Launch toolkit: contactless giving in your church

For churches in the UK launching GoodBox. Four short guides to help your first month go smoothly: a launch checklist, ready-to-use announcements, a briefing for sidespeople and welcomers, and a sheet for your treasurer covering payouts and Gift Aid. Print the ones you need.

1. Launch checklist

Two to three weeks before

- [ ] Agree where each terminal will go: on the welcome table, in the porch, in a collection basket or plate during the service, or in a podium at the entrance.
- [ ] Decide who covers the card fees: the church, or donors on top of their gift.
- [ ] Name who looks after the terminals: who keeps them charged, who brings out and puts away any used in collection baskets, and who reconciles gifts each week.
- [ ] Tell the vicar or minister, churchwardens, PCC and parish office the launch date.
- [ ] Brief sidespeople and welcomers (see the sidesperson and welcomer briefing).
- [ ] Give your treasurer the treasurer's sheet, including the section on Gift Aid.

The week before

- [ ] Switch on every terminal and make a test gift of £1 to check it works and that the gift appears in the GoodBox Portal.
- [ ] Name each terminal in the Portal under Manage Devices, for example "Welcome table" or "Collection".
- [ ] Check signal in each spot. If it is weak, the terminal can work offline, but test it in place.
- [ ] Put the announcement in the pew sheet and parish magazine, and send the email to your congregation.

Launch day

- [ ] Terminals switched on and in place before the first service.
- [ ] A short announcement at every service, ideally before the collection.
- [ ] Sidespeople and welcomers ready to point people to the terminals and help anyone who's unsure.

- [ ] Afterwards: put away any terminal used in a basket and charge it. Terminals in stands and podiums can stay in place; if one isn't plugged in, charge it overnight.

The first month

- [ ] Mention it briefly every week, not just at launch, including that UK taxpayers can add Gift Aid.
- [ ] Check the first Wednesday payout arrives and matches the gifts.
- [ ] Ask sidespeople what questions people are asking, and adjust where terminals sit if few people use them.
- [ ] Share a short update with the PCC after the first month.

2. Announcement pack

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

During notices, short

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

During notices, launch day (before the collection)

> From today, you can give to [church name] by tapping a card or phone. You'll find the terminal [on the welcome table / in the collection basket]. Choose an amount, tap, and you're done: no app and no sign-up. If you're a UK taxpayer, scan the QR code on the screen to add Gift Aid, which gives the church an extra 25p for every £1. Cash, envelopes and the Parish Giving Scheme carry on 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.

Pew sheet

> **New: give by card or phone.** You can now give by tapping your card or phone [on the welcome table]. Every gift supports [the ministry of our church / a named appeal]. UK taxpayers can scan the QR code on the screen to add Gift Aid.

Parish magazine

> **A new way to give at [church name].** Many of us no longer carry cash, and visitors often want to give but can't. So from [date], [church name] has a contactless giving point [in the porch]. Tap a card or phone, choose an amount, and your gift goes straight to the church. If you pay UK tax, scan the QR code on the screen to add Gift Aid at no cost to you. Cash, envelopes and regular giving carry on as normal. Thank you to [the PCC / name] for making this possible.

Email to the congregation

> Subject: A new way to give at [church name]
>
> Dear friends, from [date] you'll be able to give at church by tapping a card or phone, as well as by cash, envelope or regular giving. You'll find the terminal [location]. It takes seconds and needs no app. If you're a UK taxpayer, please scan the QR code on the screen to add Gift Aid, which makes your gift worth 25% more to the church. With thanks, [name, role]

Social media

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

Church website

> **Giving in person:** you can give by cash, envelope, or by tapping a card or phone at the giving point [in the porch]. UK taxpayers can add Gift Aid by scanning the QR code on the screen.

3. Sidesperson and welcomer briefing

Thank you for helping people 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.
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 pay UK tax, they can scan the QR code shown to add Gift Aid.

During the collection

- If a terminal is in a collection basket, pass it with the basket or plate as usual. Hold it steady while someone taps, and keep it moving.
- Afterwards, take the terminal out 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 church never sees card details.
Can I add Gift Aid?	Yes, if you pay UK tax. Scan the QR code on the screen after you give.
Do I need an app?	No. Just tap your card or phone.
Does it replace cash, envelopes or regular giving?	No. It's simply another way to give.
Where does the money go?	Straight to the church, paid in each week.

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, offer the plate or basket instead, and tell [name or parish office] after the service.

Looking after the terminals

- **Stands and podiums:** can stay in place all the time, usually plugged in. If one isn't plugged in, charge it overnight.
- **Collection baskets:** bring the terminal out for the collection, then put it away and charge it.

4. Treasurer's sheet

When the money arrives

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

Card fees

The fee is 1.59% plus 10p per gift. If the church 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 church 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 Sunday, as a separate line such as "Contactless giving".
3. If you hold a special collection or appeal, record gifts made to it separately so they go to the right fund.
4. Keep a copy of the weekly gift list with your counting records.

Gift Aid

- UK taxpayers can scan the QR code after giving to make a Gift Aid declaration, adding 25p to every £1 they give.
- You submit the Gift Aid claim to HMRC yourself, as usual, using a report of these gifts and declarations from the GoodBox Portal.
- Gifts with a Gift Aid declaration are claimed as ordinary Gift Aid, at any amount.

The Gift Aid Small Donations Scheme

- If your church also claims ordinary Gift Aid, you can claim a 25% top-up on contactless donations of £30 or less without a declaration, under the Gift Aid Small Donations Scheme.
- Annual limits apply, and churches with more than one community building may be able to claim more. Check the current rules on GOV.UK.
- Don't claim small donations on gifts that already have a Gift Aid declaration.
- HMRC asks you to keep the records produced by the contactless terminal: keep the gift lists from the GoodBox Portal for this.

Donor details and UK GDPR

- Donor details are collected only if a donor chooses, for Gift Aid and to thank them.
- Keep Gift Aid declarations and donor details securely, under your church's privacy notice and UK GDPR, and only for as long as HMRC requires.

Who to contact

- Questions about payouts, Gift Aid or the terminal: support@goodbox.com.
- Adding terminals or accessories: sales@goodbox.com.

This sheet is general guidance, not tax or legal advice. Check the current Gift Aid rules on GOV.UK or with your diocese.