

Troubleshooting Quick Reference Guide

Although using Clearpay is as simple as **App, Authorise, Tap**, this guide will help you navigate any challenges that arise with your customer.

How it works:

Customers download the app (available in the Apple App Store and Google Play Store) to get started. Sign up is free, and customers can connect their preferred Visa, MasterCard or American Express card (debit or credit).

1



App
Start every purchase in the **In-Store** tab of the Clearpay App.

2



Authorise
Tap **'Authorise and pay in store'** to initiate the payment.

3



Tap
Tap **"Pay in-store now"** to populate the Clearpay Card. Tap the phone to complete the payment.

Quick Troubleshooting Tips:

Wi-Fi/Cellular connection

Ensure your customer is on the store's Wi-Fi or using data when launching the Clearpay App and authorising the card. This may require your customer to move to a different location in the store with better connectivity, sometimes they may even need to step just outside of your store. Once the Clearpay Card is authorised and populates in the digital wallet, it is active for 10 minutes.

Authorise the Clearpay Card through the Clearpay App

Don't let customers skip this step! They have to open the Clearpay App and click Authorise and pay in-store to access the Clearpay Card every time they want to make a purchase.

Payment info is correct and current

Recommend that your customer checks that they have the correct info for their payment method stored in their Clearpay App and it is all current.

Split Tender Payments

To process a split tender, first enter the amount your customer would like to pay with the Clearpay Card into the POS. The customer then authorises and taps the Clearpay Card to the chip reader, and pays the remaining amount due to their alternative payment method.

If the most common troubleshooting didn't solve the customer's challenge we recommend you have the customer reach out to Clearpay Customer Service to learn more:

Help Center

Find helpful FAQs and troubleshooting tips here: help.clearpay.com

In-App Chat

👤 > 🗣️ Help > 📄 Button in upper right

clearpay