

# How To

## Quick Reference Guide



### Clover Duo

#### Need Your Statement?

Log in to your merchant portal at:  
<https://www.merchantbackoffice.net>

#### Terminal Messages

**AVS (ADDRESS VERIFICATION SERVICE)** Check if the street address and ZIP code entered match the customer's billing address

**CHIP/CARD SWIPE ERROR** Chip or Magnetic stripe did not read. Insert or Swipe card again or manually key in the cardholder's account number

**COMM ERROR** A communication error has occurred. Check line connections, and call Client Services at 1.800.787.4105

**MANUAL ENTRY NOT ALLOWED** Current transaction will not allow manual entry. Debit cards may not be manually keyed in

**OD (NUMBER) OR RB (NUMBER)** Quit Duplicating or Rejected Batch. Call Client Services at 1.800.787.4105

**RECORD NOT FOUND** Invoice number is not found in terminal batch.

**BATCH CLOSE ERROR** Settlement failed. Call Client Services at 1.800.787.4105

#### How to Process a Credit/Debit Card Transaction

- ❖ For Manual entry: At the home screen, Open the Setup app then choose Payments, scroll down to Enable Manual entry and enable it
- ❖ Touch the circle at the bottom of the screen to go back to the home screen
- ❖ Click **Register**, select items from your inventory to add to the order, then select Pay at the bottom
- ❖ If using Cash Discount/Talus Pay Advantage, a blue window will appear before proceeding to Clover payment screen
- ❖ select your method of payment (if you skip this, the app will not report sales and all transactions will include card fee by default)
- ❖ The rest of the steps are the same regardless of Talus Pay Advantage/Cash Discount usage
- ❖ Select "Charge (\$xx.xx) on Card"
- ❖ If you intend to manually enter the card number, choose "Manual Card Entry"

#### Cash Sale

- ❖ Same steps as above, except on the device screen, choose the cash payment type
- ❖ Cash transactions may be viewed in Cash Log

#### EBT Sale

- ❖ EBT sales follow the same steps as transactions above, except select EBT from Other tender types at the bottom of the Clover Payment screen.

#### Void (Only Pre-Batch CREDIT Transactions Can be Voided)

**\*Note:** You have only 25 minutes to void a transaction on Clover.

Based on employee permissions, the employee may have access to all or part, or none of the apps below:

- ❖ **Option 1:** Immediately after the transaction, at the receipt choice screen select the 3 dots then "Void Transaction". (If "Skip Receipt Screen & begin Next transaction" was turned on in Setup, you won't see this option)
- ❖ **Option 2:** TAP on the TRANSACTION app and locate the transaction you want to void
- ❖ Tap your transaction and click the option to void
- ❖ **Option 3:** Partial void on split payments:
- ❖ Open Orders, then select the "Paid" order featuring the payment that needs to be voided, tap refund at the bottom right, "Refund Payment", select the payment to be voided, then select Void.

#### Refund (After Settlement/for Debit)

- ❖ **Option 1:** Order app
- ❖ Open Orders
- ❖ Select the Paid order featuring the payment or item that needs to be refunded
- ❖ Tap refund at the bottom right, "Refund Payment" or "Refund Item"
- ❖ Select the payment/item to be refunded, then select Refund

*continued on back*



800-787-4105

support@taluspay.com

taluspay.com

**Option 2:** Transactions app:(If you have a transaction number and there was no cash

- ❖ TAP on the TRANSACTION app
- ❖ Locate the transaction you want to refund by searching at the top with your "Payment ID"
- ❖ Tap your transaction and click the option to refund

## To View Batches or Authorizations

**On Device:** View "Batch" in the Closeout app. You will see a list of closed batches and the current open batch at the top of the list.

## To View Authorizations on Device

Open the transactions app to view all card transactions

## Print Receipt

On the right side of the page are the print receipts options. On the right Menu you will see the words "Done", "Print Receipt" and "More Options". Clicking on More Options provides the choice of emailing or texting the receipt to your customers.

## Connect to Wi-Fi

- ❖ Open the Settings app
- ❖ Choose Network & Internet
- ❖ Select Wi-Fi
- ❖ Choose your network and input password

## Setting Up Your Clover Device

- ❖ Connect your printer to your Clover Solo.
- ❖ Set the Solo device face down.
- ❖ Plug the printer into the right port and the hub into the left port.
- ❖ Connect the power cord into the HUB and then the power outlet.
- ❖ Set your language.
- ❖ Set the owners PIN
- ❖ Choose Service Plan
- ❖ Test the Printer

# Thank You

for being a valued  
**customer!**



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