

## GAL23 – Using and promoting the ‘Payter’ Contactless giving device

This guide provides you with an overview of the device, and how to charge and use it. It also provides some advice on how to promote it within your Church.

### 1. The device

- Overview



The device can be placed onto a table top and used as a ‘static’ donation point. If so, it will need to be secured to the wall or a piece of furniture using a security cable (advice can be provided on this, please ask).



Looking at the rear of the device you can see the carry handle which allows it can be moved around during services and events. When fully charged the battery will last for around 6-7 hours.



The charging cable is inserted here.

The power on/off switch can be found here.



On the screen you can see symbols showing the strength of the mobile signal and how much battery life is left.

- Charging the device



Please take great care when inserting the charging cable. It is worthwhile putting a blob of nail polish or correction fluid onto the side of the cable (smaller example on the left) as it is inserted into the device. This will ensure the charging port is not inadvertently damaged by someone trying to force it in incorrectly.

Just like your phone at home, you may find the charging cable becomes a little loose over a period of time. If it does, please replace the cable.

- Fitting the Perspex device surround



Use some Velcro dots to connect your Church's surround to the device. This will allow it to be easily removed for cleaning the device and surround, whilst also securing it during everyday use.

The device can be used to receive donations for a specific appeal/campaign and additional Perspex surrounds can be provided. If this of interest, please contact the Gift Aid Lite team for advice and guidance.

## 2. Making a donation



A donor will need to press the  button on the device to select the amount they wish to donate from the three pre-set levels your Church has previously chosen. As they do so, the screen will change to show the donation amount. Afterwards they just tap their card, phone or watch against the device to complete the donation.

Once the donation has been made, the three lights will become coloured and the device will beep.

## 3. Promoting the device in your Church

- Verbally

Talk about the device during services and events in your Church. If people don't know about it they won't use it! Don't forget to talk about donations to your Church when discussing weddings, baptisms and funerals at your weekly office hour.

- Pew sheets, magazines, website and social media

Promote Contactless giving via all the promotional methods used within your Church. Also ensure you promote this externally to any potential visitors and other users of your Church who may wish to make a donation.

As the use of Contactless giving devices in Churches is innovative your local newspaper may also be interested in featuring it in their pages too!

- Posters and others promotional materials

The Gift Aid Lite team can provide examples of posters to use with your Church, and an example of this is shown below:

**WE NOW ACCEPT CONTACTLESS DONATIONS**

**Please make a donation  
of £3, £5 or £10**

**St Mark's Church can only continue  
our charitable works in this  
community with your support**

St Mark's Church, Worsley  
Registered charity no. 1132732

[www.stmarksworsley.org.uk](http://www.stmarksworsley.org.uk) [www.facebook.com/stmarksworsley](https://www.facebook.com/stmarksworsley)




You can also promote the various methods of donating to your Church on the backs of pews/chairs using something similar to the example below:



**St Michael,  
Flixton**

Loving God, Sharing Faith, Serving All

[www.stmichaelsflixton.co.uk](http://www.stmichaelsflixton.co.uk)  
Reg Charity No. 1134769

Please support the work of this Church in our local community. This includes our regular services, activities at Church Croft, supporting the governance of St Michael's School, and the maintenance of our listed historic building and graveyard.

You can make a donation using the following methods:

1. If you are a visitor to this Church:
  - a. Placing a cash donation in the collection plate during the service.
  - b. If you are a tax payer, please complete a white Gift Aid envelope. Put your cash or cheque donation inside, add your name and address, seal it and place it on the plate.
  - c. Make an online donation or start to fundraise using our 'Wonderful' page (please note, NO FEES will be removed from your donation or Gift Aid amount).
 

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[www.wonderful.org/charity/stmichaelflixton](http://www.wonderful.org/charity/stmichaelflixton) or use the QR code
2. If you are a regular attendee at this Church:
  - a. Have your own numbered envelopes. Each week you'd place a donation in the envelope and bring it to Church with you to add to the plate.
  - b. Set up a Standing Order or Direct Debit for a weekly, monthly or quarterly amount. Each week small laminated cards are available at the back of Church and you can place these in the plate as it is passed around.
  - c. You can also make a donation or start fundraising using the St Michael's 'Wonderful' page.
 



- How will you use it during services?

Think about how you are going to use it during your main services, for example will you:

- ✓ Pass the device around in a similar way to the plate?
- ✓ Leave the device in one location and encourage people to visit it during when the peace is being shared/the plate is being passed around?
- ✓ Encourage donations to be made as they are entering the Church and they can pick up a laminated card to place in the plate as it is passed around?

#### **4. Can the Contactless device be used by another Church within our team and the donations are credited to their Gift Aid Lite records?**

- ✓ Yes, this can be done as long as the Church is an existing member of the Gift Aid Lite scheme
- ✓ The Gift Aid Lite team at Church House will need to be informed in advance of the movements of the Contactless device within the Church in your team (including dates and a start and end time)
- ✓ This can be a one-off or could be a recurring activity

#### **5. Regular Gift Aid donors and GASDS allowances**

Please be aware the donations you receive via the Contactless device will be allocated against your Church's Gift Aid Small Donations Scheme (GASDS) allowance, until this is used up. Therefore, if your Church already uses a large percentage of your GASDS allowance through one-off and open plate donations do not promote the use of the device to your regular committed donors.

If your Church's regular donors wish to donate using the Contactless device they can do so once a one-time only task has been completed by the donor in their own record in My Giving Online or the My Giving Online App. During the process to import the donations, this will allocate a person's donations against their donor record and this will be claimable against their Gift Aid declaration if they have one in place.

- Some example donors

The Contactless device is NOT designed as a replacement for the regular donor's usual methods of donation to support your Church. Instead think of using it as outlined in the following examples:



- John

John is a student who frequently attends your Church, but doesn't want to donate via the weekly giving scheme or Standing Order. Normally he uses one-off envelopes, as he works and pays tax, if he remembers to put cash in his wallet!

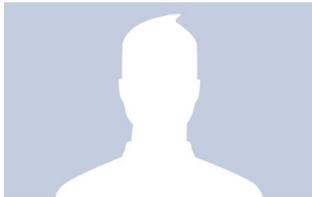
*Solution: ask John to complete a Gift Aid declaration to cover his ongoing donations. He can give via the Contactless device each time he attends Church using a bank card, mobile phone or smart watch. Provide him with a username and password and link his details to his donations. They will be Gift Aid claimable when imported to his donor record.*



- Becky

Becky has been invited to attend a baptism service being held at your Church, and does not live locally. She wishes to make a donation but wants to use her bank card.

*Solution: offer Becky the option to use the Contactless device and she can use one of the three donations amounts available. The donation will be added to your Church's Gift Aid Small Donations Scheme (GASDS) total for the tax year. If the Church has already exceeded the £8,000 GASDS limit, the donation will not be claimable under Gift Aid or GASDS.*



- Mark

Mark donates via a monthly Standing Order to your Church and he has completed a valid Gift Aid declaration. Occasionally he makes an additional donation using a one-off Gift Aid envelope.

*Solution: Mark can use his bank card to make a Contactless donation instead of placing cash or a cheque in a one-off envelope. After making his first Contactless donation, Mark uses the username and password provided by your Gift Aid Secretary/Treasurer to enter the last four digits of his bank card into his donor record in My Giving Online. Afterwards his donations will be Gift Aid claimable.*

- How can a donor's payment details be linked to their donor record?

My Giving Online needs a unique piece of personal identifiable information to identify each donation from a specific donor. To do this it requires the following information:

- The last four digits of the donor's bank card number
- A date period when a Contactless donation was made using the Payter device

or

- A transaction reference from a bank statement

If the donor has used their smart phone or smart watch to make a donation, they should use the card details used in their payment app to identify the donations made using the Contactless device.

## **6. What happens to the monies at the end of each month?**

The Diocese has set up a separate merchant bank account to receive all of the Contactless monies donated from each Church. Each machine has its own unique reference number and this will be recorded against each transaction and shown in the monthly statements. Therefore, it will be easy for the donations to be allocated against each separate Church in the trial.

Please let the Gift Aid Lite team know how you would like the Diocese to handle the monies as your Church has two choices:

- a choice to have the donations paid to your bank account via BACS
- used towards your Parish Share

## **7. Your Church's commitment to the trial**

Please remember when agreeing to take part in the trial your Church committed to do the following:

- agreement that a transaction fee (1.5% per donation) will be deducted from each donation received by the service provider EMS
- focused, consistent, planned promotion of the contactless facility through multiple channels (e.g. posters, notice sheets, announcements, website and social media etc.)
- care and maintenance of the device (with liability for any avoidable damage)
- six month minimum period of trial
- monthly giving summary to be provided to the Gift Aid Lite team so contactless donations can be monitored
- a named Church officer to be the nominated point of contact to liaise with the Gift Aid Lite team

## **8. What happens at the end of the trial period?**

At the six month review point your Church can hand the device back, or if it decides to keep the device you will need to:

- ✓ reimburse the purchase cost of the device of £593 (inc. VAT)
- ✓ pay the ongoing monthly merchant/data fees of £19 per month (inc. VAT) and recognise a transaction fee of 1.5% will continue to be deducted from each donation received
- ✓ establish a merchant bank account for your Church

## **9. Resolving problems and faults**

- What happens if your Church doesn't have a mobile signal?

The transaction details of all the donations received by the device are securely stored on the device. Periodically after the device has been used take it to a location with a stronger mobile signal and the data will be securely transferred via the internet to the merchant bank account.

- What should you do if the device develops a fault?

If the device stops working properly (for example, stops accepting donations or doesn't retain its battery charge) you should contact the Gift Aid Lite team for assistance in the first instance.