

Frequently Asked Questions

General:

1. What cards/payment methods does the Payaz GivingStation accept?

The Payaz GivingStation uses the SumUp Air card reader to process donations. There are slight variations across each country, but the main payment methods include : Visa, American Express, Union Pay, Mastercard, Maestro, Discover, V Pay, JCB, , Samsung Pay, GooglePay and Apple Pay.

There are some variations to this for other SumUp readers: please see the [SumUp website](#) for further information.

2. What donor information will be held by any party and how does this relate to GDPR compliance?

[SumUp](#) is an international financial technology company, serving more than 3.5 million businesses across over 34 countries. Its primary product is card readers and the associated technology.

[Give A Little](#) is a UK company which supports over 7500 charities with touchscreen contactless donations. It was founded in 2016.

[Payaz](#) is a company based in Northern Ireland. It provides the hardware for contactless donation units for churches, charities and other organisations.

The privacy policies of each third-party can be found here:

- [SumUp](#) (also available on local SumUp websites)
- [Give A Little](#)
- [Payaz](#)

Donor card details are held by Give A Little and SumUp in order to process donations. Any further donor details held by Give A Little are supplied by the donor on an 'opt-in' basis only ie submitting an email address for a general receipt or for further contact.

The National Giving Team will have access to the data disclosed in your application form, which will be shared with your diocese. You can find our privacy notice relating to how this data will be used [here](#). Both the National Giving Team and your diocese will also have access to aggregate donation values and volumes of your device and, if applicable, your online giving account, which will be used by both teams to assess the progress of a digital giving project and inform best practice. Parish Buying's privacy notice is available to view [here](#). Please note that the National Giving Team and the Diocese in Europe do not have access to any individual donor information at all.

3. I'm unsure if our church building has wifi or if we can get a mobile signal etc. Where do I start when it comes to our church's 'connectivity'?

Step 1: Someone in your chaplaincy should be able to confirm if the church has Wi-Fi (either Wi-Fi broadband or Wi-Fi mobile).

Step 2: If your church doesn't have wifi, check if you can get a mobile phone signal in the church (which means you can use a Payaz device using a SIM card, like a phone). If you don't, it means you are 'offline'. Please contact [Juliet Evans](#) for further advice.

The Digital Giving Rollout Project Pack also contains information about 'Connectivity'.

4. Where would you advise putting our device?

This is up to individual chaplaincies – but one of the key considerations is where you can get a good wifi/mobile signal (see the above question and response). This can be just inside the church entrance, near the noticeboard or tea/coffee station etc. The device needs to be visible and ideally where you can put an information poster/sheet nearby to explain anything. As the device comes with an in-built battery, which lasts up to six hours, you do not need to locate it near a plug socket unless you want to use the device continuously.

5. We already have a SumUp merchant account for our small SumUp Air/Solo device. Can we use this same account for the Payaz device?

Yes, you can use your existing SumUp account; no need to register again for that element.

6. We have two funds we want to promote, using the same bank account. Can the donor/treasurer distinguish between the two?

Yes. Each fund can have its own 'campaign' name so it's clear for the donor when they give and for the treasurer when looking at donation reports. If you want, you can list both funds on the donor screen so donors can choose. More information about this will be provided as part of the project training sessions.

7. We operate two church bank accounts in our chaplaincy. How does that work?

You will need to set up two accounts with two different email log-ins for SumUp and Give A Little... If you are raising funds for two campaigns going into separate bank accounts, you can't do it simultaneously on a single donor screen - you will need to log into/out of each account each time to load a different campaign on the Payaz device.

8. What data is held on the device?

No data is stored locally on the device. All data is held electronically, so if someone steals the physical device they can't access the data. The screen, as well as the device itself, can be 'locked'.

Europe:

9. Can we accept cards from different countries and what are the fees?

Yes, international cards are accepted. E.g. if a donor makes a Euro donation from a UK Visa card to a European chaplaincy it'll be converted back into £ Sterling on the donor's bank statement with a small currency converter fee added.

10. What are the transaction fees for each donation? (note there are no other joining, monthly or exit fees) These vary across each country, according to negotiations between the Church of England and SumUp. E.g. France: 1.5%. Germany: 0.85-2.5%. Spain: 1.3%. Italy: 1.75%. Switzerland: 1.3% (debit cards) -2.3% (credit cards). Portugal: 1.75%. Hungary: 1.95%. Transaction fees for other countries are available from [Juliet Evans, the Diocesan Fundraising Adviser](#).

11. Is there an option for UK taxpayers to add Gift Aid to their donation?

There is no Gift Aid option on European devices.

12. If one church or congregation within a chaplaincy wants to apply for a device, should the application come from the chaplaincy or the individual church?

The Chaplaincy Church Council should discuss the project with its churches and congregations. The individual church(es) should then make the application.

13. Our chaplaincy is made up of several churches/congregations that are very distant from one another. Can we apply for more than one device per chaplaincy?

Technically, yes, in which case you would need to submit one application per device being requested. Please contact [Juliet Evans](#) to discuss this if you have any queries.

14. Our chaplaincy is made up of several churches/congregations that are near each other. Can we share a device?

Yes, you can, although do note that the device weighs approximately 6kg, so that may need to be taken into account for transportation. The 'lead chaplaincy' should complete the application on behalf of all the churches involved, though you will be asked for the details of the other churches. If you share a bank account then you will need just one email/password log-in for the device. If you do not share a bank account then you will need two log-ins. You can set different 'campaigns' within the Give A Little app to distinguish between donations in different churches.

15. What's the financial/legal agreement around card reader giving in Europe?

Parish Buying has undertaken due diligence on all its third-party partnerships. There are legal contracts in place and high-level supplier meetings take place on a regular basis. For the digital giving rollout, a tender process was conducted to appoint suppliers for the rollout, all of whom had already undergone due diligence for Parish Buying.

16. What languages can be offered on the Payaz devices? The treasurer administration screen is only in English. The donor screens can be in English OR in your local language. Currently those on offer are: French, German, Dutch, Italian, Portuguese, Spanish, Finnish, Hungarian, Slovak, Swedish. However, it's one language or the other – donors can't yet select a language on-screen. One solution I can provide for chaplaincies is a 'MP4 animated file' which can display the welcome and thank you screens in multiple languages on a loop.

17. Are donor tax receipts available for local taxpayers?

Currently, no. The donor can opt in to receive a general receipt for their donation, which is emailed to them. But this is not a local tax receipt. This is work in progress and there will be a phased approach to what can be offered. See below for the latest information.

18. Does SumUp offer different currencies?

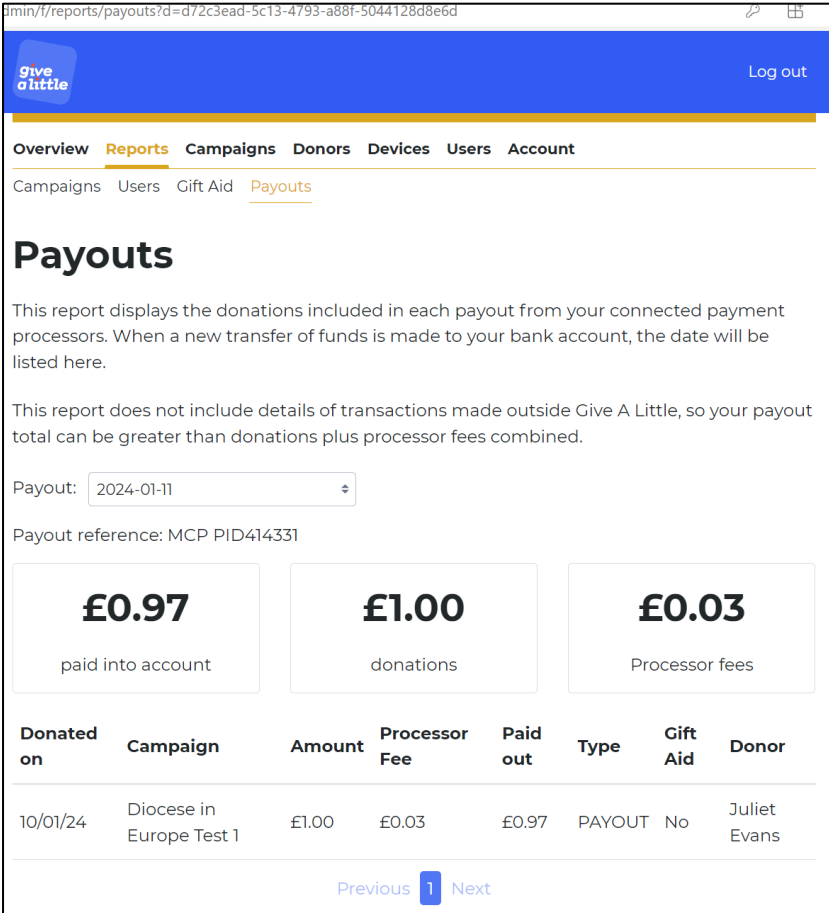
No. At the moment, donations can only be made in your local currency only. (But we are looking at a solution – which can be used with the Payaz device – where we might be able to offer multiple currencies.)

19. If we are unsuccessful in our application, can we ask someone in our congregation if they might either sponsor or part-sponsor a device?

Yes. We are working on some communication templates for chaplaincies. Please [contact Juliet Evans](#) for more information about ordering any device outside the Digital Giving Rollout programme itself.

Treasurer/admin screens

Here are some sample Give A Little and SumUp administration screens which report on donations. We will look at this further in the device training session.



The screenshot shows the 'Payouts' section of the Give A Little admin interface. It includes a navigation menu with 'Reports' selected, a 'Payouts' sub-menu, and a 'Log out' button. The main heading is 'Payouts', followed by explanatory text about the report's scope. A dropdown menu shows the selected payout date as '2024-01-11'. Below this, three summary boxes display: '£0.97 paid into account', '£1.00 donations', and '£0.03 Processor fees'. A table below lists the transaction details.

Donated on	Campaign	Amount	Processor Fee	Paid out	Type	Gift Aid	Donor
10/01/24	Diocese in Europe Test 1	£1.00	£0.03	£0.97	PAYOUT	No	Juliet Evans

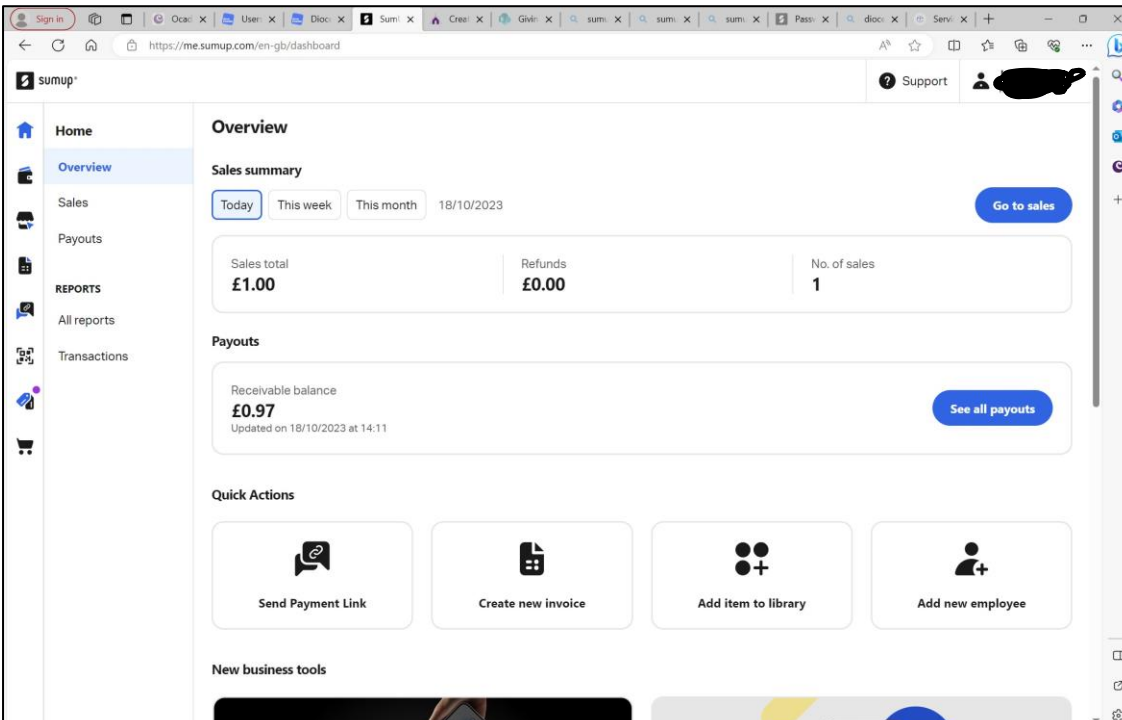
Navigation: Previous 1 Next

Sample Give A Little screen – showing donation, transaction fee, payouts.

You can select the date range.

Note: this is a UK screen. Gift Aid is not available for Europe. Donor information only shown if they have opted in to be contacted.

Below is a sample SumUp screen for a different period.



The screenshot shows the SumUp dashboard. The left sidebar contains navigation options: Home, Overview, Sales, Payouts, REPORTS (All reports, Transactions), and a shopping cart icon. The main content area is titled 'Overview' and features a 'Sales summary' section with filters for 'Today', 'This week', and 'This month' (selected), and a date '18/10/2023'. A 'Go to sales' button is present. The summary shows: Sales total £1.00, Refunds £0.00, and No. of sales 1. Below this is a 'Payouts' section showing a 'Receivable balance' of £0.97, updated on 18/10/2023 at 14:11, with a 'See all payouts' button. The 'Quick Actions' section includes: Send Payment Link, Create new invoice, Add item to library, and Add new employee. A 'New business tools' section is partially visible at the bottom.

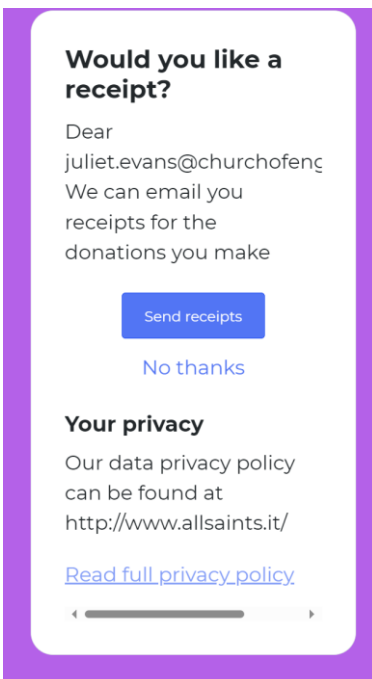
Donor tax receipts for local taxpayers

A few chaplaincies have asked if the Payaz devices offer local official tax receipts. The short is 'no'.

However:

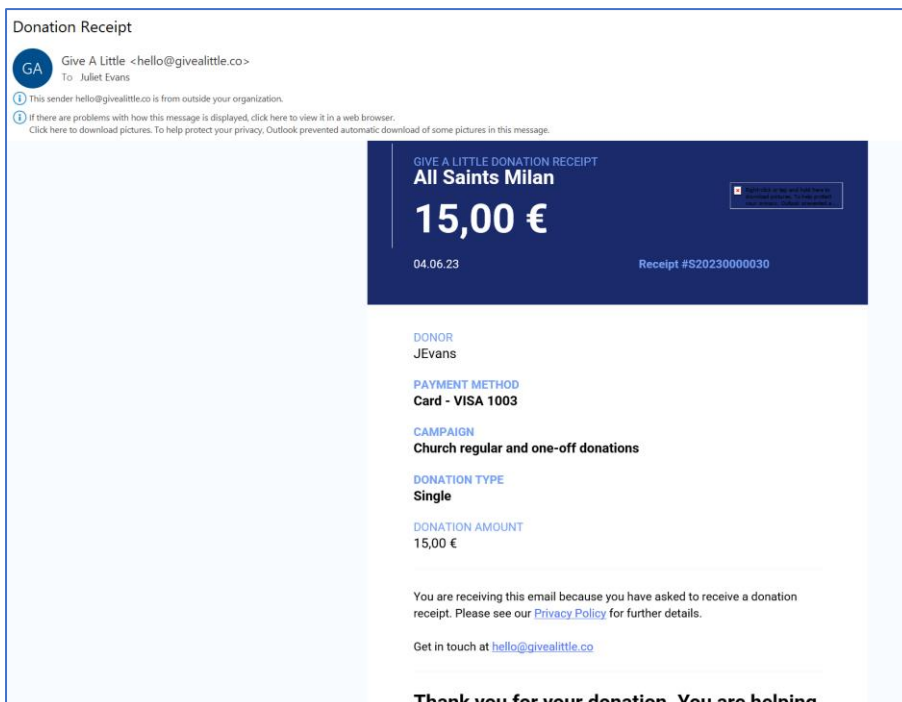
- Give A Little (who provide the 'donor interface' screen) is actively looking at this area, so this may be an option in future.
- Not all visitors will be local taxpayers; they will probably be different nationalities. Therefore not everyone will be interested in (or aware of) local tax receipts, so the issuing of a local tax receipt is not relevant to certain audiences.

Current solution for local tax receipts:



After making a donation, the donor sees this 'receipt request' screen... (Note my email address only comes up because I opted in to submit it on a previous donation. Normally this field would be blank.)

Chaplaincies can add a link to their own data privacy policy but Give A Little say that we cannot amend this page any further at the moment. Currently only the Contact Opt-In screen is customisable (see below).



If the donor clicks on 'send receipts' and enters their email address they currently receive this email with a generic receipt.

It's not a tax receipt.

Can we contact you?

We'd love to be able to contact you from time to time to tell you more about our work.

Choose how you want to hear from us:

- Email
- Phone

Continue

No thanks

Your privacy

Our data privacy policy can be found at <http://www.allsaints.it/>

[Read full privacy policy.](#)

After the receipt screen, the donor will see this screen, where they can opt in to be contacted. This screen can be customised. E.g. you could insert here:
If you are a French taxpayer and require an official, annual tax receipt for all your donations to this church, please contact in confidence treasurer@frenchchurch.com

How to make a contactless donation



Select an amount on screen or choose your own.



When prompted, hold your card on the card reader at the top of the device to make your donation. To use chip and pin, insert your card in to the top of the reader.



Wait for the 'beep' and on-screen confirmation that your donation has been successfully processed.



If you are a French taxpayer and require an official tax receipt for your donation, please contact treasurer@frenchchurch.com

Thank you for your gift.

Digital Giving



THE CHURCH OF ENGLAND

This is an initial sample poster template that can be adapted for chaplaincies to have next to the device. We will be providing chaplaincies with a number of screen and poster templates to support you.