



HICAPS

Terminal Operations Guide

Provider Table

Provider Number	Provider Details
1.
2.
3.
4.
5.
6.
7.
8.
9.
10.
11.
12.

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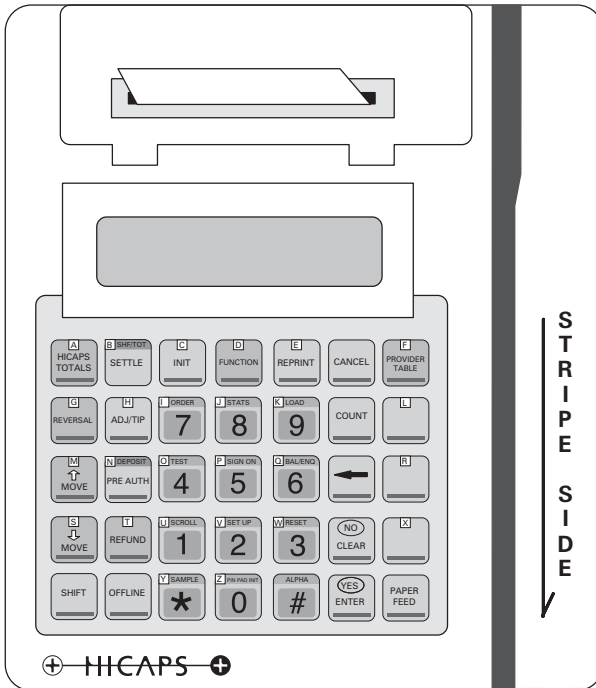
1. HICAPS/EFTPOS

1.1 Help Desk Contact

For HICAPS Help Desk hours of operation, please refer to WW.hicaps.com.au – Provider information section.

The Help Desk phone number is **1300 650 852**.

1.2 Diagram of HICAPS terminal



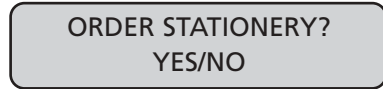
Note: The terminal should be left powered on at all times.

1.3 Ordering Stationery (terminal rolls only)

Step 1: Press the following keys in the order shown:



Step 2: Screen will display
Select **ENTER/YES**



Step 3: Terminal will print a receipt, stationery order placed.

Step 4: Press the following keys to send the order through.



Step 5: The terminal will print a receipt, signon ok.

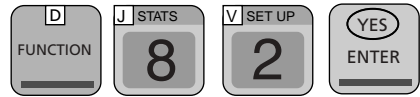
Note: The signon must be approved for the order to be placed successfully. Please allow 3-5 working days for the box of 10 rolls to arrive through the mail. For all other stationery requirements, ie HICAPS posters, window decals, patient brochures and quick reference guides etc please call the HICAPS help desk on 1300 650 852.

2. HICAPS

2.1 Print Test

To print a sample voucher to check that the receipt roll is correctly positioned in the printer.

Step 1: Press the following keys in the order shown:



Step 2: Screen displays:



Terminal will return to ready mode.

2.2 Glossary

Authorised payment	Value of rebate authorised by a Health Fund
Body part	2 digit numeric identifying part of body on which the service was performed.
Cancel	Cancel the last approved transaction.
Card	A membership card issued by the Health Fund. The card will list all patients covered by the membership.
Claim	After treatment is provided, details are sent electronically via the terminal to the Health Fund.
Claim declined	When a Health Fund declines to pay the claim request – a brief response message will print below each item entered.
Claim receipt	A receipt is printed by the terminal, which must be signed by the patient.
Date	The date the service was performed – must be entered in dd/mm format.
HICAPS Pty Ltd	Health Industry Claims and Payments Service. The company responsible for the switching of transactions to health funds from the terminal.
Issue date	Refers to the date the membership card was issued and is located on the bottom right-hand corner of some cards.
Item Cost	Amount charged for service.

Item number	Numeric code which identifies the type of service performed.
Member	A customer of a Health Fund.
Patient ID	A number shown on the card which identifies a given member/patient.
Provider	Practitioners who provide health services to patients.
Provider Index	A 2-digit reference number in the Index Table which identifies a Provider.
Provider Number	A unique 8 character identifier allocated to the provider by the Health Insurance Commission or Medibank Private.
Provider Table	The Provider table is a list of Provider Names, Provider numbers and Provider Indexes for all users of that terminal.
Reversal	Reverses an approved transaction on the same day the transaction was processed.
RRN	Receipt reference number (unique 12 digit field).
Swipe member card	Pass membership card through HICAPS terminal down right hand side.

2.3 Terminal Key Usage



Prints a summary of transactions processed for today or for the previous business day.



Reverses a claim approved earlier in the day.



Moves backwards through data already entered so that it may be viewed or changed.



Moves forwards through data already entered so that it may be viewed or changed.



This key is used in combination with other keys to type letters, as shown below.



To type the letter **P**, while holding down the SHIFT key, press the



5/P/SIGN ON key.



When held down simultaneously inserts a space between words.



Reprints a copy of the previous receipt.



Use this key to cancel information on the screen.



The backspace key which deletes the last character or digit typed.



Use to answer 'no' to a question or to delete data being entered (similar effect to backspace key).



Use to answer 'yes' to a question or to end a line of typed data.



Opens the Provider Table for its contents to be viewed or changed.



Feeds the terminal roll forward through the terminal's print mechanism.



Refund of funds to account of the cardholder.



Settles EFTPOS transactions.

2.4 Printing a summary of Daily Value sent

Step 1: Press the **HICAPS TOTALS** key and the screen displays:

To print totals processed since start of business today press **ENTER/YES**.

The screens shown at right will appear.

HICAPS TOTALS
TODAY Y/N

PROCESSING NOW

APPROVED

DD/MM/YY HH:MM
READY

Step 2: Screen displays:

To print totals for transactions processed yesterday press the **HICAPS TOTALS** key, then **NO/CLEAR** and then **ENTER/YES**.

The screens shown at right will appear.

DD/MM/YY HH:MM
READY

HICAPS TOTALS
LAST DAY Y/N

PROCESSING NOW

APPROVED

DD/MM/YY HH:MM
READY

2.5 Processing a HICAPS transaction

Step 1

From the ready screen:
Swipe patient's card.

Note:

Once you swipe the patient's health fund card the terminal will automatically display the maximum number of items you are able to process in one transaction for that health fund.

The number of items you are able to process will vary from health fund to health fund.



MAX ALLOWED ITEMS 24
Provider Index

Step 2

Type in the Provider's two digit Index number and press **ENTER/YES**, for example, 01 'Dr Smith'.

Dr John Smith
Patients ID

Step 3

Type in the two digit Patient ID from their card, for example, 03 and press **ENTER/YES**.

Patients ID 03
Item#

Step 4

Type in the item number, for example, 0137 and press

ENTER/YES.

Step 5

If required by the patient's Health Fund, type in a two digit Body Part number and press **ENTER/YES**. If not required simply press **ENTER/YES**.

Item#	0137
Body Part#	

Step 6

Today's date displays. If the treatment took place before today, type in treatment date in dd/mm format (eg 27 March is entered as 2703) press the **ENTER/YES** key.

Body Part#	00
Date dd/mm	xxxx

Step 7

Terminal will automatically default to the last \$ amount charged for this item. eg (\$67.80) (If item memory function is enabled).

Date dd/mm	2703
Item Cost	\$67.80

If this amount is correct then press **ENTER/YES** key. If not then overwrite/key with the new amount.

Step 8

The terminal will display "0000".

Item Cost	\$67.80
Item#	0000

If the customer/patient has further items then overtype the "0000" with relevant item number and press **ENTER/YES** key. Return to step 5. If the patient has no more items then press the **ENTER/YES** key.

If you wish to add another customer/patient to this claim enter the new Patient ID and press the **ENTER/YES** key. Return to Step 4.

PATIENT	ID
---------	----

If you do not wish to add an additional customer/patient to the claim press the **ENTER/YES** key.

Step 9

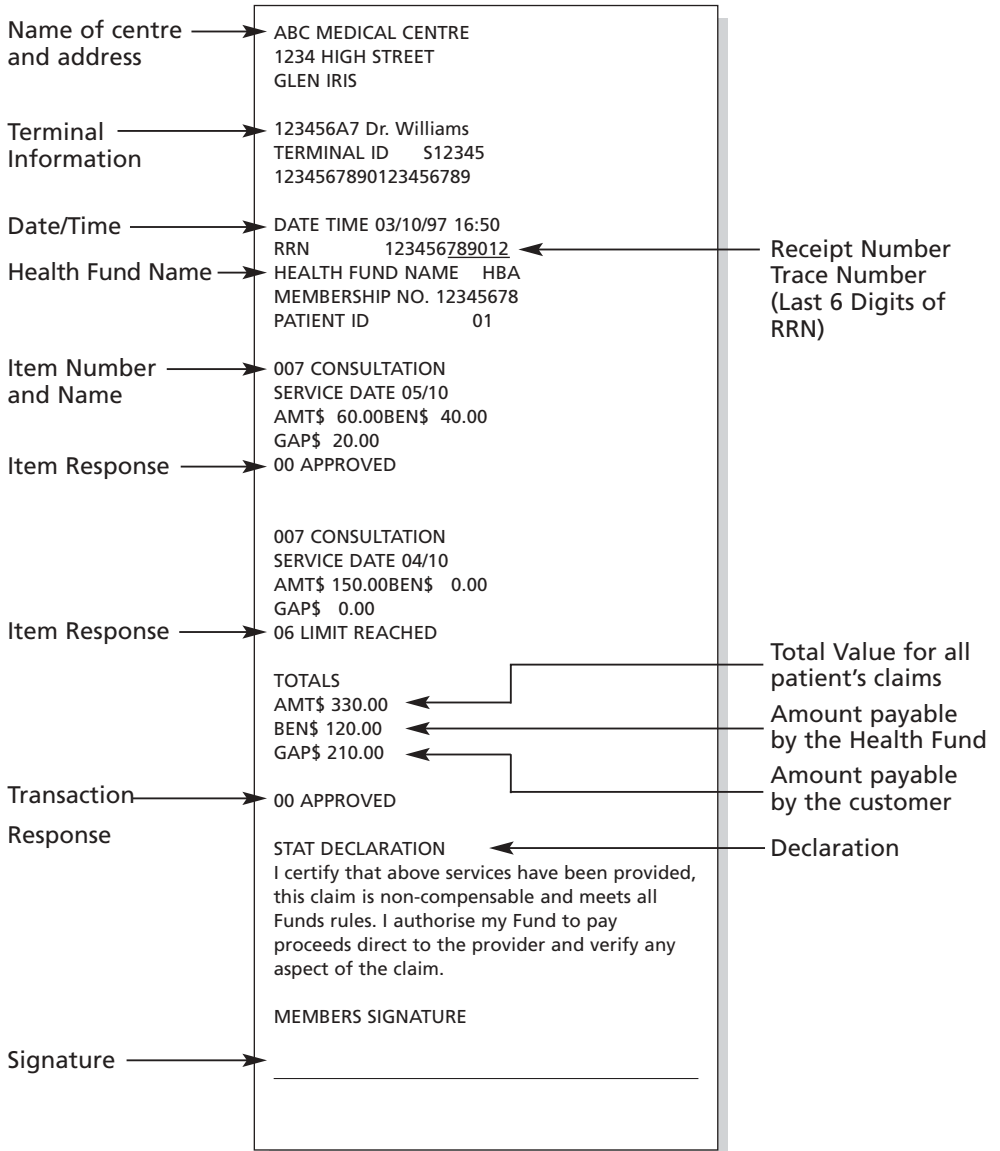
To confirm press the **ENTER/YES** key. Claim will now be sent to the Health Fund for processing.

SEND TO HEALTH FUND	
CONFIRM	Y/N

Step 10

Patient must sign receipt. Give a copy to the patient and place your copy in a safe place. If the claim is declined the receipt will print a declined transaction response.

HICAPS Receipt



2.6 Resubmitting a declined claim

There are 3 possible outcomes for a claim that is sent to a Health Fund.

- a) *Approved* – all items accepted for payment
- b) *Approved Partially* – some items approved and some declined.
Individual declined items can be resubmitted under a new claim.
- c) *Declined* – no items have been approved.

A declined transaction may be resubmitted if the claim information is incorrect.

A declined transaction will continue to display on the terminal, unless cleared by **pressing CANCEL key**. This transaction may be edited and resubmitted.

Step 1: Screen displays:

To correct the claim use the **MOVE** ↓ and the **MOVE** ↑ keys to scroll. After making the required changes scroll to the end when the **screen shows**:

PROVIDER INDEX	01
PATIENT ID	00

ITEM COST	\$67.80
ITEM #	

Step 2: Type in 0000 and press **ENTER/YES** and the screen at right will appear.

ITEM COST	\$67.80
PATIENT ID	

Step 3: Press **ENTER/YES** and the screen at right will appear.

SEND TO HEALTH FUND?
CONFIRM Y/N

Step 4: Press **ENTER/YES** and the claim will be resubmitted.

2.7 Reversing submitted claims

Note: A claim may only be reversed on the same day it was submitted.

There are 2 methods to reverse Approved Claims.

1. The last-approved claim can be reversed by processing a Cancel. (Refer Process detailed below Cancel Transaction.)
2. If other claims or EFTPOS transactions have since been processed you must swipe the card, type in the full 8 digit provider number, the RRN number and the total benefit amount. (Refer process detailed below Reverse Approved Transaction.)

Cancel Transaction

Step 1: To cancel the last approved claim press the **REVERSAL** key and the screen displays:

CANCEL LAST TRAN Y/N

Press the **ENTER/YES** key.

The screen will display details of the last Approved Claim. Press the **ENTER/YES** key:



CONFIRM Y/N

Step 2: Screen displays:

Press the **ENTER/YES** to send the Cancel to the Health Fund.

APPROVED

Step 3: Transaction accepted details will print on the receipt.

Note: You are able to use **MOVE**  and the **MOVE**  keys to scroll within the transaction to confirm the correct transaction is to be cancelled.

Receipt Details

If the “cancel” is approved by the Health Fund a receipt will print out. The patient must sign the receipt. Give the top copy to the patient and place your copy in a safe place.

The cancel process is now complete and the screen will revert to READY.

DD/MM/YY HH:MM
READY

Reverse an Approved Transaction

(Not the last transaction processed on the terminal.)

Step 1: To reverse an approved transaction press the **REVERSAL** key and the screen displays:

CANCEL LAST TRAN Y/N

This screen will only display if the last claim held by the terminal was an approved HICAPS claim. Press **CLEAR/NO** and the screen displays:

Step 2: Swipe the card.

SWIPE MEMBER CARD

Step 3: Screen displays:

Type in full 8 character Provider Number printed on the receipt and press **ENTER/YES** key.

FULL PROV #

Note: To enter alpha characters, hold down the SHIFT key and press the corresponding letter at the same time.

FULL PROV # xxxxxx
KEY RRN

Step 4: Screen displays:

Type in 12 digit RRN printed on the receipt, press **ENTER/YES** key.

KEY RRN xxxxxxxxxxxx
AUTH PMT \$ \$0.00

Step 5: Screen displays:

Type in Total Benefit approved printed on the receipt, press **ENTER/YES** key and the screen displays:

CONFIRM Y/N

Step 6: Press **ENTER/YES** for Reversal to be submitted.

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Reversal details and approval will be printed on receipt and the screen displays:

DD/MM/YY HH:MM
READY

The reversal process is now complete and the screen will revert to **READY**.

Receipt Details

If the “reversal” is approved by the Health Fund a receipt will print out. **The patient must sign the receipt.** Give a copy to the patient and place your copy in a safe place.

2.8 Provider Table

A Provider Table template is included in the terminal to save time when processing a transaction. This table may be altered should Provider details change at your practice.

Below is an example of the information stored in Provider Table.

Provider Index	Provider's Name	Provider Number
01	Mr Kevin Fysh	1234561A

Terminal will hold up to 12 Providers in Provider Table.

2.9 Setting up the Provider Table

Note: All requests to add or delete a new provider must be notified to HICAPS in writing.

Step 1: Press the **PROVIDER TABLE** key. **Screen displays:** Type in 01 as the Provider Index and press **ENTER/YES**.

PROVIDER TABLE MAINT
PROVIDER INDEX

Step 2: Screen displays: Now key in the Provider's name. Hold the shift key down to type in letters. The name can be up to 15 characters long eg. Dr. Susan Lees. Once the name is typed in press **ENTER/YES**.

PROVIDER INDEX 01
NAME

Note: To create a space between words – hold the shift key down and press alpha key.



Step 3: Screen displays: Now key in the Provider number (8 digit alpha numeric) of Dr Lees, for example, 0123456A and press the **ENTER/YES** key.

NAME DR SUSAN LEES
PROVIDER #

Dr Lees' details are now recorded in the Provider Table and the terminal is ready for the next Provider's details.

Step 4: Screen displays:

If another Provider will be using this terminal, enter the 2 digit provider index and then complete Steps 2 and 3 for each Provider. Once all Providers have been entered press the **CANCEL** key to exit the Provider Table.

PROVIDER TABLE MAINT
PROVIDER INDEX

2.11 Viewing or Amending the Provider Table

Note: *Prior to adding or amending a provider's details please advise HICAPS in writing.*

Step 1: Press the **PROVIDER TABLE** key.

Screen displays:

Key required Provider Index (01–12) and press **ENTER/YES** key.

```
PROVIDER TABLE MAINT
PROVIDER INDEX
```

The provider table can be viewed by keying in a 2 digit provider index and then pressing **ENTER**.

```
PROVIDER INDEX      02
NAME DR MARK PONDE
```

For a name change, type in the changed name and press **ENTER/YES**.

The screen will display the provider's name. The provider's number can be displayed by pressing **ENTER** again. To exit the Provider table just press the **CANCEL** key, twice.

Step 2: If there is no name change press the **ENTER/YES** key and then change the Provider Number if required, then press **ENTER/YES**.

```
NAME DR MARK PONDE
PROVIDER #      xxxxxxxx
```

To exit the Provider Table press the **CANCEL** key.

2.12 Deleting a Provider Name from the Provider Table


Note: *Prior to adding or amending a provider's details please advise HICAPS in writing.*

Step 1: Press the **PROVIDER TABLE** key. **Screen displays:** Select the provider index required and press **ENTER/YES**.



PROVIDER TABLE MAIN
PROVIDER INDEX

Step 2: Screen displays: To clear the data from the Selected Provider Index. Press the **CLEAR** key and then the **ENTER/YES** key. This will delete the data from the index.



PROVIDER INDEX 02
NAME DR MARK PONDE

Press **CANCEL** to exit the Provider Table.

2.13 Reconciliation

HICAPS end of day is 23:59:59 EST Monday to Saturday. Any claim approved within the 24 hour period prior will be included in the payment totals processed by each Health Fund.

A HICAPS Reconciliation Guide can be obtained by calling the HICAPS Help Desk on **1300 650 852** or our website www.hicaps.com.au

2.14 HICAPS Transaction Response Codes

Transaction Response Codes are found on the printed receipt after TOTALS (The Response relates to the overall transaction).

Error Code	Description
00 Approved	Approved or completed successfully
01 Prov Not Approv	Provider not approved by Fund
02 Mship Under Invest	Membership under investigation
03 Invalid Prov Nbr	Invalid provider number
04 Retain Card	Retain Card
10 Refer to Fund	Refer to Health Fund
12 Declined	Declined
14 Invalid Card Nbr	Invalid card number
19 No Items Entered	No Items entered
21 Call Help Desk	No action taken
32 Completed Partially	Completed partially
40 Mship Not Covered	Membership not covered
42 Mship Ended at DOS	Membership ceased/suspended at date of service
51 Mship Unfinancial	Membership unfinancial
54 Expired Card	Expired card
56 Invalid Mship Nbr	Invalid Membership number
57 No Ancillary Cover	No ancillary cover
58 Txn Not Permitted	Transaction not permitted to terminal
60 Provider Not Registd	Provider not registered with fund
61 Benefit Limit Exced	Benefit limit exceeded
69 No Benefit Payable	No benefit payable
76 Approved	Approved with key exchange
91 System Inoperative	Issuer or switch inoperative
94 Duplicate Txn	Duplicate transmission
97 Reconc Totals Reset	Advises that reconciliation totals have been reset
PO-PZ – Refer to Health Fund	Refer to Health Fund

2.15 HICAPS Item Response Codes

Item Response Codes are found on the printed receipt at the end of each **item**, within the transaction.

Error Code	Description
00 Approved	Approved
01 Item No Benefit	Nil benefit payable on this item
02 Restricted Item	Nil benefit – restricted item
03 Restricted Item	Reduced benefit – restricted item
04 Previously Paid	Nil benefit – benefit previously paid
05 Limit Reached	Nil benefit – limit reached
06 Limit Reached	Reduced benefit – limit reached
07 Waiting Period	Nil benefit – qualifying period applies
08 PreReq Ser Reqd	Nil benefit – pre-requisite service required
09 Pre Existing	Nil benefit – pre existing ailment
10 Item Nbr Invalid	Item number invalid
11 Item Nbr Ceased	Item number ceased
12 Item Not Valid	Item not valid for provider
13 Item Not Apprvd	Item not approved . . . not payable by HICAPS
14 Max Nbr Ser Exc	Service exceeds number of times permitted
15 Cost Missing	Cost must be entered
16 DOS Not Valid	Date of service must be before today
17 DOS Too Old	Date of service too old
18 Body Part Reqd	Body part required
19 Pat Not Covered	Patient not covered
20 Depd Status End	Dependant status ceased
21 Invald Pat Code	Invalid patient code
22 Mship Not Cover	Membership not covered
23 Mship Ended DOS	Membership ceased/suspended at date of service
24 Mship unfin DOS	Membership unfinancial
25 No Ancill Cover	No ancilliary cover
26 Item Not Coverd	Not covered for this service

3. EFTPOS

3.1 Purchase with EFTPOS

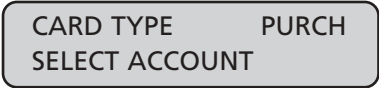
Purchase option is the terminal default mode.

From the ready screen.

Step 1: Swipe card.


Step 2: Screen displays:

Hand the PIN Pad to the cardholder and ask them to select the account type. (Savings, Cheque or Credit.)



CARD TYPE PURCH
SELECT ACCOUNT

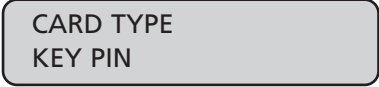
Step 3: Once the account is selected, the screen displays: Enter the amount (eg. HICAPS gap amount) and press **ENTER/YES**.



CARD TYPE PURCH
AMOUNT \$0.00

Step 4: Screen displays:

Note: If Credit, Debit or Savings Account selected, have the customer press **OK** and then ask them to enter their PIN Number.



CARD TYPE
KEY PIN

Step 5: Screen displays:

Note: The cardholder must sign the receipt if requested.



PROCESSING
PLEASE WAIT



APPROVED
PLEASE SIGN

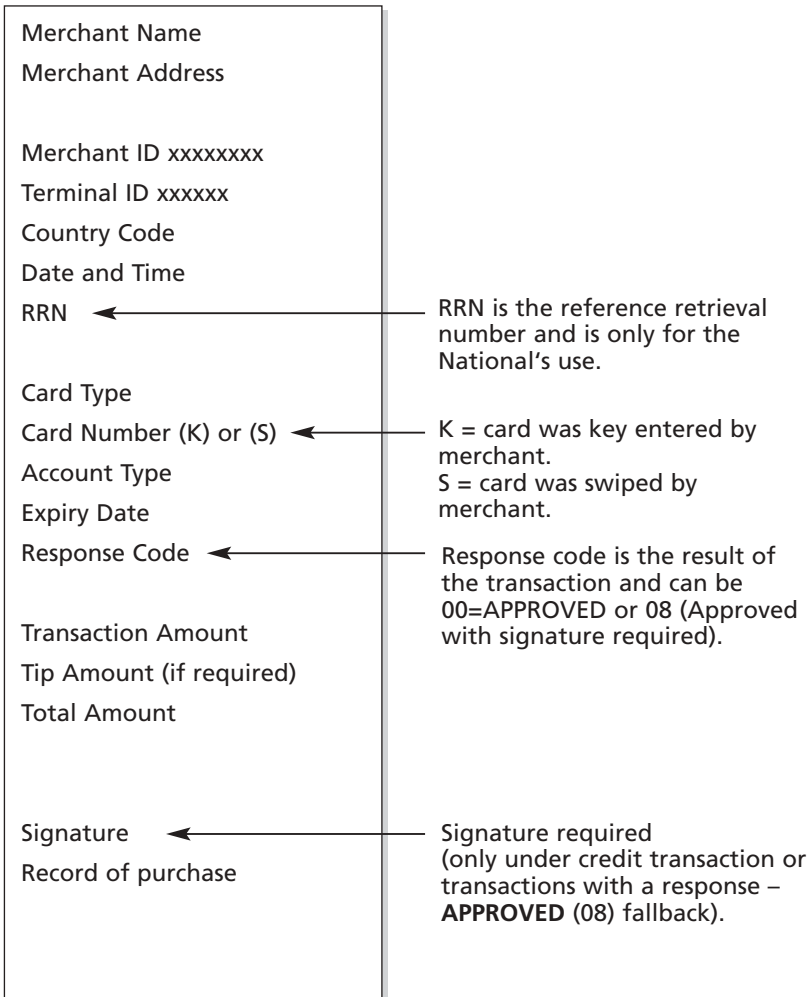
Note: The terminal will prompt automatically for cash outs or tips if you have those options. Step 3 will be repeated, if you wish to ignore the cash out or tip options, press **ENTER/YES** to bypass those steps. Cash out is available on cheque and savings accounts only.

Note: Account selection or PIN number must be entered in by the cardholder.

3.2 Receipt Example

Purchase Receipt Example

Original is to be retained by the merchant. Duplicate is for the customer.



3.3 Security – To Change Refund Password

If the Refund facility is loaded for use on your terminal, then you must ensure the password is changed from the default password by the following procedure.

Step 1: Press the following keys in the order shown:



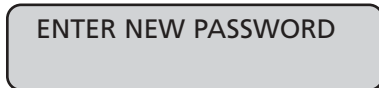
Step 2: Screen displays:



Step 3: Enter old password and press the **ENTER/YES** key.

Step 4: Screen displays:

Password must be four digits using 0-9 only.



Step 5: Enter new password and press **ENTER/YES** key.

Screen displays:

Re-key at terminal's request and press **ENTER/YES** key.



Step 6: Screen displays: and returns to **READY** mode.



Note: For your protection, please ensure your terminal password is **changed** regularly.

3.4 Security – Refunds – *Optional Function*

From the ready screen.

Step 1: Press the **REFUND** key.



Step 2: Screen displays:

Key in the password and press **ENTER/YES**.

REFUND PASSWORD?
PASSWORD XXXX

Step 3: Screen displays:

Swipe the card.

READY REFUND
ENTER CARD NUMBER

Step 4: Screen displays:

Hand the PIN Pad to the cardholder and ask them to select the account type. (Savings, Cheque or Credit)

READY REFUND
SELECT ACCOUNT

Step 5: Screen displays:

Enter the amount.

CARDTYPE REFUND
AMOUNT \$0.00

Step 6: Screen displays:

Note: If Credit Account selected, key **OK** for the PIN number.

CARDTYPE REFUND
KEY PIN

Step 7: When transaction is completed, **screen displays:**

APPROVED
PLEASE SIGN

Note: The cardholder must sign the receipt.

Note: Account selection or PIN number must be entered in by the cardholder. Please advise the cardholder that the funds may take up to 5 business days to be credited to their account.

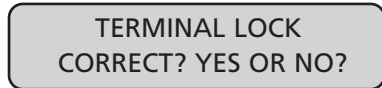
3.5 Security – Terminal Lock

For security purposes you are able to lock your terminal by using your refund password. Prior to locking the terminal ensure you have your refund password (refer to page 27, (3.3) Security to change refund password).

Step 1: Press the following keys in the order shown:

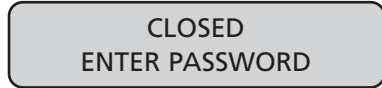


Screen displays:



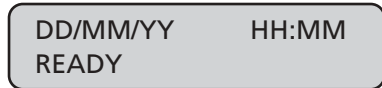
Step 2: Press the ENTER/YES key?

Screen displays:



To UNLOCK the terminal
Enter your password and press
ENTER/YES Key.

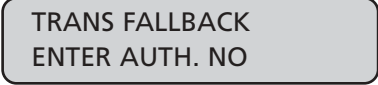
Screen displays:



3.6 Fallback Procedure

In the event of the terminal being unable to communicate with the National, it will default to a “fallback” situation. Amounts above your floor limit require an authorisation number to be obtained and entered when requested into the terminal.

Step 1: If a transaction is unable to be processed due to a communication problem, the following screen may be displayed at the end of the transaction.



TRANS FALLBACK
ENTER AUTH. NO

Step 2: Enter authorisation number* (refer below for contact phone numbers) and press **ENTER/YES** key. Transaction will be stored within the terminal and passed on when communication is available.

Note: If authorisation is not received, press **CANCEL** key and request another form of payment.

If the amount of the transaction is below your floor limit, the transaction will be approved on fallback. The receipt will detail **APPROVED (08) FALLBACK**. Please ask the customer to sign the receipt. The transaction will be stored in the terminal and passed on when communication is available. Please call HICAPS HelpDesk if your terminal processes more than 2 fallback transactions in a row.

For authorisation call:

Credit Cards 13 25 15
Debit Cards 1300 650 852

* Call the above contact number to obtain a valid authorisation number.

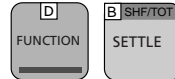
3.7 Pre-settlement Enquiry

Note: Performing a pre-settlement or previous settlement enquiry will not settle your terminal.

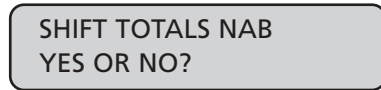
Pre-settlement Enquiry

This function displays the total value of transactions from the previous settlement period to the current time.

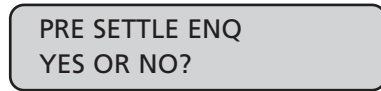
Step 1: Press the following keys in the order shown:



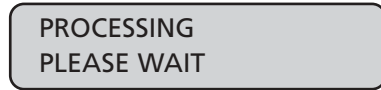
Step 2: Screen displays:
Select **ENTER/YES**.



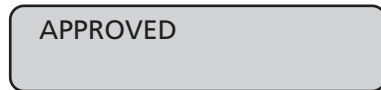
Step 3: Screen displays:
Select **ENTER/YES**.



Step 4: Screen displays:



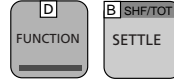
A receipt of the totals is printed.



3.7 Last Settlement Enquiry

This function displays settlement totals for the previous settlement period.

Step 1: Press the following keys in the order shown:



Step 2: Screen displays:
Select **ENTER/YES**.

SHIFT TOTALS NAB
YES OR NO?

Step 3: Screen displays:
Select **CLEAR/NO**

PRE SETTLE ENQ
YES OR NO?

Step 4: Screen displays:
Select **ENTER/YES**.

LAST SETTLEMENT ENQ
YES OR NO?

Step 5: Screen displays:

PROCESSING PLEASE
WAIT

A receipt of the last settlement totals is printed.

APPROVED

3.8 Settlement

Note: Settlement can only be performed once between 8pm EST and 8pm EST the next night. If a manual settlement is not performed, settlement will occur automatically at 20.00 EST.

Step 1: Press the **SETTLE** key.



Screen will display:
Select **ENTER/YES**.

SETTLE NAB
YES OR NO

TXN LISTING
YES/NO

Step 2: Select **ENTER/YES** if you require a listing of the transactions. Select **NO/CLEAR** if no printout is required.

PRINTING RECEIPT

Step 3: Select **ENTER/YES** if the print quality is acceptable. Select **NO/CLEAR** if reprint required. Once the print has been confirmed, **screen will display:**

WAS PRINTING OKAY?

Current settlement receipt will print out.

PROCESSING
PLEASE WAIT

APPROVED

Note: Midnight settlement (EST) is available upon request. Please contact HICAPS HelpDesk on **1300 650 852** for more information.

3.9 Scroll and Transaction Listing

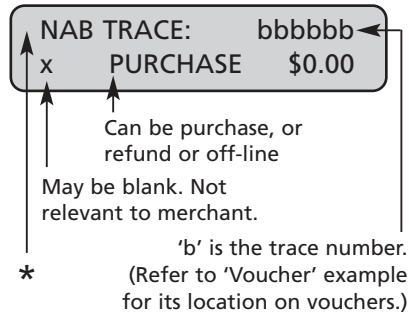
Scroll

Step 1: Press the following keys in the order shown:



Step 2: Screen displays:

* **Note:** If your terminal accepts other cards, i.e. Amex, the card type will be indicated here as transactions are displayed

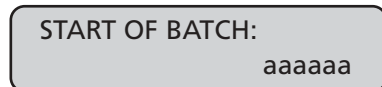


Step 3: Press to view transactions since previous settlement.

Transactions are shown in reverse chronological order, press **ENTER/YES** to continue through subsequent transactions.



Step 4: You will know when you have viewed the first transaction in the batch as screen will then display.



(where a = batch number)

Press **ENTER/YES** to view other card types, i.e. Amex etc.

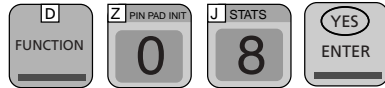
Step 5: To return to **READY** mode press:



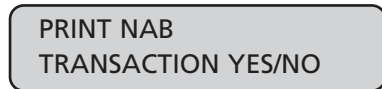
Transaction Listing

A transaction listing will provide a printout of **all** transactions since the last settlement.

Step 1: Press the following keys in the order shown:

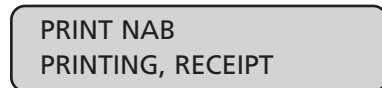


Step 2: Screen displays:



Step 3: Select **ENTER/YES** if you would like a transaction listing printed for all transactions (eg. MasterCard, Visa, HICAPS, AMEX etc). If you select **NO**, terminal reverts to ready screen.

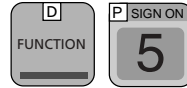
Step 4: If **ENTER/YES** is selected
Screen displays:



3.10 Sign-On

Should you be prompted by the terminal to perform a Host-sign on function prior to processing a transaction please proceed as follows:

Step 1: Press the following keys in the order shown:



Step 2: Screen displays:
Select **ENTER/YES**.



Step 3: Screen displays:



During the sign on process, the terminal will display a number of different screens as the terminal checks for a dial tone.

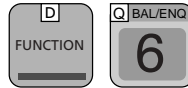
Should the terminal not complete a sign on function or alternatively continually request a sign-on function please call the HICAPS Help Desk on **1300 650 852**.

3.11 Balance Enquiry and Reprint

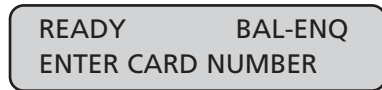
Balance Enquiry

Note: An account balance can only be obtained for National cardholders.

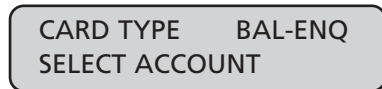
Step 1: Press:



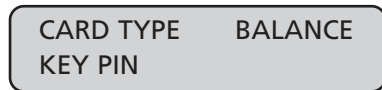
Step 2: Screen displays:
Swipe the card for which a balance is required.



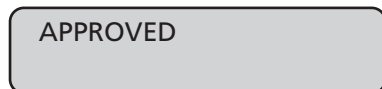
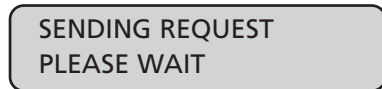
Step 3: Screen displays:
Hand the PIN pad to the cardholder and ask them to select the account type. (Savings or Cheque)



Step 4: Screen displays:
Advise the cardholder to enter the PIN, then select **ENTER/YES**.



Step 5: Screen displays:
When the transaction is completed and approved, the second message will display but no receipt will be printed. Balance of account and available balance appear on the PIN pad screen.



If the transaction is rejected, a full message will be printed displaying an error message.

Reprint

This key reproduces the previous receipt. It has the words 'DUPLICATE VOUCHER' printed to avoid confusion.

Step 1: Press:



Step 2: While voucher is printing, **screen displays:**



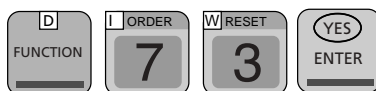
Reprint a Specific Voucher

Note: This function is available for EFTPOS and HICAPS transactions.

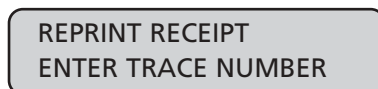
To reproduce a voucher other than the last one printed for a transaction currently stored in the terminal.

Please note: To **reprint** the last transaction receipt press **REPRINT** button.

Step 1: Press the following keys in the order shown:



Step 2: Screen displays:



Step 3: Key in the trace number, (see the next subheading for details on trace numbers) press **ENTER/YES** and voucher will be reprinted.

Trace number can also be obtained by referring to the RRN on the transaction receipt if available. Trace number is the last 6 digits of the RRM.

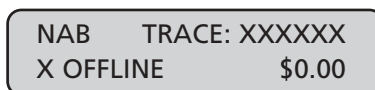
Trace Number

The trace number is allocated and stored within the terminal.

Step 1: Press the following keys in the order shown:



Step 2: Screen displays:



To obtain the next record select **ENTER/YES**. Continue the process until the required entry is displayed.

To exit, press CANCEL.

Note: Record the required trace number and use section 'Reprint a Specific Voucher' (Step 2).

3.12 Error Messages and Corrective Actions

Code	Short Description	Details
00	Approved	Transaction approved or completed successfully
04	Pick up card	Declined – Please call 13 25 15 and select the option for extension 500
05	Declined	The transaction has been declined
07	Pick up card	Pick up card – Please call 13 25 15 and select the option for extension 500.
13	Invalid Amount	The amount of the transaction is invalid for the type of transaction or merchant
14	Invalid Card	Either the Card Issuer does not recognise the card or the card number is not allowed to be processed by the terminal
15	No such issuer	The card issuer is not knowN by the terminal or switch
21	No action taken	The card issuer did not process the requested transaction. Check details are correct and retry.
31	Issuer Not Supported	The acquirer does not have an acquiring arrangement with the issuer of this card

32	Partially Completed	The transaction was not fully completed and has been reversed
33	Expired Card	The terminal has advised that the card used for the transaction is expired or has been replaced
38	PIN Retries Exceeded	The allowable number of pin retries has been exceeded for the card
39	No Credit Account	The Credit account was selected for the transaction, but one is not attached to the card
43	Pick up card	Pick up card – Please call 13 25 15 and select the option for extension 500
52	No Cheque Account	The Cheque account was selected for the transaction, but one is not attached to the card
53	No Savings Account	The Savings account was selected for the transaction, but one is not attached to the card
54	Expired Card	The card issuer has advised that the card used for the transaction is expired or has been replaced
55	Incorrect PIN	The PIN entered by the cardholder is not valid for the card used

58	Not Permitted	This type of transaction is not permitted to be performed at this terminal
61	Exceeds Limit	The transaction amount exceeds the daily or weekly withdrawal limit
65	Exceeds Frequency	The number of transactions exceeds the number allowed by the Card Issuer
75	PIN Retries Exceeded	The allowable number of pin retries has been exceeded for the card
76	Approved	The transaction was approved but the terminal will perform an automatic sign-on for security reasons
91	System Inoperative	The Switch or Card Issuer is currently not available.
93	Already Settles	Terminal has been settled within the last settlement period.
96	System Malfunction	The switch has experienced a serious malfunction or the message is unable to be processed due to invalid details on one or more fields. Call HICAPS HelpDesk on 1300 650 852
97	Totals Reset	Settlement has been processed and the terminal totals have been reset. Settlement has been approved

98	MAC Error	The switch has identified a possible security error or the message is unable to be processed due to invalid details on one or more fields. Call HICAPS HelpDesk on 1300 650 852
N1	Upgrade Available	Transaction approved - a new version of terminal software is available and the terminal will automatically attempt to upgrade overnight
N2	PINPAD Error	Transaction declined - the PINPAD connected to the terminal is invalid and can not be used on this terminal. Call HICAPS HelpDesk on 1300 650 852
N3	Upgrade Required	Transaction declined - the current version of terminal software is no longer supported, the terminal will need to be upgraded before proceeding

Note: If screen display is blank, power reset the terminal and check connections. If problem persists, call the Help Desk.

If any other error messages are displayed, please call Help Desk.

3.13 Manual Backup Procedure

Manual Backup Procedures involves the use of the manual imprinter and vouchers.

This procedure should only be used when you are advised in the terminal error message section.

Do not use manual backup procedure for any of these situations:

- Declined
- Faulty and damaged cards
- Invalid card
- Expired card
- Card number error
- Retain card

If you have any doubt on whether you should use the manual backup procedure, please call the Help Desk.

However, for many of these messages, the Help Desk cannot assist any further as the details of specific customer account details cannot be revealed. For example, if a transaction is declined due to lack of funds, this will not be advised to you.

3.14 Merchant Requirements to ensure EFTPOS Transactions are Valid

1. For all manual transactions:
 - (a) Always try the transactions through the PIN pad first.
 - (b) Check the card is being used after its 'valid from' date and before its 'valid to' date.
 - (c) Ensure the card is not recorded on any warning bulletin.
 - (d) Ensure that the card imprint is legible and complete.
 - (e) Obtain authorisation for above floor limit transactions.
2. For any signature based transaction verify the cardholder's signature matches the signature on their card. If the signature does not match, or you are suspicious of the sale, contact the appropriate centre listed on the next page.
3. Ensure the accuracy of any card information keyed into the PIN pad.
4. Retain your electronic transaction receipts and manual transaction vouchers for a period of not less than 12 months.

If any of these conditions are not met, it is possible that the transaction may be invalid and the merchant account debited for the value of the disputed transaction.

3.15 Contact Phone for HICAPS/EFTPOS

HICAPS Help Desk 1300 650 852

Your Merchant Details

Merchant No.

Manual Merchant No.

For Authorisations:

- **Credit Card (Credit) Account**

This is an Australia wide number 13 25 15

- **Debit Card (Cheque) or (Savings) Account**

This is an Australia wide number 1300 650 852

Lost or Stolen Cards

Please call the above authorisation line appropriate for the card type used (credit or debit). Call 13 25 15 and select option for extension 500 when calling about lost or stolen credit cards.

Credit Card authorisation is now an automated number and is now 13 25 15

Terminal number

