



Your guide to taking offline payments

Respond and smoothly get back online
after any interruption.

Offline payments guide

Keep taking card payments even when your internet or Square is temporarily down. Transactions are stored on your device and processed when you're back online.

Prepare your business

- Offline payments are automatically activated. You can change your settings at any time.
 - Point of sale: (More > Settings > Checkout > Offline payments)
 - Dashboard: (Settings > Device Management > Modes > Manage > Offline payments)
- Sign up to receive service disruption emails or SMS alerts in real time.
 - Dashboard: (Settings > Account & Settings > Notifications > Service disruptions)

During a disruption

- Look for an "Offline payments active" banner at the top of your screen. If missing, check settings.
- Keep your Wi-Fi on and/or Ethernet cable plugged in.
- Keep selling, accepting both card payments and cash. Check card details and expiry dates.
- Print receipts for your customers and your records.
- **Understand the risks:** you're responsible for any **expired, declined, or disputed payments** accepted while taking offline payments. Square is unable to provide customer contact information for payments declined while offline.

Important: don't switch modes, locations, or sign out. Don't delete the app or update software.

After a disruption

- **You have 72 hours to reconnect to the internet but we recommend doing so within 24 hours to protect your transactions.**
- Monitor the Transactions tab to review payment statuses.
- Customers will be sent digital receipts and payment notification emails automatically.
- Add handwritten tips from receipts, if applicable, after offline payments are processed.

Troubleshooting and help

- Some feature and devices aren't compatible with offline payments.
Visit squareup.com/go/offline-payments for more details.
- In the event of a Square service disruption, check issquareup.com for updates.

