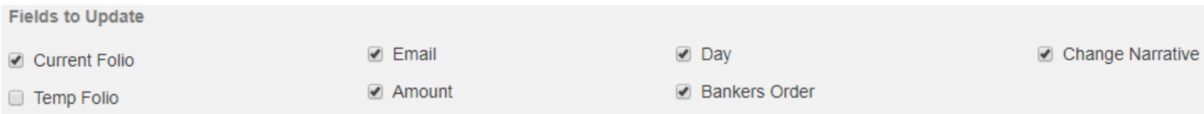
Manage Donor Data

As a best practice at least twice a year Gift Aid Organisers should check the data of the donors to the bank statements. This can be carried out within the Import function on GiftWise at the very top right on the screen there is an icon titled Manage Donor Data, if you hover the cursor over it, you will see these words displayed:

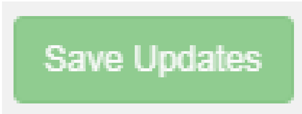


A list of all the parishes live donors will be displayed and their data, this data is used in the import of the bank statement data by matching if donating by standing order, the due date of the month, amount and in the narrative the reference field on the bank statement is stored which is usually the donors name or GAD number.

To edit the data, click on the following at the top of the screen:



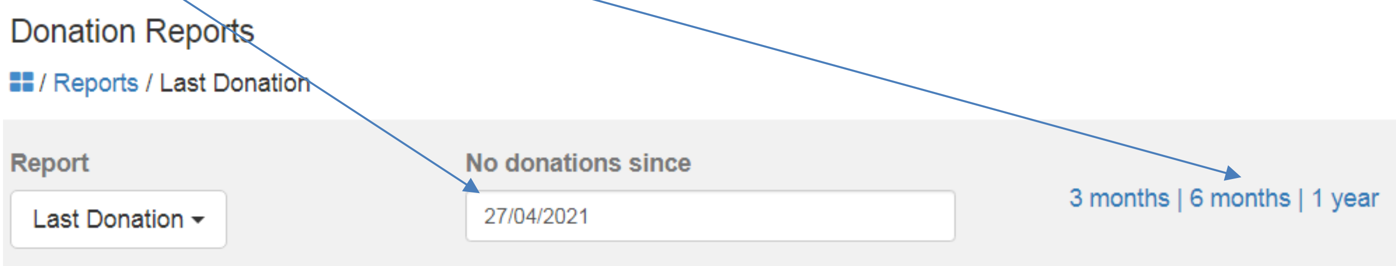
This will allow updates in any data of these field. For example, following a promotion of gift aid in the parish donors may have increased their standing orders and you can amend the amounts easily in this screen and this will save going into an individual's donors record. Dates may vary slightly due to weekends. More than one narrative can be stored, click on Edit and add as requires, click on Done when complete. Once the data has been amended click on 'Save Updates':



Reviewing the List of Donors

On an annual basis review the list of active donors for your parish and terminate any donors who have not donated in the last twelve – eighteen months or over. You can always restore the GAD if required. This process is usually carried out prior to allocating the envelope boxes for the next tax year. To help you with this process are two reports: Master List and Last Donation.

For the Last Donation report you can leave the default date as given and select either of the three options – 3 months/6 months/1 year or alternatively input the date that you wish to go back to or if you input today's date every donor record will be listed:



If you see a date displayed as 01/01/0001 this indicates no donations have been recorded, before terminating check the date the GAD was set up as it could be a very recent record. Terminate any donors who you feel have lapsed or left the parish, see the section on terminating a GAD if unsure.

GiftWise Reports

There are some excellent reports that you can obtain from GiftWise which can all be either printed or downloaded into a report. If you select to print the report, there is a drop-down menu in 'Destination' and you have the option to save the report as a pdf file and other usual printing functions are displayed. Detailed below is information that can be obtained from each report, for the majority of the reports you will need to complete various fields in the top pale grey bar and page back and forth if looking on screen if only wishing to view. You can click on the dark grey bar to put the data in either: Gad Number, Folio or Name order.

Master List Report: You can opt to select all donors, Taxpayers only or non-Taxpayers only, please be aware that if you have processed any Aggregated Claims these are included in the list, and this is displayed in the name.

Tax Year Totals Report: You can opt to select all donors, Taxpayers only or non-Taxpayers only, All Funds or a specific fund, All Methods of donation or a specific one, In Claim Option the default All donations will probably be most suitable and select the 'From' and 'To' dates as required.

Totals By Method Report: This report is useful for various reasons, if using the date from 6th April to current date it will display the totals by the various methods of donation for each donor, using the grand totals works well with data on the Dashboard the totals that make this up. Bear in mind the Diocese does not record Online and Contactless payments on GiftWise currently.

One Off Gads Report: This report lists and One-Off gads that have been input during the tax year.

Sponsorship Gads Report: The Diocese does not use this facility.

Last Donation Report: See page 30 – 31 as described in detail

Weekly & Monthly Donations Summary Reports: Both of these reports need to have the criteria you wish to search on input in the fields displayed below, filtering the data as required and within the dates as required:

Report	Donors	Fund	Method	Claim Options	From	To
Weekly Donations Summary ▾	All Donors...	All Funds...	All Methods...	All Donations...	06/04/2020	05/04/2021

The weekly or yearly totals for each method of donation will be displayed at the top of the report.

Period	Dates	Envelope	Bankers Order	Cheque	Not Stated	Other	Small	Total
		£533.50	£85.00	£21.75	£6.25	£0.00	£820.00	£1,466.50

Period Donation: This report lists every single donation from every donor, select the data as required:

Report	Donors	Fund	Method	Claim Options	From	To
Period Donation Report ▾	All Donors...	All Funds...	All Methods...	All Donations...	06/04/2020	05/04/2021

Fund Summary Report: This report will give you a summary of donations for each fund, select the criteria as required. This report is very useful when reconciling the Gift Aid paid into the parish bank account to the remittance report, if the amount differs it will usually be due to the parish receiving donations for a collection that the Diocese retains the funds for: Cathedral Maintenance, Diocesan Missions or the Lourdes Pilgrimage Fund. Filter these funds with the date range for that collection to assist you.

GAD Verification Report: This report will display any GADS that have not been verified.

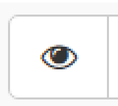
Remittance Report: This report displays the breakdown for each HMRC claim your parish had transactions for. You will need to use the filter on this report for 'In Tax Year' or 'For Tax Year'.

Report: Remittance

Claim made: In Tax year / For Tax year

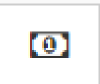
Claim	Tax year	Date	Donated	Tax	Commission	To Diocese	To Parish
			£15,878.20	£3,969.51	£164.67	£0.00	£3,804.84
407	2020 / 2021	25/06/2020	£280.00	£70.00	£5.25	£0.00	£64.75

Use the icons below for:



Remittance Details - This will provide you with a full breakdown of all the donations sent to HMRC on that claim by donor, displaying the following fields for each donor:

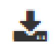
Gad No	Folio	Name	Donated	Tax	Commission	To Diocese	To Parish



Fund Summary - This will show a split of the amounts on the summary by fund name, displaying the following fields:

Fund Name	Donated	Tax	Commision	To Diocese	To Parish

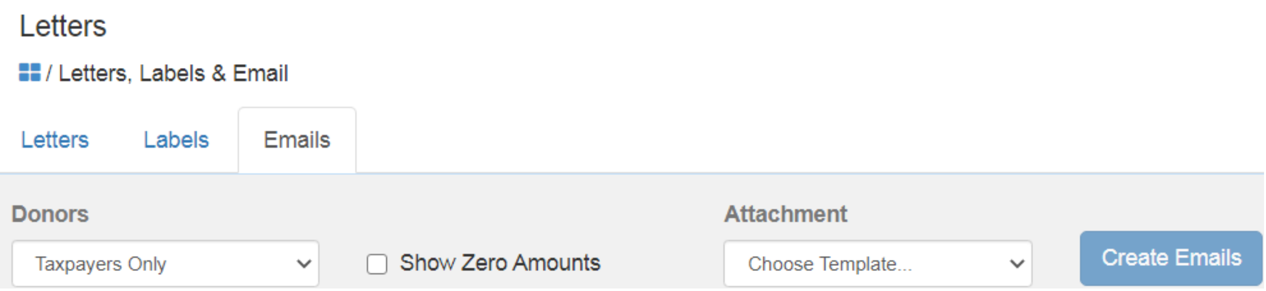
Print facility for the Remittance Details



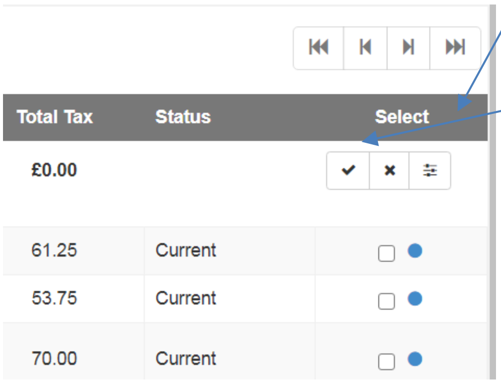
Option to export the data into a csv spreadsheet

Letters (Statements), Labels and Emails

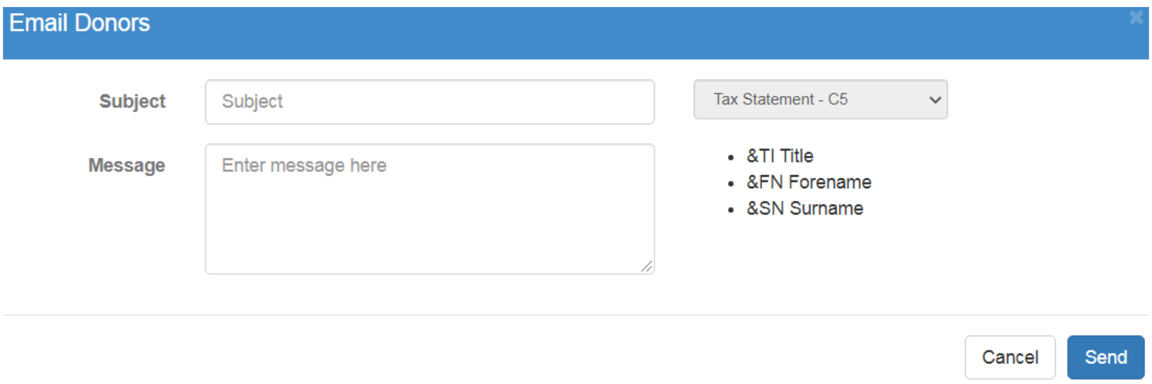
Letters and Emails - Once all the data has been entered up to the 5th April you can complete the tax year end process and print or email the donor statements, it is an HMRC requirement that all donor statements are sent to donor by the 31st May each year. To carry out this task select Letters from the main menu, it is easiest to email the donors that you have an email address for first, select Emails, then either select Taxpayers Only or Non Taxpayers Only, it is doubtful that you would wish to include Zero Amount Donors so leave this field unticked, then in Attachments select a template as required, the C5 (1 fold) and DL (2 folds) envelope size is irrelevant for emails but you do need to opt for one of these options:



The screen will now just display donors with an email address this is always indicated with a blue circle. To select all these donors, click on the slider's icon, if you wish to select or deselect donors use the ✓or X icons:

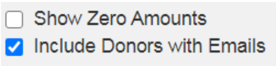


Then click on the Create Emails and the following pop-up screen will appear:

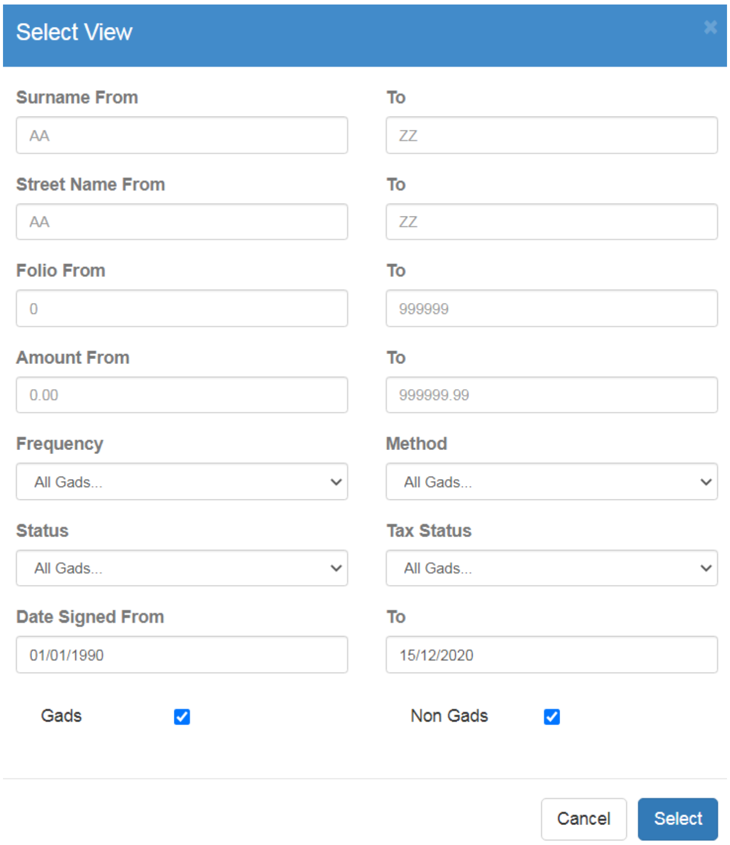


In Subject amend to Donor Statement and you may enter a message if wished, click on send. These emails will be send from the email address, E: GiftAidNotifications@abdiocese.org.uk if any donor replies to their email the diocesan Gift Aid Coordinator will forward the message onto the appropriate Gift Aid Organiser.

To print the letters, click on the Letters option and as above to print the donor statements for Taxpayers and Non-Taxpayers each needs to be carried out separately. If you need to page through the list of donors use the paging buttons: 
If you have emailed donors their statements, ensure the tick box to exclude Donors with Emails is ticked:



In the Letters function if you select the slider icon and the following pop-up screen will appear:



If you want all the letters printed, click on select but this pop-up screen provides you with options i.e. if you have a large parish you wish to print the letters in sections so you could select Surname from AA To FF and just print these letters. Donors that have terminated within the tax year should still get a donor statement for their record. Non taxpayers should also receive a statement for their records. For further help click on the Help icon: .

Statements for Executors

Throughout the year you may be asked to produce a donor statement for a deceased taxpayer donor, follow the process as above but in the template, options select Tax Statement Executors.

Email Envelope Donors – Standing Order Form

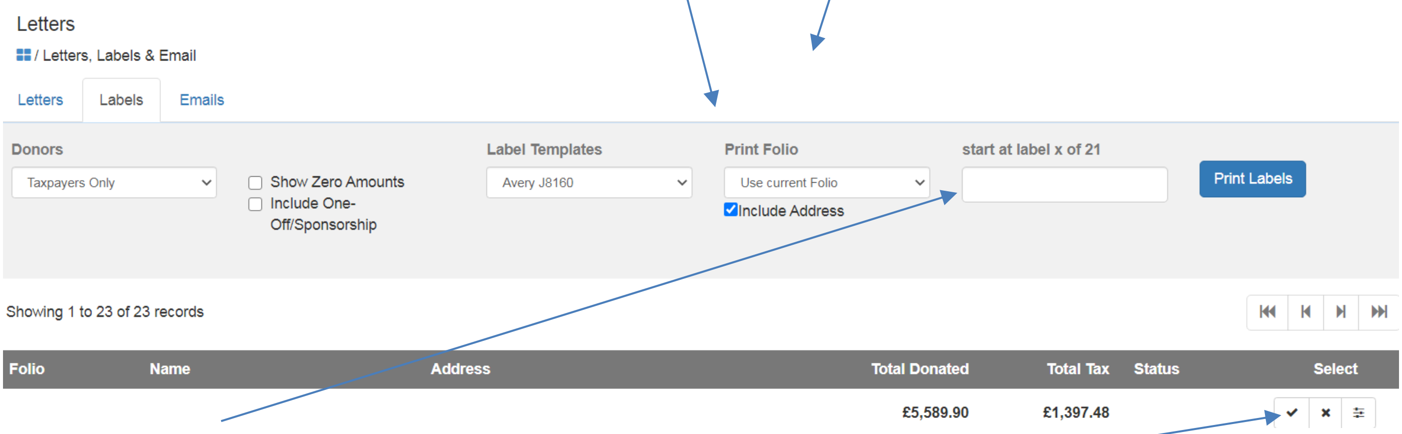
There is a facility to email envelope donors, if the system holds an email address for them, the standing order form. To do this proceed as above but selecting ‘Diocesan Standing Order Form’.

Labels – For Envelope Boxes

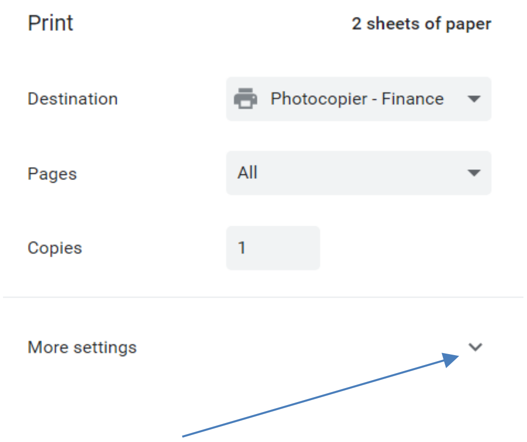
There is a facility to produce labels either for mailing donors or to go on the envelopes boxes you distribute in the parish. To do this select Labels and in the Labels Templates select the size of the labels you require. If you are printing labels for envelope boxes you will select this in Print Folio, selecting Use Current Folio. When adding this extra line of data, the label you chose can only have a maximum of 21 labels to a sheet. Under this you have an option to 'Include Address' so if you wish to print the donor's address on the label tick this.

Labels sizes available are:

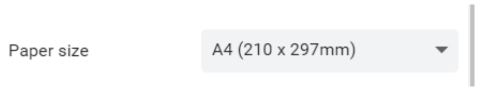
Label Name	Label Size	No. of Labels
J8159	63.5 X 33.9 MM	24
J8160	63.5 X 38.1 MM	21
J8161	63.5 X 46.6 MM	18
J8162	99.1 X 33.9 MM	16
J8163	99.1 x 38.1 MM	14
J8560	63.5 X 38.1 MM	21
L7063	99.1 x 38.1 MM	14
L7160	63.5 x 38.1 MM	21
L7161	63.5 X 46.6 MM	18
L7162	99.1 X 33.9 MM	16
L7163	99.1 X 38.1 MM	14
L7072	199.4 X 143.5 MM	2
L7159	63.5 X 33.9 MM	24



In the field 'Start at label' You can choose to start the print at a specific label, it is usual to start at 1 if printing the whole parish, then if printing the whole parish click on the ✓ icon under Select. Click on Print Labels, then press the Control & P on your keyboard to check your settings before printing.



Click on More settings and ensure the paper size is A4 and then print.



Once printed the labels can be stuck onto the envelope boxes for distribution.

HMRC Claims

A list of potential HMRC Gift Aid Claim run dates for the year is issued in December/January, the date of the claim is usually the last Thursday of the month, this can get changed if there are issues with the GiftWise system. Please note a claim is not made in December as this is a short working month. If any issues are found with your Parishes data, you will be notified immediately. Once the claim is transmitted to HMRC the funds are usually received by the Diocese within 2 – 3 weeks and the funds will usually be transmitted to the parishes within the next week. To reconcile the amount, you receive on the bank statement, use the Remittance Report and the Fund Report to show any Diocesan Funds retained.

Donors Changing Parish within the Diocese

If a donor changes parish within the Diocese please inform the Diocesan Gift Aid Coordinator who will move the donor in the GiftWise system, both parishes concerned will be notified when the change has taken place. If the donor donates via standing order the donor will need to arrange this with their bank.

Merging Parishes Donors

If circumstances require parishes can be merged on the GiftWise system, either the Parish Priest or the Treasurer should agree to this and review what name you want the parish to be named on the GiftWise system. Contact the Diocesan Gift Aid Coordinator to discuss a plan of action. The main issue is regarding the standing orders the standing orders for the parish you no longer want to use needs to have HSBC move these standing orders. The St Philip Howard Centre can organise this, but it is not a swift process. Once the standing orders are moved bank accounts the donors can be moved across, the Diocesan Gift Aid Coordinator will carry out the merger and contact Carn Software to reattach the GADs as they are linked to the old parish code. Both these processes take less than thirty minutes. Ideally the best time to process a merger is at tax year end if possible.

Important Gift Aid Dates Each Year

January – The start of the new Financial Year for the Parish and Diocese

February/March – After all the Christmas Offering in Support of the Clergy envelopes have been input into GiftWise and HMRC have reimbursed the parish print and send the fund report which totals the Gift Aid recovered, the Parish Priest is entitled to these funds

April – On the 5th April the current tax year will end you will need to switch tax years in GiftWise according to the date of the work you are processing

April – After the 5th April import the 1st – 5th standing orders from HSBCnet into the last tax year, the 6th – 30th April's standing orders will be imported into the new tax year

April – After the 5th April and by 31st May issue the annual tax statements to Gift Aid donors and a donor statement to non-Taxpayers, the 31st May is the deadline set by HMRC

May/June – After all the Easter Offering in Support of the Clergy envelopes have been input into GiftWise and HMRC have reimbursed the parish print and send the fund report which totals the Gift Aid recovered, the Parish Priest is entitled to these funds

September – Review the parishes list of donors, terminate donors as required

September/October – Gift Aid Organisers will receive the annual invitation to order boxes of envelopes for their donors, please return these by 1st December.

October/November – The annual Gift Aid Forum is held via a Zoom Webinar

November – During the last week of the month the final HMRC claim will be processed and transmitted to HMRC, the funds should reach the parish bank accounts by financial year end – 31st December

December – A list of proposed dates for HMRC claims for the following year will be issued

December – A list of the Bishop's Special Collections for the following year will be issued

December – 31st December is the end of the Financial Year End for Parishes and the Diocese

Diocesan Internal, External and HMRC Audits

The Diocese will carry out an audit with each parish every two – three years ideally in the parish office that has access to the paying in books and copies of cheques.

The following processes are thoroughly checked, and an audit report is completed. If any non-conformances were to be found a corrective action plan would be put in place. The main checks for the audit are:

- All documents retained complies with the Gift Aid Retention and Disposal Policy
- Latest version of stationery is being used displaying the Diocese Charity Number
- GDPR Agreement signed
- Dashboard entries – monthly standing orders and weekly envelopes (in non-Covid times) displayed
- Reconciling a batch of envelopes with the GiftWise system, the Counters Sheet/Log and Parish Paying in Book
- Aggregated claims and one-off donations being processed correctly
- Special Collections – Gift Aid
- Reconcile a month of standing order donations
- Ensure no 3rd party collections have had Gift Aid have been recorded in the GiftWise system
- Ensure no Just Giving or Contactless donations have been recorded in the GiftWise system
- Copy of cheques over £500 being retained
- Counter Claims/Change of Tax Status
- Donor Statements being sent out by 31st May each year
- Donor's list being reviewed, lapsing being carried out

It is essential that parishes claim Gift Aid in line with HMRC regulations as the Diocese could receive a penalty.

The Diocesan Auditors, Moore Kingston Smith and HMRC may request an audit with a parish at any time.

The Diocesan Website

The diocesan website holds a great deal of important information to assist Gift Aid Organisers, there is an excellent section for Finance and within that Gift Aid & Fundraising, the website address is: abdiocese.org.uk/administration-finance/fundraising-gift-aid. All the latest versions of the Gift Aid forms and documents can be accessed here:

Gift Aid Handbook, Gift Aid User Manual, Gift Aid Declaration Form, Gift Aid Standing Order For, Gift Aid Welcome Letter, Gift Aid Organiser GDPR Agreement and the List of Special Collections for the year.

GASDS – Gift Aid Small Donations Scheme

GASDS claim detail are usually provided to the Diocesan Finance Office by the Parish Treasurer and rarely the Gift Aid Organiser. HMRC allow cash and contactless donations to be eligible for Gift Aid on individual donations of £30. The maximum amount allowed in a year is £8,000 for which the parish will receive £2,000 from HMRC. The information for this HMRC claim is not input to the GiftWise system but input to the Accounts IQ system.

Claims can only go back two tax years for these, and the Diocese make the annual claim to HMRC in the autumn so that the funds reach the parish bank accounts by financial reporting year end, 31st December. Once the claim has been made you might see the total on your Dashboard in the Small Donation section. Please note that HMRC take at least 6 – 7 weeks to process these claims and reimburse the Diocese, once received the Diocese will credit the parishes' bank accounts. The GASDS Handbook is available on the Diocesan website.

Planned Giving

For information on Planned Giving contact the diocesan Communications Team
E: fundraising@abdiocese.org.uk who will assist you with this and provide you will literature to use.

Contactless Devices/On-Line Giving/Church Suite Donations - Purchasing

For information on purchasing contactless giving devices and using these methods for donations contact E: patricia.wrightson@abdiocese.org.uk who will advise you the charges with the preferred supplies that we have a competitive rate with and how to procced.

Contactless Devices/On-Line Giving/Church Suite Donations – Gift Aid

For these methods any Gift Aid due is **not** processed through the GiftWise system. The Diocesan Gift Aid Declaration form only covers envelope and standing order donations.

For Contactless Devices the Diocesan Gift Aid Coordinator has access to the 'Dona' and 'Give A Little' files containing these transactions/donations and currently, on a quarterly basis transmits the files to HMRC and the Gift Aid is credited to the parish bank account shortly after the funds are received from HMRC. These amounts must **never** be entered onto GiftWise and this would result in collecting the Gift Aid twice from HMRC. If you have any query regarding the collection of Gift Aid funds for these donations, please contact the Diocesan Gift Aid Coordinator. For On-Line Giving and ChurchSuite the Gift Aid is collected by these platforms and the HMRC funds are credited to the parish bank account.

Annual Gift Aid Forum

The annual Gift Aid Forum is held towards the end of October or beginning of November via a Zoom Webinar. It consists of various presentations and an opportunity to ask questions. After the Forum has taken place, the presentation will be available to view under the useful documents & Resources button on this page: www.abdiocese.org.uk/administration-finance/finance with a list of any questions and answers that were discussed.

Frequently Asked Questions

Why do we claim Gift Aid on the Christmas and Easter Collections when the proceeds are given to clergy?

The offertory collections at Christmas and Easter are applied to the parish fund for the support of clergy. This fund provides personal income for the clergy, who are eligible for income tax on this. The maintenance of parish clergy is an inherent part of our charitable objectives, and we are entitled to claim Gift Aid on these charitable donations.

Why do we now apply the Gift Aid recovered on the Christmas and Easter collections for the support of clergy to the restricted fund for the support of clergy?

The change was decided by the Chief Operating Officer and Bishop Richard in 2018 as it was regarded as a more accurate process in terms of ensuring that Gift Aid arising from a donation is applied in line with the expectations of the donor.

Why can we no longer claim Gift Aid on Mass Stipends?

This was decided because several publications such as newsletters contained the message that the fee for a Mass is £10. Setting a fee invalidates the eligibility for Gift aid and the risk of submitting an invalid claim was too high.

Which Second Collections can be Gift Aided within the Diocesan scheme?

The annual Diocesan Directory will list the special collections taken throughout the year. Most of these relate to third party organisations and charities, and the monies collected are passed over to the recipients without any Gift Aid involvement for the Diocese. When the collection benefits our own charitable funds, we can collect Gift Aid and GASDS for the loose plate: Arundel Cathedral Maintenance, Lourdes Pilgrimage Fund, Education of Future Priests, Missionary Endeavour of the Diocese, Retired Priests Fund and Parish Funds (maintenance, liturgy, charity, flowers etc).

What happens to the Gift Aid on special collections?

Most second collections are passed to the Diocese and the Gift Aid is retained by the Diocese to add to the fund. This happens for the Lourdes Pilgrimage, Missionary Endeavour of the Diocese and Arundel Cathedral Maintenance collections. Starting in 2019 a special annual levy on parishes was created to share the costs of Education of Future Priests and Retired Priests between the parishes. For this reason, from 2019, the collections taken for these funds will be retained in the parishes to offset the new special levies. The Gift Aid claimed on these collections will be paid over to parishes to help with funding the new levies.

How is GASDS treated on Special Collections?

All cash raised on parish or Diocesan collections through the Gift Aid Small Donations Scheme is passed to the parish and none of it is retained by the Diocese. This helps each church to gain income of up to £2,000 per year. When the money from the GASDS claim is paid back to the parish an amount corresponding to the cash component of the Christmas and Easter Offertory should be added to the restricted fund for the support of Parish Clergy. This is particularly necessary where the income available to the priest from this fund is falling below the recommended minimum of £6,500 per annum. The parish clergy fund is made up of parish receipts for stole fees and Mass stipends including Foundation Mass dividends and Holy Souls box as well as the Christmas and Easter Offerings and any Gift aid applied.

What are the benefits of HSBCnet?

The latest transactions are transactions are always available live online, so you do not need to wait for the monthly bank statement to arrive and be passed to the Gift Aid Organiser for manual entry onto the GiftWise system. HSBCnet is more secure and does not lead to personal data being left around in the form of bank statements. HSBCnet access is quick and easy to set up and all Gift Aid Organisers are entitled to access it. The monthly import should take approximately 15 minutes per month.

When will I be audited for Gift Aid?

Parishes were being audited one a week prior to the Covid epidemic but naturally we have had to cease for the time being and resume when it is safe to do so. Parishes should be audited every two to three years.

What do I need to attach when uploading a Gift Aid Declaration or a one-off white Diocesan envelope to enable an HMRC Claim to be made?

HMRC claims can only be made when The St Philip Howard Centre in Crawley has seen a scan of the Gift Aid Declaration or white envelope (formerly yellow) for each donor represented on the claim. The claim will be held up until this verification takes place.

How can I get help on GiftWise?

Start by using the Help screen, click on the question mark that appears in the top right-hand part of the screen. There are excellent videos for most functions in this facility. Read the appropriate chapter in this User Manual and if this does not answer your question contact Patricia Wrightson at The St Philip Howard Centre in Crawley on 01293 651145 Tuesdays to Thursdays.

How many years can I go back?

We can claim for donations within 4 years of the end of the tax year in which we received it. For GASDS we need claim within two years of the end of the tax year.

Can we claim Gift Aid on collections for other charities?

No, third party charities are entitled to their own Gift Aid from HMRC, it cannot be claimed twice. If third party charities supply Gift Aid envelopes to parishes and parishioners choose to use the, these can be returned to the charity with the funds, and then the charity can make its own claim.

Our priest/deacon/parish secretary is leaving/moving/retiring, and we have collected money for a gift, can this be Gift Aided?

No, this collection is not adding to the parish funds to support our charitable activities. It is not a donation to the charity and cannot be Gift Aided.

Can Gift Aid be claimed on restricted funds donations?

Donations raised for the needs of the Parish are eligible for Gift Aid, so long as the donor has not received any benefit in exchange for their gift. Funds for property, maintenance, flowers, and liturgy and for the support of clergy all qualify for Gift Aid. In addition, some parishes have a Parish Charity Fund created by donations from the congregation, typically through second collections.

A Parish Charity Fund enables the Parish to make grants to individuals or organisations in need. This is a restricted fund, which means that the proceeds may only be used for the purpose stated to donors when fundraising. The collections qualify for Gift Aid because the Parish Priest together with a small advisory committee will decide how the funds are used to further the charitable mission and work of the parish. It is good practice to publicise how the fund has been used during the year to benefit charities or good causes.

Under charity law, funds must be used according to the intention of the donor. Therefore, if you are raising funds the Parish Charity Fund it this name you must advertise rather than the name of a beneficiary charity that may receive a grant from the restricted funds. The charity receiving a grant from the Parish Charity Fund will not receive any information about donors and cannot claim Gift Aid.

What is the purpose of the welcome letter for the donors?

The welcome letter was redesigned to explain the scheme to new donors, sometimes they may receive the letter prior to signing the Gift Aid Declaration but the letter should always be sent out when returning the GAD to the donor after setting it up successfully with verification in the GiftWise system.

Should donors be terminated in GiftWise if they are no longer donating and/or no longer a Taxpayer?

It is a best practice after the tax year end to review the list of donors your parish has and if a donor has not contributed for around 18 months terminate them, if the donor returns you can easily restore their record and input donations to it. If a donor is no longer a Taxpayer just amend the status in the GiftWise system reflecting the tax year this changed and you can continue to record donations and send them a nontax donor statement at tax year end as an acknowledgement. At a later date, the donor could become a Taxpayer again and this can then be amended in the system to reflect this.

Is it possible for parishioners to set up a second standing order to cover second and special collections such as Easter and Christmas?

No, second and special collections should not go through standing order as it is difficult to manage with the monthly bank statement import. Ideally donors should use the envelopes provided. However, as time progresses the second collections should have the ability to go through the contactless terminals. Direct donations to the parish bank account are always treated as general offertory.

Can we claim GASDS on envelope giving (when it is not a Gift Aid envelope)?

Only Gift Aid envelopes count as Gift Aid, anything else in a non-Gift Aid envelope, must be counted as loose change and can contribute towards the total of £8,000 per year on which each church can claim GASDS. GASDS can therefore be claimed on offering included in envelopes relating to Planned Giving.

We have, at this time, one of our churches under renovation, therefore we have been using just one church and during the lockdown the church under renovation was not used, how will this affect GASDS claim?

If the church the congregation are attending reaches the maximum GASDS claim each year, the other church will miss out, HMRC rules state that the collection must be recorded against the post code of the church the donations were collected in.

Do contactless donations need to be included in the annual tax statement?

No, contactless donations are dealt with separately and must not be entered onto the GiftWise system. When a donor signs up to contactless, they receive an email regarding their donation which can be used for tax purposes. On-line giving is also excluded from our statements.

What are the charges for the contactless equipment and fees?

If your parish is interested in using contactless, please E: patricia.wrightson@abdiocese.org.uk
Who will be pleased to assist you and confirm pricing.