# Clover Go Troubleshooting

How do I issue a refund or resend a receipt?

- Access Transaction History to see all transactions, with summary of $ and # of orders for that day
  - The full order will stay with the day it was processed, but refund entries will appear under the day each refund was processed as an informational item
- Once a specific transaction is selected, a girl can issue a refund or resend a receipt
  - Can only refund a transaction to the card used to purchase the item
  - You can refund 1 or all boxes, but each individual item will be refunded in full
- Refunds should be issued for mistaken entries (i.e., charged for 3 boxes instead of 2) or charging the wrong credit card. If customer has a quality complaint or issue with their purchase, they should contact the Council directly
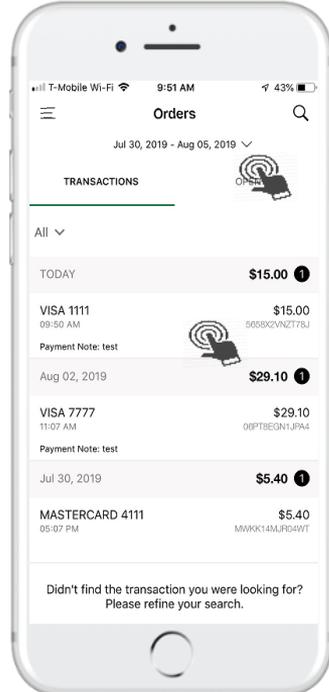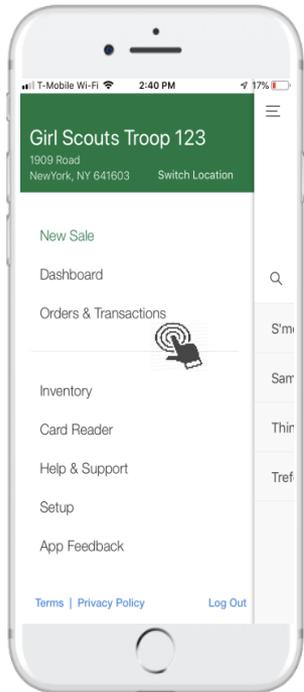
Opening the Transaction History initially pulls 7 days worth of history. If that doesn't pull up the transaction you need, tap the caret ^ by the displayed date range and enter a different range.

Select specific transaction and reissue receipt or refund
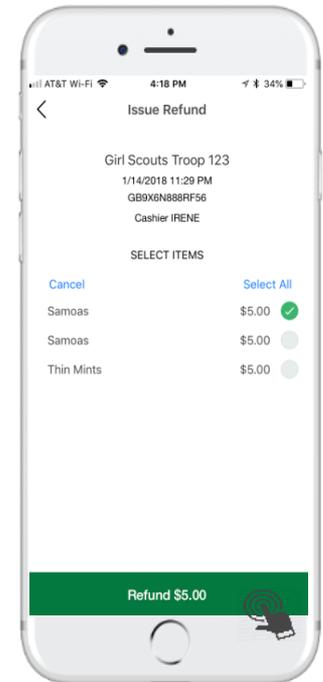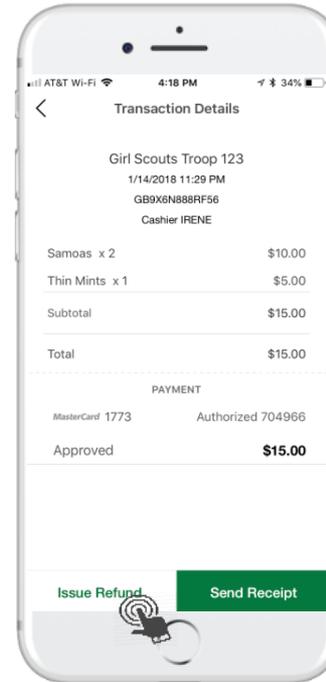
If you tap "issue refund", you can refund one, multiple, or all boxes.

How can multiple girls share the same phone?

Each girl will need to login to the Clover Go app using their unique login.

If you were the last person to use the app on this phone/tablet, your name should appear on this screen ("Welcome Back, xxxx"). In that case, just enter your passcode.

To remove a previously activated user, tap "x"
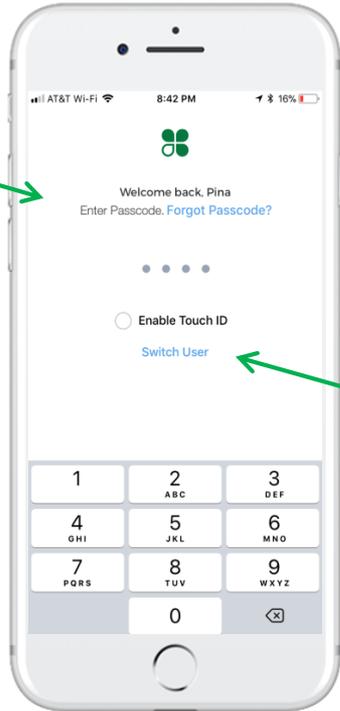
If you were not the last person to use the app on this phone/tablet last, select "Switch User", in which case the screen on the right will be displayed with all users that have previously activated on this phone/tablet. If you see your email address, select it and the pin screen will appear with your name after the words "Welcome back"
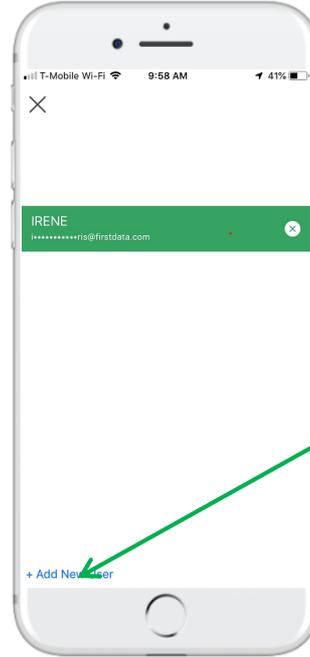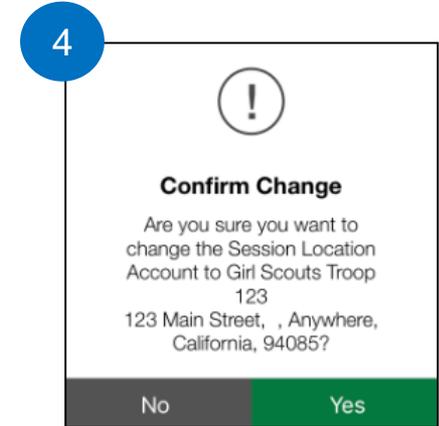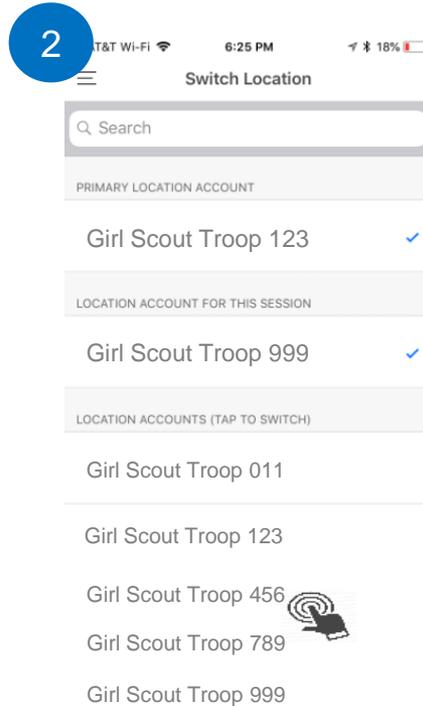
If you do not see your email address in the list, you can tap "+ Add New User", which will bring up the screen below and allow you to activate a new user on this phone/tablet

How do I switch troops?

If you have more that 1 troop tied to your email address, you will be able to log in with one set of credentials use the switch location feature to toggle between troops.
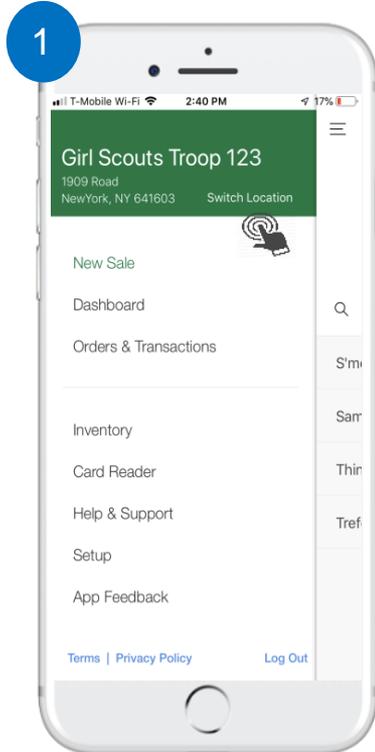
Using Clover Go Card Reader: troubleshooting tips

- Clover Go has a 1-hour inactivity timeout as well as a session timeout. If you see a message like this, tap "OK" and re-enter your passcode
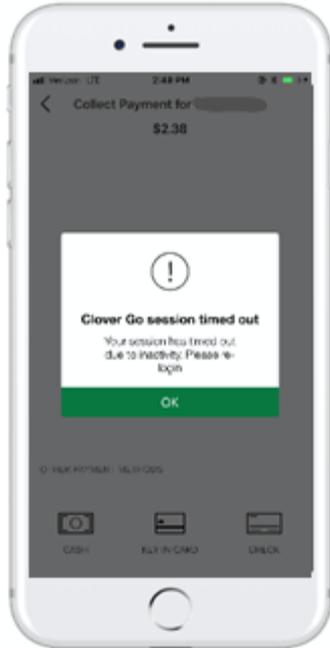
- If a "Transaction Declined" message is received, you will be taken back to the "collect payment" screen and ask for another form of payment

- If a "Transaction Failed" message is received, go back to the collect payment screen and select "key in card" or ask for another form of payment

Using Clover Go Card Reader: troubleshooting tips

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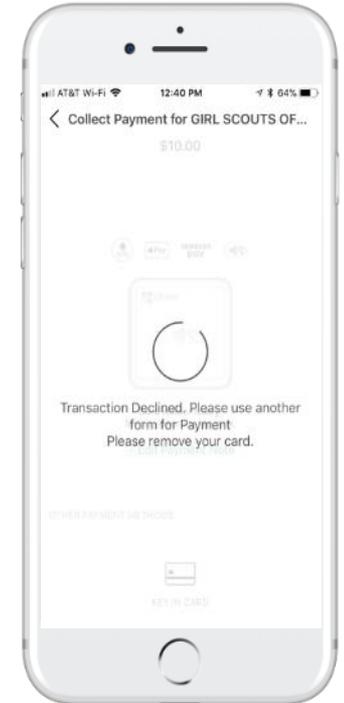
Duplicate Transaction Detection
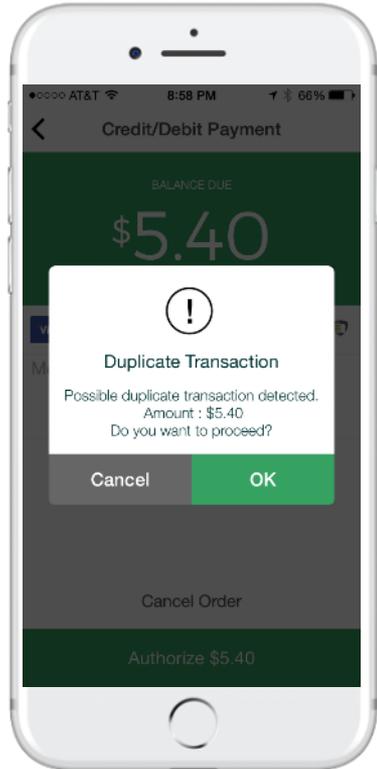
- Duplicate transactions can occur due to connectivity issues at the point of sale.

- If fields are identified as similar to a previous recent (within an hour) transaction then a notification is presented

- User can chose to continue (OK) or cancel the current transaction.

- If desired, user can go to the settings icon, then tap transaction history and look at the prior transaction

For keyed transactions, there is an address verification check
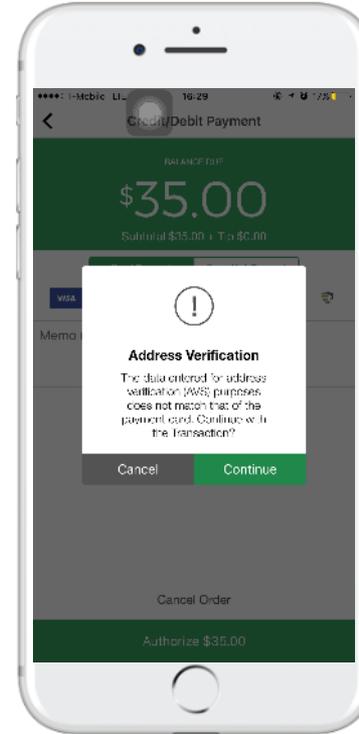
- A failure message will be presented if AVS (Address verification) fails
  - User will be alerted to the failure, but will be given the option to continue or cancel the transaction
  - If they choose to continue with the transaction, the app will go to the next step, e.g. signature screen
  - If they choose to cancel the transaction, user will be retuned to the collect payment screen (we will not clear out the order) where they can chose another form of payment or cancel the transaction

Using Clover Go Card Reader: troubleshooting tips

- The first time you see a chip read failure message, check to make sure that you have inserted the card correctly, e.g. in the right direction

- The second time a chip read failure message is presented, you will be prompted to try swiping the card. If this fails as well, you can go back to the "Collect Payment" screen and either try to key in the card or ask for another form of payment

What kind of smartphone or tablet do I need to use?

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Are there minimum phone or tablet operating system requirements?
The minimum operating system supported today is iOS 10 and Android 5.

Does Clover Go Work over WiFi and Cellular Network?
Yes, Clover Go works over both Wi-Fi and Cellular Network.

Does Clover Go Work when there is no connectivity?
Clover Go can work in Offline Mode if device is set to "airplane mode" and Offline Payments are enabled for the account.

Why does the app ask me to enter my passcode again?
Clover Go implemented a 60 minute inactivity timeout, after which the application will log the user out and require them to enter their passcode/PIN to log back in. Any interaction with the app will reset the activity timer, until the session times-out at 3AM local time. Activity does not reset the session timer. For example, if user logs in at 2:30 AM, we will still time the session out at 3AM, regardless of activity.

Additional FAQs can be accessed via https://www.clover.com/us/en/help/clover-go/

# Using Clover Go When There is an Outage or No Connectivity

- Note: To use Clover Go when there is an outage or no connectivity, Offline Payments must be enabled.
- You must activate your Clover Go while online. Bluetooth card reader can be connected while offline, but only one that has already been paired/configured while online. You must log in to the app while online in order for the transactions to upload and process. Please make sure that you do not delete and reinstall the app if you have taken payments offline, but they have not been uploaded.

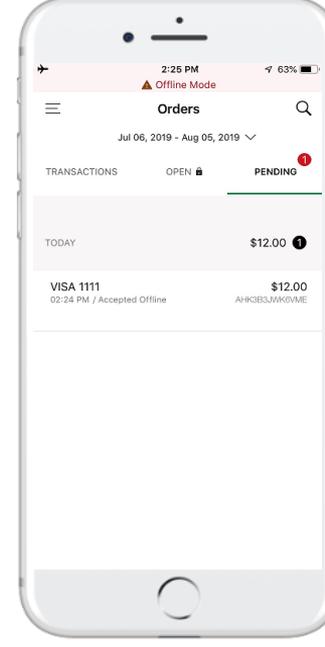girl scouts of western ohio | GO
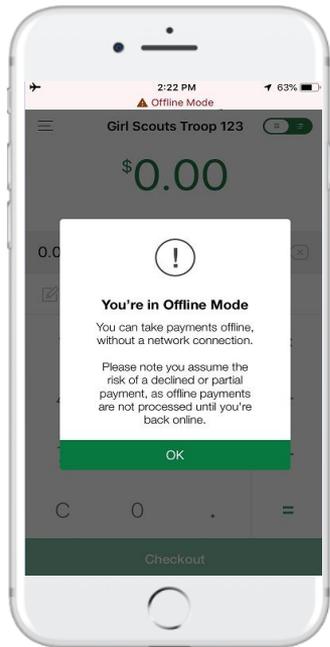
Clear messaging will be presented
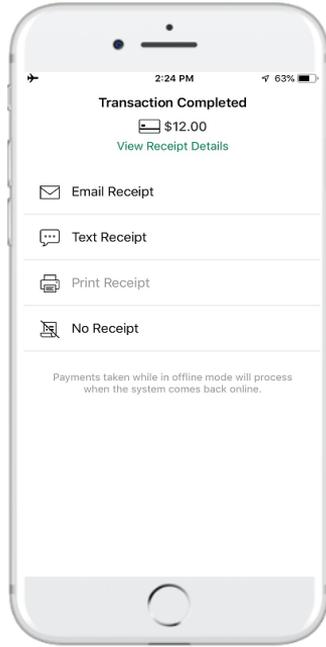
Receipts will be sent to your customers after you are back online and the transaction has been processed and approved.
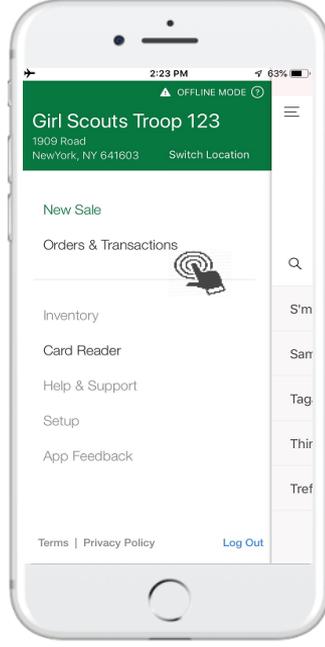
Not all functions are available while offline. Those that are not, will be greyed out and not tappable.

- Pending section contains all payments taken offline, but not yet uploaded. These transactions will be sent for processing automatically, once you are back online. If the upload should fail, you will continue to see the badge icon with the number of transactions that are pending and have the ability to resend.
- Refunds can be given, but only in full. In that case, the transaction will just be deleted and not uploaded when you are back online.
- Receipts will be queued up and sent when you are back online.

Frequently Asked Questions

How long will it take to see funds in my account for cookies sold?

Your funds will be in your account in 24-48 hours.

How do I charge the reader and how long will it take?

You can charge the reader by connecting the accompanying USB cable to any power source. It will take around 1-2 hours to fully charge the reader, but this varies depending on your charging source (i.e. charging via a power socket vs charging via a USB plugged into a laptop or desktop). However, it is recommended that you charge the reader overnight prior to an event.

How many transactions can I process on a full charge?

It depends on the type and combination of transactions. Contactless transactions alone = roughly 130 transactions. EMV/Chip contact transactions (dipped) alone = roughly 160 transactions. Swiped transactions alone = roughly 160 transactions.

How long will the battery last?

Your experience may vary, typically, with a full charge, the Contactless + Chip reader will last for about 20 hours. Please note that in order to conserve the battery, your reader will automatically turn itself off after 15 mins of inactivity unless connected to the optional stand or a wall charger.

If I am not using the card reader, will it still lose charge?

Yes. There will be a low level battery drain. Over 3 months without using this card reader at all, the device would still support more than 15 EMV transactions and more than 50 swipe transactions.

Additional FAQs can be accessed via https://help.clover.com/devices/clover-go/

Other FAQs about the Clover Card Reader

How far can the reader be from the device and still work?

Approximately 30 feet, with no obstacles in the way.

How do I turn the Contactless + Chip card reader on and off?

To turn on the reader, push and hold the power button on the reader until you see the blue LED light. To turn off the reader manually, push and hold the power button until the blue LED light turns off. The reader will also auto turn off after 15 minutes of inactivity. If the reader is turned off, simply turn the reader back on again and the reader will auto connect with the app. Or, open the Menu, then tap "card reader" to connect manually.

Can I control the volume of the sound coming from the contactless + chip card reader?

You can raise or lower the volume of the sound or mute it completely by using the sound volume controls on your phone or tablet.

What is an Open Order?

Open orders are a way to create and save an order, then process the payment at a later time.   This feature also allows users to create an order on one Clover device and process the payment using the Clover Go app or vice versa.

I did not create any Open Orders, so why am I seeing them?

At this time, failed payments are also being saved as Open Orders and may explain why you are seeing these entries.

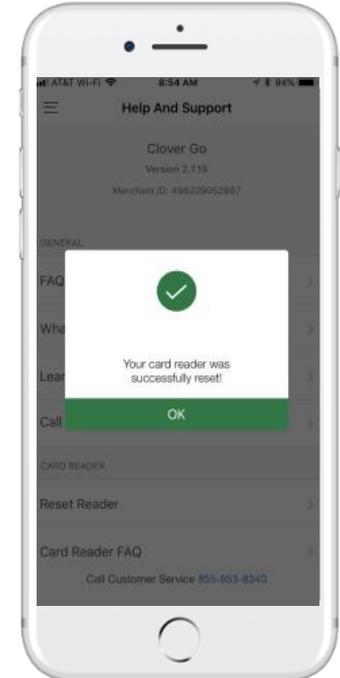**Additional FAQs can be accessed via https://help.clover.com/devices/clover-go/**

If your card reader is not working, you can try to reset it
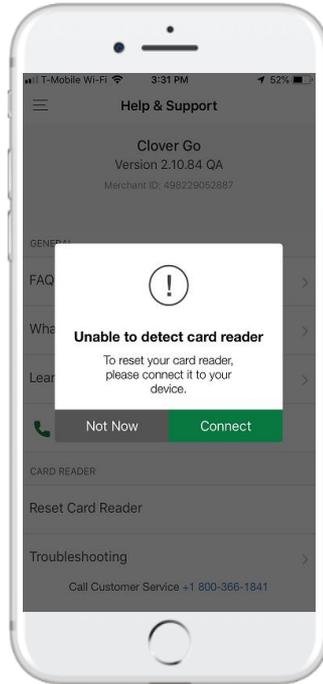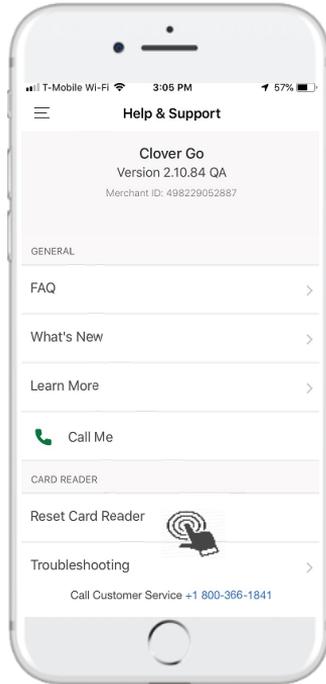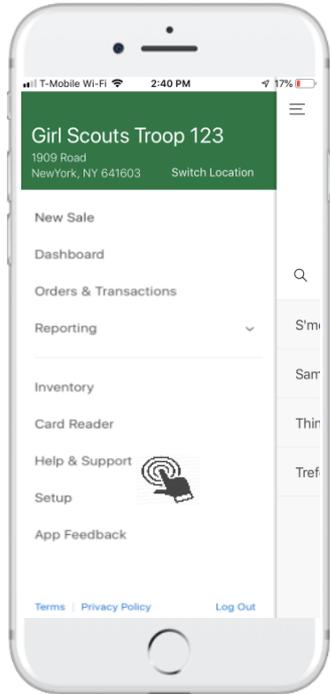
If user taps "reset card reader", but there is no card reader connected, they will be prompted to connect the card reader first, or cancel by tapping "Not Now"
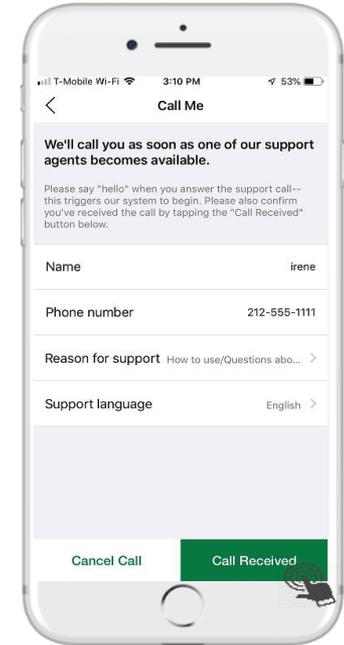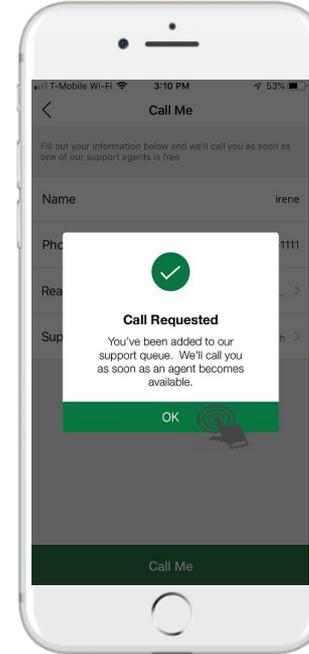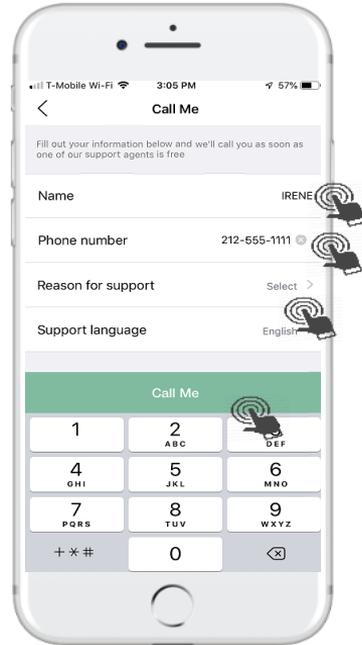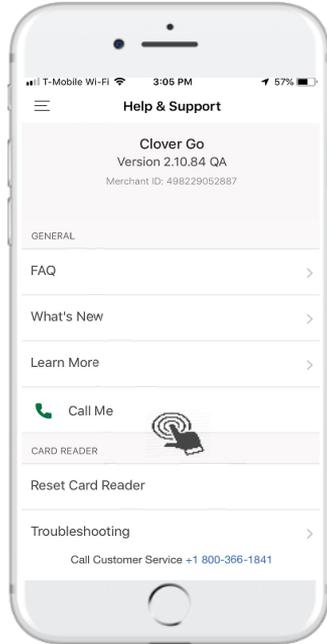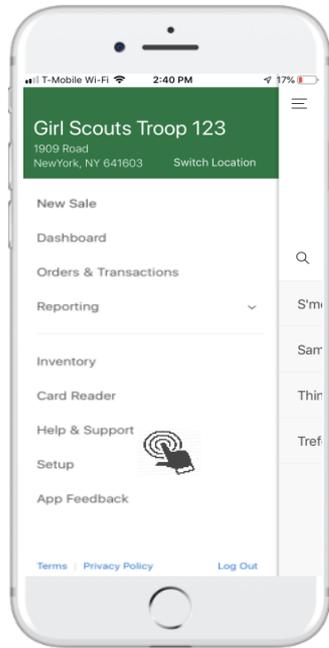
Otherwise, app will initiate the card reader configuration process

Note: If you are still experiencing issues with the card reader after completing this step, use the "Call Me" function and troubleshoot with a Clover Support agent

You can initiate a request to have a Clover Support agent call you right from within the app

- Make sure the name displayed is your name
- Make sure the phone # displayed is where you want the Clover Support agent to call you
- Select the reason for support from the list presented
- Select the language
- Tap "Call Me"

After call has been received and completed, tap "Call Received". Or, to cancel a call before it has been received, tap "Cancel Call"

What if I still have questions?

Additional FAQs can be accessed via **https://help.clover.com/devices/clover-go/**

For questions about technical issues or problems with your Clover Go account or device,
please call **the Clover support team** 24/7 at 855-276-5008

For questions on eBudde, Girl Scout policies or procedures,
please contact **the Girl Scouts of Western Ohio Customer Care** at 888-350-5090 or customercare@gswo.org