

## **WATS 2024 PAYMENT PROCESSING POLICIES + PROCEDURES**

All food vendors, bars and volunteer tents (ie. Cash Tent, Merchandise, General VIP) must use a CLOVER device to process all payments.

Accepted forms of payment: all major credit and debit cards, WATS branded physical gift cards and digital gift cards (via QR code, printed or on a phone).

CASH option: Attendees wishing to use cash should be directed to the Cash Exchange tent (N. Maestri). They can use cash to load up a Gift Card or paper receipt, which will be accepted at all food vendors and bars.

There is no fee for physical or digital gift cards. There is no fee for printed QR code gift cards but we must collect a phone number or email during the transaction.

**PHYSICAL GIFT CARDS ARE GOOD FOR THE FULL SEASON AND CAN BE RE-LOADED.** Gift card balances are nonrefundable and any remaining balance expires after the final 2024 WATS concert.

### **DEVICE HAND OUT & RETURN**

Food Vendors, Bartenders and Beer Captains are responsible for retrieving and returning their CLOVER devices each week, at the Cash Exchange tent. They must initial at the receipt and return each night. Individual volunteers are discouraged from checking out a device.

Cash Tent / POS volunteers, please remember to do the following at check-out:

- Ensure devices are logged in properly at hand-out
- Remind users not to trade devices with anyone and to take the device with their name on at the cash tent
- Remind users of the importance of COMPLETING PAYMENTS (see below)
- Vendors can request a menu/item update with Marissa Hogan (YLC Operations Manager).

### **LOGIN**

Each individual food vendor has their own 4-digit login code. There is also an individual login code for beer trailers, bars, wine+beer garden, and VIP bar. IT IS VERY IMPORTANT TO BE PROPERLY LOGGED IN WHEN PROCESSING PAYMENT, to ensure correct vendor payout and bartender tip-out, and YLC tip-out (beer trailer tips are retained by YLC). See addendum for login codes.

### **TO CHECK-OUT**

1. Hit Register
2. Choose Your Food Vendor / Bar

3. All items will be listed on the screen – Click what they would like to purchase (*it is sensitive so make sure not to double tap*)
4. Hit **Review Order**
5. Hit **Pay**
6. Choose Payment Method (**CHARGE** or **GIFT CARD ONLY**)
7. Next a tip screen will pop-up. Show customer the device – they **MUST** make a tip selection **BEFORE** inserting/swiping a card or they will need to insert / swipe card again.
8. Swipe Card or Scan QR code if paying with digital gift card – must **HOLD DOWN** device's side trigger to scan QR code.

**NO VENDORS OR BARS SHOULD PROCESS PAYMENTS AS CASH.** They should not accept cash. If a transaction is accidentally processed as cash, it must be refunded and recharged to a credit card or gift card. YLC will not payout on any 'cash' transactions for any food vendors. Cash transitions can result in total sales reduction.

### **REFUNDS**

A refund can be granted by individual food vendor/bartender/volunteer using the POS device in case of an accidental charge. Your Clover device considers each payment as a transaction. When refunding a transaction, the **full amount** of that individual payment will be refunded.

To issue a refund on a Clover device:

1. Press the circle button at the bottom center of screen to return to the **Home** screen
2. Open the **Transactions app**.
3. **Tap the transaction** you want to refund.
4. **Tap Refund** and **confirm**.
5. **Select where to apply the refund**.

If problem//Question : Please see the Cash Tent for better training/explanation or call Marissa Hogan (YLC Operations Manager) 504-952-4287 for assistance.

### **SPLIT / INCOMPLETE PAYMENTS**

**This issue arises when accepting payment with a gift card. Please pay special attention when someone is using a gift card (physical or digital) to pay.**

If a gift card does not have enough funds to cover the full order amount, you can split payment – once the gift card has been run, the device will prompt you that the transaction is only partially paid and show the remaining balance – vendors **MUST** have customer complete the transaction w/ another form of payment. **VENDORS WILL NOT BE PAID OUT ON ANY UN-COLLECTED FUNDS.**

**Name of Vendor:**\_\_\_\_\_

**Representative:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date of Acknowledgement:** \_\_\_\_\_