



The Diocese of
Southwark

 THE CHURCH
OF ENGLAND

Contactless Device Manual

PayaCharity Plus (A920)



Produced by the Diocese of Southwark's Giving Team, with thanks to
Parish Buying and the National Church's Giving Team.

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Why Contactless?

Contactless giving provides a safe and easy way for people to make gifts in our churches. Ideal for those one-off situations such as visitors at key festivals or baptisms, they are also versatile for fundraising, taking payments, and for when regular givers want to top up their regular gifts!

People are using cash less and less these days, particularly since the coronavirus outbreak. With estimates that soon less than one in 10 transactions will be made with cash, our churches must provide ways for people to give that suit people's new cashless habits.

Share Your Experience

We are delighted that so many parishes are trying new ways of giving, and we would like to hear how contactless giving has worked for you. Please do send us any stories, photos, and feedback that you have to pgs@southwark.anglican.org.

Technical Bits

Please do familiarise yourself with the device manual enclosed, as well our 'Quick Start Guide' to help you get up and running (page 4).

PayaCharity devices accept donations offline. If you cannot connect to the WiFi in your church building, you can accept donations offline and connect to the WiFi in the church office or your home where you can upload the offline donations at the end of the day.

This device contains a SIM card, and as such can also use mobile data to process donations. Using the mobile data to accept donations does not affect the monthly cost of the device, which is currently £9.95 a month.

Battery Life

When all components are fully charged, the battery life is up to 13 hours, though we advise fully charging it before each use.

The screen is set to go on standby to conserve battery, though you can adjust this to make the screen visible for longer periods of time (see page 11). Please note that with the screen going onto standby less frequently, the battery will need to be charged more often.

We strongly advise that you switch off your device when it is not in use for long periods of time, such as overnight.

Quick Start Guide: PayaCharity Plus (A920)

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.

Step 2: Switch On

Switch on the screen by pressing the small button on the right-hand side, holding until it lights up (around 3 seconds).

Note: If the machine has been switched on but the screen goes black, it will be on standby mode. You can click the power button once to wake the device up.

Step 3: Accept & Defer Donations

The machine will switch on ready to accept donations. Donors can swipe left and right across the screen to choose an amount that they wish. The PayaCharity Plus accepts donations from 1p upwards.

To make a donation, select an amount, tap to confirm the amount, and when the sale screen appears tap the card reader above the screen (where the contactless symbol is on the device). The card reader will then beep when a successful payment has been made.

If you are accepting donations offline, you will then see on screen a message that says 'Comms Failure' - don't panic! After a few seconds, the choice to 'Defer payment' will appear - click 'Yes'. You will then see that the payment has been authorised with a green tick on screen.

For chip and PIN donations, the card can be inserted at the bottom of the screen.

End of Day: Connect & Upload Donations

At the end of any day where you accept donations, take the device somewhere where there is reliable WiFi signal, and connect to upload the donations.

To connect to the WiFi, follow these instructions:

1. Double-tap the PayaCharity logo on the bottom right of the screen.
2. Next, press ‘Exit app’ on the settings bar across the top.
3. You will then see a screen, the back menu, with the choices of “Payments/Pay a Charity”. From there, tap the three lines on the top-right of the screen, and then tap ‘WiFi settings’.
4. Select your WiFi network and enter your password as prompted.
5. To exit this menu, tap the arrow on the bottom-left of the screen. Stay on the ‘back menu’ screen for now!

Once you are connected to the WiFi, you can upload your donations by following these steps:

1. From the ‘back menu’ screen, tap ‘Payments’.
2. When prompted, enter ‘1234’ as the User ID and ‘0000’ as the password. You can tick ‘Save credentials’ for next time if you wish.
3. Tap ‘Admin Menu’ on the bar across the middle of the screen.
4. Select ‘Submit transactions’
5. The screen will then perform a ‘Batch upload’ and will give you a green tick when this is complete.
6. To exit this menu, tap the three lines on the top-right of the screen to open the menu, and press ‘Exit’ at the bottom of the list.
7. Finally, tap ‘PayaCharity’ to return to the donor screen.

We advise that you switch off your device when it is not in use for long periods of time, such as overnight.

Top Tips for Receiving Contactless Donations



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 up also has the best possible connection, as well as a charging point if you would like the device to run for a long time.

Note: The PayaCharity Plus has a maximum battery life of 10 hours before it needs to be recharged.

2. Promote & Explain

Eye-catching posters will help draw people's attention to the opportunity to give. We have produced some posters for you to use with the device, included in this pack. 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. Share Your Story

Not only do people need to know how to give, but why. 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.

4. Claim Gift Aid

All contactless donations under £30 qualify for GASDS. For claims outside of GASDS, you will need to collate Gift Aid declarations for your claim. See page 5 for more information.

5. Thank People

Gratitude is such an important part of our 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.

6. Stay Safe

At this time, we recommend that you provide hand sanitiser for people to use before touching a device. Until government advice states otherwise, please do not pass around the devices from person-to-person, in order to minimise risk.

Donations Reporting

PayaCharity Portal



All donations will be reported via the PayaCharity portal, available to account holders. PayaCharity provide reporting on the following:

- Time and day of the week (see at exactly what time each donation was made)
- Channel (your device - individually analyse the performance of each device)
- Monthly sales totals (a display showing how your donations have grown)
- Monthly refund totals
- Value analysis (chart displaying the mix of transaction values)
- Value count (view the number of donations made in each transaction value in a particular time range)

The screenshot shows the PayaCardServices Merchant Portal dashboard. At the top, there's a navigation bar with the PAYA CardServices logo, Account Overview, Transactions, Reports, a user icon (1.27.2), and My Account (Diocese Of Southwark). Below the navigation is a section titled 'ACCOUNT OVERVIEW' with a welcome message and a note about chart legends. Two line charts are displayed: one for 'Monthly Sales Count' (green line) and one for 'Monthly Refunds Count' (red line), both showing zero activity from June 2020 to June 2021. Below the charts are six orange circular summary cards: '12 MONTHS COUNT' (0), 'LAST 12 MONTHS VALUE' (£0.00), 'UNSETTLED TRANSACTIONS' (0), 'UNSETTLED TRANSACTIONS' (0), 'SETTLED TRANSACTIONS' (0), and 'SETTLED TO YOU' (£13.40). The main content area includes sections for 'This Week's Trading' (with tables for Authorisations, Refunds, Chargebacks, and Settlements) and 'Monthly Transaction Totals' (with a table for monthly breakdowns by month).

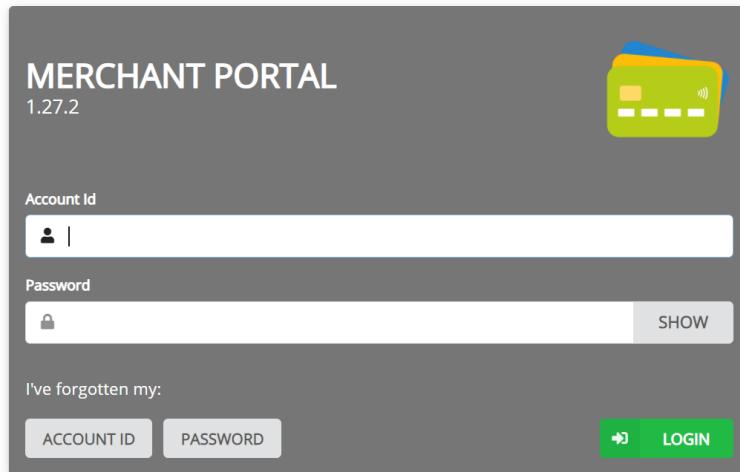
AUTHORISATIONS		REFUNDS		CHARGEBACKS		SETTLEMENTS	
Count	Total	Count	Total	Count	Total (+fees)	Count	Total (-fees)
0	£0.00	0	£0.00	0	£0.00	1	£5.70

Month	AUTHORISATIONS	REFUNDS	CHARGEBACKS	SETTLEMENTS		
Count	Total	Count	Total	Count	Total (-fees)	
June 2021	0	£0.00	0	£0.00	3	£10.50
May 2021	0	£0.00	0	£0.00	1	£2.90
April 2021	0	£0.00	0	£0.00	0	£0.00
March 2021	0	£0.00	0	£0.00	0	£0.00
February 2021	0	£0.00	0	£0.00	0	£0.00
January 2021	0	£0.00	0	£0.00	0	£0.00
December 2020	0	£0.00	0	£0.00	0	£0.00
November 2020	0	£0.00	0	£0.00	0	£0.00
October 2020	0	£0.00	0	£0.00	0	£0.00
September 2020	0	£0.00	0	£0.00	0	£0.00
August 2020	0	£0.00	0	£0.00	0	£0.00
July 2020	0	£0.00	0	£0.00	0	£0.00
June 2020	0	£0.00	0	£0.00	0	£0.00
TOTALS	0	£0.00	0	£0.00	4	£13.40

Downloading Reports

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

1. Go to merchant.secure-operations.com/login and login with your account details. The login process requires a security code which is generated and sent via text message and email which is valid for 15 minutes.

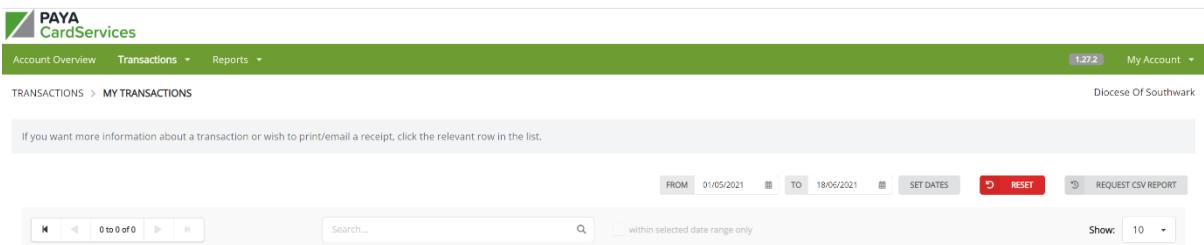


The image shows the Merchant Portal login screen. At the top, it says "MERCHANT PORTAL" and "1.27.2". There is a graphic of three credit cards. Below that are fields for "Account Id" (with a user icon) and "Password" (with a lock icon and a "SHOW" button). Below the password field is a link "I've forgotten my:". At the bottom are buttons for "ACCOUNT ID", "PASSWORD", and "LOGIN" (with a key icon).

2. Click 'Transactions' in the banner across the top of the screen.

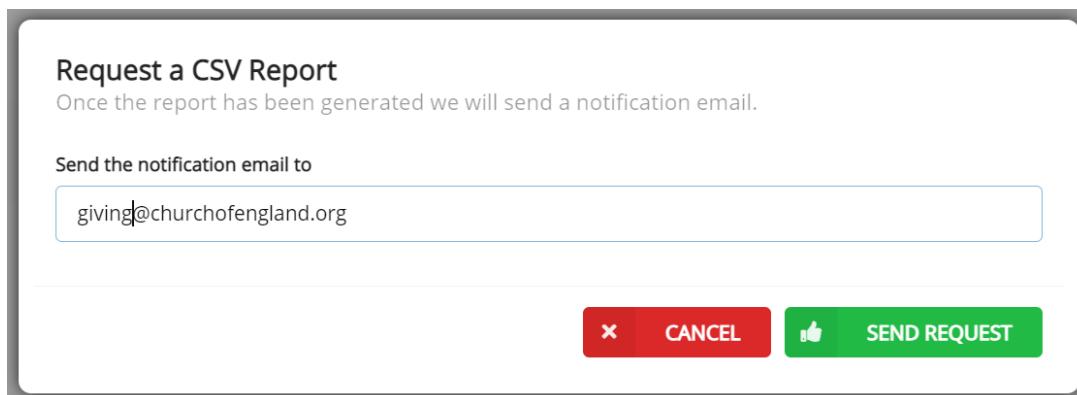


3. Select a date range for which you would like to produce reporting for, on the left-hand side of the screen.



The image shows the "MY TRANSACTIONS" page of the Merchant Portal. At the top, there is a header with "TRANSACTIONS > MY TRANSACTIONS" and a "Diocese Of Southwark" link. Below the header, there is a message: "If you want more information about a transaction or wish to print/email a receipt, click the relevant row in the list." There are search and filter options at the top, including "FROM: 01/05/2021", "TO: 18/06/2021", "SET DATES", "RESET", and "REQUEST CSV REPORT". At the bottom, there are pagination controls ("0 to 0 of 0"), a search bar ("Search..."), and a "Show: 10" dropdown.

4. Click ‘Request CSV Report’ to access your report. You will need to add the email address you wish your report to be sent to here. You can then download the report from your email address.



Settlements

The funds you raise are settled into your account by Paya every week (less the transaction fees). Settlement takes place by BACS into your nominated bank account each Tuesday (funds are usually available in your bank by Thursday) for all donations processed up to midnight on the preceding Friday.

Settlement information is included in the transaction report, which will state whether each transaction has been settled and on which date.

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) - for which you do not need Gift Aid declarations. The reporting provided by PayaCharity is sufficient to claim GASDS.

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

- when donations were collected (which PayaCharity reporting provides);
- where donations were given. (If you are claiming under the community buildings rules, likely as a multi-church parish, you must be able to supply evidence that collections were taken at gatherings of at least 10 people.)

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 the Small Donations Scheme, you can enable on-screen Gift Aid declarations on your PayaCharity device. This feature can be toggled on in the settings and will present each donor with the opportunity to make a Gift Aid declaration after completing their donation. When downloading report as described above, you will see which donations also have a Gift Aid declaration attached to them along with the relevant details enabling you to process a claim with HMRC.

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 it is donation 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.”

Please note that we would not advise that you use your contactless machine as the primary way to accept PCC fees, as 100% of fees must be paid forward (Paya will deduct their transaction fee which you would then have to top up).

Top tip: If you are using your PayaCharity device to accept payments, be sure to turn off the Gift Aid capture option in settings before taking payments and keep a record of when the device is being used for payment instead of donation purposes, so that there is no confusion about which transactions are eligible for GASDS.

Display Menu Settings

Through the display menu settings, you can adjust how quickly the screen goes to sleep (turns black), the brightness of the screen, and the font size on screen.

To access the display menu, follow these instructions:

1. Double-tap the PayaCharity logo on the bottom right of the screen.
2. Next, press 'Exit app' on the settings bar across the top.
3. You will then see a screen with the title 'nmi'. From the 'nmi' screen, tap 'Payments'.
4. When prompted, enter '1234' as the User ID and '0000' as the password. You can tick 'Save credentials' for next time if you wish.
5. From there, tap the three lines on the top-right of the screen, and then tap 'Display Settings'.
6. Select your WiFi network and enter your password as prompted.
7. To exit this menu, tap the arrow on the bottom-left of the screen. Stay on the 'nmi' screen for now!

Once in the display menu, to adjust how frequently the screen dims:

1. Tap 'Sleep'
2. Choose how often you would like the screen to dim when it is inactive. During a church event, we would recommend setting it to '30 minutes' or 'Never' so that the screen displays the invitation to give without going blank.

Once in the display menu, to adjust the screen brightness:

1. Tap 'Brightness level'
2. A slider with a cog on it will appear on screen which you can adjust left and right (right being the brightest the screen can be). We recommend that you set it at full brightness. To move the cog, tap and drag it left or right as desired.
3. Once set, tap anywhere on the screen to exit the brightness settings.

Once in the display menu, to adjust the font size:

1. Tap 'Font size'
2. A slider will appear on the bottom-third of the screen which you can adjust left and right (right being the largest that the can be). To move the slider, tap and drag the largest dot left or right as desired. You can see sample text to preview the size in the top half of the screen.
3. Once set, tap the arrow in the top-left of the screen to exit the font size settings.

To return to the main donor screen:

1. Tap the arrow on the bottom-left of the screen to exit the display settings.
2. Tap the three lines on the top-right of the screen to open the menu, and press 'Exit' at the bottom of the list.
3. Finally, tap 'PayaCharity' to return to the donor screen.

Support



PayaCharity Resources

For further resources, including a full User Guide, please visit the PayaCharity website: payacharity.com/resources.

Contact PayaCharity

If you have any queries about your machine, the online reporting, or your settlements, please contact PayaCharity.

Telephone: 0333 123 1243 | Email: enquiries@payacharity.com

Here to Help

If you require any further support with digital giving tools, so would like to discuss any other matters around giving, please contact a member of our team.

Telephone: 020 7939 9438 | Email: gabby.parikh@southwark.anglican.org