

REVIEWING BALANCE

Customers can view their balance any time by registering their card at www.getyourbalance.com

REVIEWING REPORTING

As a merchant you can view your transaction reporting at www.myprogramadmin.com/employee/sign-in

You can login into the site above with your Location ID, Employee ID, and Employee Password. Go to transaction Reporting. Select the date range for the report and click Report.

For additional help or support:

Hawthorne Payments

Phone: (800) 844 – 8288 Email: Support@gohp.com

Available Weekdays 8am – 9pm EST Closed on Weekends

Factor 4 Gift Support

Phone: (844) 444 – 4013 Email: Support@factor4gift.com

Available Monday – Thursday 6:30am – 8pm EST

Friday 6:30am – 7pm EST

Saturday 8:30am – 2:30pm EST

Sunday 10am – 3pm EST

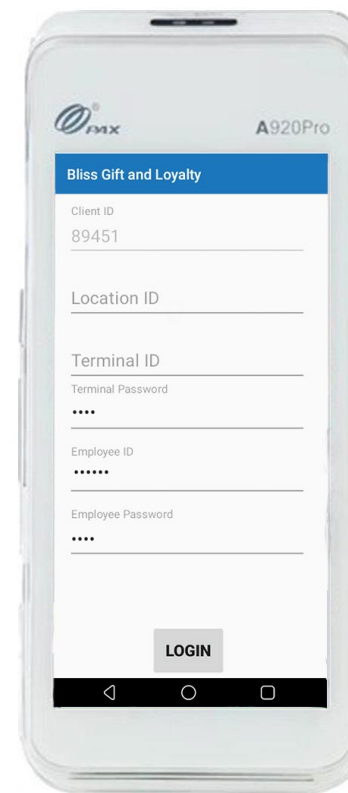
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Hawthorne Payments, LLC.



Quick Reference Guide

PAX® A920
PAX® A80



Location ID: _____

Terminal PW: 123456

Terminal ID: _____

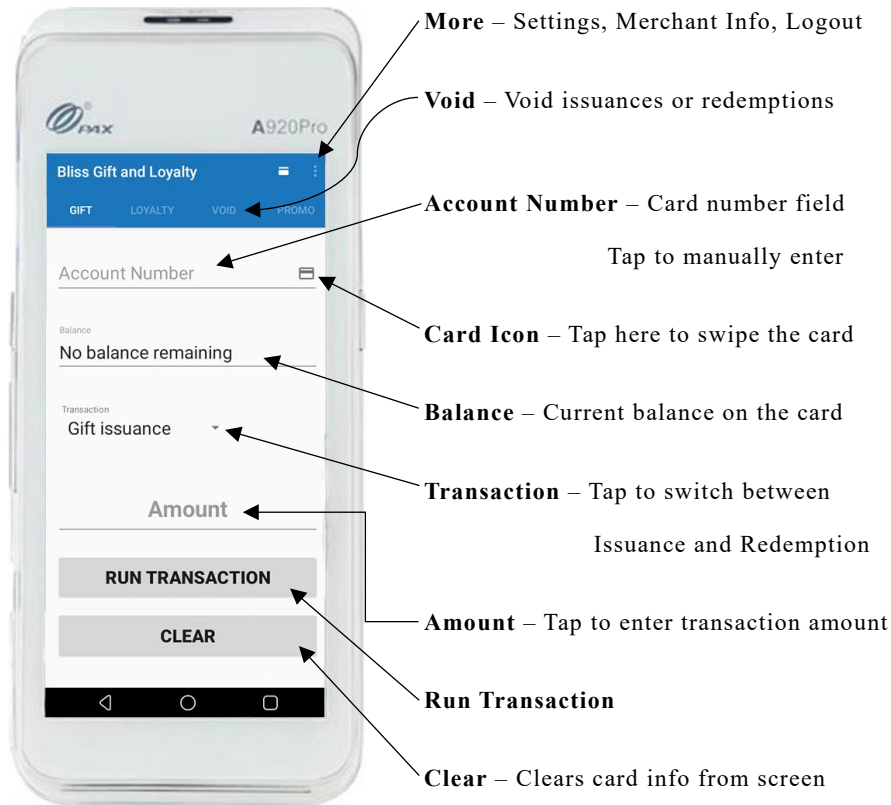
Employee ID: 1000

Employee PW: 2000

LOG IN

You will be provided with your login credentials.
Type your credentials and login.

Then set the Login Timeout to never by:
Click More > Go to Settings > Login Timeout > Never



TO CUSTOMIZE RECEIPT

Click More > Go to Settings > Select use Merchant info on Receipt >
then go to Merchant info and fill in all desired fields > then SAVE >
Click the triangle at the bottom left to go back to the main screen.

ISSUE

Fill in the account number by swiping or manually entering.
Tap Transaction and select Gift Issuance.
Type in the transaction amount and run transaction.
Print Receipt.

Be sure to charge the customer for the same amount in your standard
processing application.

REDEEM

Fill in the account number by swiping or manually entering.
It will then show the balance remaining on the card.
Select Transaction and select Gift redemption
Type in the transaction amount and run transaction.
Print Receipt

PRINTING BALANCE

Fill in the account number by swiping or manually entering.
Type in 0 for the amount and Run Transaction.
Print Receipt

VOIDING

Tap the Void tap at the top of the screen.
Fill in the account number by swiping or manually entering.
Type in the Transaction ID and Approval Code found on the transaction
receipt.
Then click the VOID button.

LOYALTY

Loyalty will follow the same process under the Loyalty tap.