



# Contactless Device Guide

*Collectin More*

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# Overview

## Understanding CollecTin, SumUp, and Give A Little

The CollecTin More works by combining different component parts: CollecTin provide the hardware, Give A Little provide the software (a donations app pre-installed on the device tablet), and SumUp provide your merchant account (a bit like a bank account; SumUp is the company that processes payments and deposits funds into your church's bank account).



## Connectivity required

The CollecTin More requires internet connection at the point of making a donation, therefore it must either be connected to WiFi or use mobile data if relying on a SIM card.

## Setting up a SumUp account

You will need a SumUp account before you can start using the device. You can create an account by visiting <https://parishbuying.org.uk/categories/giving-and-payments/online-giving> and following the steps there.

## Transaction & software fees

SumUp's transactions fees are 1.1–1.3% for in person transactions, and 1.95% for donations made online. These rates have been specially agreed for Parish Buying members and are more competitive than SumUp's commercially available rates. Give A Little Premium membership is currently provided free of charge to Parish Buying members; should this change in the future, you can choose to drop down to the Basic membership, which is free (NB: there is an annual donations cap of £1000 for the Basic membership).

## Leaving for unattended use

The CollecTin More can be secured using the secure mount. You can either secure the mount by attaching to a wall or by fixing it through the base to a tabletop. We would recommend plugging it into the mains when docked in the mount.

## Battery life

When being used portably, the battery life is about 5–6 hours. Spare batteries can be purchased from CollecTin's website.

## Looking after your device

The device should not be left on for extended periods of time, such as overnight.

# Quick Start Guide

## Step 1: Charge

The device should arrive with enough battery to get it started, but we advise that you check it is fully charged before using it. Please note that when the battery is fully drained, it may require 10 minutes of charging before it will be able to switch back on again. The USB cable charges both the SumUp reader and the screen; if it looks like one is not charging, check under the lid that the card reader is properly connected.

## Step 2: Create an 'app campaign'

An 'app campaign' refers to how you want the donation screen to look on your device. This means you can tailor the amounts and number of donation options, as well as customise the screen with images or different colours to the default settings. You can have multiple app campaigns, which allows you to tailor the giving ask depending on the context in which the device is being used e.g., you might have a campaign for general giving, and another specifically for a wedding. See p. 5 for step-by-step instructions for setting up a campaign.

## Step 3: Switch the device on

Switch on the device by pressing the smaller button on the right-hand side of the device, holding until the screen lights up. The card reader should automatically switch on.

## Step 4: Get connected

The device will take a moment to wake up; you'll know it's ready when you see a screen that has a small Give A Little icon towards the bottom of the screen. Tap on the cog in the bottom right-hand corner, then 'Network & Internet', and finally 'WiFi' where you can select the network you wish to connect to. Once connected, tap on the arrow in the bottom left-hand corner to go back.

If you are using mobile data via a SIM card to connect to the internet, ensure that the SIM card is activated and that 'Roaming' is switched on under 'Mobile Network' in the settings menu.

## Step 5: Login

Once back to the initial screen, tap on the Give A Little app icon, and login using your SumUp details. From here, swipe in from the left to bring up the Give A Little menu, tap on 'Campaigns', and select the campaign that you would like to use.

## Step 5: Accept donations

To make a donation, select an amount and then tap your card on the card reader (located under the lid) as prompted. The card reader will illuminate along the bottom and beep when a successful payment has been made, and you will be presented with a 'Thank You' message on screen. The CollecTin accepts contactless donations from £1 upwards. For donations that exceed the contactless limit, a card can be inserted into the card reader by lifting the lid so that the payment can be made using chip & pin.

# Setting up a Campaign in Give a Little

Once logged in to Give A Little ([www.givealittle.co/parishbuying](http://www.givealittle.co/parishbuying)), click on 'Campaigns'. Click on 'Add new' in the top right-hand corner.



Overview Reports **Campaigns** Donors Devices Users Account

## Campaigns

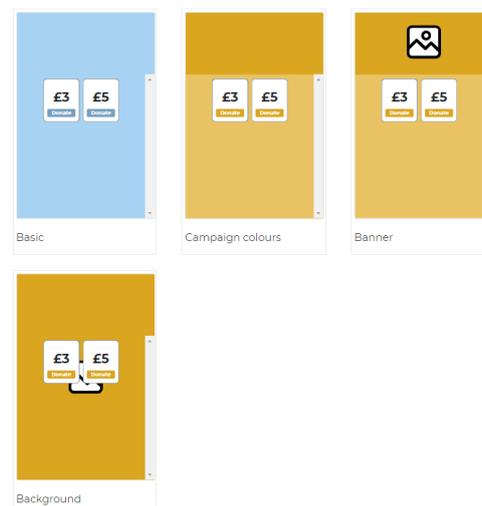
Add new

### Lists of app campaigns

Select 'app campaign' and then 'Next'. Here you can choose a layout: there are four options for how you want your campaign layout to look, with the 'Banner' and 'Background' options allowing you to include images, or select 'Campaign colours' to choose a plain colour background. *NB: you won't be able to change the campaign layout once you finish setting up your campaign, so it is worth thinking about whether you want to include an image or not at this stage.*

Add app campaign

#### Select a layout



Next, you will see a range of options for adding text and changing the default colour settings. Once you're happy with how you have customised the look of your campaign, click 'Next'.

Now you can choose what amounts you want to suggest for donation, how many, and also whether to offer an option for the donor to choose their own donation amount (usually worthwhile).

Once you have completed this section, you will be asked if you wish to capture Gift Aid details (see p. 8 for more information about contactless donations and Gift Aid).

Finally, you can customise the thank you message shown to donors once they have made a donation. There is also the option to offer donors a receipt.

When you click 'Next', you be able to give your campaign a name and then you will be prompted to click 'Save'. This will then take you to a summary screen where you can see all the decisions you have made about the campaign and a preview on the right-hand side.

Overview Reports **Campaigns** Donors Devices Users Account

← All campaigns

## Christ Church general giving Delete

Template	Campaign colours	
Name	Christ Church general giving	<a href="#">Change</a>
Heading	Christ Church	<a href="#">Change</a>
Message	Give now to support the work of our church.	<a href="#">Change</a>
Primary colour	#335991	<a href="#">Change</a>
Accent colour	#00a7a7	<a href="#">Change</a>
Donation amounts	£5 £10 £20 £30	<a href="#">Change</a>
Show "Choose your own amount" button	Yes	<a href="#">Change</a>
Button position	Middle	<a href="#">Change</a>

Christ Church  
Give now to support the work of our church.

£5 Donate £10 Donate  
£20 Donate £30 Donate

Choose your own amount

Thank you for supporting Christ Church!

Your app campaign is now successfully set up and if you click on the 'Campaigns' tab on the top of the screen, you will see your new app campaign listed under 'App campaigns'. Now when you log into the Give A Little app on your device, you can pick from the available app campaigns and load the one you want to be displayed.

## Other Campaign Types

A 'web campaign' functions as an online giving page: creating a web campaign generates a URL that you can direct givers to either using with the link itself or by using a QR code (see the 'Download QR code' option visible next to a web campaign title). The main difference between setting up an app and web campaign is that on the final screen when creating a web campaign, you will then need to click 'Publish', at the top right of the page to make your campaign page live, whereas you would click 'Save' for app campaigns.

When you have more than one app or web campaign, you can create lists (see right for an example). Lists display different campaign titles on the same page, giving the donor the option to choose which campaign to donate to. This can be useful if e.g., you have a general giving campaign, but you are also fundraising for a specific project.

Christ Church Giving Campaigns

Please select which cause you would like to donate to.

Christ Church general giving [Select](#)

Donate to our church [Select](#)

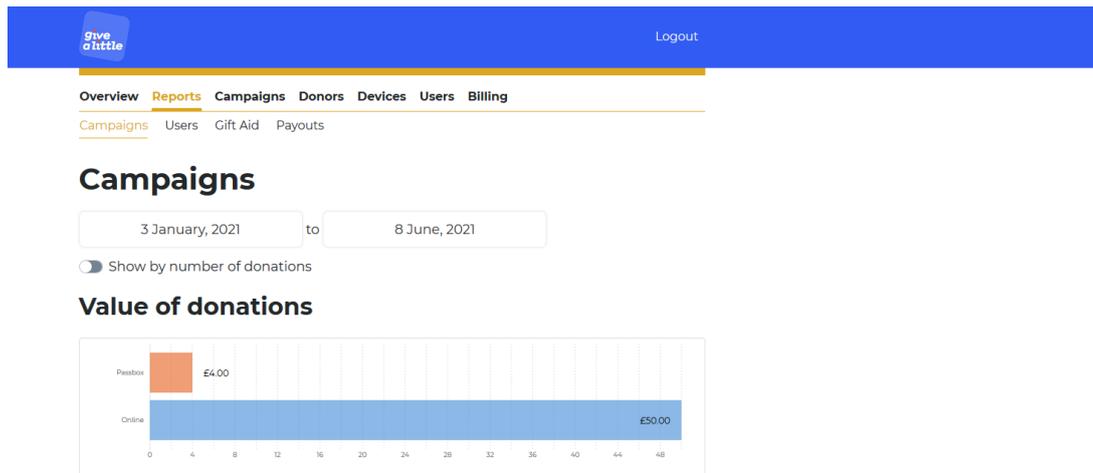
Parish Buying [Select](#)

# Give A Little Reporting

## Campaigns

All donations are reported via the Give A Little online portal, available to your account holder. Give A Little provide reporting on the following:

- Time and date of donation.
- Campaign totals (see how much you have raised for different campaigns).
- Name of donor, where a Gift Aid declaration has been made.



The portal produces a spreadsheet (.csv) that you can download, containing each individual donation and the information related to it, which you can download by following these steps:

1. Click 'Reports' in the banner across the top of the screen.
2. Select a date range for which you would like to produce reporting for.
3. Click 'Export full report' at the bottom of the screen.

## Gift Aid Reporting

Give A Little also produce Gift Aid reports for you in an HMRC-friendly format, where your contactless device has collected Gift Aid declarations. To access these, follow these steps:

1. Click 'Reports' in the banner across the top of the screen.
2. Click 'Gift Aid' in the sub-banner across the top of the screen, under 'Reports'.
3. Select a date range for which you would like to produce reporting for.
4. Click 'Export for HMRC' at the bottom of the screen.

Please practice good data-handling by keeping these reports containing donors' personal details secure. Where appropriate, you could use this information to write a thank you note to those who have given.

# Claiming Gift Aid on Contactless Donations

## Gift Aid Small Donations Scheme (GASDS)

Contactless donations of £30 and under qualify for the Gift Aid Small Donations Scheme (GASDS), which you do not need Gift Aid declarations for. The reporting provided by Give A Little is sufficient to claim GASDS.

To claim GASDS on contactless donations, you must be able to supply evidence of:

- When donations were collected.
- Where donations were given—you must be able to supply evidence that collections were taken at gatherings of at least 10 people if you are claiming under the community buildings rules.

Please note that you can claim up to £2,000 a year through GASDS (i.e., from £8,000 of cash and contactless donations in total). Beyond that, you will need declarations to claim Gift Aid. The maximum amount of GASDS you can claim is 10 times the total amount of Gift Aid donations you have claimed in that tax year.

## Gift Aid Declarations

For gifts outside of GASDS, you can claim Gift Aid if you have captured a declaration. This can either be done on-screen, if you have the campaign functionality switched on, or by using a paper form. If the latter, you will need to capture the date, time, and amount of the gift in order to make a claim. For more information about gift aid, see the advice available on the Church of England [website \(https://www.churchofengland.org/resources/building-generous-church/enabling-giving/giving-mechanisms/gift-aid\)](https://www.churchofengland.org/resources/building-generous-church/enabling-giving/giving-mechanisms/gift-aid).

Gift Aid can be claimed on the whole amount donated, rather than the amount you receive less transactions fees.

## Gift Aid & Sales

You cannot claim Gift Aid on any sales (in any situation where money is exchanged for goods or services, such as hall hire or banns fees). This also excludes any money received for raffles, tombola, or fundraising sales.

With regards to coffee mornings specifically, you can claim Gift Aid or GASDS under the condition that the donation is optional, not an enforced price. In September 2018, government guidance was updated on bake sales and coffee mornings to state that, 'If you ask people to make a donation and offer them a coffee or cake, you could be making 25 per cent more on the funds you raise'.

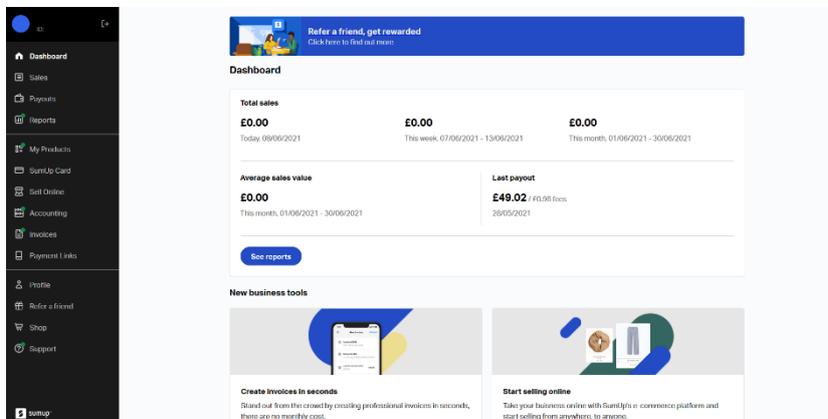
If you wish to take card payments, we advise you to buy a separate SumUp card reader (available for £19 through Parish Buying). Download the SumUp app on a separate phone or tablet, pair with the reader, and process payments this way. This ensures you keep donations separate to payments, so there is no confusion about what is eligible for GASDS/Gift Aid and what is not.

## Reporting

All donations are also reported within the SumUp online portal. Through SumUp's portal, you can download reports in .csv or .xls format.

SumUp provide reporting on the following:

- Time and date of donation.
- Which campaign donations were received through ('Description' in spreadsheets).
- Fees deducted.
- Date of settlement ('Payout date').



To access and download reporting from SumUp, follow these steps:

1. Go to [sumup.me](https://sumup.me) and login with your account details.
2. Click 'Reports' in the menu on the left-hand side.
3. Select a date range for which you would like to produce reporting for, via the blue button at the top left on screen.
4. Click on any of the report types that you would like to download, such as 'Transactions Report'.
5. Select which file format you would like to download the report as (.csv or .xls) and then click 'Export file'.

The SumUp reporting does not contain full information for Gift Aid claims, for which we advise using Give A Little.

## Settlements

The funds you raise are settled into your account by SumUp (less the transaction fees). By default, your settlements—referred to as 'payouts' by SumUp—are set to daily (every business day, excluding weekends and bank holidays). If you do not want to receive daily payouts, you also have the option of weekly or monthly, which you can change in your SumUp profile settings. Depending on your bank's settlement procedures, payments will usually take 1–3 business days from the transaction date to the day the funds appear on your bank account (if your settlement frequency is set to daily).

# Top Tips for Receiving Contactless Donations

Once you have a contactless device, it will be worth spending time thinking through the points below to ensure you get the most out of it.

## 1. Location, Location, Location

The perfect location will be where people can see your device and conveniently stop to donate! Make sure that where you set your device up also has the best possible internet connection, as well as a charging point if you would like the device to run for a long time.

## 2. Promote & Explain

Eye-catching posters will help draw people's attention to the opportunity to give. Make sure that people know how to give, and the benefits of contactless giving. Perhaps someone could give a short notice during a service, with a demonstration of how to give.

## 3. Demonstrate impact, need, and trust

A contactless device is a great mechanism for giving, but you also need to demonstrate the impact of someone's gift, what the need for the gift is, and why that person can trust that their gift will be stewarded well. It is key to share your story as a church to help connect in people's minds what their giving is enabling. Next to contactless units you could have leaflets which talk about the mission and vision of your church, any ministries you want to highlight, and how you serve your community. This would also be good information to display on your church website, if you have one, or on your church's A Church Near You page.



## 4. Thank People

Gratitude is such an important part of valuing others' generosity, so make sure that you thank those who give. Make sure your promotional materials express your thanks for people's giving, however they have contributed to the mission and ministry of your parish. You can also personalise the thank you message that appears on screen after a donation is made.

## FAQs

### What are the ongoing costs for a CollecTin More?

There are no ongoing costs associated with operating the CollecTin More. The device uses Give A Little software; Premium membership for this is currently provided for free to Parish Buying members. Should this change in the future, you can choose to drop down to the Basic membership, which is free (NB: there is an annual donations cap of £1000 for the Basic membership).

### What transaction fees does SumUp charge?

SumUp charges a transaction fee of 1.1–1.3% on cardholder present payments (i.e., those made using the contactless device) and 1.95% for cardholder not present payment (i.e., those made online).

### How can I secure the CollecTin More?

The CollecTin More can be secured using the secure mount. This makes it suitable for leaving for unattended use. You can either secure the mount by attaching to a wall or by fixing it through the base to a tabletop.

The card reader will remain accessible under the lid while docked in the mount; if you are concerned about it being stolen, you may wish to stick it down with 3M adhesive tape. Bear in mind this will make it very difficult to get the card reader out should you wish to at some point in the future.

### I am seeing lots of ‘failed transactions’ when I look at my donations record in Give A Little. What does this mean?

A failed transaction simply means that someone has started the donation process but not completed it. This might be for a number of reasons, but it’s common for people to interact with a device out of curiosity without much intention of making a donation. Seeing failed transactions on your donations reporting is normal and unlikely to indicate an issue with the device if you can see other donations have been made successfully.

### Can I lock the screen?

Swipe from the left of the screen to open the main menu and on that list there should be an option to ‘Lock Menu’.

This will lock the device on the campaign that you’ve got running. To unlock the screen you have to login to the Give A Little website and go to the ‘Devices’ tab. Here you should be able to see your device, highlight it using the tick box on the left, then click on the ‘Unlock Device’ option at the top.

This option does not lock down the whole tablet, so the tablet settings are still technically accessible. It is possible to fully lock the device down by installing some additional software called Fully Kiosk, though this comes at an additional expense and will require someone reasonably tech-savvy to install it. At present, most churches find this software isn’t necessary for them. However if you would like to explore installing Fully Kiosk, please contact CollecTin for further information.

# Support

## Give A Little

If you have an issue with the app, creating campaigns, or Gift Aid capture, please contact Give A Little by emailing [hello@givealittle.co](mailto:hello@givealittle.co).

## SumUp

If you have any issues with SumUp, you can contact them by logging into your account online (at [sumup.me](https://sumup.me)) and clicking 'Support' in the left-hand menu, or you can call the customer support team (Monday-Friday, 8am–7pm or Saturday, 8am–5pm).

Telephone: 020 3510 0160 | Email: [support@sumup.com](mailto:support@sumup.com)

## CollecTin

If you have a hardware issue, such as with the screen or battery, please contact CollecTin.

Telephone: 020 7645 3790 | Email: [support@collectin.com](mailto:support@collectin.com)

## Here to help

If you require any further support with digital giving tools, or would like to discuss any other matters around giving, please contact your diocesan Giving Advisor or the National Giving Team.

Details for Giving Advisors are available at: <https://www.churchofengland.org/resources/building-generous-church/about-national-giving-team/diocesan-giving-advisors>.

The National team can be contacted on [giving@churchofengland.org](mailto:giving@churchofengland.org).

# Checklist

## Getting started

- Have you set up a SumUp account?
- Do you have a record of your SumUp merchant ID?
- Have you logged into Give A Little using your SumUp details?
- Have you created an app campaign?
- Are you comfortable with how to charge your device and how to turn it on, and how to connect to WiFi or activate the mobile SIM?
- Have you logged into the Give A Little app on your contactless device and successfully loaded a campaign?
- Are you comfortable with how to take a donation using your device?
- Have you decided where your device will be fixed in position with the mount, if you have chosen to order the secure mount? Is it near a place you can plug the device in, at an accessible height, and in a strategic location in the church?
- Are you comfortable with accessing reporting and Gift Aid information through the Give A Little portal?

## Online giving

- Have you set up online giving (using a web campaign) through Give A Little, if you do not already have an online giving provider?
- Have you tried downloading a QR code for a web campaign and considered where you might use it?
- Have you thought about where you might share the link to your online giving page?

## Getting the most out of digital giving

- Have you thought about what signage you may need about contactless giving in your church so that visitors know how to make a gift that way?
- Who will be the 'contactless champion' in your church?
- Have you thought about what events you could use your contactless device at and who will be responsible for managing the device at those events?