

TapSimple supporter FAQs

Background

Why did Christian Aid choose TapSimple?

We know from our extensive contactless testing to date that the biggest contactless opportunity for Christian Aid supporters is settings like church collections, where people are expecting to give and there is a high level of trust and engagement. To be effective in this setting, devices need to allow donors to select donation amount, give over £30 and to include Gift Aid, all of which TapSimple allows. It also allows you to tell what you raised for different appeals like Christmas or Christian Aid Week.

What about other devices you have tested previously? Eg GoodBox or the Thyngs QR codes?

We're not supporting the QR codes again this year as they didn't perform well enough in testing. If you still have any of these, please destroy and dispose of them.

If you have other devices, we may in the near future be able to enable them to switch fundraise for Christian Aid on their own device. It would need to be devices with appeal screens such as GoodBox Core and GiveALittle.

Who can use the TapSimple devices?

Any church or group who can commit to raising at least £200 through the TapSimple device. Larger Christian Aid groups or churches may find they have the most opportunities to use the devices, but we are keen to assist smaller churches in exploring how they can harness contactless technology and use this to make giving as easy as possible for their congregations.

Where do the devices work best?

They work best in places where people are expecting to give and there is a high level of trust and engagement. This includes places like church collections, concerts, quizzes and other events.

What about public collections? (street/station/supermarket)

Our testing has shown that public collections are not good opportunities to use contactless – very few people will want to donate through them and it's usually a small amount each time which doesn't justify the cost of the device.

If you want to try using the devices at these collections in addition to a church collection or another event, that's fine, but it's unlikely that you will be able to meet the £200 minimum through public collections alone. The sign-up form asks where you will be using the devices and we will prioritise sending them out to applicants who sound like they can make the best use of them.

What about house-to-house?

Like street collections, house-to-house collections are not a good opportunity to use the devices. We know that many people on the doorstep will say 'Sorry, I've not got any cash', but sadly that usually seems to be a polite no rather than indicating someone would give via contactless if that was available.

House-to-house is less well known than street collections, and as society changes many people are becoming less familiar with it. This means there are already sometimes trust barriers on the

doorstep, which makes using a contactless device more difficult. Because of this, please don't use the TapSimple devices for house-to-house. Instead, if someone doesn't have cash you could suggest they give via caweek.org or text-to-donate, using the details found on the no reply slip.

But don't other charities use contactless devices for street collections/ house-to-house?

You do occasionally see charities with contactless devices for street collections or even house-to-house, but that's almost always for paid face-to-face fundraisers who are using them every day. We have tens of thousands of amazing volunteers for Christian Aid Week, and it just wouldn't be cost effective to send them all a device, especially when it would only be used a few times a year.

Can the devices be used outside of Christian Aid Week?

Yes, we would encourage you to use these year-round to make the most of them. The more they are used, the easier you will find the device to handle. Christian Aid will offer different appeal screens for each key moment such as Harvest, Lent or Christmas and can quickly set new ones up for things like emergency appeals.

What happens if we don't meet our £200 a year target?

We are pretty confident that every church will be able to meet this target. The weekly webinars from mid-March until May will include tips on how to make the most of the TapSimple devices. Additional appeal screens through the year will provide additional opportunities outside of Christian Aid Week as well.

If you find that you aren't able to raise enough to meet the target then they can return it to us. We will also look out for churches that have low usage to see if we can help, or if the church would like to return it.

Can a Christian Aid Group have a device?

Yes! Note that the users will be set up to record donations against their Christian Aid Group. So if the device is used by a church, say at a church service, the donations will be allocated to the Christian Aid Group and not the church.

It is possible for us to set it up so that the device can be used by more than one organisation. If you require this please email caw@christian-aid.org.

If there are big churches within the CAG it may be worth the individual churches requesting their own device, rather than trying to share one.

Technical questions

Can the device issue receipts?

At the moment the contact form which also has the receipt function doesn't meet our GDPR requirements. This will be added, although subject to testing before we add it on. If a receipt is required please note the date, time and amount given along with the group or church name and reference (OR) number and email caw@christian-aid.org and we will organise a receipt for you.

Can TapSimple process Gift Aid?

Yes – once someone has made a donation they are given the option to fill in their details for Gift Aid. Gift Aid rates during testing were encouragingly high at 77%.

Can someone give more than the £30 limit?

Yes, as TapSimple also has chip and pin. In settings like church collections many people want to give more than £30, which was part of the reason for choosing TapSimple.

Can it be used to sign someone up to a regular gift?

TapSimple devices have the functionality – we’re not offering it yet as we need to get the basics right first but may explore the regular giving possibilities after Christian Aid Week 2020.

What’s the platform fee?

There is a platform fee of 2.25%, which TapSimple gives the donor the option to cover. Most contactless devices and even websites like JustGiving will have this kind of fee and our testing has showed that most donors are happy to cover this cost.

Can it work through wi-fi?

Yes.

Can more than one person be linked to the device?

Yes, more than one person can set up their phone with the two apps so it’s not dependent on one particular person being there with their phone.

No matter who is to use the device it’s important that they get set up and familiar with it ahead of the event. Once set up its pretty straightforward.

Will my church/Christian Aid group be credited with the amount raised?

Yes, when we set up each user, we assign you to what the TapSimple dashboard calls a “group” which is the name of your church or Christian Aid group. This enables us to directly process your fundraising to your church/Christian Aid group.

How do churches sign up?

Fill in [this form](#) which will also be found at caid.org.uk/contactless. You will need to have a smart phone to use with the device, and to commit to raising £200 a year through TapSimple.

How will you support churches to get set up with the device?

Supporters will need to download two different apps on their phone to get set up on the device. It can be a little fiddly initially but once the devices are set up they are very easy to use. We’ll offer lots of support to help you get up and running. This will include user guides and regular webinars – more details to follow.

My church is interested in using the device for our own church stewardship. How do I set that up?

You will need to contact TapSimple directly at info@tapsimple.org

How does the TapSimple service fee and the Square transaction fee affect my personal Gift Aid declaration?

The amount shown on your bank statement is the amount that you declare as charitable giving. So if you donate £10 and don’t cover the (2.25%) TapSimple fee then you declare £10. If you donate £10 and cover the TapSimple service fee then you declare £10.23.