

Albert

Charity App User Guide.



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Introducing Charity App.

Welcome to Charity app - a tool that allows registered charities to collect charity donations and issue tax-deductible receipts.

1

Easy

Collect both cash and card donations in one easy app.

2

Configurable

Customise the tax deductible donation receipt with your charity logo, message and information.

3

Smart

View daily, weekly or monthly donations report on your Albert screen or via email.



We're here to help

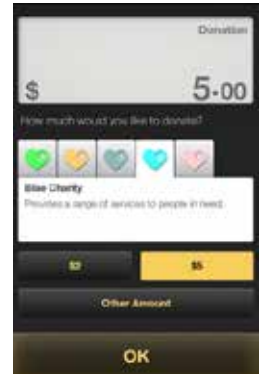
If you need help using the Charity app, call **1800 230 177**, 24 hours a day, 7 days a week.

I. Getting Started

Configuring the Charity app

Home Screen

Tap the **Charity app** icon to access the home screen.



Merchant Context Menu

Press the **Merchant Context Menu** Button to bring up configuration settings.



Charity Configuration

1. Press the **Charity Configuration** button from the Merchant Context Menu.
2. Unselect the charities you want to hide from the bottom All Charities window. Only the charities in Selected Charities will display to the customer.
3. Using the charity app, you may select only one charity.



Charity Detail

Tapping on the charity from the list will show you additional information about the selected charity.



2. Processing Transactions

The Charity app offers the option for donations to be accepted by card or cash.

Processing Card Transactions

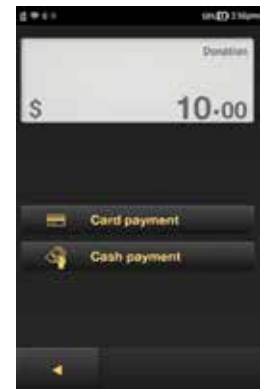
Enter Donation Amount

1. From the home screen there are two preset options available. These are configurable by the App bank admin via App bank.
2. Press **Other Amount** for manual entry. A pop up keypad will appear to take manual number entry.
3. Pressing **OK** after manual entry, or pressing the dollar amount transitions to the card acceptance screen below



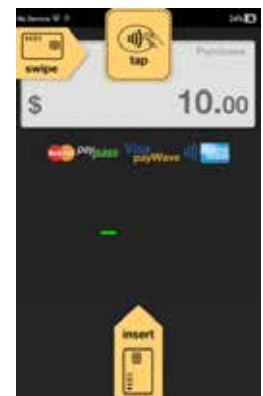
Payment Option Screen

If **Cash Payment** is **Enabled**, you will see the **payment option screen**. Pressing Card payment transitions to the **Card acceptance** screen.



Card Acceptance

Insert, Tap or Swipe the customer's credit or debit card and select the account type.



Receipt Printing

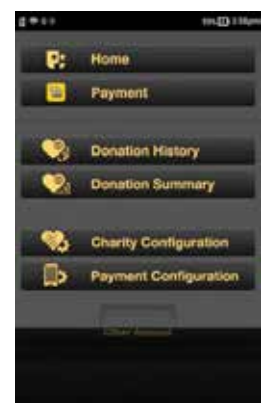
- ◆ Once the payment has processed, it will print a tax compliant donation receipt followed by the card payment receipt.
- ◆ To email a receipt, ensure that your email settings are configured in the main Albert settings. The **Email** option will appear in the bottom row if configured correctly.



Enabling Cash Transactions

Merchant Context Menu

Press the Merchant Context Menu Button to bring up configuration settings.



Payment Configuration

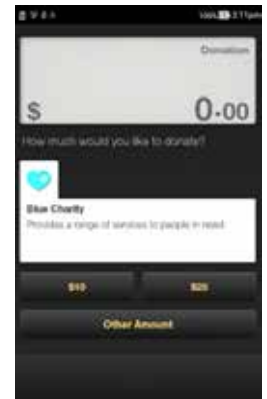
1. Ensure **Cash Donations** is set to **on**.
2. Press **OK** to confirm.



Processing Cash Transactions

Enter Donation Amount

From the donation home screen, enter or select the donation amount.



Payment Option Screen

1. After enabling Cash Payments, the following screen is shown.
2. Select **Cash payment**.



Receipt Printing

- ◆ Once the payment has processed, it will print a tax compliant donation receipt followed by the cash payment receipt.

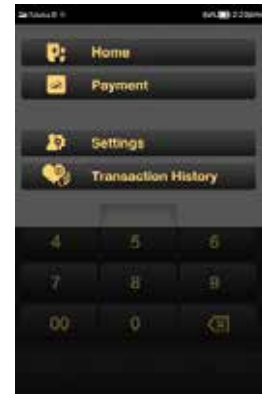


3. Generating Reports

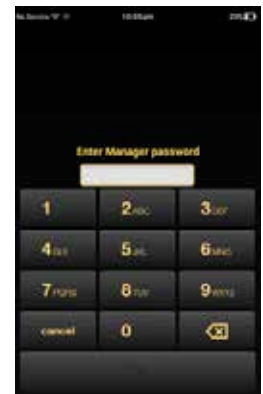
Transaction History Reports

Transaction History

1. From the donation home screen, access the Merchant Context Menu and select Transaction History.



2. Enter Manager Password.



3. The terminal will display all transactions processed. Press Email if you wish to email a csv and enter the email address that you wish to send it to.



4. Enter the email address that you wish to send it to and press Done.
5. The email option will appear in the bottom row if configured correctly. Please refer to the **Albert User Guide** to set up your email. For help, contact our help desk on 1800 230 177.



Need help?

We're here to assist — whenever you need us.

Help with Albert, App bank and CommBank apps

1800 230 177

Commonwealth Bank Business Service Centre
24 hours a day, 7 days a week

www.commbank.com.au/merchantsupport

Help with third party apps

1. On Albert, tap the App bank app, or visit piappbank.com.au
 2. Select **Apps**, then search the relevant app name. Click into the app to see **App Details** and expand **Support** to see the contact details for the responsible developer.
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