

OKLAHOMA STATE FAIR

2021 Clover Point of Sale Procedures

Pre-Fair Procedures if you own your Clover device(s):

1. All Oklahoma State Fair registration forms and orders are due to Angie Ray, Fiserv by July 15, 2021. Each location requires its own form.
2. By September 1, you must add OSF vendor code to your Apex Reporting Application. This code will be emailed to you with more detailed instructions by August 15.
3. Your menu template along with instructions on how to upload your menu will be emailed to you by September 1.

Pre-Fair Procedures if you DO NOT own your Clover device(s):

1. All Oklahoma State Fair registration forms and orders are due to Angie Ray, Fiserv by July 15, 2021. Each location requires its own form.
2. On or about August 21, all agreements will be sent to the email provided for final signature. Please double check that all information is accurate, sign it and return it before August 25 to avoid any additional processing fees.
3. Upon final application approval, all Clover devices will be shipped to the Oklahoma State Fair.
4. OSF and Clover personnel will activate all devices and double-check menu items and pricing.
5. Exhibitors will pick up their devices Monday, September 13 through Wednesday, September 15 at the Vendor Help Desk area in the Safety Center from 9 a.m. – 9 p.m.
6. Trainings will be available via YouTube video link starting August 25. There also will be on-site training located in the Safety Center in the area behind the Vendor Help Desk
 - a. Tuesday, September 14 at 9 a.m., 2 p.m., and 8 p.m.
 - b. Wednesday, September 15 at 9 a.m., 2 p.m., and 8 p.m.

Reporting Procedures:

Oklahoma State Fair will be electronically pulling all reports. If a location is flagged offline, OSF will reach out to remind you to connect your device.

Initials

End of Fair Procedures:

1. Log-in to the Clover device using the ADMIN Pin.
2. Go to wireless manager app and turn off/disable all sim cards, PRESS HOME.
3. Go to more tools APPLICATION, search for Apex Ceph reporting and uninstall Apex Ceph reporting application
4. Box each clover and hub (TRIANGLE PIECE THAT POWERS ON THE CLOVER) according to SERIAL NUMBERS ON THE LABEL TO MATCH.
5. Place each FedEx label on the clover box or hub box that matches the serial number description to the device
6. ***If the wrong serial number is sent back with the wrong call tag you will have billing issues. Please be careful.*
7. Tape each box closed.
8. Place each box at the help desk office ready to be shipped. The office will not be responsible for packing and shipping your devices.
9. FedEx will be at the Fair office Tuesday morning after the Fair to pick up all devices
10. Sign cancelation AGREEMENT per stand and send to angela.ray@fiserv.com
11. Service billing will be drafted from your account on the first of the following month, OCTOBER 1. SHIPPING FEE WILL LIKELY BE BILLED NOVEMBER 1.
12. If any step is missed Fiserv will not be responsible for refunds.

If you decide to continue to use clover past Fair dates, it's okay. Please let Angie know and understand that billing will continue.

Signature required _____

For questions, please contact:

Angie Ray

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Email: angela.ray@fiserv.com