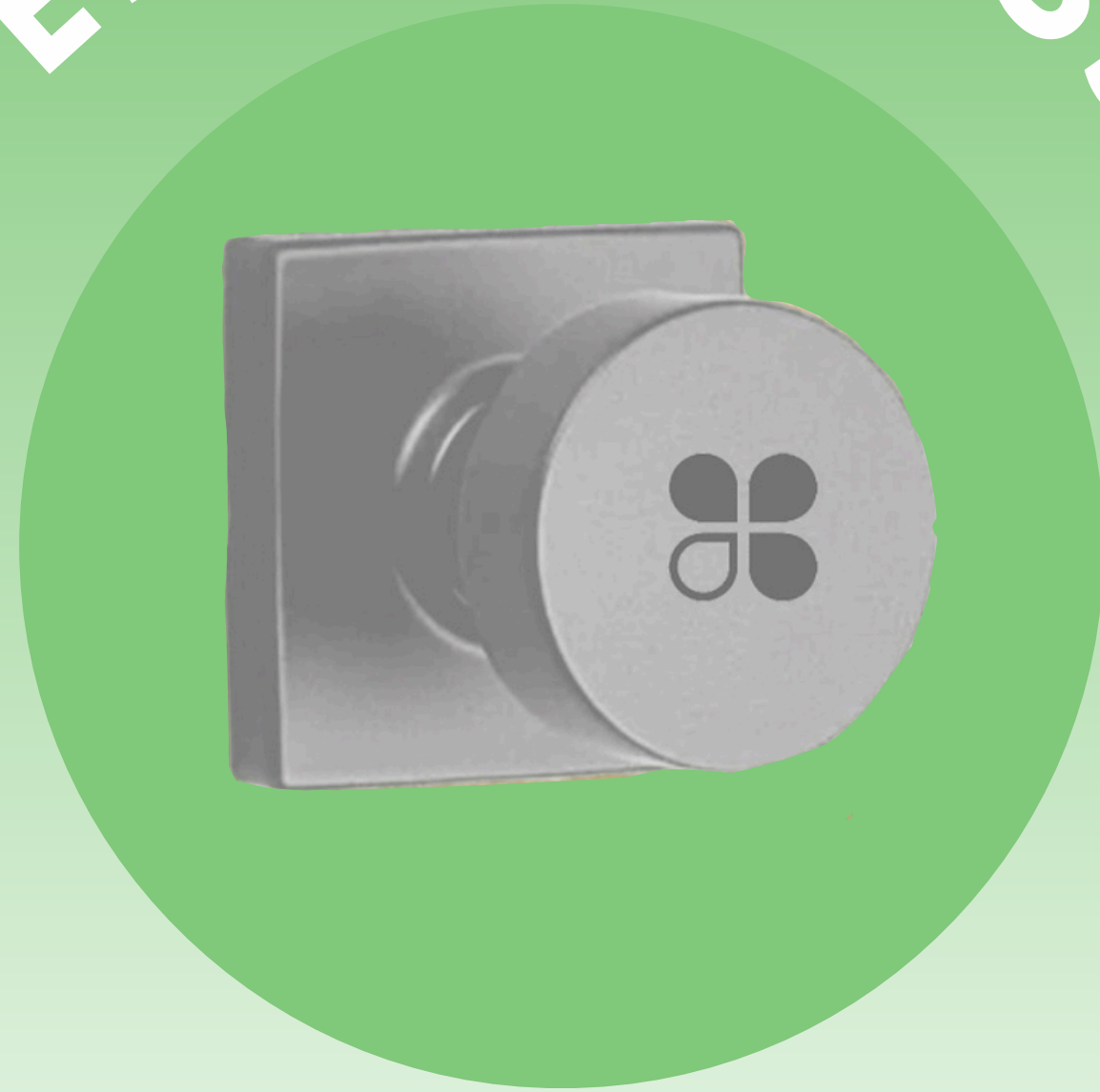


CLOVER COMPASSION



A POS REDESIGN



BRIEF

“Using the current Clover POS systems as a reference, redesign an innovative way to perform a product purchase within the context of an imaginative business of your choosing. Research the Clover POS system, integrate three Clover systems into your business make up, and pick one to reimagine in terms of user interaction and visual appearance” -Denise Heckman (IND 278)



WHAT IS CLOVER?

At Clover, we design and build low-cost and highly functional **Android-based point of sale (POS) systems for small- or medium-sized businesses (SMBs). Clover merchants use our suite of apps for different business functions.**

Clover is an open platform allowing third-party developers to build apps and integrate external POS systems with Clover devices.

Clover is the fastest-growing POS platform backed by Fiserv, a market leader processing over 50% of global card transactions. We currently operate in the United States, Canada, United Kingdom, Ireland, Germany, Austria, and Argentina, and we are expanding to new regions to serve merchants around the globe.



CLOVER DUO



- Accept all credit and debit cards
- Take payments on Station Duo, your phone or online
- Use Tap to Pay on iPhone with the Clover Go app Add tip to a bill
- Manage invoicing and recurring payments
- Create items and categorize them
- Create variations of items and add customization options
- Track stock for items and mark “sold out”
- Create itemized orders and apply item- or order-level discounts
- Order numbers
- Open tabs
- Order types and QR code ordering
- Detailed sales reports and tax reporting
- Real-time sales tracking
- Cost tracking by item
- Item cost reporting
- Manage employee profiles
- Payroll integrations



CLOVER GO



- Accept all credit and debit cards, cash, checks, mobile wallets
- Take payments on your phone or online
- Use Tap to Pay on iPhone with the Clover Go app
- Add tip to a bill
- Manage invoicing and recurring payments
- Create items and categorize them
- Track stock for items
- Create itemized orders and apply item- or order-level discounts
- Integrate with existing online store

CLOVER FLEX



- Accept all credit and debit cards, cash, checks, mobile wallets, Venmo
- Take payments on the Flex, your phone, or online
- Use Tap to Pay on iPhone with the Clover Go app
- Add tip to a bill
- Manage invoicing and recurring payments
- Create items and categorize them
- Track stock for items
- Create itemized orders and apply item- or order-level discounts
- Itemized returns and exchanges
- Cost tracking by item
- Item cost reporting
- Payroll integrations
- Create customer database
- Offer promotions and loyalty program
-



HOW MIGHT WE...

**TURN TRANSACTIONS INTO
ACTS OF COMPASSION?**



DESIGN OPPORTUNITIES

**Reimagine language used
while performing a
transaction payment**

**Redesign physical
acknowledgement of
payment completion**

**Reimagine associations
connected to purchase
completion (feeling exploited)**



CLOVER COMPASSION

Clover Compassion looks to reinterpret the systems of the clover flex, to design a transaction experience rooted in positivity and **affirmation rather than exploitation, creating a more personal and intimate customer interaction.**

INSPIRED BY METAPHOR

"CLOSING A DOOR"

"ENDING A CHAPTER"

"STARTING A NEW CHAPTER"

"BURNING BRIGHT"

"CUTTING TIES"

INSPIRED BY ACTION

HIGH FIVE

BREAKING SOMETHING

FIST BUMB

CHEERS

BURNING SOMETHING

DEEP BREATH

HUG

RINGING A BELL



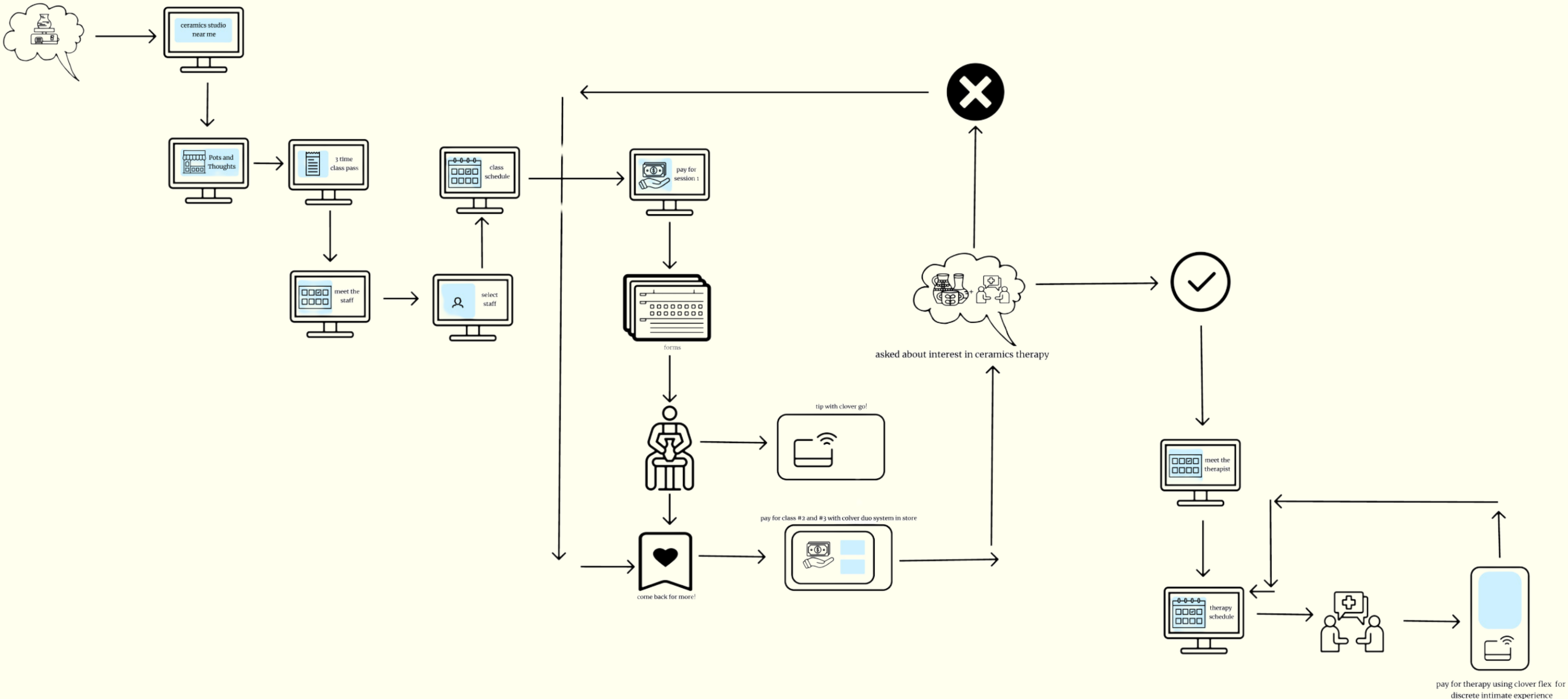
CASE STUDY: POTS AND THOUGHTS

BUSINESS DESCRIPTION:

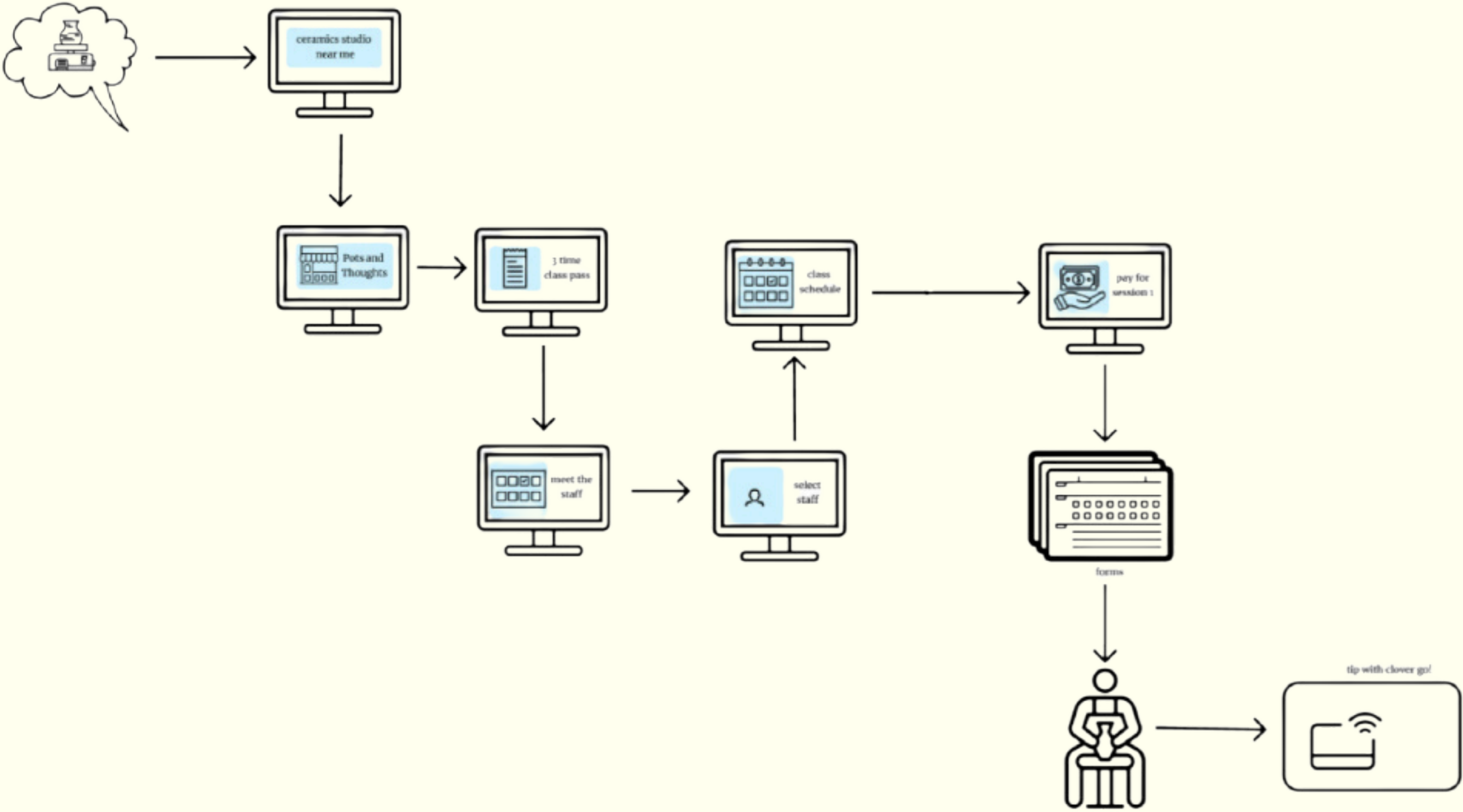
Pots and Thoughts is a small locally owned ceramics studio focused on strengthening local community and access to mental health resources. On top of offering ceramics classes and studio memberships, members can opt to take art therapy with certified clinicians **joining their passion for clay with the power of self help.**



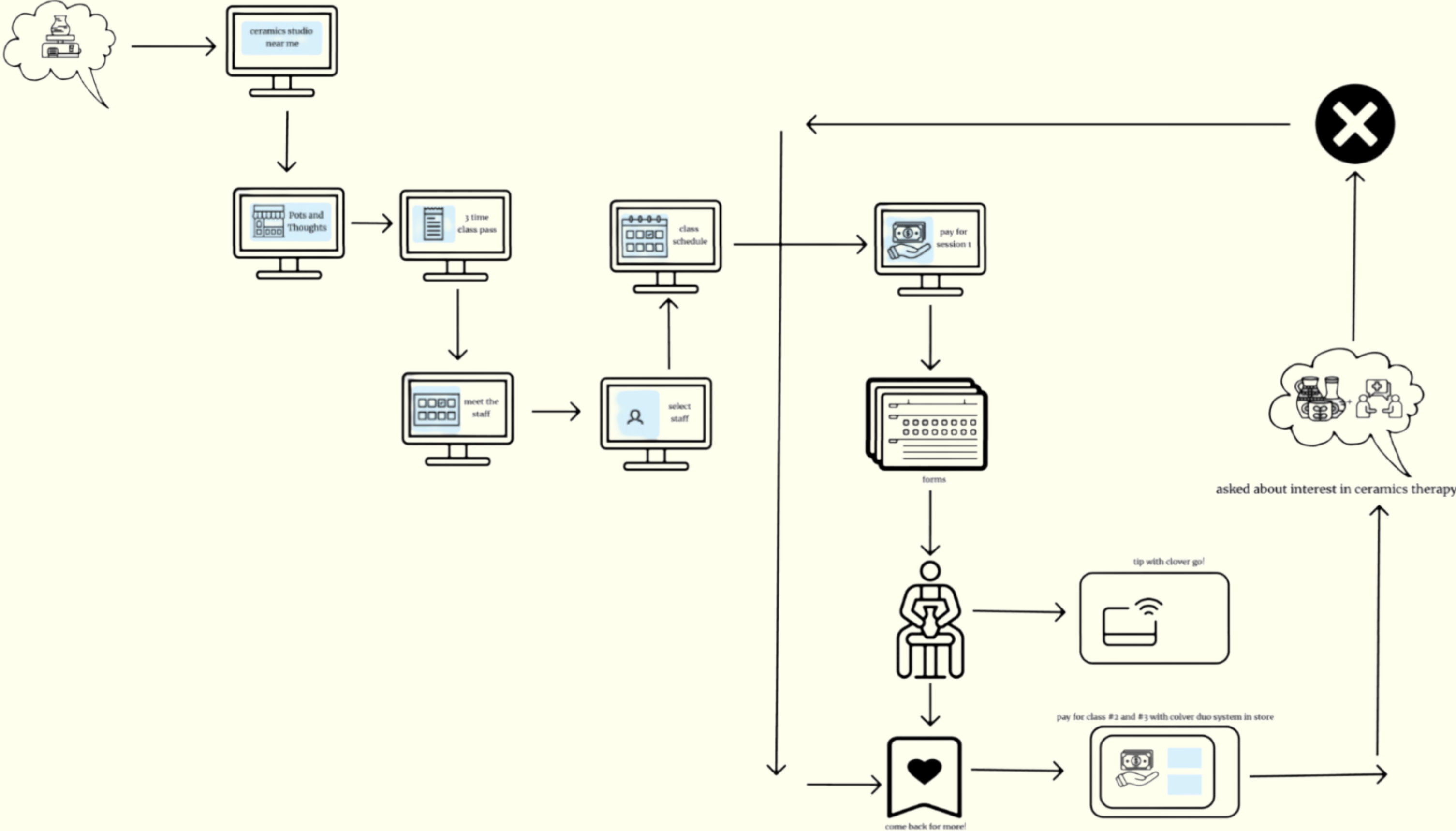
COLVER COMPASSION USER FLOW



COLVER COMPASSION USER FLOW



COLVER COMPASSION USER FLOW



COLVER COMPASSION USER STORYBOARD

USER 1: SELF HELPED

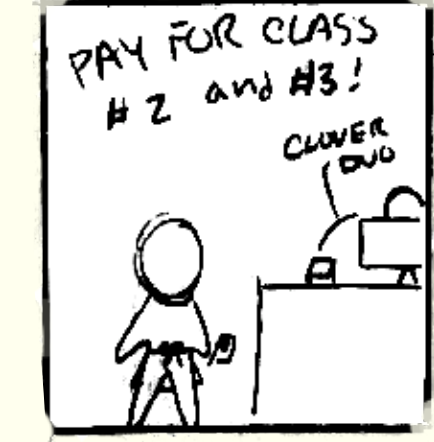
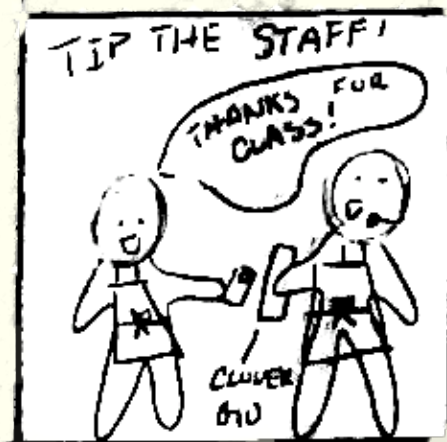
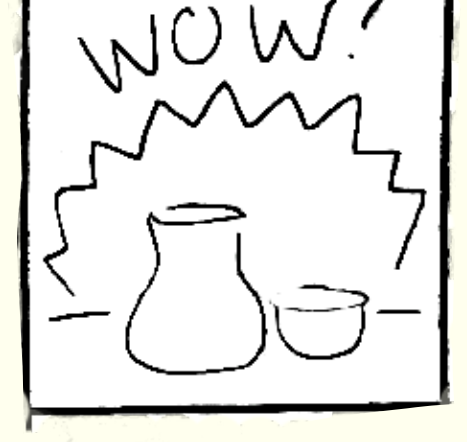
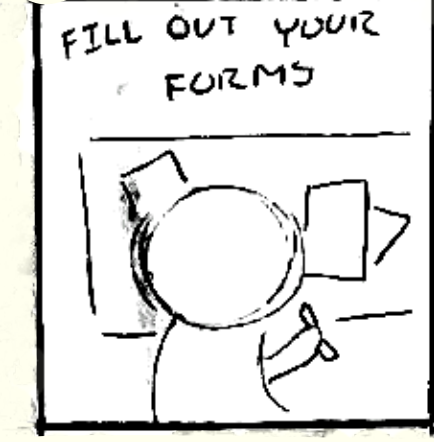
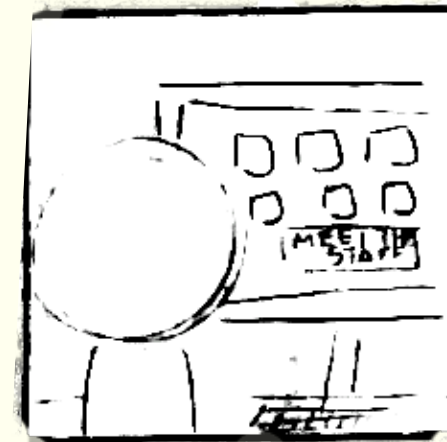
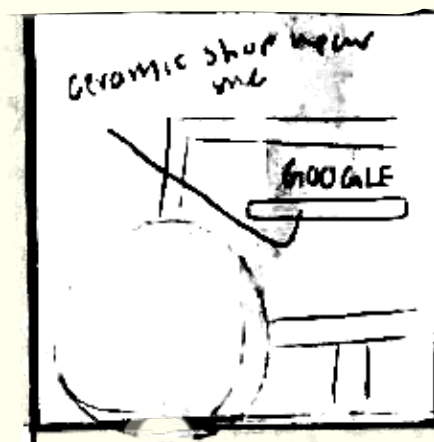
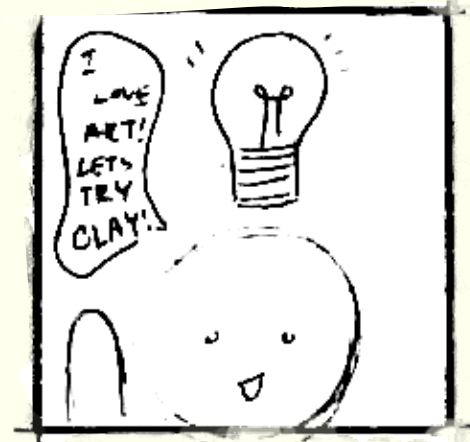


USER 2: PRESCRIBED



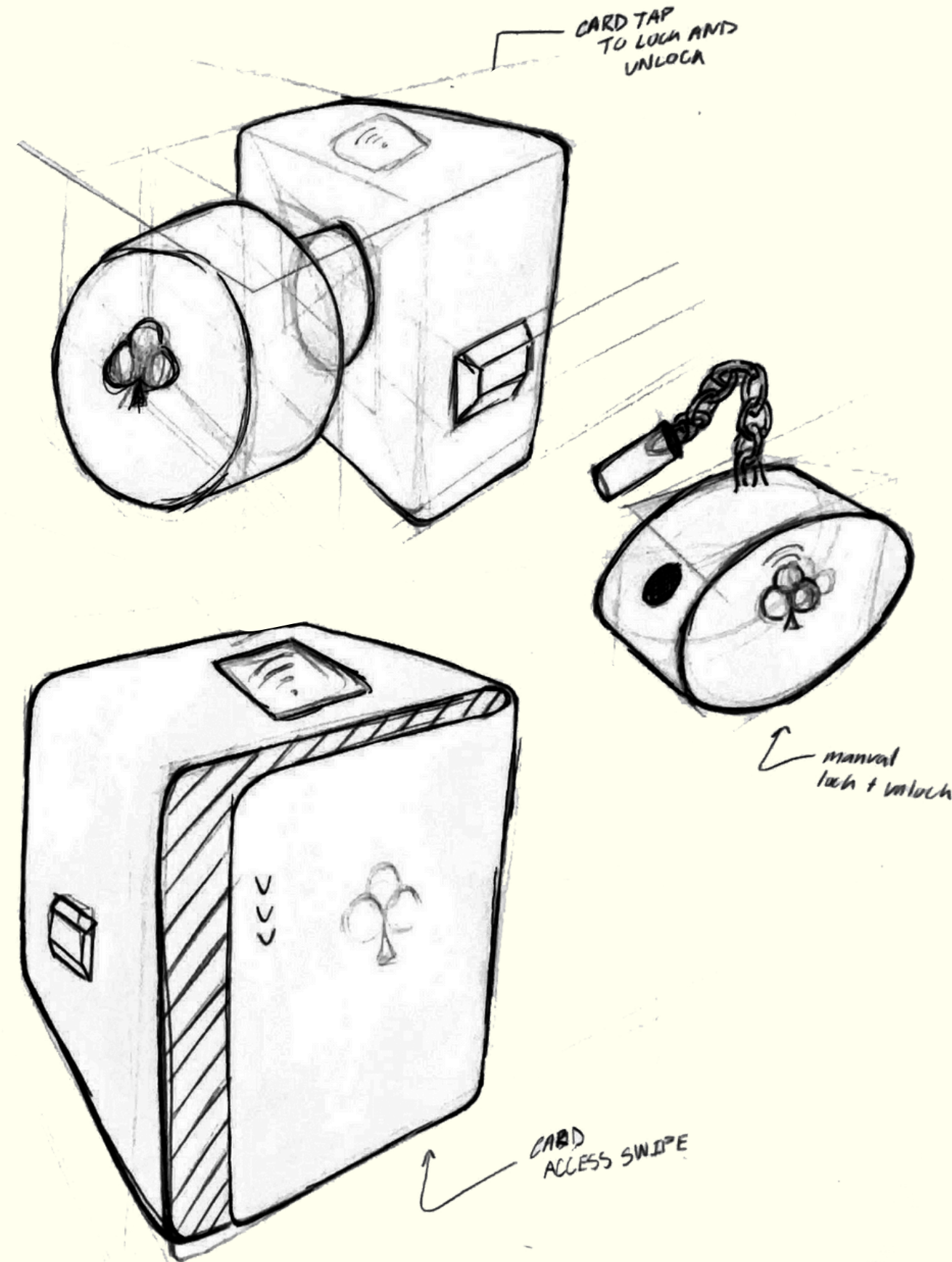
COLVER COMPASSION USER STORYBOARD

USER 3: ONLY HERE FOR THE CLAY



CLOVER COMPASSION

CLOVER LOCK



CLOVER COMPASSION

Clover Compassion uses the technology of the Clover Flex in collaboration with the back-end systems of the Clover Duo to allow for art therapy session payments to occur discreetly through the opening and closing of each art therapy room's door.

Pre-saved billing information collected through preregistration forms will be linked to an art therapy room once guests are checked in. **When that room is first opened, the charge for therapy will be initiated, when the door is opened and closed at the end of the session the transaction will be completed, both signifying closing the door on the work of that session as well as closing the payment.**

