

CONTACTLESS GIVING

The generous giving team have been involved with the National Church working on an initiative to supply contactless devices to some of our Parishes in the Peterborough Diocese. The national team provided 52 devices. There were 4 types of device and they were allocated depending on connectivity options within the Parishes. There was a £50 upfront charge on some of the machines. From this money we were able to buy another 10 Devices to bring into the project.

As a whole the initiative has been received in a very positive manner. As a diocese the Parishes have taken over ten thousand pounds in just over two months; this is really positive and had we not had the devices, would we have missed out on this money? Who knows, but without the facility in this growing cashless society, we would not have had the opportunity to do it in this modern way.

We as a team worked alongside Parishes, helping with the set up. We held online webinars to explain how it would work. We then had two delivery days one in Northampton on the 9th May and one in Peterborough, 10th May.

We have also been out to help with the inevitable teething problems that arise from the use of new technology. As a team, we have learnt some new things, shared Parishes' frustrations and helped them remain online. We have set up lots of online giving QR codes, which is another facility that has many benefits. This allows you to raise funds for your Harvest festival, fete, music festivals and general giving. In fact the opportunities for contactless and online giving are limitless as is proven by the data collected from the scheme so far.

Why not give us a call. We can help with all these things. As a team we love working with you. We can help with advice, planning and implementation. Digital giving is here to stay and if used in the right way, can be very beneficial to all of us. It can be a minefield but experience in it helps.

Feel free to call us.

[Generous giving team](#)

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Here's what some of the churches say about contactless giving....



"It's safe and secure rather than leaving cash unattended, so we used it. We would not have donated otherwise."

"We also used it at the Jubilee celebrations in the village hall in June; for our annual Cream Tea event in July and will use it this weekend for the yearly cake sale on the village green."

Lilbourne



"I would recommend any church to get one. If not, you will be missing out." St. Mary's, Peterborough

During a wedding rehearsal we were asked if the device would be switched on because they want people to donate on the day.
Broughton Church

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Here's what Lilbourne say about their contactless device...

We had been researching the possibility of getting a contactless card reader for some time but the initial outlay and the monthly payments seemed prohibitive for such a small grade 1 listed church in a little village. We were, therefore, delighted to read that the Benefice had purchased around 50 readers and through the Parish Buying Scheme had also purchased a group licence for all devices for the year which meant the monthly charge would be waived until December 2022. We made an application and were fortunate to be allocated a CollecTin SumUp reader in April.

Two people, including our Treasurer, went for training on 9th May when we collected the reader. There was an initial problem as there was a delay with the SIM card activation which prevented us from being able to use it for several weeks. Since then there have been a few small issues; some caused by us not being totally au fait with the system and one caused by a SumUp malfunction which was rectified after a few days. I have been impressed with the SumUp support team but more impressed with Pete Squires at the Benefice office at Bouverie Court in Northampton. He has dealt with all problems quickly and so far we have been able to rectify issues via email and phone. Once you get to know the system it is not difficult. It is just a question of patience and getting as many people as possible to know how it operates.

Sumup has an app which allows you to see donations given and provides financial reports. We find this very useful. A QR code can also be easily downloaded for inclusion on newsletters, publicity and displayed in church. Having the code has made us rethink where we situate our donations' jar in church which has resulted in an increase in giving by people visiting the church which is open daily.

SumUp also emails a daily report if a donation has been given, and a monthly report which also shows their deductions which is around 1.69% per transaction, as well as Gift Aid contributions. The 'Give a Little' site can also be accessed for additional reports. Here you can also change the look of the SumUp screen, add photos and add separate screens for different activities within the church. It is a very versatile system.

The card reader comes with a lockable box that enables it to be secured to a wall or piece of furniture so that it could remain safely within the church. We have chosen not to do this so it is taken to each service and placed at the back of the central isle in a prominent position. We also used it at the Jubilee celebrations in the village hall in June; for our annual Cream Tea event in July and will use it this weekend for the yearly cake sale on the village green.

We will need to analyse whether our income has increased as a result of this new device. At the moment it is too early to say as we only got going in June because of the delay in the SIM card activation, although it looks promising. At the moment it does not look like the number of people in the congregation using it is increasing by much week on week, but the amount of each contribution is increasing. We also need to work out whether it would be worth having it if we had to fund a monthly charge. Again too early to say but the initial thoughts are positive.

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Here's what St Mary's Church, Peterborough say about their contactless device...

St Mary's Peterborough was offered a contactless giving machine a few months ago and it has turned out to one of the best things that we have done.

We had an old simple one that was tricky to use but the new one offered to us is easy to use and has a large screen for good visual impact.

We use it to pay for weddings and anything that people need to pay us for. Our Treasurer loves it, as he can see clearly at the end of each day how much has been given and he no longer has to count the cash and take it to the bank.

Also, most people nowadays do not pay with cash especially those below the age of 40. At weddings and baptisms there has been a clear upturn in giving generally and I know that the contactless giving has been a major player in this.

We have the offering plate on one side of the exit and the contactless giving on the other.

I would recommend any church to get one. If not, you will be missing out.

Also, as the age demographic expands there will be little or no cash giving on the plate. Lastly, the team from the diocese who came and installed it were brilliant. They could not do enough to help us.

They showed us how in laymen's terms it worked and they are always there if we need help now.

I cannot recommend this contactless giving machine enough.

Every blessing
Michael

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Here's what All Hallows Church, Wellingborough say about their contactless device...

We collected our device from the diocesan office nearly two months ago, so now seems a good time to reflect upon the experience. At the outset, the machine was set up for us at a session at Bouverie Court, thus removing some of the headaches if you are not that familiar with new technology. Ours operates through a SIM card, as we have no Wi-Fi in church, and, although it needs mains charging, the device can be used anywhere in the building. No need to fix it in one spot, unless you want to. Making a donation is quick, providing the donor does not want to register for gift aid. Given the amount most people give, this is unnecessary anyway. Reports on giving are easily available to the account holder to facilitate GASDS claims.

Any negatives? Inexperienced users have managed to lock the machine and prevent it connecting, but as we get used to it the problem should disappear. There was also one occasion when changes in software configuration shut us down for a while. When we encountered problems, support from the diocese has been excellent, but I have been unable to find troubleshooting guides online from the device and software providers if, like me, you prefer to attempt to sort things out for yourself.

Already I can see the machine being useful in three different ways. It is very convenient for members of the congregation who are not ready to commit to Parish Giving to make a donation when they are able. At life event services some gifts can easily be harvested from those who may not return to your church on a regular basis. All Hallows is also open to casual visitors on some days in the week and, as people these days less frequently carry cash, we have received some gifts thanks to the device that we would not have had otherwise. Will contactless giving solve our parish's finances? No; but it is a useful tool that we will learn to exploit more effectively as more members of the congregation become familiar with it.

