Event Equipment Rental & Purchase

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GiveSmart is accessible through a browser from any device. Visiting **www.givesmart.com** and click 'Platform Login' in the top right, or the campaign's website URL, and sign in which allows you access to the campaign based on your **User Role**. All visitor and admin capabilities can be done through the browser, except swiping credit cards.

NOTE: If you intend to pair the device with a compatible credit card swiper, you will need to download the '**GiveSmart Event Application**' on that device.

iPad & Payment Device Rentals from Fello

To Rent Hardware Click Here

Equipment rentals are the easy way to ensure you have compatible devices backed by vendor support for your event. iPad and payment device bundles, if needed, can be rented from **GiveSmart.Fello.com**. Fello is our exclusive vendor for event equipment. iPads rented from Fello come with the GiveSmart app already installed on the iPad. **Do NOT** place an order on the main Fello.com site, or your iPad will not have the GiveSmart app pre-loaded or a payment device included. Minimum order quantities apply.

- ***COMING JUNE 1st***: Clover Go bundles come with iPads (9.7" or Mini's), Clover Go payment devices, 4G LTE Data and iPad and Clover Go chargers.
    - **Bundles start $90/bundle*** + shipping and insurances
- Magtek bundles come with iPads (9.7" or Mini), Magtek card swipers, 4G LTE Data and chargers.
    - Bundles start at $83/bundle* + shipping and insurance

**All starting prices have a minimum order of 3 bundles and is for a 3-day minimum rental.*

Important Note:

- If a customer has an order already placed, and their event date is after June 1st, 2025 - they should expect Magtek bundles in that existing order.
- If a customer would like to upgrade their bundles to include only Clover Go's they can reach out to sales@fello.com to request an upgrade. Fello will assist with the upgrade providing that inventory is available. It is recommended NOT to cancel your existing order.
- Clover Go availability is limited until Fall 2025.

For any questions or concerns about an order or support, please contact Fello:

- Sales questions: **sales@fello.com** or **help@fello.com**
- Any shipping issues or questions: **rentals@fello.com** or **help@fello.com**
    - Please ensure the mailing address used is a physical address where an

individual from your organization will be present to receive the shipment. Do NOT utilize PO Boxes or WeWork addresses.

- **Support questions, please call 888-528-6288** - Fello Support Agents are available daily from 9:00am - 10:00pm EST

Rental capacity for busy dates can fill up in advance, so we recommend that orders be placed as early as possible in your planning process. **Orders attempted under 14 days may encounter blackout dates that will not be able to be fulfilled.**

Purchase a Clover Go Payment Device

Click here: Fiserv Clover Go Payment Device Order Form

The order form above prompts GiveSmart to place an order for a **Fiserv-enabled** Clover Go 3 - CardPointe Integrated payment device on your behalf using your MID. This model and the previous Magtek iDynamo 5 Gen II are the only two payment devices that are compatible for use with **GiveSmart Events** (Fundraise is not yet compatible with Clover Go). Clover Go payment devices sourced through Fiserv are uniquely coded and securely encrypted to work with your Fiserv merchant account. (Fiserv is formerly known as CardConnect.)

- Clover Go's cost $99.00 each and are **non-refundable**; replacements are available within 30 days of order receipt (A defective device need to be returned. A shipping label will be provided.)
- The organization will receive a debit as an 'Equipment Order' via their merchant account, therefore, it will occur at the end of the month following the month that the Clover Go was ordered.
- Current order processing and shipment time is 7-10 business days. Expedited shipping is available.
- If you'd like to order more than 25 Clover Go's, please reach out to your CSM. Processing and shipment time for all bulk orders range from 3-6 months.

Clover Go payment devices should be purchased as far in advance of intended usage to ensure you account for any delays in shipping time, as well as give your organization a chance to familiarize themselves and troubleshoot any issue(s) before the date of intended use. We typically recommend no later than 30-40 days prior to your event date.

Tip: Clover Go's are only compatible with Apple devices with a min requirement of iOS 15. Check to see if your Apple device is compatible. **iOS 15** or **iPadOS 15**

Can I use a Clover Go payment device that I have already or purchase them from another

vendor?
No, the Clover Go payment devices must be purchased through this order form. These devices come from the manufacturer direct to Fiserv, then direct to you, the customer. The Fiserv security encryption cannot be done anywhere outside of Fiserv and their encryption is needed in order for it to work with the Fiserv gateway, where your organizations GiveSmart merchant account (MID) lives.

Magtek Swiper Update (Oct 2024)

Please be advised that Magtek Swipers are currently discontinued. If you'd like to rent hardware with Magtek swipers please visit GiveSmart.Fello.com.

Note: Magtek Swipers previously purchased through GiveSmart/Fiserv will continue to be supported and remain compatible with GiveSmart applications.

- If you own a Magtek iDynamo 5 swiper and want to use your own device, check to see if your device is compatible, click here.

Pre-Event Testing

We highly recommend testing your equipment as soon as it is received so that replacements can be arranged if needed. If the troubleshooting tips do not work and a payment device is truly defective, unfortunately there is nothing that can be done to fix that on event day, however **alternative methods can be used to collect credit card information** .

- For troubleshooting tips on Clover Go payment devices, check out: Clover Go Troubleshooting.
- For troubleshooting tips on the Magtek iDynamo 5 swipers, check out: Swiper Troubleshooting.
- If you rented the equipment and are having issues, contact Fello at 888-528-6288.
- If you purchased payment devices and are having issues, contact your GiveSmart Customer Success Manager (CSM).