

## What is Clover?

Clover is a hand-held device, designed to manage all types of payment:

- Tap-to-Pay
- Chip
- Swipe
- Eataly Gift Cards

## Why are we implementing Clover?

1. Ability to accept Tap-to-Pay.
2. Make service faster by reducing the number of times the Server goes back and forth from the table to the Salido terminal to process a payment.

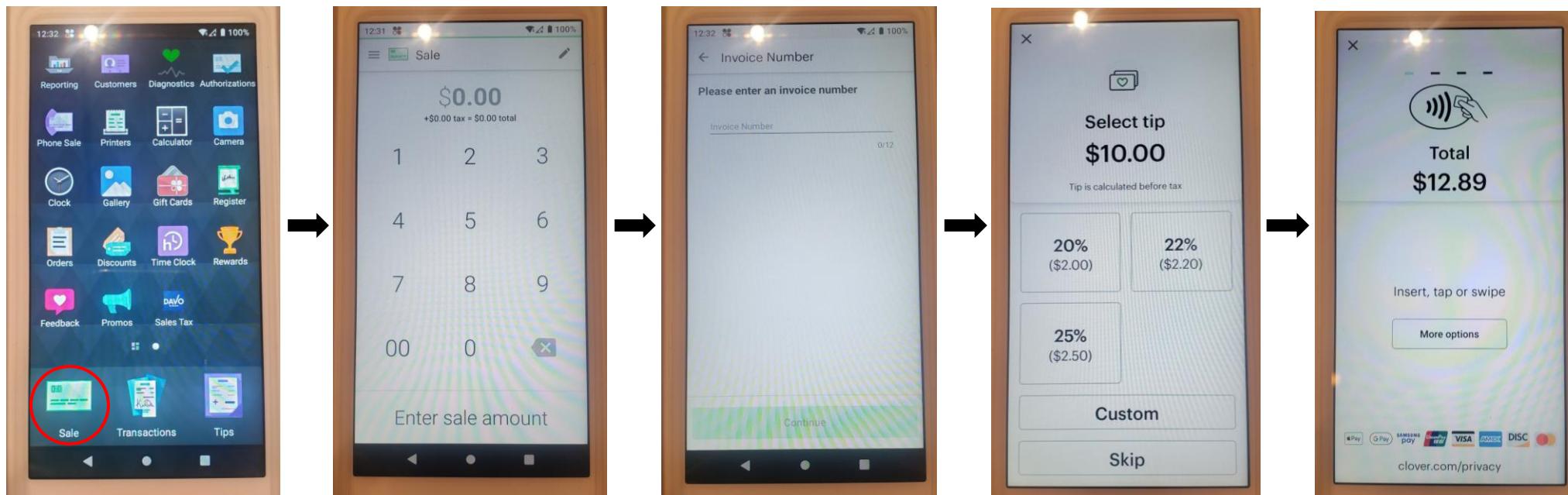


## ❖ SOP

- Server presents the check and allows time for the Guest to review their check.
- When the Guest puts down a credit card or requests to use Tap-to-Pay, the Server must follow these steps:
  1. Log in onto Clover Flex by entering the **4-digit code Server Code – same code for all servers.** (Local IT team to provide Server Code)
  2. Click on Sale button.
  3. Enter **subtotal** amount (before tax). **Clover will automatically calculate tax and tip % before tax.** (Local IT team to set up the tax rule)
  4. Enter the Salido **Check Number** under **Invoice Number**.
  5. Place the Clover device on the table facing the Guest for them to select the tip and pay.
  6. Once the payment is processed, the Clover device will print the Guest Receipt.

With certain credit/debit cards, Clover will prompt an additional step to either add a pin number or a digital signature. Follow the steps prompted on the screen.

**Most of the credit cards will not require a signature.**



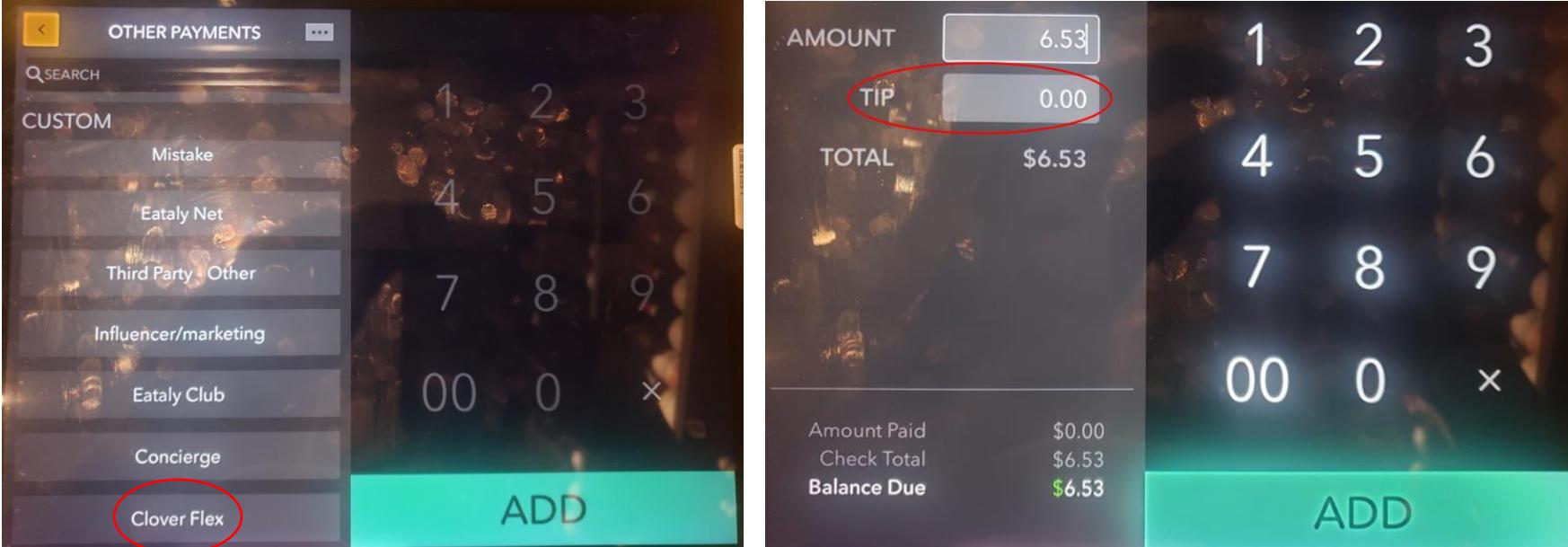
## ❖ Clover and Salido do not communicate with each other.

After processing a payment through Clover, the Server must close the check on Salido by following these steps:

1. Click on the transaction to be closed.
2. Click on Pay.
3. Select **Other Payments**.
4. Select **Clover Flex**.
5. Enter the tip amount.
6. Close the check.
7. Save the receipts from Clover and Salido together.

! If payments are processed with Gift Cards, checks on Salido should be closed-out to **Gift Cards**, not CloverFlex

## ❖ At the end of the shift the Server must cross check the tips on the Clover receipts with the end of shift report.

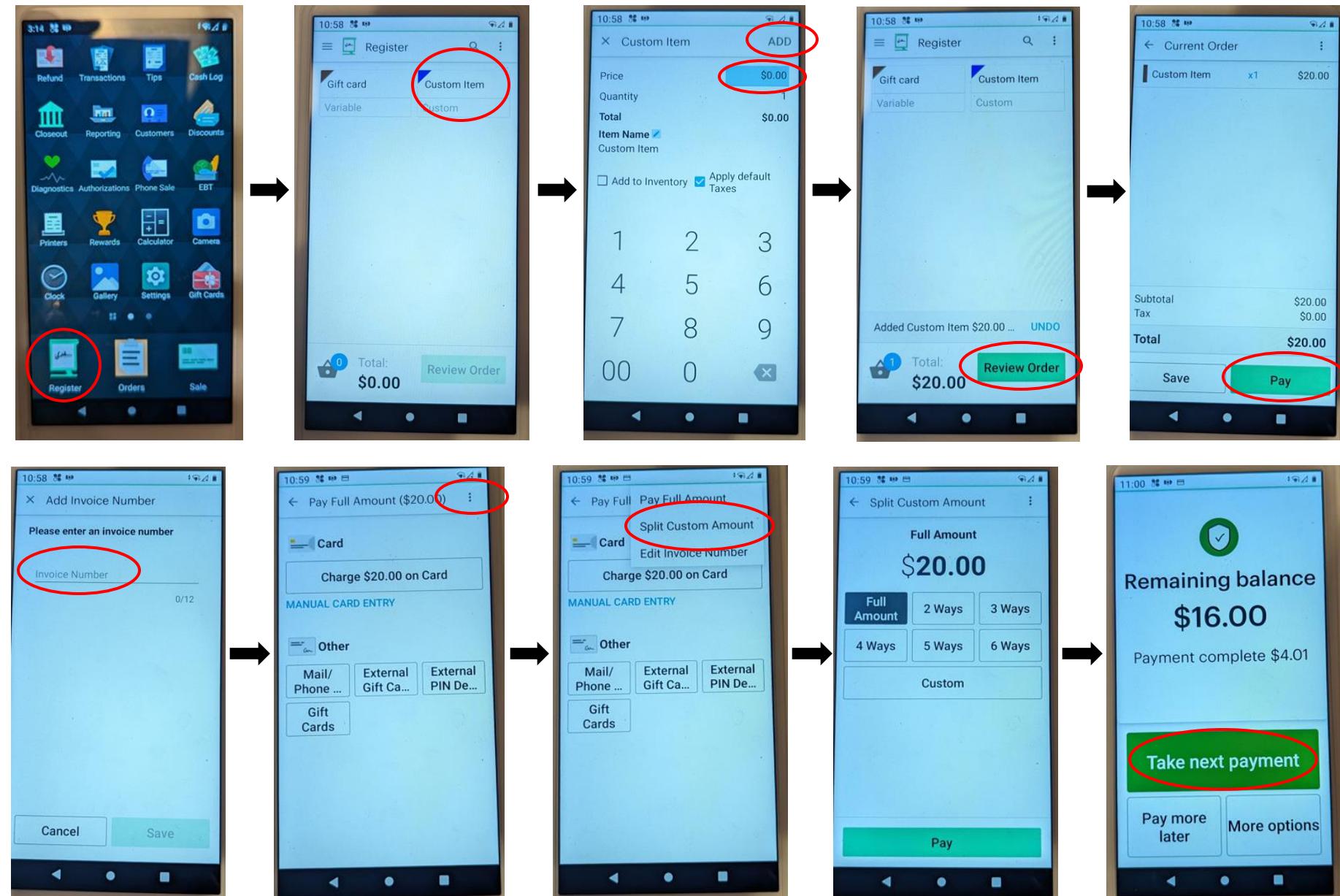


# Clover | Split Checks - Multiple Credit Cards

## ❖ Split Check with multiple credit cards

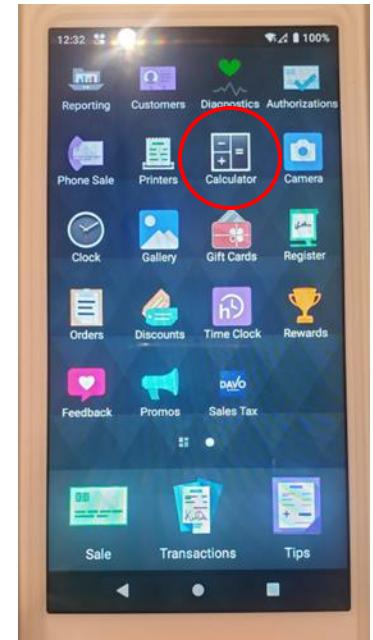
(Tap-to-Pay, Chip, Swipe)

1. Click on the **Register App**
2. Click on **Custom Item** >> Enter subtotal amount  
>> Click **Add**
3. Under **Price** enter the subtotal amount
4. Click on **Review Order**
5. Click on **Pay**
6. Enter Check Number under **Invoice Number**
7. Click on the 3 dots on the top right corner
8. Select **Split Custom Amount**
9. Select number of ways in which you want to split the payment >> Click **Pay**
10. Ask the Guest to select a tip and proceed with the payment.
11. Select Next Payment and repeat step 10 as needed.
12. When closing the check on Salido, click on Other Payments, select Clover Flex and enter each payment and tip.



## ❖ Split check with Tap Pay + Cash

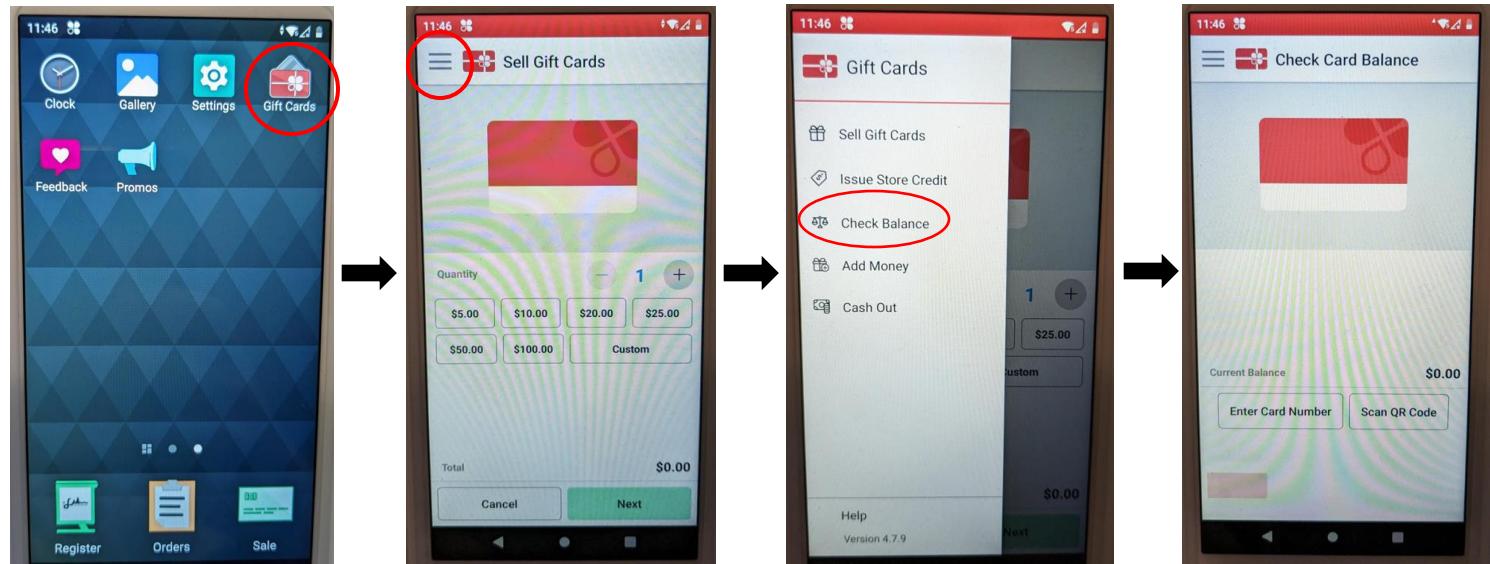
1. Process the partial payment with the credit card on Clover.
2. Divide the subtotal. *Clover has a calculator on the main screen to facilitate this process.*
3. Enter the corresponding amount and check number.
4. Process the payment.
5. Close the partial payment on Salido. Click on Other Payments, select Clover Flex and enter the amount paid with CC.
6. Close the pending balance to cash.



# Clover | Processing Eataly Gift Cards

## ❖ Processing Eataly Gift Cards

1. Click on the **Gift Card** App to check the balance.
2. Click on the 3 lines on the top left corner
3. Select Check Balance
4. Swipe the gift card or enter the card number.
5. After checking the card has sufficient funds to process the payment, follow the same SOP for payment till the Tap to Pay is prompted.
6. **Swipe the Gift Card. No tap, no chip.**
7. After processing the payment, a receipt will print out with the remaining balance on the gift card.
8. When closing the check on Salido, click on **Other Payments** and select **Gift Card Redeem**.
9. Add the Tip and close the check.



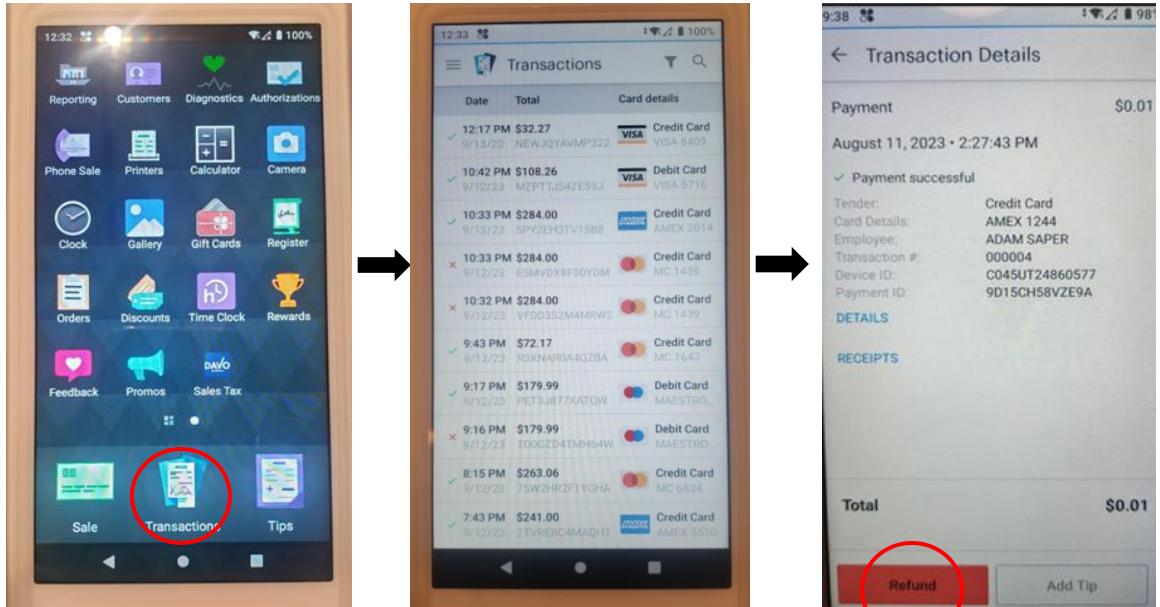
# Clover | Processing Refunds

## ❖ Processing Refunds – Same Day and day After

Refunds can only be processed with the **Manager code**. (Local IT team to provide Manager Code)

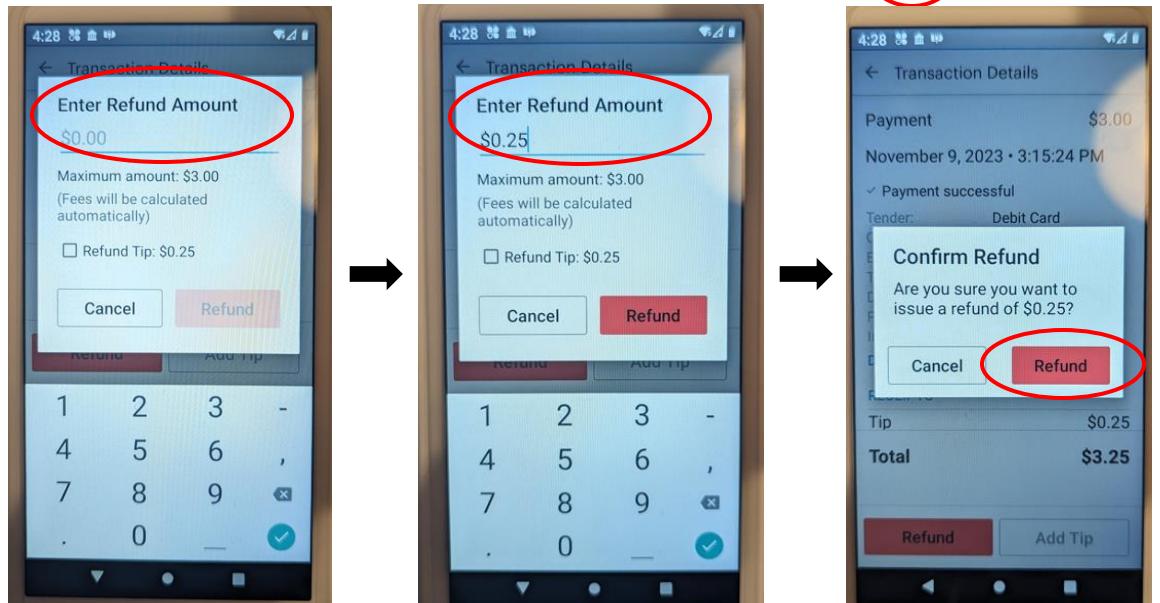
### Full Refunds

1. Log in with the Manager code
2. Click on the **Transactions** button.
3. Select the transaction to be refunded.
4. Click on refund button.
5. A receipt will print showing the refund.



### Partial Refunds

1. Follow the above steps 1 to 4
2. Under Enter Refund Amount enter partial amount >> Click Refund >> Confirm Refund



### Day After Refunds (Partial or Full)

Necessary information from Customer:

- Invoice # on the receipt
  - If they don't have their receipt:
    - Purchase Date and Time
    - Total Purchase amount

For Day After Refunds please alert Treasury after proceeding with the Refund

## ❖ Who is the point of contact when experiencing issues with Clover?

**TREASURY** – For payment issues, charge backs, transactions, and CC issues.

**LOCAL IT TEAM** – For issues with your physical device, such as Wi-Fi connection, charging issues, broken device, configuration error.

Please email the following when opening an inquiry:

- **Treasury** - Invoice #, Order ID, Total, Date, Time (or a picture of the receipt) for further investigation.
- **IT** – Open a ticket with an exact description of what is not working, when did it stop functioning, any known information for troubleshooting.

## ❖ Common Error Messages

### Processing Time Out

Any time a device is stuck on a payment screen, reboot the app and check the status of the payment via the **Transaction App**.

- The Transactions App will show any payments that have been processed on all devices at the location. The green check mark means the payment was successful and the last 4 digits of the card will show. If the transaction was successful, you can reprint the receipt for the customer.
- If the transaction does not appear in the transaction app, this means it was never processed. Please repeat the payment process.

### Lack of Funds

- If a Debit Card has insufficient funds, Clover will take any funds left in the card. The system will then prompt two options: Void the partial payment or take the partial payment and complete the transaction with a different form of payment.

# Clover | EOD Report

Salido and Clover are NOT integrated, this means they don't communicate with each other. This allows room for human error when closing a Clover transaction on Salido.

## 2 layers of control check to prevent mistakes:

1. Servers must crosscheck their receipts and tips from Clover with their Salido report at the end of their shift and make sure the tips match.
2. Manager must close out the batch on Clover at EON and crosscheck total tips on Salido.

**Important note: You may close one batch per shift (lunch/dinner). You must close one batch per outlet.**

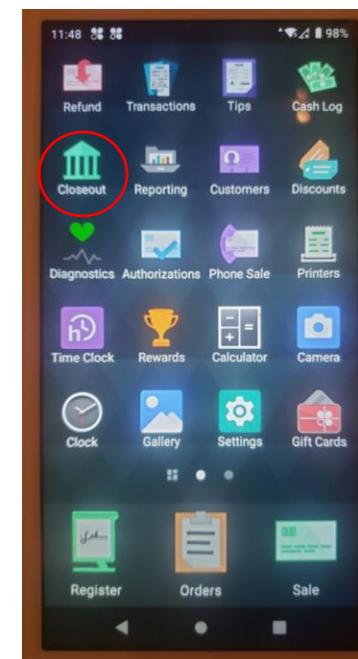
### CLOSING BATCH - Log in on Clover with the Manager Code

- Click on the **Closeout** option on the main screen.
- Select the batch to be closed and click on the closeout option at the bottom of the screen.
- Clover device will print a batch report.

### CHECKING CLOVER TIPS ON SALIDO

- Run a Payment Summary report on Salido Bridge.
- Select your outlet.
- Under **Custom Payment** you will find the total tips entered under **Clover and Gift Card Redeem** for the day.
- These 2 numbers must match the total tips on the batch report from Clover.

**Clover Batch Report must be saved together with the server receipts for the day.**



PAYMENT SUMMARY						
	ROWS	COLUMNS	FILTERS			
Cash Totals	88	\$6,270.40	-	\$6,270.40	\$71.25	6.27%
CREDIT CARD						
American Express	162	\$12,659.67	\$2,394.27	\$15,053.94	\$92.93	15.05%
Discover	11	\$879.50	\$145.24	\$1,024.74	\$93.16	1.02%
MasterCard	210	\$16,379.23	\$2,780.33	\$19,159.56	\$91.24	19.16%
Visa	428	\$30,307.07	\$5,215.61	\$35,522.68	\$83.00	35.52%
Credit Card Totals	811	\$60,225.47	\$10,535.45	\$70,760.92	\$87.25	70.76%
CUSTOM						
\$25 Holiday Dining Credit	-	-	-	-	-	-