

Charity Onboarding Guide - SumUp

Overview

Charities and charitable organizations can be onboarded as SumUp merchants following our standard procedures for non-profit entities. This guide outlines the specific registration steps, documentation requirements, and verification process for charity organizations.

What You Need Before Starting:

Charity Information:

- Charity name, address, and phone number
- Charity number
- Website or social media URL (optional)
- General charity email address (recommended over personal email)

Bank Details:

- Account name (must match bank records exactly)
- Account number and sort code

Primary Contact Information:

- Name, date of birth, home address, and mobile number

Documents for Verification:

- **Proof of Identity:** Passport or driver's license (including signature page)
 - **Proof of Address:** Utility bill or bank statement (issued within last 6 months)
 - **Proof of Bank Account:** Recent bank statement or online banking screenshot showing account name, IBAN/SWIFT, or account number/sort code
 - **Authorization Letter:** Required if account holder isn't a trustee (must include signatory's ID)
 - **Proof of Business:** Charity certificate or charity number
-

Registration Steps:

Step 1: Start Registration

- Go to **Lemon Booking Landing Page** and click "Get Started"
-  **Important:** Use this link (not the SumUp website directly) to access special

transaction rates

Step 2: Create Account

- Enter email, password, and country of business
- Verify your email address

Step 3: Business Category

- Select "Club or Society"
- Choose "Other charitable organization"

Step 4: Charity Details

- Enter charity number
- Enter business name and charity number

Step 5: Online Presence

- Add website or social media URL (leave blank if none)

Step 6: Primary Contact

- Enter your details as the account manager
- Note: You'll need to provide proof of ID during verification

Step 7: Addresses

- Add home address and business address

Step 8: Ultimate Beneficial Owners (People having significant control over the charity – Trustees)

- Add at least one trustee (recommended)
- Note: Additional individuals may also need to pass verification

Step 9: Financial Information

- Add monthly sales estimate
- Enter bank account details

Step 10: Source of Funds

- Select "Gifts or donations" for source of funds
- Select "Card reader" and "Online payments" for purposes

Step 11: Phone Verification

- Enter mobile number
- Enter verification code sent via SMS
- This enables 2-factor authentication (2FA)

- Note: A code will be sent to this number when logging in from new devices

Step 12: Identity Verification

- Click "Start Verification" on the black banner at the top of your account
-

Common Verification Requests:

Proof of Identity

- Driver's license or passport for account holder

Proof of Home Address

- Bank statement or utility bill from the last 6 months for account holder

Proof of Business Bank Account

- Recent bank statement or online banking screenshot showing:
 - Account name
 - IBAN/SWIFT or account number/sort code (UK)

Authorization/Power of Attorney Letter

- Required when account holder isn't a trustee
- Must include signatory's ID
- Template available at end of document

Proof of Business

- Charity number is sufficient

Constitutional/Formation Document

- Send charity number

List of Officers/Signatories

- Provide trustee list with roles specified

Ultimate Ownership/Control Information

- Usually same as trustee list
 - May require DOB and country of residence for trustees
-

FAQs

How long does SumUp take to respond? SumUp aims to respond within 2 weeks. If no

response, email support.partnerships@sumup.com or onboarding@sumup.co.uk.

Account requires verification but no email received? Email onboarding@sumup.co.uk from your linked email address requesting required documents. For additional help, contact support.partnerships@sumup.com or use the SumUp App chat.

How do we change the primary account holder? Current account holder must email onboarding@sumup.co.uk from their associated email address with:

- New contact's ID
- Proof of new contact's home address
- New contact's email and phone number
- Official document confirming new contact's relationship to charity (authorization letter with signatory's ID)

How do we regain access if the original account holder is unavailable?

Contact support via the SumUp App chat to request a primary contact change. Then follow the process above, emailing onboarding@sumup.co.uk from the new email address and profile

- Current account email and phone (if known)
- New contact's email and phone
- New primary contact's ID and proof of address
- Official document confirming new contact's relationship to charity (authorization letter with signatory's ID)
- Current primary contact's ID (in possible).

How do we regain access if the original account holder died?

SumUp recommends providing a death certificate along with the standard process. However, consider closing the account and setting up a new one instead. The new contact should chat with support and/or emailing onboarding@sumup.co.uk and provide:

- Current account email and phone (if known)
- New contact's email and phone
- The contacting person ID
- New primary contact's ID and proof of address (if different than the contacting person)
- Official document confirming new contact's relationship to charity (authorization letter with signatory's ID)

Support Contacts:

- onboarding@sumup.co.uk
- support.partnerships@sumup.com
- SumUp App chat support