

## Contactless FAQs

### Why does this document exist?

This guide is designed to be an exhaustive list of questions regarding all aspects of contactless. If you have a question, please refer to this document first, if you can't find an answer, please contact your Community Manager.

### How to use this document

- 1) Press Ctrl and f together, this will open the document's search function
- 2) You need to search key terms, e.g. if your question is 'how long does the battery last?' search 'battery' as it is the most unique word in that sentence, another example would be 'Are there any security risks with the device?' the key word would be security

### Top 5 questions at a glance

#### **Are there transaction fees?**

Yes. 2.49% as a flat rate on transactions. These will not be taken from individual transactions but from the RNLI centrally. Branches will not have this amount deducted from their transactions.

#### **How long does the battery last?**

If the unit is being used in an area with strong signal and being used regularly, it will last approximately 6 hours. If it's in an area with low signal and being used intensely, this can be as low as 4 hours. All devices will have an external battery pack but please remember that this also needs to be charged. Used in conjunction with the battery pack, the device will last for well over 12 hours.

#### **Does the machine store card details so that if it is lost/stolen there is a risk that donors details could be obtained?**

No personal information is stored on the device, there is no risk to donor information

#### **Will amounts raised on the machine be directly credited to the branch?**

- If your branch owns a unit, money raised will take up to 7 working days to appear in your branch's Salesforce, this will happen automatically.
- If your branch is borrowing a unit from a Community Manager, it will be recognition credited to your branch Salesforce a month

#### **What donation amounts are possible through the machine - up to the contactless limit of £45?**

Any amount up to £45 but it must be pre-set on the machine. Standard donation amounts will be £3, £5 and £10.

**Why hasn't every branch been given its own unit?**

For this first round, we have prioritised the highest-income branches and have had to factor in branches that don't have a Community Manager due to vacancy or furlough.

**Can a new branch have its own unit?**

We will be looking at ordering more units before the end of 2020.

**Why have we leased units rather than buying them?**

Due to the rapid development of technology, if we were to own units outright, they would quickly become obsolete. Features currently in development include ability to incorporate gift aid and extended battery life.

**Are there transaction fees?**

Yes. 2.49% as a flat rate on transactions. These will not be taken from individual transactions but from the RNLI centrally. Branches will not have this amount deducted from their transactions.

**How much does each unit cost?**

Each unit costs £26.30 per month to rent. The market value of each unit is £400+VAT

**Why is the loan process so complicated?**

These units are valuable assets and need to be managed properly – we and volunteers have to do due diligence.

**How long does the battery last?**

If the unit is being used in an area with strong signal and being used regularly, it will last approximately 6 hours. If it's in an area with low signal and being used intensely, this can be as low as 4 hours. All devices will have an external battery pack but please remember that this also needs to be charged. Used in conjunction with the battery pack, the device will last for well over 12 hours.

**What if the face plate is damaged?**

You can order a new one by getting in touch with your community manager

**What if the unit malfunctions/breaks?**

1. Attempt to turn it off and on again
2. Attempt to charge it
3. If issue persists, get in touch with your community manager

**What do I do if a unit is lost or stolen?**

1. In the first instance, be absolutely certain that the unit is lost/stolen, once a unit is disconnected, it is disconnected permanently and this process will cost £/€400+VAT which will be charged to your regional budget
2. If it is stolen, immediately contact the police and get a crime reference number.

3. Whether lost or stolen, contact your community manager, stating serial number, crime reference number if applicable and a brief description of what happened. Service owner will order replacement
4. Service owner will order replacement from supplier which will be shipped to you within 5 working days
5. Service owner will raise purchase order which will be charged against regional budget

#### **Why aren't these units insured?**

It is the RNLI's internal policy to not insure any assets that are not cumulatively worth over £100k, these assets come in at slightly under at £89k so all lost/stolen units will need to be paid for from budgets.

#### **is the screen visible in direct sunlight?**

Yes, it is backlit and easy to view in sunlight

#### **Can I use it for both donations and souvenir sales**

Unfortunately, no. Souvenirs have VAT attached to them and we can't report VAT via contactless units.

**If for donations only how do we take electronic payments for souvenirs (Note a lot of small traders have a very neat little gizmo for doing this that connects through their mobile phones to allow payments - and can also issue e-mail receipts. Worth the RNLI investigating if no solution currently available for souvenirs)**

We are looking into other suppliers such as iZettle (who provide the units mentioned here) who will be able to offer different kinds of units with different features.

#### **How do I change the amount of the donation?**

- To change the donations amount(s) that are on the device (e.g. £3, £5, £10 etc.), contact your Community Manager Monday-Friday between 9 and 5
- To cycle through the donation amounts on the unit, there is only one button with a ^ symbol, this will cycle through the different amounts on the machine

#### **What donation amounts are possible through the machine - up to the contactless limit of £45?**

Any amount up to £45 but it must be pre-set on the machine. Standard donation amounts will be £3, £5 and £10.

#### **Can the donation amount be changed without touching the machine (covid question)**

Yes, just hover over the ^ button on the device

**Should we ensure that donors never touch the machine - only the RNLI volunteer who is responsible for it**



We advise donors don't touch the advice, you can change the donation amount for them and they can hover their card over it.

**What are the cleaning instructions - frequency, what we can use to clean it etc**

Wipe down before and after use with alcohol wipes. Please purchase these and claim via volunteer expenses.

**What happens if contactless does not work - is there an option for someone to enter their pin (given all cards require this from time to time even if they are contactless)**

There is no chip & pin option, if a donor needs to enter PIN # for security check, they can do so via any nearby cash machine. This only happens after 5 consecutive transactions.

**How can I be sure that the transaction has gone through**

The device will light up 4 lights in a sequence and beep twice. This means the payment has been taken. If there is signal in the area, this will upload immediately.

The only reason a transaction won't go through is because:

- The device doesn't have signal for over 24hrs and so can't upload it
- There is not enough money in the donor's bank account

**Does the machine issue receipts? If no what do I do if the donor wants one?**

The machine does not generate receipts. If a donor wants a receipt, they will need to call your Community Manager and be able to state the date and time of the transaction, and give the first 4 and last 4 digits of the card number.

**Does the machine store card details so that if it is lost/stolen there is a risk that donors details could be obtained?**

No personal information is stored on the device, there is no risk to donor information

**Is the transmission of the card details to effect the transaction encrypted (ensuring it cannot be intercepted by someone nearby)?**

All transactions are fully encrypted and compliant to industry-standard

**What happens if there is no 4G coverage - will the machine still work. Any alternatives available (eg connect to wifi; use bluetooth to connect through a phone on a different network?)**

Devices are 3/4/5G-only. They can take donations without being offline and will constantly try to find signal to upload the transactions. They have a SIM card that can connect to any network.

**Will amounts raised on the machine be directly credited to the branch?**

- If your branch owns a unit, money raised will take up to 7 working days to appear in your branch's Salesforce, this will happen automatically.
- If your branch is borrowing a unit from a CM, it will be recognition credited to your branch Salesforce a month

**Will the machine tell us how much it has cumulatively processed (say that day) so that we can give immediate feedback to volunteers - and cross check with the amount credited to the branch?**

Amount raised on a unit will only display on a website that your Community Manager has access to (for security purposes). Please arrange with your Community Manager when you want to be updated before using the unit.

**Any specific instructions re maintaining security of machine when not in use - who stores it, must it be locked away etc?**

Please ensure all units are kept in a secure location that is not publicly accessible (e.g. a volunteer's home is fine), please ensure you keep the original box that the unit was delivered in to transport it to and from events.

**Can we still claim gift aid for amounts donated through the machine. And if so any alternative to using the existing paper forms for this?**

The technology does not currently exist to capture sufficient donor data to allow us to claim gift aid through these devices.

Current gift aid forms can be used on transactions taken through these devices.

**Is there a helpline that a volunteer can call if having trouble with the machine**

Please contact your Community Manager Monday – Friday 9-5 if there are any issues/concerns.

There is no weekend/out of hours support available.