

To issue a gift card using the Register App:

1. Click on Register.
2. Select Gift Card from the inventory listing.
3. Enter the desired amount for the gift card. Must be at least \$1.
4. Click Add.
5. Click on Pay on the bottom left.
6. Click on desired tender.
7. Once the transaction has been tendered, the device will switch over to the Factor4 app.
8. Enter the card number by either typing it in or scanning the bar code using the trigger on the handle for Clover Mobile, the camera button on the left of the Clover Flex, the camera button in the lower left corner of the Clover Mini, or your scanner on the Clover Station.
9. Change the Transaction type to Gift Issuance.
10. Enter the amount tendered from the transaction ran in Register.
11. Make sure the currency type is USD.
12. Click Run Transaction. A receipt prompt will appear.
13. Click on desired receipt method.
14. Click Done to finish transaction.

CONTACT SUPPORT

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CLOVER APP QRG

To issue a gift card through the Sale App without the Register App:

1. Click on the Sale App.
2. Enter the desired amount for the gift card.
3. Click on the desired tender type.
4. Once the transaction completes, you will need to navigate to the Factor4 app.
5. Press the button on the bottom of the screen that looks like two stacked rectangles.
6. Open the Factor4 app.
7. Click on the Transaction box and select Issuance.
8. Enter the card number in the Account box by either typing it in or scanning the bar code using the trigger on the handle for Clover Mobile, the camera button on the left of the Clover Flex, the camera button in the lower left corner of the Clover Mini, or your scanner on the Clover Station.
9. In the amount box, enter the amount that was tendered during the original sale.
10. Click the Run Transaction button.
11. A pop up will appear to confirm the transaction completed.
12. Click done.
13. Navigate back to the Sale App using the button at the bottom of the screen that looks like two stack rectangles.
14. From this screen, choose the final receipt type.
15. Click Done to complete the transaction.

To redeem a gift card.

1. Click on F4 Gift tender type.
2. The device will switch over to the F4 Gift payment screen.
3. Enter the card number by either typing it in or scanning the bar code using the trigger on the handle for Clover Mobile, the camera button on the left of the Clover Flex, the camera button in the lower left corner of the Clover Mini, or your scanner on the Clover Station.
4. Click accept to redeem the funds off the card.
5. A pop up will appear to confirm the transaction completed, click done.
6. The following screen will confirm which final receipt type you would like.
7. Click Done to finish the transaction.

To review recent transactions:

The Transaction app will list your most current transactions. You can filter between the multiple devices the merchant may have, each employee, tender type, and if it was a payment or refund.

To run reports:

The reporting tab will sort each transaction ran that day into four categories: Payments, Items, Discounts, and Taxes. Payments will show payment totals, payment totals by tender, and payments by employee. Items will show transaction totals based on the items sold. Discounts will list any transactions that had any discounts applied. Taxes will breakdown any taxable transactions.

Potential Errors:

Operation has failed -

To check this:

Find location in MMA

Click "Show Advanced Options"

Scroll down to currency

Check to make sure currency type is set to CAD or USD
depending on location