



# Your guide to taking offline payments

Respond and smoothly get back  
online after any interruption.

# How to respond to a service disruption

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



With Square Stand or Square Reader, you can process transactions through offline payments for up to one hour in a single offline session and will be declined if you do not reconnect to the internet within 24 hours of the start of your offline payment session. With Square Terminal or Square Register, payments can be processed for up to 24 hours in a single offline session 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. Please be advised that Interac debit cards do not work offline. Any offline transaction attempted with an Interac debit card will auto-decline upon regaining connectivity. Offline payments are not supported on older versions of Square Reader (1st generation, v1 and v2).

## 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 in order to troubleshoot your issue.

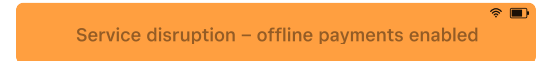
### Types of alerts

#### Internet or network disruption alerts



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



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](https://issquareup.com)

## 3. Turn on offline payments.

Set up offline payments on your device before you go offline 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 **More**.
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).

**Note:** You can process transactions through offline payments for up to one hour with Square Stand and Square Reader in a single session and will be declined if you do not reconnect to the internet within twenty-four hours of the start of your offline payment session. You'll have up to 24 hours from when you process the first offline payment to accept and upload offline payments with Square Stand, Square Terminal and Square Register.

## 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 online transactions. 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 of going offline.

## 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.