Safe device usage during Covid-19

Following our recommendations helps to keep your contactless devices clean and protects your donors & staff.

Let us know if you have any questions by emailing support@goodbox.com

Clean your device regularly

We recommend that you use a chlorine based bleach, sanitizer or wipe to regularly clean your GBx Mini & GBx Core devices. Use a soft cloth and avoid abrasive or rough surfaces which may scratch the devices. The GBx Core has a water-resistance rating IPX3, so will tolerate liquid cleaning, but please take care around the ports.

Note that this is a recommendation and not a guarantee. GoodBox is not able to take responsibility for your device care. Always follow the advice of the specific cleaning product.

Use default amounts

When using the GBx Core, set a default amount to reduce the amount of physical contact with the device. A tap of a card can be totally contactless providing the donor doesn't physically touch the screen to change the donation amount.

Collect donations remotely

If you have a GBx Mini device, you can use the customer not present (CNP) functionality to accept donations over the phone. Get in touch to activate this feature: support@goodbox.com.

GBx Core

GBx Mini

Practice social distancing

If your site is open, practice social distancing (2m distance), and use visible stickers and posters to ensure visitors are informed. If you have multiple contactless devices, ensure they are spaced apart safely.