Clover Go App
Safety First!

Rules for using Clover safely and securely

1. When using Clover, girls should always be supervised by a parent or adult troop volunteer

2. Girls need their parent or guardian’s permission to use Clover

3. Never share girls’ last names or personally identifiable information with customers
   - Only girls’ first name and last initial should appear on Clover receipts
   - Do not contact booth customers outside the booth context for any reason

4. Girls should never hand over their phone or tablet at any point during the transaction; girls should hold their device while customer signs or types in information during check-out

5. Only process a transaction if the customer’s card is in front of you to reduce the risk of compromising customer card details and to limit the risk of processing fraudulent cards
   - Don’t take payments over the phone or over email
   - Don’t take payments for anything other than Girl Scout Product Program items

Parents: By participating in Clover, you and your Girl Scout agree to follow the safety rules above as well as any additional Council guidelines, including the Safety Activity Checkpoints
Download the Clover Go App

**Time to set up your Clover Go App**

- Download the Clover Go App onto the smartphone or tablet your Girl Scout will use during the Cookie Program

- Open the Clover Go App and log in
  - Enter the email address and password that you created
  - Set up a quick-access numeric passcode that you will use for future logins
First Time User Experience

Accept Terms of Service

Allow push notifications (optional)

Share location

Create your desired 4-digit passcode

If using a Clover reader device, pair now, otherwise click Skip For Now

**Allowing share location is required for the app to work properly**
Prepare To Take An Order

The first time you use the app, it will land in Quick Mode. You will need to slide the toggle to switch to Inventory Mode. After the initial time, app will remember the last setting and open in Inventory Mode right away.
Tracking Cookie Booth Transactions

**Pro Tip!** For easy reporting, create/use a separate login that is just for Cookie Booth sales, making it easy to track booth transactions.

*No need to require a payment note – turn this off*
*If you’re at a booth sale, enter the word “booth” as well as the location here (e.g. Walmart Booth).*

Configure Payment Note options (see next screen)
Pairing Optional Card Reader Device

**To-Do List: Card reader should be charged overnight prior to each booth**

- Tap Card Reader
- Make sure card reader is turned on and tap Pair Contactless + Chip Reader
- The card reader that is on will be detected and listed as a selectable option

**Note:** A previously paired card reader should connect automatically to the same phone/tablet that it was paired to in the past. If not, you can always pair it as shown here.
Take An Order

Add items to your order by tapping on each item. Tap as many times as the number of items needed.

To change quantity or remove an item from the order, swipe left and select Edit or Remove.

This can be especially useful if large quantities of a single item are ordered.

Alternatively, you can tap on the caret to open up the cart and edit or remove items from there as well.
Checkout and Collect Payment

Once order is built, tap Checkout

**When using card reader:** To process a payment with the Clover Go Card Reader, you can swipe, dip, or tap right from this screen! You can enter a payment note here as well: Walmart Booth on 02.15.20

**When not using card reader device:** To process payment without Clover Go Card Reader, tap Key /Scan

Insert, Swipe, Tap and then follow the on-screen instructions
Collect Payment Using OCR Card Scan

- You will only be able to use OCR Card Scan if the toggle is set to Card Present
- For security purposes, you should only run a transaction when the card is in front of you
- **Don’t ask your customers to share payments over the phone or online!**

**Note:** The card number can be scanned in, but other information (CVV, Zip) will still need to be keyed
Signature

Once the transaction completes, if signature is required, the signature screen will present.

**Note:** Signature is not always required, such as in the cases of Apple Pay transactions and even certain cards.

If Customer would like a receipt, you can
- Send via email
- Send via text
Or, you can complete without sending a receipt
Email/Text Receipts

Type the email address of the customer.

If this customer used the same card with you before, his/her email address or phone number may appear automatically. You can then either send to that address, or enter a new one.

The top 3 email extensions used by Clover Go users will be included as selectable options.
If Transaction Fails or is Declined

When using card reader: If card provided is unreadable, or a Transaction Failed message is received, you may need to key in the card number.

If Transaction Declined message is received, you will be taken back to the collect payment screen and should ask for a different card or a different form of payment.
Issuing a Refund

Refunds should only 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.

- Open Transaction History
- Select transaction
- Click Issue Refund
- Refund can be for one, multiple or all boxes
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 Eastern Missouri Answer Center at 314.400.4600 or answercenter@girlscoutsem.org
You are now ready to accept credit/debit cards for the Girl Scout Cookie Program.

Please continue to the Clover Go Reporting training to learn more about tracking these payments.