

How To

Quick Reference Guide



Clover Go

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

Clover App and Dashboard

Go to the home screen of your device

How to Process a Credit/Debit Card Transaction

- ❖ At the home screen
- ❖ Click on Start a new sale (Green Button)
- ❖ New Screen: Click on Choose your items or create a custom Item by clicking "+ Custom Item"
- ❖ Once you have everything added. Click **Check Out (Green Button)**
- ❖ New Screen: Select **Payment Type** (Enter Card Manually, Cash, Check, or Send as an Invoice)

Cash Sale

Same steps as above, only choose Cash on the last screen

EBT Sale

Same steps as above, only choose Cash on the last screen

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

***Note:** Must be done Within 20 minutes of transaction

- ❖ Click on the "Orders" option at the bottom of the home screen
- ❖ Locate the transaction you want to void
- ❖ Tap your transaction
- ❖ Tap "Void"

Refund (After Settlement/for Debit)

- ❖ Click on the "Orders" option at the bottom of the home screen
- ❖ Locate the transaction you want to void
- ❖ Tap your transaction
- ❖ Tap "Issue Refund"

To View 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"**

continued on back

To View Batches

From the home screen, Tap More then Select "Closeout."

Print Receipt

Once Payment is complete you can select "Email", "Text", "Print", or "None."

Log Into Clover Go App

- ❖ Set up email, password for Clover Dashboard
- ❖ Create Owner's PIN while in the Clover Dashboard
- ❖ Log into Clover Go app
- ❖ Enter the PIN you created in the Clover web dashboard

Connect/Pair Your Clover Go Card Reader

- ❖ Charge your card reader
- ❖ At the bottom of the screen, click "MORE" option.
- ❖ At the bottom left, choose Card reader then "Pair Now" (Green button)

Setup Clover Go App

- ❖ At the bottom of the screen click the "more" option, then Settings
- ❖ At bottom area in Settings, click on Service Plan
- ❖ Choose your Service Plan and Authorize billing from Clover.

Setting Up Your Clover Device

- ❖ Download clover Go app
- ❖ You must have both Clover Web Dashboard Login and Owner pin
- ❖ Same login as Clover Web Dashboard
- ❖ Enter your pin

Thank You

for being a valued
customer!



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