



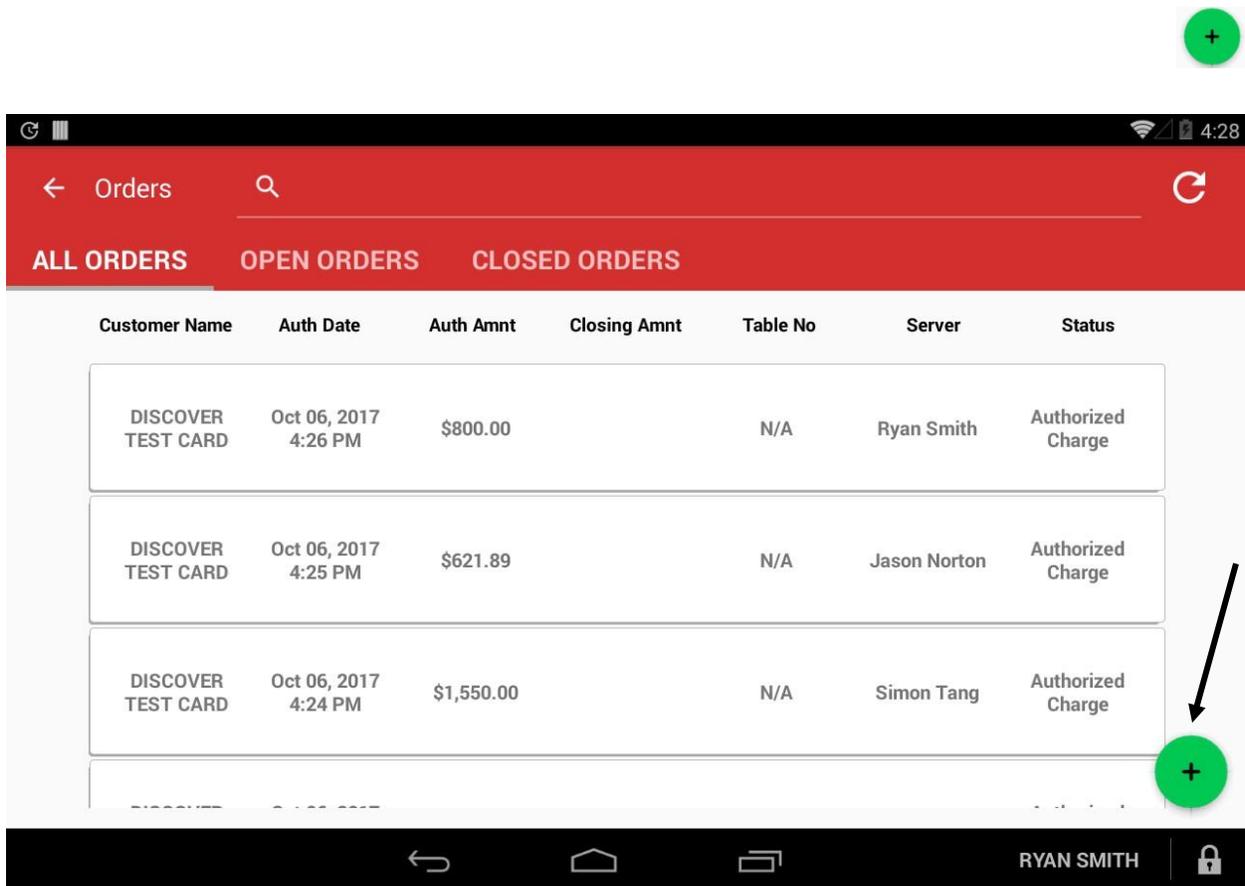
YOUR PAYMENTLOCK CLOVER APPLICATION

**Thank you for downloading our FREE 30-Day Trial edition of PaymentLOCK.
The industries first fully managed EMV Authorization platform.**

Some Key Information To Know About Your New Application:

Once your account has been setup by our onboarding team you are now ready to use PaymentLOCK for all Authorizations within your place of business.

Creating a New Authorization: After opening the application you will be taken to the



“Dashboard Page”. This is where you will manage all of your authorizations, listed by tab headers under ALL, OPEN, CLOSED ORDERS. By simply clicking on the Green button on the lower right of the screen, you can initiate the authorization process.

New Authorization: Begin the New AUTH by pressing the Table Number button and entering the Table number. Table numbers can be both numbers and letters. Next, click on the server name. All employees listed within Clover will show as a drop-down list for you to select from.

Proceed through the following step by step if you have any questions:

1. Press the green plus object to open a new authorization
2. Enter the dollar amount to authorize, select an employee, enter a table #.
3. Select the Green Authorize button
4. Enter the customer's Credit Card
5. Authorization will show Complete or Amount Declined.

The screenshot displays the 'New Authorization' screen in a mobile application. At the top, there is a red header with a back arrow and the text 'New Authorization'. Below the header, there is a numeric keypad for entering a dollar amount, with a '\$' symbol in the top left. The keypad includes digits 1-9, 00, and 0, along with a 'DELETE' button. To the right of the keypad are two input fields: 'Table Number' and 'Server Name'. A green 'AUTHORIZE' button is positioned below these fields, with two black arrows pointing from it to the 'Table Number' and 'Server Name' fields. Below the 'AUTHORIZE' button is a red 'CANCEL' button. At the bottom of the screen, there is a black navigation bar with a back arrow, a home icon, a recent apps icon, the name 'RYAN SMITH', and a lock icon.

When creating a new authorization, you will want to ensure you are *entering a dollar amount that will cover your full cost of goods and services to ensure the customer has sufficient funds available*. All authorizations will require the server name and table number with an option to add a note for the transaction. Many venues will add the order number to the notes for reconciliation efforts.

Once complete, your Authorization will show up on your dashboard under the OPEN ORDERS tab.

Rendering Services to your guest: Once your authorization is setup on your dashboard you are now ready to render goods and services to your guest through your POS system just like you do today. When you are ready to close your guest out you will pull up their check on your POS system and take note of the total dollar amount owed.

Customer Name	Auth Date	Auth Amnt	Closing Amnt	Table No	Server	Status
DISCOVER TEST CARD	Oct 06, 2017 4:26 PM	\$800.00		N/A	Ryan Smith	Authorized Charge
DISCOVER TEST CARD	Oct 06, 2017 4:25 PM	\$621.89		N/A	Jason Norton	Authorized Charge

Completing the Sale: When you are ready to close the transaction, make sure you are looking at the OPEN ORDERS tab of the dashboard and locate the open transaction to be closed. You will be presented with the AUTH DETAILS PAGE below.

Select **COMPLETE PAYMENT** if you wish to close the transaction with a single card or you plan to split the check with multiple cards.

Select **COMPLETE PAYMENT WITH ANOTHER CARD** if they guest wishes to pay using an entirely different card.

Select **VOID AUTHORIZATION** if the customer elects to pay with cash or another form of payment renders the authorization paid in full. It is always best practice to VOID out the authorization if you do not plan to use it. Your guest will thank you for that as many authorizations can take up to 36 hours to drop off of their bank account.

← AuthDetail

Oct 06, 2017 at 04:26PM

CUSTOMER
N/A DISCOVER TEST CARD

Card
DISCOVER **6668**

Authorization 1
\$800.00

Total Authorized Amount \$800.00	Table No N/A
	Server Ryan Smith

ADD NOTES

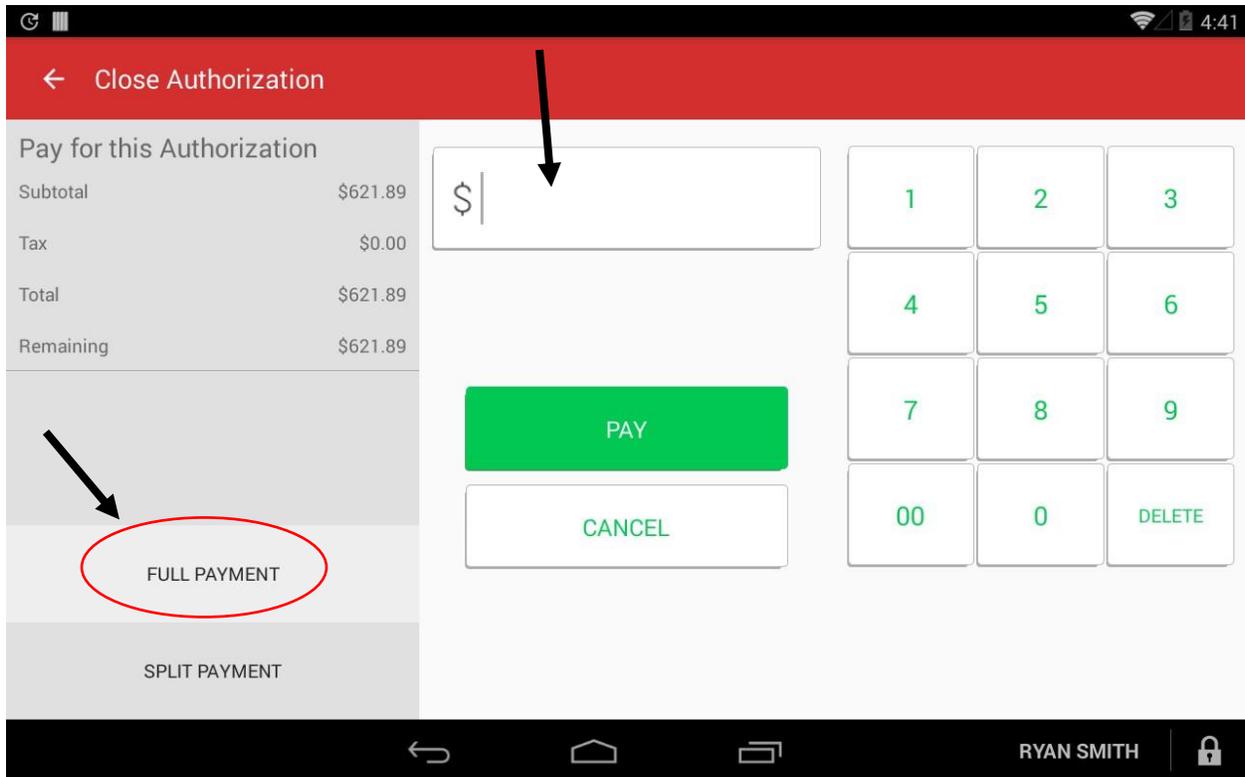
COMPLETE PAYMENT

COMPLETE PAYMENT WITH ANOTHER CARD

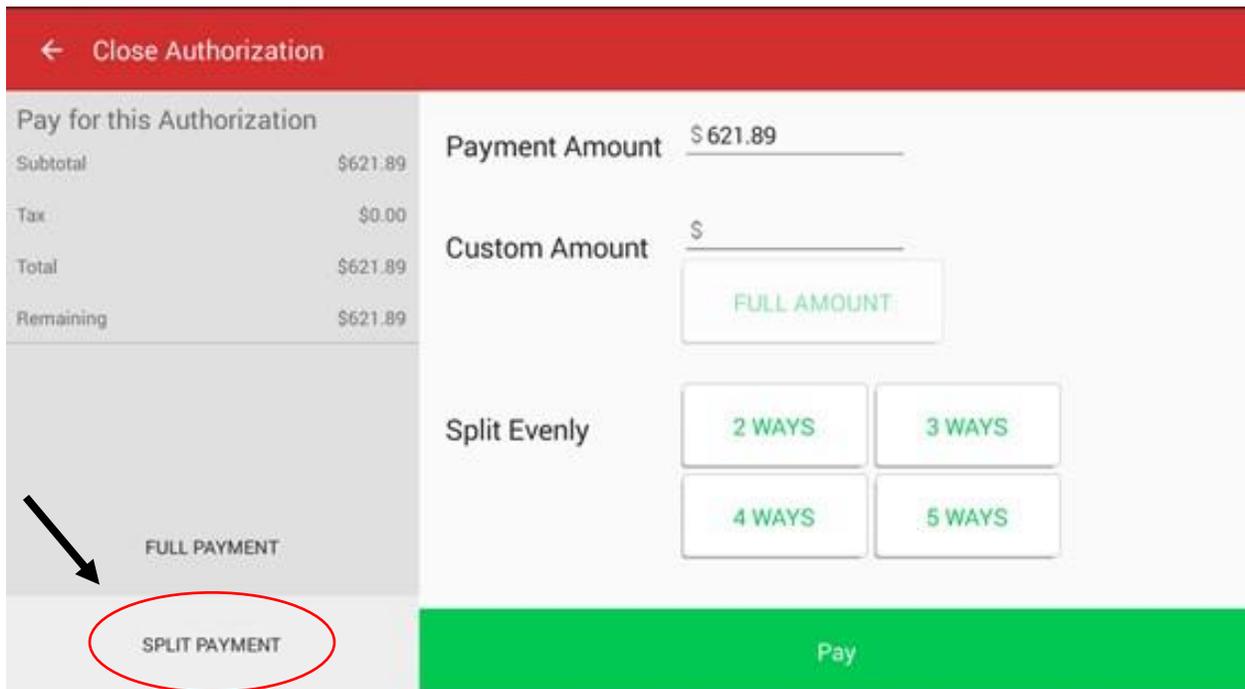
VOID AUTHORIZATION

Single Card Transaction: Closing the total sale amount on a single card is presented by default. Simply enter the total dollar amount using the numerical keys on the right of the screen. The

dollar amount will be presented in the field below. Double check your dollar amount and then press the GREEN PAY BUTTON.



Split Transactions: Split transaction can be initiated by pressing the SPLIT PAYMENT button.



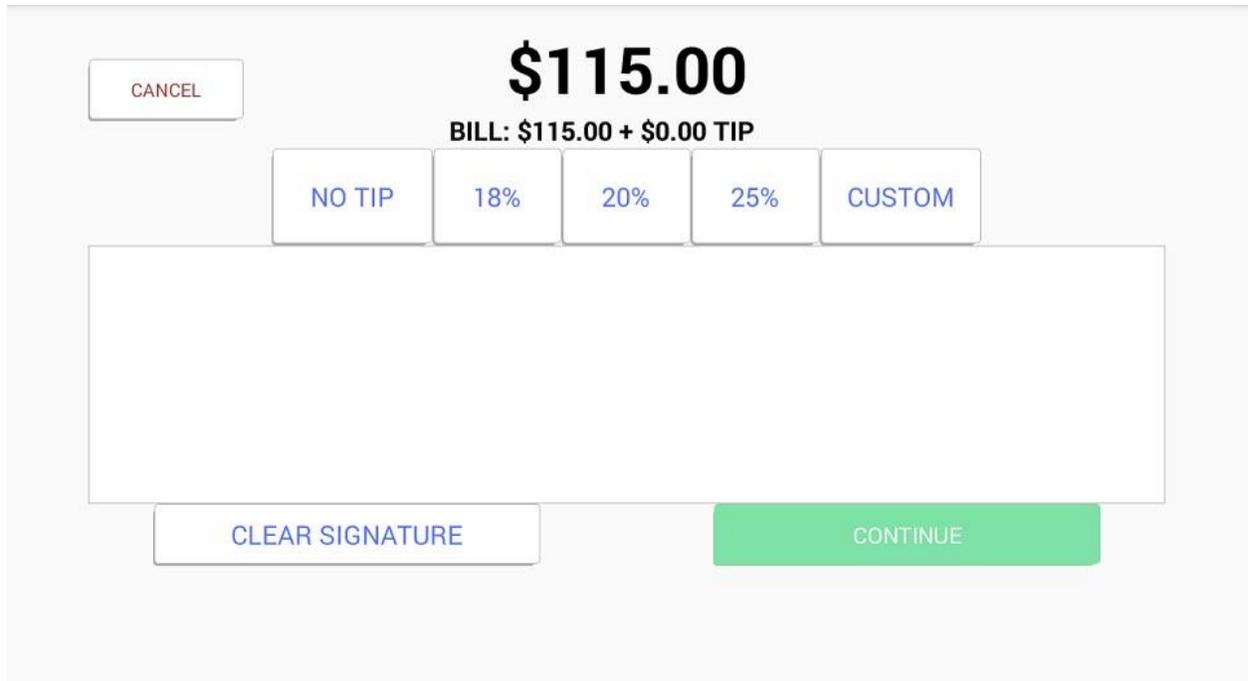
1. The Authorization will not close if there is a balance still remaining within the subtotal box located in grey on the left side of the screen. This box keeps a running sub-total of what has been paid already.

2. The first payment amount will **ALWAYS** go toward the card you already have an authorization on. The following payment(s) will be charged to a new card. That customer will need to insert their card and sign for the amount.

Tip & Signature:

After the total dollar amount has been charged to the card whether on a SINGLE TRANSACTION, SPLIT PAYMENT, COMPLETE PAYMENT WITH ANOTHER CARD etc. The TIP & SIGNATURE page will be presented.

The Clover device should now be presented to the customer to complete the following steps. This should not be done by a server or staff member. The guest needs to complete these tasks.



The screenshot displays a payment interface with the following elements:

- A **CANCEL** button in the top left corner.
- The total bill amount, **\$115.00**, centered at the top.
- The text **BILL: \$115.00 + \$0.00 TIP** below the total.
- A row of five buttons for tip selection: **NO TIP**, **18%**, **20%**, **25%**, and **CUSTOM**.
- A large, empty white rectangular box for the customer's signature.
- At the bottom, two buttons: **CLEAR SIGNATURE** (on the left) and **CONTINUE** (on the right, highlighted in green).

The customer has standard tip options to choose from. The **CONTINUE** button will not be highlighted unless a signature has been completed.

Transaction Complete:

After the **TIP & SIGNATURE** page the customer will be presented with the **TRANSACTION COMPLETE** page which will show the total and tip amount. The guest will now have the option to send their receipt to themselves via text, email or they can select **DONE**. If the customer wants a printed copy of their transaction this can be obtained under the **CLOSED ORDERS** tab by selecting the transaction and clicking on the **REPRINT** tab.

Transaction Complete!

\$623.00 + (\$50.00 TIP) = \$673.00 Successfully Paid

TEXT MESSAGE

EMAIL RECEIPT



DONE