

Square Credit Card Reader Instructions

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

Reasons why to use Square?

- Comparably low fees on each transaction – 2.6% +\$0.10 for each transaction
- Easy instructions for set up and reports
- Comparably cheaper cost per reader
- Responsive customer service

Important notes:

- GSCTX will only reimburse fees charged at the 2.6% + \$0.10 rate. For more information visit: [Learn About Square's Fees](#)
- Troops will only be reimbursed for fees incurred during each product program that total more than \$10. During the Cookie Program, troops will only be reimbursed for fees between \$10 and \$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” transactions. Keyed transactions are manually entered card numbers. In order to be eligible for reimbursement, be sure transactions are either “Swiped” or “Dipped”.
- 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 troop who haven't previously used a Square account.)
- Once you have completed the form, you will receive a confirmation with a setup link and tax ID # (EID) necessary to open your account.
- Follow the link to setup your Square account
- Click on “Get Started”
- Enter email and create password
- Enter your information (You must enter your social security number (SSN)- this will only be used to verify that you are a human being and not a robot)
- Enter your troop bank account information
- Enter in all below information in their correct field:

Type of Account:	Business (Covers Charities and Nonprofits)
Business Name:	Girl Scouts of Central Texas Troop XXXXX
Employer Identification # (EID):	(Received in step two above)
Estimated Annual Revenue:	\$0-\$10,000
Type of Business:	Charitable Organization (Charities, Education, and Membership)
Where will you sell/take payments?	On-the-go or at an event
What else can we help you manage?	Check “I don’t need any of these features for now.”
How do you plan to use Square:	All of my card transactions

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

- Create your sale categories/seasons. From the Square dashboard, go to “Items” -> “Categories”. Create the two categories: “Fall Product Program 2022” and “Cookie Program 2023”
- Create your fall product items. Go to “Item Library” -> “Create an Item.” Enter “Fall Product Program 2022”. To expedite the process, add the following titles as line items:
 - Decorative Tin \$10.00
 - Nuts & Candy \$8.00
 - Nuts & Candy \$7.00
 - Nuts & Candy \$6.00
 - Troop 2 Troop \$6.00
- Click “Save” and you should see the following:

Fall Product Program 2020 ▾
All Inventory ▾

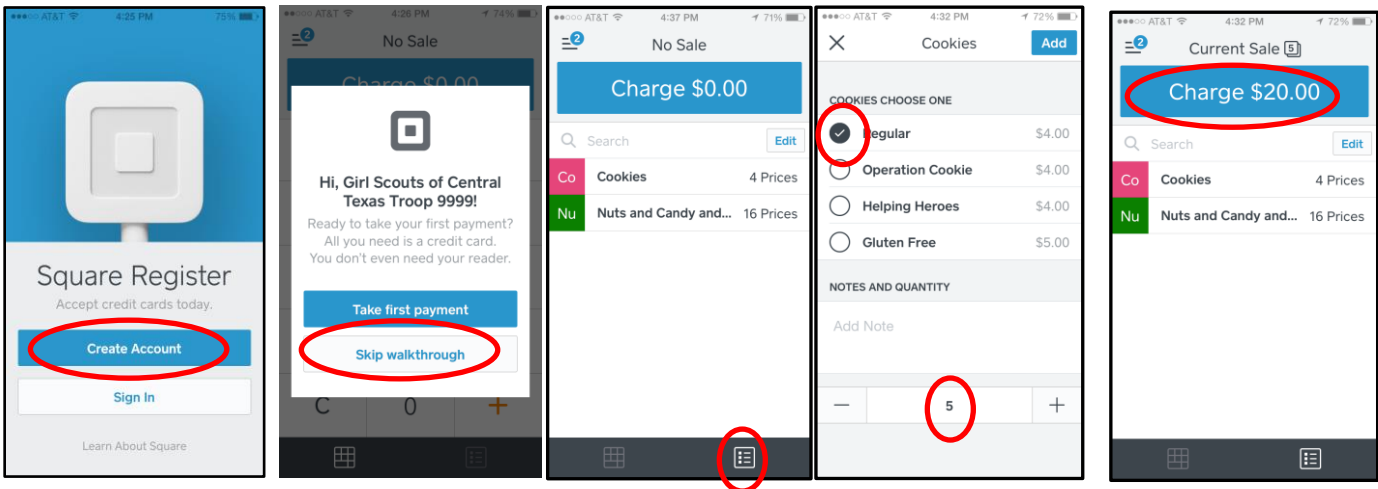
Actions ▾
Create an Item

Item	Category	In Stock	Price	+
Decorative Tin	Fall Product Program 2020	-	\$10.00	⋮
Nuts and Candy	Fall Product Program 2020	-	\$8.00	⋮
Nuts and Candy	Fall Product Program 2020	-	\$7.00	⋮
Nuts and Candy	Fall Product Program 2020	-	\$6.00	⋮
Troop 2 Troop Donation	Fall Product Program 2020	-	\$5.00	⋮

- Create your cookie product items. Go to “Item Library” -> “Create an Item.” Enter “Cookie Program 2023.” Add the following titles as line items:
 - Cookies \$5.00
 - Operation Cookie \$5.00
 - Gluten-free Cookie \$6.00

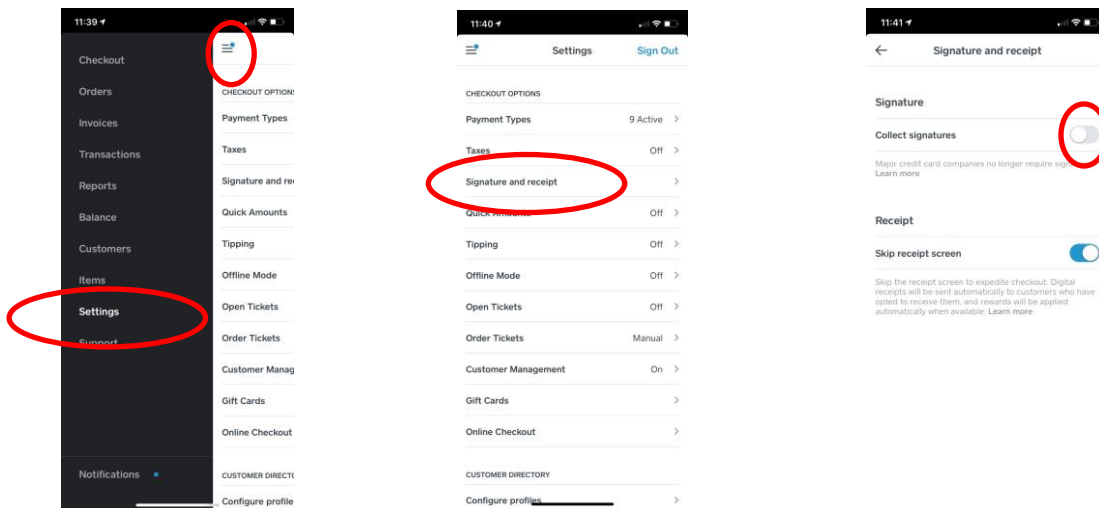
***Note:** Cookies can be subcategorized by variety if you’d like to track your inventory in Square. To do this, create items: Operation Cookie \$5.00, Gluten-free Cookie \$6.00, Adventureful \$5.00, Toast-Yay! \$5.00, Lemonades \$5.00, Trefoils \$5.00, Thin Mints \$5.00, Peanut Butter Patties \$5.00, Caramel deLites \$5.00, and Peanut Butter Sandwiches \$5.00.

Download the Square Register App for your Smartphone or Tablet



- Sign in
- Skip Walkthrough
- To process a transaction, click the bottom right
- Select item and quantity
- Click “Charge”

For Contactless Payments: consider disabling the signature and receipt screens with customer transactions. To disable your signature settings:



- Tap the ellipsis (three horizontal lines) in the upper left corner and select “Settings”
- Tap Settings -> “Signature and Receipt”
- Toggle “Collect Signatures” off

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.



Set up multiple users

Invite your troop members to sign up as “Mobile Staff.”

This option is free to troops. However, Mobile Staff accounts have limited permissions.

- See [here](#) to get started with inviting troop members to set up “Mobile Staff” accounts.
- You will need to set up an employee profile for each Girl Scout accepting credit card payments.
- “Mobile Staff” users must be invited by the originator of the troop account.
- Troops must pay for additional Square readers.
- Troop volunteers may view sales by girl: navigate to the Square dashboard, click “Reports”, then click “Employee Sales”.
- 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, 2022 to November 8, 2022)
(Cookie Program: January 18, 2023 to February 26, 2023). See Appendix A.
- **Payment Method Report in “Summary” view** by sales date range
(Fall Product Program: October 1, 2022 to November 8, 2022)
(Cookie Program: January 18, 2023 to February 26, 2023). 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 in order to receive reimbursement.

Appendix A. __ Item Sales Report – From a laptop or desktop

The screenshot shows a software interface with a navigation menu on the left and a main content area on the right. The navigation menu includes icons for Home, Invoices, Account & Settings, Reports, Transactions, Deposits, Items, Customers, and Employees. The Reports icon is circled in red and labeled with a '1'. The Reports section in the main content area is circled in red and labeled with a '2'. The Item Sales option is circled in red and labeled with a '3'. The date range selector is circled in red and labeled with a '4'. The Summary view is circled in red and labeled with a '4'. The Export button is circled in red and labeled with a '5'.

- From your Home page, click the hamburger icon, then “Reports”
- Click “Item Sales”
- Input correct range of dates:
 - (For Fall Product Program: 10/01/2022 – 11/7/2022)
 - (For Cookie Program: 01/18/2023 – 02/26/2023)
- 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/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:

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 Sumn	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 S	\$0.00		\$0.00	\$0.00
Tax	\$0.00		\$0.00	\$0.00
Tip	\$0.00		\$0.00	\$0.00
Partial Ref	\$0.00		\$0.00	\$0.00
Total Collet	\$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: 10/01/2021 – 11/8/2021)
 - (For Cookie Program: 01/19/2022 – 02/27/2022)
- Select “Summary” view.
- Click “Export” in the top right corner. An Excel (.csv) version of the report will begin downloading automatically.

Payment Method	Transactions	Total Collected
Card - Swiped	49	\$2,920.00
Card - Tapped (Contactless)	0	\$0.00
Card - Dipped (Chip)	0	\$0.00
Card - Keyed	2	\$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.***
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 three 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 for the Cookie Program. All fees incurred for troops/girls 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. **What if I do not enter the exact item names above?** *You should use the above item labels for GSCTX to reimburse you. If you do not, we cannot verify that the transactions are related to Product Programs.*
5. **How do I add additional users?** *Please refer to Mobile Staff User information above, or by searching "Mobile Staff" within Square's Search function.*
6. **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 \$5.00/ea. $\$10.00 \times .026 = \0.26 in fees plus \$.10. Square will credit your account \$9.64. Your troop will owe \$9.64 to GSCTX for these boxes—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.***

7. **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.***
8. **What devices are compatible?** *iOS and Android only. You must use a desktop/laptop computer to access and pull all reports.*
9. **How much are readers?** *When signing up with Square, your first Magstripe reader is free. You can also purchase extra readers online at Amazon, Walmart, or from Square directly for around \$10 each. You may also purchase a combination Chip (EMV)/Contactless reader via Square for \$49.00.*
10. **Do I need to switch to the new EMV card readers that cost \$49?** *We recommend switching to the EMV readers, especially during COVID but doing so is not required. The use of these contactless readers will limit the amount of contact during customer transactions. 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.*
13. **Can I key in a transaction?** *No. GSCTX WILL NOT reimburse fees charged for “keyed” transactions, due to the higher transaction fee.*
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 parents charge for their entire order of Fall Product items or Cookies as payment to their troop?** *No. GSCTX cannot reimburse the fees associated with transactions from parents paying their troop with credit card. During the Cookie Program there is a max allowance, and GSCTX will only reimburse fees of \$10 and up to \$200. GSCTX will also cover all fees for troops/girls using ABC Smart Cookies credit card program.*