

How To

Quick Reference Guide



Clover Mini

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

- ❖ At the home screen, turn on the manual transaction option.
- ❖ Click on Payments, then Manual transaction and turn on.
- ❖ Touch the circle at the bottom of the screen to go back the Home screen.
- ❖ Click **Register** and select **Payment Type**

Cash Sale

- ❖ From the home screen tap the Register App.
- ❖ Create your order by choosing items.
- ❖ Once all the items are chosen, tap the Pay (Green) button at the bottom
- ❖ For Cash payment, choose the tender amount and press the Pay Cash button.
- ❖ The cash drawer will open.
- ❖ If the print customer receipt option is set to auto, it will print the receipt.

Void (Only Pre-Batch CREDIT Transactions Can Be Voided)

- ❖ TAP on the TRANSACTION app and locate the transaction you want to void.
- ❖ Tap your transaction and click the option to void.

Refund (After Settlement/for Debit)

- ❖ TAP on the TRANSACTION app and locate the transaction you want to refund.
- ❖ Tap your transaction and click the option to refund (only if the transaction has already been batched).

To View Batches or Authorizations

- ❖ Go to Dashboard in the Merchant Portal
- ❖ Click on the tabs at the top to view a snapshot of the month-to-date daily volume. Search for a transaction by clicking on **"Find a Transaction"**

Print Receipt

- ❖ On the right side of the page is 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

- ❖ Swipe down from the top of your device and touch the Wi-Fi symbol to scan for your business's Wi-Fi to connect the Clover device to Wi-Fi

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- ❖ Enter your password (case sensitive) and touch connect
- ❖ Enter your activation code that was sent to you via a text message

Setting Up Your Clover Device

- ❖ Turn on your Clover device and set your language
- ❖ Set the owners PIN
- ❖ Choose Service Plan

EBT Sale

- ❖ Download the **EBT** app if it has not already been downloaded
- ❖ At the home screen, tap the **Register** or **EBT** app
- ❖ Click **Register** and select **Payment Type**
- ❖ Choose **EBT** to process transaction

Thank You

for being a valued
customer!

