

CONTACTLESS GIVING FAQs

VERSION: May 2022

- **Do you need Wifi in the parish to use a contactless device?**
No, contactless devices can be used on parish Wi-fi or 4G. A dongle to enable 4G can be purchased alongside the device for as little as £84.
- **Are funds received centrally or directly to the parish bank account?**
All contactless accounts are linked to the parish's bank account so parishes will receive the donations directly. Gift Aid will be claimed by the diocese and transferred to parishes quarterly.
- **How do the donations appear on the bank statement?**
Sum Up uses daily remittance, meaning parishes receive donations in 1-3 working days. This can be changed to weekly or monthly if your parish would prefer to receive larger payments less often. Donations are paid in a lump sum and Sum Up send itemised donation reports directly to the parish.
- **Our parish is made up of two churches, but we have one bank account. How do we know which donation is for which church and can the contactless machines be used by either of the churches if they have different mass times or an event?**
Yes, churches can be differentiated by campaign rather than device. A campaign can be set up for each church's offertory so that they can be moved between two locations and donations easily identified by church.
- **Can two machines be used in one church at the same time?**

Yes, if your church has heavy footfall it may be best to have two devices. If you think your parish would benefit from two or more devices there may be additional discounts available, please discuss this with the diocesan Fundraising Officer.

- **Does the device need to be plugged in to a power source?**

The devices can either be left plugged into a power source or work on battery life if it is being handheld. The battery life lasts between 4-6 hours.

- **Do you need a smart device, for example, a parish nominated smartphone to use the contactless device?**

No, the devices come with a tablet and a card reader. This is all you need to set up the device and start collecting donations. You can log into your account via internet browser if you would like to view any details on a larger screen. It may be easier to view donation reports or design your campaign pages this way, for instance.

- **Can I add Special Collections to the device as well as the Offertory collection?**

Yes, devices can be used to collect donations for general offertory and special collections. It is easy to add multiple campaigns and these can run at the same time, giving parishioners a choice of cause when they donate. We advise no more than 3-4 campaigns at once so that the devices remain user friendly. It is possible to turn off Gift Aid for special collections that are not Gift Aidable.

- **Can we access or download donation reports?**

Sum Up email reports weekly/monthly depending on your preference. These reports list all donations. You can also access your reports by logging into your provider's online portal.

- **Can the system produce a receipt if requested?**

A thank you receipt is sent to the recipient when they make a donation if they have signed up to Gift Aid.

- **Can the machine be used by the parish office for hall hire payments or in the parish shop?**

Yes, however we do not advise using your contactless device for payments and donations simultaneously as this may lead to future confusion over which funds are donations and which are payments. Extra card machines can be purchased from Sum Up for as little as £19 to be used in the office. Please ask the Fundraising Officer for the diocesan discount code for the Sum Up card readers.

- **Where are the Gift Aid details stored and can they be viewed by the parish?**

Each provider has their own online system that allows you to view all your parish's donations. They are not stored on Giftwise.

- **Who sends out the annual tax statement letter for contactless donations?**

The contactless provider sends an email receipt to the donor when they initially make a Gift Aided donation. This email receipt is the equivalent to the end of year letter. If the donor makes multiple donations, they will receive an email after each time they donate. The donor should retain a copy of their email receipts as each donation is considered a 'one off' and they will not receive an end of year letter as well as these. The parish should not include contactless donations in a parishioner's annual tax statement.

- **Who do we contact for support?**

The diocesan Fundraising Officer and Gift Aid Coordinator are happy to support parishes with contactless giving. There is also support available from the device providers directly for more specific queries relating to the device.

- **How much could my parish raise with a contactless device?**

An average sized church receives around £800 monthly. This figure varies depending on congregation size, the number of visitors to the church, how visible and well promoted the devices are, and the number of Standing Orders/Envelopes a parish receives.

- **Why does the Diocese recommend Dona and CollecTin and can I be sure you will always recommend them?**

The Diocese recommends Dona and CollecTin devices this is based on extensive research, trials across the country, and in-depth conversations with experts at other dioceses. Our Diocesan parishes have found Dona devices to be the best value and

most trusted based on their products, price, functions, and customer service out of these two providers. The diocese has taken lots of time to research all the available devices before encouraging parishes to opt for certain providers. We aim to offer parishes choice between recommendations but have found Dona to be the most favoured by parishes.

- **Who should be responsible for the device, is it managed by a named person in the parish?**

The contactless device can be managed by any member of the parish finance committee or known member of the parish. We have found in most parishes the parish priest oversees the contactless devices with the assistance of the parish secretary, Gift Aid organiser or Finance Chair/Treasurer. It does not have to be managed by one-person. It may be beneficial to have multiple people know how to use the device so that there is less reliance on that person.

- **How does the machine recognise a Gift Aider?**

The device recognises the registered payment card for the Gift Aider.

- **Do people need to register their cards if they are not signing up to Gift Aid?**

No, donations are anonymous unless a donation is Gift Aided.

- **Will the donations be added to Giftwise?**

No, donations made using the contactless device should NOT be added to Giftwise. Giftwise is a separate system that is used only for cash, envelopes, and Standing Orders. Adding contactless donations to Giftwise will cause confusion and may lead to Gift Aid being claimed twice invoking fines from HMRC.

- **I have already signed up to Gift Aid for the parish or for the diocese, do I need to sign up again?**

Yes, the Gift Aid declaration on the contactless device is separate to the diocesan Gift Aid declaration. You will have to sign up a second time to Gift Aid a contactless donation.

- **Can non-Gift Aided donations be used for GASDs?**

Yes, any non-Gift Aided donations of £30 or less are eligible for the Gift Aid Small Donations Scheme. This is a great way to maximise the contactless device.

- **How do I promote the device in the parish?**

A few great ways to promote contactless giving include: advertising the new method of giving in the newsletter the weeks preceding and during the launch - tell

parishioners how this method of giving works, if they can add Gift Aid and that it is easy, safe and secure way to give instead of using cash. The parish priest could also announce the contactless devices in Mass, pointing out where the devices are in the church, and informing parishioners on how easy it is to make a donation on the device.

We recommend the device is stewarded the first few times it is used so that parishioners can ask any questions. You may also find having a friendly face around the device brings parishioners over as they want to find out more about the parish's new method of giving.

- **How secure is the device, and how can I ensure it is not broken or stolen?**

The devices can be purchased with a secure wall, table mount or floor stand. The devices also have fixtures to lock the device down securely. We recommend the devices are not left unsecured and unattended in the church. If the device is being hand-held, the device could be dropped and damaged, so we recommend wearing the lanyard.

The card reader is unable to process refunds, refunds have to be authorised on the Sum Up portal, so there is no risk of theft in this way. All data is kept securely in accordance with GDPR guidance.

- **How do I make sure the device is Covid-19 secure and safe for parishioners?**

Place hand sanitiser near the device. The touch screens should also be wiped down often (avoiding spraying directly on to the screens as this will cause damage).

- **The Diocese takes 7.5% commission from Gift Aid recovered on donations, does this commission apply to the Gift Aided contactless donations?**

The diocesan commission has been lowered to 5% for all contactless donations as these devices charge subscription fees. The Diocese manages and processes the Gift Aid for these donations, so the commission is used to cover the costs of recovering the Gift Aid. The diocese takes no commission from the donation itself.

For any future help or advice please contact the Fundraising Officer, E:
fundraising@abdiocese.org.uk or T: 07767 100549