Launch toolkit: contactless giving in your parish

For Catholic parishes launching GoodBox. Four short guides to help your first month go smoothly: a launch checklist, ready-to-use announcements, a briefing for ushers and greeters, and a sheet for your parish office. Print the ones you need.

1. Launch checklist

Two to three weeks before

- [ ] Agree where each terminal will go: in a giving basket at the offertory, on a table in the vestibule, beside a shrine or votive candles, or in a podium at the entrance.
- [ ] Decide who covers the card fees: the parish, or donors on top of their gift.
- [ ] Name who looks after the terminals at each Mass: who keeps them charged, who brings out and puts away any used in giving baskets, and who reconciles gifts each week.
- [ ] Check whether your diocese has any policy on giving technology, and tell the finance council the launch date.
- [ ] Brief ushers and greeters for every Mass, including the Saturday vigil (see the usher and greeter briefing).
- [ ] Give the parish office the parish office sheet.

The week before

- [ ] Unpack and charge every terminal, and make a test gift of $1 to check it works and that the gift appears.
- [ ] Check signal in each spot. If it is weak, the terminal can work offline, but test it in place.
- [ ] Put the announcement in the bulletin and on the parish website, and send the email to parishioners.

Launch weekend

- [ ] Terminals charged, switched on and in place before the first Mass.
- [ ] A short announcement at every Mass, ideally just before the offertory.

- [ ] Ushers and greeters ready to point people to the terminals and help anyone who's unsure.
- [ ] After the last Mass, put away any terminals used in baskets and charge them. Terminals in stands and podiums can stay in place; if one isn't plugged in, charge it overnight.

The first month

- [ ] Mention it briefly in the bulletin and at Mass each week, not just at launch.
- [ ] Use it for the next second collection, setting the screen to that appeal.
- [ ] Check the first Wednesday payout arrives and matches the gifts.
- [ ] Ask ushers what questions people are asking, and adjust where terminals sit if few people use them.
- [ ] Share a short update with the pastor and finance council after the first month.

2. Announcement pack

Adapt these to your parish. Replace the words in brackets.

At Mass, short

> If you'd like to give by card or phone today, you'll find our giving point [in the vestibule]. Just tap.

At Mass, launch weekend (before the offertory)

> From this weekend, you can support [parish name] by tapping a card or phone. You'll find a terminal [in the collection basket / in the vestibule]. Choose an amount, tap, and you're done: no app and no sign-up. Envelopes, the collection basket and online giving stay just as they are; this is simply another way to give, especially for visitors and anyone who doesn't carry cash. Thank you for your generosity.

Bulletin

> **New: give by card or phone.** You can now give at Mass by tapping your card or phone [in the collection basket / in the vestibule]. Every gift supports the mission of [parish name]. For second collections, the screen shows the appeal of the day. If you'd like a receipt, scan the QR code on the screen after you give.

Second collection, bulletin or announcement

> This weekend's second collection is for [appeal]. You can give in the basket as usual, or by tapping a card or phone: the screen is set to [appeal] for this weekend.

Email to parishioners

> Subject: A new way to give at [parish name]
>
> Dear parishioners, from [date] you'll be able to give at Mass by tapping a card or phone, as well as by envelope, cash or online giving. You'll find the terminal [location]. It takes seconds, needs no app, and you can request a receipt by scanning a QR code on the screen. With gratitude, [name, role]

Social media

> You can now give at [parish name] with a tap of your card or phone. Find us [location] at every Mass, and thank you for supporting our parish.

Parish website

> **Giving at Mass:** you can give by envelope, cash, or by tapping a card or phone at the giving point [in the vestibule]. Online giving is also available [here].

3. Usher and greeter briefing

Thank you for helping parishioners give. You don't need to be technical: the terminal does the work.

How giving works

1. The giver chooses an amount on the screen, such as $5, $10, $25 or "Other".

2. They tap a card or phone on the terminal. Chip and PIN, and swiping a card, also work.
3. The screen says thank you. If they'd like a receipt, they can scan the QR code shown.

At the offertory

- If the terminal is in a collection basket, pass it with the basket as usual. Hold the basket steady while someone taps, and keep it moving.
- At the end of the collection, return the terminal to its place rather than leaving it with the cash.

Helping a first-time giver

- Offer, don't push: "If you'd like to give by card, just choose an amount and tap here."
- Point to the amount buttons first, then where to tap.
- Never handle someone's card or phone for them.

Questions people ask

Question	What to say
Is it safe?	Yes. Payments are handled by Stripe, a highly certified payment company, and the parish never sees card details.
Can I get a receipt?	Yes. After you give, scan the QR code on the screen.
Do I need an app?	No. Just tap your card or phone.
Does it replace my envelopes or online giving?	No. It's simply another way to give.
Can I give to the second collection?	Yes. On second collection weekends, the screen shows that appeal.

If something goes wrong

- **The screen is blank:** check it's switched on and charged.
- **No signal:** the terminal can still take gifts offline; carry on as normal. Gifts are processed once it reconnects, so reconnect it within 24 to 48 hours.

- **Still not working:** put it safely aside, carry on with the basket, and tell [name or parish office] after Mass.

At each Mass

- **Before:** terminal switched on and in its place. Terminals in stands and podiums usually stay out all the time, plugged in.
- **After the last Mass:** put away any terminal used in a basket and charge it. If a terminal in a stand or podium isn't plugged in, charge it overnight.

4. Parish office sheet

For the business manager, bookkeeper or whoever reconciles the collection.

When the money arrives

Gifts are paid into the parish bank account every Wednesday for the previous week's giving. You can see each gift and each payout in the GoodBox Portal.

Card fees

The fee is 2.75% plus $0.20 per gift. If the parish pays it, it is taken before the payout, so the amount paid in is the total given less fees. If donors cover it, the fee is added on top of each gift and the parish receives the full amount given.

Reconciling each week

1. After the payout arrives each Wednesday, compare it with the gifts listed for the previous week.
2. Record the total alongside the collection count for the same weekend, as a separate line such as "Contactless giving".
3. On second collection weekends, record gifts made to that appeal separately, so they go to the right fund.
4. Keep a copy of the weekly gift list with your counting records.

Recording gifts

- Agree the approach with your pastor, finance council and, if needed, the diocesan finance office before launch.

- Anonymous taps are usually recorded with the offertory collection.
- Where a donor has given their details by QR code, record the gift against their envelope number or giving record if they have one.

Receipts and acknowledgments

- Donors who scan the QR code after giving receive a receipt automatically.
- In the US, donors need a written acknowledgment from the parish for any single gift of $250 or more to claim a tax deduction. Check that your receipts meet this requirement, and confirm the details with your accountant or diocesan finance office.
- Use donor details only to thank and receipt donors, and keep them under the parish's privacy policy.

Who to contact

- Questions about payouts, receipts or the terminal: support@goodbox.com.
- Sales and adding terminals: sales@goodbox.com.

This sheet is general guidance, not tax or legal advice.