



THE CHURCH  
OF ENGLAND



# Payaz Giving Station Device Guide

Digital  Giving

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## Overview

### Payaz, SumUp, and Give A Little

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

- 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).

## Unattended Use

The Payaz GivingStation can be secured using the security chain or Kensington lock, or by fixing to a tabletop using brackets and screws. This makes it suitable for leaving for unattended use.

## 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 the Parish Buying webpage and following the steps there.

## Connectivity

The Payaz GivingStation 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.

# Getting Started

## Step 1: Log-in to Give A Little

On a computer or smart device, visit [www.givealittle.co/parishbuying](http://www.givealittle.co/parishbuying) and login using your SumUp login details. This connects your SumUp merchant account with the software that the Payaz GivingStation uses so you will be able to take donations.

## Step 2: 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 3: Switch On

Plug the USB cable into the back of the device. Unlock the device at the right-hand side and pull the lid up. Press and hold the power button on the tablet (the card reader should automatically switch on).



## Step 4: 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 Payaz/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, make sure that 'Roaming' is switched on under 'Mobile Network' in the settings menu.

## Step 4: Login

Once back to the initial screen, tap on the Payaz/Give A Little app icon, and login 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 4: Accept donations

To make a donation, select an amount and then tap your card on the card reader (located at the top of the device) as 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.

The Payaz GivingStation 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 so that the payment can be made using chip & pin.

# 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

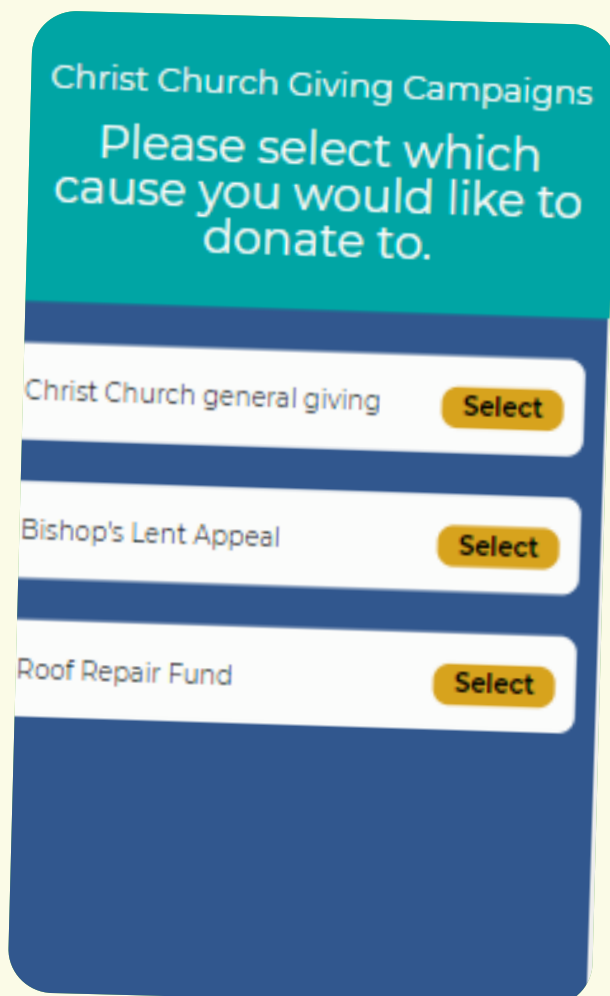
Your app campaign is now successfully set up.

## 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.



The screenshot shows a mobile app interface with a teal header containing the text 'Christ Church Giving Campaigns' and 'Please select which cause you would like to donate to.' Below the header, there are three white cards, each with a campaign name and a yellow 'Select' button. The campaigns listed are 'Christ Church general giving', 'Bishop's Lent Appeal', and 'Roof Repair Fund'.

## 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 Payaz GivingStation?**

There are no ongoing costs associated with operating the Payaz GivingStation. 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](https://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 Payaz GivingStation?**

The Payaz GivingStation can be secured using the security chain or Kensington lock, or by fixing to a tabletop using brackets and screws. This makes it suitable for leaving for unattended use.

### **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?**

Yes, the GivingStation can be left switched on 24/7.

### **Can I lock the screen?**

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 should be able to see your device, highlight it using the tick box on the left, then click on the ‘Unlock Device’ option at the top.

This option does not lock down the whole tablet, so the tablet settings and other apps are technically accessible. It is possible to fully lock the device down by installing some additional software called Fully Kiosk, though this comes at an additional expense and will require someone reasonably tech-savvy to install it.

# 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](mailto:hello@givealittle.co)

## SumUp

If you have any issues with SumUp, you can contact them by logging into your account online (at [sumup.me](http://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](mailto:support@sumup.com)

## Payaz

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

Email: [info@payaz.com](mailto:info@payaz.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](mailto:digitalgiving@churchofengland.org)



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SUPPORTING PARISH MINISTRY