

## Square FAQs

### What are the standard fees?

Upon signup, merchants are automatically enrolled in standard pricing. Every card is accepted at the same rate, and fees are taken out of the total amount of each transaction.

- ◆ 2.75% for swiped card transactions
- ◆ 3.5% + 15 cents for manually entered transactions

For details about Square's processing fees, visit [squareup.com/pricing](https://squareup.com/pricing).

### What is free processing?

When you sign up for a new Square account using a new email through GSNorCal's signup link you'll receive reimbursements on processing fees up to \$1,000 in sales over the next 180 days. After each payment, Square will automatically credit your Square balance for the transaction fee, and the reimbursements will be grouped with your next deposit. **Note:** only people new to Square are eligible for the free processing promotion.

### How do I view free processing?

You can view your reimbursements by visiting the Deposits tab of your online dashboard. Use the date-selector tool in the top left of the page to select a custom date range. Select a deposit from the list to view your free processing credits included in that day's deposit. Though your transaction reports will not reflect your free processing, you will see the credits from your deposit details.

### How do I get the promotional processing if I already have a Square Reader.

Sorry. Only individuals who open a new Square account are eligible for free processing.

### What happens after I process \$1,000 of payments or exceed 180 since applying for the card reader?

You'll be automatically charged your usual standard per-transaction fee going forward.

### What card brands and card types are accepted?

We accept [Visa, Mastercard, American Express, and Discover](#)

## **How do I get a free Square Magstripe Reader?**

When you sign up for your account through GSNorCal's signup link you'll have the option to input your shipping address to receive a free magstripe reader. You can order additional magstripe readers or you can purchase a chip card reader from the [online Square Dashboard](#) or from the app.

## **Do I need to get the new EMV / Chip reader?**

No but we recommend it that way you can also take credit cards that have a chip. Swiped chip cards– that are fraudulent will be the responsibility of the troop.

## **I'm having trouble with my Internet connection. Can I still swipe payments?**

Yes. If your internet connection becomes interrupted or temporarily unavailable, [enable Offline Mode](#) to accept swiped card payments. With Offline Mode, you can accept swiped card payments when your Internet service is temporarily unavailable. Offline payments are processed automatically when your device regains connectivity, and will expire if not processed within 72 hours. By enabling Offline Mode, you're responsible for any expired, declined, or disputed payments accepted while offline. Before swiping a card offline, we recommend you verify the name of the cardholder as well as the expiration date to ensure it's a valid card. If a payment card is declined, Square is unable to provide buyer contact information.

## **What are device codes?**

Girl Scouts can log in to the Square app without having to enter an email address or password using Device Codes. Codes cannot be used to access your online Square Dashboard or account settings. You can [create and manage devices anytime from your dashboard](#).

## **How do you reset device codes?**

If not used within 48 hours, a device code will expire and you'll need to reset it to sign in to the Square app. If the device code expires or your device is misplaced or stolen, you can [reset your device code from Devices in your online Square Dashboard](#).

## **How do you handle payment disputes?**

When a buyer disputes a payment, their card issuer contacts Square to get more information about the sale. We will then reach out to you to request any supporting evidence you have to assist us in challenging the dispute. This process is completely free – Square does not charge you for receiving the dispute or for our assistance in helping you each step of the way. If your dispute meets the eligibility requirements for [Square Chargeback Protection](#), you will not be held liable for the disputed funds, regardless of the bank's final decision.

## **What is chargeback protection?**

Square Chargeback Protection is available for free to all Square sellers. If you receive chargebacks when selling with Square and they determine that you have followed [best practices](#), Square will cover up to \$250 in eligible chargebacks each month. If your chargeback is covered you will not be liable for the chargeback amount, regardless of the outcome. Once a final resolution is made Square will notify you via email for your records.

## **What if I'm a multi-troop leader?**

If you lead more than one troop (location), you can manage everything under a single master account in your online Square Dashboard. You can create unique business profiles for each troop (location) with specific business hours and individual bank accounts or tags to differentiate deposits.

## **What devices are compatible?**

Android, iPhone and iPads

## **How can I request additional card readers?**

For bulk reader requests email [gsnorcal@squareup.com](mailto:gsnorcal@squareup.com) with your shipping name & address and requested reader count.

## **How do I add additional users?**

Please refer to mobile Staff user Information on Square's account support link: <https://squareup.com/square-support>

## **How do I setup another troop (location)?**

To create your first location, visit [Business Information](#) in your online Square Dashboard and click New Location. Add the following information about each location:

- ◆ Address
- ◆ Business hours
- ◆ Bank account or deposit tag (to differentiate deposits by location)
- ◆ Contact information
- ◆ Item library (If you want to match the item library from another location)

[Learn more](#) about managing multiple locations on Square.

## **Does Square charge inactivity or maintenance fees?**

No! There are no hidden fees! There are no fees for:

- ◆ Activation

- ◆ Downloading the Square Register app - Early termination
- ◆ Interchange
- ◆ Chargebacks
- ◆ Refunds
- ◆ Account inactivity
- ◆ PCI compliance

### **How do I contact Square Support?**

Square provides live customer service by phone for all existing Square customers, plus email, and Twitter support for those who prefer to send a message. [Sign in](#) to locate your customer code. Signing in allows Square to help you more effectively. They are available to help by phone Monday through Friday, 6 a.m. to 6 p.m. Pacific Time by calling (855) 700-6000 and entering your customer code.