



GSSEF's Clover Go G2 option allows troops to accept credit cards when selling cookies with no cost to troops. The Clover agreement has been renewed through the 2025 season. Renewal is not yet in place for 2026.

Card payments are processed through the Clover Go G2 app, downloaded to your phone or tablet. Card readers are not required, but you may use a Clover card reader along with the app.

Important Information:

- All transaction fees are covered by Girl Scouts of Southeast Florida (GSSEF).
- Credit card payments are deposited directly to your troop bank account. The Troop Leader or Cookie Manager will then need to credit the payment to the girl in eBudde.
- Card readers are not required to process transactions. You can use the app to process card payments with or without a reader device. Readers are available for troops to purchase at \$39.95 each.
- Transaction information **DOES NOT** sync with eBudde as it does with Digital Cookie card payments.
Troop Leaders must manually apply Clover payments to girls in eBudde.

How to get started:

1. Fill out this Qualtrics form: https://girlscoutsusa.ca1.qualtrics.com/jfe/form/SV_3ElyXAIALHFHA9w
2. Clover will reach out via email with a registration email to login. This will generally take 3-7 business days from the date of submission from GSSEF to Clover. Total turnaround time is 5-10 business days.
3. Download the free Clover Go G2 app on your smartphone or tablet.
4. Use your Clover ID (email address) and Clover password to log in to the Clover Go G2 app. You will be prompted to set up a 4-digit PIN at this time, which you will use each time you need to log in to the app.
5. Set up card reader if you have one – card reader is NOT required to take payment in the app. If you have a Clover reader, select the appropriate icon. If you don't have a reader, touch Skip for now. Set up your girls as "employees" and your cookies as "inventory". You can even create Cookies for the Military donations as an "item"

Pro Tip: If you ever forget your Clover PIN, you can reset it using the "Forgot?" links in the Clover Go G2 app.

Processing Credit Card Payments:

- Be sure the toggle button at the top right of the screen is set to the right, so that you can see the cookie varieties and prices already set up for you.
- Just tap an item to add it to an order, or swipe right to delete it.
- When you're done adding, simply click Checkout at the bottom.
- If you don't have a reader, touch Key/Scan. To the right of the Enter Card Number field, you'll see a Scan icon. Click this and hold your camera over the card as instructed until it picks up the numbers.
- Continue following the prompts until the transaction is complete!

If you are unable to access your account data, change passwords, update info, etc. please contact Clover Customer Care at the number below:
Clover Customer Care: 855-276-5008



Clover FAQ's:

Q: Why does the registration link take me to MyGS – is this an error?

A: No this is not an error. MyGS is linked to your Clover registration to ensure the volunteer managing this process for their troop is a registered member

Q: Do I have to use the email address on my MyGS member record to set up my Clover account?

A: Yes – it authenticates you as a user and verifies your membership with the organization, allowing you to set up this account on the troop's behalf. If you need to update the email address attached to your membership record, contact customercare@gssef.org

Q: I have tried to register but I receive the message "Something Went Wrong". What do I need to do?

A: It appears there is an issue authenticating you as a user. Contact Customer Care (customercare@gssef.org) who can assist you with making sure that your membership record and MyGS record have your email address listed correctly and your positions are marked as "active".

Q: What do I do if I have not received the two confirmation emails after signing up for Clover Go account?

A: Welcome emails only come AFTER your account has been approved, which means that the banking information you provided has been validated. If you did not receive or cannot find your welcome email, go to www.clover.com and click "forgot password".

Q: How will the troop get reimbursed for the card reader?

A: The council will not reimburse troops should they choose to purchase any equipment. Troops will incur the cost of the Clover equipment should they choose this option

Q: How do I add girls as users?

A:

- To simplify account login for girls, shorten required passcode length to four digits. Default setup for new accounts is to use a 6-digit passcode. You can change that to 4 digits so it's easier for girls to remember.
- Note: Clover Go does not allow for unlocking the device without a Passcode and will always require a passcode to login. Please ensure all members of the troop are aware of the passcode.
- Troop Leaders can access the password and provide it to the girls if they forget it and can change it if needed

Q: Are there minimum phone or tablet operating system requirements?

A: The minimum operating system supported today is iOS 9.3 and Android 4.4.



Q: Does Clover Go Work over Wi-Fi and Cellular Network?

A: Yes, Clover Go works over both Wi-Fi and Cellular Network.

Q: Does Clover Go Work when there is no connectivity?

A: No, connectivity is required to use Clover Go.

Q: Why does the app ask me to enter my passcode again?

A: Clover Go implemented a 60 minute inactivity timeout, after which the application will log the user out and require them to enter their passcode/PIN to log back in. Any interaction with the app will reset the activity timer, until the session times-out at 3AM local time. Activity does not reset the session timer. For example, if user logs in at 2:30 AM, we will still time the session out at 3AM, regardless of activity.

Q: How do I charge the reader and how long will it take?

A: You can charge the reader by connecting the accompanying USB cable to any power source. It will take around 1-2 hours to fully charge the reader, but this varies depending on your charging source (i.e. charging via a power socket vs charging via a USB plugged into a laptop or desktop). However, it is recommended that you charge the reader overnight prior to an event.

Q: How many transactions can I process on a full charge?

A: It depends on the type and combination of transactions. Contactless transactions alone = roughly 130 transactions. EMV/Chip contact transactions (dipped) alone = roughly 160 transactions. Swiped transactions alone = roughly 160 transactions.

Q: How long will the battery last in the card reader?

A: Your experience may vary, typically, with a full charge, the Contactless + Chip reader will last for about 20 hours. Please note that in order to conserve the battery, your reader will automatically turn itself off after 15 minutes of inactivity unless connected to the optional stand or a wall charger.

Q: How far can the reader be from the device and still work?

A: Approximately 30 feet, with no obstacles in the way.

Q: How do I turn the Contactless + Chip card reader on and off?

A: To turn on the reader, push and hold the power button on the reader until you see the blue LED light. To turn off the reader manually, push and hold the power button until the blue LED light turns off. The reader will also auto turn off after 15 minutes of inactivity. If the reader is turned off, simply turn the reader back on again and the reader will auto connect with the app. Or, open the Menu, then tap "card reader" to connect manually.

Q: Can I control the volume of the sound coming from the contactless + chip card reader?

A: You can raise or lower the volume of the sound or mute it completely by using the sound volume controls on your phone or tablet.

Q: Can multiple girls share the same phone?

Yes, but each girl MUST log in with her own Clover Go credentials.



Q: Can a volunteer manage multiple troops from within the same account?

NO - If you have more than one troop participating in the Clover Go, they should each have their own unique email address to use to access their specific account.

Q: What's the difference between "transaction declined" and "transaction failed?"

If a "Transaction Declined" message is received, you should ask for another form of payment. If a "Transaction Failed" message is received, go back to the collect payment screen and select "key in card" or ask for another form of payment.

Q: What is an Open Order?

A: Open orders are a way to create and save an order, then process the payment later. This feature also allows users to create an order on one Clover device and process the payment using the Clover Go app or vice versa.

Q: I did not create any Open Orders, so why am I seeing them?

A: At this time, failed payments are also being saved as Open Orders and may explain why you are seeing these entries.

Q: Can the Clover Go reader be paired to more than one phone/tablet at a time?

A: No, only one phone/tablet can be paired to the reader at a time.

Q: Is the customer's card number stored in Clover when it is scanned?

A: No, the card number is not stored.

Q: Is there a way for two parents to have different logins for one girl?

A: Yes, the girl would just need to have two unique email addresses; with both linked to her troop

What if I still have questions?

For questions about technical issues or problems with your Clover Go account or device, please call the Clover support team 24/7 at 855-276-5008