Launch toolkit: contactless giving in your church

For churches in the United States launching GoodBox. Four short guides to help your first month go smoothly: a launch checklist, ready-to-use announcements, a briefing for greeters and ushers, and a sheet for your treasurer or church office. Print the ones you need.

1. Launch checklist

Two to three weeks before

- [ ] Agree where each terminal will go: on a table or welcome desk by the entrance, in a giving basket or offering plate during the service, or in a podium in the lobby.
- [ ] 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 giving baskets, and who reconciles gifts each week.
- [ ] Tell your church leaders, council or finance committee, and staff, the launch date.
- [ ] Brief greeters and ushers (see the greeter and usher briefing).
- [ ] Give your treasurer or church office the treasurer and church office sheet.

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 desk” or “Offering”.
- [ ] Check signal in each spot. If it is weak, the terminal can work offline, but test it in place.
- [ ] Put the announcement in your bulletin or newsletter, 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 just before the offering.

- [ ] Greeters and ushers 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.
- [ ] Check the first Wednesday payout arrives and matches the gifts.
- [ ] Ask greeters what questions people are asking, and adjust where terminals sit if few people use them.
- [ ] Share a short update with your church leaders after the first month.

2. Announcement pack

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

From the front, short

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

From the front, launch day (before the offering)

> From today, you can give to [church name] by tapping a card or phone. You'll find the terminal [at the welcome desk / in the offering basket]. Choose an amount, tap, and you're done: no app and no sign-up. Cash, envelopes 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 or notice sheet

> **New: give by card or phone.** You can now give by tapping your card or phone [at the welcome desk]. Every gift supports [our ministry / a named appeal]. If you'd like a receipt, scan the QR code on the screen after you give.

Newsletter

> **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 lobby]. Tap a card or phone, choose an amount, and your gift goes straight to the church. Cash, envelopes and online giving carry on as normal. Thank you to [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 online. 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 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 ministry].

Church website

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

3. Greeter and usher 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, 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.

During the offering

- If a terminal is in a giving basket, pass it with the basket as usual. Hold the basket 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 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 cash, envelopes or online 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 basket or plate instead, and tell [name or church 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.
- **Giving baskets:** bring the terminal out for the offering, then put it away and charge it.

4. Treasurer and church office 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 2.75% plus $0.20 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 your cash count for the same Sunday, as a separate line such as "Contactless giving".
3. If you hold a special collection, 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.

Recording gifts

- Agree the approach with your church leaders and auditor or accountant before launch.
- Anonymous taps are usually recorded alongside loose cash in the collection.
- Where a donor has given their details by QR code, record the gift against their 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 church 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.
- Use donor details only to thank and receipt donors, and keep them under the church'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.