



Clover Flex User Guide:

The below steps will guide you through basic functions of the Clover Flex:

- Transacting through the Register App
- Reprinting Receipt
- Processing Refunds

Processing Sales through Clover "Register" Application:

1. Login to the Clover Flex device using your assigned/unique 4-Digit PIN
2. Once logged in, select the "Register" App



3. You will then see Menu Categories on the "Register" Application screen.
4. Select a Menu Category.
5. Select an item and select "Add to Cart." Add as many items as needed to Cart.
6. Once all items have been added to the cart, select "Pay."
7. Choose an option:
 - a. **Pay Full Amount.** Charges the full amount in a single payment.
 - b. **Split Custom Amount.** Splits the payment by either the number of ways you select, or by a custom amount you enter. Select Pay when you are done.
 - c. **Split by Items.** Splits the payment by one or more individual items. Use the check boxes to select the items and then select Next.
8. Select Payment Method:
 - a. For **Credit/Debit**, dip or swipe a payment card, manually enter a card number, or use contactless payment (if available on this device).
 - b. For **Cash**, tap one of the cash options, or tap **Custom** to enter a custom amount.
9. Follow prompts to complete payment.
10. Once payment has been completed, select to print customer receipt or not to print customer receipt.
11. Order is now complete.



Reprinting a Customer Receipt:

1. If not logged into Clover Flex, login to the device using your assigned/unique 4-Digit PIN.
2. If already logged into Clover Flex, select the circle button in the middle-bottom of the screen to return the device to the Clover home screen.
3. Open the "Transactions" Application



4. Once the "Transactions" app is opened, you will see a list of recent transactions made on the device. Newer transactions will be at the top of the screen and older transactions will be toward the bottom of the screen.
5. Once you find the transaction you would like to open, select it.
6. Select "Re-Print Receipt" to re-print customer receipt.
7. Once printed, select the circle button in the middle-bottom of the screen to return to the Clover home screen.
8. Select the "Register" app to continue processing transactions.

Handling a Customer Refund:

1. Please note, only users with Manager access or above can process a Customer Refund on the Clover Flex device.
2. Manager must first lock the screen of the Clover Flex by pushing the power button on the right-side of the device. This will log the employee out of the device.
3. Manager must input unique 4-digit PIN to log in to device.
4. Open the "Transactions" Application



5. Once you find the transaction you would like to open, select it.
6. Once transaction is open, select "Refund."
7. Manager must then lock the screen of the Clover Flex by pushing the power button down on the right-side of the device. This will log the Manager out of the device.
8. Employee can then enter their assigned/unique 4-digit PIN.
9. Select the "Register" app to continue processing transactions.