

Frequently asked questions

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1. ACH MANAGEMENT:

How do I access my ACH information to update or delete it?

To access your ACH information:

Go to MENU (top right corner),
click on ACH Management.

To access and update your ACH information:

Go to MENU (top right corner),
click on ACH Management,
then click on the pen (top right corner).

To access and delete your ACH information:

Go to MENU (top right corner),
click on ACH Management,
then click on the trash can(top right corner).

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2. BUSINESS PROFILE:

How do I access my business information?

To access your business profile: Go to MENU (top right corner), click on PROFILE. Next click on BUSINESS & STORE DETAILS (left side), then click EDIT (top right corner).

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3. HRA BUSINESS DEVELOPMENT REPRESENTATIVE:

How do I know who my HRA Business Development Representative is?

To find out who your HRA rep is:

Click on the HRA Logo (located top left of the window),
then click MEMBER SUPPORT (located on the home screen).

Your rep will be listed as REPRESENTATIVE CONTACT along with various HRA team members ready to assist you.

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4. OWNER PROFILE INFORMATION:

How do I access my profile and make changes?

To access your Profile:

Go to MENU (top right corner),
click on PROFILE.

Next click on PROFILE & VENDOR ACCOUNTS (left side),
To make changes, click EDIT (top right corner).

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5. MEMBER SUPPORT:

How do I know who to contact for help?

We have a team on standby ready to assist with all your needs. Their information is listed under MEMBER SUPPORT.

To see their details:

Click on the HRA Logo (located top left of the window),
then click MEMBER SUPPORT (located on the home screen).

Your rep along with various HRA team members will be listed for your convenience.

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6. NEWSLETTER:

How often does the Newsletters get published?

Currently they are published seasonally to coordinate with promotions etc. We are currently looking at putting out smaller weekly newsletters to keep you informed.

In the future the Notification bell (top right of the window) will have general news and information so you are informed right away instead of waiting on the newsletter.

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7. PROMOTIONS:

How do I get in on the promotions being offered?

To Opt-in any active promotion:

Click on the HRA Logo (located top left of the window), then click ALL PROMOTIONS (located on the home screen). Click OPT-IN to show interest in being part of the promotion.

To Opt-out of any active promotion:

Click on the HRA Logo (located top left of the window), then click MY PROMOTIONS (located on the home screen). Click OPT-OUT to show that you are no longer interested in being part of the promotion.

To view the promotion being offered:

Click on the HRA Logo (located top left of the window), then click ALL PROMOTIONS (located on the home screen). Click on the promotion you are interested in to see the details. Click VIEW DOCUMENTS to see the actual promotion flyer.

If you are interested in the promotion Click OPT-IN to show interest.

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8. REBATES & INCENTIVES:

How do I view my rebate for each vendor?

To view your rebate for each vendor:

Click on the HRA Logo (located top left of the window), then click MY REBATES (located on the home screen).

To view your rebate per Quarter:

Click on the HRA Logo (located top left of the window),

then click MY REBATES (located on the home screen).
All 4 Quarters will be listed across the screen.
Click to see each separately.

To view your rebates from previous years:

Click on the HRA Logo (located top left of the window),
then click MY REBATES (located on the home screen).

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9. VENDOR ACCOUNTS:

How do I access my vendor account numbers?

To view your Vendor Accounts numbers:

Go to MENU (top right corner),
click on PROFILE.
Next click on PROFILE & VENDOR ACCOUNTS (left side).

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10. VENDOR PROGRAMS:

How do I sign up for a program being offered by a vendor?

To signup for a vendor's program:

Click on the HRA Logo (located top left of the window),
then click VENDORS & PARTNERS (located on the home screen).
Search for the program you are interested in and click HRA VENDOR PROGRAM.