Contactless Device Manual

CollecTin More

Contents

Why Contactless?

Contactless giving provides a quick 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, especially since the coronavirus outbreak. Nearly one third of all payments in the UK are made with contactless payment. It is important that **o**ur churches provide ways for communities to give that suit people's cashless habits.

Introducing CollecTin, SumUp & Give A Little

The CollecTin More works by combining three different components:

- CollecTin provide the hardware
- Give A Little provide the software (a donations app pre-installed on the device tablet)
- 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)

Hardware Provider	Software Provider	Card Merchant
Manufacture the physical machine to accept donations.	Design the interface on the machine which donors use.	Securely process the card donations on your behalf.
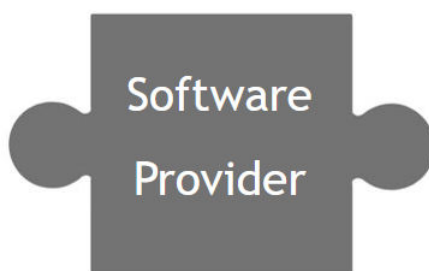
Technical Information

Please note that if you want to purchase a CollecTin you need to do so via the Parish Buying website, which will take you to a third party purchasing website Sprout.

Connectivity Required

The CollecTin More does not accept donations unless connected to the internet via WiFi or sim card. If you do not have WiFi in your church building you can run the device on mobile data by hot spotting, or you can use the SIM card 'Daisy' provided by CollecTin.

If you are wanting to use Daisy you need to pay for it as well as activate the SIM card. They offer 500mb per month for £42+ VAT per annum. (Please note it takes about 3 days to set up your Daisy account.) To activate your card please click here.

SumUp and Give A Little Account Required

You will need a SumUp and Give A Little account to accept donations through this device. If you have not yet set up an account, please see our manual **Give A Little: SumUp & Stripe Manual**, available on our website.

Transaction & Software Fees (January 2023)

SumUp deduct a transaction fee of 1.1% for contactless or Chip & PIN transactions made with debit cards and 1.3% for those made with credit cards. These rates have been specially agreed for Parish Buying members and are more competitive than SumUp's commercially available rates.

Parish Buying members currently have access to a free *premium* membership to Give A Little for 2023, making it easy for donors to make a Gift Aid declaration for their donation. Should this change in the future, you can choose to drop-down to the basic membership - which is free – but please note that there is an annual donations cap of £1000 for the basic membership.

Unattended Use

The CollecTin More can be secured to a table or wall using the secure mount available to purchase from their website (currently costing £80 + VAT). We would recommend purchasing and using the static USB cable which can you purchase here, as this can be left plugged in for extended periods of time.

Battery Life

When all components are fully charged, the battery life will last up to 6 hours by itself. Inserting a fully charged spare battery will add an extra 2-4 hours.

Please note that the CollecTin should not be left on for extended periods of time unless you purchased the static USB cable. This cable is specifically designed to enable you to leave the CollecTin plugged in and on all day.

Setting up your CollecTin for the first time
Please also see set up instruction included in your CollecTin box

SumUp Serial Number

Please make a note of your serial number on the back of your SumUp card reader. We recommend you write it onto a sticker and put it under your CollecTin machine, so if you need the serial number in the future you don't need to unplug the card reader.

Battery Usage

Insert the battery into the handle with the arrow pointing upwards and facing outwards on the device. Plug the smaller end of the cable into the battery and the other into the charger, and then plug into a socket. Please unplug charger once your CollecTin is fully charged, as *this battery plug should not be left charging overnight*.

If you ordered a static USB cable, insert the part with the white plastic end into the handle with the cable facing outside the device. Plug the charger into a standard socket. The static charging cable is recommended if you plan to leave the CollecTin in one place for an extended period of time.

The device should arrive with enough battery to get going, but we advise that you check it is fully charged before using. 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 battery 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.

It takes about 10 hours for the CollecTin to fully charge from flat. We would recommend that you charge the device before using it.

Quick Start Guide
This page is intended for the person using the machine each week

1. Charge

Ensure the device has been charged before the machine is needed. If there is not enough charge, you can insert a spare battery that has already been charged or plug in the charging cord.

2. Switch On

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

3. Connect to Internet

Once initially connected, your machine will remember your Wi-Fi and automatically join it when you switch on the device. If you need to connect to the Wi-Fi, you need to go to settings. Click the cog icon on bottom right of the main menu. Once in the 'Settings' menu, select 'Network & Internet'. Then press 'Wi-Fi' and select the network you wish to connect to, as well as entering your Wi-Fi password. Once connected, tap on the arrow in the bottom left-hand corner to return to the main screen. If you are hot spotting from a mobile phone, make sure you have turned on your hotspot on your mobile. If you are using a Daisy SIM, make sure that it has been activated.

4. Login to Give A Little

From the main screen, tap on the Give A Little icon to open the app, and login with your SumUp account details. If the app pops up with an option to update the software, *please do not update the software just before use*. It may take some time to update so we recommend that you do this days prior to use. Please only update software on Wi-Fi, as it if you do this on mobile data (hot spotting or the Daisy SIM) it will use up a lot of data.

5. Choose an App Campaign

Once you are logged into Give A Little, swipe in from the left of the screen to open the main menu. Select 'Campaigns' then click 'App campaign'. You can now select or create a 'campaign' to receive donations through. If you have already made some campaigns, select the campaign that you would like and tap 'Use' to confirm. If have not set up a campaign, follow the instructions on page 7 of our guide.

6. Accepting Donations

To make a donation select an amount and then tap the card reader 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. To cancel a donation, lift the orange lid and press the On/Off button on the top right hand side of the SumUp card reader. 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 orange lid.

7. Turn Off Machine

Turn off the CollecTin by pressing down the smaller button on the right-hand side, holding until it asks to 'power off', press "power off". The card reader should automatically switch off, but if not, the off button is on the top right hand side of the card reader.

Setting up an App Campaign

You are able to set up a campaign in the Give A Little app on the CollecTin, but we recommend that you do so on a computer – it is easier to set up and allows you to use images saved on your computer.

Step 1: Choose type of campaign

As this is a contactless giving device, select 'App campaign'.
Once you have selected a campaign type, click 'Next'.

Add new
Select a type

- ● App campaign
- ○ Web campaign
- ○ List of app campaigns
- ○ List of web campaigns

Cancel   Next

Step 2: Choose type of layout

You can choose from a variety of campaign layouts, where you can customise colours and upload your own images or videos. The simplest option is to choose the 'Basic' campaign style. You won't be able to change the campaign layout (i.e. from Basic to Background) once it has been set up, but it is easy to set up multiple campaigns. You can edit the text and colours at any time.

We strongly recommend that you use a layout which incorporates images – of your choosing, relating to your church - as this adds a personal touch. You might want to make a video for an attention-grabbing background. We recommend using Canva to easily create free videos that you can upload instead of an image.

Add app campaign
Select a layout

Basic

Campaign colours

Banner

Background
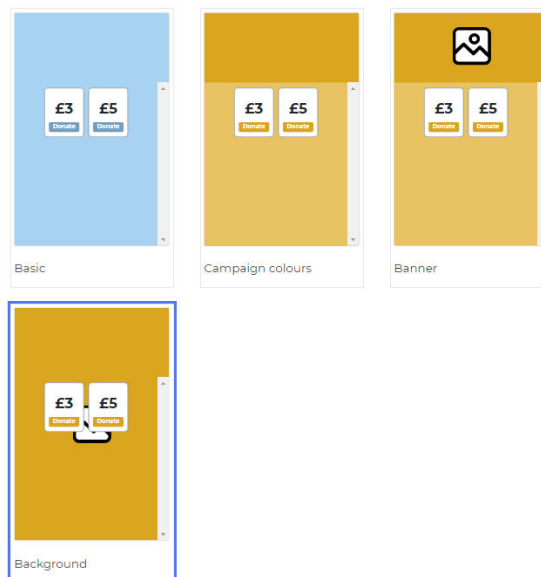
Step 3: Campaign details

Next fill in some campaign details. Under 'Heading', put your church's name. In the 'Message' bar, write a short invitation for people to give. For example, "Please give generously to the work of our church" or "Support our ongoing work in the community". Please note that there is a limit of 70 characters. Click 'Next' to move onto the next section.

Campaign details

Background
Choose file Southwark cathedral.PNG
Upload complete

Current file: Southwark_cathedral.PNG Remove

Heading
Diocese of Southwark
10 characters remaining

Message
Please donate
56 characters remaining

Primary colour
639de9

Accent colour
6bdaff

Cancel   Next

Step 4: Donation amount

Set some suggested donation amounts. We would advise that the lowest suggested amount for contactless giving is £5. Four different amounts work well in a campaign, so choose a range that will engage your church community well. We recommend you also switch on the 'Choose your own amount' button so that people can select another amount to donate. Click 'Next' to move onto the next section.
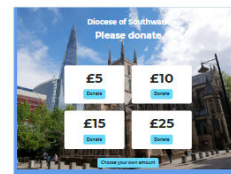
Donor options

In setting donation amounts please be aware that there is a minimum amount of £1 and a maximum amount of £1,000, the later is a limit set by SumUp. If you wish to process donations greater than £1,000 you can alternatively use the service provided by Stripe to process these payments.

Donation amounts

£	5	Remove
£	10	Remove
£	15	Remove
£	25	Remove

Add another

Button position
- Top
- ● Middle
- Bottom

⬤ Show "Choose your own amount" button

Cancel Next

Step 5: Donor Premiums

In the 'Donor Premium options' settings, you can switch on eligibility for Gift Aid, recurring donations and contact opt in.

You can capture Gift Aid declarations, as well as offer contact opt-in if you would like to collect supporters' contact details. As you can use the Gift Aid Small Donation Scheme for contactless giving of £30 or less, you may wish to leave the gift aid request off to make it quicker for people to give and prevent queues forming at the machine. (For more details on gift aid see page 18)

Donor Premium options

⬤ Set the campaign to be eligible for Gift Aid

● Capture new declarations
Your donor is presented with the option to make a Gift Aid declaration and can choose to include past donations and/or future donations. Or they can choose to do this later.

○ Capture Gift Aid declarations later
Your donor is not offered an option to make a declaration but can choose to be sent an email about the Gift Aid scheme with an option to make a Gift Aid declaration at a later stage.

○ Do not capture Gift Aid declarations
Your donor is not offered any option to make a Gift Aid declaration. The campaign will still mark donations as eligible if the donor is recognised as having made a declaration elsewhere for your charity.

◯ Allow recurring donations

◯ Offer contact opt-in

Cancel Next

You can also opt to allow recurring donations through Give A Little, though we would strongly advise parishes not to switch on recurring donations and instead use free tools such as the Parish Giving Scheme or standing orders to enable recurring gifts.

Click 'Next' to move onto the next section.

Step 6: Thank you message

Next, customise your thank you message to add that personal touch for your donors. This could be as simple as, "Thank you for supporting St Agatha's". You can switch on the option to offer a donation receipt, though we recommend that you leave this off for contactless campaigns to make the process more efficient.

Step 7: Name your campaign

Finally, name your campaign. This can be a useful label for your Treasurer to see where giving income has come from. Please note that your campaign name will be visible to donors in their web browser and on their bank statement. We recommend that you include what the fundraising is for and how it was given in the campaign name. For example, "St Agatha's Online Gift" or "St Agatha's Roof Appeal".

Step 8: Make a Test Donation

To make a donation, select the amount you wish to give. The CollecTin will connect with the SumUp card reader. Tap the card reader when 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 made via Chip & PIN transactions, a card can be inserted into the card reader by lifting the orange lid.

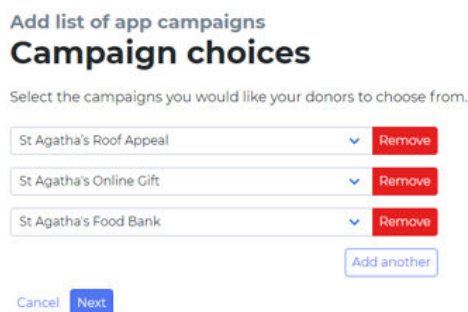To cancel a transaction, lift the lid and press the power button on the right-hand side of the SumUp card machine.

Other Features:

This section covers Combining Multiple Campaigns, Quick Mode, Admin vs Volunteer Accounts, Lock Menu and Fully Single App Kiosk.

Combining Multiple Campaigns:

If you are wanting to raise money for a specific need, you can make multiple campaigns and advertise them together which gives donors an option of where they want their money to go. To do this, you will need to have already created separate campaigns for each category i.e a campaign for 'Foodbank' and then making a campaign for 'Fundraiser to Fix Roof'. To group them together, you need to again create a new campaign, but this time select 'List of'.

Add new
Select a type

○ App campaign
○ Web campaign
● List of app campaigns
○ List of web campaigns

Cancel **Next**

Once you have chosen your layout you can then add pre-existing multiple campaigns by clicking 'Add another':

Add list of app campaigns
Campaign choices

Select the campaigns you would like your donors to choose from.

St Agatha's Roof Appeal	∨	Remove
St Agatha's Online Gift	∨	Remove
St Agatha's Food Bank	∨	Remove
		Add another

Cancel **Next**

Donating to St Agatha's
Please donate towards the work of our church

St Agatha's Roof Appeal   Select
St Agatha's Online Gift   Select
St Agatha's Food Bank   Select

Once you have named your list you are ready to publish, and this campaign will give donors a list of giving options to choose from.

Quick Mode

Within the Give A Little app, there is an option to have a Quick Mode. This will show a thank you pop up rather than a screen, and not ask for new Gift Aid details, offer a receipt or request marketing consent. This means that people can tap and go quickly, allowing for more people to donate efficiently.

To enable this setting, log into the Give A Little App and swipe into the centre of the screen from the left. Select 'Quick Mode' then click 'Enable quick mode'. To disable, simply swipe again to the menu and click 'Disable quick mode'.
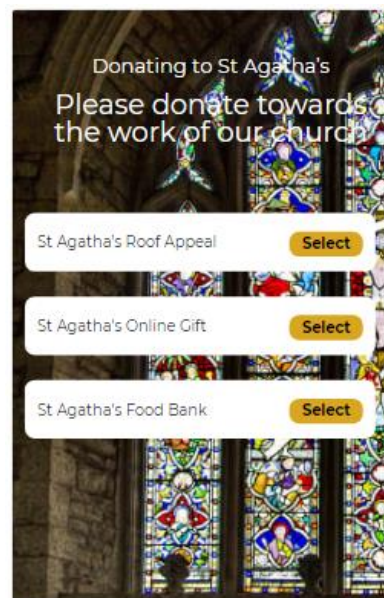
Lock Menu

Within the Give A Little app, there is an option to 'Lock Menu'. Selecting this will lock the selected campaign to the app. This means that no one can access anything on the Give A

Little App, except for the chosen campaign to donate to. You may wish to do this so that no one is able to look at other things on the app or change your Give A Little settings.

To enable this setting, log into the Give A Little App and swipe into the centre of the screen from the left. Click on 'Lock menu' and then click 'Lock the menu'. Remember that you need to have already chosen the campaign you want for the screen to be locked to.

If you Lock Menu you can still access and adjust the rest of the CollecTin tablet, just not the Give A Little app. To re-gain access to the app, for example if you wanted to change your campaign to a different one, you need to log into Give A Little *on their website* (on a computer, laptop or mobile phone).

Simply go to 'Devices' and tick the campaign you are using and press 'Unlock menu.'
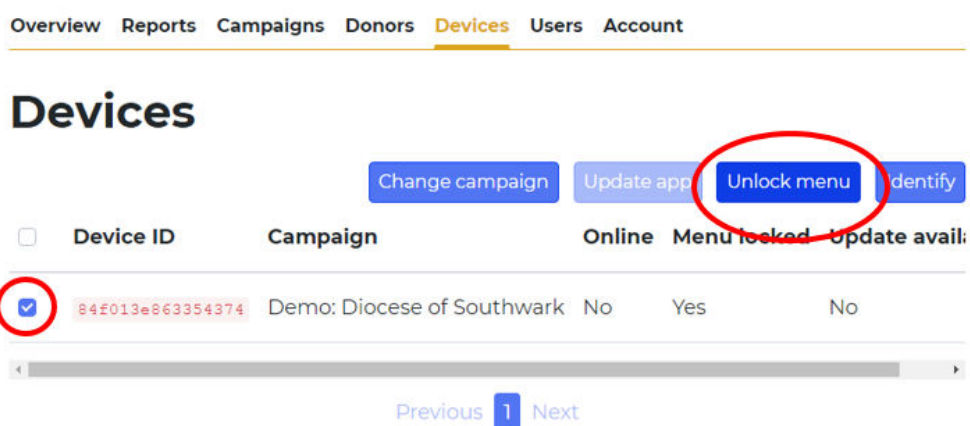

Straight away you will see the screen refresh on your CollecTin and you will be able to access the Give A Little App again.

User Management: Admin vs Volunteer Account

Give A Little has two types of users. An admin user has full access to all features of the Give A Little platform. If others are going to help with your fundraising but you want to restrict what they can access, you can create a volunteer account.

A volunteer can log into the Give A Little app on the CollecTin, choose the fundraising campaign and see how much they are raising each day, without being able to access the rest of the account. A volunteer cannot edit campaigns or access donor Gift Aid.

To enable this feature, log into Give A Little online and select 'Users'. Click on 'Invite user'.
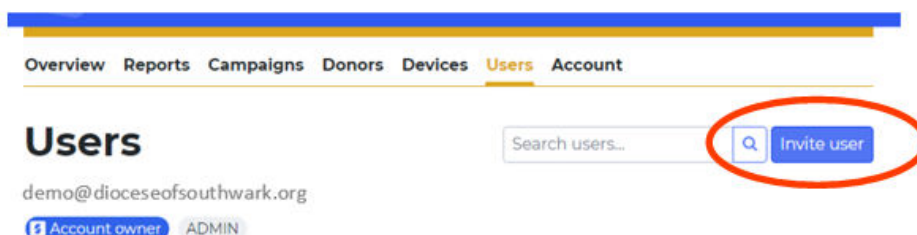
Enter the desired person's email address and select 'Volunteer'. Then press 'Send Invite'. The volunteer must accept the invitation sent to them in their inbox, so please ask them to do so.

Once they have set up their account they can then log into the Give A Little App with their own log in, and the account will be linked to the admin account.

You can remove the volunteer from having access at any time, or change their level of privileges to allow them to have admin access.

Invite user

Enter the email address and role of the new user and we'll send them an email to setup their account.

Email address

user@example.org

Role

○ Admin
An admin has access to login to the Give A Little website, view reporting, manage all campaigns, users and settings.

● Volunteer
A volunteer has access to login to the Give A Little app and accept donations on your behalf.

○ Create SumUp account
This is required if you would like this user to be able to use a SumUp card reader.

Cancel   Send invite

Fully Single App Kiosk

Whereas the Lock Menu locks your Give A Little app to a certain campaign but still allows you to access other apps on the tablet, the Fully Single App Kiosk locks your tablet the Give A Little app and stops people from browsing on the tablet.

The Fully Single App Kiosk is a separate application that is already installed on the tablet of 4G CollecTin models. If you have a 3G CollecTin model, you will need to purchase the app.

Activating Fully Single Kiosk App

Swipe up from the bottom of the screen and tap on the circle icon in the bottom middle to return to the home screen. From there, swipe up anywhere on the screen to access the apps drawer. Tap on the 'Fully Single App Kiosk' app (blue 'f').

Set a PIN and write this down (we cannot help if you forget or lose the PIN!) or use the default one '1111'. Tap "START KIOSK MODE"

Make sure the Test Mode toggle is off (grey) and select "YES" on the confirmation pop-up.

From the "Select a Home app" menu, tap on "Fully Single App Kiosk" (NOT Quickstep) and then "ALWAYS" on the same menu.

You will now be taken to the Give A Little app where you will not be able to leave the app and navigate the tablet.

De-activating Fully Single Kiosk App

To re-gain access to the tablet, you need to disable the Fully Single App Kiosk mode. Tap anywhere on the screen 7 times in a quick succession (do not panic if it doesn't work the first time, you have to do it at a fast and even pace and it can take a bit of practice).

Enter the PIN you set ('1111' is the default one) and tap 'OK'.

Press the triangle icon at the bottom left of the screen to dismiss the keypad then tap 'STOP KIOSK MODE'. Tap "DISABLE KIOSK MODE" to confirm.

Purchasing Fully Single Kiosk App for 3G models

Please connect to Wi-Fi and make sure that you have already logged into the Give A Little app and have updated it.

Go to the Chrome Browser on the CollecTin More by swiping up from the bottom on the homescreen.

You may need to accept the terms if you've not used Chrome before. You can reject signing in if asked.

Type in fully-kiosk.com and select 'GET APPS' from the menu.

Select the 'Get APK File' link underneath 'FULLY SINGLE APP KIOSK' (not from the play store).Download the Fully Single App Kiosk APK. You may need to give Permission and click 'OK' on the warning.

Open the file from the notification at the bottom of the screen, or if that has disappeared then go to downloads and click on the file.

You will then see a Staging App, which may say that installs are not allowed from this source, in which case it will take you to settings where you need to toggle 'Allow from this source', go back and press Install again.

Once you have the Fully Single Kiosk App open, you will need to Select App and find Give A Little.

You will need to set the PIN and you must remember this or write it down, as it will lock you out without it.

When you press Start Kiosk Mode it will ask for permissions so select OK.

Allow Fully Single App to access photos and media. Toggle Allow display over other apps and go back.

To get back to Fully press the Square on the bar at the bottom to scroll through apps and get back into Fully.

Allow Usage Data Access, select Fully Single App Kiosk, and toggle Permit usage access to on. Again press Square on the bar at the bottom to scroll through apps to get back to Fully.

Start Kiosk Mode with Enable Test Mode on or off. If you have this on, it will return to this screen after 60 seconds. For normal use you want it off.

Select a Home app as Fully Single App Kiosk always.

You will now be on the Give A Little screen, probably the login and Fully will be writing over the screen to get a license.

Test coming out of Fully's screen lock by pressing the screen fast 7 times to bring up a PIN dialogue and enter your pin.

This is the Trial Version of the App. To license it you need to buy a licence by swiping from the left in the Kiosk App to reveal the menu, and press 'Get a PLUS License'.

This will take you to a PayPal page where you can checkout as guest, enter your email address and pay £7 for the license.

Fully Kiosk should now be licensed.

Please check the other settings in Fully Kiosk are those that you want, we normally change them depending on the customer's use-case.

Top Tips for Receiving Contactless Donations

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 CollecTin has a maximum battery life of 13 hours before it needs to be recharged.

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. You can download a digital copy of our CollecTin More poster here.

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.

Claim Gift Aid

All contactless donations under £30 qualify for Gift Aid Small Donation Scheme. For claims outside of GASDS, your Give A Little campaign can collate your Gift Aid declarations for you. See page 17 for more information.

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 for 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.

Donations Reporting

Give A Little Reporting (Gift Aid)

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 – only where a Gift Aid declaration has been made
- Payouts (when donations are settled to your account)
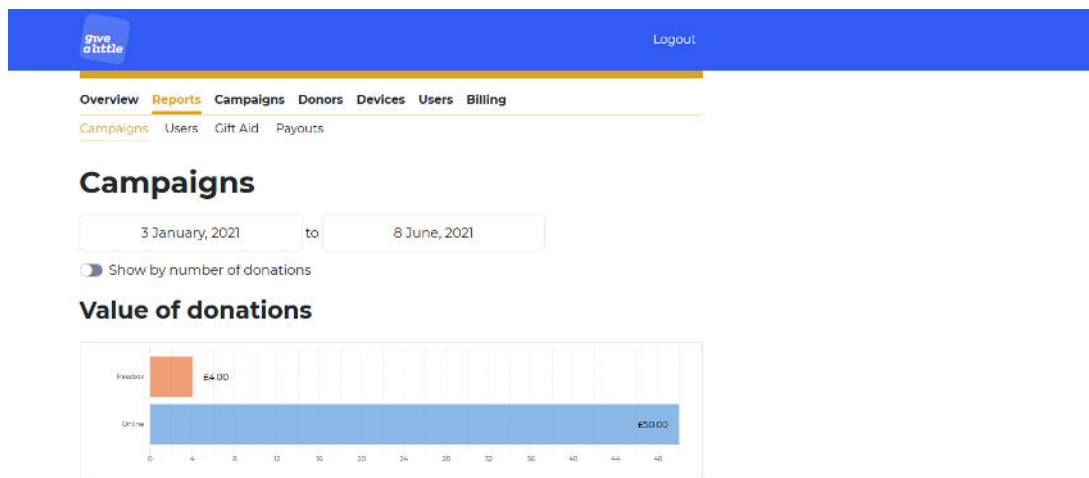
The portal produces download a spreadsheet (.csv) containing each individual donation and the information related to it, which you can download by following these steps:

1. Go to givealittle.co and login with your account details.
2. Click 'Reports' in the banner across the top of the screen.
3. Select a date range for which you would like to produce reporting for.
4. Click 'Export full report' at the bottom of the screen.

Gift Aid Reporting via Give A Little

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

1. Go to givealittle.com and login with your account details.
2. Click 'Reports' in the banner across the top of the screen.
3. Click 'Gift Aid' in the sub-banner across the top of the screen, under 'Reports'.
4. Select a date range for which you would like to produce reporting for.
5. 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.

SumUp Reporting (Settlements)

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 we received through ("Description" in spreadsheets)
- Fees deducted
- Date of settlement ("Payout date")
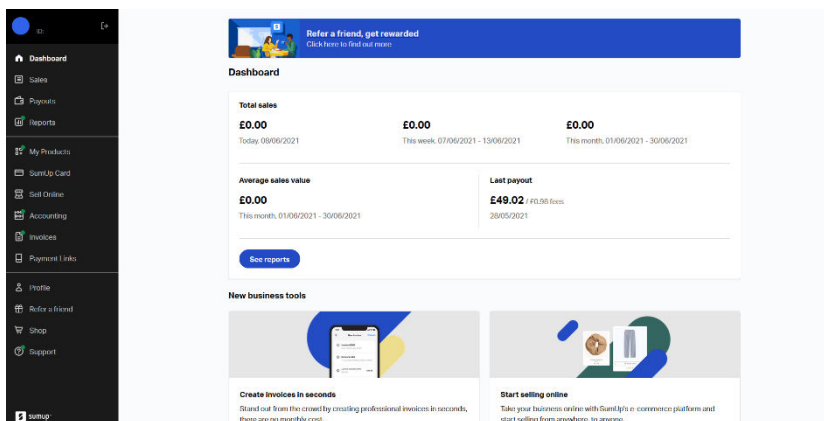
To access and download reporting from SumUp, follow these steps:

1. Go to sumup.me 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.

SumUp Settlements

The funds you raise are settled into your account by SumUp (minus 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.

Reporting on settlements is available through both the SumUp and Give A Little portals.

Claiming Gift Aid and GASDS 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 Give A Little or SumUp is sufficient to claim GASDS.

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

- when donations were collected (which both SumUp and Give A Little reporting provides);
- 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 the Small Donations Scheme, you can claim Gift Aid if you have captured a declaration. The Gift Aid declaration function is available through the premium version of Give A Little (currently free for Church of England parishes).

Should you ever change your Give A Little membership to the basic function, Gift Aid declarations could be captured by a paper form, placed next to your device. In order to match your donation reporting to the gift, you will need to capture the date, time and amount of the gift. An example form is enclosed, which you can download online here for your own use.

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 an optional donation, not an enforced price.

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 (SumUp will deduct their transaction fee which you would then have to top up).

Top tip: Use a separate campaign entitled 'Payments' which has the Gift Aid capture disabled, to avoid confusion about which transactions are eligible for Gift Aid.

Common Issues and FAQs

PLEASE DO NOT UNINSTALL THE GIVE A LITTLE APP. AS IT COMES PRE-INSTALLED, IT WON'T BE COMPATIBLE IF YOU UN-INSTALL AND RE-INSTALL IT. PLEASE CONTACT COLLECTIN FOR A SYSTEM RE-SET IF YOU ARE EXPERIENCING ISSUES ACCESSING THE APP.

SumUp Connectivity Issues

If your SumUp card reader will not connect to your CollecTin, you will need to re-set the card reader. Please disconnect the card reader from the power supply and turn off. Then hold down the power button, after a few seconds it will say 'hold down for BT'. Continue to hold down the power button until it says 'release for BT' then release the button. A few seconds later the card reader should 'beep' to confirm reset.

If you have multiple SumUp machines in the same place, the CollecTin may not know which device to connect to. If this happens, you will be given the option to scroll through and select the correct SumUp card machine. You will need to check the back of your SumUp machine for the serial number. Tap 'Connect' then 'Next'.

Chinese Characters

If your CollecTin screen is ever over-taken by a jumble of Chinese characters, simply hold down the on/off button for a few seconds to re-start the machine.

(Sometimes the combination of pressing the volume button and the power button can make the Chinese characters appear)

How can I secure the CollecTin More?

The CollecTin More can be secured to a table or wall using the secure mount available to purchase from their website (currently costing £80 + VAT). We would recommend plugging it into the mains when docked in the mount.

Why are there 'failed transactions' in my reporting?

A failed transaction simply means that someone has started the donation process but not completed it. This could be for various reasons; please bear in mind that it is 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 more than one person access the reporting and portal?

Yes, and we would advise that more than one person has access to your account portal online to enable a smooth transition between roles. To give an additional person access to the Give A Little portal, login to the portal and click 'Users' in the banner across the top, and then click 'Invite user'. You can invite someone to be an 'Admin' or 'Volunteer'. To give an additional person access to the SumUp portal, go to sumup.me/employees (you may

need to login and return to this link). Once at the Employees page you can 'Add new employee' via the on-screen instructions.

How should we report transaction fees in our accounting?

According to the Fundraising Regulator's code of conduct, "you must record the total donation amount as income, and record the charges in your accounts as 'expenditure' [normally in bank fees and charges section]." For Gift Aid purposes, count the gross donation amount and claim on the whole amount.

What next?

Now you have made an app campaign, why not make a web campaign? You can add the link to your website and place the QR code around your church so people can donate online.

Support

Contact 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

Contact SumUp

If you have any issues with SumUp, you can contact them by logging into your account online (at 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

Contact CollecTin

If you have a hardware issue, such as with the screen or battery, please contact CollecTin via email or by calling their support team (Monday-Friday, 9:30am-3pm).

Telephone: 020 4538 8855 | Email: support@collectin.com

If you would like to watch some videos about using your ColllecTin, go to GetCollecTin (vimeo.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

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.

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