



Your guide to taking offline payments

Respond and smoothly get back online
after any interruption.



Offline payments guide

Keep taking card payments even when your internet or Square is temporarily down. Transactions are stored on your device and processed when you're back online.

Quick start: set up offline payments now

1. Go to **More > Settings > Checkout > Offline payments**, then select **Allow**.
2. **Understand the risks:** you're responsible for any **expired, declined or disputed payments** accepted while taking offline payments. Square is unable to provide customer contact information for payments declined while offline.

During a disruption

- Look for a banner at the top of your screen that says, '**Offline payments active**'. If missing, check your settings.
- Keep your Wi-Fi on and/or Ethernet cable plugged in.
- Keep selling, accepting both card payments and cash.
- **Check card details and double-check expiry dates.**
- Print receipts for your customers and your records.

Important: don't switch modes, locations or sign out. Don't delete the app or update software.

After a disruption

- **You have 72 hours to reconnect to the internet, but we recommend doing so within 24 hours to protect your transactions.**
- Monitor the Transactions tab to review payment statuses.
- Customers will be sent digital receipts and payment notification emails automatically.
- Add handwritten tips from receipts, if applicable, after offline payments are processed.

Troubleshooting and help

- Some feature and devices aren't compatible with offline payments.
Visit squareup.com/go/offline-payments for more details.
- In the event of a Square service disruption, check issquareup.com for updates.



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