



Customer Discounts

Customer Discounts links a discount to a person instead of a product. As soon as the customer is assigned to the order, their percentage or amount is applied.

\$0.99 / month

Free trial: 30 days

Clover POS (United States and Canada)

OVERVIEW

How it works

1 The discount belongs to a person

It is linked to customer records in Clover, so it follows the customer between visits.

2 The customer has to be on the order

Nothing happens until a customer is assigned. The app can open the selection dialog by itself, when the first item is added to the order and once per order.

3 You choose what it covers

Entire Order, Selected Items or **Selected Categories**. A staff discount can cover food but not gift cards.

4 Roles decide who may edit

Everyone, Managers and Admins, or Admins only. The same setting decides who can open Archives and the Settings tab.

5 Where the data lives

The customer records stay in Clover. The discount rules and the Clover IDs of the customers you tick are stored on PayPlaxe's servers, which is what lets the browser version show the same rules. Tell customers what you store and why, and keep the list to what you actually need.

6 It writes the Clover order note

When the app assigns a customer it replaces the order note with that customer's name, and it clears the note on any order that has no customer. Order notes print on receipts and kitchen tickets, so do not use them for anything else on these orders.

7 The same screens in a browser

The web version keeps the rules on a computer. Attaching the customer to an order and applying the discount happen on the Clover POS only.

The app never replaces the Clover Register — it adds to it. Payments, taxes and reporting stay in Clover.

FEATURES

What it does

01

Selected or any customer

Apply to **Selected customers** from the Clover customer list, or to **Any assigned customer**.

02

Entire order, items or categories

The discount can hit the whole order, a set of items or entire categories: **Entire Order**, **Selected Items** or **Selected Categories**.

03

Amount or percentage

A flat sum off or a percentage off.

04

Dates, hours or endless

Run it between two dates, each with a **From** and **To** time of day, or leave it running with **Endless**. **Endless** ignores the hours.

05

Customer selection prompt

The app can open the customer selection dialog when the first item is added to the order. It asks once per order.

06

Role-based editing

Everyone, **Managers & Admins** or **Admins only**. The same role also opens Archives and Settings.

07

Customer filters

When picking customers, filter by **Selected only** or **Non-selected only** to work through a long address book.

08

Archive

Retire a promotion without losing it.

09

The same screens in a browser

customerdiscounts.payplaxe.com (<https://customerdiscounts.payplaxe.com>) opens

Discounts, **Archives** and **Settings** with your Clover account. It is not a separate product: this is the setup side of the app you already have, with nothing extra to buy. Everything that happens at the register stays on the Clover POS.

10

Import customers from a spreadsheet

In the browser version only, **Select customers** has an **Import** button: an .xlsx with a column of Clover customer IDs ticks those customers for the rule. It selects customers you already have, it never creates them. The app labels it **BETA**.

INSTALL

Price & installation

\$0.99 / month

📥 **Install on Clover App Market** (<https://www.clover.com/appmarket/apps/YZ0MQP7E0H0Y4>)

Every app has a 30-day free trial. Clover bills the subscription with your monthly Clover invoice.

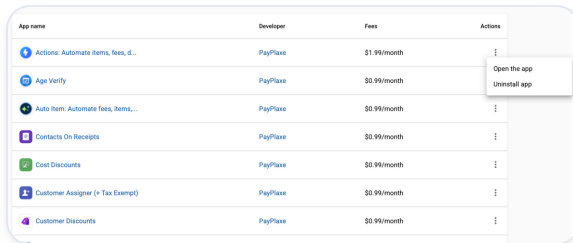
How to install

1. Open the **Clover App Market** — on the device, or at `clover.com/appmarket` in your web dashboard.
2. Find the app by name, or open its direct link from the button above.
3. Tap `Connect` / `Install` and accept the permissions the app requests.
4. The 30-day free trial starts automatically. The subscription then appears on your monthly Clover invoice.
5. Open the app on the Clover device and sign in with a **Manager** or **Admin** employee account to configure it.
6. To cancel later, uninstall the app from the App Market — the steps are right below.

How to cancel the subscription

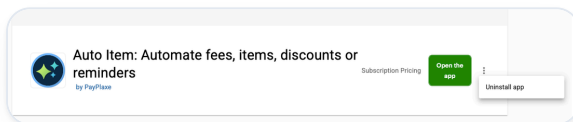
Cancelling means uninstalling the app — there is no separate billing screen.

1. Open the **App Market** — on the Clover device, or in the web dashboard.
2. Open **My Apps**. Every app you pay for is listed there with its monthly fee.



App name	Developer	Fee	Actions
Actions: Automate items, fees, d...	PayPlace	\$1.99/month	⋮
Age Verify	PayPlace	\$0.99/month	⋮
Auto Item: Automate fees, items, ...	PayPlace	\$0.99/month	⋮
Contacts On Receipts	PayPlace	\$0.99/month	⋮
Cost Discounts	PayPlace	\$0.99/month	⋮
Customer Assigner (+ Tax Exempt)	PayPlace	\$0.99/month	⋮
Customer Discounts	PayPlace	\$0.99/month	⋮

3. Tap the ⋮ button on the app's row and choose **Uninstall app**.
4. The app's own page works too: ⋮ next to the green **Open the app** button → **Uninstall app**.



5. Confirm. The subscription stops there and then — the app is off your next Clover invoice.

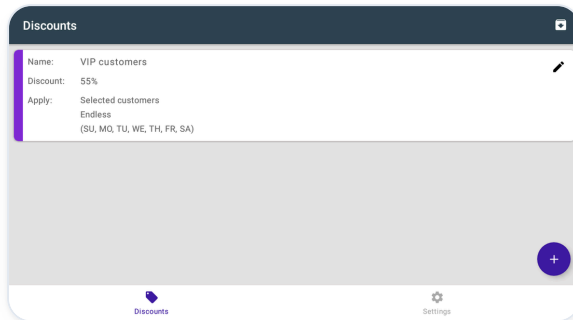
Install and cancel any time from the Clover App Market.

START HERE

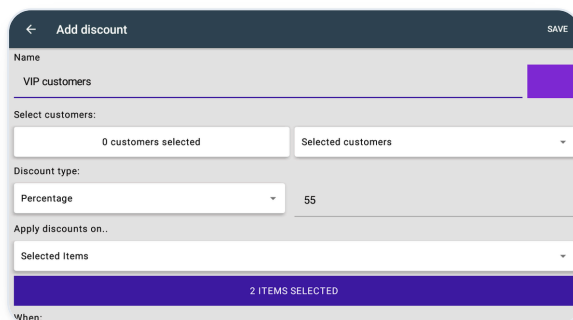
First setup

Do this once, in this order. It takes a few minutes and the app is then ready for the shift.

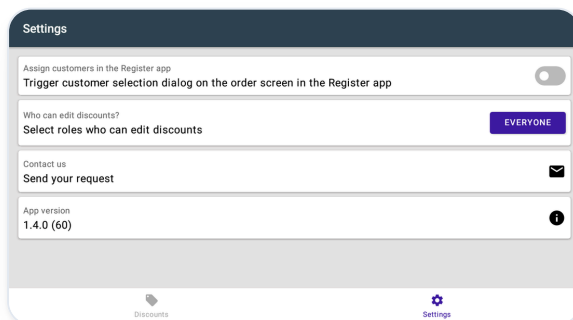
1. Add the people to the Clover **Customers** app first — the app reads that list.
2. Open **Customer Discounts**; the **Discounts** tab lists existing rules.



3. Tap **+** and name the discount.



4. Choose the type (Amount / Percentage) and, under **Apply discounts on..**, pick **Entire Order**, **Selected Items** or **Selected Categories**.
5. Choose **Selected customers** and tick the people, or **Any assigned customer** for everyone identified.
6. Set **Specified dates** — start and end dates, each with a **From** and **To** time — or **Endless**, tick the weekdays and save.
7. Open **Settings**, turn on the customer selection dialog and set who may edit discounts.



With **Any assigned customer** the discount applies to every identified customer — use it deliberately.

CONFIGURATION

Setup scenarios

Each scenario is a complete configuration — follow the steps in order.

Most configuration screens require the Clover employee role of Manager or Admin.

1 10% for regulars, always

The regulars list is in Clover already; the discount should follow the person.

1. Make sure the customers exist in Clover Customers.
2. Open **Customer Discounts** → **Discounts** and tap **+**.
3. Name it **Regulars** and choose **Percentage** with value 10.
4. Under **Apply discounts on..** choose **Entire Order** so it applies to the whole ticket.
5. Choose **Selected customers** and tick the people it applies to.
6. Set the timeframe to **Endless** and save.
7. In **Settings** turn on the customer selection dialog so the cashier picks the customer as soon as the first item is rung up.

2 Staff discount on food categories only

Employees get a discount on meals, not on cigarettes or gift cards.

1. Create a discount named **Staff**.
2. Under **Apply discounts on...** choose **Selected Categories** and select the food categories.
3. Choose **Amount** or **Percentage** as your policy requires.
4. Pick the employees' customer records under **Selected customers**.
5. Set **Endless** and save.
6. In **Settings** set **Who can edit discounts?** to **Admins only**.

3 A limited-time offer for identified customers

A campaign for anyone who signs up, running for two weeks.

1. Create a discount and choose **Any assigned customer**.
2. Under **Apply discounts on...** choose **Selected Items** and pick the promoted products.
3. Choose **Specified dates** and enter the campaign start and end, with the **From** and **To** times of day.
4. Tick the weekdays the offer runs on.
5. Save; when the campaign ends, open the rule's pencil menu and choose **Archive** to keep it for reuse.

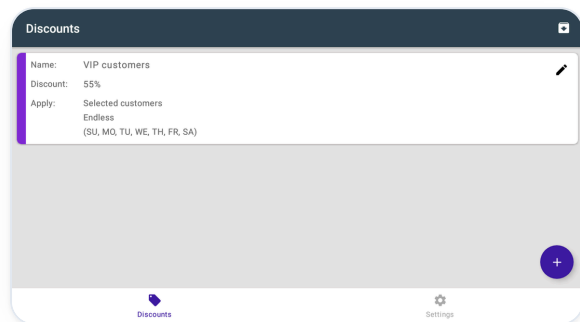
With **Any assigned customer** the discount applies whenever a customer is attached to the order — so make sure staff assign customers deliberately.

REFERENCE

Screens and settings

Every screen of the app and what each setting does. (4)

Discounts list



Name / Discount

The rule name and its value.

Colour stripe

The colour you gave the rule in the editor, down the left of the card.

Apply

Who it applies to and the schedule: the dates with their **From – To** times, or **Endless**.

Weekday chips

SU to SA; the green ones are the days the rule runs on.

Status dot

Active now, **Starts in ...**, **Ended**, **Disabled** or **No days selected**. An **Endless** rule ignores the hours, so it can still apply while this line reads **Starts in ...**.

Pencil

Opens a menu for that rule: **Edit**, **Archive** and **Delete**.

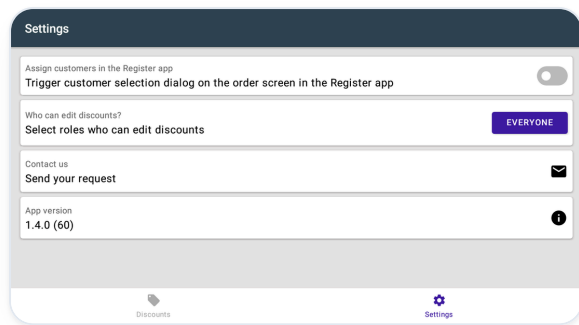
Archive icon (top right)

Opens the archived rules.

+ button

Creates a new discount.

Settings



Assign customers in the Register app

Opens the customer selection dialog on the order screen when the first item is added, once per order.

Who can edit discounts?

Everyone, Managers & Admins or **Admins only**. The role you pick covers creating, editing, archiving and deleting rules, and it also gates [Archives](#) and this [Settings](#) tab.

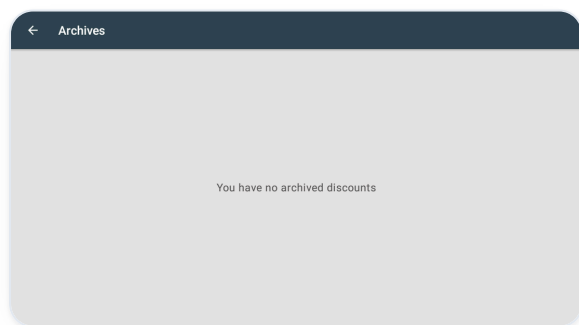
Contact us

Support request from inside the app.

App version

The installed version.

Archives



Archived rules

Kept with their settings; tap the rule or the restore icon to bring it back.

Deleting

There is no delete on this screen. Delete a rule from the Discounts list, before you archive it.

Empty state

[You have no archived discounts](#).

Customer selection dialog

When it opens

On the Clover device, when the first item is added to the order, and only if **Assign customers in the Register app** is on. It opens once per order.

Search

Type part of a name to narrow the list. Each card shows the first and last name only.

Tap a customer

Attaches that customer to the order at once and closes the dialog. The order note is replaced with the customer's name.

CANCEL

Closes the dialog with no customer. It does not open again for that order — attach the customer in the Register instead.

AT THE REGISTER

Everyday use

What the cashier does after the app is configured.

1. Ring up the first item; if the dialog is on, pick the customer straight away — it asks once per order.
2. The discount is applied as soon as the customer is attached — check the order lines.
3. For a walk-in customer, tap **CANCEL** ; no discount is applied.
4. If the wrong customer was chosen, remove the customer from the order first — the discount comes off — then attach the right one. Swapping one customer straight for another leaves the first customer's discount on the order. Removal matches by name, so a discount line called the same as a rule comes off too — do not name manual Clover discounts after a rule.
5. The app writes the customer's name into the order note, and clears the note when the order has no customer. Do not use order notes for anything else on these tickets.

IF SOMETHING IS WRONG

Troubleshooting

Symptom on the left, what to do on the right.

The discount never applies.

Check the status line on the card first: **Disabled**, **Ended** or **No days selected** explains it. Otherwise no customer is attached to the order, the customer is not in the **Selected customers** list, or the sale is inside the rule's dates but outside its **From – To** hours.

Staff keep forgetting to pick the customer.

Turn on **Assign customers in the Register app** so the dialog opens by itself on the first item. It asks once per order, so a cashier who taps **CANCEL** has to attach the customer in the Register.

A cashier changed a discount.

Set **Who can edit discounts?** to **Managers & Admins** or **Admins only**.

The customer list looks incomplete.

Customers come from the Clover Customers app — add them there, then reopen the picker.

The customer was swapped and the discount did not change.

Remove the customer from the order — the discount comes off — then attach the right one. Adding another item also forces a recalculation.

Archives or Settings will not open.

Who can edit discounts? gates them too. Sign in with a role that setting allows.

The app's dialog never appears on the payment screen; Clover shows "Customer is choosing payment method".

Open the Clover **Setup** app → **Payments** and uncheck **Automatically take payment on Connected Device**, so payment is taken on the primary device.

Settings cannot be opened or changed.

Sign in with an employee whose Clover role is **Manager** or **Admin**. Some apps also have their own **Restrict access** switch that locks the configuration.

The app works erratically, or stops reacting after the device has been idle.

Turn off Battery Saver in the device's Android settings and keep the device online.

A change made on one device is not visible on another.

Settings sync through the cloud; give it a minute and make sure both devices have a network connection.

QUESTIONS

FAQ

Where do the customers come from?

From the Clover customer list. Add or edit people in the Clover Customers app; they appear in the discount editor.

How does the cashier attach a customer?

In the Register, or automatically — the app can open the customer selection dialog when the first item is added to the order. It opens once per order; if the cashier taps **CANCEL**, attach the customer the normal way in the Register.

Can one customer have several discounts?

Yes, but keep the objects distinct (orders vs categories) so the result stays predictable.

Who can change the discounts?

Whichever role you allow in Settings: Everyone, Managers & Admins, or Admins only. That role covers creating, editing, archiving and deleting rules, and it also decides who can open **Archives** and the **Settings** tab itself.

What is the difference from Customer Assigner?

Customer Assigner automates assigning the customer (including tax-exempt handling); **Customer Discounts** decides what discount that customer gets.

Can I work from a computer?

Yes. customerdiscounts.payplaxe.com (<https://customerdiscounts.payplaxe.com>) opens the same app in a browser. Sign in with **Login via Clover**; Customer Discounts has to have been opened on your Clover POS once, or the sign-in is refused. It carries **Discounts**, **Archives** and **Settings**, and it adds the spreadsheet import. Everything at the register — the customer selection dialog and applying the discount to the order — happens on the Clover device only.

How much does it cost?

\$0.99 per month, with a 30-day free trial.

SUPPORT

Contacts

EMAIL

contact@payplaxe.com

TEXT MESSAGE

743-800-4077

WEBSITE

payplaxe.com (<https://payplaxe.com>)

IN-APP SUPPORT

Settings → Contact us

ANSWER TIME

5–15 minutes

Unofficial documentation set generated for PayPlaxe Clover POS apps. Prices and features follow the published product pages.

contact@payplaxe.com payplaxe.com (<https://payplaxe.com>)

Clover Apps (US) (<https://www.clover.com/appmarket/developer/851YWYC4PW440>)

Clover Apps (EU) (<https://www.eu.clover.com/appmarket/developer/FBG7E8TY6C95W>)