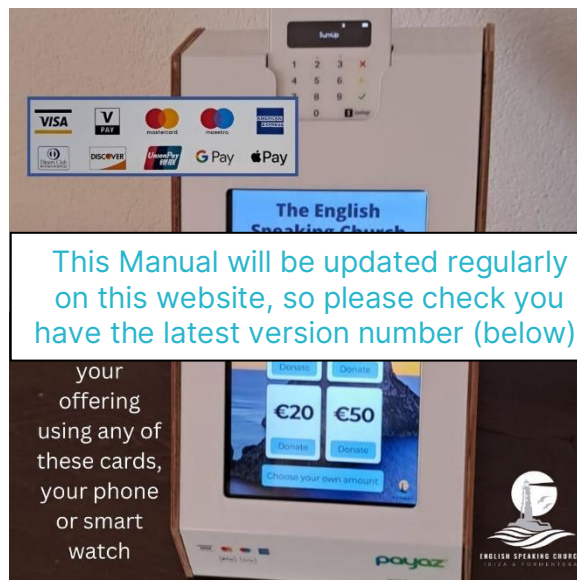




Payaz Giving Station Device Guide



Version 2b | 4th July 2024

Added 04/07/24:

Amendment to Setting Up A Campaign information
Useful resources (p.18) – new 'How To...' videos

Added 08/05/24:

An in-depth guide to the Give A Little online portal admin screens
Information about the Give A Little app menu you can access on your device screen

A guide to the key SumUp screens you need (how often you want payouts to be made, transaction rates, adding other people)

Payaz Device Guide Contents:

- Introduction (page 2)
- Technical & Practical Information about The Device (page 3)
- Device Security (page 5)
- Setting Up An App Campaign in Give A Little (page 8)
- Reporting on Donations & Payouts To Your Bank Account (page 12)
- Give A Little: Other Features (page 16)
- Top Tips For Receiving Contactless Donations (page 17)
- Frequently Asked Questions & Support (page 18)

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 life events, they are also versatile for fundraising, taking payments, and for one-off gifts from church members.

People are using cash less and less, especially since the coronavirus outbreak. It is important that our churches provide ways for communities to give that suit people's cashless habits.

Introducing Payaz Giving Station, SumUp & Give A Little

The Payaz Giving Station device works by combining three different components:

- Payaz 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)



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 and Practical Information About The Device

Connectivity Required

The Payaz Giving Station does not accept donations unless connected to the internet via WiFi or a mobile connection eg via a SIM card.

If you do not have WiFi in your church building you can run the device on mobile data by [‘hotspotting’ or ‘tethering’](#), using a [mobile wifi router](#) or you can use a local or Payaz SIM card.

SumUp and Give A Little Account Required

You will need a SumUp and Give A Little account to accept donations through this device. (Note: You cannot use Stripe at the moment.)

Payment Types Accepted

Major debit and credit cards can be used, though there are slightly variations across countries. You can check which cards are accepted on local SumUp websites. People can also donate via their smart phones/smart watches through Google Pay and Apple Pay.

Transaction & Software Fees

SumUp deduct a small transaction fee for contactless or chip & pin transactions. This varies across countries and types of card/payment, but is from 0.95% - 2.5 %. You can check your transaction rates within SumUp (see the tab on the right-hand menu on the SumUp screen on page 14 – ‘Annual fees summary’). Special rates have been agreed for Church of England Parish Buying members and are slightly more competitive than SumUp’s commercially available rates.

IMPORTANT: Chaplaincies should be on the Premium version of Give A Little, which is FREE (the Church of England is currently subsidising this cost). Therefore, there should be NO monthly fee payable for Give A Little Premium. If you are being charged a monthly fee, please contact [Juliet Evans](#) immediately and we will correct this.

Battery Life

The Payaz Giving Station is designed to run on the mains power for extended periods of time. **If left unplugged, the battery can last between 2 – 6 hours.** Like any electrical gadget the tablet should not be left on continually and we recommend it to be switched off overnight or at least periodically.

Give A Little App (Device Screen) vs. Give A Little (Online Portal)

You can access some Give A Little actions via the App on the device itself, but most of the administration and reporting can only be accessed via the online portal (ie

logging into the Give A Little website on a computer or smart phone etc) by the chaplaincy account holder - or someone who they have nominated as an administrator.

Give A Little App on the device	Give A Little Online Portal
We don't advise creating a campaign on the device itself	Create a 'basic', 'campaign colours', 'banner' or 'background template' campaign*
	Edit a campaign (Campaigns>Select the campaign>Manage)
Change the default campaign screen (Campaigns>Select the campaign> Use	Change the default campaign screen (Device>Click on device box>Change campaign)
View the donations total figure for that day only (Donations)	View all donations across any time period, donor information, download reports in excel (Reports and Donors). You can also access information via SumUp)
Move to Fast payments. You can activate 'Quick Mode' to override any onscreen requests for a receipt or consent to speed up the donations experience. A Thank You pop-up message will appear instead of a screen.	Deselect requests for a receipt or consent for any campaign (Campaigns>Select the campaign>Manage)
Lock menu (so people can't access this menu to change the campaign or log out). Note: You cannot unlock the menu from the device.	You can both lock and unlock the menu (Device>Click on device box>Lock or Unlock menu)
Check for App updates and update the device	Check for App updates and update the device (Device>Click on device box>Update app)
Logout – you can sign out of the device but will then need to sign in with your SumUp details to start accepting donations again.	Login/logout to the online portal similar to any online site.

*You can also create online donation campaigns for website use within the portal. Online giving is not connected to the device, but it is an additional feature of the software. Chaplaincies are free to choose other local online providers.

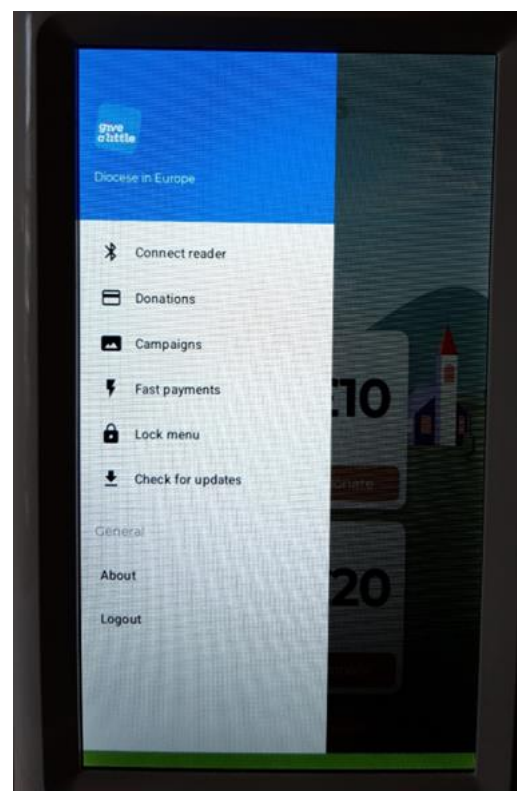
When you are in the Give A Little app on your device you can access a menu bar by swiping your finger across the screen from left to right – or from the top. This menu bar should then appear.

No sensitive data is held on the physical device and only a limited amount of information can be viewed or amended on the device itself.

Donations: You can see the total amount of donations raised that day.

Campaigns: You can create or edit a simple campaign using the 'basic' or 'campaign colours' templates on the device itself, although it's easier to create campaigns on a laptop, where you can also download images to use in a 'banner' or 'background' template.

You can also change the default campaign by choosing a new campaign from your list and click 'Use' so that it becomes the default 'Active' campaign.



'Quick Mode' – Within Fast Payments:

Within the Give A Little app on the device, there is an option to switch to Quick Mode. This will show a thank you pop-up rather than a screen, and does not offer a receipt or request marketing consent. This means that if you have a busy service you can change the setting on the device so that people can tap and go quickly, allowing for more people to donate efficiently.

Select 'Fast Payments' and then click on the 'Quick Mode' button. To disable, simply swipe again to the menu and click 'Disable quick mode'.

Lock menu: This locks the campaign screen and no one will be able to access these other parts of the Give A Little App or be able to log out. See 'Security' for more information.

Updates: Sometimes the device or apps will need to update themselves. Clearly, avoid updating the device before a service. If you are using mobile data or a SIM card, it's a good idea to take the tablet out of the machine and do the updates where you have Wi-Fi, in case a lot of data is needed.

Security

The key message is: **No data is stored on the physical device itself.**

But you should take some preventative steps to secure your data, tablet and physical hardware. There are a number of security features that come with the Payaz device.

Security Cable

This physical chain lock is supplied with the Payaz device. You loop it through the bottom of your device.



Payaz Device Keys

The Payaz Device can also be opened/locked on the right-hand side using the additional set of keys supplied with the device.

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 Payaz Giving Station tablet, just not the Give A Little app.

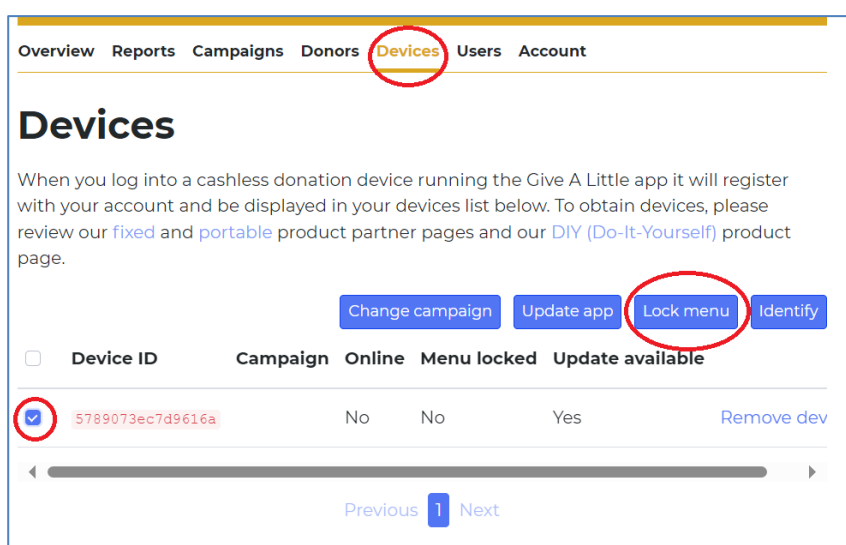
To re-gain access to the app, for example if you wanted to change your campaign to a different one, you need to log into Give A Little *on their website* (on a computer, laptop or mobile phone).

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 Payaz Giving Station and you will be able to access the Give A Little App again.

Fully Kiosk App

Activating Fully Kiosk is a more complex step, so please read the instructions very carefully.



Overview Reports Campaigns Donors **Devices** Users Account

Devices

When you log into a cashless donation device running the Give A Little app it will register with your account and be displayed in your devices list below. To obtain devices, please review our [fixed](#) and [portable](#) product partner pages and our [DIY \(Do-It-Yourself\)](#) product page.

[Change campaign](#) [Update app](#) [Lock menu](#) [Identify](#)

<input type="checkbox"/>	Device ID	Campaign	Online	Menu locked	Update available	
<input checked="" type="checkbox"/>	5789073ec7d9616a		No	No	Yes	Remove dev

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What is Fully Kiosk?

Fully Kiosk is additional software pre-installed on your GivingStation which locks the device on the donations screen. It stops unauthorized people from browsing on the tablet or accessing other settings or apps on the device. This is particularly important if your church building is open during the day, in a busy service or if you have a number of 'inquisitive' young people in your church family!

Activating Fully Kiosk: ([Watch this video](#) from Payaz for additional help.)

- 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 icon (blue 'f')
- *[IF the app ask for permissions] :*
 - Tap 'OK'
 - Tap on the 'Fully Single App Kiosk'
 - Tap the switch button to the right of 'Allow from this source' (the switch on the right should turn blue)
 - Tap the triangle icon at the bottom left of the screen or the arrow at the top left until you are back to Fully's main screen
- You MUST type a custom PIN in the 'Kiosk Exit PIN' field (even if it appears that the field already contains a PIN); write the new PIN down. If you lose it, you may need to do a factory re-set – contact Juliet!
- 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 at the bottom of the screen, tap on 'Fully Single App Kiosk' (NOT Quickstep)
- On the "Hmmm... One more try!" pop-up tap 'RETRY'
- Tap 'Always' when "Use Fully Single App Kiosk as Home" is displayed.
- You will now be taken to the Give A Little app
- Lastly, to ensure the Android settings are not accessible while in Kiosk mode:
 - Swipe up from the bottom of the screen and tap the quare icon to display the list of open apps
 - Swipe to the right until the 'CLEAR ALL' option appears in the middle left of the screen, after all the apps
 - Tap on 'CLEAR ALL' and wait for the Give A Little app to restart

De-activating Fully Kiosk:

If you ever want to disable this lockdown feature and regain access to the tablet, you need to disable the Fully Kiosk mode.

- *Tap 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 even pace and it takes a bit of practice)*
- *Enter the PIN you set and tap 'OK'*
- *At the bottom of the screen tap 'STOP KIOSK MODE'*
- *Tap 'DISABLE KIOSK MODE' to confirm*

Setting up an App Campaign

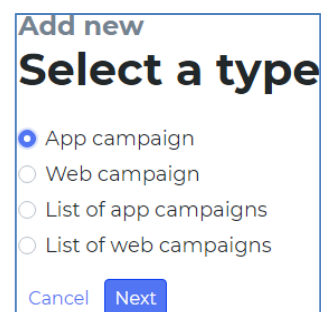
To enable people to donate via card reader with this device you will need to set up a 'campaign' to appear on the screen. We recommend that you do this on a computer/laptop/tablet, not on the device screen itself, as it is much easier to set up on your computer and allows you to upload any images you might want to use.

- An **App campaign** is for contactless giving to appear on your Payaz device.
- A **Web campaign** is for online giving to appear on your website (if you wish to use this technology for online giving as well as contactless giving).

Step 1: Log on to <https://givealittle.co> and click on the 'Campaigns' tab

Step 2: Choose type of campaign

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



The screenshot shows a form titled 'Add new' with the sub-header 'Select a type'. There are four radio button options: 'App campaign' (which is selected), 'Web campaign', 'List of app campaigns', and 'List of web campaigns'. At the bottom of the form are two buttons: 'Cancel' and 'Next'.

Step 3: Choose type of layout

You can choose from several campaign layouts for your device screen. You can use:

- Basic (plain blue template)
- Campaign colours (you can change the background colours)
- Background template (you can upload an image 1024x600 pixels*). You will need to do this on a laptop rather than on the device itself. You can add text into the image itself before uploading – or add text heading and message within the Give A Little itself, but take care that any extra text you add is visible against the image,
- Banner template (to upload an image that fits your screen please see instructions on the page – this can be slightly more difficult.



The screenshot shows a form titled 'Add app campaign' with the sub-header 'Select a layout'. There are four layout options shown as thumbnails: 'Basic' (a plain blue background), 'Campaign colours' (a yellow background with campaign text), 'Banner' (a yellow background with a person icon), and 'Background' (a yellow background with a person icon). Each thumbnail shows a preview of the campaign layout with '£3' and '£5' donation buttons.

Note: Chaplaincies will be given a background template as a starting point for their first campaign. See the **Getting Started With Your Device Guide for more details. (If you want to use this background template for another type of campaign but need to amend the text etc, then please contact [Juliet Evans](#) for advice.)*

More 'technical' chaplaincies can use a layout which incorporates images as this adds a personal touch. We recommend using the free [Canva](#) design programme. Advice/training can be provided to chaplaincies, if you are interested in this.

Step 4: Campaign details

If you have chosen a 'Basic', 'Campaign Colours' or 'Banner' template, you will need to 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 and the text will appear in white. Click 'Next' to move onto the next section.

Step 5: Donor options

For all layout types you will need to add some suggested donation amounts. We would advise that the lowest suggested amount for contactless giving is 5 Euros. Four different amounts work well in a campaign, so choose a range that will engage your church community well. You can 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.

Step 6: Donor Premium Options

In the 'Donor Premium options' settings, you can choose to offer two additional screen choices to your donors.

(Note: Gift Aid is not available for European chaplaincies.)

1. **Offer contact opt-in:** This allows donors to input their contact details on the screen after they have made a donation. We advise that this option is switched on *only* if you have a clear purpose for contacting them eg you have a church mailing list

or an annual newsletter for 'Friends' etc.

You can amend the text for the contact opt-in screen by going to the tab 'Account' and then 'Settings'. You can also include a link to your chaplaincy's privacy policy here as well.

2. **Offer donation receipt:** This allows donors to choose if they want to receive an automatic receipt from Give A Little (via an email address they stype in on the device screen). The receipt show the chaplaincy, campaign, amount and date of donation.

If your donors require a local tax receipt, then you could have information on a poster near the machine saying eg. "If you need a local tax receipt, please contact the treasurer via treasurer@stmaryschurch.com." You could also amend the text in the contact opt-in screen as above. Or contact them if they have opted in to receive a receipt.

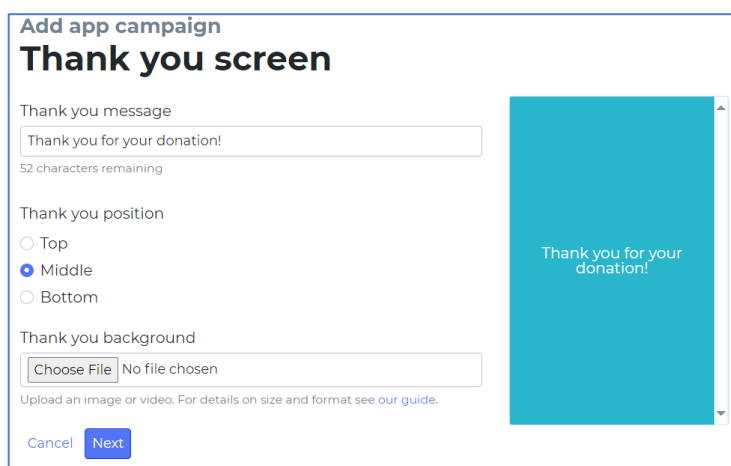
We recommend that you do not include these options at busy services and events to make the donation process more efficient. You can also set the device to Quick Mode – on the device itself (see the About The Device section for more details).

Click 'Next' to move onto the next section.

Step 7: 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'.

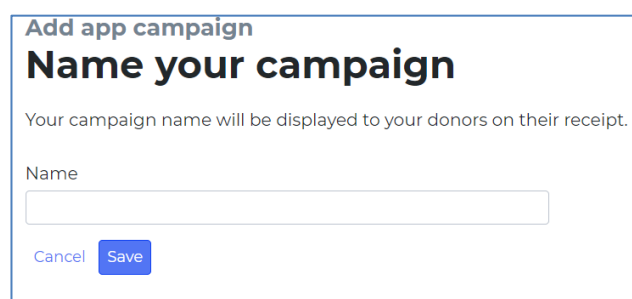
*(Note: Chaplaincies will be given a Thank you screen image as a starting point for their first campaign. See the **Getting Started With Your Device Guide** for more details.)*



The screenshot shows the 'Add app campaign' interface for the 'Thank you screen'. It includes a text input for the 'Thank you message' (pre-filled with 'Thank you for your donation!'), a 'Thank you position' section with radio buttons for 'Top', 'Middle' (selected), and 'Bottom', and a 'Thank you background' section with a 'Choose File' button and a preview image showing the text on a blue background. A 'Next' button is at the bottom right.

Step 8: 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 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 Gift – Card' or 'St 'Agatha's Roof Appeal - Card'.



The screenshot shows the 'Add app campaign' interface for 'Name your campaign'. It features a text input for the 'Name' and a 'Save' button. A note above the input states: 'Your campaign name will be displayed to your donors on their receipt.'

Making a donation

To make a donation, select the amount you wish to give. Tap your card/phone/watch against 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. To cancel a transaction you can press the power button on the right-hand side of the SumUp card machine. Or press the 'back' button on the screen.

The Payaz accepts contactless donations from 1 Euro (or local equivalent) upwards. For donations above £100/100 Euros (or local equivalent) you will need to use the chip & pin option, and a card can be inserted into the top of the card reader.

Offering A List of Campaigns on One Screen:

If you want to raise money for different projects eg 'Roof Appeal' or 'Food Bank', as well as general church gifts, you can make a list of campaigns to appear together on one screen. This allows donors to choose where they want their money to go. However, we recommend that you use these restricted campaigns carefully – and ensure that people can still donate to the unrestricted church fund.

Firstly, you need to create each separate campaign eg a campaign for 'Foodbank', a campaign for 'Fundraiser to Fix Roof' etc, *before* you put them together in a list.

To group the separate campaigns together into one list, you need to again create a new campaign, but this time select 'List of'.

Choose your layout. Then you can then start to add pre-existing campaigns by clicking 'Add another'. 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.

Add new
Select a type

☐ App campaign
☐ Web campaign
☒ List of app campaigns
☐ List of web campaigns

[Cancel](#) [Next](#)

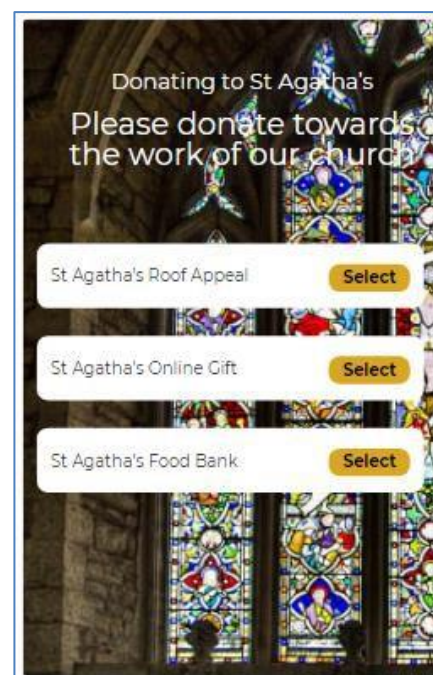
Add list of app campaigns
Campaign choices

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](#)



Reporting on Donations & 'Payouts' To Your Bank Account

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

Give A Little Reporting: 'Reports' tab

All donations are reported via the Give A Little online portal, available to your account holder. Give A Little provide reporting on the following:

'Reports' > 'Campaigns'

- Time and date of each donation
- Campaign totals (see how much you have raised for all – or individual - campaigns)
- Donor email – only where they have opted in for a receipt
- Donor details – only where they have opted in for contact

'Reports' > 'Payouts'

- Payouts (when donations are settled to your account). This should correspond to your SumUp reports and what you receive into your bank 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 a report for.
4. Then for all campaign data click 'Download selected data'. Or click on the Details of an individual campaign and click 'Download campaign data' to download the spreadsheet.

Additionally, under the **'Donors' tab** the account holder can view and manage individual donor information - if they have opted in – and the campaigns they have given to

Please practise good data-handling by keeping reports containing any donor personal details secure.

Give A Little reporting screens

Give A Little Log out

Overview Reports Campaigns Donors Devices Users Account

Campaigns Users Gift Aid Payouts

Campaigns

Year To Date 1 January, 2024 to 17 April, 2024 Download selected data

Search

Campaign	Donations	Average	Total
LP	1	£1.00	£1.00 Details
Diocese in Europe Test 1	11	£1.00	£11.00 Details
Totals for shown campaigns	12	£1.00	£12.00

You can see an overview of donations (before transaction fees) on the Campaigns home screen for each campaign in a selected period here. Click on details for each campaign to see things like average gifts, numbers of unique donors etc.

You can also download an excel spreadsheet which will give you a full total breakdown of all campaigns, net and gross donations across a given time period. You can use this to cross-check with SumUp and/or what appears in your bank statement.

Overview Reports Campaigns Donors Devices Users Account

Campaigns Users Gift Aid Payouts

Payouts

This report displays the donations included in each payout from your connected payment processors. When a new transfer of funds is made to your bank account, the date will be listed here.

This report does not include details of transactions made outside Give A Little, so your payout total can be greater than donations plus processor fees combined.

Payout: 2023-10-19

Payout reference: MCP PID370172

£1.95 paid into account	£2.00 donations	£0.05 Processor fees
-----------------------------------	---------------------------	--------------------------------

Donated on	Campaign	Amount	Processor Fee	Paid out	Type	Gift Aid	Donor
18/10/23	Diocese in Europe Test 1	£1.00	£0.03	£0.97	PAYOUT	Yes	Juliet Evans
18/10/23	Juliet test 2	£1.00	£0.02	£0.98	PAYOUT	Yes	Juliet Evans

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Export report

On this screen you can see when donations have been processed via SumUp and gone into your bank account. I think this is linked to how often you want SumUp to pay into your bank account (daily, weekly, monthly)

You can also export a report, but only for a given 'payout' time period.

SumUp Reporting ('Payouts')

Donations are also reported within the SumUp online portal. You can view information onscreen – and also download more detailed reports in .csv or .xls format.

SumUp provides reporting on the following:

- Time and date of donation
- Which campaign donations refer to ("Description" in spreadsheets)
- Fees deducted
- Date when donations go into your bank account ("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 screenshot shows the SumUp dashboard interface. On the left is a navigation menu with 'Overview' selected. The main content area has a 'Verifying your information' banner at the top. Below it is the 'Overview' section with a 'Sales summary' table showing 'Sales total' as £0.00, 'Refunds' as £0.00, and 'No. of sales' as 0. Below the sales summary is a 'Payouts' section showing a 'Receivable balance' of £0.00 and a 'Last payout' of £0.99. On the right is a user profile dropdown menu with options like 'Profile details', 'Settings', and 'Logout'. Two yellow callout boxes with red arrows provide instructions: Box 1 points to the 'Overview' section, stating 'You can see an overview of funds going into your account on the Overview screen in a selected period.' Box 2 points to the user profile dropdown, stating 'You can set how often 'payouts' are made into your bank account. Click on the arrow by your account name and go to Settings to access... [see next powerpoint screen]'.

SumUp screens

1. You can see an overview of funds going into your account on the Overview screen in a selected period.

2. You can set how often 'payouts' are made into your bank account. Click on the arrow by your account name and go to Settings to access... [see next powerpoint screen]

Verifying your information
This could take a few days. We'll notify you of the next steps by email.

Verifying your business
Reviewing information

Overview

Sales summary
Today Yesterday This week This month 01/04/2024 - 17/04/2024

Sales total	Refunds	No. of sales
£0.00	£0.00	0

Payouts

Receivable balance	Last payout
£0.00 Updated on 02/04/2024 at 16:42	£0.99 02/04/2024

Quick Actions

Support Juliet Reed MCPFSHMY

- Profile details
- SumUp One
- Subscriptions
- Invoices plans
- Settings
- Login and security
- Taxes
- Employees
- Annual fees summary
- Receipts
- For Developers
- Cookie preferences
- Logout

Frequency of Payouts

The default setting for report/payout frequency is daily (every business day, excluding weekends and bank holidays).

When you start with your device you may wish to have daily reports/payouts to check that donations are coming into your bank account and correspond to your Give A Little and

SumUp accounts. Otherwise you can move to weekly or monthly reports/payouts. Go to 'Settings' in your SumUp profile settings (menu under your name and Merchant ID number on the right-hand side of your screen).

The screenshot shows the SumUp 'Settings' page. At the top, there's a 'Verifying your information' banner. Below it, the 'Settings' section is titled with a back arrow. The main content area is divided into two parts: 'Payout destination & Frequency' and 'Payout report emails'. In the 'Payout destination & Frequency' section, there are two options for fund management: 'SumUp Business Account' and 'Direct to bank account'. Under 'SumUp Business Account', there are three payout frequency options: 'Daily Payouts' (Scheduled daily), 'Weekly Payouts' (Scheduled every Monday), and 'Monthly Payouts' (Scheduled on the 3rd business day of each month). In the 'Payout report emails' section, there are two toggle switches: 'Not receiving daily payout report emails' and 'Not receiving monthly payout report emails'. On the right side, there's a sidebar menu with various options: 'Profile details', 'SumUp One', 'Subscriptions', 'Invoices plans', 'Settings' (highlighted with a red circle), 'Login and security', 'Taxes', 'Employees', 'Annual fees summary', 'Receipts', 'For Developers', 'Cookie preferences', and 'Logout'. Two yellow callout boxes with red borders provide additional information. The first box, located on the left, states: 'You can change how often donations are paid into your bank account here. Your bank statement will show just one total line named 'SumUp'. You can see the breakdown of donations only in Give A Little or SumUp.' The second box, located below the first, states: 'As an initial back-up, you can also be asked for email confirmation of funds going into your account.' Red arrows point from these boxes to the 'Daily Payouts' option and the 'Not receiving daily payout report emails' toggle switch, respectively.

Verifying your information
This could take a few days. We'll notify you of the next steps by email.

Verifying your business
Reviewing information

Settings

Payout destination & Frequency
Select your preferred method of fund management

SumUp Business Account
Your payouts will be deposited in your SumUp Business Account within the next day, even on weekends and bank holidays.

Direct to bank account
Your funds will be deposited into your bank account as they become available (arriving to your account in 1-3 business days).

Select a payout frequency that suits your business needs

Daily Payouts
Scheduled daily.

Weekly Payouts
Scheduled every Monday.

Monthly Payouts
Scheduled on the 3rd business day of each month.

Payout report emails
We send you daily and monthly payout reports via e-mail to help you keep track of your payouts. You can disable individual reports, if you like.

☐ Not receiving daily payout report emails

☐ Not receiving monthly payout report emails.

Profile details

SumUp One

Subscriptions

Invoices plans

Settings

Login and security

Taxes

Employees

Annual fees summary

Receipts

For Developers

Cookie preferences

Logout

You can change how often donations are paid into your bank account here. Your bank statement will show just one total line named 'SumUp'. You can see the breakdown of donations only in Give A Little or SumUp.

As an initial back-up, you can also be asked for email confirmation of funds going into your account.

The screenshot shows the SumUp 'Reports' page. At the top, there's a 'Payouts' tab and a 'REPORTS' section with a dropdown menu showing 'All reports' (highlighted with a red circle). The main content area is divided into three sections: 'Sales & revenue', 'Payouts & fees', and 'Transactions'. The 'Sales & revenue' section shows a bar chart for the period '15/04 - 21/04, 2024' with a value of '£0.00'. The 'Payouts & fees' section shows a value of '£0.00' and a button 'Payout Report' (highlighted with a red circle). The 'Transactions' section shows a value of '0' and a button 'Transactions Report'. A yellow callout box with a red border provides additional information. The box, located on the left, states: 'Under the All Reports tab you can see/download reports eg to compare with your bank statement total. This will give you an overview – but Give A Little will give a more detailed breakdown of individual campaigns etc.' Red arrows point from this box to the 'All reports' dropdown and the 'Payout Report' button.

Payouts

REPORTS

All reports

Reports

15/04 - 21/04, 2024

Sales & revenue
£0.00

Payouts & fees
£0.00
There were no payouts during the selected period.

Transactions
0
There were no transactions during the selected period.

Payout Report **Fee Invoice**

Transactions Report

Under the All Reports tab you can see/download reports eg to compare with your bank statement total. This will give you an overview – but Give A Little will give a more detailed breakdown of individual campaigns etc.

Give A Little: Other Features

User Management: Admin vs Volunteer Account

Within Give A Little you can create 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.

The SumUp account holder is automatically an administrator by default.

A **volunteer** can log into the Give A Little app on the Giving Station, change 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 information.

An **administrator 'Admin'** can do/see everything that the account holder can, but they cannot invite new users. New users can only be invited by the SumUp account owner.

To enable this feature, log into Give A Little online and select the main 'Users' tab. Click on 'Invite user'.

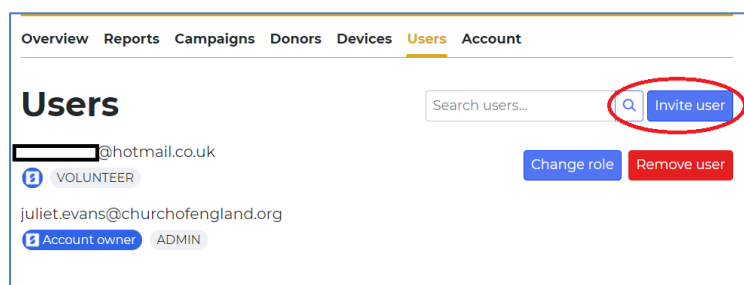
Enter the person's email address and select 'Volunteer'. Then press 'Send Invite'. The volunteer must accept the invitation sent to them in their inbox, so please ask them to do this. You will then be able to see the volunteer email under the User tab

Once they have set up their account they can then log into the Give A Little App with their own log-in within your general 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.)

To add a volunteer enter the 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.

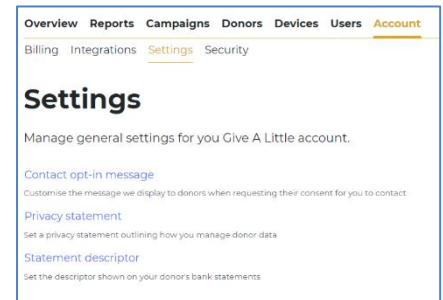
Once they have set up their account they can then log into the Give A Little App with their own log in, and the account will be linked to the admin account.

A screenshot of the 'Invite user' form in the Give A Little platform. The form has a title 'Invite user' and a description: 'Enter the email address and role of the new user and we'll send them an email to setup their account.' Below the description is a text input field for 'Email address' with the value 'user@example.org'. Below the email field is a section titled 'Role' with two radio button options: 'Admin' and 'Volunteer'. The 'Volunteer' option is selected. Below the role options is a description for the 'Volunteer' role: 'A volunteer has access to login to the Give A Little app and accept donations on your behalf.' At the bottom of the form are two buttons: 'Cancel' and 'Send invite'.

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

Amend The Contact Opt-In Screen Text and Add Your Privacy Policy

You can amend the text for the contact opt-in screen by going to the tab 'Account' and then 'Settings'. You can also include a link to your chaplaincy's privacy policy here as well.



Top Tips for Receiving Contactless Donations

Location, Location, Location

The perfect location will be where people can see your device and stop to donate! Make sure that the device has a good wifi/mobile connection, as well as a charging point if you would like the device to run for a long time.



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. 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.

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.

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.

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 PAYAZ FOR A SYSTEM RE-SET IF ARE EXPERIENCING ISSUES ACCESSING THE APP.

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; 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 other donations have been made successfully.

How should we report transaction fees in our accounting?

According to the UK Fundraising Regulator's code of conduct, "you must record the total donation amount as income, and record the charges in your accounts as 'expenditure'. But this may vary depending on your country.

Support

Useful 'How to' videos

The Diocese of Truro UK have produce some good 'How to...' PAYAZ videos:
<https://www.youtube.com/playlist?list=PLdTWyyx0WS7qV9AlBdcpDJvUsjzUikool>

- How to prevent screen going to 'sleep mode' when your device is unattended
- Timer to wake up/shut down device
- Inserting a SIM card
- Troubleshooting network connections

Contact Give A Little

If you have an issue with the app, contact Give A Little via hello@givealittle.co

Contact SumUp

If you have an issue with SumUp, log into your account online (at sumup.me) and click 'Support' in the left-hand menu, or contact your local customer support team.

Contact Payaz

If you have a hardware issue, such as with the screen or battery, please contact Payaz by emailing support@payaz.com.

Here to Help

If you require any further support with digital giving tools or other matters around giving, please contact Juliet Evans, Fundraising Adviser for the Diocese in Europe.

Phone/text/WhatsApp: +44 7384 836200 | Email: juliet.evans@churchofengland.org

Share Your Experiences

It's great that so many chaplaincies are part of this project, and we would like to hear how contactless giving is working for you. Please do send any stories, photos, and feedback to Juliet Evans.