Clover FAQ

1) Can you clarify the purpose of Clover?

   Clover Go is a credit card processing application. Clover replaces Square, which was previously used for cookie booths. The Square accounts associated with Council have been disabled. Square readers do not work with Clover.

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

2) How do I get started with Clover?

   Visit our website for detailed step-by-step instructions including screenshots. 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.

   The training materials are located at Girlscoutsem.org>Cookies+>Clover Go App

   Please make sure you've gone through the Clover Go Introduction and Troop Boarding slides and emailed the Answer Center as instructed. You will be sent a link to set up your troop under Council's account. Then proceed to the next training – "Clover Go Troop Set Up". If you are being asked for an EIN number or your social security number, your account is not set up under Council.

3) 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 on Council's website.

4) 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 us 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.

5) How do I reach Clover support?

   Clover has a support line dedicated to Girl Scouts – 855-276-5008 (not the 800 number shown under help in the app or on the web). This is the same phone number included in the trainings.

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

   Payments may only be taken at the time of order for Troop to Troop 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.

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

7) 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. (Note: Council-associated Square accounts have been disabled.) Clover can also be used by girls to take payment upon delivery or at time of order for Troop to Troop donated boxes.

8) Can we use Venmo, PayPal, etc. instead?

   Those applications are not currently permitted. Clover is the approved payment application.

   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 similar to Square. Just skip the Girl set-up step.

   However, the ability to allow girls to collect payments upon delivery is a new feature that many customers/parents may find useful and can reduce the risks of handling large amounts of cash.

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. Your designated troop Clover admin will have to apply those booth payments accordingly in eBudde.

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 may have been 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 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 and device charges will be billed to Council monthly. Council will pay the fees and if you ordered a device, you will be charged for it as part of the initial ACH.

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 that decision 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 if you are having an issue with disputed charges. We don't anticipate this to be an issue, based on experience at the pilot councils and our own experience with very minimal disputed charges when using 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, Council will collect the payment for that device at the time of the initial ACH draw on March 4th.