

Collecting in person

Taking payments with Tap to Pay: the checklist

Everything to check before a collection, an open day or an event where your volunteers take payments with their phone.

The key steps

1

The account

2

The phones

3

The team

4

On the day

1 The account

- ☐ Stripe is connected and shows “Payments and payouts active”
- ☐ Tax receipts are activated (if the organisation is entitled to them)

2 The phones

- ☐ iPhone XS or later with iOS 16.4 minimum, or an Android phone that supports contactless
- ☐ The Donoor app is installed and up to date
- ☐ Tap to Pay is activated and precise location is allowed
- ☐ The phones are charged (bring a power bank)

3 The team

- ☐ Each volunteer is invited in Settings › Team
- ☐ The Tap to Pay permission is ticked for each of them
- ☐ Each volunteer has made a €1 test payment

4 On the day

- Enter the amount, hold out the phone, the donor holds their card near it.
- Offer the receipt by email, or the tax receipt if the organisation issues them.
- In the evening, find the donations in Fundraising › Donations, source Tap to Pay.

Key takeaways

- ✓ The phone is enough: no terminal, no subscription.
- ✓ Several volunteers can take payments at the same time.
- ✓ Offer the receipt right after the payment.

Find the full course, with videos and step-by-step instructions, at donoor.org/en/formations/tap-to-pay