



# The Full Contactless Donation Terminal User Guide



# Top Tips

- Charge your device overnight (switched off) ready to collect donations the next day - make sure the green light is showing indicating a full charge.
- Invest in a power-bank to maximise the amount of time you can spend fundraising.
- If you process transactions off-line, please ensure you upload these by the end of the day in an area where mobile signal is strong.
- Use a LAN connection to upload stored transactions if the mobile signal is weak.

## Introduction

Contactless Donation terminals use the same familiar technology as contactless Chip & PIN machines. They are easy to use, secure, and cater for today's cashless society. Furthermore, there's no need to empty the boxes or visit the bank.

## Account

Prior to the dispatch of your box you will be sent a link from CreditCall to access your management information. Once this link has been sent PayaCharity will send you a single use passcode. Please login to this account within 24 hours of receipt.

# Terminal Features

## Terminal Models

The portable units you will be using has a carry handle on the rear, to enable easy carrying.

## Branding Plate

The units have a branding plate this is simple to attach using adhesive pads. Please ensure the template is fixed correctly and doesn't become detached.

## Power On /Off

The power button can be found on the back of the portable box. Simply press it to turn the box on and it will be ready to accept donations.

Static and Display units are simply plugged into a power supply.



On/Off

USB Charging Port

## Donation Amounts

The boxes can be set to accept donations in increments between £0.10 and £30.00. When you placed the order you will have been asked about your initial set-up requirements.

Typically, boxes arrive pre-set to the requested donation amounts, for example £3.00, £5.00 and £10.00, or whatever amounts specified when the order was placed.



## Accepting Donations

On the face of each terminal you can see the illuminated payment screen and contactless symbol. The donor needs to hold or 'tap' their card on this symbol until the terminal registers the presence of the card. This shouldn't take longer than a few seconds.

Please note: the card must display the contactless symbol on the front to be able to make a donation.

## Transaction Speeds

Each donation should take only a couple of seconds to process. If there is no signal the terminal will process the donation as an 'off-line' transaction and store it until you are in an area with a signal, whereupon the transaction will be uploaded.

## Transaction Success

On the face of the unit (underneath the logo) there is a row of 4 lights. These will all light up once the donation is complete. The donation box will also beep and there will be a notification on the screen to confirm the donation has been accepted. Once the donation is complete, the donor can remove their card. Should you wish to mute the 'beep' please contact us.

## Important! End of Day

Transactions are authorised on a real time basis. However, there may be occasions when a transaction is stored offline, so please ensure you connect to a mobile or broadband signal by the end of the day to maximise authorisations. Transactions that are stored for a longer period are more likely to be declined.

## Viewing Transactions, Reports, Campaign Tracking

You can view transactions, order products, amend personal details, reconcile statements and more via your PayaCharity online portal. You can also link to the CreditCall MIS system (via the PayaCharity portal) to view transactions and perform refunds.

# Frequently Asked Questions

## 1. Where does the money go?

All donations are paid directly into the organisation bank account as cleared funds after 3 working days. If you have an Elavon account, next day settlement can be arranged for just 30p per day.

## 2. Does the Charity receive any personal data?

No personal data is transferred during the contactless donation.

## 3. How will the donation appear on the donors' bank statement?

Typically, the name of the charity will appear on paper or online statements within the transaction description.

## 4. What if somebody would like to donate less than £3.00 and more than £30.00?

If a donor would like to give less than the minimum setting they will need to donate using cash. To give more, donors can tap their card on the contactless symbol again (ensuring there is at least 30 seconds between taps).

If large donations are anticipated, please contact us to discuss alternatives terminals or technology. For example, we can provide QR codes which can be included on your box branding enabling larger donations online from smart phones.

## 5. Can a donor add gift aid to their donation?

No donor data is captured during the contactless donation; however, charities can claim back up to £2,000 (25% of £8,000) via HMRC under the Gift Aid Small Donations Scheme" without the usual declarations.

For more information please visit - <https://www.gov.uk/claim-gift-aid/small-donations-scheme>.

## 6. Do the donation boxes provide receipts?

No, receipts are not required for contactless payments and the same is true when taking a contactless donation.

## 7. What happens if someone presents their card twice by mistake?

When the donation boxes detect a card presence, it's very obvious, so it will be difficult to double-tap and donate twice by accident.

Most banks have rules in place in the event a card is presented twice by mistake and it is likely that the second donation will be blocked by the donors bank. If this happens, please advise the donor to check with their bank.

## **8. What if a donor needs a refund?**

In the unlikely event that a donor needs to be refunded, this can be actioned via the CreditCall MIS system.

## **9. Can a contactless donation be declined?**

If a contactless donation is declined this could be because the donor has insufficient funds in their bank account. Donations could also be declined if the cardholder has made several contactless purchases during a specified period.

## **10. How long does the battery last?**

The portable, battery-powered boxes are designed to last for up to 8 hours depending on the number of transactions. The charging port can be found on the back of the box, next to the on/off power button.

## **11. Can I charge and use the terminal at the same time?**

Yes, the terminals will work whilst charging. If the battery is completely drained, please wait at least 5 minutes after you start charging to power them on - this is better for the batteries and charging circuit.

## **12. How do I charge the portable terminal?**

The portable terminal is charged via a micro USB port. This can be plugged into a normal socket, but also provides the versatility to be charged through a portable power bank.

When plugging in the cable to the back of the device, please ensure it is inserted the correct way up (as indicated by the red dot). Please switch the terminal off when charging or not in use.

## **13. How do I connect a LAN Cable in the Static LAN Terminal?**

There are 3 small screws on the terminal that need to be removed (right, left and base as shown below). Once removed the casing will detach. You can then plug in the LAN cable and feed this through the hole at the rear of the machine. We do not provide LAN Cables as standard due to the difference size requirements.

## **14. How can I see the terminal is connected?**

When the terminal is connecting the 'i' indicator will be blinking on the top left of the screen. As soon as the 'i' becomes static, the connection has been established with the network and the modem is working properly.

Visibility of the static 'i' indicates the strongest signal. Please take care not to confuse this with a single bar signal strength.

### **15. How many offline donations can be taken it stops accepting transactions?**

By default, no limits are set. The terminal can easily store 1,000+ transactions. We can apply a limit if required.

### **16. Is there a time limit as to how long offline transactions are stored?**

Not necessarily, however we recommend uploading the transactions by the end of the day to maximise the number authorised.

### **17. Important!**

Please do not store the transactions unnecessarily; this could confuse the donor (and sometimes the charity) if they see the donation taken out of their account days / weeks after the donation was made.

### **18. Tampering and theft.**

All terminals can be remotely de-activated if stolen or or misplaced. They are designed with a number of security measures to minimise the risk of tampering.

### **19. Signal problems.**

If you are in a good signal area yet having difficulty connecting your box please check (1) the internal aerial has not worked loose and (2) the SIM card cover has not worked loose or become unlocked. Follow the LAN cable instructions for access.

### **20. SIM Card Replacement.**

In the event the SIM needs to be replaced, unscrew the box cover and place the new SIM in the special SIM slot. Please make sure that the metal part on the SIM card is face down. Follow the LAN cable instructions for access.

### **21. Who do I contact if I have a problem with my donation box?**

Please contact Customer Services at Payacharity on 0333 123 1243.

# Thank You



 PayaCharity

[www.payacharity.com](http://www.payacharity.com)