

GiveStar Supporter FAQs

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Why did Christian Aid choose GiveStar?

In 2018 we realised that Christian Aid Supporters needed a contactless donation solution to address the increasingly cashless environment. In our testing we saw that contactless gifts worked best in 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 a donation amount of their choice, and to include Gift Aid, all of which GiveStar allows. It also allows you to see what you raised for different appeals like Christmas or Christian Aid Week.

What options are available to us through GiveStar?

GiveStar offers a range of cashless fundraising options. These are, online giving (like JustGiving), contactless giving and, ticketed charity events which are all supported by a user-friendly dashboard.

Contactless giving is by way of the Tap-on-Phone feature provided by the GiveStar App, Charity Go, which is available for Android smartphones Version 10+ and soon to be available for iPhones XS or later running iOS 16+, by Christmas 2023 hopefully. No additional device is needed to take a contactless card payment when utilising the Tap-on-Phone feature.

How do churches/Christian Aid Groups sign up for GiveStar?

Registration for GiveStar is required. Find the registration form here [GiveStar - Contactless and cashless payments | Christian Aid](#).

What happens after completing the GiveStar registration form?

After your registration has been approved, you will receive two emails. The first will be an invitation to the GiveStar Dashboard to set up your login, after which you can access all the fundraising features. The second will be an email from Christian Aid with details of how to get started. Also, GiveStar has lots of inbuilt support in the dashboard including a chat function with GiveStar's technical team should you get stuck.

How do I set up fundraising pages after being set up on GiveStar?

There are templates you can use for online giving and contactless giving that have been created by Christian Aid for key moments like Harvest, Christmas and Christian Aid Week, and for emergency appeals. These can be utilised if they suit your needs, or you can create your own by following the prompts provided when selecting this option. If support is required when creating your own, please contact us at hello@christian-aid.org.

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 GiveStar dashboard calls a "group" which is the name of your church or Christian Aid Group. This enables us to attribute your fundraising to your church/Christian Aid Group.

What is the GiveStar contactless giving App called?

The name of the GiveStar App used for contactless payments changed from POS GiveStar to CharityGo in August 2023.

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Who can use the GiveStar contactless giving App's Tap-on-Phone feature?

Any church/group can use the Tap-on-Phone feature if they are registered to use GiveStar, are a fundraiser on the account and use an Android smartphone version 10+. The same will be true for iPhone XS or later running on iOS 16+ in due course – by Christmas 2023 hopefully.

In addition, the fundraiser will need to download the GiveStar App – 'CharityGo' (having first checked their phone is 'NFC' enabled) and login with their usual GiveStar username and password.

If you want to raise funds via contactless giving but are unable to utilise the Tap-on-Phone feature in the GiveStar App, please contact hello@christian-aid.org.

Do I have to have the GiveStar App to use GiveStar?

No. All sign ups automatically provide access to online giving, contactless giving and events fundraising, and you have the choice of which of the options you would like to use. If you do not want to use the contactless giving feature, you do not need to use the GiveStar App.

Does GiveStar have QR codes?

QR codes are integrated into GiveStar's online giving and events pages. You can easily share these on promotional literature, noticeboards, or online.

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

We're not supporting the Thyngs QR codes as they didn't perform well enough in testing. If you still have any of these, please destroy and dispose of them. GiveStar has inbuilt QR codes for supporters to use as described above.

We are unable to support other devices such as Goodbox.

Can my church/Christian Aid Group use its own contactless giving device for Christian Aid?

Unfortunately, Christian Aid is currently unable to support churches/groups to use their own contactless giving devices, but they should not be needed with the introduction of the Tap-on-Phone feature in the GiveStar App.

If the church/group uses its own contactless giving device we are unable to match income raised to the organisation or individual fundraiser easily, unable to ensure our branding is being appropriately used and is visible, and ensure donors understand where their gift is going. Further, organisations could struggle to identify the Christian Aid donations from its own in its bank account and difficulties arise too in relation to the donor being able to Gift Aid to us.

Where does the GiveStar App work and work best?

The App should work where there is a good internet connection (Wi-Fi or 4G/5G). It will be best utilised 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.

Can contactless giving work through Wi-Fi?

Yes, it works through Wi-Fi. If you are unable to access a Wi-Fi network, please ensure you have sufficient 4G/5G coverage at the fundraising location in advance of the actual event.

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

The contactless giving via the Tap-on-Phone feature of the GiveStar App is great for public collections as it allows you to fundraise at a time where people do not often walk around with cash to hand. It is, however, important to be mindful that using Tap-on-Phone can drain the phone's battery fairly quickly. It will therefore be helpful to have its charger and a power supply nearby. You also need to ensure the phones being used for street collections are compatible with Tap on Phone in advance of the collection.

Using a QR code is also a good non-cash way to take donations. Simply choose the relevant online giving template or create your own via the church's/group's dashboard, and after publishing the page, download the page's QR code and add to promotional material/collecting buckets etc.

When applying for a street/station/supermarket collection permit, please ensure this allows for cashless collections.

What about house-to-house collections?

Unlike street collections, house-to-house collections are not a good opportunity to use the contactless feature. 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 collections are less common than street collections and typically are only used by Christian Aid during Christian Aid Week each year. This means there are already sometimes trust barriers on the doorstep, which makes using a contactless giving more difficult. Because of this, please don't use the GiveStar contactless for house-to-house collections. 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 collection envelope.

Can the GiveStar contactless giving App be used outside of Christian Aid Week?

Yes, we would encourage you to use it year-round to make the most of it. The more the feature is used, the easier it will become. Christian Aid offer templates for key moments such as Harvest, Lent or Christmas and for emergency appeals.

Can those donating via the GiveStar contactless giving App's Tap-on-Phone feature request a receipt?

Yes, if the 'enable contact after donation' toggle is activated on the contactless giving campaign card the donor can give their details and tick to receive an emailed receipt.

Can the GiveStar contactless giving App process Gift Aid?

Yes, when using the templates that are NOT for 'Rapid Donations', once someone has made a donation, they are given the option to fill in their details for Gift Aid.

Is there a maximum donation limit when using the GiveStar contactless giving App's Tap-on-Phone feature?

Yes, the maximum for a single donation is £100. To give more than £100, the donor would have to make multiple donations.

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What are GiveStar's fees?

There is no platform fee with GiveStar. However, there is a card processing fee of 1.9% + 20p as shown in the image below. Most contactless giving facilities and even websites like JustGiving will have this kind of fee. There is a £3.50 charge each month where a CharityGo App user has raised over £10 through Tap-on-Phone.

GiveStar, like the other platforms we work with, offer an extremely cost-effective way to make cashless donations. GiveStar offers supporters the option to contribute to the processing costs and our testing has showed that most donors are happy to cover this cost.

How do GiveStar's fees compare?

Platform costs and fees

 <p>Development costs? No £30 donation:</p> <ul style="list-style-type: none"> Platform fee £0 – (supporter given option to contribute) Card processing fee @1.9% +20p = -77p 25% gift aid +£7.50 Service fee on Gift Aid N/A <p>Total to Christian Aid £36.73</p>	 <p>Development costs? No £30 donation:</p> <ul style="list-style-type: none"> Platform fee £0 Card processing fee @1.9% +20p = -77p 25% gift aid +£7.50 Service fee on Gift Aid 5% = -37.5p (38p) <p>Total to Christian Aid £36.35</p>	 <p>Development costs? No £30 donation:</p> <ul style="list-style-type: none"> Platform fee £0 Card processing fee variable eg @1.7% = -51p 25% gift aid +£7.50 Service fee on Gift Aid N/A <p>Total to Christian Aid £36.99</p>
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*costs do not include any additional technology such as creation of Microsites which may incur additional costs

How does the GiveStar processing fee affect the donor's Gift Aid declaration?

The amount shown on the donor's bank statement is the amount they declare as charitable giving. So, if they donate £10 and don't cover the GiveStar processing fee (2.25%) then they declare £10. If they donate £10 and do cover the GiveStar processing fee, then they declare £10.23.