ProHealthConnect®

Instruction Manual – PAX A920 Pro terminal_V7

Hello! ¡Hola! Nǐ hǎo! Привет!

Welcome to the ProHealth Connect (PHC) Healthcare OTC / Grocery retail Network!

This instruction manual will give you fast track training on our simple to use OTC/Grocery Terminal.

Unlike old-school user guides, this manual is tailored exactly for your needs. Reading it will teach you, how to use PHC OTC and Grocery PAX A920 terminal solution. But this document is not just for reading. It is your reference guide, new employee training manual and your key to revenue success!

Through the high-tech sophistication of the PAX A920 terminal, we have transformed the old transaction process and have provided a fast, efficient and data driven terminal solution that will enhance your transaction and management process experience.
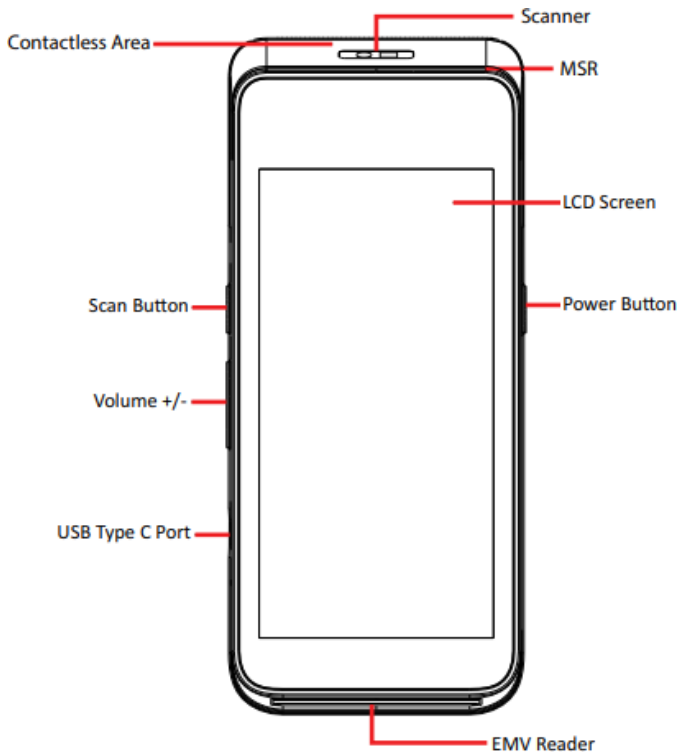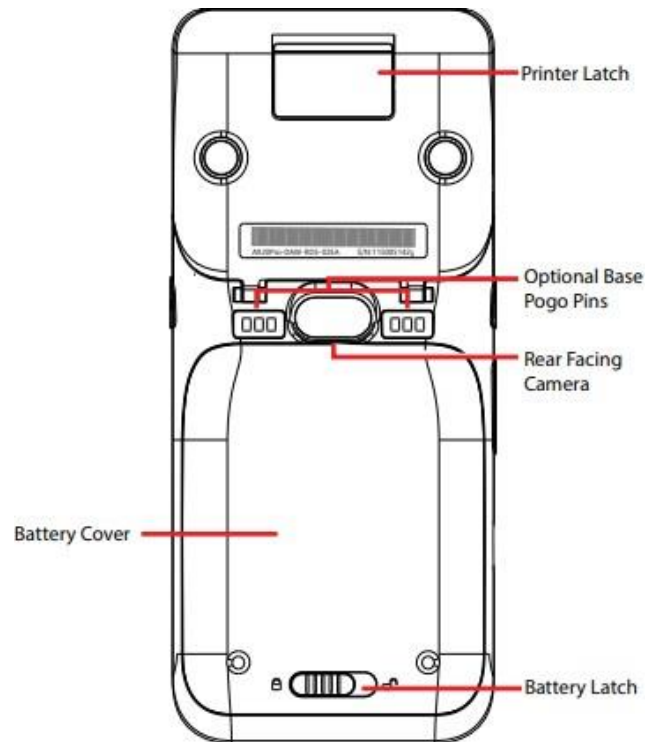
Checklist - Hardware Overview

Content Checklist

Contents	Qty.
A920 Pro POS Terminal	1
Paper Roll	1
Power Cord	1
Power Adapter	1

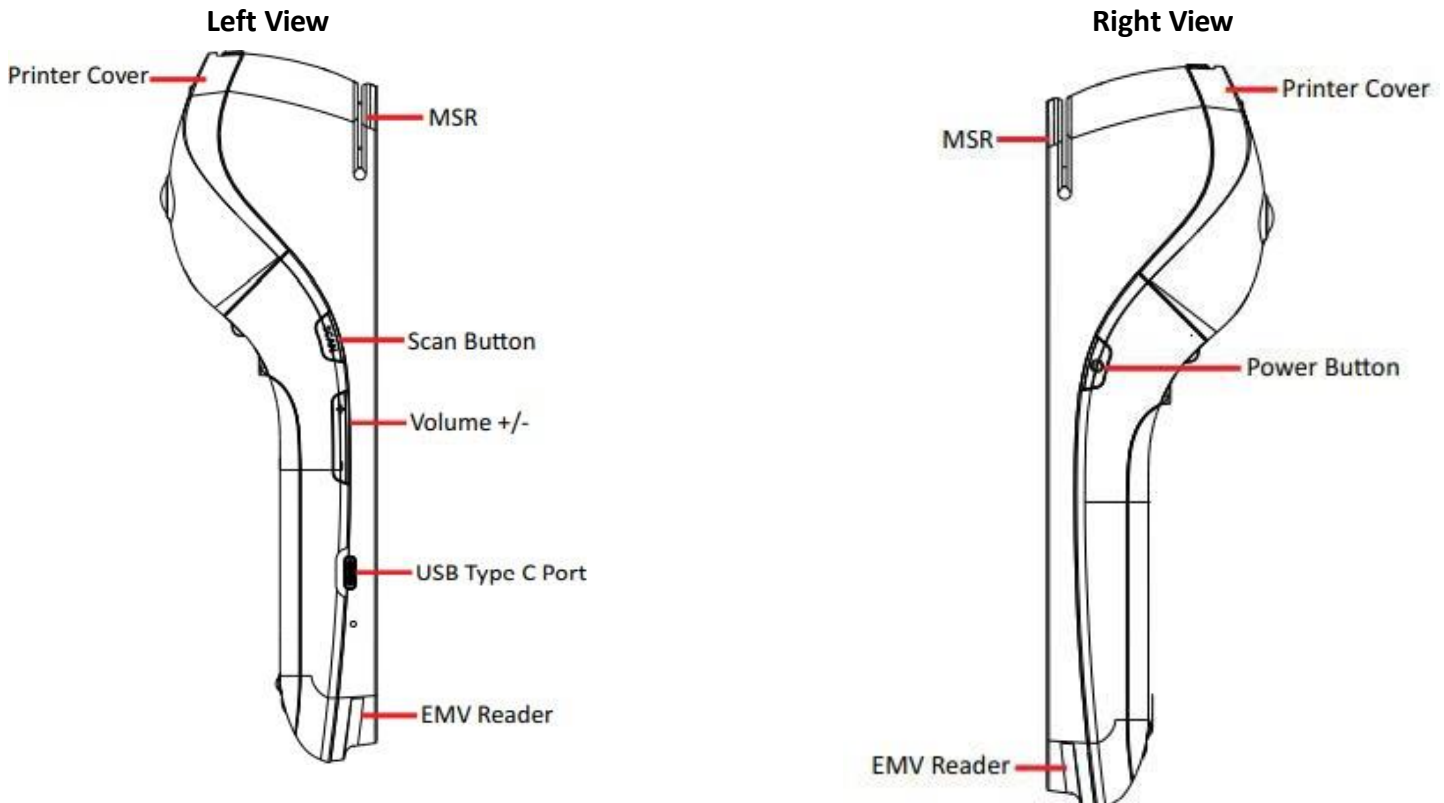**Front View**   **Back View**

Note: Product images shown may be different than actual product received

Hardware Overview Continued

Left View

- Printer Cover
- MSR
- Scan Button
- Volume +/-
- USB Type C Port
- EMV Reader

Right View

- MSR
- Printer Cover
- Power Button
- EMV Reader

The A920 Pro is powered via the USB Type C Port.

Note: The battery should only be charged with PAX-approved power supplies. Using any other power supplies could damage the product and void the device warranty.

The following best practices apply when charging a PAX device:
- Lithium-ion batteries do best when kept above a 50% charge and repeatedly allowing the battery to drain fully may shorten its life and decrease its overall capacity.
- The charging time cannot exceed 24 hours.

If the battery is out of power, please recharge it to 100% capacity and then disconnect the device to avoid shortening its life.
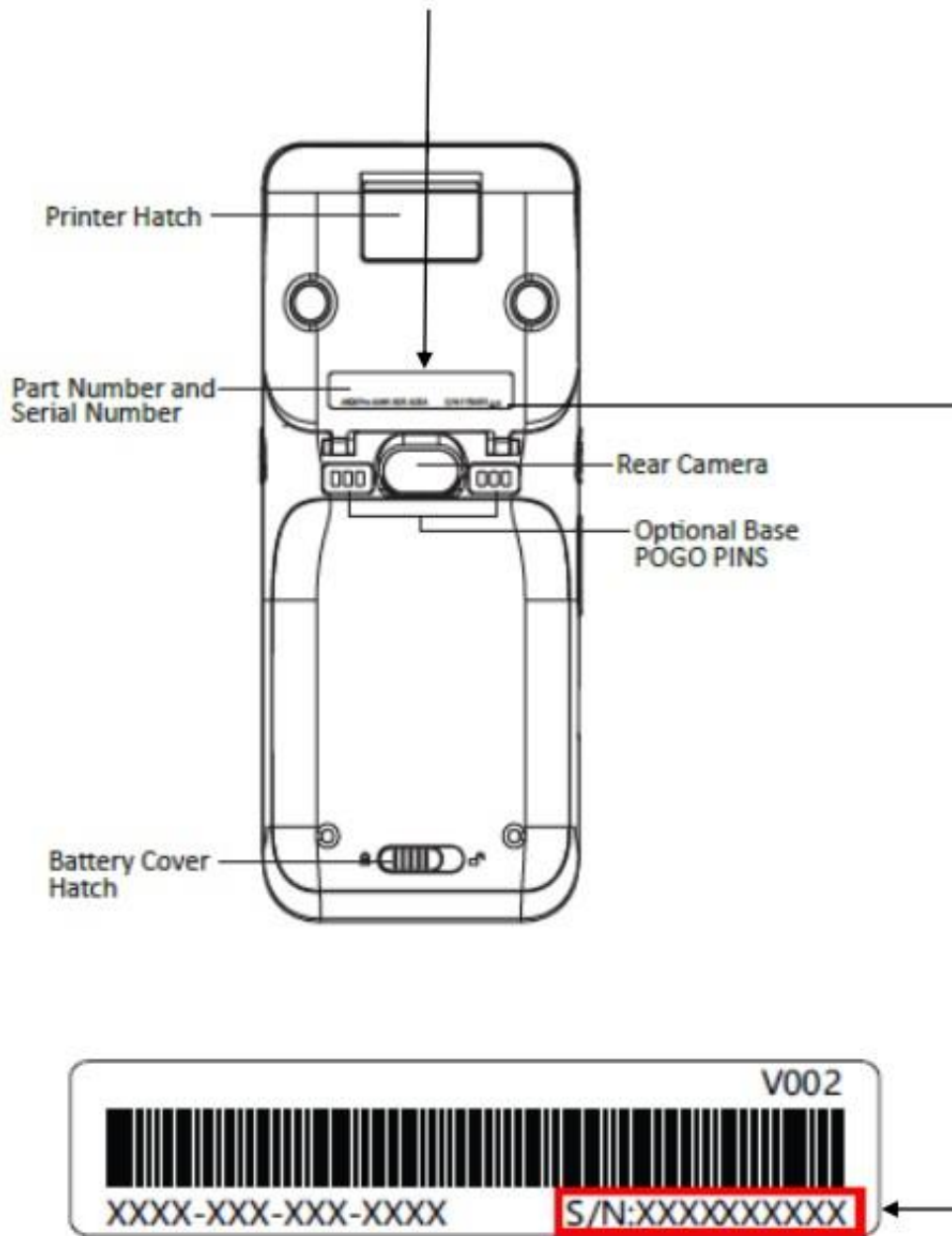

- USB Type-C

WARNING
The A920 Pro AC power connection can only support an approved PAX power supply. Using a third-party power supply and/or a power supply with incorrect voltage and amperage could damage the device and void its warranty.
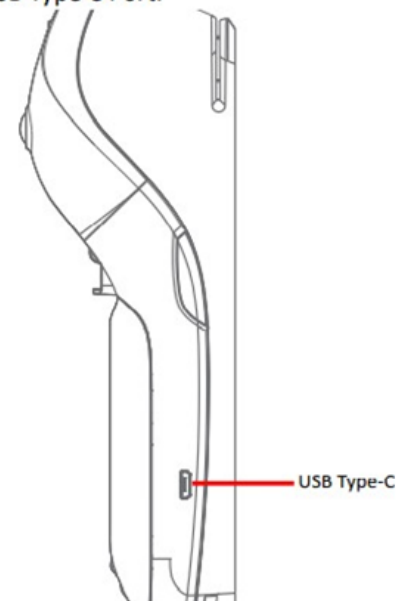
Hardware Overview Continued

The A920 Pro Serial Number is located on a sticker on the back of the device

Printer Hatch

Part Number and Serial Number

Rear Camera

Optional Base POGO PINS

Battery Cover Hatch

V002

XXXX-XXX-XXX-XXXX   S/N:XXXXXXXXXX

Hardware Overview Continued

Power

POWER ON:
Press and hold the power button down for 3-5 seconds and then release.

POWER OFF:
Press and hold the power button down for 3 to 5 seconds and then release.

Cleaning the Device

- Do not use industrial strength or abrasive cleaner as it may damage or scratch the screen.
- Do not immerse the device in water or liquid.
- Do not spray water or cleaner into EMV Card Reader or ports.
- To clean the screen, apply distilled water or mild glass cleaner onto a soft, lint-free cloth and gently wipe terminal.

Lithium-Ion Battery

- Do not use or place the battery in direct sunlight and/or smokey, dusty environments.
- Do not strike, squeeze, and/or tread on battery.
- Do not throw the battery in any liquids or place in/near fires.
- If the battery is deformed or damaged, please stop using immediately and replace it.
- If the continuous working time is only half of a new battery, the battery life may be at its end. Please replace it.
- The specified battery model and charger must be used, otherwise there may be an explosion.
- The charging time cannot exceed 24 hours. If the battery is out of power, please recharge in an appropriate time and then disconnect the device.
- Please recharge the battery at least once every 6 months to avoid shortening its life.
- Replace battery every two years.
- Be sure to follow the instructions to dispose of wasted batteries.

Installation and User Tips

1. If any cables become damaged, seek a replacement.
2. Do not insert unknown materials into any port on the A920 Pro; this may cause serious damage.
3. If repairs are required, please contact a professional technician instead of attempting them on your own.
4. Avoid exposing the device to an excessively hot, dusty, or strong electromagnetic envrionment.
5. Do not vibrate, shake, or drop the device.

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FCC Compliance Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC WARNING

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the body of this equipment is a label that contains, among other information, a product identifier. If requested, this number must be provided to the telephone company.

RF Exposure Information

This device meets the government's requirement for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

PAX Customer Support

For questions or help with the terminal installation please contact your service provider or PAX customer support.

Technical Support Contact Information:

Phone: (877) 859-0099
Email: support@pax.us
URL: www.pax.us

This document is provided to you for informational purposes only. All features and specifications are subject to change without notice. PAX's name and PAX's logo are registered trademarks of PAX Technology Inc. All Rights Reserved.

CAUTION: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate th equipment.

Warranty: PAX A920 Pro - 2 Year (s) - The original packaging MUST BE RETURNED WITH THE EQUIPMENT TO FALL UNDER THE 2 YEAR WARRANTY TIMELINE. Equipment that is damaged due to abuse, excessive wear and tear, water damage and any type of abuse WILL NOT BE COVERED UNDER THE 2 YEAR WARRANTY.

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ProHealthConnect®

Connecting / Wi-Fi

Your PAX – A920 device MUST be connected to your store Wi-Fi to operate.
To connect to Wi-Fi, you must go into the SETTINGS section of the device.
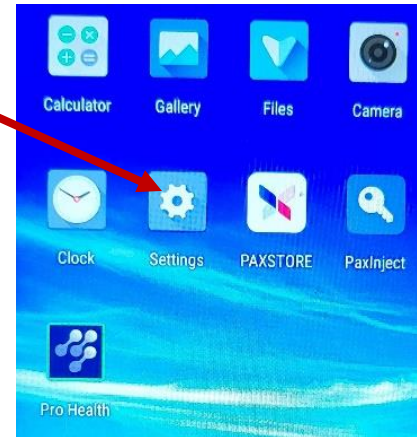
Enter the password and select OK.
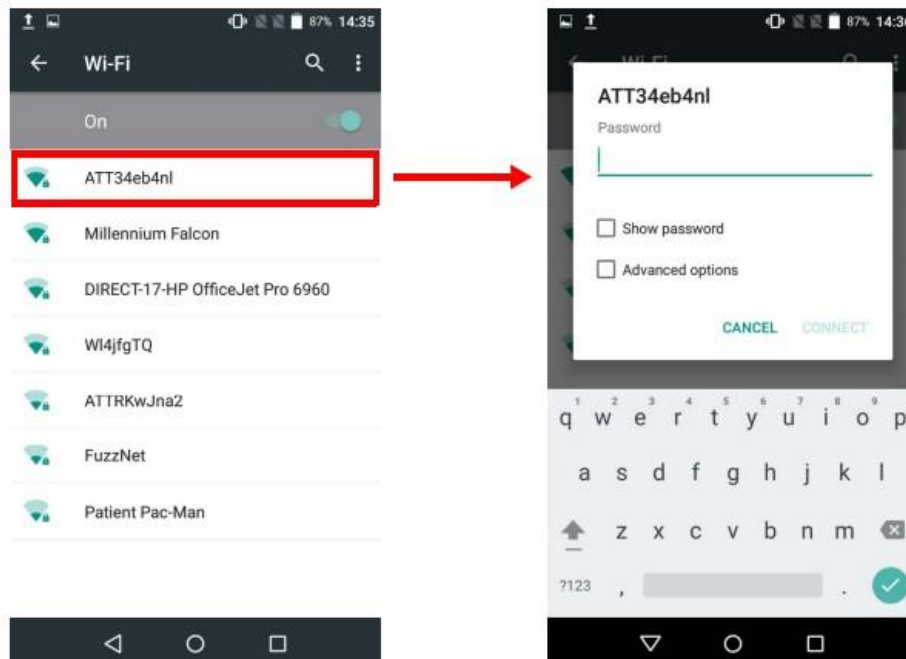(The default password is **pax9876@@** **DO NOT change the password.**

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Connecting / Wi-Fi Continued

Slide the [Wi-Fi] tab to the right to enable Wi-Fi.

Select [Wi-Fi] and then select desired network. Input the network password when prompted.

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Connecting / Wi-Fi Continued

Select [Connect].
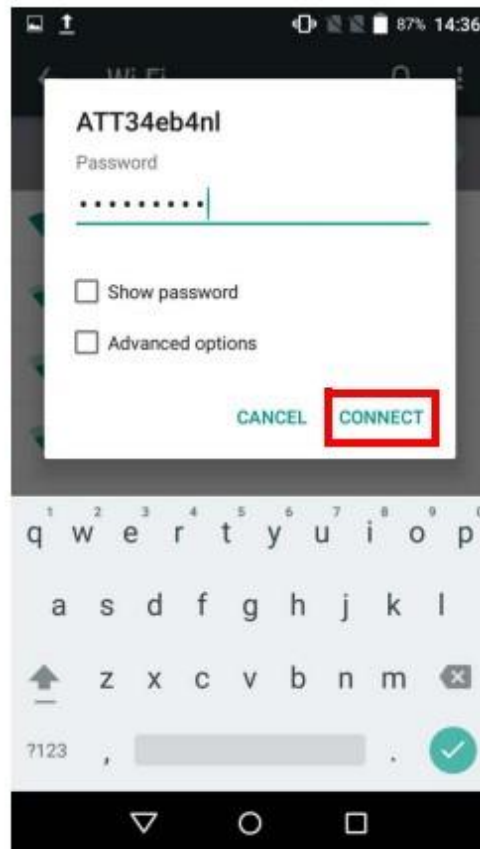
NOTE: (Do NOT select Advanced options.)

Getting Started – App Login

The ProHealth ePay terminal is located on the home screen for quick access. Just look for our logo!

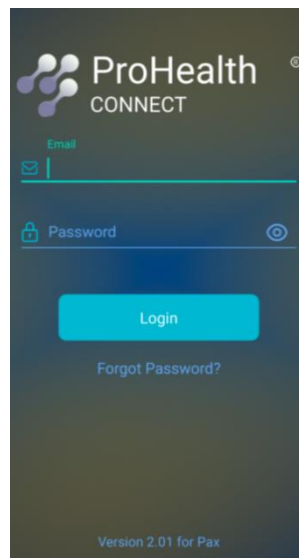> **Click on the ProHealth ePay Terminal icon**

PHC has pre-assigned a username and password to each merchant. The terminal **cannot** be used by another merchant. If another username or password is attempted, it will not be recognized and will not allow login into the system.

Please use the username and password that was provided to you via email from ProHealth Connect - apps@ProHealthConnect.com. If you are logged out, you will have to re-enter your password. The username will remain until manually deleted. There is one username per store.

> Username:
> Email used for enrollment registration
>
> Password:
> Reference Welcome Email from apps@ProHealthConnect.com

> Retailer name and login details will populate when logged into the terminal.
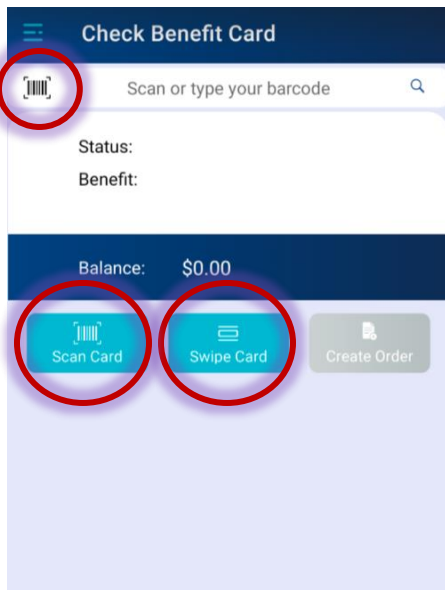>
> You can review Orders, Transactions and Log out from this screen.

ProHealth ePay Terminal Functions

The ProHealth ePay application is sectioned into the following simple functions:

1. Member eligibility and card balance check

1: Select the Scan Button or the barcode icon to scan the member card with the PAX A920 scanner **OR**
2. Select the Swipe Card Button to swipe the Magnetic Stripe **OR**
3. Manually enter the member card number & select the check mark in the **bottom right corner.**
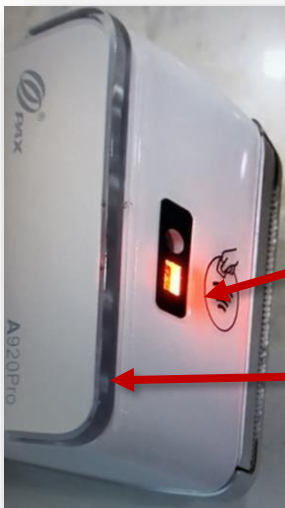
*For **scanning,** A solid red light will appear on the front of the PAX device. If the light is flashing, reboot the terminal and log back in. This scanner is used to scan both the member cards and product UPC(s).

*Face the magnetic stripe down when swiping the member's card.

Creating An Order
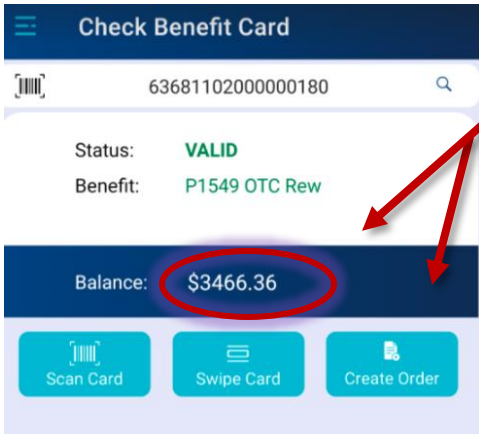
CARD BALANCE will appear with a VALID activated member card. The **Create Order** button will populate. **Select Create Order** to move forward with the order.

FAILED will appear when a card is not activated or has expired.
The member will need to call the support # or follow instructions on the back of the card. THE CARD WILL NOT WORK WITHOUT SPEAKING TO THE HEALTH PLAN.
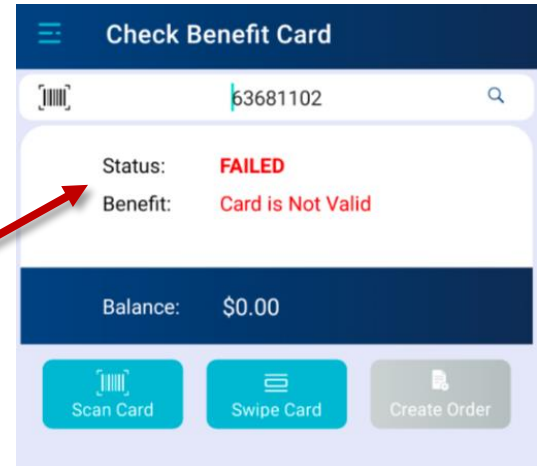
- Creating & Processing an order
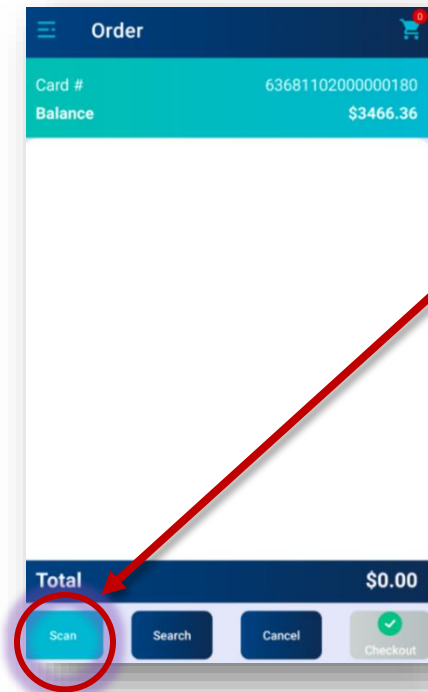
As noted in the previous page, use the scanner to scan the product UPC(s)
*Press the Scan button in the bottom left corner

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Creating An Order Continued

If the individual item has not already been added to your item file, you will receive the add product screen when the UPC is scanned or manually entered.
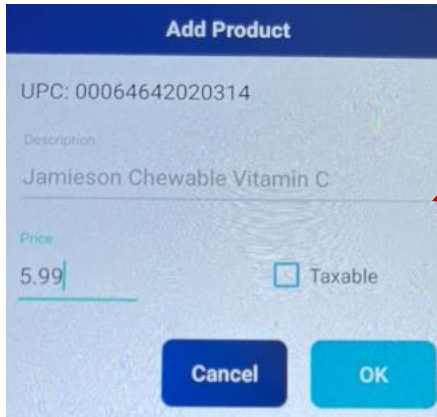
1. Manually enter a description of the item
2. Add the price of the item – the decimal is required when entering the price of the item
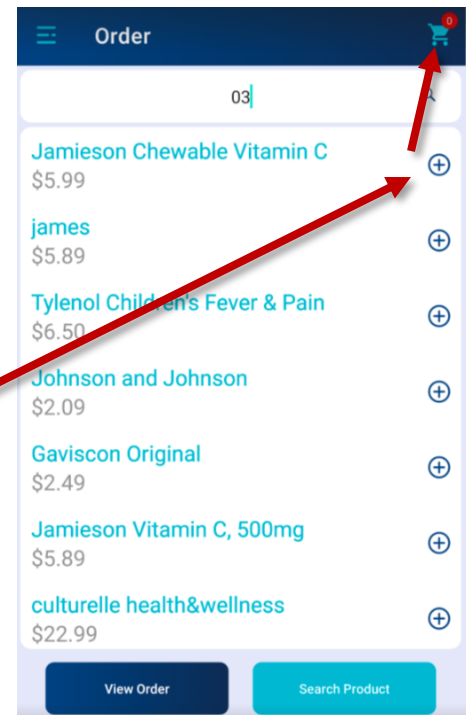3. Select "OK" when complete

The next time you scan the UPC this item will automatically come up and you will not be required to re-enter this information.

You can view a list of the Member's eligible items by selecting **the number 0** – Followed by "**Search Product**"
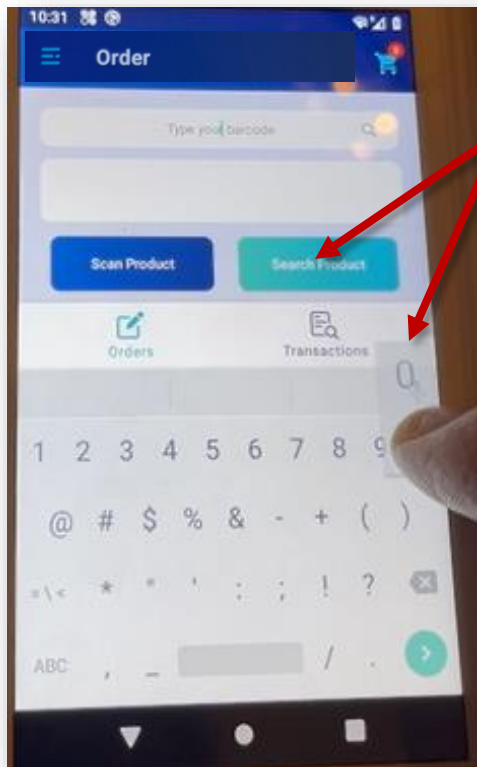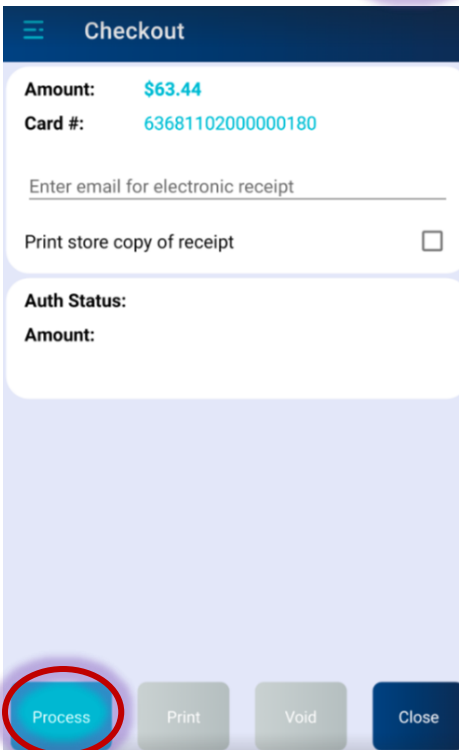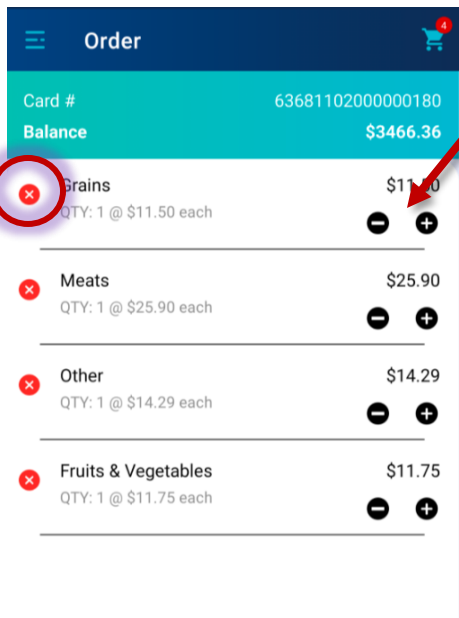

A list of the member's eligible items will populate on the screen.
Select the **"+"** next to the desired items. **This will add the items to your cart. (TOP RIGHT CORNER)**

To complete the order, click on the "Cart" button located in the top right corner of the screen.

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The Checkout screen will appear:
*Items can be removed, or the count can be adjusted from this screen.

Press the **"Checkout"** button to finalize the member's order.

The next "**Checkout**" screen, below this screen, will give you the option to **Process or Close.**
Select the **"Process"** button to process the order.

The next screen will reflect the scanned order amount for **all items scanned**, **$9.21**

This order has a **Rejected Item.** A **PARTIAL AUTH** is provided.
This amount is for the eligible item scanned, **$2.70**.
The amount for the ineligible item is **$6.51**

If the card holder wants to purchase the ineligible item, they will need to use a different method of payment with the retailer's point of sale.
You can continue and complete the order with the eligible item by printing the receipt, select **Print**.
If the member does not want to continue with the order, select **VOID**.

NOTE: A Void CANNOT BE REVERSED.
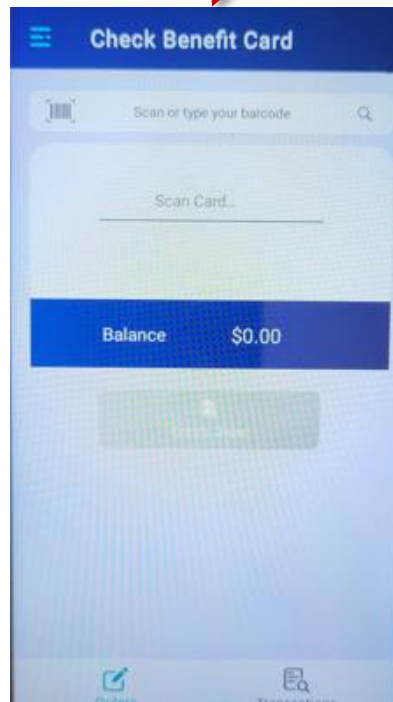
Instruction Manual – PAX A920 Pro terminal_V7
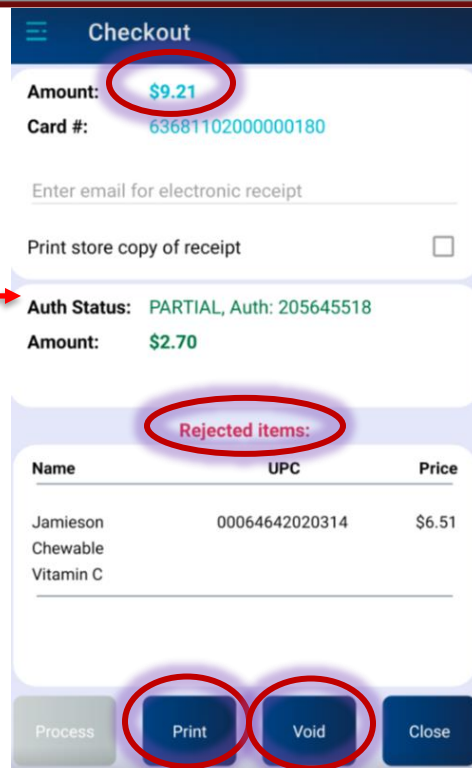
Checkout - Cancelling an Order
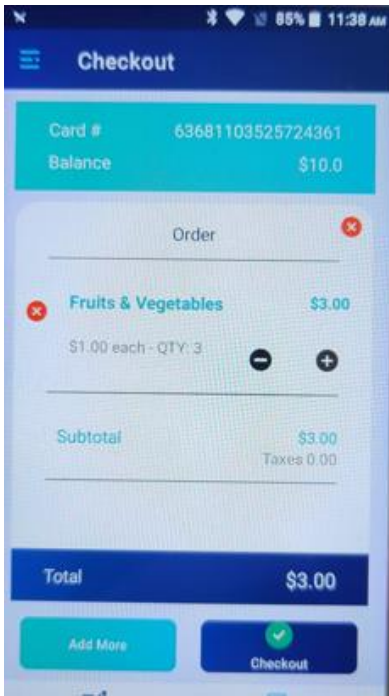
To cancel an order prior to completing the transaction, **SELECT** the RED "x" on the Checkout screen.

This will prompt the "**Alert**!" message. Asking if you are sure you want to remove the order.

Selecting **YES** will end the order and bring you back to the **Check Benefit Card** screen.
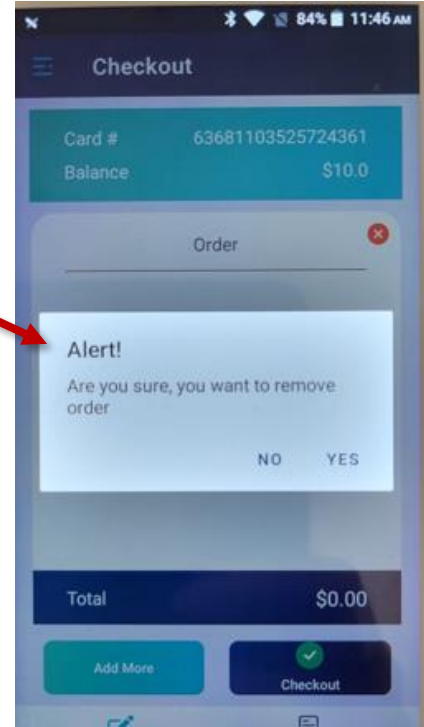
Processing a Refund &Void

1. Go to the transaction list at bottom of screen.
2. Find and click the transaction for Refund. The item list will populate.
3. Click on the GREEN file in the circle arrow icon to the left of the item you want to refund. This will trigger the Refund. You do not need to press anything else to complete the Refund.
4. A small RED notation will display left of the $ amount of the item Refunded.
4. Voiding the entire transaction is also an option from here. Select the desired Transaction and select **Void**

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Non UPC Product Process

- **Non UPC Product Barcode Reference Sheet:** Scan these barcodes for products without a UPC code. Please scan according to category. When doing the very first scan, **YOU MUST** put the category name in the description. The category names are **bolded** below.

    ❖ *NOTE: DO NOT CHANGE the name of what comes up when you scan one of the NON UPC codes – DO NOT add these codes to your product list. It will not work. Must be entered manually at this time.*

Fruits & Vegetables – ie: apples, bananas, peppers, brocolli, etc
Frutas y verduras, como, manzanas, plátanos, pimientos, brócoli, etc.
水果和蔬菜——即：苹果、香蕉、辣椒、西兰花等

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Meats – ie: beef, fish, chicken, pork, goat, etc
Carnes, como, carne de res, pescado, pollo, cerdo, cabro, etc.
肉类——即：牛肉、鱼、鸡肉、猪肉、羊肉等

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Dairy – ie: cheese
Lácteos – como, queso
乳制品——即：奶酪

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Grains – ie: fresh bread, rolls, bagels, bulk grains, etc.
Granos, como, pan fresco, panecillos, bageles, granos y frijoles, etc.
谷物——即：新鲜面包、面包卷、百吉饼、散装谷物等。

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Other – ie: bulk herbs, spices, packaged items without UPC codes
Otros, como, hierbas y especias, artículos empaquetados sin códigos UPC
其他 – 即：散装药草、香料、没有 UPC 代码的包装物品

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Sample Cards: Supported Plans

Sample of Participating Plans: ⁺*All plans are not shown*

Participating States: *changes & additions occur monthly*

1. The **S3** Logo MUST be PRESENT on the OTC/Grocery Health plan cards to be accepted at the ProHealth Connect Network terminal.
2. All supported programs will start with "**636811**".
3. Currently, all cards will display a **bar code**.
   If all 3 of these noted are not present, the card WILL NOT WORK.

NOTE: Starting 2023, **S3 programs will support both Mag Stripe and Bar Code programs.**
Some programs will have one or the other tender type. Some will have both tender types.
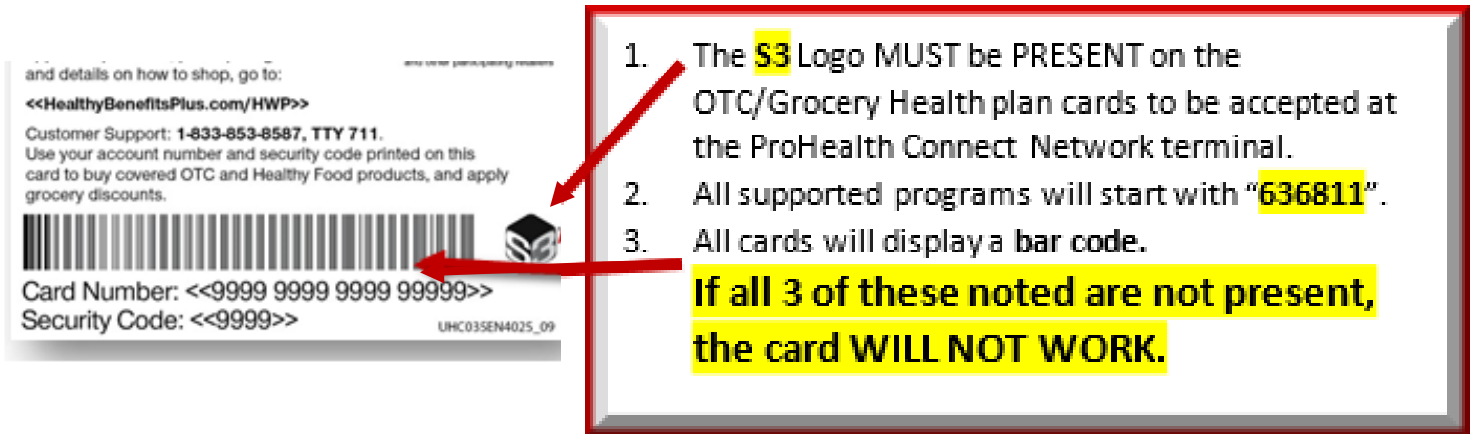
United Healthcare

AL	HI	ME	NJ	SC	WY
AR	IA	MI	NM	SD	VI
AZ	ID	MN	NV	TN	
CA	IL	MO	NY	TX	
CO	IN	MS	OH	UT	
CT	KS	MT	OK	VA	
DC	KY	NC	OR	VT	
DE	LA	ND	PA	WA	
FL	MA	NE	PR	WI	
GA	MD	NH	RI	WV	

Humana

AL	FL	KY	MT	OH	TX
AR	GA	LA	NC	OK	UT
AZ	IA	MD	NE	OR	VA
CA	ID	ME	NH	PA	WA
CO	IL	MI	NJ	PR	WI
CT	IN	MO	NV	SC	WV
DE	KS	MS	NY	TN	
DE	KS	MS	NY	TN	

Empire

AL	IA	MS	PA
AR	IL	NC	SC
AZ	IN	NH	TN
CA	KY	NJ	TX
CO	LA	NM	VA
CT	ME	NV	WA
FL	MI	NY	WI
GA	MO	OH	WV

Clover Health

FL	MS	NY	SC
GA	NJ	PA	TX
GA	NJ	PA	TX

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FAQ(s)

Can I use my existing OTC machine to process the S3 OTC benefit cards?

No, the S3 benefit platform is based on a barcode scan vs. a mag stripe or chip and PIN reader.

and details on how to shop, go to:
<<HealthyBenefitsPlus.com/HWP>>
Customer Support: **1-833-853-8587, TTY 711**.
Use your account number and security code printed on this card to buy covered OTC and Healthy Food products, and apply grocery discounts.

Card Number: <<9999 9999 9999 99999>>
Security Code: <<9999>>   UHC035EN4025_09

1. The S3 Logo MUST be PRESENT on the OTC/Grocery Health plan cards to be accepted at the ProHealth Connect Network terminal.
2. All supported programs will start with "636811".
3. All cards will display a bar code.

If all 3 of these noted are not present, the card WILL NOT WORK.

How much does it cost to participate in the program?

The cost to participate is $0.75 per transaction regardless of the amount, and a processing fee of 2.00% of the total amount of the transaction.

When do I get paid for the S3 benefit redeemed at my store?

All S3 approved transactions are paid for via an ACH credit within 48 business hours of the redemption. The remittance for ProHealth activity will reflect in a line item in your bank registry as "S3 - EBT"

As part of the onboarding process, you were asked to designate a bank account for the settlement of the ACH credit. These credits will be adjusted to reflect the $0.75 per transaction fee and the 2.00% Processing Fee.

When will I receive transaction reporting?

You will receive a daily report, reflecting the previous day's transactions the following morning by 8:00 a.m. your local time. You will receive the transaction report via the email provided in your executed contract, unless updated in writing.

Report will be delivered by: apps@prohealthconnect.com

Sample Report:

order_id	card_number	message_type	purchase_amount	auth_amount	process_fee	tx_fee	net_amount	auth_code	create_date
854515	636**********361	AUTH	3	3	0.06	0.75	2.19	582976892	2022-12-06 16:39:1E
854515	636**********361	VOID	3	-3	0	0	-3	582979561	2022-12-06 16:41:13
856038	636**********361	AUTH	1	1	0.02	0.75	0.23	583274946	2022-12-06 19:51:39
856038	636**********361	VOID	1	-1	0	0	-1	583277342	2022-12-06 19:53:0S
856076	636**********361	AUTH	3	2	0.04	0.75	1.21	583285279	2022-12-06 19:58:12

FAQ(s) Continued

Can a retailer have multiple terminals in one location?

Yes, see the QR Code & URL located on page 29. Scan the needed QR Code with your smart device. This will take you to the document that will start the follow up process. You will be contacted within 24 hours. Additional costs my apply.

Can I add products to the approved product list?

You will use the ProHealth Connect Admin Portal to add products to you item file. See pg. 27.

What is OTC?

OTC is an acronym which stands for Over the Counter. It includes products which do not require a prescription. Some examples are toothpaste, band aids, deodorant, and pain relievers (Tylenol, Advil, etc.).

What is a grocery benefit?

Food is essential for healthy living and a high quality of life. Health plans have realized that making food available to members is not only a great consumer experience, but also helps reduce overall health costs. This emerging benefit means members can buy foods including fruits and vegetables, dairy products, meats and grains. All paid for by the health plan but purchased by the consumer.

What is the difference between ProHealth Connect vs S3(Solutran)?

S3 (Solutran) is the contracted vendor with national health plans, including Humana, Anthem and UnitedHealthcare to administer OTC and grocery benefits. ProHealth Connect has partnered with S3 to provide access to an independent retail network that consist of local community owned retailers of pharmacies, supermarkets, Bodegas and other fresh market stores, so that members can purchase products at designated retailers and utilize their benefits.

Who does a member call in case of card issue of any type?

Members needs to call their health plan with any issues related to their benefits. They can generally find the contact information for member support on the back of their benefit card.

How much can a member spend and how do they keep track of the balance?

The benefit amount is determined by the plan. The member can identify their benefit limit by referring to their summary of benefits or contacting their plan. The remaining balance for the benefit will print out on their receipt after each transaction. The retailer can also perform a balance check prior to the member making any purchases.

How can a customer get a ProHealth supported health plan (OTC) card?

If a customer wants to receive a ProHealth supported OTC card, they must reach out to their health plan provider to gather the details. All information is managed by the health plan, including requirements and acceptance. ProHealth DOES NOT manage any part of this process.

Can a company/retailer that has multiple locations apply for a ProHealth terminal for each location?
Absolutely. Each unique location is eligible for 1 terminal. As part of the onboarding process, please provide us with details of each location so we can associate them to the entity/tax ID but also ensure you receive a terminal for each store. <mark>EACH LOCATION MUST PROVIDE A UNIQUE EMAIL FOR ProHealth daily transaction reports and terminal support.</mark>

How will the retailer receive the ProHealth terminal?
The terminal/equipment will be delivered via FedEx. You will receive the tracking number and details via your Email address per your executed contract.

- **The email will come from POSsales@cdeinc.com**

The order number is located at the top left corner of the attachment. It begins with "ProHlth"

Subject: cde shipment2 - PROHLTH0000161

From: POSsales@cdeinc.com   To:

CDE™

1200 Williams Drive, Ste. 1210
Marietta, GA 30066

FAQ(s) Continued

How to access the Solutran – S3 Merchant Portal:
<mark>**NOTE: This is a Solutran Portal. They manage all remittance for the retailer. The retailer can see all transaction activity and payment history when they log into their Solutran account.**</mark>

You received a welcome email from soar@solutran.com "soar". Subject line: S3 Merchant Link Registration Completed.
Body of the email:

Username: the email on your executed contract
Password: skejklsl

You can email us at support@s3merchantlink.com if you have any questions.

Thank You,
S3 Merchant Link Support Team

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About Solutran | Terms & Conditions

Congratulations! You have completed your registration to join the S3 Retailer Network. Now you can download the S3 Merchant Link mobile app on your mobile device to start processing S3 transactions.

The S3 Merchant Link mobile app is compatible with cards that include the S3 logo in the lower right corner as shown below.

Card Number: 9999 9999 9999 99999
Security Code: 9999

Here is your S3 Mechant Link username and temporary password. You will need to change your password the first time you log in to the app.

Solutran Link:
https://s3merchantlink.com/Logon/Login?ReturnUrl=%2F#/login

Once you log in, you will see the following screen: "Hello, Customer"
- Welcome to the Merchant LInk Web Portal.
- This site provides information related to your Merchant Link .....
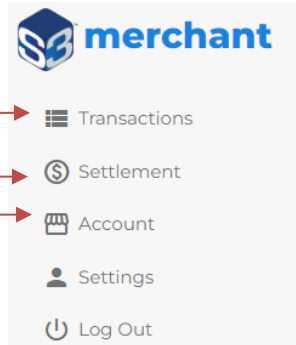- Continue to the next page for additional details
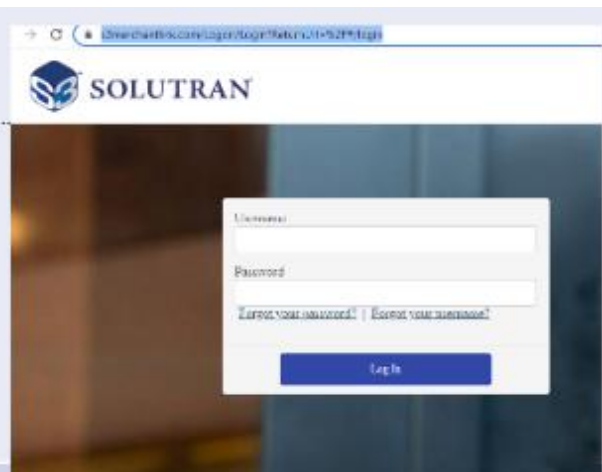
<mark>Solutran Link – Continued on next page.</mark>

FAQ(s) Continued

This is where you review all OTC transaction activity. Including the following details:

merchant

- Transactions
- $ Settlement
- Account
- Settings
- Log Out

- **How to verify Banking:**
  - BANKING DETAILS: - Select "Banking Information"

- Select the subject you want to review from the menu on the left

Transaction History

Start Date	End Date	
08/28/2022	09/27/2022	Search

Location Name	Promotion ID	Promotion Name	Added Date	Trans ID	Trans Type	Requested Amount	Completed Amount	Issuer Fee
	9757	Over-the-Counter Benefit	9/26/2022	630%2299	Purchase	$62.79	$60.78	-$2.01
	9757	Over-the-	9/26/2022		Void	-$62.79	-$62.79	$0.00

Settlement

Start Date	End Date	
08/28/2022	09/27/2022	Search

Settlement Date	Credits	Debits	Net Settlement	Transactions	Net Adjustments
09/26/2022	$6650.59	-$4343.64	$2206.95	158	$0.00
09/25/2022	$16.03	$0.00	$16.03	78	$0.00

- Date Range can be customized per tab
- The data can be exported and saved per tab

- "MY Account" - Contains (Contact, Banking, Location, & User) details. **THIS IS WHERE YOU GO TO CONFIRM ALL ACCOUNT DETAILS, CONTACT, BANKING, LOCATION, USER.**
  - Select each hyperlink to review and edit details if needed.

My Account

Contact Information	Banking Information	Locations	Users

Merchant DBA Name   Company Legal Name (tied to your Tax ID)

My Account

Contact Information	Banking Information	Locations	Users

Routing Number

Account Number

Payment Type

Direct Deposit (ACH)

Edit

- Routing and Account Number is hidden. To see and verify your account details:
  - Select EDIT - All banking details will appear
 - You can edit and save or Cancel to keep banking as it is

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FAQ(s) Continued

How to access the ProHeath Admin Portal:
==The ProHealth Admin Portal will assist you with monitoring your daily transactions as well as manage all locations, users, orders and products.==

Admin Portal – Click on the following link: ProHealth Connect Admin Portal
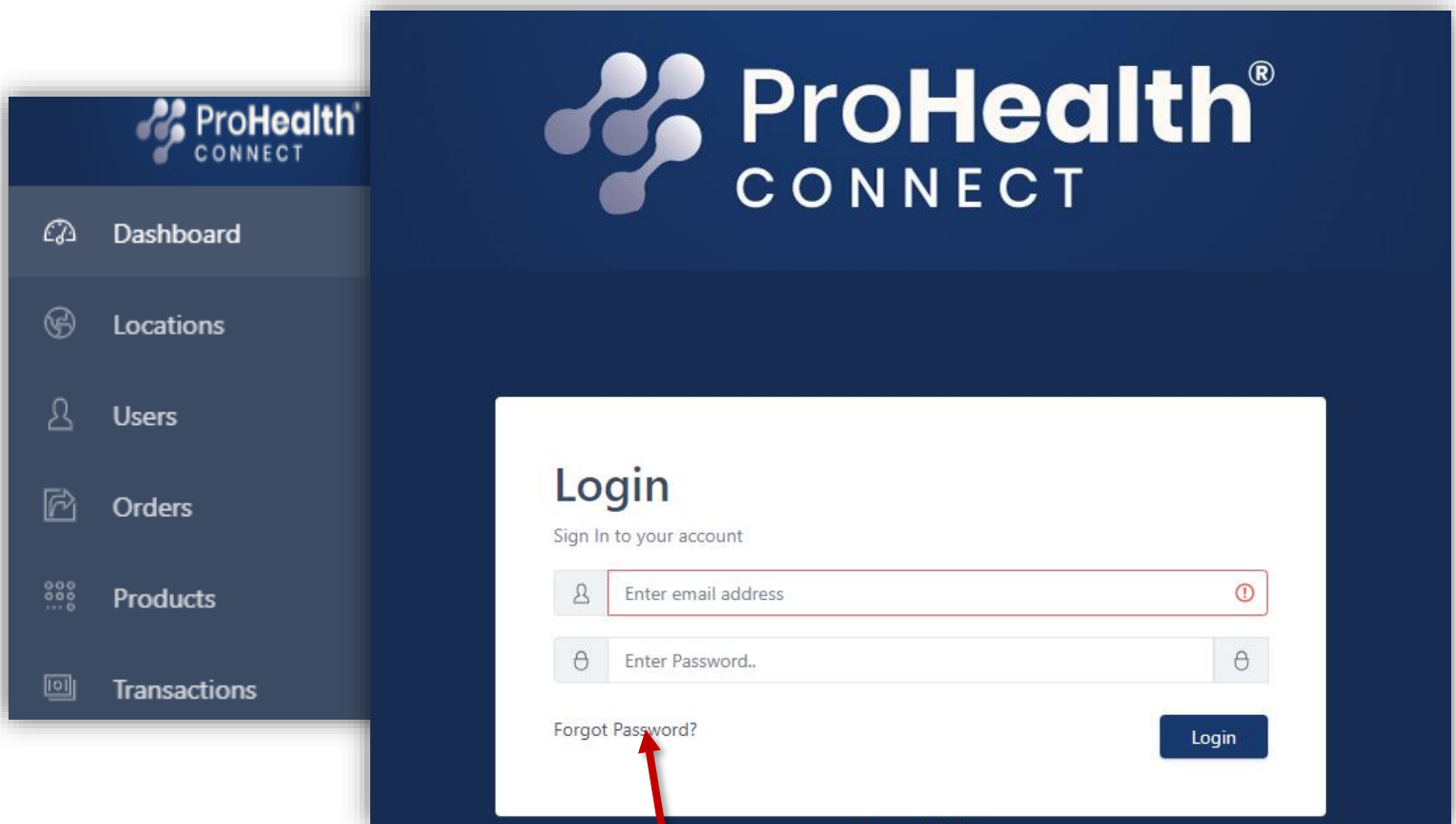
NOTE: This is where you can ==reset your password==. Select "Forgot Password?" A response will be sent to the email we have on file for your terminal support. You ==MUST USE THE EMAIL PROVIDED TO US VIA YOUR EXECUTED CONTRACT.== All account updates ==MUST== be completed by you via the PHC Admin Portal. We cannot update your account via email or the phone.
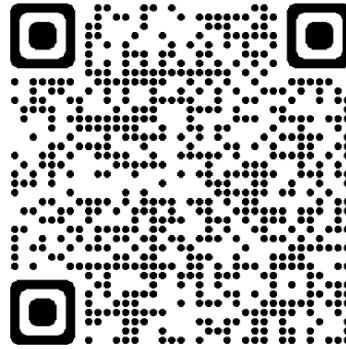NOTE: If you have multiple locations, ==EACH WILL REQUIRE A UNIQUE EMAIL ADDRESS==

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Quick Access QR Codes

You can select the URL or scan the QR Code to access the needed Form:
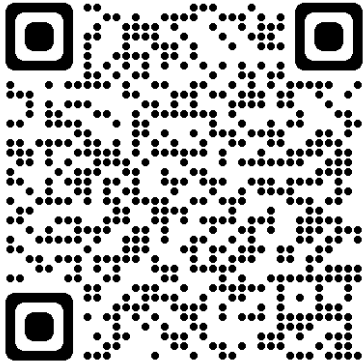
Form (hsforms.com) New Retailer

Account Change Request_NON Banking

Bank Change Form

Additional Terminal(s) Request