

# Getting Started with Clover

*A Quick Guide for Concessionaires & Commercial Exhibitors*

Whether you're already familiar with Clover or setting it up for the first time, this guide will walk you through everything you need to get up and running smoothly.



## What is Clover?

Clover is a flexible, all-in-one payment solution powered by Fiserv that allows you to:

- Accept **credit, debit, cash, and mobile payments** (Apple Pay®, Google Pay®, etc.)
- Track **real-time sales and inventory**
- Operate with **WiFi, cellular, or offline capabilities**
- Manage **multiple stands, employees, and transactions**

## Step-by-Step: How to Get Started

### 1. Apply for a Merchant Account

Start your setup by completing the application:

👉 [www.nicainc.org/fiserv](http://www.nicainc.org/fiserv)

- Select the Clover solution that best fits your operation
- Submit your business and banking information
- Approval timelines are typically quick, but **apply as soon as possible** to avoid delays

### 2. Choose Your Equipment

Clover offers several device options depending on your needs:

- **Clover Flex** – Handheld, ideal for mobility and line-busting
- **Clover Mini** – Compact countertop system
- **Clover Station** – Full POS setup for larger operations
- **Clover Kiosk** – Customer-facing and familiar

### 3. Complete Account Setup

Once approved, you will:

- Receive your **Merchant ID (MID)**
- Set up your dashboard for **pricing, tax rates, and menu items**
- Configure employee access and reporting tools

#### 4. Test Before You Arrive

Before heading to the Fair:

- Run test transactions
- Confirm connectivity (WiFi or cellular)
- Train your staff on basic operations (sales, refunds, reporting)

#### 5. Be Ready for Opening Day

Clover systems allow you to:

- Accept **all major payment types**
- Continue transactions even with **temporary connectivity loss**
- Monitor **real-time sales and performance**

### NICA Member Advantage

If you are a NICA Member, you gain access to:

- **Exclusive low processing rates**
- **Reduced hardware pricing**
- **Dedicated industry support**

Not a Member yet? Visit [www.nicainc.org/benefits](http://www.nicainc.org/benefits) to learn how membership can quickly pay for itself!

### Need Help? We've Got You Covered

Fiserv / Clover Representatives:

- **Derrick Daoust** – [derrick.daoust@fiserv.com](mailto:derrick.daoust@fiserv.com) | (202) 819-6539
- **Milton Price** – [milton.price@fiserv.com](mailto:milton.price@fiserv.com) | (615) 490-2441
- **Julio Vega** – [julio.vega@fiserv.com](mailto:julio.vega@fiserv.com) | (610) 216-6914

**Clover Support (NICA MID & MPI# -002695885):** (800) 350-2720 • **Non-Clover Support:** (800) 319-6236

### Final Tip

Don't wait until the last minute—**apply early, get trained, and test your system** so you can focus on what matters most: serving your customers and maximizing your sales.

*Note: NICA does not endorse any point-of-sale providers or devices. It is NICA's policy that Fairs and Vendors should accept all forms of payment from the customer. Fairgoer experiences vary from Fair to Fair as well as from Coast to Coast. Limiting payment options to the Fairgoer will not encourage length-of-stay nor elevate the customer experience. Therefore, NICA is resolved and unwavering in this stance (Policy Adopted October 2018).*