User: Receiver

Scenario: Has a koha collection/event

	Phase 1: Make new koha discoverable	Phase 2: Organise and remind	Phase 3: Collection	Phase 4: Thank you/follow-up admin
Doing	• Decide who should be invited to contribute or be informed of koha • Decide where the money should go — if organising, should it go to an account and be passed to receiver from there? • Set up of most appropriate channels to engage.	• Alert/request from the appropriate people • Prepare for how koha should be collected • appropriate bank account • Marae procedures. • Work with collector (if there is one) for process of handing over koha.	• Record which who has given what • Receive koha respectfully • Bank koha.	• Ensuring the money went to appropriate account and/or person • Acknowledge givers • Record total received.
Thinking	"(would like) the ability to engage with an appropriate audience using the channels best suited to them." "(important) To ensure process in open and transparent" "To stressful, let someone else do it." "All good, depends on how you want the givers to engage with the kaupapa."	"There can be a lot of admin, sending messages, advising account details, sending reminders." "If people know it's coming up, they can have cash ready." "Adding a person's bank acc deets as a payee is a bit fiddle but not too bad." "Good. I was very clear about purpose for donation request, good comms and proof that the koha went to where I said it would." "It's important to keep a record of them so the whanau can acknowledge them at an appropriate time." "I feel as if Koha is a personal thing and does not need an Audience to go with."	"Nervous like I might lose it. Or forget who gave it to me. My pen might stop working. Bloody busy kepting track of it all." "Easy very welcoming." "All right, some twats were abusive to us." "Humbling, knowing that some people give more than they can afford to." "Scarey it's alot of money to be responsible for." "Not feeling confident to keep track of who gave what, when envelopes are given and not clearly marked." "Stressful, I was collecting cash and needed to record names, sometimes I didn't have a pen or would forget who gave me the money." "Easy — bend over and pick it up — lol."	"To ensure the funds were used for exact intended outcome outlined prior to collection." "Knowing who paid their respects and why, will help inform future ventures and actions." "To be transparent, tika and pono by keeping comms open with those who gave koha i.e how much we received in total and when the koha would be passed onto the recipient." "Generally the person who receives the koha wants to know who to thank." "It was an easy time and was an important matter so it ran quite smoothly." "It's nice I guess. It's also ceremonial so there's a sense of mamalu (don't know how to translate to English) that goes with it."
Pain points	• Organising koha event requires quite a bit of admin. • Reaching the right people through the best channels.	• Remembering to remind givers • Lots of set up admin • Covid uncertainties make this a tough model to run • Ensuring security in methods.	• Banking cash donations • When name isn't associated with koha • Waiting for everyone to give their koha.	• Double handling information like looking at bank statement to see who donated • Keeping track of who gave it • Recording all of the names of those who donated — some names aren't available. • Note some forgot.
Feeling	• Intimidated by the organisation involved. • Embarrassed • Prideful.	• Busy • Private • Tikanga.	• Accountable for funds and records • Appreciative • Scared about losing the koha (physical) • Worry — holding big amounts of money (physical) • Stressful • Moving.	• Greatful • Aroha • Humble • Loved it • Satisfying • Responsibility over giver's financial sacrifice.
Insights	• A way to associate a giver with an event — favourite • More ways for receiver to share • QR code — displayed or printed • online via invitation or link.	• Automatic reminders for admin — to post an update, to remind contributors • Walk receiver through set up of event with mandatory and optional fields • Verify bank account — some sort of payment partner.	• Automated way of keeping track of contributions • Built in Identity of contributors • Easy acknowledgment — master/default thank you that receiver set up • Keeping the aroha in the giving of koha is important — it can't feel transactional • about the kaupapa and not the monetary goal • design should prioritise the sentiments sent (that are not anonymous) and not numbers or goals • contribution options that aren't money • visuals which speak to aroha.	• Assurance that funds are used appropriately and go to the right person is important • There's no way of knowing for sure how it was used • Maybe if receiver does updates on how the family is/have used the money, etc. • Master list for receiver to know who has donated (unless the giver wanted to remain anon) • If those doing a cash envelope can use the code and select that they donated cash or kai, then their details can still be recorded, so they can be thanked.