


TRAIL'S END APP CREDIT CARD BEST PRACTICES

FOLLOW THESE STEPS

1. Whenever possible, use your Square reader to swipe, dip, or tap your customer's credit card.
2. Verify that the order total is correct in the Trail's End App before taking the customer's payment.
3. Wait for this symbol  so that you know the charge was approved.
4. Reminder: You MUST have an internet connection (cellular or wifi) to accept credit cards.
5. If a transaction is large, unusual, or suspicious, ask to see the customer's government issued ID.
6. Send your customer a receipt either by email or text message.



FREQUENTLY ASKED QUESTIONS

Where do I get a Square reader?

If your unit needs more Square readers, you can buy them directly from Square, or from other retailers such as Amazon and Walmart.

Do I need a Square reader to use the Trail's End App?

No, Scout families can type the credit card information into the Trail's End App. Make sure you include: the card's expiration date, the CVV code and customer's zip code.

What happens if a customer contests the credit card charge?

In case of fraudulent charges or consumer chargebacks (Example: Consumer disputes the charge with their bank), Trail's End will investigate the claim, and you may not get credit for the sale.

How do I protect my unit from chargebacks?

Follow the best practices outlined in this document. Do not accept a credit card when the card is not present, unless the payment is from someone you know personally.

How do I issue a refund?

Scouts may issue a credit card refund the same day that the sale occurs. A popcorn kernel may enter a credit card refund the same day, and the day after. Please refer to: www.trails-end.com/app for any additional instructions.