



Frequently Asked Questions

General information for bars

How will HADOM help increase my net profit?

When a HADOM user walks into your bar, they'll get a notification on their phone that it's a HADOM partner bar. They can notify friends who also have the HADOM app that they're at your bar, and those friends can offer to buy them a drink. You'll get notified on your app, via text, or an automated phone call that a drink has been ordered and paid for. It's that easy!

Once a customer has accepted a drink from a friend, bars can keep the revenue for all unfulfilled orders; they cannot be redeemed later unless you choose to honor them. And tips for your bartender are included.

How much will this cost?

It's free to become a HADOM partner. If you receive an order, we charge the buyer an added service fee. *You keep the full value of the drink.*

How will you market me to customers?

Using unique customer identifiers that track purchases over time, HADOM data provides key insights into sales drivers and customer habits. Bars seeking to move inventory will be able to announce special offers to users, enticing them to send a particular brand to their friends.

Why do you need my Social Security Number and EIN?

HADOM partners with Stripe for secure payments and financial services. It's how you'll receive the funds from purchases made through HADOM. By law, Stripe must ask for your SSN to make sure you are who you say you are, and that you're authorized to act on behalf of an entity (your bar or restaurant). Your SSN is for identity verification *only*; Stripe is federally required to officially know someone connected to the



account. Your information is secure, and HADOM doesn't access or store it.

Stripe doesn't run credit checks, so inputting your SSN for this purpose won't affect your credit score. Your taxes won't be affected, either, as long as you input the correct name, Employer Identification Number (EIN), and bank account information.

HADOM has no access to your banking data, so we don't store it and your privacy is tightly controlled. Stripe keeps all the information you enter safe with bank-level security measures

Payment

How quickly do I get paid?

You will get paid once a week via direct deposit into your corporate bank account.

How does the payment process work?

HADOM handles the transactions. Customers can save their billing information in our app—so it's easy for them to order drinks for their friends from you over and over. We send you the order total, minus our service fee (which does not impact your bottom line), via your preferred form of payment. You will never pay us anything for this service for any reason; we will be paying you.

Orders

How do I receive orders?

We recommend you receive orders through the HADOM bar app, which you can access from any device with an internet connection. Or you can receive orders via text (SMS). You can also choose to receive order via an automated phone call.

Can I refuse or modify orders?



Yes. You can “decline” a drink order from a sender even if your customer has accepted it. If you decline an order, the sender’s account will not be charged.

Do you change my drink prices?

No. Customers value transparency, and we would never alter your prices without your explicit permission. Prices charged by HADOM reflect the prices you agreed to during setup. Only you can change prices in Settings.