

Equipment *(retail prices valid as of April 27, 2026)*

- Square Reader (2nd generation) - $69.00 *($79.35 with HST)*
- Add Bosstab Dock for Square Reader + $49.00 *($56.35 with HST)*
- Total Cost = $135.70

You can order online:
https://squareup.com/shop/hardware/ca/en/products/chip-card-reader-with-nfc-ca
or Staples, Best Buy, some Walmart locations and Amazon

You need to create an account via Square once equipment has been purchased:
https://app.squareup.com/signup/en-US

Fees *(as of April 27, 2026)*

These fees are deducted from the total of each transaction before transferring to bank account:

- 2.5% for all major credit cards
- 0.75% + 7¢ per Interac chip and PIN or tap (Apple or Google Pay)

Transfer Fees to the Crime Stoppers Bank Account:

- Minimum amount is $25.00 CAD and maximum is $5,000 CAD in a single transfer.
- 1.5% of amount (on top of the transaction fees listed above) if you wish to instantly transfer to bank account.
- Standard transfer (recommended): All Square merchants start with their standard transfer schedule. With this schedule, funds are usually **transferred to the bank account within 36 hours or 1–2 business days of a transaction.**

Compatibility *(Smart Phone or Tablet)*

- Apple: Any device running iOS 16.0 or greater, excluding iPad 2 and iPad 3
- Android (Google): Most devices running 9.0 or later.

What you need to know before you start

Bank verification can take 4 business days. If your event is upcoming, ensure to get this started in a timely manner. Square requires a transactional bank account *(an account that allows for both transfers and withdrawals)* to support refunds or chargebacks. Prepaid cards or online-only accounts (such as PayPal) aren't supported.

What is bank verification?

Square verifies bank accounts by instantly linking via Plaid or via a 1–4 business day manual process involving small test transactions ($0.01–$0.99) sent to and withdrawn from the account. Users must enter the bank routing/account numbers in the Square Dashboard and confirm the small amounts. You will need to coordinate this with the Provincial Treasurer who can access the bank account and confirm these test transaction amounts. **If multiple chapters are doing this simultaneously, there will need to be a schedule to avoid confusion/failure of verification.**

Bank Account for Transfer of Funds

Please validate with Provincial Treasurer prior to event as banking info may change. Any new bank accounts added to Square will need to go through the bank verification process (see above)

Scotiabank (Bank of Nova Scotia / Banque de Nouvelle-Écosse)
Branch : 00364
Institution : 002
Account: 20024-0151718

Receipts (Unofficial and Official)

Transactions via the Square Reader does not produce paper receipts or have the ability to send receipts via email.

Unofficial: If the person requires an 'unofficial' receipt (such as purchase of goods, merchandise, or food), you will need to record their name, phone number, and email address, along with the amount given and date of transaction. These can be issued by the Chapter Treasurer directly.

Official: If the person wishes to make a donation (does not apply if donor is getting anything in return - such as for food, ticket sales for prizes, or article of clothing, etc.), they qualify for an official charitable tax receipt. You will need to record their name, phone number, complete mailing address, email address, as well as the date and amount of donation. Official receipts can only be issued by the Provincial Treasurer, who will email or mail the donor directly.

Multiple Users

Scenario: *"Multiple volunteers will need to accept Payments using our account, and we will have a different "cashier" every 2 hours. Is it possible to have the cashier download the Square app to their phone and sign-in with the Chapter's username/password and use our Square POS to accept payments?*

Essentially yes, however, there are several things to consider:

Square's hardware (Magstripe Reader and/or Contactless and Chip Reader) can be used on different smart devices. If using Bluetooth (Contactless and Chip Reader), it must be disconnected from the current device before connecting to the new device (so you can swap readers).

Make sure that the people who are helping you have compatible devices and have the latest operating version installed before downloading and installing Square's POS (Point of Sale) App.

If you're ok with those volunteers/members using your Square Account Password, that's fine. However, understand that they will have **FULL ACCESS** to your Square Account. A better option is to use Square's Team setup whereas you can assign permissions (access to what you want them to see or do). You can setup a generic user instead of several different users (that makes it easier for you to manage). For the generic user, it's recommended that we set up an email address through our Microsoft 365 Account - then each person can use the same login.

Learn about Square Team setup here: *https://squareup.com/help/us/en/article/8356-add-and-manage-team-members*

Is Square secure?

Square Payment ensures all payments made through the platform are encrypted, protecting data and security for all customers and supports.

For extra protection, you can also set up a 2-step verification feature on your Square Payment account to add a layer of security to your account. Even in the event of a dispute, Square Payment guarantees to manage it for free, so they will form a dedicated team to solve the problem with your bank.

Issuing Refunds

Square allows users to process full or partial refunds directly through the POS (Point of Sale) app or Dashboard within one year of the transaction. Refunds take 2–7 business days to process, with customers typically receiving funds in 9–14 business days. As of April 2026, Square does not return processing fees on refunded transactions

IMPORTANT: Notifying Provincial Treasurer of Impending Event and Transfer of Funds

Since multiple chapters may be using various Square devices simultaneously and depositing to the same bank account, it's imperative to notify the Treasurer ahead of time about any events. The Provincial Treasurer should also be notified when transfers from Square to the Bank occur (along with their associated amounts) so that proper fund allocation to the chapter can take place. **If this is not done, the chapter may not be attributed to the funds received.**