THE CHURCH OF ENGLAND

CollecTin More
Device Guide

Digital(((Giving

Contents

Overview

CollecTin, SumUp, and Give A Little

The CollecTin More is an eye-catching and attractive contactless donation unit and works by combining different component parts:

- CollecTin 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).

Battery life

When being used portably, the CollecTin More's battery life is about 5–6 hours. Spare batteries can be purchased from CollecTin's website. Alternatively, it can be plugged into the mains for continuous use.

Unattended Use

The CollecTin More can be secured using the secure mount. You can either secure the mount by attaching to a wall or by fixing it through the base to a tabletop. We recommend plugging it into the mains when docked in the mount.

Transaction & Software Fees

SumUp's transactions fees are 1.1–1.3% for in person transactions, and 1.95% for donations made online. These rates have been specially agreed for Parish Buying members and are more competitive than SumUp's commercially available rates.

Give A Little Premium membership is currently provided free of charge to Parish Buying members; should this change in the future, you can choose to drop down to the Basic membership, which is free (NB: there is an annual donations cap of £1000 for the Basic membership).

SumUp Account

You will need a SumUp account before you can start using the device. If you haven't set your account up already you can get started by visiting Parish Buying webpage and following the steps there.

Connectivity

The CollecTin More requires internet connection at the point of making a donation, therefore it must either be connected to WiFi or use mobile data if relying on a SIM card.

Looking after your device

The device is not intended to be left on for extended periods of time, which can damage the screen. Therefore we recommend switching the device off overnight.

Getting Started

Step 1: Charge

The device should arrive with enough battery to get it started, but we advise that you check it is fully charged before using it. Please note that when the battery is fully drained, it may require 10 minutes of charging before it will be able to switch back on again. The USB cable charges both the SumUp reader and the screen; if it looks like one is not charging, check under the lid that the card reader is properly connected and clicked into its holder.

Step 2: Log-in to Give A Little

On a computer or smart device, visit www.givealittle.co/parishbuying and login using your SumUp login details. This connects your SumUp merchant account with the software that the CollecTin More uses so you will be able to take donations.

Step 3: Create an 'app campaign'

An 'app campaign' refers to how you want the donation screen to look on your device. This means you can tailor the amounts and number of donation options, as well as customise the screen with images or different colours to the default settings.

You can have multiple app campaigns, which allows you to tailor the giving ask depending on the context in which the device is being used e.g., you might have a campaign for general giving, and another specifically for a wedding, a Lent appeal or a fundraising project. See p. 6 for step-by-step instructions for setting up a campaign.

Step 4: Switch On

Switch on the device by pressing the smaller button on the right-hand side of the device, holding until the screen lights up. The card reader should automatically switch on.
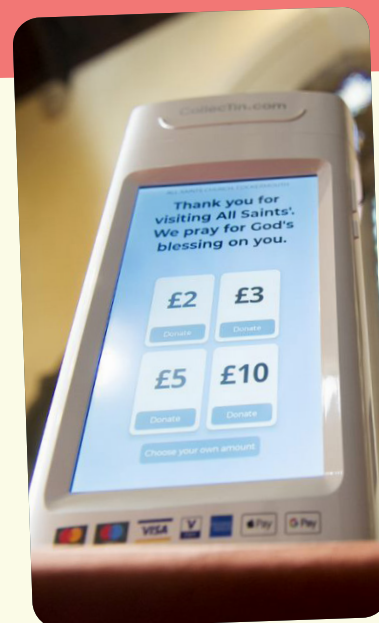
Step 5: Get Connected

The device will take a moment to wake up; you'll know it's ready when you see a screen that has a small Give A Little icon towards the bottom of the screen. Tap on the cog in the bottom right-hand corner, then 'Network & Internet', and finally 'WiFi' where you can select the network you wish to connect to. Once connected, tap on the arrow in the bottom left-hand corner to go back.

If you are using mobile data via a SIM card to connect to the internet, ensure that the SIM card is activated (see for information on how to do this) and that 'Roaming' is switched on under 'Mobile Network' in the settings menu.

Step 6: Log-in

Once back to the initial screen, tap on the CollecTin/Give A Little app icon, and log-in using your SumUp details. From here, swipe in from the left to bring up the Give A Little menu, tap on 'Campaigns', and select the campaign that you would like to use.

Step 7: Activate Fully Kiosk (optional)

Fully Kiosk is additional software pre-installed on your CollecTin More which locks the device on the donation screen. This can be useful to avoid someone accessing other settings or apps on the device.

To activate lockdown mode, swipe up from the bottom on the home screen to see available apps and tap on the Fully icon (a blue F). Set a PIN and make a note of the number; this cannot be reset remotely if you lose it. Press 'Start Kiosk Mode', make sure the 'Test Mode' toggle is off (grey) and press 'Yes' to start. If asked, confirm 'Always'.

You will then be taken to the Give A Little app screen. To disable the lockdown mode, tap seven times in quick succession anywhere on the screen and you will be asked to input the PIN you set. This will take you back to the Fully app, where you can press 'Stop Kiosk Mode'.

Step 8: Lock the campaign screen

In addition to locking down the device (step 7), it is also advisable to lock the Give A Little app. This prevents others accessing other parts of the Give A Little app and ensures the campaign screen you want displayed is always visible.

To do this, swipe from the left of the screen to open the main menu and on that list there should be an option to 'Lock Menu'.

This will lock the device on the campaign that you've got running. To unlock the screen you have to login to the Give A Little website and go to the 'Devices' tab. Here you will see your device. Highlight it using the tick box on the left, then click on the 'Unlock Device' option at the top.

Step 9: Accept donations

To make a donation, select an amount on screen or choose your own. When prompted, hold your card over the contactless symbol on the top of the device to make your donation. 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.

The CollecTin accepts contactless donations from £1 upwards. For donations that exceed the contactless limit of £100, a card can be inserted into the card reader by lifting the lid so that the payment can be made using chip & pin.

This may feel like a lot of steps, but you won't need to do this every time you use the device, only the first time setting the device up. See the separate Quick Start Guide for everyday use instructions.

Setting up a Campaign

Campaigns are the core function for communicating with a giver and allow you to use images, videos, and text to encourage donations.

1. Log in to **www.givealittle.co/parishbuying**, click on 'Campaigns'. Click on 'Add new' in the top right-hand corner. Select 'app campaign' and then 'Next'.

2. You will now choose a layout: there are four options for how you want your campaign layout to look, with the 'Banner' and 'Background' options allowing you to include images. 'Campaign colours' allows you to choose a plain colour background. NB: you won't be able to change the campaign layout once you finish setting up your campaign, so it is worth thinking about whether you want to include an image or not at this stage.

3. Next, you will see a range of options for adding text and changing the default colour settings. Click 'Next' when happy with the design.

4. Choose your suggested donation amounts, how many, and also whether to offer an option for the donor to choose their own donation amount (usually worthwhile).

5. You will be asked if you wish to toggle on the capture of Gift Aid details.

6. On the same screen, you can also choose whether to toggle on 'Offer contact opt-in'. This allows the donor to input their email address if you would like to contact them. We would advise that this is only switched on if you have a clear purpose for collecting the information e.g., you have a church mailing list. For more information on data protection best practices for churches, see https://www.parishresources.org.uk/gdpr/.

7. Finally, you can customise the thank you message shown to donors once they have made a donation. There is also the option to offer donors a receipt.

8. You'll then be asked to give your campaign a name and then you will be prompted to click 'Save'. This will take you to a summary screen where you can see all the decisions you have made about the campaign and a preview on the right-hand side

Your app campaign is now successfully set up.

Other Campaign Types

A 'web campaign' functions as an online giving page. Creating a web campaign generates a URL that you can direct givers to either using the link or by using a QR code (see the 'Download QR code' option visible next to a web campaign title).

The main difference between setting up an app and web campaign is that on the final screen when creating a web campaign you will then need to click 'Publish' at the top right of the page to make your campaign page live.

You will then get a weblink you can copy and paste wherever you'd to link it, e.g. a newsletter, email, or social media post.

Christ Church Giving Campaigns
Please select which cause you would like to donate to.

Christ Church general giving — Select

Bishop's Lent Appeal — Select

Roof Repair Fund — Select

Campaign Lists

When you have more than one app or web campaign and you'd like your giver to choose what to give to, you can create lists (see right for an example).

Lists display different campaign titles on the same page, giving the donor the option to choose which campaign to donate to.

This can be useful if e.g., you have a general giving campaign, but you are also fundraising for a specific project and you'd like visitors to select which campaign they give to.

Reporting

All donations are reported via the Give A Little online portal, available to your account holder. Give A Little provide reporting on the following:
- Time and date of donation.
- Campaign totals (see how much you have raised for different campaigns).
- Donor details, where a Gift Aid declaration has been completed.
- Payouts, which details the donations that have been paid via SumUp into your church's account.

The portal produces a spreadsheet (.csv) that you can download, containing each individual donation and the information related to it, which you can download by following these steps:
- Click 'Reports' in the banner across the top of the screen.
- Select a date range for which you would like to produce reporting for.
- Click 'Export full report' at the bottom of the screen.

Gift Aid Reporting

Give A Little also produce Gift Aid reports for you in an HMRC-friendly format, where your contactless device has collected Gift Aid declarations. To access these, follow these steps:
- Click 'Reports' in the banner across the top of the screen.
- Click 'Gift Aid' in the sub-banner across the top of the screen, under 'Reports'.
- Select a date range for which you would like to produce reporting for.
- Click 'Export for HMRC' at the bottom of the screen.

Please practice good data-handling by keeping these reports containing donors' personal details secure in accordance with your church Privacy Notice. Where appropriate, you could use this information to write a thank you note to those who have given.

FAQs & Troubleshooting

What are the ongoing costs for a CollecTin More?
There are no ongoing costs associated with operating the CollecTin More. The device uses Give A Little software; Premium membership for this is currently provided for free to Parish Buying members.

Should this change in the future, you can choose to drop down to the Basic membership, which is free (NB: there is an annual donations cap of £1000 for the Basic membership).

What transaction fees does SumUp charge?
SumUp charges a transaction fee of 1.1–1.3% on cardholder present payments (i.e., those made using the contactless device) and 1.95% for cardholder not present payment (i.e., those made online).

When do we receive the donation in our bank account?
The funds you raise are settled into your account by SumUp (less the transaction fees). By default, your settlements—referred to as 'payouts' by SumUp—are set to daily (every business day, excluding weekends and bank holidays).

If you do not want to receive daily payouts, you also have the option of weekly or monthly, which you can change by logging into SumUp in your SumUp profile settings (go to the web address sumup.me). Depending on your bank's settlement procedures, payments will usually take 1–3 business days from the transaction date to the day the funds appear on your bank account (if your settlement frequency is set to daily).

How can I secure the CollecTin More?
The CollecTin More can be secured using the secure mount. This makes it suitable for leaving for unattended use. You can either secure the mount by attaching to a wall or by fixing it through the base to a tabletop.

The card reader will remain accessible under the lid while docked in the mount; if you are concerned about it being stolen, you may wish to stick it down with 3M adhesive tape. Bear in mind this will make it very difficult to get the card reader out should you wish to at some point in the future.

What are 'failed transactions' in the donations record
A failed transaction simply means that someone has started the donation process but not completed it. This might be for a number of reasons, but it's 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 you can see other donations have been made successfully.

Can I leave the device on 24/7?
Just like with a mobile phone, it is best not to leave the CollecTin More's screen on constantly as this can result in screen burn. Similarly, it is best not to leave the device charging constantly as this can decrease the battery life.

Some churches do leave their devices on 24/7 without issue, but best practice is to switch the device off when it is not being used for long periods of time. For example, if it is being used in an unattended setting during the day, the person who locks the building up at night could switch off and unplug the device, ready to be turned on again in the morning. Some churches also manage this using a timer plug.

I want to activate the SIM card
The pre-installed SIM card is provided by a company called Daisy. To activate the SIM, you will need to call Daisy on 01282 609470 and provide them with the details of your SIM card.

These can be found on the bottom of the CollecTin More, on the white card. The charge for this is £42+VAT per year, which will provide you with 500mb of data a month. This should be plenty for using the Give A Little app.

Support

Give A Little

If you have an issue with the app, creating campaigns, or Gift Aid capture, please contact Give A Little by emailing hello@givealittle.co

SumUp

If you have any issues with SumUp, you can contact them by logging into your account online (at sumup.me) and clicking 'Support' in the left-hand menu, or you can call the customer support team (Monday-Friday, 8am–7pm or Saturday, 8am–5pm).

Telephone: 020 3510 0160 | Email: support@sumup.com

CollecTin

If you have a hardware issue, such as with the screen or battery, please contact CollecTin.

Telephone: 020 4538 8855 | Email: support@collectin.com

Here to help

If you require any further support with digital giving, or would like to discuss any other matters around giving, please contact your diocesan giving advisor.

The National Giving Team can be contacted on digitalgiving@churchofengland.org