Girl Scouts in the Heart of Pennsylvania (GSHPA)

Electronic Card Reader Updates and Frequently Asked Questions

Update – 7/7/2020

As the result of changing times and contactless payment method options, GSHPA will no longer be covering fees for any card reader device (including Square, Clover Reader and Swipe Simple). You may keep any device that was provided by council and use it for your troop or for personal use. The troop will need to cover all associated fees should you decide to continue using these card reader devices.

Swipe Simple readers are currently in dormant mode for the off-season. No fees will be incurred during this dormant phase unless the device is used.

Clover readers, however, do not offer this same option for only seasonal use, and therefore are being discontinued, effective immediately. Troops currently holding Clover readers may contact TroopBanking@gshpa.org by noon on August 14th, 2020 to request a free Swipe Simple replacement device to enjoy the flexibility of incurring fees only when the device is in use.

Square readers are separate from GSHPA and managed completely by troops. If a troop wants to pay the fees associated with Square readers, they may continue to use the device.

We have witnessed the success of contactless payment methods such as Venmo, Paypal and Zelle which are great options for your troop to use in lieu of the credit card reader should the troop not want to cover the fees. With the methods mentioned above, troops can send payments and accept payments into their troop account by creating a login for free. The payment can be completed without physical contact.

Frequently Asked Questions (FAQs)

Q: When will troops start incurring fees on their Swipe Simple devices?

A: Swipe Simple fees will be incurred when the device is moved from the current dormant status to active status in January. If the device is used before January, fees will be incurred.

Q: How do troops pay the fees?

Council banking information has been removed from these devices, and the troop banking information is now the default account – this means when fees are incurred, they will be taken directly from the troop bank account.

Q: How much are the Swipe Simple fees?

A: $19.95 monthly for active devices + merchant (visa/mc/amex/disc) transaction fees.

Q: If a troop does not want to pay the Swipe Simple fees, and the Troop Leader does NOT want to keep the device for personal use, what steps would they need to take to remove it from the troop banking account?

A: Troop Leaders should contact TroopBanking@gshpa.org and request to have it shut off permanently.

Q: If a troop does not want to pay the Swipe Simple fees, but a Troop Leader chooses to keep the device for personal use, what steps would they need to take to remove it from the troop banking account and connect it with a personal account?

A: In order to remove it from the troop account and set it up with a personal account, they will need to contact Swipe Simple, Merchant Services: (800) 783-5596.

Q: What actions do Troop Leaders need to take to turn off Clover readers?

A: Troop leaders do not need to do anything to turn off the Clover readers – it has been discontinued by GSHPA already.

Q: What if a Troop Leader wants to keep the GSHPA issued Clover reader and troops are willing to pay the fees?

A: All GSHPA issued Clover readers are discontinued. If a Troop Leader wants to have a council issued card reader and pay the fees, they will need to switch to Swipe Simple by contacting the Troop Banking Specialist by noon on August 14th, 2020.

Q: What if a Troop Leader wants to keep the GSHPA issued Clover reader for personal use?

A: The Clover Reader device will automatically be discontinued from all accounts. In order to setup the device with a personal account, they will need to contact Clover Go Customer Support: (855) 853-8340.

Q: What guidance do we have for anyone with a Square?

A: Squares have been managed by the troop leaders over the last few years and we reimburse the fees. The only part changing with this is that we are no longer reimbursing the fees. The square readers are completely separate from GSHPA and managed by the troop leaders. Troops may continue to use these readers if they are willing to pay the fees.

Q: What if I still have questions about card reader devices?

A: Please reach out to TroopBanking@gshpa.org with any remaining questions.