

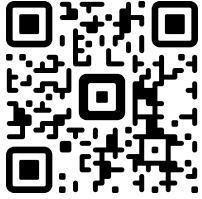


Your guide to taking offline payments

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.



Know the risks of accepting offline payments.

There is additional risk when accepting offline payments. It is important to note that:

- Square is not responsible for any loss due to declined cards or expired payments taken while offline. Square cannot contact customers on your behalf should a payment be declined or expire when taken as an offline payment.
- You must reconnect to the internet within 24 hours of losing internet connectivity (if your hardware is Square Reader or Square Stand) or within 24 hours of taking your first offline payment (if your hardware is Square Register or Square Terminal) to upload your Square payments. **Any offline payment that is not processed within the proper time limit will expire and the funds will not be received from your customer.**
- When taking offline payments, you will not be able to accept contactless payments, Square Gift Cards or Clearpay, and you will not be able to enter a card number manually.

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

3. Turn on offline payments.

Set up offline payments on your device so your business can keep running during a service disruption for up to one hour for Square Reader or Square Stand and up to 24 hours for Square Register or Square Terminal. Follow these steps to take offline payments:

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).

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. Keep a record.

To reduce the risk of declined payments and disputes, ensure the card is valid by always checking the card expiration dates and verifying the name of the cardholder.

6. 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. Otherwise you will be out of pocket for the cost of goods or services you sold.

7. Process your offline payments.

If your internet is down, reconnect to the internet within 24 hours of your first offline payment for Square Register or Square Terminal and within 24 hours of losing internet connectivity for Square Reader or Square Stand. Open the Square Point of Sale app so your offline payments can be processed. You can see all your offline payments in the Transactions tab. If you accepted offline payments due to a Square service disruption, they'll process automatically once service is back up and running. 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.