



CLOVER INTEGRATION GUIDE VERSION 1.3 FOR CES TOUCH SOFTWARE



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Clover Integration Guide

Introduction:

This information is important because it provides a comprehensive guide for integrating Clover Flex payment terminals with CES Touch software v11.0.032 or above. It ensures proper setup, configuration, and usage of the system, enabling businesses to process payments efficiently and securely. Key reasons include:

1. **Compliance and Functionality:** The guide ensures the software and hardware are correctly configured to meet operational requirements, such as licensing, DLL registration, and terminal setup.
2. **Operational Efficiency:** Detailed instructions on settings, commands, and processes help users streamline payment transactions, refunds, voids, and pre-authorisations, reducing errors and downtime.
3. **Customer Experience:** Features like gratuity options, cashback, and receipt preferences enhance the customer experience during transactions.
4. **Troubleshooting:** The guide provides solutions for common issues, such as terminal connectivity problems or transaction cancellations, ensuring smooth operations.
5. **Security:** Steps for handling customer-not-present transactions and pre-auth functions ensure secure payment processing, protecting sensitive cardholder data.

Overall, this document is essential for businesses using CES Touch software with Clover terminals to ensure seamless integration, optimize payment workflows, and deliver a secure and user-friendly experience.

Payment Terminal App:

This integration requires the Clover **Cloud Pay Display** app to be installed on the payment terminal. If the app is not already installed, it can usually be found by searching for **Cloud Pay Display** in the **App Market** app on the terminal's home screen. Alternatively, the Clover support team can push the app to the terminal if required.

Windows Version:

The Clover integration is supported on Windows 10 or later.

WebView2

Microsoft Edge WebView2 is used during the Clover login process to open a browser window within the back-office Clover configuration section. If it is not already installed, it can be downloaded from the Microsoft website. To install it, go online and search for "**WebView2 runtime download**".

Chilkat DLL:

The recommended version of the Chilkat DLL is 9.5.0.93.

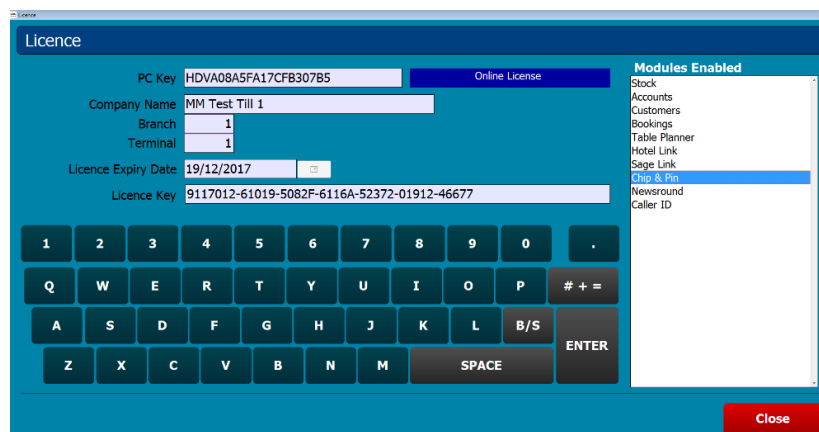
<https://cessoftware.com/downloads/chilkatax-9.5.0-win32.dll>

For systems that were originally installed with older versions of Touch, the Chilkat DLL will need to be updated.

1. Copy the updated DLL file into the following locations:
 - C:\Touch\Email Control
 - The appropriate Windows System folder:
 - C:\Windows\SysWOW64 (for 64-bit operating systems)
 - C:\Windows\System32 (for 32-bit operating systems)
2. Once copied, run the relevant batch file located in the C:\Touch\Email Control folder to register the updated DLL.
 - Right-click the batch file and select Run as administrator.

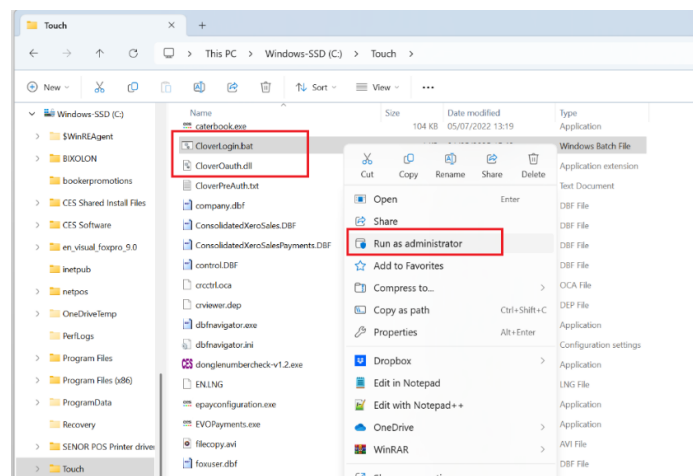
Touch Licence:

- Ensure that Touch is licensed for the Chip & Pin module.



Register DLL:

- Right click the CloverLogon.bat file found in the Touch folder and run as Administrator to register the CloverOauth.dll. This is required to log in to the Clover account and to pick up the auth tokens. Note: The integration will not work if the DLL has not been registered.



Touch Settings:

Search in settings for Chip to locate the three settings below.

- Select the 'Clover' option for the Chip & Pin Reader Type setting
- Select the tender used for the Chip & Pin Reader on Tender setting
- Disable Receipt Header / Footer on Chip and Pin Receipts, used to set if the header and footer for normal receipts is used on card payment receipts.

Settings

Settings

All System Sales Viewer Sales Receipt Printer Remote Printer Accounts

Local (modified settings shown in blue)

Option	Setting
Section : Chip & Pin (EFT) Settings	
Chip & Pin Reader Type	Clover
Chip & Pin Reader on Tender	3
Disable Receipt Header / Footer on Chip and Pin Receipts	NO

Locate...

CHIP

Search Edit

Save Exit

Search in settings for Customer Not to locate the settings below.

- For the customer not present option set the Enable Customer Not Present Feature? To Yes

Settings

Settings

All System Sales Viewer Sales Receipt Printer Remote Printer Accounts

Local (modified settings shown in blue)

Option	Setting
Section : Chip & Pin (EFT) Settings	
Enable Customer Not Present feature? (Verifone/Clover)	YES

Locate...

CUSTOMER NOT

Search Edit

Save Exit

- When the above setting is set to YES the form below will prompt when taking payments.

The screenshot shows the CES software payment interface. At the top, a status bar displays '001', 'M', '01', '30/06/2025 10:05', 'ADMIN', 'Items: 5', and 'Remote 1: OFFLINE'. The main display area has a blue background. At the top, it shows 'Total Due' and 'Balance', both with a value of '£8.00'. In the center, a modal window titled 'Question' prompts the user to 'Select the type of transaction'. It contains two buttons: 'Card Present' and 'Card Not Present'. Below the modal, there are buttons for '0', '00', and 'Clear'. To the right of these are buttons for 'Cash', 'C/note Redeem', and 'C/note Issue'. At the bottom left, it shows 'Total Tendered' with a value of '£0.00'.

Clover Configuration:

- When the Chip and Pin Reader Type setting has been set to Clover the Clover Configuration button highlighted below will appear in the back-office setting. This is where the Clover settings are enabled.



- **Authorise App:** Press the Authorise button to open the Clover Login page, this function connects Touch to the online CES Clover app and picks up the required authorisation tokens.

Clover Configuration

Authorise **Get Terminals**

Terminal Id	Terminal Name	Terminal Type

Edit Name

☒ Show Receipt Options on the Terminal
 ☒ Allow Cashback on the Terminal

☐ Print Receipt on POS
 ☒ Show Gratuity Options on the Terminal

☐ Prompt for Contactless Receipt on POS
 ☐ Prompt To Accept Signature Transactions

1 2 3 4 5 6 7 8 9 0 .
 Q W E R T Y U I O P B/S
 A S D F G H J K L # + =
 Z X C V B N M abc SPACE ENTER

Tip Options **Save** **Close**

- Enter the username and password and press the green Log In button

Clover Login

Log in

Email
michaelmorris@cessoftware.com

Password
.....

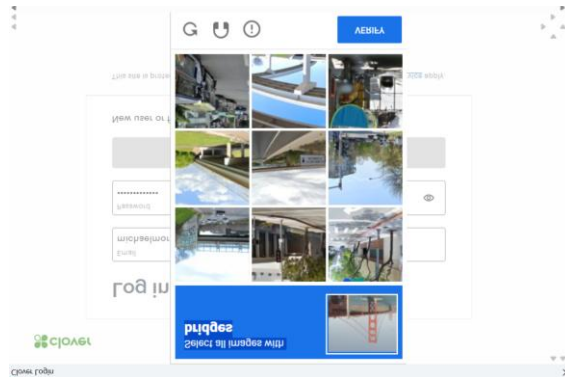
Log In

New user or forgot your password? [Access your account](#)

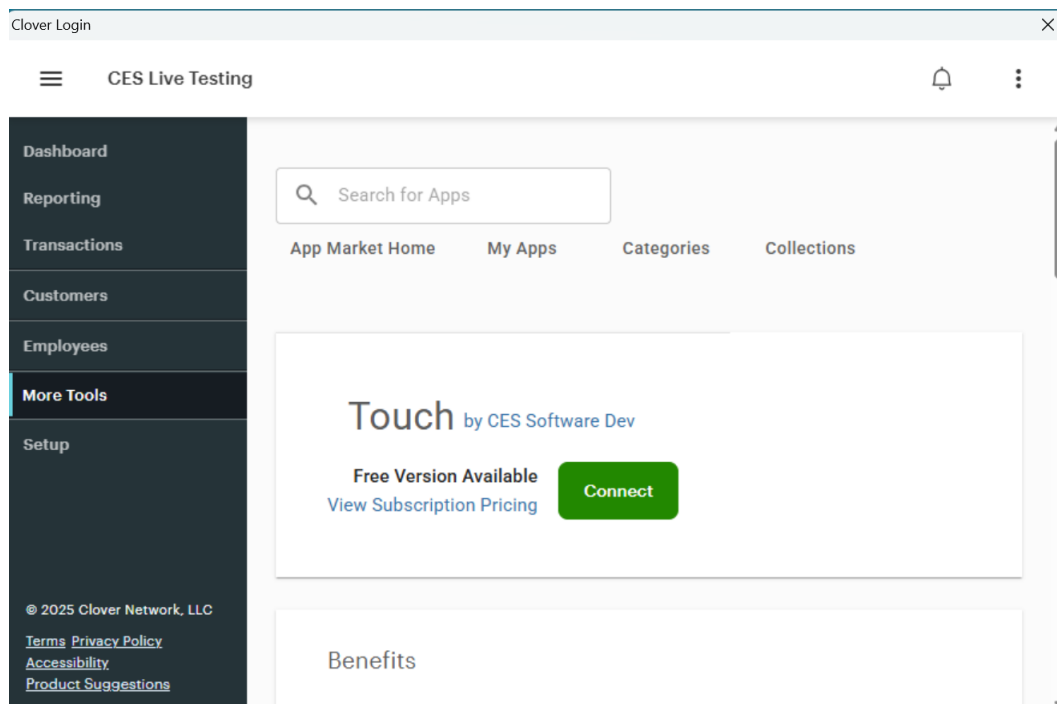
This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

[United Kingdom \(English\)](#)
[Help Center](#)

- You will then need to select the images and verify on the CAPTCHA page



- When you have successfully logged in and got past the CAPTCHA verification the page below will be displayed, click on the Connect button to connect the app



Note: The user who logs in to connect the app must be set up on the terminal as either the owner or an admin user. The **Connect** button shown above will be disabled if the logged-in user does not have the required access level.

Adding Access

If the merchant wants to give someone else access to authorise / download applications, they can add new employees.

1. Open the Employees app on any device.
2. Select the plus icon to add a new employee.
3. Add the details on the new user and include an **email address** and set the role as **Admin** and press 'save'.
4. The new user will get an email to set their password.

- The page below will then be displayed. Click the Connect button to connect the app, and the CES Software website will open. Close the CES Website and the Clover portal page.

Pricing & Subscription Information

This app will not be billed to your account at this time.

*Additional pay-per-action fees may apply

☒ **FREE**
 Free
 FREE

Connect

Cancel

By clicking , you agree to the [End-User Licence Agreement](#) and [Privacy Policy](#).

- Get Terminals:** Press the Get Terminals buttons and any terminals linked to the merchant account will be displayed in the grid below

Authorise

Get Terminals

	Terminal Id	Terminal Name	Terminal Type
☒	C045EQ33760609	MM Flex	Flex(3rd Generation)
☒	C045EQ42570812	AP Flex	Flex(3rd Generation)
☒	C03SET31760591	MM Mini	Mini 3

Edit Name

☒ Show Receipt Options on the Terminal
☐ Print Receipt on POS
☐ Prompt for Contactless Receipt on POS

☒ Allow Cashback on the Terminal
☐ Show Gratuity Options on the Terminal
☐ Prompt To Accept Signature Transactions

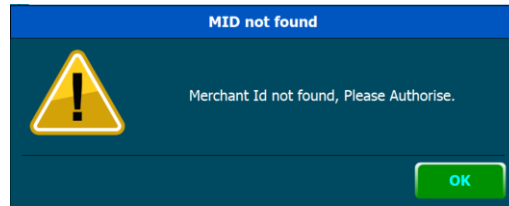
1 2 3 4 5 6 7 8 9 0 .
Q W E R T Y U I O P B/S
A S D F G H J K L # + =
Z X C V B N M abc SPACE

Tip Options

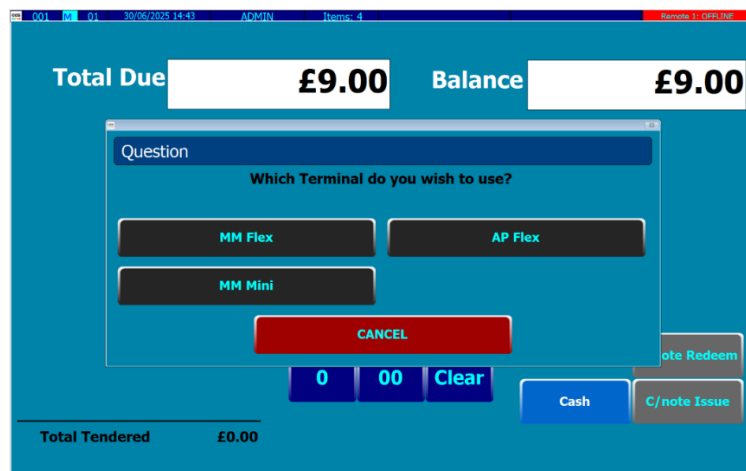
Save

Close

- Note: The message below will be displayed If the Get Terminals button is pressed before the Authorise function has been run



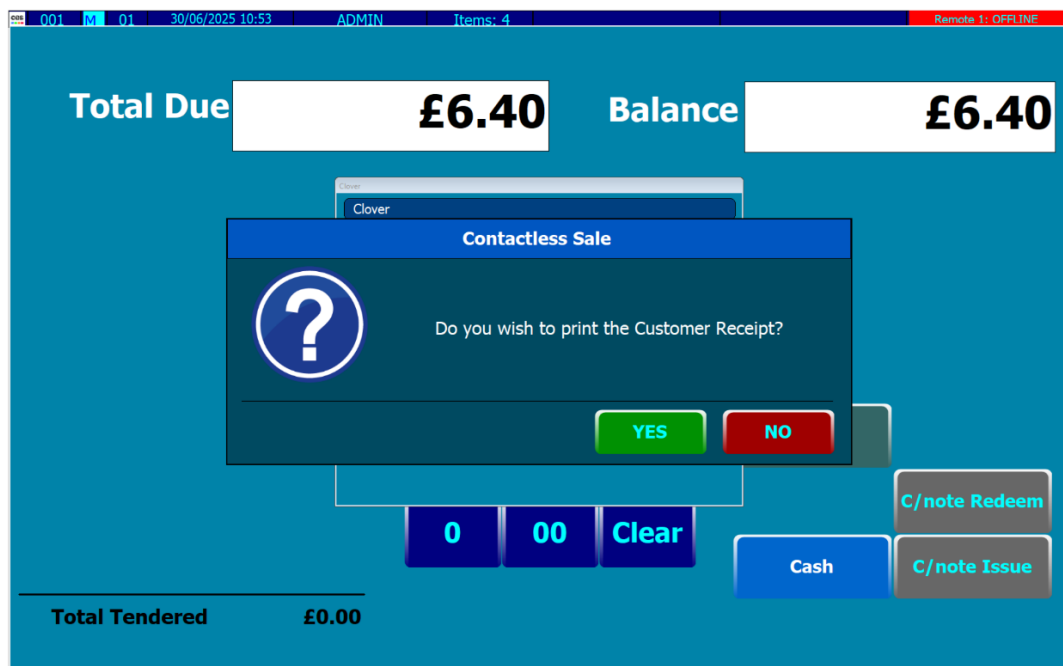
- If multiple terminals are available, the Edit Name button can be used to name the terminals.
- The tick box on the left of the terminals grid is used to select the terminals to be used on the till you are setting up. If multiple terminals are selected the screen below will show when taking payments enabling the operator to select the terminal they wish to use for that transaction.



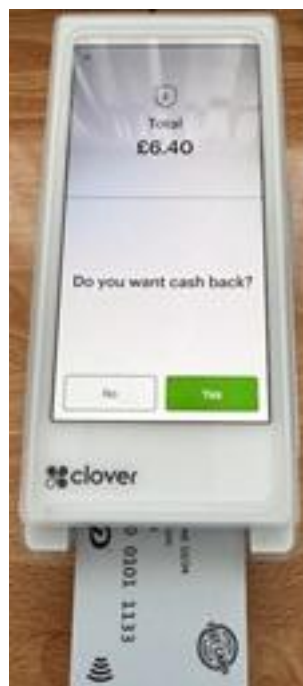
- **Show Receipt Options on the Terminal** – If ticked the receipt printing options below will show on the Payment Terminal



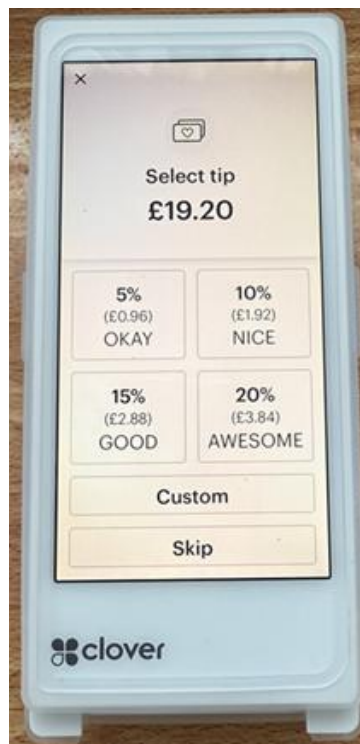
- **Print receipt on POS** – If ticked the customer receipt will print on the POS printer, Note: There is no merchant copy with the Clover integration.
- **Prompt for Contactless Receipt on POS** – If ticked the prompt below will show at the end of the transaction Note: This option is only available when Print Receipt on POS is enabled.



- **Allow Cashback on the Terminal** – If ticked the terminal will prompt for Cashback when a card that is eligible for Cashback is inserted into the chip reader.



- **Show Gratuity Options on Terminal** – If ticked the screen below will show on the Payment Terminal on every transaction



- Press the Tip Options button in the Clover Configuration screen to set the preset percentage values and text that show on the Payment terminal

Clover Configuration

Tip %	Tip Description
5 %	OKAY
10 %	NICE
15 %	GOOD
20 %	AWESOME

Close

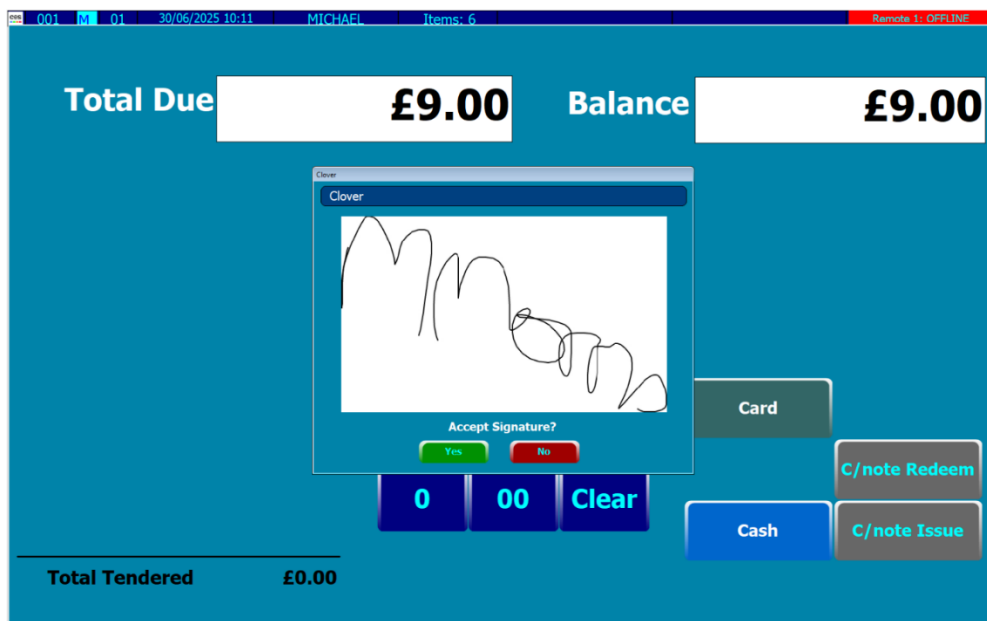
1 2 3 4 5 6 7 8 9 0 .
 Q W E R T Y U I O P B/S
 A S D F G H J K L # + = ENTER
 Z X C V B N M abc SPACE

Tip Options Save Close

- **Prompt to Accept Signature Transactions** – If ticked Touch will prompt to accept signature transactions. Unticked signature transactions will be auto accepted.
- The Payment terminal will display as below for signature transactions



- The Accept Signature prompt below will show on Touch if the setting is enabled. Pressing YES will complete the transaction, pressing NO will void the transaction



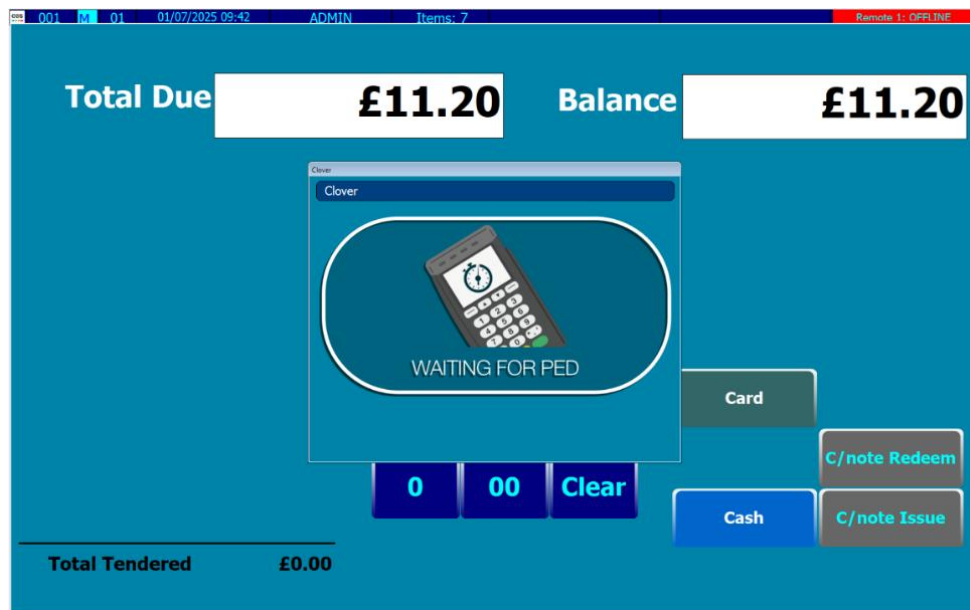
Clover Button Commands:

The button commands below are used for the Clover integration

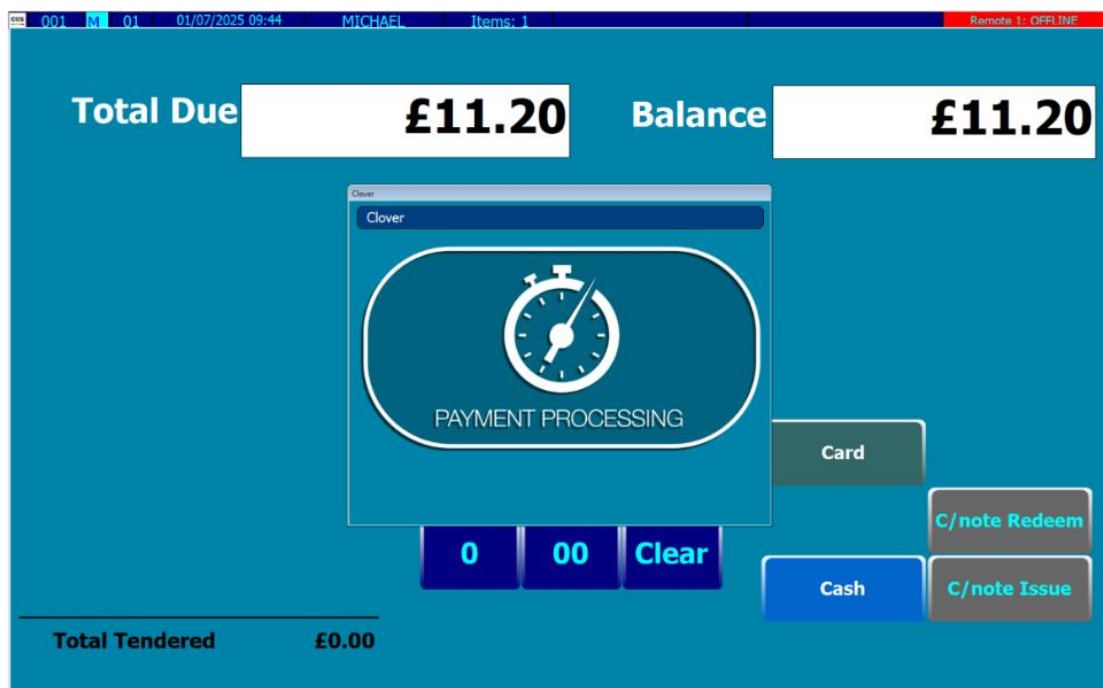
CLOVERTRANS Opens the Clover Transactions screen
CLOVERPREAUTH Opens the Clover Pre-Auth screen.

Processing Sales:

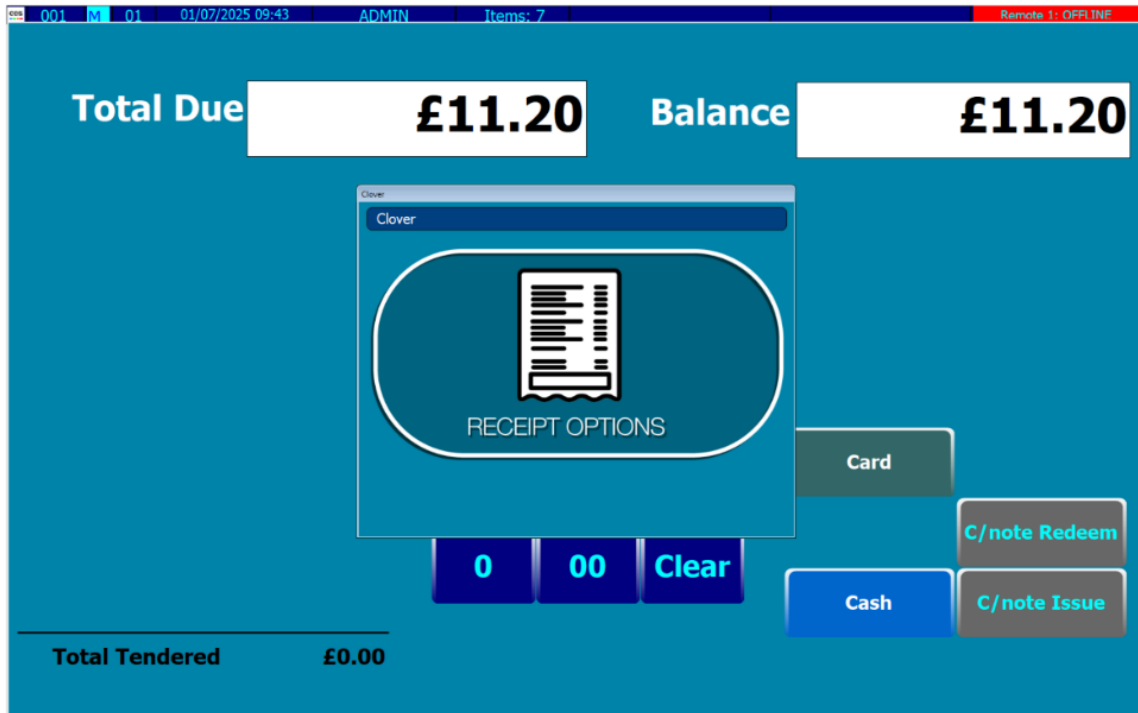
- Finalise sales using the Chip & Pin tender and follow the on-screen prompts, the WAITING FOR PED status will show until the terminal has received the transaction amount.



- Once the transaction value hits the payment terminal the status below will show while the transaction is processing



- PAYMENT COMPLETE will show very briefly and if the 'Show Receipts Option on the Terminal' setting is enabled the status below will show until the customer selects a receipt option on the terminal.

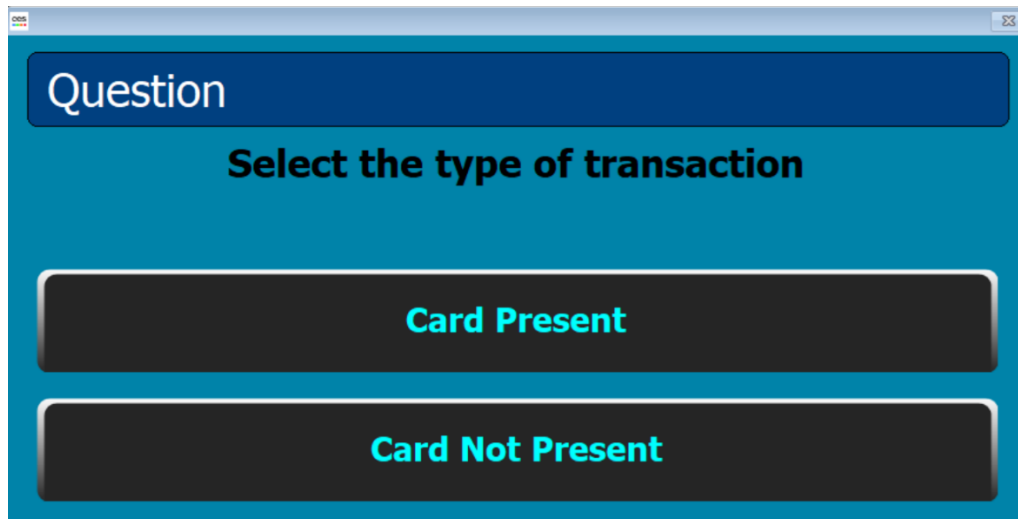


If the transaction is successful, the sale will get finalised and show the screen below.



Customer not Present:

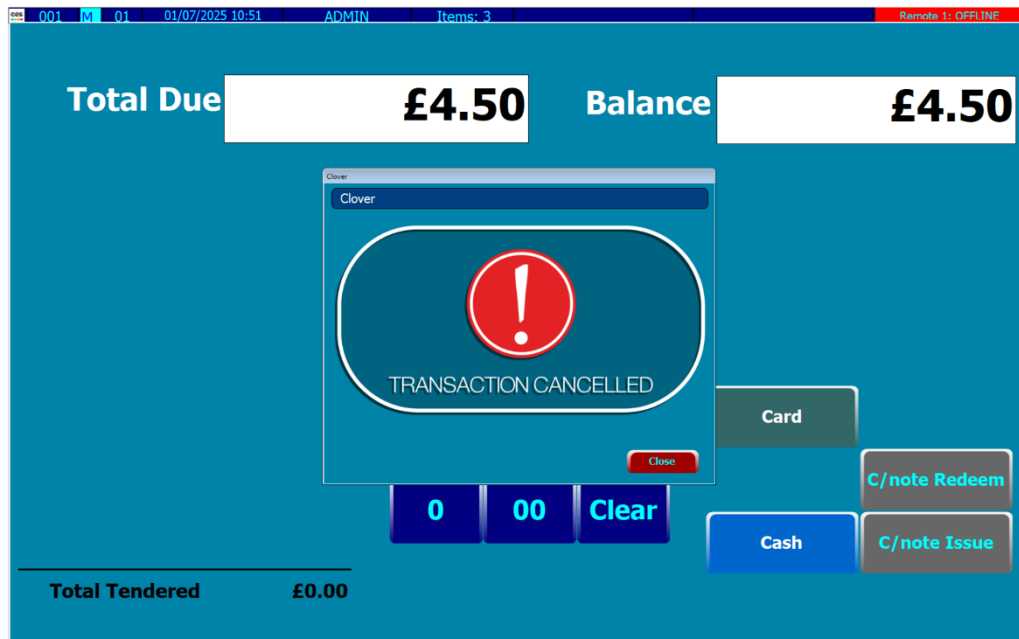
For Customer not Present transactions the back-office setting 'Enable Customer not Present Function?' needs to be enabled. When doing a card transaction on the till select the Card Not Present option and follow the prompts on the payment terminal, to enter the card number, then the expiry date and the CVC code.

**Cancel Transaction:**

Once the transaction amount has been sent to the payment terminal, you can cancel it by pressing the Cancel button on the card terminal. After cancellation, the terminal will return to the welcome screen



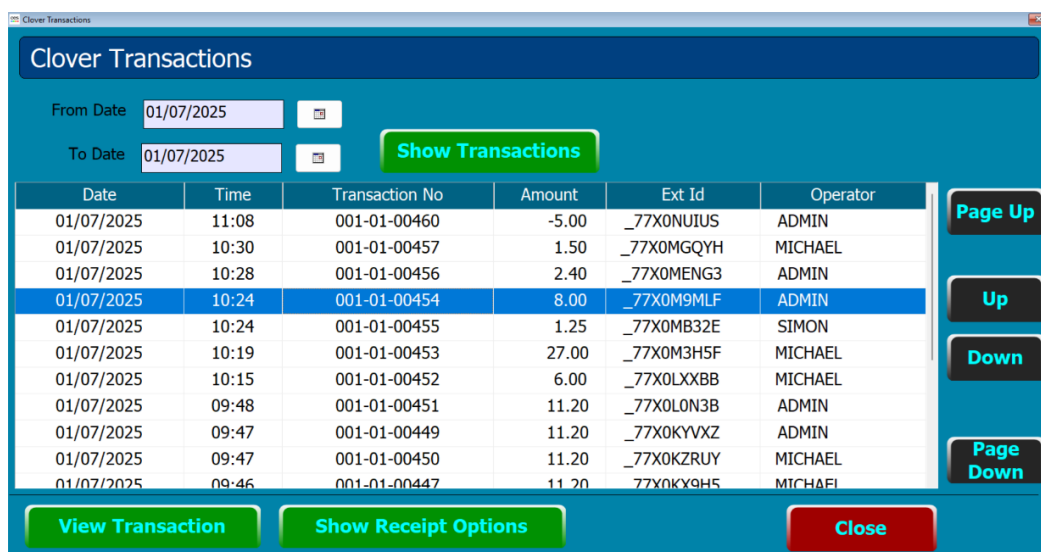
The screen below will be displayed once the cancel comes back from the terminal, the till operator will need to press the Close button.



Refunds and Void Transactions:

There are 2 options that can be used for refunds with the Clover integration.

- (1) Open refunds where items are refunded and the transaction is finalised using the card payment tender. After presenting the card the payment terminal.
- (2) Using the button command CLOVERTRANS select the date required on the screen below and press the Show Transactions button to populate the list of transactions for the required date.



- Select the transaction to Void and the screen below will open. On this screen you can do a full or partial refund by unticking items for a partial refund, press the green Refund button when the selection has been made. The items will be added to the sales grid in Touch.

Transaction Refund

Transaction Number 001-01-00461

Date/Time 01/07/2025 11:12 Value £ 9.60
 Operator ADMIN Items 6.0000
 Customer Code Collection Date

Drag a column header here to group by that column

Pick	PLU	Description	Unit Price	Quantity	Total Price
☒	0111008	IRN-BRU CAN	£1.60	1.0000	£1.60
☒	0111009	DIET IRN-BRU CAN	£1.60	1.0000	£1.60
☒	0111018	FANTA ORANGE CAN	£1.60	1.0000	£1.60
☒	0111004	GINGER BEER	£1.60	1.0000	£1.60
☒	0111015	SPRITE CAN	£1.60	1.0000	£1.60
☒	0111017	FANTA LEMON CAN	£1.60	1.0000	£1.60

Receipt Untick All Refund

- Finalise the sale using the card tender on Touch, the card is not required, and the screen below will show on the till

001 M 01 01/07/2025 11:14 ADMIN Remote 1: OFFLINE

Total Due £-9.60 Balance £-9.60

REVERSAL IN PROGRESS

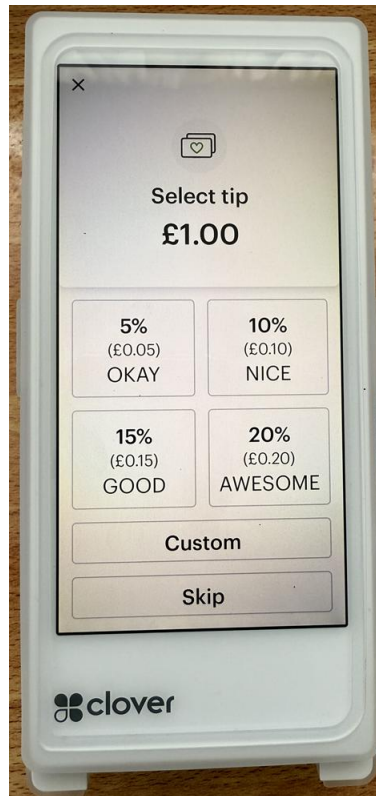
Card C/note Redeem
 Cash C/note Issue

0 00 Clear

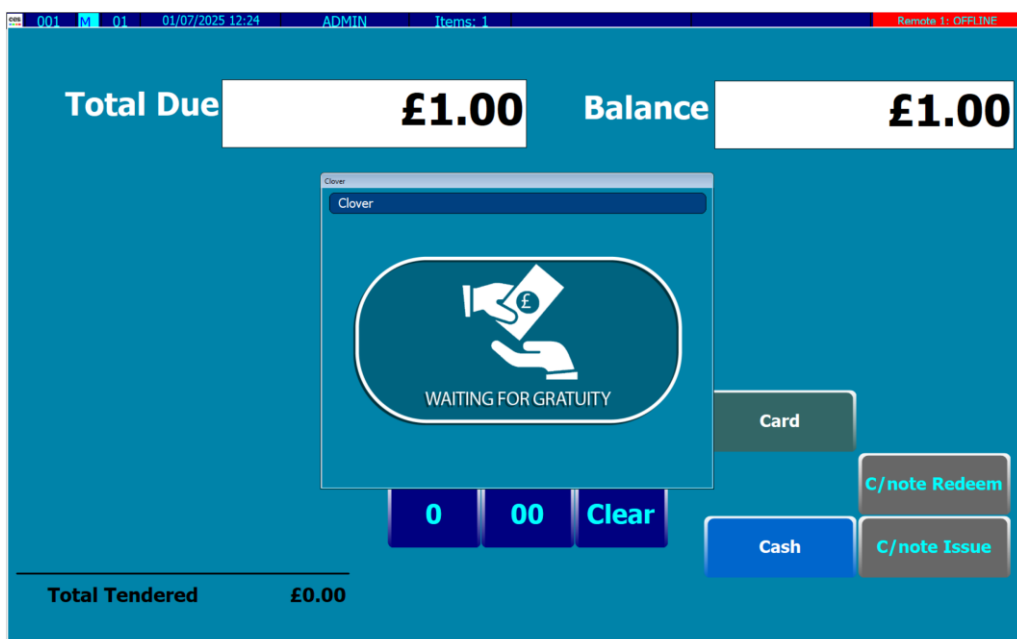
Total Tendered £0.00

Tips:

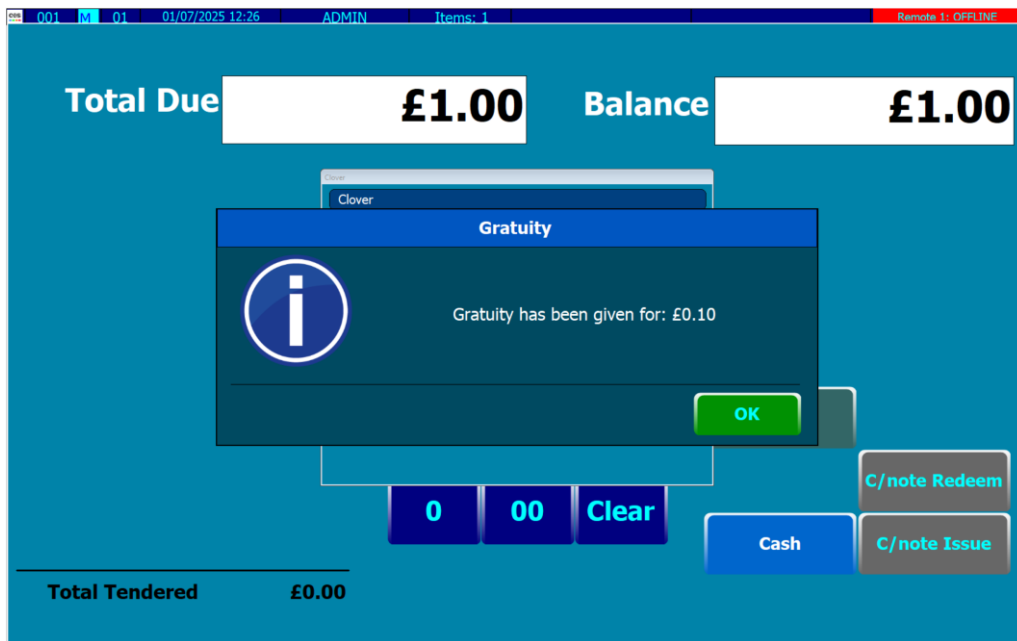
- If the Show Gratuity Options on the Terminal is enabled in the back-office Clover Configuration screen the terminal will prompt for Tips as below when it receives a transaction



- Touch will display the WAITING FOR GRATUITY Status while the payment terminal is on the Select tip screen



- The message box below will show on Touch at the end of the transaction if a tip has been added.



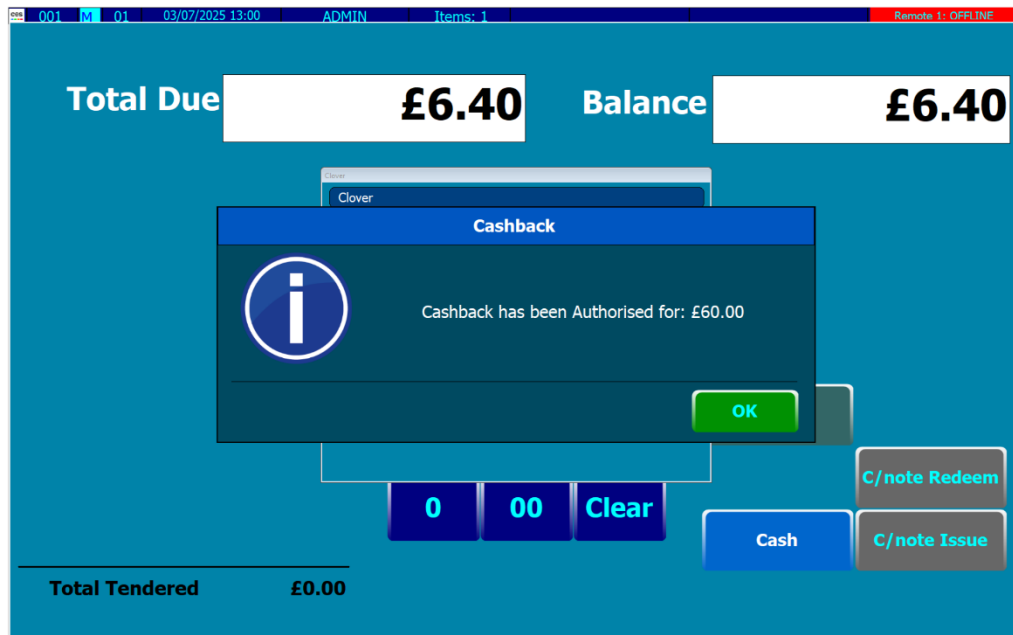
- Touch will log tips under 'Gratuity' in the terminal reports.

Cashback:

- If Cashback is enabled on the payment terminal the screen on the left will show when a card that is eligible for cashback is inserted. If the customer wants to add a cashback amount they press the YES button and the payment terminal will go to the screen on the right where the cashback amount is selected.

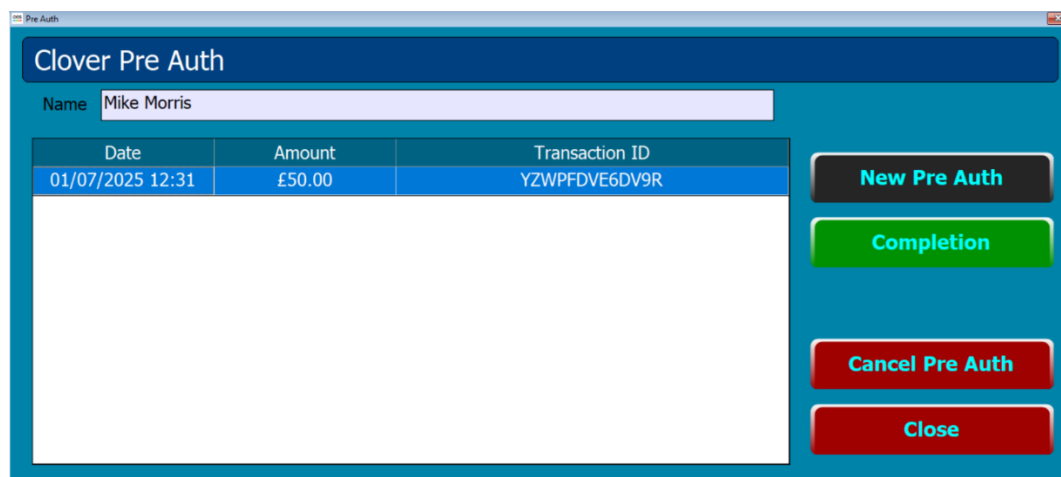


- On the Clover integration Cashback is a customer facing function and the Cashier will only know if Cashback has been added when the example message below will be displayed at the end of the sale.



Pre-Auth:

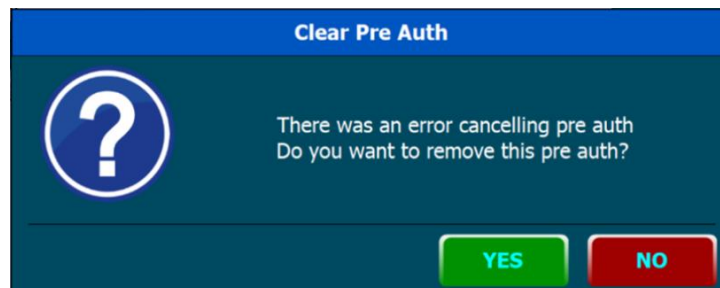
The pre-auth function works with customers and requires a customer record to be open before it can be used. The screen below is accessed using the CLOVERPREAUTH button command.



The pre-auth functions are as follows.

- New Pre-Auth**
Press the New Pre Auth button, enter the amount on the number pad and press the Accept button. The pre auth value will be sent to the payment terminal, present the card to complete.

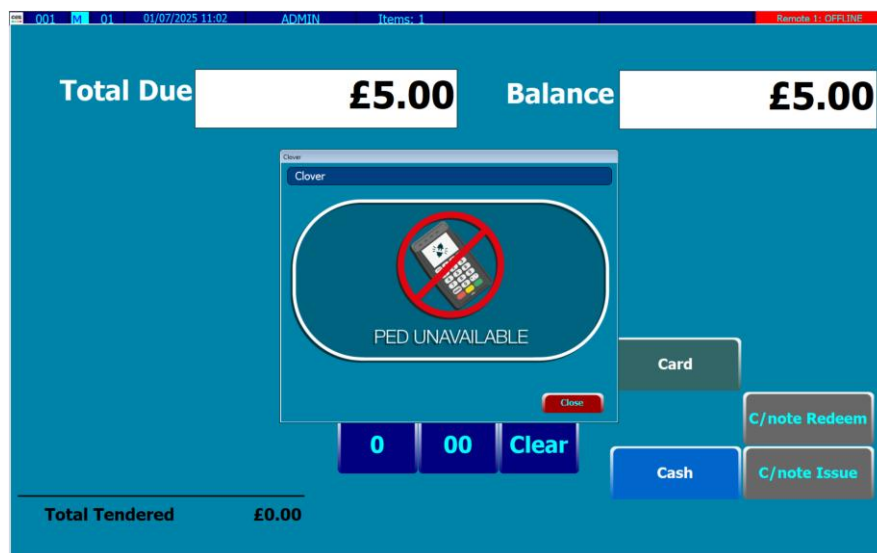
- **Completion**
When completing a Pre-Auth highlight the Pre-Auth and press the Completion button, the Pre Auth will be active in the background for when the card tender is pressed. Complete the transaction as normal pressing the card payment tender and the pre-auth details will be sent to the payment terminal.
- **Cancel Pre-Auth**
Highlight the Pre-Auth to be cancelled and press the Cancel Pre-Auth button, the payment terminal will process the cancellation.
Note: if there is an issue cancelling a Pre-Auth such as the Pre auth has expired the message box below will prompt to give the option to remove the Pre-Auth from the list.



Trouble Shooting:

Terminal Unavailable:

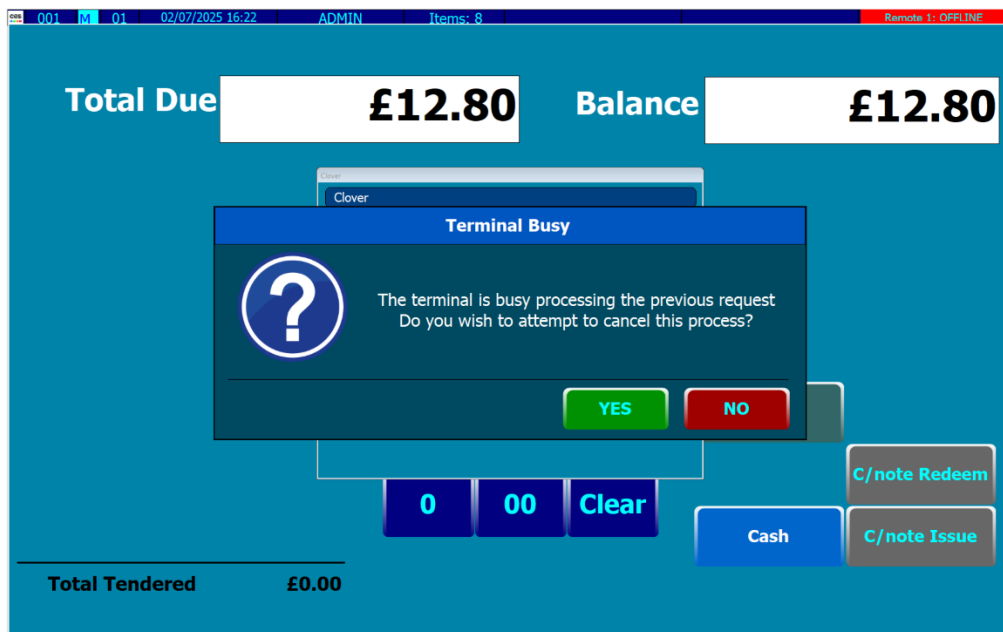
The message below will show when sending a transaction if there is an issue with the payment terminal where it cannot receive the transaction amount. If this message shows check the terminal and make sure it is powered on and connected to the internet



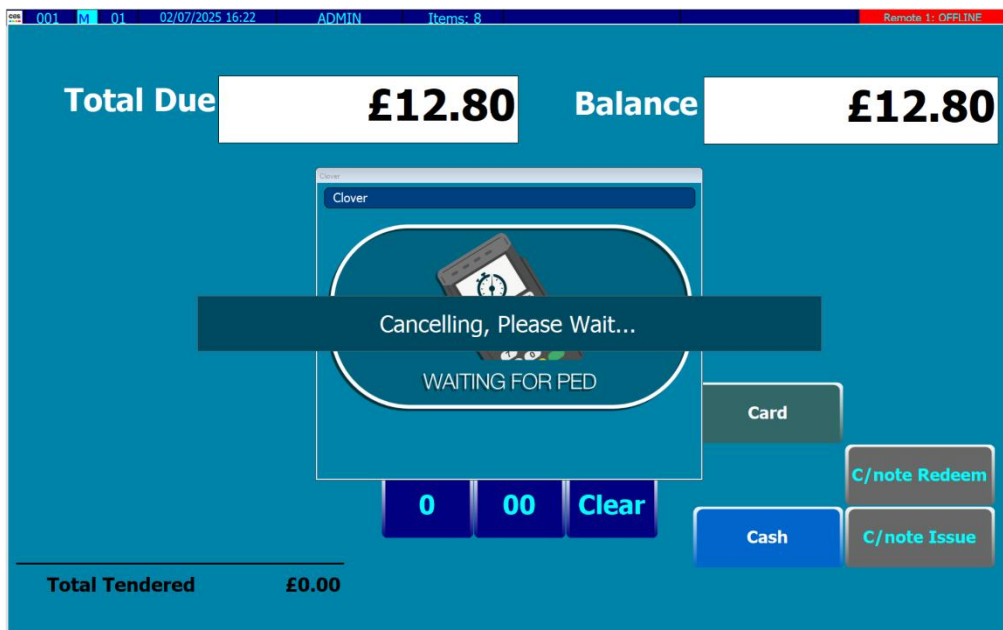
Crash Recovery:

If a situation happens where a transaction has been sent to the payment terminal and Touch closes for any reason E.G an unexpected crash or the terminal lost power

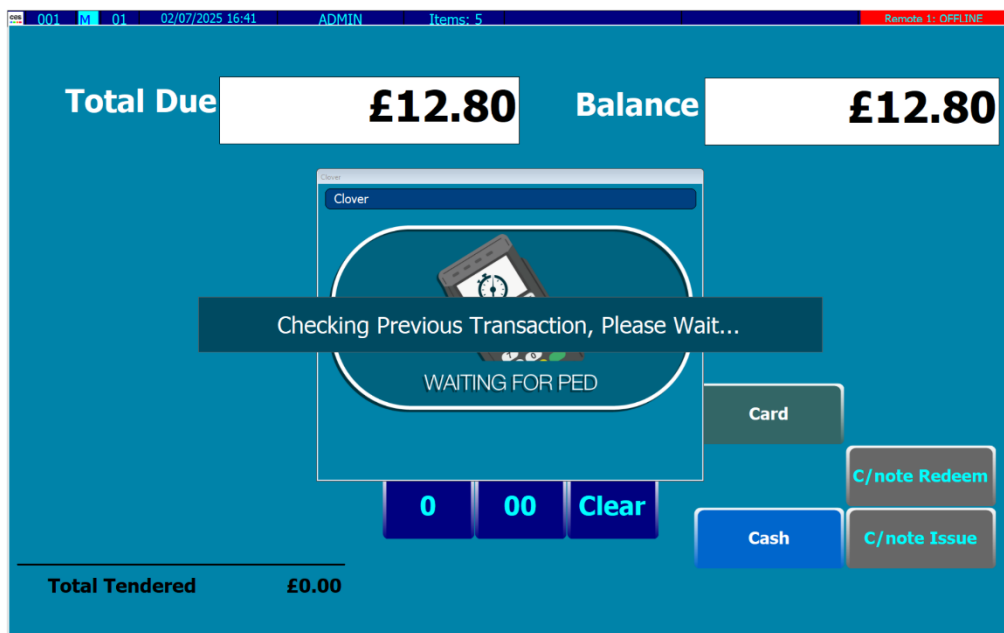
If the card has not been presented and the transaction amount is still showing on the terminal, the message below will show when pressing the card tender button again. Press **YES** to cancel the transaction on the terminal as Touch has gone out of sync with the terminal



A cancel request will be sent to the terminal, and the message below will be displayed. Once the payment has been cancelled on the terminal



Touch will go back to the tender screen and the transaction can be sent again. The message below will be displayed because the transaction value is the same as the previous transaction and it will be checking the transaction result on the payment terminal before sending the transaction again.



In a situation where the card was presented and the transaction completed on the payment terminal when Touch closed the message above will also be displayed when pressing the card tender button. In this scenario when Touch checks the previous transaction result on the payment terminal if it was successful Touch will complete the transaction.

Version History

Version	Date	Author	Changes Made
1.0	June 2025	Michael Morris	Initial release
1.1	July 2, 2025	Michael Morris	Added Pre-Auth instructions, Troubleshooting, and Version Control metadata
1.2	October 15, 2025	Michael Morris	Added Payment Terminal App, Windows Version, Webview2, Chilkat DLL and updated contents.
1.3	October 30, 2025	Michael Morris	Updated connect app section