



# Contactless Device Manual

## GoodBox Mini



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](mailto:pgs@southwark.anglican.org).

## Technical Bits

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 page 5).

## 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 Mini 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 Mini

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 30 minutes) 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 left-hand-side of the unit, beside the “1” button.



### Step 2: Switch On

The power button is to the right of the “3” button. Hold it down for 3 seconds to start the GBx Mini.

When you’re ready to turn the device off, hold the power button down for 3 seconds again.



### 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, click ‘Charity Menu’ and enter your charity PIN (found in your merchant application approval email from GoodBox - the default PIN is 2365). Next, click the down buttons and select ‘Network Config’. Next, press the yellow button on screen. Finally, you should then see ‘Disconnected’ appear on screen with a green tick, which you click to confirm. To exit the menu, press the red ‘X’ button on the keypad.

### Step 4: Donation Mode

Back at the main menu, press the contactless icon on screen (the large blue icon on the left-hand side). Set a default donation amount which will appear for donors - we recommend that you set this as £5. Press the green tick on screen to confirm.

### Step 5: Stand/Plate

Now that you are all set up, insert the device into your stand or GoodPlate. There is space for your charging cable within the stand if you would like to leave it plugged in.

## Step 6: Accept Donations

A row of lights can be found above the screen. A single green light on the far left will appear when the device is ready to take a donation. The GBx Mini accepts £1-45 donations.

When a donation is made, you'll be presented with a "Thank You" screen and all four lights will flash up. When the GBx Mini is ready to take another donation, the single light will re-appear.



## End of Day: 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. At the top left 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 Charity Menu and going into 'Network Config'. Press the green button on screen, then select 'WiFi', and follow the instructions on screen. If the counter on the top left of the 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](http://tinyurl.com/GBxHelp) to browse all their videos.

Unbox GBx Mini



Set Donation Amount



Connect to WiFi/4G/Offline



Send Offline Donations



# 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.

Note: The GBx Mini lasts for 3 hours maximum before needing to be charged. It takes 1 hour for the machine to fully recharge.

## 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 Mini, 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 Mini 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.**

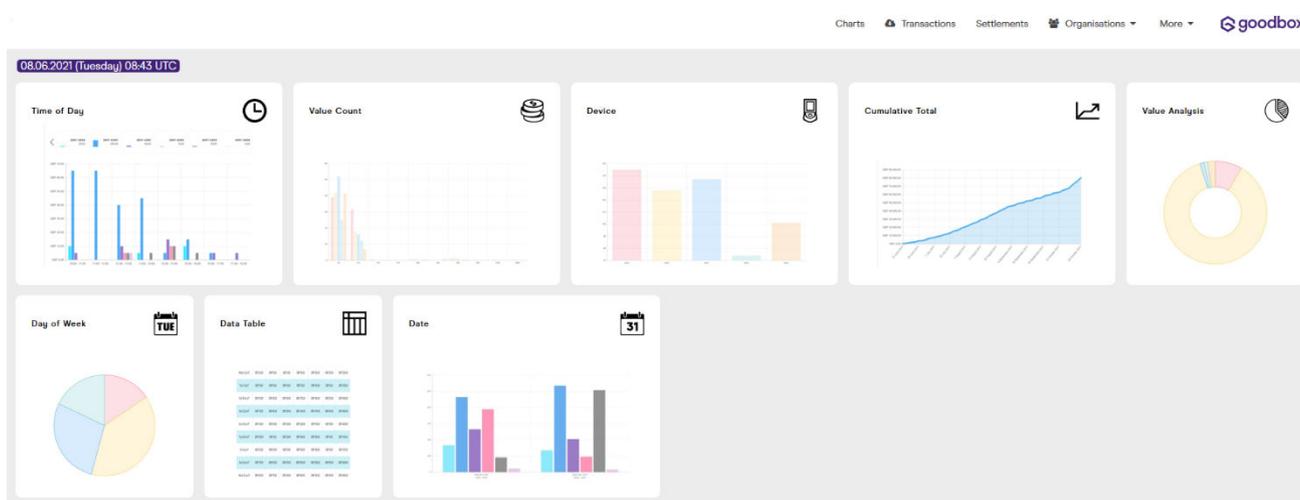
# Donations Reporting



## 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](https://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 Mini?

The GoodBox Mini can be secured with 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%.

### How can I process a refund?

Refunds are available via the GBx Mini under the Charity Menu, which you must be connected to the internet to access. This feature can also be disabled if you wish to restrict this to head office users or supervisors only. Alternatively, you can contact the GoodBox support team by emailing [support@goodbox.com](mailto:support@goodbox.com). Please note that GoodBox will, “only accept refund requests from the charitable organisation, not directly from a donor.”

### What is the warranty on the device?

Your GoodBox Mini 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](mailto: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](mailto:support@goodbox.com).

## Support



### GoodBox Knowledge Hub

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

### Contact GoodBox

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

Telephone: 0808 196 1808 | Email: [support@goodbox.com](mailto: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](mailto:gabby.parikh@southwark.anglican.org)