

# How to Cancel

a HICAPS  
& EFTPOS  
Transaction

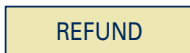


# Cancelling a HICAPS Claim

**Important Note:** If you have a Practice Management System (PMS) connected to HICAPS, please ensure you process any cancellations via your PMS.

## Step 1

Press the **'REFUND'** button on the main screen.



If your terminal is showing the **HICAPS screen saver**, simply **touch anywhere on the screen** to display the main screen.

If you have a multi-merchant terminal setup you will need to select the provider from the screen first, then proceed to review claim refund details displayed (step 2).

## Step 2

If you would like to cancel the last-approved claim processed, once you have confirmed that the transaction displayed is the claim you wish to cancel, press **'YES'** or the **'ENTER'** key on the keypad.



Benefit \$35.00  
Provider # 123456AJ  
RRN# 000000123456



The transaction reversal will now be sent for processing. If the screen displays **transaction accepted**, the cancel is now complete.

To **cancel any other claim transactions processed on the same day**. Then press **'NO'** and proceed to **Step 3**.

## Step 3

Select the provider by pressing the provider's name on the terminal screen (e.g. 'Dr Smith')

**Note:** If there is only one provider setup on your terminal, you will not receive this screen prompt.



SELECT PROVIDER

DR SMITH
DR RICHARDS
DR WILLIAMS
DR JOHNS

If you do not receive this screen prompt proceed to Step 4.

## Step 4


Swipe the patient's health fund membership card.

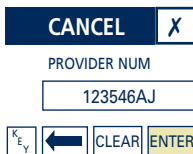


SWIPE CUSTOMER CARD

## Step 5

Key the provider number and press 'ENTER'.

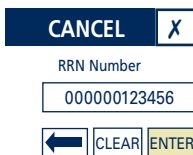
**Note:** Use the  screen button to display a keyboard to enter alpha character/s.



## Step 6

Key the RRN and press 'ENTER'.

**Note:** The **RRN** is displayed on the original HICAPS claim receipt above the 'Claim Total'.



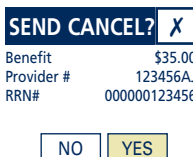
## Step 7

Key the **benefit amount** approved by the health fund on the original claim and press 'ENTER'.



## Step 8

Once you have confirmed that the transaction displayed is the claim you wish to cancel, press 'YES' or the 'ENTER' key on the keypad.



Once the transaction has been accepted, this screen will display.



### Important Note:

Once the transaction reversal has been approved, the terminal will automatically print two receipts. The first **receipt will need to be signed by the patient and retained by the provider for 24 months**. The second receipt is the patient's copy.

# Cancelling/Refunding an EFTPOS transaction

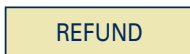
## Step 1

Press the **'REFUND'** button on the main screen.

If your terminal is showing the **HICAPS screen saver**, simply **touch anywhere on the screen** to display the main screen.

**Note:** If the last transaction processed was a HICAPS claim press 'No', swipe the patients' card and proceed to step 5.

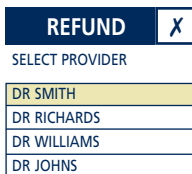
If you have a multi-merchant terminal setup you will need to select the provider from the screen first, then press 'No'.



## Step 2

Select the provider by pressing the provider's name on the terminal screen (e.g. 'Dr Smith')

**If you do not receive this screen prompt, proceed Step 3**



## Step 3

Swipe the patient's EFTPOS or Credit card.

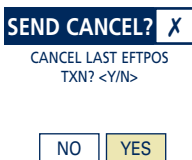


## Step 4

If you wish to cancel the last EFTPOS transaction processed press **'YES'** or the **'ENTER'** key on the keypad.

This screen will only appear if the EFTPOS or Credit card swiped has been used to process the **last transaction**.

The transaction reversal will now be sent for processing. The screen will display **transaction accepted**. Transaction cancel is now complete.



To **refund any other EFTPOS transactions processed on the same day**. Then press **'NO'** and proceed to **Step 5**.

**NOTE:** Transactions refunded, that were not the last transaction completed, are processed as a separate credit transaction and **may not be credited to customers account immediately**.

### Step 5

Select account used from **pinpad** or **on the screen** for the original payment.

SELECT ACCOUNT X

REQUEST CUSTOMER TO  
SELECT ACCOUNT

### Step 6

Key your EFTPOS refund password.

**Note:** If you have misplaced your EFTPOS refund password, call the HICAPS Help Desk on 1300 650 852.

DEBIT VISA REFUND X

MR DENTIST  
ENTER PASSWORD  
MID:33123453

← CLEAR ENTER

### Step 7

Key the EFTPOS amount approved on the original receipt and press **'ENTER'**.

DEBIT VISA DEBIT REF X

AMOUNT \$220.09

← CLEAR ENTER

## Step 8

Patient to key their Personal Identification Number (PIN) and press **'ENTER'**.

Once the transaction has been accepted, this screen will display.

**Important Note:** Once the transaction reversal has been approved, the terminal will automatically print two receipts. **The first receipt will need to be signed by the patient and retained by the provider for 24 months.** The second receipt is the patient's copy.

PINPAD



REQUEST CUSTOMER  
TO KEY PIN



CLEAR



RESPONSE



TRANSACTION  
ACCEPTED



**Fast** claims... on the spot