



佛教慈濟慈善事業基金會(新加坡)
BUDDHIST COMPASSION RELIEF TZU-CHI FOUNDATION (SINGAPORE)

MEDIA RELEASE

FOR IMMEDIATE RELEASE

Tap or Scan to Share Love – Tzu-Chi Foundation (Singapore) and 2C2P’s Pilot Trial of Collecting Flag Day Donations via Payment Cards and Digital Wallets a Success

Safe, convenient and secure –

volunteers praise the new method, made possible by 2C2P’s new softPOS solution



Photo: Tzu-Chi Foundation (Singapore)

SINGAPORE, 08 Oct – On 28 September 2024, Saturday, Tzu-Chi Foundation (Singapore) held its annual Flag Day, mobilising over 700 volunteers to collect donations for its charitable works. This year, in a bid to keep pace with the rising trend of cashless transactions, the Foundation partnered full-suite payments platform 2C2P to pilot a new digital donation method using the latter’s newly launched [soft Point-of-Sale \(softPOS\) solution](#). This method turned volunteers’ authenticated and compatible Android smartphones into “digital collection tins” that allowed donors to donate via credit cards and digital wallets.

Over 20 tech-savvy Tzu Chi volunteers were selected and trained to use the digital donation method. The process is as follows:



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- Volunteers downloaded [softPOS](#) on their near-field communication-enabled Android smartphones (versions 11 and up). They then authenticated their phones after receiving a unique activation code issued by Tzu Chi's IT department.
- Donors could input the amounts they wished to donate, and complete the transactions either by tapping their Visa or Mastercard credit or debit cards, or scanning QR codes to access their digital wallets.
- For credit cards, donors would need to have activated Apple Pay or Google Pay. For QR codes, they could choose between PayNow and GrabPay.
- Receipts were generated immediately upon successful transactions. Donors were able to view and take photos of the receipts displayed on the volunteers' smartphone screens, or receive them via emails or WhatsApp.
- All the transactions were stored in a central database. Tzu Chi staff could generate transaction reports on the number of donations made via softPOS as well as the sum of money at any time through the SaaS-based admin portal.

Volunteers praised the solution's ease of use as well as speedy transactions. What's more, the new digital donation method is highly secure. Madam Choo Pui Voon, Tzu Chi's Head of IT Department, said: "At Tzu Chi, before we undertake a new way of doing things, we always begin with a comprehensive risk assessment. One of the security measures we implemented ensured our donors' personal data were not retrievable by our volunteers." The transaction receipts that could be viewed by and shared with donors helped evoke trust; volunteers were also able to void the transactions in the event of an error.

On this meaningful collaboration, Agnes Chua, Managing Director of Business and Product Development, 2C2P says: "We are honoured to partner Tzu-Chi Foundation (Singapore) on its annual flag day to amplify its public outreach, with softPOS providing donors with more digital options to donate. As we move towards a digital future, we hope our softPOS technology will help organisations like Tzu Chi to adapt quickly and to empower donors to give with ease."



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ABOUT TZU-CHI FOUNDATION (SINGAPORE)

The Buddhist Tzu Chi Foundation is a global non-profit humanitarian organisation founded in 1966 by a Buddhist nun named Dharma Master Cheng Yen in Taiwan. Its missions of charity, medicine, education, humanistic culture and environmental protection has brought relief to over 100 countries.

In 1993, Buddhist Compassion Relief Tzu-Chi Foundation (Singapore) was established, with the organisation's work starting with the Mission of Charity and the goal of relieving poverty, before gradually expanding into the Missions of Medicine, Education, Humanistic Culture, and Environmental Protection over the years. The heart of Tzu Chi is embedded in its name: in Chinese, "tzu" means compassion and "chi," relief.

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For more information, please visit us at:

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ABOUT 2C2P

[2C2P](#) is a full-suite payments platform that empowers the world's leading enterprises to securely accept and make payments through one point of integration. Its extensive network spans across online, mobile and offline channels including over 600,000 alternative payment locations,



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enabling enterprises to reach their customers or recipients anywhere. 2C2P also provides value-added services such as issuing, 3D Secure, bill payments and digital goods to meet every business need.

Headquartered in Singapore with operations globally, 2C2P is the preferred payments partner for tech giants, online marketplaces, retailers and other global enterprises.