

Frequently Asked Questions

General:

1. What cards/payment methods does Payaz GivingStation accept?

The Payaz GivingStation uses the SumUp Air card reader to process donations. There are slight variations across each country, but the main payment methods include : Visa, American Express, Union Pay, Mastercard, Maestro, Discover, V Pay, JCB, , Samsung Pay, GooglePay and Apple Pay.

There are some variations to this for other SumUp readers: please see the [SumUp website](#) for further information.

2. What donor information will be held by any party and how does this relate to GDPR compliance?

The privacy policies of each third-party can be found here:

- [SumUp](#) (also available on local SumUp websites)
- [Give A Little](#)
- [Payaz](#)

Donor card details are held by Give A Little and SumUp in order to process donations. Any further donor details held by Give A Little are supplied by the donor on an 'opt-in' basis only ie submitting an email address for a general receipt or for further contact.

The National Giving Team will have access to the data disclosed in your application form, which will be shared with your diocese. You can find our privacy notice relating to how this data will be used [here](#). Both the National Giving Team and your diocese will also have access to aggregate donation values and volumes of your device and, if applicable, your online giving account, which will be used by both teams to assess the progress of a digital giving project and inform best practice. Parish Buying's privacy notice is available to view [here](#). Please note that the National Giving Team and the Diocese in Europe do not have access to any individual donor information at all.

3. I'm unsure if our church building has wifi or if we can get a mobile signal etc. Where do I start when it comes to our church's 'connectivity'?

Step 1: Someone in your chaplaincy should be able to confirm if the church has Wi-Fi (either Wi-Fi broadband or Wi-Fi mobile).

Step 2: If your church doesn't have wifi, check if you can get a mobile phone signal in the church (which means you can use a Payaz device using a SIM card, like a phone). If you don't, it means you are 'offline'. Please contact [Juliet Evans](#) for further advice.

The Digital Giving Rollout Project Pack also contains information about 'Connectivity'.

4. Where would you advise putting our device?

This is up to individual chaplaincies – but one of the key considerations is where you can get a good wifi/mobile signal (see the above question and response). This can be just inside the church entrance, near the noticeboard or tea/coffee station etc. The device needs to be visible and ideally where you can put an

information poster/sheet nearby to explain anything. As the device comes with an in-built battery, which lasts up to six hours, you do not need to locate it near a plug socket unless you want to use the device continuously.

5. We already have a SumUp merchant account for our small SumUp Air/Solo device. Can we use this same account for the Payaz device?

Yes, you can use your existing SumUp account; no need to register again for that element.

6. We have two funds we want to promote, using the same bank account. Can the donor/treasurer distinguish between the two?

Yes. Each fund can have its own 'campaign' name so it's clear for the donor when they give and for the treasurer when looking at donation reports. If you want, you can list both funds on the donor screen so donors can choose. More information about this will be provided as part of the project training sessions.

7. We operate two church bank accounts in our chaplaincy. How does that work?

You will need to set up two accounts with two email log-ins for SumUp and Give A Little... If you are raising funds for two campaigns going into separate bank accounts, you can't do it simultaneously on a single donor screen - you will need to log into/out of each account each time to load a different campaign on the Payaz device.

8. What data is held on the device?

No data is stored locally on the device. All data is held electronically, so if someone steals the physical device they can't access the data. The screen, as well as the device itself, can be 'locked'.

Europe:

9. Can we accept cards from different countries and what are the fees?

Yes, international cards are accepted. E.g. if a donor makes a Euro donation from a UK Visa card to a European chaplaincy it'll be converted back into £ Sterling on the donor's bank statement with a small currency converter fee added.

10. What are the transaction fees for each donation? (note there are no other joining, monthly or exit fees)

These vary across each country, according to negotiations between the Church of England and SumUp. E.g. France: 1.5%. Germany: 0.85-2.5%. Spain: 1.3%. Italy: 1.75%. Switzerland: 1.3% (debit cards) -2.3% (credit cards). Portugal: 1.75%. Hungary: 1.95%. Transaction fees for other countries are available from [Juliet Evans, the Diocesan Fundraising Adviser](#).

11. Is there an option for UK taxpayers to add Gift Aid to their donation?

There is no Gift Aid option on European devices.

12. If one church or congregation within a chaplaincy wants to apply for a device, should the application come from the chaplaincy or the individual church?

The Chaplaincy Church Council should discuss the project with its churches and congregations. The individual church(es) should then make the application.

13. Our chaplaincy is made up of several churches/congregations that are very distant from one another. Can we apply for more than one device per chaplaincy?

Technically, yes, in which case you would need to submit one application per device being requested. Please contact [Juliet Evans](#) to discuss this if you have any queries.

14. Our chaplaincy is made up of several churches/congregations that are near each other. Can we share a device?

Yes, you can, although do note that the device weighs approximately 6kg, so that may need to be taken into account for transportation. The 'lead chaplaincy' should complete the application on behalf of all the churches involved, though you will be asked for the details of the other churches. If you share a bank account then you will need just one email/password log-in for the device. If you do not share a bank account then you will need two log-ins. You can set different 'campaigns' within the Give A Little app to distinguish between donations in different churches.

15. What's the financial/legal agreement around card reader giving in Europe?

Parish Buying has undertaken due diligence on all its third-party partnerships. There are legal contracts in place and high-level supplier meetings take place on a regular basis. For the digital giving rollout, a tender process was conducted to appoint suppliers for the rollout, all of whom had already undergone due diligence for Parish Buying.

16. What languages can be offered on the Payaz devices? The treasurer administration screen is only in English. The donor screens can be in English OR in your local language. Currently those on offer are: French, German, Dutch, Italian, Portuguese, Spanish, Finnish, Hungarian, Slovak, Swedish. However, it's one language or the other – donors can't yet select a language on-screen. One solution I can provide for chaplaincies is a 'MP4 animated file' which can display the welcome and thank you screens in multiple languages on a loop.

17. Are donor tax receipts available for local taxpayers?

Currently, no. This is work in progress and there will be a phased approach to what can be offered. More information will be available shortly.

18. Does SumUp offer different currencies?

No. At the moment, donations can only be made in your local currency only.

19. If we are unsuccessful in our application, can we ask someone in our congregation if they might either sponsor or part-sponsor a device?

Yes. We are working on some communication templates for chaplaincies. Please [contact Juliet Evans](#) for more information about ordering any device outside the Digital Giving Rollout programme itself.