



EPAY TERMINAL OPERATOR GUIDE

Getting Started

This operator guide is designed to support you in processing sales, balance enquiries and redemptions of the new epay gift cards and eVouchers.

From 1st January 2022 the epay terminals will be used for selling and redeeming epay gift cards, and well as redeeming eVouchers.

Please note: EML cards should continue to be redeemed in the standard way.

Setting Up Users

Before you can use the epay terminal you will need to be set up as an operator.

The 'Admin User' will need to follow the instructions in section 2 (Operator Maintenance) of the full terminal user guide to set up all users that will need to use the terminal.

The full terminal user guide is available on the HTA website. To download, please visit:

hta.org.uk/epay

Need Help?

If you have any issues setting up or using your terminal, please contact epay's 24/7 helpdesk.

epay helpdesk
01235 776 179

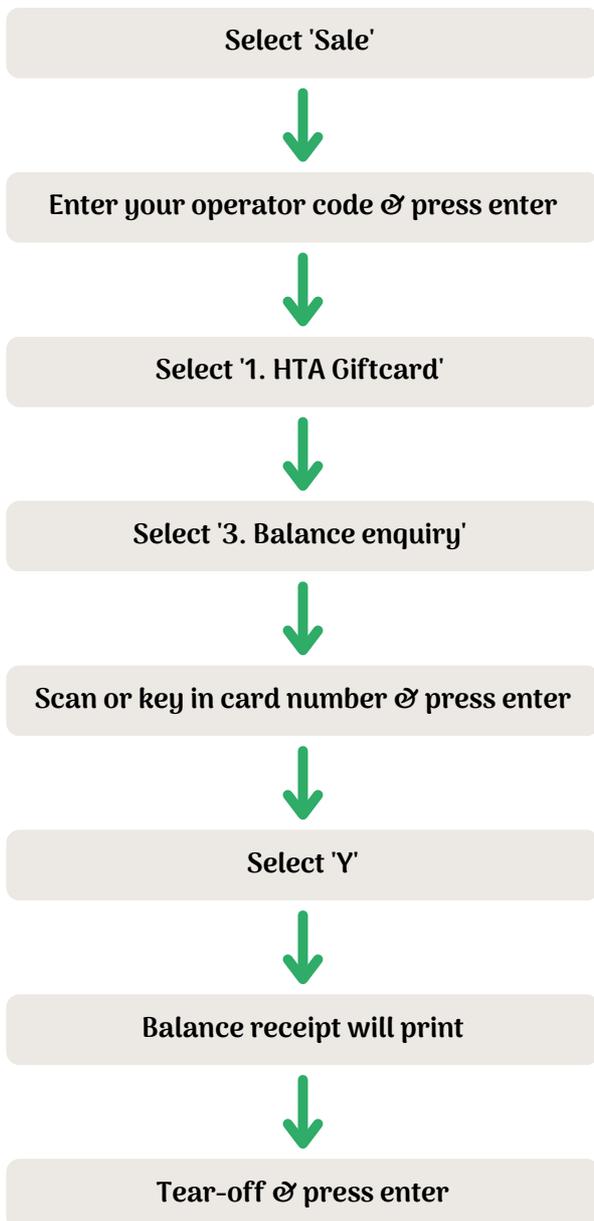


BALANCE ENQUIRIES & REDEMPTIONS

Before you operate the epay terminal please ensure that your Manager or Administrator has set you up as an Operator on the device with a personal operator code (*for security you should not share this code with anyone*).

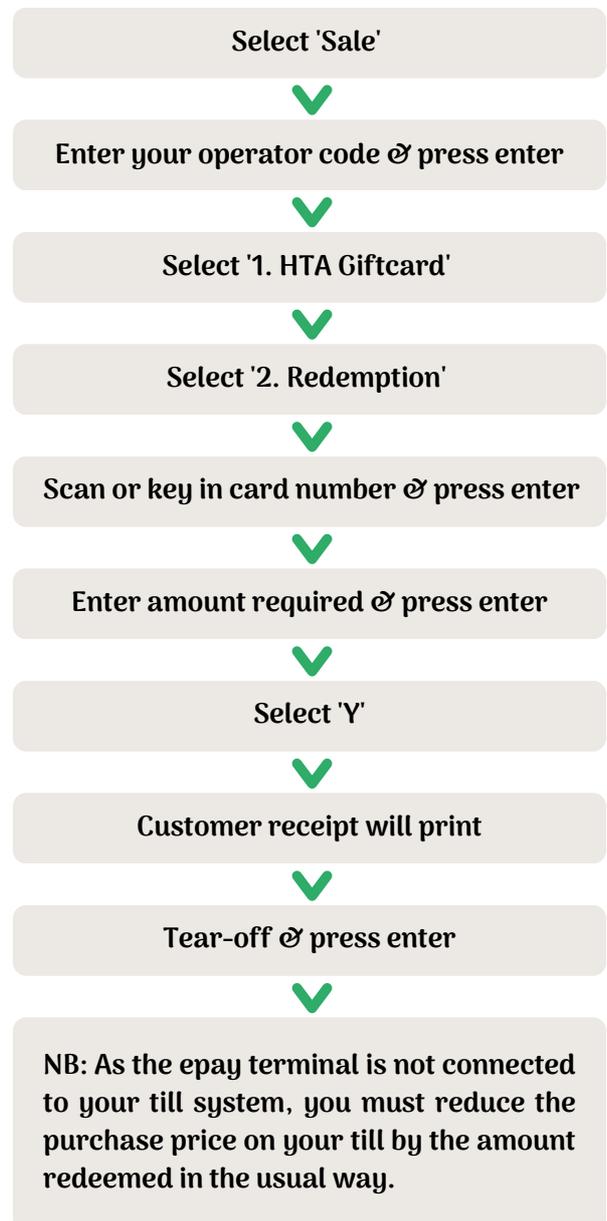
epay gift card/eVoucher Balance Enquiry

To check the balance on an epay eVoucher or gift card, please follow the flowchart below:



epay gift card/eVoucher Redemption

To redeem an epay eVoucher or gift card, please follow the flowchart below:





ACTIVATIONS & CANCELLATIONS

Before you operate the epay terminal please ensure that your Manager or Administrator has set you up as an Operator on the device with a personal operator code (*for security you should not share this code with anyone*).

epay gift card activation

To activate an epay gift card, please follow the flowchart below:



epay gift card cancellation

Any gift card cancellations need to be processed through the terminal within 10 minutes of activation. To cancel a gift card, please follow the flowchart below:

