General FAQ

Clover **Services Growth** SaaS Plan

October, 2024

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1. Introduction

1.1 Overview

This document is a collection of FAQs that we've collected during our Services Growth SaaS Plan Training. Tentative release date for the Services SaaS plan is October 30, 2024.

2. General Questions

Q:	Can the cardholder enter in their own card details when booking?
A:	Not at this time, will be part of a future release. Merchant can then decide to charge at time of booking or at time the appointment is completed.

Q:	Where can additional services be added?
A:	Services can only be added on the web dashboard, they cannot be added on the device.

Q:	Can merchants sell items online alongside a service?
A:	Not at this time, should be part of a 2025 future enhancement.

Q:	Can a merchant take a deposit or payment at the time of booking?
A:	Not at this time, should be part of a 2025 future enhancement.

Q:	Can a merchant add a booking or cancellation fee?
A:	Not at this time, should be part of a 2025 future enhancement.

Q:	If a customer books a service with an employee will the employee be alerted?
A:	Yes, they will be alerted via email along with the owner. Customer will also receive an email with the booking confirmation. SMS will be a future enhancement.

Q:	Is the phone number/email required fields to complete the booking?

| A: | Yes. These fields are necessary if we need to reach out to the customer due to any changes. |

| Q: | Is the appointment calendar available on the POS? |
| A: | Yes. It can also be found on the dashboard under appointments. Please note that adding a service cannot be done on the POS. |

| Q: | Can merchants drag and drop to reschedule an appointment within the calendar? |
| A: | Will be part of a future enhancement. For the time being, the appointment would have to be opened up and rescheduled to a different time and/or employee. |

| Q: | Can services be blocked off for certain times? E.g. Pedicures only available between 2:00-4:00pm. |
| A: | Possible future enhancement. |

| Q: | Can pricing differ between employees? E.g. Master stylist vs beginner. |
| A: | On the roadmap for early 2025. |

| Q: | Will there be dedicated Clover support for merchants to setup their websites/implement booking features? |
| A: | Not at this time, but there will be supplementary resources for the merchant. |

| Q: | Can other businesses besides salons benefit from this plan? |
| A: | Yes! Any service related industry that is appointment based will benefit from the Services plan. |

| Q: | What devices are eligible for the Services SaaS plan? |
| A: | Clover Station Duo, Clover Station Solo, Flex, Flex pocket, and the Clover Mini. |

| Q: | What reporting will be available to merchants when it comes to bookings? |

A:	Booking related reporting will be available in 2025. Existing reporting (e.g. type of orders coming in) can be accessed through their report solutions/employee based reporting.

Q:	**Will the booking system capture demographic info?**
A:	Not at this time. But the system does capture the customers phone # and email.

Q:	**Are there different languages to choose from?**
A:	Not at this time but may be a future enhancement.

Q:	**Does a merchant have to manually accept online appointments made by merchants?**
A:	There is a setting for the merchant to choose whether they want appointments to be automatically accepted, or if it should go into a pending status and await for the merchant to accept or decline.

Q:	**If the merchant already has a website, can the booking tools be added to the existing website?**
A:	Once the merchant has a website created, if they go to the "Online Booking" section within the dashboard, the merchant can then link to their existing website.

Q:	**How much does the Services Growth SaaS plan cost?**
A:	$84.95 per month with one device. $19.95 per month for each additional device.

Q:	**Does the services plan offer rewards upon attending a booking? E.g. $10 off after your fifth visit.**
A:	We have that existing functionality today. Merchants can go to "Customer outreach" within the dashboard and set up certain rewards and promos.

Q:	**Will the customer receive a text notification when the book an online appointment?**
A:	SMS will be a future enhancement expected to roll out in early 2025.