Clover Flex Payments Processing
For MyPOS
First Data Canada

User Guide

MYPOS CONNECT
Cloud-Enabled Retail System

Tri-City Retail SYSTEMS

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Processing Sales

Single Payment

Ring in your items as usual.

Press Subtotal and Card Payment.

You will be prompted with the following screen.

Press OK to continue to the PIN Pad.

The PIN Pad will prompt with a similar message

Perform the actions at the PIN Pad.

While processing at the PIN Pad, this screen will be displayed at the POS.

When inserting a chip card you will be prompted for a PIN.

When the transaction is complete, provided the transaction is approved, the Clover will show the following message.

The POS will show the following message

The receipt will include the credit card or debit authorization information and or any error messages that occurred.

```
3/24/2020 4:35:48 PM
Transaction 000213

Total                                   $19.99

Method: EMV_CONTACTLESS
MC XXXXXXXXXXXX4111
Ref #: 008400000307
Auth #: 768294
MID: 318339086999
authorizingNetworkName: MASTERCARD
applicationIdentifier: A0000000041010
cvmResult: NO_CVM_REQUIRED
applicationLabel: 4D617374657243617264
```

Multiple Payments

Ring in your items as usual. Press Subtotal and **before you press Card Payment**, type in the amount being applied to the first card payment. Once the tender has been processed, you will be prompted for the next payment type. Repeat the steps as necessary.

Important note: If any of the payments fail or are declined, and the customer has no alternate payment method, existing authorizations can be removed from the transaction.

In the example below, the customer has paid $1.00 on their Visa card. Next, assume that they attempt to put the remaining amount ($6.74) on their Mastercard, but the transaction is declined and the customer has no other alternate form of payment.

The user can click the X beside the “Payment - Visa” line to void the payment.

You will be prompted with the following “Card Entry - Void” screen and will need to use the same card to reverse the transaction.

You will be prompted with the following “Card Entry - Void” screen . Press OK and the void will will process

Manual Entry

If you have enabled Manual entry, one of the options on the Clover will be “Type Card”. Press “Type Card” and follow the prompts to enter the credit card number, the CVV, and the expiry date. The process will authorize as usual

Only credit cards may be entered manually. Debit cards must be swiped, inserted or tapped.

If you have not enabled Manual entry, you will need to exit the Remote Pay application on the Clover by pressing the four corners of the screen. Ring your items into MyPOS Connect as usual. Press Subtotal.

Returns

Returns are processed exactly like sales.

Void Transactions

Select the transaction from the Receipts button then press the Void Transaction button.

If the transaction was originally processed with one or more card payments, the Card Entry – Void window will be displayed for each card payment from the original transaction. Press the OK button to process the void. The PIN Pad will void the transaction from the batch and a message will be displayed to indicate that the transaction was voided.

Stand-Alone Mode

You will need to exit the Remote Pay application on the Clover by pressing the four corners of the screen.

Process the transaction on the clover using the SALE button

Restart the Network Pay application. You will then need to press the Clover Payment button in MyPOS Connect, and Connect to Clover Device to re-establish the connection

Troubleshooting

Certificate Errors

If you are receiving certificate errors, click the hamburger menu (three horizontal bars) in the upper left-hand corner beside the title “Networks Pay Display (EDV), and choose “Settings” → “Configure and Restart Server”.

If you are still receiving certificate errors, close the Net Pay Display app by pressing the four corners of the Clover screen at the same time. Now relaunch the Net Pay Display app, and verify the IP address against the address typed in the Clover Setup. Make any corrections necessary, and press “Start” to bring up the logo again. Reinstall the Certificate from Step 1 if needed.

General Troubleshooting

In the event of PIN Pad problems, these are some general troubleshooting steps to resolve issues.

- Ensure that your internet is up you have contact with “the outside world”. Try going to websites in a browser window.
- Ensure that all cables to the PIN Pad and the black adapter box are connected.
- Verify that the IP Address on your PIN Pad matches identically to what has been entered into MyPOS setup.
- Close the Net Pay Display app by pressing the four corners of the Clover Flex screen at the same time. Now relaunch the Net Pay Display app
- Verify the IP address against the address typed in the Clover Setup. Make any corrections necessary, and press “Start” to bring up the logo again.
- Restart MyPOS Connect
- Reboot your computer
- Try to force a connection. In MyPOS Connect, press the “Clover Payment” button, then press the “Connect to Clover Device” button

Connection Issues

If the Pairing does not launch, verify your settings and ensure that the Clover Flex is running the “Network Pay Display” app. Click the “Connect to Clover” button in MyPOS Connect. You will be provided a pairing code to connect to the Clover Flex PIN Pad. Follow the prompts (password) on the Clover Flex PIN Pad and finally provide the pairing code.

PIN Pad Not Responding During Communications

In the case of communications error between MyPOS Connect and the Clover Flex PIN Pad, MyPOS Connect may time out waiting for a response from the PIN Pad.

If a timeout occurs, this message will be displayed.

Options on this screen are:

- Keep Waiting
    - Select this option if the transaction is still in progress on the PIN Pad
    - MyPOS Connect will continue waiting for a response
- Request Re-send of Payment Details
    - Select this option if the transaction has completed on the PIN Pad but has not yet responded to MyPOS Connect
- Reset Device
    - Select this option If the PIN Pad is non-responsive, the PIN Pad will reset
- Reconnect Device
    - Select this option if the PIN Pad was non-responsive and also after a Reset Device to ensure that MyPOS Connect can communicate with the PIN Pad
- Cancel
    - Use this option to cancel the current card processing and return back to MyPOS to be able to use an alternate payment method
    - The card payment processing will be canceled

Network Connection

The initial setup of the Clover Flex PIN Pad should accomplish getting your network setup and also downloading the necessary apps. Go to the Settings icon and choose “Wi-Fi” if you need to configure the connection.