



# 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 text 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](https://squareup.com/go/offline-payments) for more details.**
- In the event of a Square service disruption, check [issquareup.com](https://issquareup.com) for updates.

