Contactless Device Manual

GoodBox Core

Contents

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 our quick start guide, as well as video tutorials from GoodBox which help you through each step of set up (see pages 4-5).

Please note that we strongly advise that you switch off the GBx Core on days that it is not in use, in order to preserve the battery and prevent the device from over-heating.

Connectivity

GoodBox 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.

Please note that we strongly advise that you do not connect the GBx Core to the internet if your signal is unstable. Once you connect to the WiFi, the device will attempt to process all donations that way, and patchy internet signal can lead to donations being lost!

Quick Start Guide: GBx Core

Please do familiarise yourself with the device manual enclosed, as well as video tutorials from GoodBox which help you through each step of set up (see overleaf).

Step 1: Charge

The device should arrive with enough battery to get it started, but we advise that you fully charge (for 8 hours) it before using it. Please note that when the battery is fully drained, it will require 15 minutes of charging before it will be able to switch back on again. The charging port can be found on the base of the unit.

Step 2: Switch On

Press the on button firmly for 5 seconds to switch on. If you have poor signal, don't worry; the device accepts offline donations. You will need to find signal to process your donations – we advise doing this at the end of each day you use the device.

Step 3: Offline Mode

You may be prompted to connect to WiFi, but **if your WiFi signal is patchy we strongly recommend that you keep the device in offline mode** whilst accepting donations.

To enter offline mode, you will need to enter the 'Admin Menu'. Double-tap your main donation screen and wait for 5 seconds – you should be prompted to enter your admin PIN. Type in your 4-digit PIN, and press the arrow on the keypad to proceed.

Once in the admin menu, tap 'Open Device Management' and in the following screen tap 'Wireless Network'. To disconnect from your WiFi, toggle the status switch to 'Off'.

To return to the main donation screen, press 'Back' in the top right-hand corner, and then the arrow at the top of the screen to leave the admin menu.

Step 4: Accept Donations

The contactless symbol will illuminate, and a single green light will appear when the device is ready. The GBx Core accepts **£3-30** donations. People can change the amount to donate by tapping the suggested amount and swiping up or down as indicated on the screen.

Once confirmed, a donor taps their card or smart device on the contactless symbol to give.

When a successful payment is made, you'll be presented with a "Thank You" screen and all four green lights will flash.

End of Day: Upload Donations

At the end of any day where you accept donations with no internet signal, take the device somewhere where there is reliable WiFi signal, and connect to upload the donations. At the bottom of your screen there is a counter which will indicate how many pending donations you have to upload.

To upload them, connect to the WiFi. You do this by entering the admin menu (as instructed in step 3). Once in the 'Wireless Network' section, toggle the status to 'On' and connect to your WiFi router as prompted on screen.

If the counter on your main screen reads '000', then your donations have been successfully uploaded.

Please ensure that offline donations are left pending for no longer than 24 hours. GoodBox advise that, "If left longer, the acquiring bank may consider these transactions suspicious and could decline some or all of them."

"How-to" Videos

Scan these QR codes with your phone camera to watch a tutorial on a particular topic or go to tinyurl.com/GBxHelp to browse all their videos.

Unbox GBx Core	Switch On	Charge the Device
Make a Donation	Change Donation Amount	Check Signal & Battery
Connect to WiFi	Access Admin Screen	Put in Sleep Mode

Top Tips for Receiving Contactless Donations

1. A Good Location for GoodBox

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.

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 your GBx Core, 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 GoodBox Core poster here.

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 your Gift Aid declarations for your claim. See page 8 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.

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

GBx Portal

All donations will be reported via the GBx Portal, available to GoodBox account holders. GoodBox provide reporting on the following:

- Time and day of the week (see at exactly what time each donation was made)
- Device (individually analyse the performance of each device)
- Card origin (a breakdown of where in the world the donor's card are from)
- Cumulative total (a display showing how your donations have grown)
- 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)
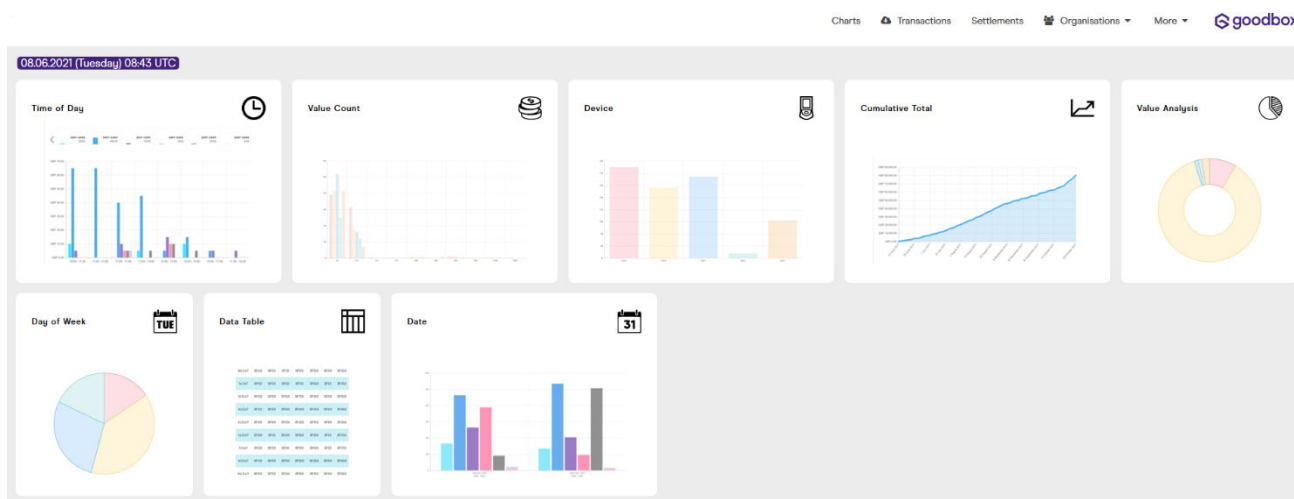
The portal produces download a spreadsheet (.csv) containing each individual donation and the information related to it, which you can download by following these steps:

1. Go to portal.goodbox.com and login with your account details.
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.
4. Click 'Download' to access your report.

Settlements

The funds you raise are settled into your account every Wednesday for the previous Monday to Sunday (less the transaction fees).

You can access settlement reports through the GBx Portal, by clicking 'Settlements' in the banner across the top of the screen.

For more guidance on using the GBx Portal, please see the GoodBox Portal User Manual.

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 GoodBox is sufficient to claim GASDS.

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

- when donations were collected (which GoodBox 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 claim Gift Aid if you have captured a declaration. This could be done by a paper form, placed next to your GoodBox 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 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 (GoodBox will deduct their transaction fee which you would then have to top up).

FAQs

How can I secure the GoodBox Core?

The GoodBox Core can be secured with the mount in the base and a security lock (currently costing £15 + VAT). Please watch this "How-To" video which walks you through how to set it up by scanning this QR code.

What happens if an offline transaction is declined?

As transactions under £30 are processed "offline" in order to make the donation process as quick as possible, there are circumstances where that transaction is subsequently declined in which case the charity does not receive the funds. This could be because the card has expired, or the donor has insufficient funds. This is extremely rare, currently less than 1%.

Can I change the artwork on my GoodBox Core?

GoodBox's support team can do this for you remotely. Please email support@goodbox.com with your new artwork. GoodBox note that, "this may be chargeable but can usually be turned around within 2 working days."

What is the warranty on the device?

Your GoodBox device has a 12-month warranty period, which covers any device malfunctions which affect your contactless device during the warranty period. It does not cover accidental damage, loss or theft.

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 add an additional admin to your GoodBox portal, please email support@goodbox.com.

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.

How do I recover the admin PIN for my device?

Don't panic if you have forgotten the admin PIN for your device. It can be recovered or reset by emailing support@goodbox.com.

Support

GoodBox Knowledge Hub

For more information on the GBx Core, the GBx Portal, and more, GoodBox have lots of resources and articles in their online Knowledge Hub: goodbox.com/knowledge-hub.

Contact GoodBox

If you require any further technical support, please contact GoodBox.

Telephone: 0808 196 1808 | Email: support@goodbox.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