Square Credit Card Reader Instructions

Credit cards accepted! Girl Scouts of Central Texas encourages troops and Girl Scouts to utilize Square credit card readers to meet their customers' needs and learn valuable credit money management skills as part of both Fall Product Program and Girl Scout Cookie program.

Reasons to use Square?
- Comparably low fees on most transaction – 2.6% +$0.10 for each transaction.
- Easy instructions for set up and reports.
- Comparably cheaper cost per reader.
- Responsive customer service.
- Allows Girl Scouts to connect with their customers as the world continues to move towards cashless transactions.

GSCTX will reimburse fees for troops that sing up for Square Credit Card readers and use Square during Fall Product Program or Cookie Program. Troops may use Square outside of Product Programs, but GSCTX will not reimburse fees associated with those transactions.

Acceptable Payment-
- GSCTX will only reimburse fees charged at the 2.6% + $0.10 rate. For more information visit: Learn About Square's Fees.
   - Contactless payments
   - Swiped or inserted chip cards
   - Swiped magstripe cards
   - Tap to Pay- iPhone or Android
   - Cash App Pay (card must be present)
- Troops will only be reimbursed for fees incurred during each product program that total more than $10, with a max of $200. Fees will be paid initially by the troop and will be reimbursed at the end of the sale when the Credit Card Reimbursement Form is submitted.
- Fees will not be reimbursed for "Keyed" transaction that are manually keyed-in, processed using Card on File, or manually entered using Virtual Terminal.
- To be eligible for reimbursement, be sure transactions are either "Swiped", "Dipped", "Tapped" or "Contactless (NFC) Payment".
- There is no box minimum for Square sales. Please do not turn away customers who wish to purchase only one box.

How to apply for your account

- Sign up your troop through our Square Sign Up Form. (This step is only necessary to troops who haven't previously used a Square account.)

- Once you have completed the form, a confirmation message will appear on the screen with a setup link (https://squareup.com) and GSCTX tax ID # (EIN), which will be necessary to open your account.
- Follow the link shown on the confirmation screen (https://squareup.com) to setup your Square account.

Setting up your Square account – must use a desktop or laptop computer

- Click on "Get Started"
- Enter email and create password.
- Enter your troop bank account information.
- Enter in all below information in the correct field:

What type of business are you?	Business (Covers Charities and Nonprofits)
Business Name:	Girl Scouts of Central Texas Troop XXXXX
Estimated Annual Revenue:	$0-$10,000
How many employees:	Just me
Employee Identification Number:	Refer to email received from council
What kind of business do you run?	Charitable Organization
Where will you sell?	On-the-go
How will you take payments?	Mobile phone
What else can we help you manage?	Create an item catalog (see below)
Verify your identity	You must enter your social security number or ITIN
Where to send your processed sales?	Next business day transfer

Welcome to Square – Activate your account to take payments

- Under "Activate your account to take payments", select "Link your Bank Account."
- Then "Add Bank Account" on the upper right corner.
- Select Link Bank and complete with your troop bank account information.
- Select Verify and complete the process.

Verify EIN
- From dashboard go to Account & Settings
- Click on Business Information
- Click on Tax forms
- Scroll up until you see "Taxpayer Information"
- Click edit:
    - Make sure the name is Girl Scouts of Central Texas (do not include SU name or troop number)
    - Enter our EIN number: 741109644
    - Enter our headquarter address: 12012 Park Thirty-Five Circle, Austin, TX 78753
    - Click Confirm

Name	Girl Scouts of Central Texas
SSN or EIN	EIN ON FILE

Street Address	12012 Park Thirty-Five Circle
Apt./Suite	Apt./Suite
City	Austin
State	Texas ⌄
ZIP	78753

Cancel   Confirm

Create your item catalog

- Select the menu from the "Accounts and Settings" and "Items & Orders"

- From the Items Dashboard, select "Categories" and "Add a Category":
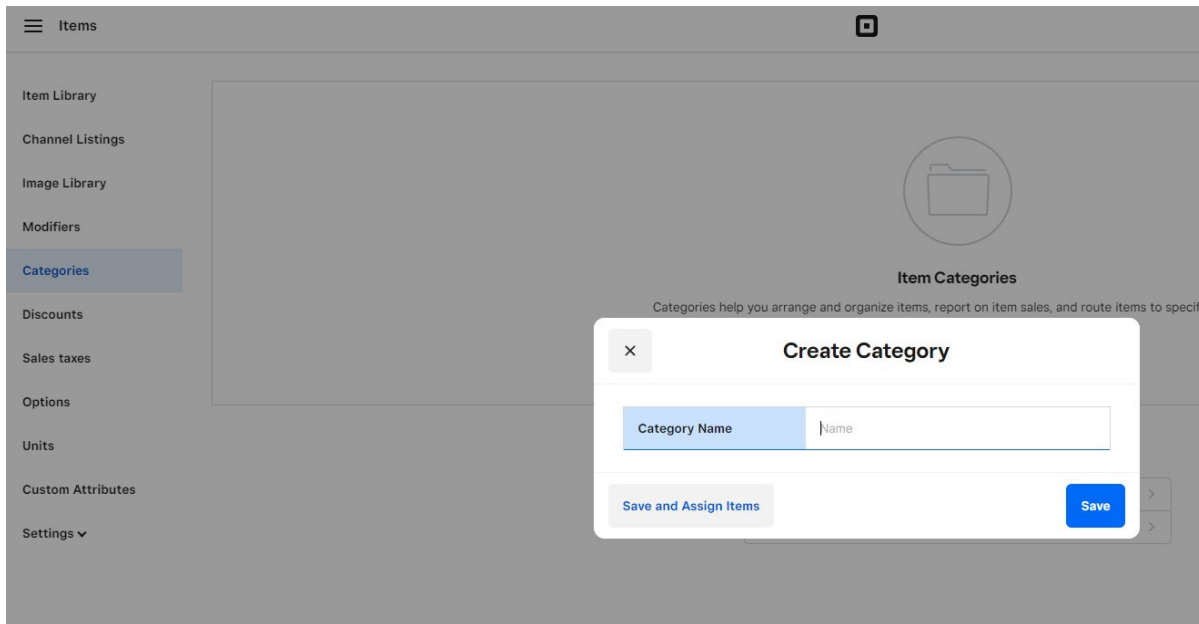
- Create the two categories: "Fall Product Program" and "Cookie Program"
- Create your items. Go to "Item Library" -> "Create an Item." Select the appropriate category ("Fall Product Program" or "Cookie Program"). To expedite the process, add the following titles as line items:

Fall Product Program:
- Decorative Tin $11.00
- Girl Scout Tin $12.00
- Nuts & Candy $7.00
- Nuts & Candy $8.00
- Nuts & Candy $9.00
- Troop 2 Troop $6.00

Cookie Program: You can list each variety on its own, however we suggest for reconciling purposes setting up by girl with both the gluten free price and non-gluten free price.
- Susie Smith- $6.00
- Susie Smith GF- $7.00
- Abby Blue- $6.00
- Abby Blue GF- $7.00
- Chelsea Gray- $6.00
- Chelsea Gray GF- $7.00
- Click Save and you should see the following

	Item	Category	Stock	Price	+
☐ 🖼	Abby Blue (test)-$6.00	Cookie Program	-	Variable	•••
☐ 🖼	Abby Blue GF (test)-$7.00	Cookie Program	-	Variable	•••
☐ 🖼	Susie Smith (test)- $6.00	Cookie Program	-	Variable	•••
☐ 🖼	Susie Smith GF (test)- $7.00	Cookie Program	-	Variable	•••

Filter bar: Cookie Program ⌄ | All inventory ⌄ | Active ⌄ | Search by name, description | Online site | Actions ⌄ | Create an Item

Download the Square Register App for your Smartphone or Tablet
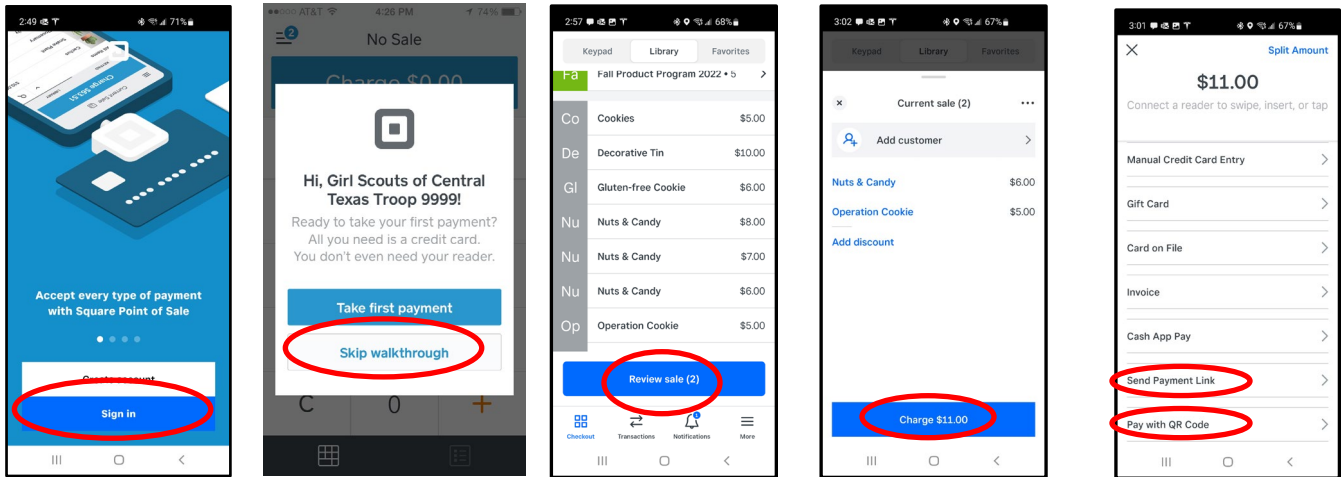
- Sign in
- Skip Walkthrough
- To process a transaction, select items to be added to the current sale
- Select "Review Sale"
- Click "Charge"

Two-step Verification:

Once you set up and activate your Square account, you'll be prompted to enable two-step verification. All you'll need is a mobile phone number and an authentication app like Google Authenticator for iOS or Android, Microsoft Authenticator, or Authy.

For more information on how to set up follow the instructions on Square:
https://squareup.com/help/us/en/article/5593-2-step-verification

EMV Readers:

Additionally, EMV Readers are another approved option for accepting contactless payment. EMV Readers are available at Squareup.com for $49 or discounted at other retailers such as Walmart, Best Buy, or Office Depot. EMV Readers allow troops to accept Tap to Pay options such as Apple Pay.

You can also use your iPhone or Android to accept Tap to Pay. For iPhone must be an iPhone XS or newer and the phone must be running iOS 15.5 or later to use. For Android, you will need to be running Android 9 or later. Instructions to setup both are linked below.

Tap to Pay on iPhone:

To setup on iPhone: https://squareup.com/help/us/en/article/7786-get-started-with-tap-to-pay-on-iphone
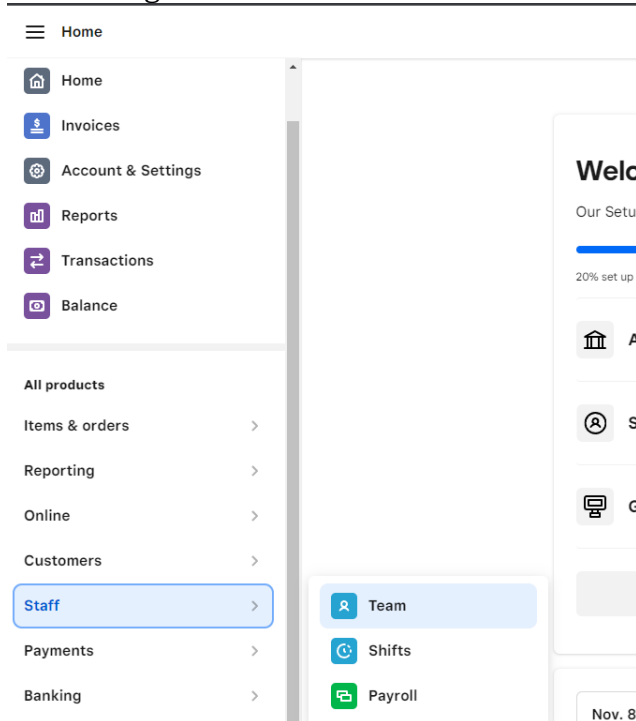
Tap to Pay on Android:
To setup on Android: https://squareup.com/help/us/en/article/7960-get-started-with-tap-to-pay-on-android

Set up multiple users

Invite your troop members to sign up as "Team Members."
This option is free to troops. However, Team Members accounts have limited permissions. To add Team Members go to Staff>Team:

- Click "+ Team Member"
- Complete the identifying information for the person you are adding
- Select "Team Permissions" and "Continue"
- Select "Manually enter custom amounts" if desired, and "Continue"
- Select "Mobile point of sale" and "Continue"
- "Save Team Member"
- You will need to set up a Team Member profile for each Girl Scout accepting credit card payments.
- Troops must pay for additional Square readers.

- Note: If you wish, you can still create sub-accounts for $5 per month, per user under your troop Square account. See this Square article for instructions. GSCTX will not reimburse for sub-account fees. GSCTX recommends that you activate sub-accounts in January and deactivate them by the end of March of each year.

Reimbursement Process

Troops must fill out our online Credit Card Reimbursement Form by the deadline dates listed in the Troop Fall Product Manager and Troop Cookie Coordinator manuals to qualify for a reimbursement. Each reimbursement form must include the Item Sales Report and Payment Method Report. Both reports should be in "Summary" view and run through the appropriate program dates below:

- **Item Sales Report** – in "Summary" view by sales date range
  (Fall Product Program: October 1, 2023, to November 6, 2023)
  (Cookie Program: January 17, 2024, to February 25, 2024). See Appendix A.

- **Payment Method Report in "Summary" view** by sales date range
  (Fall Product Program: October 1, 2023, to November 6, 2023). (Cookie Program: January 17, 2024, to February 25, 2024). Must include a fee breakdown. See Appendix B.

Note: The Item Sales Report and Payment Method Report can only be accessed using a desktop or laptop computer. GSCTX will contact you if your submission is incomplete or to clarify any discrepancies. Troops contacted with incomplete submissions must rectify the issue to receive reimbursement.

Reminder: If a user has a personal Square or a Square account for another organization, they need to remember to sign out and sign into the correct account. This will prevent any issues of funds going to the wrong account.

Appendix A. __ Item Sales Report – From a laptop or desktop
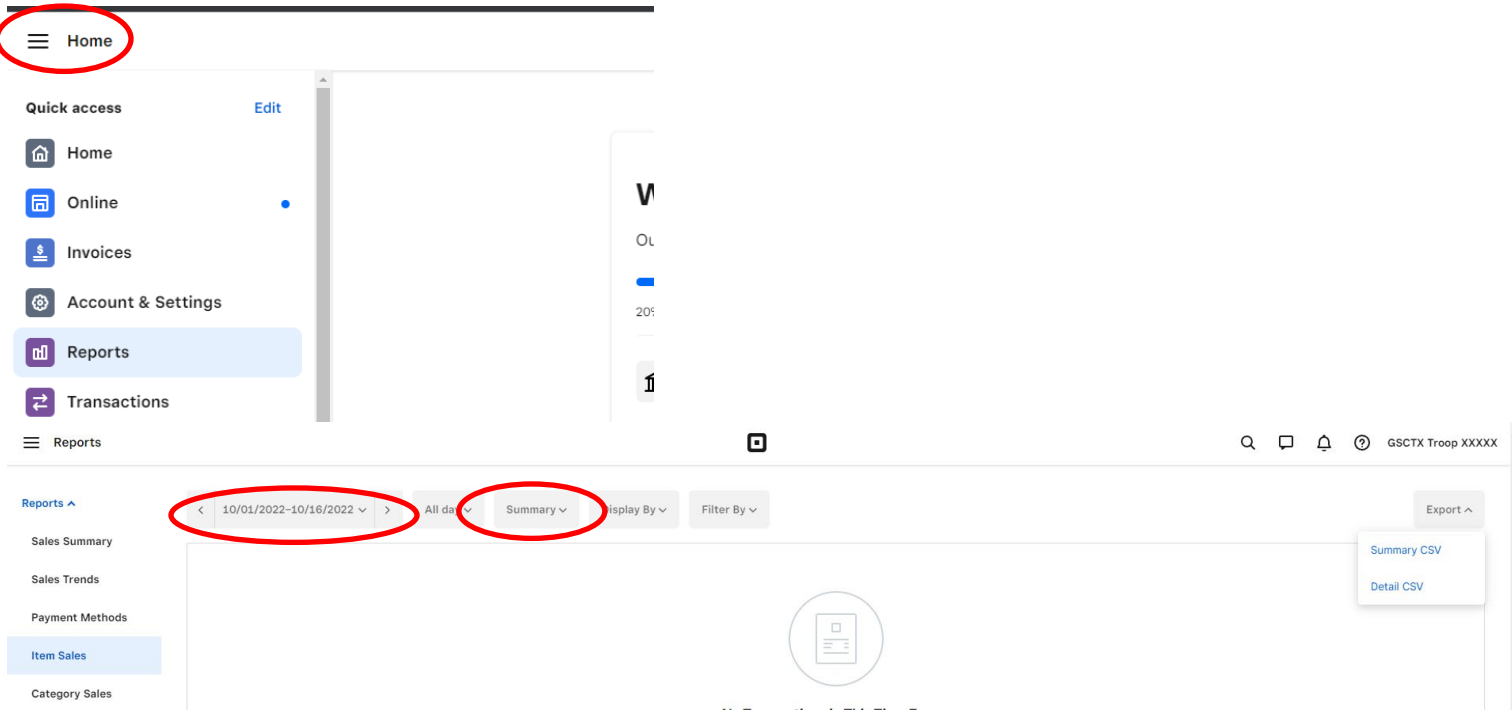
- From your Home page, click the hamburger icon, then "Reports"
- Click "Item Sales"
- Input correct range of dates:
  - (For Fall Product Program: 10/01/2023 – 11/6/2023)
  - (For Cookie Program: 01/17/2024 – 02/25/2024)
- Select "Summary" view.
- Click "Export" in the top right corner. An Excel (.csv) version of the report will begin downloading automatically.

Option 1 – Copy and paste the Excel boxes into a word document, OR

Option 2 – Take a screen shot of the item sales page and paste it into a Word or Pages document. Ensure that screen shot is legible at 100% viewing scale before submission.

   Windows users: Use Print Screen button on your keyboard or Snipping Tool ("Windows" button+Shift+S)

   Mac OSX users: Press "Command" + "Shift" + "3" on your keyboard (at the same time) to take a screenshot of your report.

Examples of Acceptable Reports:

Example 1

Item Name	Item Variation	SKU	Category	Items Sold	Gross Sales	Items Refunded	Refunds	Discounts &	Net Sales	Tax
Caramel Chocolate Chip	Regular		Girl Scout Cookie Sale 2019	32	$160.00		0	$0.00	$0.00	$160.00	$0.00
Caramel Delites	Cookie Sale 2016		Girl Scout Cookie Sale 2019	158	$632.00		0	$0.00	$0.00	$632.00	$0.00
Donation To Girl Scout Troop 1825	Cookie Sale 2016		Girl Scout Cookie Sale 2019	1	$4.00		0	$0.00	$0.00	$4.00	$0.00
Lemonades	Cookie Sale 2016		Girl Scout Cookie Sale 2019	53	$212.00		0	$0.00	$0.00	$212.00	$0.00
Peanut Butter Patties	Cookie Sale 2016		Girl Scout Cookie Sale 2019	95	$380.00		0	$0.00	$0.00	$380.00	$0.00
Peanut Butter Sandwich	Cookie Sale 2016		Girl Scout Cookie Sale 2019	46	$184.00		0	$0.00	$0.00	$184.00	$0.00
Shortbread	Cookie Sale 2016		Girl Scout Cookie Sale 2019	39	$156.00		0	$0.00	$0.00	$156.00	$0.00
Smores	Regular Price		Girl Scout Cookie Sale 2019	54	$216.00		0	$0.00	$0.00	$216.00	$0.00
Thanks-a-lot		4	Girl Scout Cookie Sale 2019	34	$136.00		0	$0.00	$0.00	$136.00	$0.00
Thin Mints	Cookie Sale 2016		Girl Scout Cookie Sale 2019	171	$684.00		0	$0.00	$0.00	$684.00	$0.00

Example 2

Sales Summ	Sales	Refunds	Net
Gross Sales	$670.00	$0.00	$670.00
Discounts &	$0.00	$0.00	$0.00
Net Sales	$670.00	$0.00	$670.00
Gift Card Sa	$0.00	$0.00	$0.00
Tax	$0.00	$0.00	$0.00
Tip	$0.00	$0.00	$0.00
Partial Refu	$0.00	$0.00	$0.00
Total Collec	$670.00	$0.00	$670.00
Fees	($19.70)	$0.00	($19.70)
Net Total	$650.30	$0.00	$650.30

Appendix B. __ Payment Method Report

- From your Home page, click the hamburger icon, then "Reports"
- Click "Payment Methods"
- Input correct range of dates:
  - (For Fall Product Program: 10/01/2023 – 11/6/2023)
  - (For Cookie Program: 01/17/2024 – 02/25/2024)
- Select "Summary" view.
- Click "Export" in the top right corner. An Excel (.csv) version of the report will begin downloading automatically.

Updated 09/2023

Payment Method	Transactions	Total Collected	F
Card - Swiped	49	$2,920.00	
Card - Tapped (Contactless)	0	$0.00	
Card - Dipped (Chip)	0	$0.00	
Card - Keyed	2	$0.00	
	0	$0.00	

"Card – Keyed" will not be reimbursed

Option 1 – Copy and paste the Excel boxes into a word document, OR

Option 2 – Take a screen shot of the item sales page and paste it into a Word or Pages document. Ensure that screen shot is legible at 100% viewing scale before submission.

Windows users: Use Print Screen button on your keyboard (or press "Fn" + "Print Screen" at the same time) or use Snipping Tool/Screen Sketch found in Windows Start menu.

Mac OSX users: Press "Command" + "Shift" + "3" on your keyboard (at the same time) to take a screenshot of your report.

Examples of Acceptable Reports:

Payment Method	Transactions	Fees	Total Collected
Card	178	($55.20)	$2,007.00
Card Dipped (Chip)	0	$0.00	$0.00
Card Tapped (Contactless)	0	$0.00	$0.00
Card Swiped	178	($55.20)	$2,007.00
Card Keyed	0	$0.00	$0.00
Other	0	$0.00	$0.00
Cash	0	$0.00	$0.00
Gift Card	0	$0.00	$0.00
Other	0	$0.00	$0.00
Total	178	($55.20)	$2,007.00

Example 1

	A	B	C	D	E	F
1	Payment Method	Transactions	Tips	Total Collected	Fees	Net Total
2	Card - Swiped	119	$0.00	$1,304.00	($35.87)	$1,268.13
3	Card - Tapped (Contactless)	0	$0.00	$0.00	$0.00	$0.00
4	Card - Dipped (Chip)	28	$0.00	$289.00	($7.95)	$281.05
5	Card - Keyed	0	$0.00	$0.00	$0.00	$0.00
6	Card on File	0	$0.00	$0.00	$0.00	$0.00
7	Card - Other	0	$0.00	$0.00	$0.00	$0.00
8	Cash	0	$0.00	$0.00	$0.00	$0.00
9	Gift Card	0	$0.00	$0.00	$0.00	$0.00
10	Other	0	$0.00	$0.00	$0.00	$0.00

Example 2

Jan. 2019–Dec. 2019

Payment Method	Transactions	Fees	Total Collected
Card	30	($11.11)	$404.00
Card Dipped (Chip)	0	$0.00	$0.00
Card Tapped (Contactless)	0	$0.00	$0.00
Card Swiped	30	($11.11)	$404.00
Card Keyed	0	$0.00	$0.00
Other	0	$0.00	$0.00
Cash	0	$0.00	$0.00
Gift Card	0	$0.00	$0.00
Other	0	$0.00	$0.00
Total	30	($11.11)	$404.00

Example 3

Frequently Asked Questions

Check out Square's FAQs:
For additional questions or training, such as FAQs, screen shots, and videos, visit:
https://squareup.com.

1. **Why are troops first paying for fees and then being reimbursed by GSCTX**? To ensure that our troops receive the best customer service, we looked at all companies available and found that Square has high ratings and is user friendly. Almost all credit card companies do not separate accounts into two, one for fees and one for retail value. We feel that the easiest process is for fees to come out of the troop account and GSCTX reimburse. Switching to Square also gives troops the freedom to use their card reader in ways outside of Product Programs. Although the troop will be responsible for any activity fees not related to Fall Product Program or Cookie Program, they do have that option. **Please note that you may not pass transactional fees onto the customer**.

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2. **How long will it take for GSCTX to reimburse my fees?** Fees will be reimbursed through an ACH to the troop bank account approximately six weeks after the deadline for submissions. Please remember that GSCTX will only reimburse non-keyed fees of $10 or more for each Fall Product and Cookie Programs, with a cap of $200 reimbursement. All fees incurred for troops/Girl Scouts using ABC Smart Cookies credit card program are paid by GSCTX.

3. **What if I do not turn in my reimbursement form by the deadline?** Your troop will not receive reimbursement for fees. You must turn in your form by the deadline, so GSCTX Product Programs staff have enough time to reconcile your account. Deadline dates can be found in the Troop Fall Product Manager and Troop Cookie Coordinator manuals.

4. **How do I update my account, so it's reported under GSCTX's business name and EIN?** To receive an updated Form 1099-K, update your business taxpayer information by heading to your Square Dashboard. Edit your information for the current fiscal year and click "Save". The form 1099-K will automatically update. Download your Form 1099-K to confirm your updated information is correct.

5. **Is GSCTX's Employer Identification Number (EIN) currently linked to my Square account?** For security purposes, we do not have access to your taxpayer information. If you are unsure whether you linked our EIN when you created your Square account, log in to your online Square Dashboard and confirm your business information->Tax information.

6. **Can you clarify the need for a Social Security Number and EIN?** While all Square customers must provide a valid Social Security Number during signup, it is crucial that you provide GSCTX's EIN. By providing GSCTX's EIN, your account will be identified as a charitable business entity and all tax reporting will be associated with our charitable business name **and** EIN.

7. **How much are fees?** Fees are 2.6% +$.10 of each transaction. The easiest way to calculate this is to multiply the total package sales (in dollars) by the transaction fee percentage. (Example: You sell via Square two boxes at $6.00/ea. $12.00 X .026 = $0.312 in fees plus $.10. Square will credit your account $11.58, they keep the fees of $0.42. Your troop will owe $10.78 to GSCTX for these boxes ($11.58-$.80 proceeds)—keep this in mind when monitoring your transactions so that your troop can cover its ACH draft. **Please note that you may not pass transactional fees onto the customer.**

8. **What cards does Square accept?** American Express, Discover, MasterCard, and Visa. Apple Pay and Android Pay are accepted **only if payment is run through the Square app.**

9. **What devices are compatible?** iOS and Android only. You must use a desktop/laptop computer to access and pull all reports.

10. **Do I need to switch to the new EMV card readers that cost $49?** We recommend switching to the EMV readers. Not having the EMV reader may also limit which cards you are able to accept, as most newly issued bank cards do not have swipe capability and will have to be read by an EMV card reader.

11. **Will GSCTX cover the cost of the new reader?** No.

12. **How long will it take to receive my reader?** Per Square, it will take 7-10 business days after activating your account to receive your reader. For specifics on the timeframe please contact Square.

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13. **Can I key in a transaction?** No. GSCTX will not reimburse fees charged for "keyed" transactions, due to the higher transaction fee. You can key in a transaction through Digital Cookie. GSCTX already covers all fees associated with Digital Cookie.

14. **What if I already have a Square account?** If you already have a Square account, you will need to set up the above items for Fall Product Program and Cookie Program so GSCTX can reimburse your troop. Your Square account must be attached to your troop account. If it is not set up like so, then you will need to set up a separate troop account.

15. **Can customers pay for Fall and Cookie Program items via Venmo or PayPal?** No. Venmo/PayPal's "Friends and Family" payment option will not protect your troop funds in the event of a transactional dispute. GSCTX will only reimburse product program fees incurred through Square.

16. **Will the troop receive reimbursement on items when caregivers are charged for their entire order of Fall Product items or Cookies upfront?** No. Troops may not ask caregivers to pay for their items up front. Girl Scouts needs to collect money from their customers and have their caregiver turn in to the troop for payment.