



Return Item

Clover refunds the money, but the item does not return to inventory by itself. Return Item puts it back: after a refund the app opens **Select items to return** on the screen, you tick what physically came back, and the stock count goes up. The same returns history also opens in a browser.

\$0.99 / month

Free trial: 30 days

Clover POS (United States and Canada)

OVERVIEW

How it works

1 Clover refunds money, this returns goods

The refund itself is done in Clover. The app puts the item back into the stock count.

2 It reacts to the refund

A background service watches Clover orders. When a refund is processed, **Select items to return** opens on its own; older returns are done from **Orders**.

3 Stock tracking is required

Track Stock must be on for your Clover account. The app checks this when it opens and warns you if it is off.

4 The log lives in your PayPlaxe account

Every return is posted to your PayPlaxe account for this merchant, which is why the same history opens in the browser and can be exported. Clover receives only the stock change.

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

FEATURES

What it does

01

Opens by itself after a refund

When a refund is processed on the Clover device, **Select items to return** appears with the refunded lines of that order already ticked.

02

Return from a previous order

Orders lists the last 100 orders for returns handled later. The search box matches the order ID.

03

Quantity per line

Tap the quantity box on a line to open **Change quantity** and enter how many units actually came back.

04

History and return receipts

Every return is recorded. Tap a row for date, item name, item ID, count and amount; **Print Receipt** prints a Returned Item slip on the Clover printer.

05

Reports by date

The history opens on today. Set the two date cards to any period, then create a report: a QR code of the link plus **SEND VIA EMAIL**.

06

Clover Orders shortcut

Launch Orders opens Clover Orders to find the sale and its order ID.

07

Works with stock tracking

The app checks that Track Stock is on for your Clover account and warns you when it is not.

08

Web version

returnitems.payplaxe.com (<https://returnitems.payplaxe.com>) opens the same returns history in a browser, with **Report** and **Settings** only. It is the same app you already have on Clover — the reports and settings side of it, with nothing extra to buy. Sign in with **Login via Clover**. Returning items stays on the Clover device.

INSTALL

Price & installation

\$0.99 / month

↓ **Install on Clover App Market** (<https://www.clover.com/appmarket/apps/9YBJDNXSJFGR4>)

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

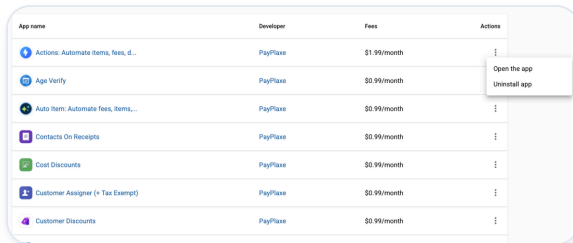
How to install

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

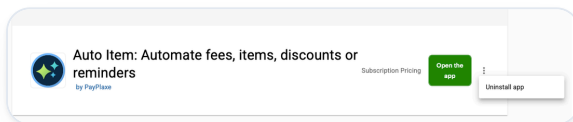
Cancelling means uninstalling the app — there is no separate billing screen.

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...	PayFlare	\$1.99/month	⋮
Age Verify	PayFlare	\$0.99/month	⋮
Auto Item: Automate fees, items, ...	PayFlare	\$0.99/month	⋮
Contacts On Receipts	PayFlare	\$0.99/month	⋮
Cost Discounts	PayFlare	\$0.99/month	⋮
Customer Assigner (+ Tax Exempt)	PayFlare	\$0.99/month	⋮
Customer Discounts	PayFlare	\$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.

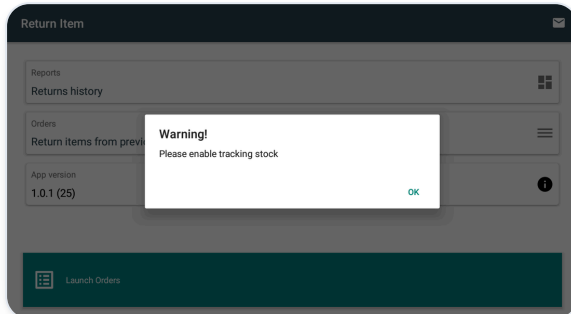
Install and cancel any time from the Clover App Market.

START HERE

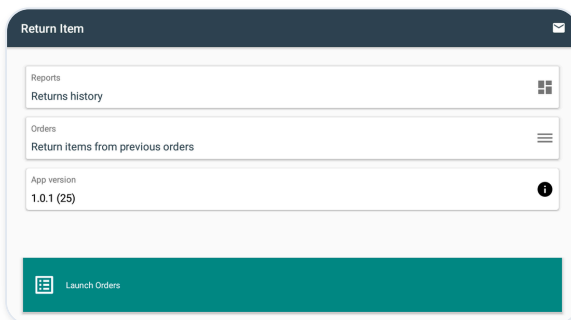
First setup

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

1. In Clover Inventory turn on **Track Stock** so Clover keeps stock counts for your account.
2. Open **Return Item**. If Track Stock is off you will see **Please enable tracking stock**.



3. The main screen offers **Reports**, **Orders** and **Launch Orders**.



4. Do a test: sell one unit and refund it in Clover. **Select items to return** opens by itself; press **RETURN ITEMS** and check the stock count.

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 Prepare: turn on stock tracking

Track Stock has to be on for your Clover account before a return can land in a stock count.

1. Open Clover Inventory and turn on **Track Stock** so Clover keeps stock counts for your account.
2. Open **Return Item**; if Track Stock is off, the app shows **Please enable tracking stock**.
3. Turn Track Stock on for your account in Clover Inventory, then reopen the app.
4. Do a test: sell one unit, refund it in Clover, then return it with the app and check the count.

2 A customer returns a product

The money goes back in Clover; the goods must go back on the shelf and into the count.

1. Refund the payment in Clover as you normally would.
2. **Select items to return** opens by itself on top of whatever is on screen. The refunded lines are already ticked, and the other lines of the same order are listed unticked.
3. Untick anything the customer did not physically hand back. Every ticked line is added to its Clover stock count when you confirm, and the app has no undo.
4. If only part of a line came back, tap its quantity box, type the number of units in **Change quantity** and confirm with **Ok**.
5. Press **RETURN ITEMS**: the stock counts go up and the returns appear in the history. **CLOSE** dismisses the dialog and changes nothing.

Return only what you actually received back — the count follows what you tick, not the refund.

3 Return an older refund from Orders

If the pop-up was closed, or the goods come back a day later, the return is done from the order list.

1. Open **Return Item** and choose **Orders** · **Return items from previous orders**.
2. The list shows the most recent 100 orders with time and date, total, payment state and order ID.
3. Type the order ID in the search box; it matches the order ID only, not a customer name, an amount or a date.
4. If you do not have the ID, use **Launch Orders** to find the sale in Clover Orders and copy it from there.
5. Tap the order, untick what did not come back, adjust quantities, then press **RETURN ITEMS**.

4 Check what was returned this month

Returns are a shrinkage signal worth watching.

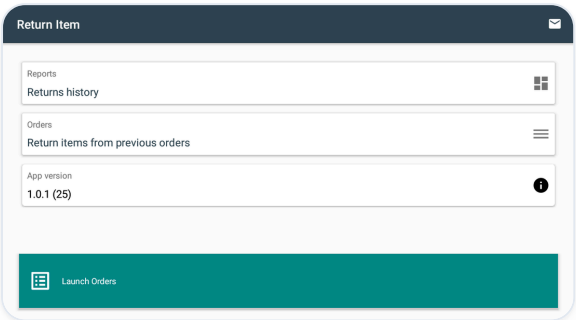
1. Open **Reports** · **Returns history**. It opens on today only.
2. Tap the two date cards to set the start and the end of the period you want.
3. Tap a return for its details, and **Print Receipt** if you need a paper copy.
4. Tap the share button and confirm **Create report?**: a QR code of the report link appears, with **SEND VIA EMAIL**.
5. Access to that link expires — the app says one hour, the browser version says 24 hours. Create the report again if the link stops opening.

REFERENCE

Screens and settings

Every screen of the app and what each setting does. (5)

Main screen



Reports · Returns history

Returns recorded in the selected period; opens on today — tap the two date cards to widen the range.

Orders · Return items from previous orders

The most recent 100 orders, searchable by order ID.

App version

The installed version.

Launch Orders

Opens Clover Orders to find the sale.

Support (envelope icon)

Opens the PayPlaxe contact dialog.

Orders list

Search...

Matches the Clover order ID only — not a customer name, an amount or a date.

Order row

Time and date, order total, payment state and the order ID.

List length

The most recent 100 orders, or the last 100 matches of a search.

Tapping a row

Opens Select items to return for that order.

Select items to return

Item row

Item name and price, a quantity box and a checkbox. Lines already refunded arrive ticked; the other lines of the order are listed unticked.

Quantity box

Tap it to open Change quantity and type how many units came back. The stock count goes up by that number.

RETURN ITEMS

Adds every ticked line to its Clover stock count and records it in the history. Untick what did not come back first — the app has no undo, and a wrong count has to be corrected in Clover Inventory.

CLOSE

Closes the dialog without changing any stock count.

Returns history

Date cards

Start and end of the period. The screen opens on today, 00:00 to 23:59.

Row · Info

Date, item name, item ID, count and amount.

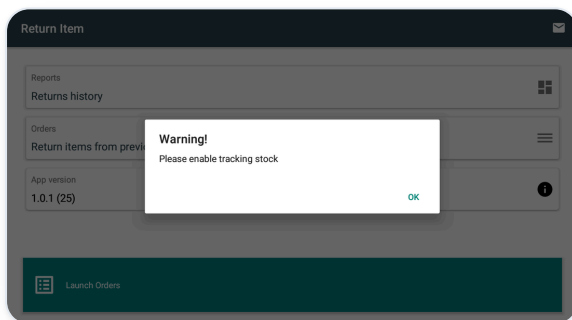
Print Receipt

Prints a Returned Item slip on the Clover printer with the store header, the item and the amount.

Share button

Create report? → a QR code of the report link, plus SEND VIA EMAIL. Access to the link expires.

Stock tracking warning



Please enable tracking stock

Shown when Track Stock is off for your Clover account; turn it on in Clover Inventory.

OK

Closes the warning. The app still writes the stock update for every ticked line, but with Track Stock off Clover keeps no count for the item: the write starts from zero, so the resulting count is wrong. Turn Track Stock on first.

AT THE REGISTER

Everyday use

What the cashier does after the app is configured.

1. Refund the payment in Clover as usual.
2. **Select items to return** opens by itself; untick anything the customer did not hand back.
3. Correct the quantity on a line if only part of it came back, then press **RETURN ITEMS**.
4. For an older refund, open Return Item → **Orders** and find the order by its ID.
5. Check the returns history at the end of the day.

IF SOMETHING IS WRONG

Troubleshooting

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

Please enable tracking stock .

Track Stock is off for your Clover account. Turn it on in Clover Inventory, then reopen the app.

The order cannot be found.

The list holds the most recent 100 orders and the search box matches the order ID only. Use **Launch Orders** to find the sale in Clover Orders, then search by the order ID shown there.

Stock did not increase.

The line was not ticked in **Select items to return** , so nothing was written for it. Open **Orders** , find the order and repeat the return with the line ticked.

The count is wrong after a return.

What was added is the quantity shown on the line. With Track Stock off Clover keeps no count for the item, so the write starts from zero. Turn Track Stock on in Clover Inventory and correct the count there.

The pop-up appeared after a refund and I closed it.

Nothing went back into stock. Open **Orders** , find the order and do the return from there.

The report link no longer opens.

Access to a generated report expires. Open the returns history and create the report again.

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

Does the app refund money?

No. Refunds are done in Clover; Return Item puts the goods back into your stock count.

Why does 'Select items to return' appear on its own?

The app listens for refunds on the Clover device. When one is processed, it opens the dialog with the refunded lines of that order already ticked. **CLOSE** dismisses it without touching any stock count.

Why do I see 'Please enable tracking stock'?

Track Stock is off for your Clover account, so Clover is not keeping stock counts and there is nothing to add the return to. Turn it on in Clover Inventory and reopen the app.

Can I return part of an order?

Yes. Tick only the lines that came back, and tap the quantity box on a line to enter how many units came back in **Change quantity**.

Where is the history kept?

In your PayPlaxe account for this merchant — not on the device and not inside Clover. That is why the same history opens in a browser and can be emailed as a report. Only the stock count is written back to Clover.

Can I do this from a computer?

You can read and export the history, not make returns. returnitems.payplaxe.com (<https://returnitems.payplaxe.com>) opens **Report** and **Settings** in a browser and signs in with **Login via Clover**; the app must have been opened on the Clover device first. The browser has no order list and no **Select items to return**, so it cannot put anything back into stock, and it cannot print a return receipt. Returns are not attributed to an employee, so its Employee column stays <not set>.

How much does it cost?

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

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>)