

# OKLAHOMA STATE FAIR

## 2025 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 10, 2024. 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 10, 2024. Each location requires its own form.
2. On or about August 23, 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 23 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 8 through September 12 at the Vendor Help Desk area in the Safety Center from 9 a.m. to 9 p.m.
6. Trainings will be available via YouTube video link starting August 23. There also will be on-site training located in the Safety Center in the area behind the Vendor Help Desk on September 10 and 11, 2024. The hours for training will be 10:00 am, 1:00 pm and 4:00 pm.

**\*\*\*\*PLEASE DO NOT THROW AWAY CLOVER BOXES, BOXES MUST BE USED TO RETURN DEVICES AT THE END OF THE EVENT TO ENSURE YOU RECEIVE CREDIT FOR THE RETURN OF THE DEVICES\*\*\*\***

### Reporting Procedures:

Concessionaire is required to maintain a daily record of all gross receipts derived from operation.

- a. Daily closing sales reports are required, and must be turned in daily before 1 p.m.

See the Handbook for more detailed information.

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 and confirm all cords included. Clover devices must be returned in original boxes.
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 and place FedEx label on box.
8. FedEx drop off locations: Walgreens, 2400 N May Ave, Oklahoma City, Oklahoma, 73107 and Walgreens, 4400 NW 23rd St, Oklahoma City, Oklahoma, 73107, or any FedEx drop-off location near you <https://www.fedex.com/locate/index.html>
9. 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.
10. **If any step is missed Fiserv will not be responsible for refunds.**

If you decide to continue to use clover past Fair dates, please let Angie know and understand that billing will continue.

Signature required \_\_\_\_\_

For questions, please contact:

Tina Hollis  
Phone: (239.287.8221  
Email: [tina.hollis@fiserv.com](mailto:tina.hollis@fiserv.com)

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