



Try Before You Buy

Frequently Asked Questions to get started with contactless giving



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What is the Try Before You Buy (TBYB) scheme?

The Diocese possesses several contactless CollecTin More giving machines (right) which are available for churches to borrow on an eight-week 'Try Before You Buy' (TBYB) loan scheme. This enables parishes to ascertain whether such a device will be useful for them, before paying out hundreds of pounds for their own device. It can also be helpful in assisting to get the support of congregation members who may still be cautious about contactless and online giving. Our Parish Giving Advisors are here to help with every step of the process, to help you get things up and running.



What contactless devices can we try out?

We currently have four CollecTin More contactless devices available for loan, all of which have built-in SIM cards and are suitable for churches that have no Wi-Fi.

What other contactless devices are available?

Most churches find that the CollecTin More devices are suitable for their needs – they are lightweight, portable, reliable and reasonably priced, with excellent customer service provided by both CollecTin and Daisy (the SIM provider). However, if you would like to browse the other devices available at reduced rates through Parish Buying, such as the Payaz Giving Station, you can [view them here](#) (you will need a Parish Buying login to access this – if you haven't registered already, anybody can request an account, just click the purple 'Register' button on the webpage).

Do we have to pay anything to have a TBYB loan device?

No – the SIM card within the loan device is being paid for by the Diocese, for the purposes of the TBYB trial scheme and we will also provide a locking cable to secure the device while it is in your possession. The only 'cost' involved will be the small transaction fee charged by SumUp on the donations/payments that you receive (for more details about transaction charges, see [here](#)).

We want to buy our own device, without using the TBYB scheme; can you help?

Yes! We can guide you through undertaking the relevant account arrangements and support you in setting up the new device, once you have purchased/received it. Please complete our [online Enquiry Form](#) if you would like support with your contactless giving requirements.



We don't have Wi-Fi in our church; can we still have a contactless device?

All CollecTin contactless giving devices come with a built-in SIM card which can be activated if needed, so it is not necessary for you to have Wi-Fi in your church. We have four loan devices available with a working SIM, but demand can be high for these and there is often a waiting list as a result.

Mobile phone signal is very poor in our area/church, will that matter?

Many churches struggle with poor mobile network signal, especially within their old, thick-walled buildings. However, the SIM cards within the CollecTin devices are multi-network, so they will pick up and use the strongest network they find – this increases the chances of finding a workable signal to enable the device to work.

We have Wi-Fi in our church – does that change things?

No - the process will remain the same if you wish to borrow a TBYB loan device. If you decide to purchase your own contactless giving device, you will not need to pay for a SIM card, so your costs will be lower than a church which does not have Wi-Fi.

We have zero mobile phone signal in our church – can we still have a device?

If you know that you will not be able to obtain any network signal whatsoever within your church, there are contactless giving devices which can take offline donations, but these are more expensive. Unfortunately, we do not have any of these machines available to loan out. You can contact us by via our [online Enquiry Form](#) and we will do our best to recommend a suitable option for your church.

Whereabouts in the church should we put our contactless device?

You will need to consider the proximity to a plug socket, or to an extension cable which will not be a trip hazard – the power cables provided with the newest design CollecTin is about 3 metres in length. The device should be easily accessible and visible; many churches choose to place it near the door or maybe next to the visitor book. The CollecTin can operate while unplugged, for approx. 3 hours, so can be moved to a different location during particular services/events. It will need an area which has sufficient network signal (if your church doesn't have Wi-Fi), as well as somewhere near a solid/heavy feature that the cable security lock can be tethered to, such as a pew, heavy table, radiator etc.

What do we have to do/prepare for getting a contactless device?

Whether you are choosing to purchase your own device or are wanting to take advantage of our TBYB trial scheme, there are certain things you will have to do before we can set you up with a device. You will need to set up a generic email address (if you/your church do not already have one) and register this with Parish Buying. You will also need to set up an account with SumUp and Give a Little (more on these below) and if



you are purchasing your own device and do not have wi-fi, you will also need to activate the in-built SIM card by signing the relevant contract. **We will provide you with step-by-step instructions for all of these processes, as they need to be completed in a specific order/way.**

How do we create the design on the screen of the device?

The CollecTin requires a specific type/size of graphic for their screens – we will provide a personalised design for your church, ready for when we visit to set up the device (both TBYB and purchased devices). We will also provide you with a laminated instruction poster to display near your device. The donation amounts visible on the screen can be set to the amounts you choose (as well as the option for donors to choose their own amount), and we will add the values that you require, during the setup process.

If we decide to buy our own CollecTin device, what will it cost?

At the time of writing the costs (when purchased through Parish Buying) are as follows:

- CollecTin More device: from £350
- Secure Mount for securing to a tabletop or wall (optional): £65 if purchased with a CollecTin device, £95 if purchased separately.
- Kensington Combination laptop cable lock (recommended): Approx. £12 from Amazon
- Daisy Anywhere Multi-Channel SIM card (built-in to the CollecTin device, awaiting activation): £50.40 (incl VAT) per year, on a 24-month rolling contract.

Therefore, **if your church does not have Wi-Fi**, your initial minimum cost will be approx. £412 including SIM (unless you choose to purchase a secure mount instead of a K-lock, in which case the cost will be £465), with a SIM card charge of £50.40 each subsequent year.

If your church has Wi-Fi, your initial minimum cost will be about £362 (unless you choose to purchase a secure mount instead of a K-Lock, in which case the cost will be £415). There will be no initial or ongoing SIM card cost.

Is there funding available for a donation device? Will the Diocese buy us one?

Unfortunately, no – but by offering loan machines via the TBYB scheme, we aim to help churches to ascertain whether contactless giving is right for them, without the financial outlay of buying a device. The majority of parishes who borrow a device use the funds they have raised during the loan period to buy their own device.

Can we keep our TBYB device, once the trial is over?

Unfortunately, no – but you can buy your own brand-new device, which would have a one-year warranty, but will require being set up once received. If you'd like to buy a device, we are on-hand to guide you through the process as your trial period comes to an end. We can also help you to set-up the new device once it's been received.



Should we use a Contactless donation device to take payments?

Donation devices are not intended to be used to take payments, only donations. If you are unsure about the difference, and/or are interested in taking card payments, please see the following questions.

What's the difference between donations and payments?

It can be tricky to differentiate between donations and payments, but as a general rule:

Payments: anything which has a set cost/price that you as a church are implementing (such as concert tickets, fete stall items, church guidebooks etc).

Donations: Anything which you leave up to visitors/parishioners to choose what they should give/pay (often done for refreshments at events, or items with a 'suggested donation' sign).

How can we take card payments at fundraising events?

There is a simple way to be able to take payments and that's with a SumUp Air card reader – once you have set up a SumUp account, you can purchase them through [Parish Buying](#) for £18 including VAT. They work through a free app that you download onto mobile phones - having a SumUp reader working through a volunteer's phone would be a beneficial and relatively cheap way to be able to take card payments for fundraising events. SumUp Air card readers can easily be shared between multiple churches within a team/benefice as it's the log in credentials you use within the phone app that dictates where the funds go to, not the card reader itself.

Why do we need a SumUp account?

SumUp is the merchant bank service (a bit like PayPal) which operates behind the scenes to process the payments taken through the contactless donation device or SumUp card reader. The giving devices cannot work without this service, so setting up an account is essential.

Can we use the SumUp account we already have for a contactless device?

As long as you have the login credentials (email address and password) for the account you already hold, then yes, you will be able to use the account. It will need to have been created through Parish Buying – if it is not linked with Parish Buying, please see the next question.

Our current SumUp account is not the Parish Buying version – can you help?

If you are not sure if your SumUp account has been created through Parish Buying, you can check by looking at the fees that you are being charged for donations (1.1%-1.3% for contactless, 1.95% for online). If it is not the Parish Buying version, we can put a request through to the central CofE Digital Giving Team, to get them to switch your current SumUp account across to the correct version.



This won't change anything other than reducing the fees you are paying and enabling you to register with Give a Little using the SumUp account you already have, (as long as you know the login details for this, or are able to obtain these from the person who does). You will still need to create a Give a Little account, once the switch to the Parish Buying version has been completed and you will still be able to use the current SumUp card reader devices you have (if any) once the switch has been made. HOWEVER - this can take quite a while to complete, as the central team process these requests in batches – we cannot say how long it will take them to make the required switch.

What is Give a Little? Do we have to set up an account?

Yes, it is essential to have a Give a Little account for CollecTin and Payaz devices - they cannot work without it, as it provides the software that creates the graphic display on the screen. SumUp Air and Solo devices do not have a graphic screen and therefore can operate without requiring a Give a Little account. Give a Little also contains the reports required for Gift Aid claims.

What is Parish Buying? Why do we need to register with them for this process?

Parish Buying is a service provided by the National Church, offering a range of goods and services at reduced prices, including anything from energy to audio-visual equipment for your parish. The service is free to use and more than one person from your church can register for an account. You need to have a Parish Buying account (linked to the email address you will use for your SumUp and Give a Little accounts) in order to obtain the reduced transaction fees on SumUp donations/payments, and the Premium version of Give a Little, which allows you to report donor details for Gift Aid claims.

Will the Diocese have access to our SumUp/Give a Little accounts?

During the setup appointment, one of the Giving Support Advisors will sit with you and use their work laptop to access your accounts, to establish the required campaigns and show you how to add new campaigns, obtain reports, view payouts, add new users etc. Sometimes we may need to finish/set up new additional campaigns at a later point, if there isn't time to complete things during the set-up appointment, but once this is done, we will no longer access the accounts; the 2-step verification process will prevent further access, and you can also change your SumUp password if you choose.

Will we need to delete donors' personal data from the TBYP device's card reader and/or SIM card, when the trial period is over?

No data is stored in the card reader or the SIM card - data/information about donations is stored in your password protected SumUp and Give a Little accounts, which you will be directed to set up before the TBYP trial period. Only the people you give permission to access the accounts will be able to view donor information.



What charges do SumUp/Give a Little apply?

Give a Little does not impose any charges or fees – access to the Premium version of the software (the only way to access the Gift Aid reporting) is paid for by the National Church, when accessed through Parish Buying. SumUp charges a small fee on every transaction (between 1.1% - 1.3% on app campaigns, depending on the debit/credit card that is used) and these fees are automatically deducted before the monies are paid out to the church bank account.

How and when do we receive donations into our bank account?

SumUp will pay the monies you have raised through donations and payments (minus their transaction fees) directly into the church bank account that you added when initially setting up your SumUp account. You can set the frequency of this within your SumUp account, either on a desktop computer or via the app on your mobile phone. The default payout setting is daily but for the sake of your treasurer's sanity, we highly recommend changing this to monthly, to minimise the number of small payments coming into the bank account in dribs and drabs.

How do we pay the transaction fees that SumUp charges on donations/payments?

SumUp deducts their minimal transaction fees from each donation/payment amount before it is paid into your church's bank account – you will not receive any invoices or need to make any payments to them.

Our churches share one bank account – will that be a problem?

If you have a shared team/benefice bank account, this can simplify the process, as you will only be able to set up one SumUp account. If multiple churches in your benefice wish to have a contactless device, we can set up different campaigns within Give a Little, so that the treasurer can differentiate (from the SumUp payout statements) which donations have been received in for each church.

Can you complete the SumUp/Give a Little account set-up processes for us?

Unfortunately, no, but we will provide you with instructions for each stage of the process and will be available at the end of the phone/email to assist with any difficulties.

Can we share a contactless device across the churches in our benefice?

Yes, you are welcome to take the loan device around different churches for services/events etc, but as you can only add one bank account to SumUp, any monies donated in other locations will go into the main church bank account that you have set up on SumUp. We can add different campaigns on Give a Little to use in other churches – these are quite easy to switch between, and would allow you to differentiate more easily between what was given at each church – but this would then mean the main church treasurer would have to manually transfer monies to each parish who received donations.



Will we need to insure the TBYB device while it's on loan to us?

No, we don't require you to insure the loan CollecTin, but we do provide a locking cable and request that you keep the device secured whenever it is unattended.

How can we secure the device to prevent theft?

The CollecTin devices can be secured with a Kensington combination lock (also known as a K-lock, often used for laptops). These do not make the machines completely thief-proof, but they do act as a deterrent for anyone who might consider stealing the device on impulse. We will provide a locking cable on loan with your TBYB device, but if you are purchasing your own CollecTin, you will need to buy a cable for about £12 ([view this example on Amazon](#)).

If/when you purchase your own device, you are not wishing to move it about too much, you can purchase a secure mount for £65 (£95 if bought separately), which can be mounted to a wall or tabletop ([see here](#)). These can be padlocked, so still allow you access to the CollecTin should you wish to remove it, but they can provide more of a deterrent to thieves, if it will suit your situation and device usage plans.

How can we stop people tampering with the device?

Each of the CollecTin devices includes a free subscription to Fully Single Kiosk App. This app works by restricting access to everything except Give a Little, meaning nobody can access the settings, or use the internet on the tablet within the device. We will ensure that this is set up and working when we leave you with a TBYB device, and this shouldn't need to be removed during the trial period. If/when you purchase your own device, we will show you how to activate and stop the kiosk mode, in case you need to access the settings within the device.

Payaz and other devices do not have the Fully Kiosk app incorporated within the price – licenses can be purchased separately however, if you choose something other than a CollecTin device.

How does Gift Aid work on donations through the contactless device?

Donations of £30 or less count within the Gift Aid Small Donations Scheme and do not require a declaration form to be completed. Give a Little has a very useful feature, which will only request a Gift Aid declaration to be completed by donors who are giving more than £30, or if you choose, you can switch this option off altogether.

Can we obtain statements for our payouts and reports for Gift Aid claims?

Yes, you can obtain the necessary reports for your Gift Aid Officer through Give a Little, and itemised payout statements from SumUp - we can show you how/where to obtain these during the setup process.



What's the difference between online and contactless donations?

Contactless devices use 'App' campaigns on Give a Little, but it is also possible to set up 'Web' campaigns – these provide the same kind of donation screen as the CollecTin device shows, but are instead designed to be used on a desktop computer, laptop or mobile phone – they provide you with a donation link that can be used on websites or social media pages. From these web campaigns, it is also possible to create QR codes to use on printed media such as pew sheets, newsletters and notice boards. All monies from these campaigns go into the same bank account as those via your contactless giving device, but they will show differently on your itemised payout statements. Setting up a Web campaign is optional but if it's something you would like, we can help you set this up during the setup meeting.

If you are already set up with a contactless device but would like support with getting on board with online giving as well, please complete our [Enquiry Form](#) and we will contact you.

Can we use the contactless device during funeral services?

The reports available through Give a Little enable you to easily identify which donations have been made at the time of the funeral. However, some churches choose not to make their contactless device available for funeral donations (by switching it off or removing it temporarily to the vestry, for example), in case it complicates matters when dealing with funeral directors who usually process the funds raised, but it is completely up to individual churches to decide what they'd prefer to do.

What about at weddings and baptisms, or at civic services?

It's a great idea to make the device available to receive donations at weddings and baptisms, or indeed any service or event that is taking place within your church – from experience, Baptism services can be especially well-supported via donations, as there are no charges for these events, unlike weddings.

For civic services, it is up to your PCC (or maybe the Treasurer) to decide your course of action. For example, on Remembrance Sunday, most church collections go towards a charity such as the Royal British Legion – if you choose to accept contactless donations on this day, the Treasurer will then need to transfer the relevant amount from the Church bank account, to the RBL.

We've read the FAQ's – what do we do next?

Complete our online Digital Giving Enquiry Form by [clicking here](#).

This form should be used if you are wanting to take part in the Try Before You Buy scheme or if you wish to dive straight in and purchase your own device. Even if you're not sure what you want to do yet, and would like to discuss the options, this form still needs to be completed to enable us to process your request in the best possible way.

Please only submit one Enquiry Form per church. Once we have received your request, we will aim to respond within 5 working days to the email address you have provided on your online form.

It is really important that many of the below processes are completed in specific orders and in very particular ways – please do not attempt to jump ahead or undertake stages before/without instructions, as this can cause issues which are then very difficult to correct!

Step by Step Guide – what happens when?

The following stages are a general guide – each church's process will be slightly different, and we will tailor the process to your particular requirements.

1. Submit Enquiry form:

- If you have requested to talk things through further, we will arrange a mutually convenient time for a conversation with you, via email. Following this meeting, we will keep in touch with you to ascertain if/when you wish to proceed with borrowing or purchasing a contactless device.
- If you already know the route you wish to follow, either TBYB or purchasing your own device, and have made this clear on your Enquiry Form, you will move to step 2.

2. Account Set-Up Process: Whether you are using the TBYB scheme or buying your own device, we will email you with personalized step-by-step instructions for this stage, which can take a few weeks to complete and will include the likes of:

- Setting up a generic email address (if you or your church do not already have one)
- Registering this email address with Parish Buying
- Setting up SumUp and Give a Little Accounts

3. Once these processes are complete and you have SumUp and Give a Little account logins – you will need to email us to let us know.



- If you are using the TBYB trial scheme, you will now move to stage 6. If you are purchasing your own device, you will move to step 4.
- 4. If you are purchasing your own device, we will now email you the relevant instructions to assist you with obtaining the correct device through Parish Buying.**
- 5. When you have received your purchased device, you'll need to email us to let us know:**
- If you have Wi-Fi in your church, you will go straight to step 6.
 - If you do not have Wi-Fi in your church, we will then guide you through the process of activating the SIM card and setting up the contract with Daisy Communications - it can take a few days for Daisy to process the contract and for the SIM to become active.
- 6. Following your email, we will arrange a mutually convenient time to setup the device and provide training.**
- This meeting usually takes about 1 hour at the diocesan office in Chelmsford. If you have any accessibility needs, please let us know and we'll endeavour to accommodate you.
 - It is essential to bring your SumUp and Give a Little login details to the session, including access to the mobile phone that receives the 2-factor authentication codes for SumUp.
- 7. By the end of the session, we will ensure that the device should not need any further attention.**
- If, however, there are issues, or you have queries that have not been covered already, please feel free to contact us – we can provide support and guidance for all contactless devices, whether on TBYB schemes or ones you have purchased yourself.
- 8. We will contact you towards the end of your trial period to:**
- enquire about how the experience has gone for you,
 - arrange a date for the device to be returned,
 - and, if required, provide you with guidance in purchasing your own device.