

Square Offline Payments Preparation



Square Offline Payments Preparation Guide Instructions

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Square Offline Payments Preparation Guide



Product Information

- **Specifications:**
 - **Product Name:** Offline Payment Processing Device
 - **Manufacturer:** Square
 - **Usage:** Accepting offline payments and managing transactions

- **Duration of Offline Payments:** Up to 24 hours

Product Usage Instructions

- **Responding to Service Disruption:**

- Follow these steps in case of a service disruption:
- Identify the type of disruption: Internet/network or Square service.
- Check for alerts on your device to troubleshoot the issue.
- Check Square status by scanning the QR code.

- **Turning on Offline Payments:**

- **To set up offline payments:**

- Open your Square app or device.
- Tap on “More” and then select “Settings.”
- Choose “Checkout” and then “Offline payments.”
- Toggle on “Allow” and set a transaction limit.

- **Managing Online Orders and Deliveries:**

- **During disruptions:**

- New online orders won’t appear in your POS but will be processed once the disruption is resolved.
- Continue delivering excellent service and processing payments as usual.

- **Stay Signed In:**

- **If you have pending offline payments:**

- Do not sign out of the Square app or switch locations.
- Process payments by reconnecting to the internet within 24 hours.

- **Processing Offline Payments:**

- **Follow these steps:**

- Offline payments will show as pending in your payment history.
- When back online, payments will be processed in your Transactions tab.
- Ensure to enter tip amounts for in-person transactions in your POS.

FAQs

- **Q: What happens if I delete the Square app or log out with pending offline payments?**

- **A:** Any pending transactions will be lost, and you may lose the cost of goods or services sold.

How to respond to a service disruption

Follow these steps in the event of a service disruption so you can continue doing business.

Your guide to taking offline payments

1. Identify your disruption type.

- There are two types of service disruptions: an internet or network disruption or a Square service disruption.
- Once a disruption is identified a notification will automatically appear on your Square device, letting you

know the type.

- See which alert you have to troubleshoot your issue.

- **Types of alerts**

- **Internet or network disruption alerts**

A red notification banner with white text that reads "You're offline. Connect to the internet to take payments." In the top right corner, there are small icons for a Wi-Fi signal and a battery level.

- You'll see a notification banner at the top of your device when your internet connection is down.
 - You can still take offline payments but try to get back online by restarting your modem or double-checking your internet connection.
 - For more troubleshooting help, reach out to your internet provider.

- **Square service disruption alerts**

An orange notification banner with white text that reads "Service disruption – offline payments enabled". In the top right corner, there are small icons for a Wi-Fi signal and a battery level.

- You'll see a notification banner at the top of your device when there are issues that are affecting Square services.
 - You can still take offline payments from your device while our team works quickly to resolve it.

2. Check Square status.

- Scan the QR code to view the Square status page and stay informed about any service interruptions.

issquareup.com.



3. Turn on offline payments.

- Set up offline payments on your device so your business can keep running during a service disruption.

Follow these steps to take offline payments for up to 24 hours:

1. From your Square app or device, tap MoreV
2. Select Settings from the menu options*
3. Tap Checkout, then Offline payments
4. Toggle on Allow to confirm
5. Set a transaction limit that you're comfortable with (you can change this at any time).

4. Manage your online orders and deliveries.

- New online orders from Square Online or other ordering platforms won't appear in your POS, but they'll be there once the disruption is resolved.
- Your customers won't notice a difference, so continue delivering excellent service and processing payments just like you would for onlinetransactions.
- Don't forget to check credit card details and print receipts for your records to reduce the risk of declined payments and disputes.

5. Stay signed in.

- If you have pending offline payments, do not sign out of the Square app or switch locations.

- Do not factory reset the device used to take the payment or delete the app.
- Make sure you process these payments by reconnecting your device to the internet within 24 hours.

6. Process your offline payments

- Offline payments will appear as pending in your in-app payment history.
- When you're back online, payments will show as processing in your Transactions tab.
- Customers' digital receipts and your payment notification emails will also be sent when your device is back online.
- Make sure to enter tip amounts for any in-person transactions into your POS so you can settle the transactions.
- **Note:** If you log out of your Square account, delete the Square app, or factory reset the device that took offline payments, any pending transactions will be lost, and you will, unfortunately, be out of pocket for the cost of goods or services you sold.

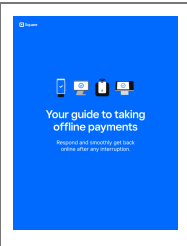
Offline payments are processed automatically when you reconnect your device to the internet and will be declined if you do not reconnect to the internet within 24 hours of taking your first offline payment. By enabling offline payments, you are responsible for any expired, declined, or disputed payments accepted while offline. Square is unable to provide customer contact information for payments declined while offline. Offline payments are not supported on Square Reader for contactless and chip (1st generation – v1 and v2). Your guide to taking offline payments

Your guide to taking offline payments



- Respond and smoothly get backonline after any interruption.

Documents / Resources

	<p>Square Square Offline Payments Preparation Guide [pdf] Instructions Square Offline Payments Preparation Guide, Offline Payments Preparation Guide, Payments Preparation Guide, Preparation Guide</p>
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References

- [Square / United States ?? Status](#)
- [User Manual](#)

