

SaaS Matrix

Q4 2024



Restaurant



Clover Restaurant SaaS Plan

(Q4 2024)



| | Payments | Essentials | Counter Service Restaurants | Table Service Restaurants |
|---|-----------------------------|-------------------|---------------------------------|---------------------------------|
| Supported Devices | (None), Compact, Flex, Mini | (None) Flex, Mini | Flex, Mini, Station, Kiosk, KDS | Flex, Mini, Station, Kiosk, KDS |
| Payments | | | | |
| Accepts all credit & debit cards | Y | Y | Y | Y |
| Take payments with Virtual Terminal (MOTO) | Y | Y | Y | Y |
| Connect Clover to eCommerce platforms | Y | Y | Y | Y |
| Take payments with Clover Go mobile point-of-sale | Y | Y | Y | Y |
| Invoicing by email with online payments & invoice status tracking | Y | Y | Y | Y |
| Reconciliation by invoice number | Y | Y | Y | Y |
| Recurring payments | Y | Y | Y | Y |
| Surcharging (with or without a device) | Y | Y | Y | Y |
| Cash Discount | Y | Y | Y | Y |
| Tips | Y | Y | Y | Y |
| Advanced payments: Scan to Pay (QR code on bill), Bill splitting, and tableside payment | | | | Y |
| Order Mgmt. | | | | |
| Create, save, pay, refund items on orders. Edit closed order | | Y | Y | Y |
| Item level tax calculations | | Y | Y | Y |
| Discount individual items or orders | | Y | Y | Y |
| Order numbers - Automatic order numbers for easy tracking | | Y | Y | Y |
| Weight scale support / Integration with orders | | | Y | Y |
| Open tabs - Open bar tabs with or without pre-auth'd cards | | | Y | Y |
| Online ordering with delivery | | | Y | Y |
| Integration with UberEATS, DoorDash, Grubhub, and Google | | | Y | Y |
| Scan to Order (QR code to view menu) | | | Y | Y |
| Order types - Define order types, for example: takeout, delivery | | | Y | Y |
| Remote order printing - Print order receipts to kitchen/bar printers | | | Y | Y |
| Table Mgmt. - arrange tables and floorplans | | | | Y |
| Tableside ordering and firing | | | | Y |



Clover Restaurant SaaS Plan (cont.)

(Q4 2024)



| | Payments | Essentials | Counter Service Restaurants | Table Service Restaurants |
|--|----------|------------|-----------------------------|---------------------------|
| Reporting | | | | |
| Sales / payments reporting | Y | Y | Y | Y |
| Cash reporting | Y | Y | Y | Y |
| Track sales by employee | Y | Y | Y | Y |
| Product mix reporting - Sales by items, categories, modifiers, etc. | | Y | Y | Y |
| Tax reporting | | Y | Y | Y |
| Revenue class reporting - For example: sales by wine, liquor, beer | | Y | Y | Y |
| Item cost reporting | | | Y | Y |
| Sales by order type reporting | | | Y | Y |
| Item/Inventory & menu Mgmt. | | | | |
| Menu and inventory items, categories, stock tracking, and bulk import/export | | Y | Y | Y |
| Multi-location item Mgmt. (not ML menu Mgmt.) | | Y | Y | Y |
| Cost tracking - Define/track cost of menu/inventory items | | | Y | Y |
| Item variants - Define item attributes to create item variants | | | Y | Y |
| Item modifiers - Menu item modifiers to customize preparation | | | Y | Y |
| Item labels - For order fire routing in restaurants | | | Y | Y |
| Multiple menu Mgmt. - device, kiosk, channels, and day-part | | | Y | Y |
| Customer engagement | | | | |
| Customer records tied to payments | Y | Y | Y | Y |
| Manage a customer list and tie customers records to items purchased | | Y | Y | Y |
| Promos - Engage and retain customers with promotional offers | | Y | Y | Y |
| Rewards - Create a simple, customized loyalty program | | Y | Y | Y |
| Feedback - Collect feedback from your customers | | Y | Y | Y |
| Employee Mgmt. | | | | |
| Employee Mgmt. - Create roles, employees, and set permissions | Y | Y | Y | Y |
| Employee clock in/out and timesheet | | Y | Y | Y |



Clover Restaurant SaaS Plan (cont.)

(Q4 2024)



| | Payments | Essentials | Counter Service Restaurants | Table Service Restaurants |
|--|----------|------------|-----------------------------|---------------------------|
| Clover Website | | | | |
| Branded Website | | Y | | |
| Add-on | | | | |
| Clover Capital - Access to working capital | Y | Y | Y | Y |
| Rapid Deposit- Transfer funds in minutes | Y | Y | Y | Y |
| Advanced Loyalty | | Y | Y | Y |
| Gift | Y | Y | Y | Y |
| Payroll | | Y | Y | Y |
| Business operations | | | | |
| Clover Dashboard (web and mobile) | Y | Y | Y | Y |
| Access to Clover App Market | Y | Y | Y | Y |
| Online dispute resolution | Y | Y | Y | Y |
| Online chat support via Clover Dashboard | Y | Y | Y | Y |
| 24/7/365 support | Y | Y | Y | Y |



Services



Clover Services SaaS Plan

(Q4 2024)



| | Payments | Essentials | Services Growth |
|---|-----------------------------|-------------------|---------------------|
| Supported Devices | (None), Compact, Flex, Mini | (None) Flex, Mini | Flex, Mini, Station |
| Payments | | | |
| Accepts all credit & debit cards | Y | Y | Y |
| Take payments with Virtual Terminal (MOTO) | Y | Y | Y |
| Connect Clover to eCommerce platforms | Y | Y | Y |
| Take payments with Clover Go mobile point-of-sale | Y | Y | Y |
| Invoicing by email with online payments & invoice status tracking | Y | Y | Y |
| Reconciliation by invoice number | Y | Y | Y |
| Recurring payments | Y | Y | Y |
| Surcharging (with or without a device) | Y | Y | Y |
| Cash Discount | Y | Y | Y |
| Tips | Y | Y | Y |
| Order Mgmt. | | | |
| Create, save, pay, refund items on orders | | Y | Y |
| Item level tax calculations | | Y | Y |
| Discount individual items or orders | | Y | Y |
| Order numbers - Automatic order numbers for easy tracking | | Y | Y |
| Online Payment and a separate tip post service | | | Y |



Clover Services SaaS Plan (cont.)

(Q4 2024)



| | Payments | Essentials | Services Growth |
|---|----------|------------|-----------------|
| Reporting | | | |
| Sales / payments reporting | Y | Y | Y |
| Cash reporting | Y | Y | Y |
| Track sales by employee | Y | Y | Y |
| Product mix reporting - Sales by items, categories, modifiers, etc. | | Y | Y |
| Tax reporting | | Y | Y |
| Revenue class reporting - For example: sales by wine, liquor, beer | | Y | Y |
| Item cost reporting | | | Y |
| Sales by order type reporting | | | Y |
| Item/Inventory Mgmt. | | | |
| Inventory items & categories | | Y | Y |
| Real time inventory updates | | Y | Y |
| Bulk inventory import/export | | Y | Y |
| Multi-location item Mgmt | | Y | Y |
| Cost tracking | | | Y |
| Item variants - Define item attributes to create item variants | | | Y |
| Item modifiers | | | Y |
| Item labels | | | Y |
| Customer engagement | | | |
| Customer records tied to payments | Y | Y | Y |
| Manage a customer list and tie customers records to items purchased | | Y | Y |
| Promos - Engage and retain customers with promotional offers | | Y | Y |
| Rewards - Create a simple, customized loyalty program | | Y | Y |
| Feedback - Collect feedback from your customers | | Y | Y |
| Employee Mgmt. | | | |
| Employee Mgmt. - Create roles, employees, and set permissions | Y | Y | Y |
| Employee clock in/out and timesheet | | Y | Y |



Clover Services SaaS Plan (cont.)

(Q4 2024)



| | Payments | Essentials | Services Growth |
|--|----------|------------|-----------------|
| Appointment Scheduling | | | |
| Services catalog | | | Y |
| Appointment mgmt. | | | Y |
| Customer online booking | | | Y |
| Appointment reminder | | | Y |
| Employee and services mapping | | | Y |
| Google booking Integration | | | Y |
| Clover Website | | | |
| Branded website | | Y | Y |
| Checkout services and payment | | | Y |
| Add-on | | | |
| Clover Capital - Access to working capital | Y | Y | Y |
| Rapid Deposit- Transfer funds in minutes | Y | Y | Y |
| Advanced Loyalty | | Y | Y |
| Gift | Y | Y | Y |
| Payroll | | Y | Y |
| Business operations | | | |
| Clover Dashboard (web and mobile) | Y | Y | Y |
| Access to Clover App Market | Y | Y | Y |
| Online dispute resolution | Y | Y | Y |
| Online chat support via Clover Dashboard | Y | Y | Y |
| 24/7/365 support | Y | Y | Y |



Retail



Clover Retail SaaS Plan

(Q4 2024)



| | Payments | Essentials | Retail Growth |
|---|-----------------------------|-------------------|---------------------|
| Supported Devices | (None), Compact, Flex, Mini | (None) Flex, Mini | Flex, Mini, Station |
| Payments | | | |
| Accepts all credit & debit cards | Y | Y | Y |
| Take payments with Virtual Terminal (MOTO) | Y | Y | Y |
| Connect Clover to eCommerce platforms | Y | Y | Y |
| Take payments with Clover Go mobile point-of-sale | Y | Y | Y |
| Invoicing by email with online payments & invoice status tracking | Y | Y | Y |
| Reconciliation by invoice number | Y | Y | Y |
| Recurring payments | Y | Y | Y |
| Surcharging (with or without a device) | Y | Y | Y |
| Cash Discount | Y | Y | Y |
| Tips | Y | Y | Y |
| Order Mgmt. | | | |
| Create, save, pay, refund items on orders. | | Y | Y |
| Item level tax calculations | | Y | Y |
| Discount individual items or orders | | Y | Y |
| Order numbers - Automatic order numbers for easy tracking | | Y | Y |
| Weight scale support / Integration with orders | | | Y |



Clover Retail SaaS Plan (cont.)

(Q4 2024)



| | Payments | Essentials | Retail Growth |
|---|----------|------------|---------------|
| Reporting | | | |
| Sales / payments reporting | Y | Y | Y |
| Cash reporting | Y | Y | Y |
| Track sales by employee | Y | Y | Y |
| Product mix reporting - Sales by items, categories, modifiers, etc. | | Y | Y |
| Tax reporting | | Y | Y |
| Revenue class reporting - For example: sales by wine, liquor, beer | | Y | Y |
| Item cost reporting | | | Y |
| Sales by order type reporting | | | Y |
| Item/Inventory & menu Mgmt. | | | |
| Inventory items & categories | | Y | Y |
| Real time inventory updates | | Y | Y |
| Bulk inventory import/export | | Y | Y |
| Multi-location item Mgmt | | Y | Y |
| Cost tracking | | | Y |
| Item variants - Define item attributes to create item variants | | | Y |
| Item modifiers | | | Y |
| Item labels | | | Y |
| Customer engagement | | | |
| customer records tied to payments | Y | Y | Y |
| Manage a customer list and tie customers records to items purchased | | Y | Y |
| Promos - Engage and retain customers with promotional offers | | Y | Y |
| Rewards - Create a simple, customized loyalty program | | Y | Y |
| Feedback - Collect feedback from your customers | | Y | Y |
| Employee Mgmt. | | | |
| Employee Mgmt. - Create roles, employees, and set permissions | Y | Y | Y |
| Employee clock in/out and timesheet | | Y | Y |



Clover Retail SaaS Plan (cont.)

(Q4 2024)



| | Payments | Essentials | Retail Growth |
|--|----------|------------|---------------|
| Clover Website | | | |
| Branded website | | Y | Y |
| Online store and checkout | | | Y |
| Buy online and pick up instore | | | Y |
| Add-on | | | |
| Clover Capital - Access to working capital | Y | Y | Y |
| Rapid Deposit- Transfer funds in minutes | Y | Y | Y |
| Advanced Loyalty | | Y | Y |
| Gift | Y | Y | Y |
| Payroll | | Y | Y |
| Business operations | | | |
| Clover Dashboard (web and mobile) | Y | Y | Y |
| Access to Clover App Market | Y | Y | Y |
| Online dispute resolution | Y | Y | Y |
| Online chat support via Clover Dashboard | Y | Y | Y |
| 24/7/365 support | Y | Y | Y |

