

GETTING YOUR DONATIONS ON TAP



**HOW TO HARNESS THE POWER OF
CONTACTLESS TO TRANSFORM YOUR
FUNDRAISING**

WWW.YORKSHIREPAYMENTS.COM



5.5 Inch HD Screen
Full Touch Screen



All Major Payment Methods
Apple Pay, Google Pay, VISA,
Mastercard



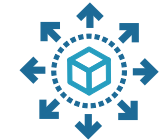
Up to 12 hours Battery Life
when included with an optional
battery handle.



Full Connectivity
LAN & Roaming 4G



Offline Transactions
1 second transaction time



Self Connected
No App or Smart phone needed



Water Resistant
IPX3 Rated



Full Payment Security
L1 & L2 Certified



Custom Screen Artwork
Remotely Updated



Full Connectivity

LAN & Roaming 4G



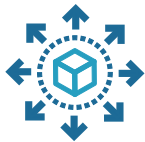
All Major Payment Methods

Apple Pay, Google Pay, VISA,
Mastercard



Offline Transactions

1 second transaction time



Self Connected

No App or Smart phone
needed



Chip & PIN

No frustrating app or
smart phone required



Up to 3 Hours Battery

With an open donation field





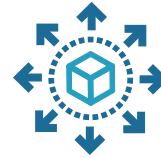
Time of Day

See at exactly what time each donation was made



Card Origin

A breakdown of where donor's cards are from



Cumulative total

A display showing how your total donations have grown



Device

Individually analyse the performance of each of your devices



Value Analysis

Chart displaying the mix of transaction values



Day of the week

View the proportion of donations made on each day of the week



Data Table

Volume and value of transactions, in the time range of your choice



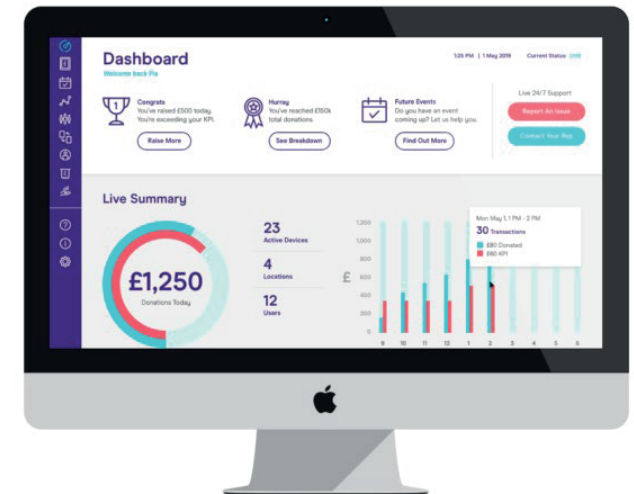
Value Count

View the number of donations made in each transaction value in a particular time range



Transaction Download

Download a spreadsheet containing each individual donation and the information related to it.



KNOW YOUR DONOR (AND PRIME THEM)

Make it clear that you are collecting contactless with visual signals for donors (flags, t-shirts, stickers with the contactless symbol). When street fundraising, be upfront that you're not collecting direct debits (no clipboards!) donors are then much more likely to stop. Consider increasing the donation amounts in environments in which potential donors are more engaged - particularly in attended fundraising environments, we have seen minimal drop-off between £3 and £5



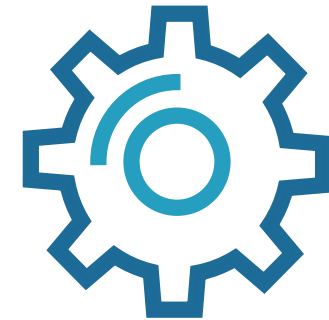
NAIL YOUR MESSAGING

Ensure that all volunteers know exactly what money raised will achieve in the increments you are fundraising in. E.g £5 will go towards day to day support for someone who has just left hospital here in the UK. Internally, galvanise your volunteers by giving them daily fundraising targets. Plus, through the GBx Portal you can easily track and reward the best performing devices.



BE ADAPTABLE

The beautiful thing about our technology is that it is adaptable and portable. If you find donors in a certain environment are willing to give more, we can change the default amount in a jiffy. Struggling to get traction with contactless in a certain location. but it's raking in donations down the road? Consider having more devices in areas in which you're having success (often where someone has recently had their card out!), and focusing on cash in areas where that is more popular.



BE PREPARED

Your GBx Core will keep its charge for around 5 hours. Be sure to have located a plug point nearby for any urgent charging, and have two for longer mobile fundraising stints. The GBx Mini battery will last for around 3 hours, so be sure to order a spare battery if your fundraising requires. Charge every device over night to ensure it is fully charged for the next day's fundraiser. Ensure volunteers and staff are well briefed in how the device works, and all troubleshooting and FAQs. Their confidence in handling contactless technology will result in increased fundraising revenue, as they will be more likely to promote it and handle any queries quickly.



FAQs



I want to donate more/less - is it possible to change the amount?

Yes- simply tap your finger on the screen, scroll to select the desired amount then tap again to confirm before making the donation.

How can I get a receipt or a refund for my donation?

Email support@goodbox.com with the following information:
Receiving charity
Date and time of donation
Card expiry date

Can I use an American Express card to donate?

Our devices do not currently accept AMEX but we do hope to provide a solution to this very soon.

Can I apply Gift Aid to my donation?

Unfortunately there is currently no way for donors to apply Gift Aid to their contactless donations, but we are working on developing an HMRC- approved solution.

I made a donation - why has it not yet shown up on my Internet Banking app?

Our devices are able to process offline transactions so, depending on signal at the time of the donation, the payment may not be processed immediately. As soon as the device connects to the network, the transaction will be processed and you should receive confirmation.

Why has my card been declined multiple times?

Some banks have security measures which limit the number of contactless payments that can be made. In these cases a PIN needs to be entered; as this is not possible on the GBx Core we suggest trying a different card.

Is my personal data safe?

GoodBox do not see, collect or store any personal data when a transaction is made; all payment information is encrypted at source. GoodBox is PCI compliant and its certificate is available upon request.



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 **YORKSHIRE
PAYMENTS**
STRAIGHT TALKING CARD SOLUTIONS