

Contactless Troubleshooting and SumUp Verification

You may at some point find, that your contactless device stops working. A possible reason for this is that your SumUp account has been put on hold as SumUp are carrying out verification on accounts. If this is the case you will have received an email from SumUp at your registered email address instructing you to answer some questions or send various documents for verification, or you will see a notification within your SumUp account saying verification is required. You need to follow their instructions in order for your account to become active again.

Guidance for this verification can be found below. However, if you have not received an email requesting verification you can find solutions to other common problems in our support videos:

<https://youtube.com/playlist?list=PLdTWyyx0WS7qV9AIBdcpDJvUsjzUikool&feature=shared>

A. SumUp may email you with the following questions (**answers in red**):

1. How are you funding your organisation (such as salary, savings, investments or inheritance)? Do you have any other source of revenue?
Donations and grants
2. What's the nature of your organisation?
Religious organisation: Church (C of E)
3. The type of products or services you take payments for using SumUp;
Donations
4. Do you have a website (for example a professional Facebook page) or any other online proof of business activity? If your organisation does not have an internet presence, please send us any invoices, flyers, business cards, etc. which confirm your business activity.
Your church website and/or A Church Near You page

And asking for verification documents including:

- Your *A Church Near You* certificate
(To find this go onto your church's 'A Church Near You Page', scroll down the left-hand ribbon and click on 'More Information'. Scroll down to the 'Proof of charity status' section and 'Download Certificate')
- A bank statement/Utility bill with church address
- Personal ID: drivers licence or passport

Please respond swiftly to prevent your account being paused.

If you see within your account that it requires verification but have not received an email from SumUp, send an email to onboarding@sumup.com from the email address linked to your SumUp account asking what documents they require.

B. They may also request the following (answers in red):

1. The signed constitutional or formation document of your organisation. As an alternative, we can accept by-laws, annual reports, and general meeting minutes, containing information regarding the organisation's activities. An active official must sign the document manually with a handwritten signature.

Send APCM minutes which are signed by PCC secretary and/or Clergy.

2. A list of officers or signatories who can act on behalf of the organisation, such as:

- Chairman
- President
- Secretary
- Treasurer

Please make sure that the information is provided on a headed paper or on a stamped or signed document.

Send a list of PCC chair, lay chair, secretary, treasurer and churchwarden. Sign the document and use headed paper if you have it , or ensure your full church details are clearly displayed. In some cases they may require each person to sign the document, but in other cases a single signature will suffice.

When you send these documents do also confirm in your email that you are a charitable organisation, and a Cof E church.

C. They may say that the address on your SumUp account does not match your official church address (you may have used a personal address)

If this is a problem simply instruct SumUp to change the address on your account to match the official address (as per website/A Church Near You)