Clover FAQ

1) How do I get started with Clover?

The training materials are located on gsLearn>Content Library>Cookie Program>Clover Go

A computer works better than a mobile device for this set up process. If you are using a mobile device, please note that the screenshots in the training will not match up with the mobile view.

Please make sure you are using the link contained in the training to set up your troop under Council’s account. If you are being asked for an EIN number or your social security number, your account is not set up under Council and therefore would incur transaction fees for the troop.

2) How do I set up girls so they can take payments via the Clover app?

Select Employees from menu bar on the left, then “Add new employee.” There are detailed instructions are in Clover Go Troop Set Up instructions in the gsLearn Clover Go training resources.

3) I’ve added the girls as ‘Employees’, why do they need to be setup as ‘Managers’?

Setting up girls as ‘Managers’ gives them the ability to issue refunds. A refund may be necessary if a girl mis-keyed the number of boxes/amount and overcharged a customer in error. Giving girls the ability to process refunds allows them to provide good customer service. Please note that refunds can be done for an entire transaction or for a partial amount but must be tied to a previous transaction.

4) How do I reach Clover support?

Clover has a support line dedicated to Girl Scouts - 855-276-5008. Please do not use the app’s Call Me feature or the 800 number shown in the app or Clover.com help sections.

5) Can payments be taken at the time of order?

Payments may only be taken at the time of order for Project Thank You donated boxes, because the sale is complete at that time (no customer delivery to fulfill). Payment should never be taken at time of order for paper order card orders due to the risk that the order card is lost or for any reason the product cannot be delivered. For these sales, payment should be taken on delivery.

Digital Cookie allows prepayment but provides an electronic record of the customer’s information, address, order details, etc.

6) When should a girl use Digital Cookie versus Clover?
Digital Cookie is designed to take orders (and payments) when you aren’t face to face with your customer (i.e. Grandma lives out of town but wants to purchase). Clover is a payment application only. It does not track orders. Clover can be used at booths in the same way Square was previously used. Clover can also be used by girls to take payment upon delivery or at time of order for Project Thank You donated boxes.

7) **My troop used Square at booths in the past. Can I still use that?**

Clover replaces Square for use at booths. The Square accounts associated with Council have been disabled. Square readers do not work with Clover.

Clover offers additional functionality that allows girls to take payments door to door at delivery.

8) **Can we use venmo, PayPal, etc. instead?**

Those applications are not currently permitted. Clover is the approved payment application for Girl Scouts product programs.

Please note that Cheddar Up is the only other payment application currently approved for use by troops. Cheddar Up should NOT be used for product programs but is a useful tool for transferring money from parents/guardians to the troop (i.e. to collect dues or program registration fees).

9) **Can we just use Clover at booths?**

Yes, it can be used solely for booth sales like Square. Just skip the girl set-up step.

However, the ability for girls to collect payments upon delivery is a new feature that many customers/parents may find useful.

10) **How do I track booth sales in Clover?**

There are two options. The recommended option is to set up an additional ‘Employee’ for booth sales. Under this option all booth sales will be grouped together in Clover reports. Multiple users can log into this account from various devices during the booth. Alternatively, troops may use the payment notes feature in the app at the time of payment to note that the sale was made at a booth. However, these sales will be reported under the individual girl users in the Clover reporting.

11) **What if the parent/guardian can’t find the Clover set up email?**

If you’ve added the girl as an Employee, a verification email will be sent to the email address provided. Please ask parents/guardians to check their spam/promotions folders. If the email was deleted in error, you can resend it by deleting and re-adding the girl as an Employee in Clover. If these options do not work, please contact Clover.

12) **How does Clover track payments by girls and does it interface with eBudde?**

Payments are tracked and associated with the login used (which is why having a separate booth account is helpful). Clover does not communicate with eBudde. There are detailed instructions included in the Clover Reporting training resources slides for updating eBudde. This is the same process used for logging cash payments received in eBudde.
13) What if a parent or guardian has multiple Girl Scouts?

The recommended approach is to use two different email addresses (parent 1 and parent 2 or a parent may create a new email address for this purpose).

However, the two troops can each add their girl members under one email address. The app allows parents and girls to easily toggle between troops (troops are referred to as locations within the app). However, the girls would need to remember to switch between the troops so that funds are deposited in the correct troop bank account.

14) Is there a way to confirm that the correct banking account information was used since the funds will be deposited into the troop account?

Unlike Square where the funds were deposited to Council’s bank account, Clover payments will be deposited directly into the troop account.

To view your account information, go to More Tools on the left menu bar, then select billing to see the routing number and last four digits of the account number entered. Please ignore the comment on this page that says the account will be debited monthly. Under our arrangement with Clover, fees will be billed to Council monthly and Council will pay the fees.

If you need to access the full account number, please call Clover.

15) Will Council continue to pay Clover transaction fees in the future?

Girl Scouts of Eastern Missouri has an annual budget process so any changes would be made as part of that process, with consideration to cookie pricing, proceeds and rewards and will be made, like all financial decisions, with the best interest of our girls in mind.

16) Are troops responsible for handling disputed charges since the funds are deposited directly into the troop account?

Please reach out to Council for assistance if you are having an issue with disputed charges. We don’t anticipate this to be an issue for most troops, based on experience at the pilot councils and our own experience of very minimal disputed charges with Square.

17) What if customers are uncomfortable with a girl taking a picture of their credit card?

Clover does not take or store a picture of the payment card. The app uses OCR (Optical Character Recognition) to scan the card.

18) I didn’t order a device at the time of set up but have now decided I’d like to order one, how can I do that?

To order a device, please call Clover at 1-855-276-5008, select option 1. If you order a Clover device, the cost will be deducted from the bank accounted listed on your Clover account.