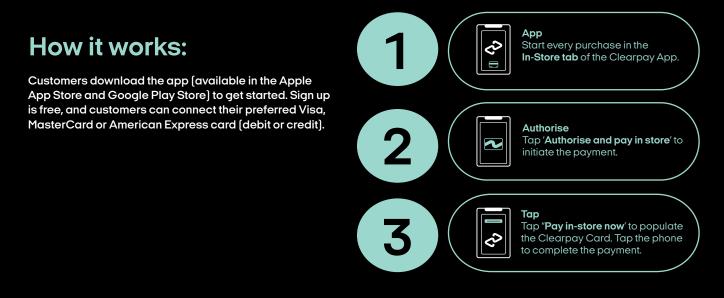
Troubleshooting Quick Reference Guide

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



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: <u>help.clearpay.com</u>



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