



## ONLINE PAYMENT FAQ

### 1. What is Clover?

Clover is an online platform for businesses to track and receive payments. Agency Partners can submit payment towards their balance using a debit or credit card instantly.

### 2. What does it mean when my coordinator says they can send me a “Clover link”?

Clover is not connected to AE3, so there is no way for the system to send automated payment prompts. Therefore, your Coordinator must manually create each invoice with a specific amount and can only send it to one team member via email. It will always be a one-time link from [noreply@clover.com](mailto:noreply@clover.com).

### 3. Can I receive these links on a regular basis, for example, biweekly?

Your Coordinator can create multiple links for your agency, but you're responsible for requesting these links at the frequency that works best for you. For example, if you'd like to pay every other Friday, please confirm this with your Coordinator so they know to look out for your email.

### 4. Can I choose how much I'd like to pay?

Yes! When requesting a Clover link, please include the invoice(s) that you'd like to pay using the AO number and the specific amount. The AO number can be found in the top right corner of the invoice that is emailed to you the day before your delivery and on the hard copy from the delivery driver. If you are not receiving both the hard copy and emailed invoice, please speak to your Coordinator immediately.



INVOICE

Invoice Number: AO-62851-1

Invoice Date: 1/1/2024

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Once payment is received, you will receive a confirmation email from Clover, **NOT** Feeding San Diego. This email will often say “Thank you for your donation” but rest assured the amount will be applied to your account by our Finance Team. For updates on your balance, please ask your Coordinator.

### 5. What are my other payment options?

If you would prefer not to pay online, you can mail a check to our P.O. Box. Please make sure to include your agency number and invoice number on the check so our Finance Team can apply your payment accurately. For more information on paying via check, please see the “*How to address and fill out checks for payments*” document on the [Partner Portal](#) under the **Payment Information** tab.

+ Agency Express Online Ordering System

+ Trainings & Best Practices

- Payment Information

How to address and fill out checks for payment (PDF)

+ Volunteer Recruitment and Management