

HICAPS TERMINAL USER GUIDE



CONTACT PHONE NUMBERS FOR HICAPS/EFTPOS

HICAPS Help Desk 1300 650 852

your merchant details

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 369 852
- American Express 1300 363 614
- Diners Club 1800 331 112

Authorisation services are available 24 hours a day, 7 days a week.

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 extension 500 when calling about lost or stolen credit cards.

terminal number

Attach your first sign on receipt here!



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1. HICAPS/EFTPOS

1.1 HICAPS help desk

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

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

HICAPS fax number is **1300 725 726**.

1.2 glossary

| | |
|--------------------------|---|
| benefit | Value of rebate authorised by a Health Fund. |
| body part | Two digit alpha/numeric identifying the part on the body on which the service was performed. |
| cancel | Reverses a transaction processed through the terminal. |
| card | A membership card issued by the Health Fund or an EFTPOS or credit card, issued by a bank. |
| 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 request a brief response message will print with each declined item and/or claim. |
| claim receipt | Either the terminal or the associated Practice Management System prints a receipt, which must be signed by the patient to acknowledge services and approve the transfer of payment to the provider. |
| claim to sale | The terminal facility allowing you to start an EFTPOS transaction using the Gap amount returned from the HICAPS Claim. |
| clinical code | Two digit alpha/numeric identifying the body part/primary condition/diagnostic intervention on which the service was performed. |
| date (of service) | The date the specific item of service was performed – format ddm. |
| fallback | The terminal was unable to contact the bank to process an EFTPOS transaction, but the transaction has been approved/declined and will be sent to the bank with the next transaction. |
| gap payment | The amount remaining after the Health Fund has approved a benefit for the specified services. |

| | |
|-----------------------------------|---|
| hicaps | Health Industry Claims And Payments Service. The company responsible for the switching of transactions to health funds from the terminal. |
| issue date | The date the membership card was issued. Those cards with issue dates have them printed on the bottom right-hand corner of the card. |
| item cost | The amount charged for the given item of service. |
| item number | Numeric code identifying the type of service performed. Refer to the HICAPS Quick Reference Guide or the relevant schedule for a full list of item numbers. |
| member | A customer of a Health Fund. |
| MMF | The Multi-Merchant Facility. This is a feature of the HICAPS terminal which optionally allows you to settle the EFTPOS funds separately for each provider. |
| patient ID | A member listed on the card which identifies a given patient within a Health Fund membership. |
| Practice Management system | The PC-based system which allows a transaction to be sent directly to the HICAPS terminal. |
| provider | Practitioners who provide Health Services to patients. |
| provider number | Is eight characters that uniquely identify each individual provider for a specific location. Provider numbers that HICAPS use are issued by Medicare Australia or Medibank Private. Provider numbers are location specific, so you must have a provider number for each location you wish to practice at. |
| refund | Refunds a previous EFTPOS or credit approved transaction. |
| 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 the membership card through the card reader on the right-hand side of the HICAPS terminal. |
| tooth number | Two digit FDI numeric identifying the tooth on which the service was performed. |

1.3 diagram of HICAPS terminal



VX820

1. Colour touchscreen display
2. Magnetic stripe card reader
3. Alphanumeric keypad
4. Smart card reader
5. High speed thermal printer



VX680

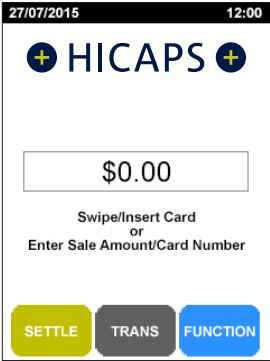
6. High speed thermal printer. (on rear of terminal)
7. Mobile reception & battery status
8. Battery charging indicator
9. Colour touchscreen display
10. Magnetic stripe card reader
11. Alphanumeric keypad
12. Smart card reader

1.4 navigation

Your Verifone terminal has a touch screen, you can choose to navigate screens and menus using the soft keys on the screen.

Alternately you can scroll up and down menus using the # and * keys on the terminal.

To confirm, cancel and clear selections you can press the coloured keys on the terminal.
i.e. if you wish to cancel out of a screen, the cancel button on the screen is red hence you would press the red key on your terminal.



2. HICAPS

2.1 registering a new provider

To add providers you will need to register their details by completing the online form, available on the HICAPS website www.hicaps.com.au/forms/

Once the completed form and supporting documents have been submitted and approved by HICAPS the provider updates will be sent to the associated health funds and the new provider/s will automatically appear on your HICAPS terminal within 5 business days.

To begin transacting with the new provider/s you will need to follow the **complete provider setup** steps (2.1.1) on your terminal

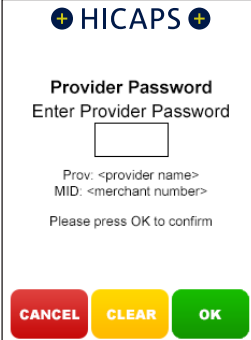
2.1.1 complete provider setup

On first use of the new provider/s the HICAPS terminal will prompt the following steps to complete the provider setup.

step 1

Using the keypad, choose and enter a 4 digit **Provider Password** and press **[OK]**. This password will be used to lock your provider and make modifications to your provider settings

Note: *Provider Password can not be made up of repetitive or consecutive numbers. Eg. 1234, 0000.*



The screenshot shows a terminal screen with the HICAPS logo at the top. Below the logo, the text "Provider Password" is displayed, followed by "Enter Provider Password". There is a rectangular input field for the password. Below the input field, the text "Prov: <provider name>" and "MID: <merchant number>" is shown. At the bottom of the screen, there are three buttons: "CANCEL" (red), "CLEAR" (yellow), and "OK" (green).

step 2

The **Payee Provider Number** is used when processing Medicare claims. If the provider does not process Medicare claims press **[OK]** to skip this screen

This option, when completed, will pre-populate the **Payee Provider Number** when completing a Medicare claim. Using the keypad, enter in the Payee Provider Number (only if required) and press **[OK]**.

HICAPS

Provider Payee Number

Enter Payee Provider Number

| | | |
|---|---|---|
| 1 | 2 | 3 |
| 4 | 5 | 6 |
| 7 | 8 | 9 |
| 0 | | |

Please press OK to confirm

Alpha #

CANCEL

CLEAR

OK

Note: This option should be used when the servicing provider is not the practitioner who is to be paid for the service.

2.1.2 modify provider

If you wish to make modifications to a providers configuration settings you can do so by accessing their provider profile in HICAPS Accounts Online (www.hicaps.com.au).

Simply login to HICAPS Accounts Online and navigate using the side menu (**Providers > View / Modify Provider**) to the Provider page and select the changes you wish to enable/disable. Once all modifications have been made you can select **Modify Provider** at the bottom of the page to save the changes.

Provider Terminals Configuration

Apply to all related Providers

☐

HICAPS Auto Settle

Enabled

HICAPS Auto Txn List

Enabled

Claim To Sales

Enabled

Claim To Sale Prompt

Disabled

Provider Prompt Option

No Prompt

Item Memory

Enabled

Medicare Provider Type

Not Applicable

Enter to Add Item

Disabled

Claim To Deposit

Disabled

Lock Provider

Disabled

All modifications to the provider settings will be automatically updated on your HICAPS terminal within 48 hours.

2.1.3 deleting a provider

You can **remove a provider** from your HICAPS terminal that is no longer practicing at your location by completing the online form, available on the HICAPS website **www.hicaps.com.au/forms**

Once the completed online form has been submitted and approved by HICAPS the provider updates will be registered with the associated health funds and the requested provider/s will automatically be removed from your terminal within 5 business days.

2.3 processing a HICAPS claim

2.3.1 processing a HICAPS claim transaction (HICAPS terminal)

step 1

To start a HICAPS Claim transaction, simply **swipe** the patient’s Health Fund card through the terminal.

Note: When claiming with the VX680 terminal model– Claims processing is supported by all the participating health funds when the terminal is on the docking/ base station with a phone line or ethernet cable connected.

Some of the HICAPS participating health funds will not be supporting mobile terminal claiming (when the terminal is off the docking station). For these health funds the following message will appear on the screen when the patient’s membership card is swiped. To process the transaction in this scenario you will need to return the terminal to the docking station and select **[CONTINUE]**.

A list of the participating health funds that support mobile transactions is available on www.hicaps.com.au

step 2

Use the arrows on the touch screen or key the number located next to the providers name to choose the **Provider** that you would like to claim with and press **[SELECT]**.

Note: This prompt will only be displayed if more than one provider is loaded into the terminal.



step 3

Using the keypad, enter the 2-digit **Patient ID** printed on the card relating to the specific patient receiving treatment and press [OK].

***Note:** This value will default to 01 if nothing is entered.*

HICAPS

Item Count nn

Max Item nn

Claim

Patient ID

01

Please press OK to confirm

CANCEL

CLEAR

OK

step 4

Using the keypad, enter the **Item Number** associated with the treatment supplied and press [OK].

HICAPS

Item Count 1

Max Item 23

Item Number

Please press OK to confirm

CANCEL

CLEAR

OK

step 5

Using the keypad, enter the **Clinical Code**, **Tooth Number** or **Body Part** in which the treatment supplied was performed and press [OK].

***Note:** This step will only appear if the provider being transacted with has a prompt option enabled. This prompt can be disabled in the provider setup (Refer 2.1).*

HICAPS

Item Count nn

Max Item nn

Claim

Clinical Code

00

Please press OK to confirm

↑

↓

CANCEL

CLEAR

OK

step 6

Using the keypad, enter the **Date (DD/MM)** in which the treatment supplied was performed and press [OK].

To accept the current date just press [OK].

HICAPS

Item Count nn

Max Item nn

Claim

Date of Service

DD/MM

1108

Please press OK to confirm

↑

↓

CANCEL

CLEAR

OK

step 7

Using the keypad, enter the **Item Cost** and press **[OK]**.

***Note:** This field will default to the last cost charged for the same item if item memory is enabled for this provider. To enter a different amount simply key in the new item cost and select OK*

HICAPS

Item Count nnMax Item nn

Claim
Item Cost
\$0.00

Please press OK to confirm

CANCEL

CLEAR

OK

step 8a

The terminal will then display a **Claim Summary** of the item(s) entered.

By pressing the **[MODIFY]** button on the touch screen, you are able to modify any of the items that have been entered by repeating the steps above.

***Note:** To scroll through multiple items use the up and down arrows displayed on the screen.*

HICAPS

Claim Summary

Item n/n

Patient ID01
Item Numbernnn
Date of ServiceDDMM
Item Cost\$00.00

Press ENTER to SEND

MODIFY

ADD

REMOVE

SEND

step 8b

To add an item to the claim, simply press the **[ADD]** button on the touch screen and repeat the steps above.

step 8c

To remove an item from the claim, simply press the **[REMOVE]** button on the touch screen and then press **[YES]** to confirm the deletion.

HICAPS

Claim

Remove Item?

Patient IDnn
Item Numbernnnn
Date of Serviceddmm
Item Costnnn.nn

NOYES

step 9

If the **Claim Summary** is correct, press the **[SEND]** button on the touch screen.

HICAPS

Claim

Send to Health Fund?

Item(s)nn
Total00.00
<Provider Name>

NOYES

The claim receipt contains all of the information relating to the claim. A second **CUSTOMER COPY** is printed without the statutory declaration. The first copy is required to be signed by the Fund member and retained for your office records and may be required to be produced by the Health Fund. The second copy is for the customer's own records.

To start a HICAPS Claim Transaction, simply send the transaction to HICAPS by clicking on the HICAPS icon on your Practice Management System screen.

When the terminal receives the transaction details from your Practice Management System, the terminal will prompt for the customer card to be swiped. The terminal will recognise the card type that should be swiped by the type of transaction that is received from the Practice Management System. The results from the transaction will be returned directly to the Practice Management System.

Note: Integration with a Practice Management System is not supported on the VX680 mobile terminal model.

| <div> <div>+</div> <div>HICAPS</div> <div>+</div> </div> <div>Fast claims...on the spot</div> <div>www.hicaps.com.au</div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|---|--------------------------------|-------------|--------|---------|---------------|--|--|--|------|---------------|----|---------|----------|--|--|-------------------|---------------|--|--|--|------|---------------|----|---------|---------------|--|--|------------------|----------------|
| Name and address of the provider site | <div>HICAPS MEDICAL SUITE</div> <div>PROVIDER ADDRESS</div> | | Merchant number | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Terminal details | <div>PROVIDER COPY</div> <div>33123443</div> <div>14804A</div> <div>02/04/08 13:58</div> | | Transaction date & time | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Provider name | <div>Merchant ID</div> <div>Terminal ID</div> <div>Date/Time</div> | <div>PROVIDER NAME</div> <div>DR NAME</div> | Provider number | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fund name | <div>FUND TRAIN CARD</div> <div>MEMBER: 12345678 CARD: 903699901234567891</div> | | Membership number | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1st item number and description | <div>SERVICES CLAIMED:</div> <table border="1"> <thead> <tr> <th>SERVICE</th> <th>DESCRIPTION</th> <th>CHARGE</th> <th>BENEFIT</th> </tr> </thead> <tbody> <tr> <td>PATIENT ID-01</td> <td></td> <td></td> <td></td> </tr> <tr> <td>1005</td> <td>STANDARD CONS</td> <td>00</td> <td>\$25.00</td> </tr> <tr> <td>APPROVED</td> <td></td> <td></td> <td>005 02/04 \$10.00</td> </tr> <tr> <td>PATIENT ID-02</td> <td></td> <td></td> <td></td> </tr> <tr> <td>1005</td> <td>STANDARD CONS</td> <td>00</td> <td>\$25.00</td> </tr> <tr> <td>LIMIT REACHED</td> <td></td> <td></td> <td>005 02/04 \$0.00</td> </tr> </tbody> </table> | | SERVICE | DESCRIPTION | CHARGE | BENEFIT | PATIENT ID-01 | | | | 1005 | STANDARD CONS | 00 | \$25.00 | APPROVED | | | 005 02/04 \$10.00 | PATIENT ID-02 | | | | 1005 | STANDARD CONS | 00 | \$25.00 | LIMIT REACHED | | | 005 02/04 \$0.00 | Amount claimed |
| SERVICE | DESCRIPTION | CHARGE | BENEFIT | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PATIENT ID-01 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1005 | STANDARD CONS | 00 | \$25.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| APPROVED | | | 005 02/04 \$10.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PATIENT ID-02 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1005 | STANDARD CONS | 00 | \$25.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LIMIT REACHED | | | 005 02/04 \$0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Approved item | | | Amount paid | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2nd item number and description | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Declined item | <div>RRN: 0000010000556</div> <div>CLAIM TOTAL \$0.00</div> <div>CLAIM TOTAL \$10.00</div> | | Total amount claimed from fund | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receipt reference number | <div>TAX RESPONSE: 00 APPROVED</div> <div>GAP PAYMENT \$40.00</div> <div>TRANSACTION APPROVED</div> | | Total amount paid by the fund | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Members declaration | <div>IMPORTANT DECLARATION:</div> <div>I declare that the service/s shown on this claim have been provided to the person/s listed above,</div> <div>a) are not subject to Medicare reimbursement or any other form of compensation,</div> <div>b) and do not knowingly breach fund rules.</div> <div>I authorise the fund to pay benefit's directly to the provider and to verify any aspect of this claim including through provision of treatment records.</div> | | Amount remaining | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Members signature panel authorising the Health Fund payment directly to the provider | <div>Trace Number, Last 6 digits of RRN</div> | | Transaction approved | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div>X</div> <div>Member Signature</div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

2.4 cancelling a HICAPS claim

2.4.1 cancelling a HICAPS claim (HICAPS terminal)

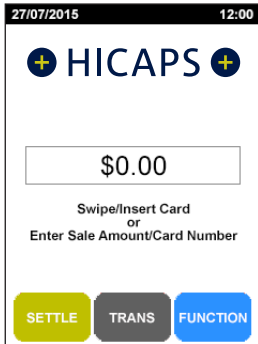
There are two options for cancelling HICAPS claim transactions, but for each option a transaction can only be cancelled on the same day that it was originally processed.

option 1

Transaction was processed by the same terminal.

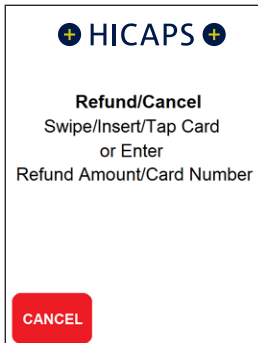
step 1

Access the Transactions menu by pressing **[TRANS]** on the touch screen.



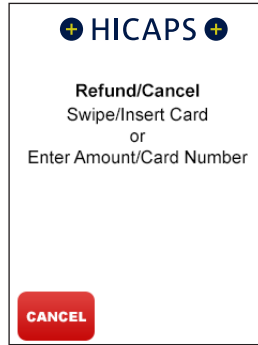
step 2

Select **2. Refund/Cancel** and press **[SELECT]**.



step 3

The terminal will then prompt you for a card. **Swipe** the cardholder's Health Fund card.

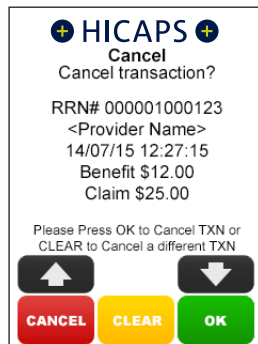


step 4

The screen will then display the transaction(s) processed on the terminal by this cardholder for the current day. If there is more than one transaction for that cardholder all transactions can be reviewed by using the up/down arrow buttons on the touch screen.

Once you have located the claim you wish to cancel, press **[SELECT]**.

If the transaction was processed on a different terminal press **[CLEAR]** and continue from Option 2, Step 4.



step 5

Select **[YES]** to send the cancellation or **[NO]** to return back to the home screen.

***Note:** The terminal will produce two copies of the cancellation receipt. The first copy must be signed by the Fund member and retained for your records, the second copy is for the member's own records.*

+

HICAPS

+

Cancel

Send Cancellation?

Benefit \$12.00

Provider# 1234567A

RRN# 0000010000123

NO

YES

option 2

Transaction was processed by a different terminal.

***Note:** The transaction must still have been processed in the same day.*

step 1

Access the Transactions menu by pressing **[TRANS]** on the touch screen.

step 2

Select **2. Refund/Cancel** and press **[SELECT]**.

Transaction Menu

1. Balance / Quote

2. Refund / Cancel

3. Pre-Auth

4. Completion

5. Cashout

6. Sale / Claim

↑

CANCEL

↓

BACK

↓

SELECT

step 3

The terminal will then prompt you for a card. **Swipe** the cardholder's Health Fund card.

+

HICAPS

+

Refund/Cancel

Swipe/Insert/Tap Card

or Enter

Refund Amount/Card Number

CANCEL

step 4

Use the arrows on the touch screen to highlight the **Provider** used in the original claim that you wish to cancel and press **[SELECT]**.

***Note:** This prompt will only be displayed if more than one provider is loaded into the terminal.*

Select Provider

1. Craig M

2. Benjamin B

3. Chris W

4. Brett B

5. Scott E

↑

CANCEL

↓

BACK

↓

SELECT

step 5

The terminal will then prompt you for the 12-digit **Receipt Reference Number** of the original claim. Key the **RRN** and press **[OK]**.

Note: This can be found on the original claim receipt.

HICAPS

Cancel Transaction?
RRN Number

Please press OK to confirm

CANCEL

CLEAR

OK

step 6

The terminal will then prompt you for the **Benefit Amount** approved by the Health Fund on the original claim. Key the benefit amount and press **[OK]**.

HICAPS

Cancel Transaction?
Enter Benefit Amount

\$0.00

Please press OK to confirm

CANCEL

CLEAR

OK

step 7

Select **[YES]** to send the cancellation or **[NO]** to return back to the home screen.

Note: The terminal will produce two copies of the cancellation receipt. The first copy must be signed by the Fund member and retained for your records, the second copy is for the member's own records.

HICAPS

Cancel
Send Cancellation?
Benefit \$12.00
Provider# 1234567A
RRN# 0000010000123

NO

YES

2.4.2 cancelling a HICAPS claim (practice management system)

To cancel a HICAPS claim transaction, simply send the transaction to HICAPS by selecting the appropriate option from your Practice Management System screen. When the terminal receives the transaction details from your Practice Management System the terminal will prompt for the customer card to be swiped. The results from the transaction will be returned directly to the Practice Management System.

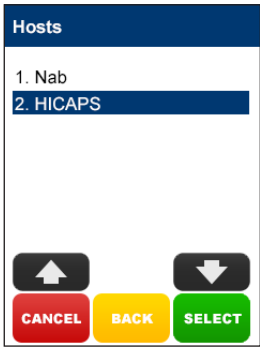
For further assistance on processing a cancel transaction using your Practice Management System transaction please contact your Practice Management System provider.

Note: Integration with a Practice Management System is not supported on the VX680 mobile terminal model.

2.5 manual daily transaction summary (HICAPS totals)

step 1

Press [SETTLE] on the touch screen.



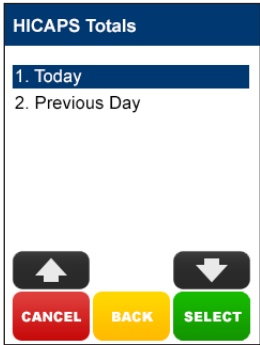
step 2

Select option **2. HICAPS** and press [SELECT].

Note: You can also access this function by pressing [FUNCTION] and enter [5] [1] then press [SELECT].

step 3a

Use the arrows on the touch screen to select the appropriate day (**Today** or **Previous Day**) that you are seeking HICAPS totals for and press [SELECT].



step 3b

If you select Today you will be provided with an option for either a **Summary Listing** or **Detailed Listing**.

Use the arrows on the touch screen to select your preferred totals listing and press [SELECT].



Note: If you select the previous day, only a summary report will be provided. In both cases the reports will be printed out by provider.

2.6 ordering terminal rolls

step 1

Press the [FUNCTION] key on the touch screen.

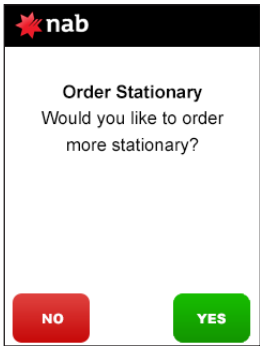
step 2

Enter [7] and press [SELECT].

step 3

Press [YES] to confirm that you wish to order stationery for your terminal.

The terminal will now print a receipt confirming your order with a **STATIONERY ORDER PLACED** message.



step 4

Press the [FUNCTION] key on the touch screen.

step 5

Enter [5] and press [SELECT].

step 6

Select **1. NAB** and press [SELECT].

This will send a sign on message to the host and it must be approved. The stationery will take 5-8 business days for the rolls to arrive.

2.7 performing terminal sign on/ logon

If you receive a transaction response code [L] (Logon Required) or when advised by the Help Desk, the terminal is required to logon to HICAPS. In most cases this is automatically done by the terminal, however, there may be some times when you are required to manually sign on to the switch.

step 1

Press the [FUNCTION] key on the touch screen.

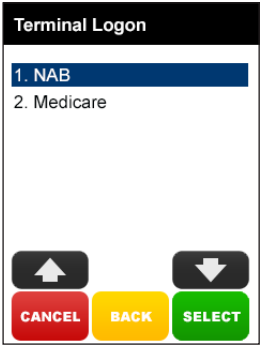
step 2

Enter [5] and press [SELECT].

step 3

Select **1. NAB** and press [SELECT].

The terminal will now communicate with HICAPS and print a receipt confirming your sign on.



example sign on receipt



2.8 customising a HICAPS receipt (optional)

To customise your HICAPS receipt for seasonal or other messages.

step 1

Press the [FUNCTION] key on the touch screen.

step 2

Enter [2] [6] and press [SELECT].

step 3

Enter [1] to [4] depending on where you want your message to be printed on the receipt. You will then be prompted to enter your message using the keypad. The alpha entry for the receipt text allows up to 24 characters.

Enter Receipt Text

1. Footer 1

2. Footer 2

3. Footer 3

4. Footer 4

↑

↓

CANCEL

BACK

SELECT

example customised receipt

+

HICAPS

+

Fast claims...on the spot

www.hicaps.com.au

HICAPS MEDICAL SUITE

PROVIDER ADDRESS

c) Where this claim is for optical or orthotic appliances, it is based on relevant clinical prescription.

I authorise the fund to pay proceeds direct to the provider and to verify any aspect of this claim

X
Member Signature

<FOOTER MESSAGE LINE 1>
<FOOTER MESSAGE LINE 2>
<FOOTER MESSAGE LINE 3>
<FOOTER MESSAGE LINE 4>

Merchant / Provider programmable message

3. EFTPOS

3.1 processing an EFTPOS transaction

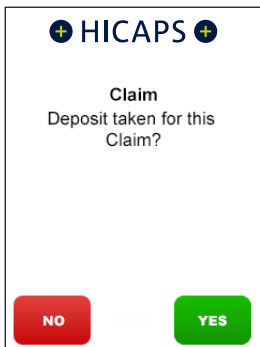
3.1.1 processing an EFTPOS transaction following a successful claim transaction

step 1

The following screen will be displayed if the Provider is set up to accept a deposit.

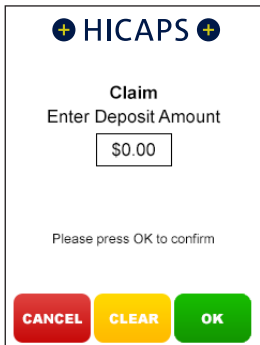
If the provider has accepted a deposit prior to the claim going through, press **[YES]**. If not press **[NO]**.

Note: The following screen will only be displayed if the provider has claim to deposit enabled.



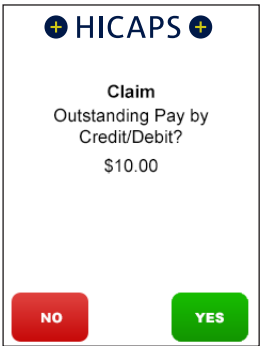
step 2

Using the keypad, enter the the **deposit amount** and press **[OK]**.



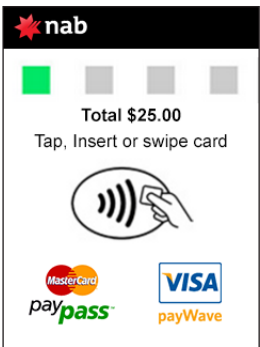
step 3

Confirm that the outstanding value is correct and press **[YES]**.




step 4

Tap, Insert or Swipe the customers credit or debit card.



step 5

The cardholder is to **select their account** on the touch screen or by selecting the number on the keypad that is next to the account name on the screen.
e.g 1 – CHQ, 2 – SAV, 3 – CR.



Total \$25.00

Please select account

1 - CHQ

2 - SAV


3 - CR

CANCEL

step 6

The cardholder is required to key enter their **PIN** and press **[OK]**.

Note: *In some cases the card will not require a PIN and therefore a signature will be required to complete the transaction.*




Total \$25.00

Enter PIN and press OK

Please press OK to confirm


step 7

The transaction will be processed by the bank and be approved or declined. Please ensure you check the screen and receipt to confirm the transaction was approved or declined.



Total \$25.00

Approved



3.1.2 processing an EFTPOS transaction

step 1

To start an **EFTPOS Sale transaction**, simply **swipe/insert** the patient’s EFTPOS card through the terminal. This could be Credit: Visa, MasterCard, Charge: Amex, Diners or JCB, or Debit: Cheque or Savings as per your EFTPOS agreement.

step 2

Using the keypad, enter the **Sale Amount**.



Purchase

Enter sale amount

Please press OK to confirm

CANCEL

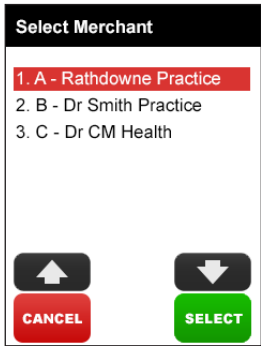
CLEAR

OK

step 3

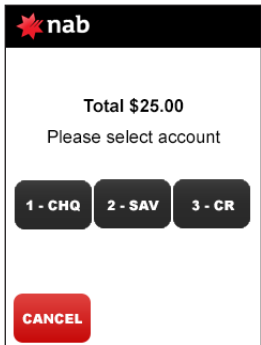
Select the **Merchant** in which you want to process the EFTPOS transaction for and press **[SELECT]**.

***Note:** This screen only appears if the terminal has more than one active merchant.*



step 4

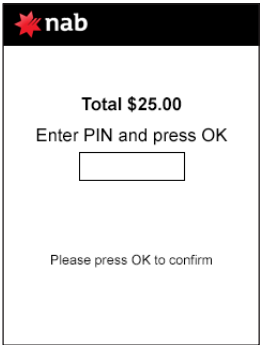
The cardholder is to **select their account** on the touch screen or by selecting the number on the keypad that is next to the account name on the screen.
e.g 1 - CHQ, 2 - SAV, 3 - CR.



step 5

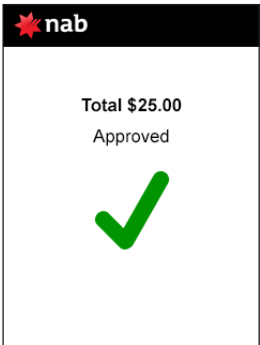
The cardholder is required to key enter their **PIN** and press **[OK]**.

***Note:** In some cases the card will not require a PIN and therefore a signature will be required to complete the transaction.*



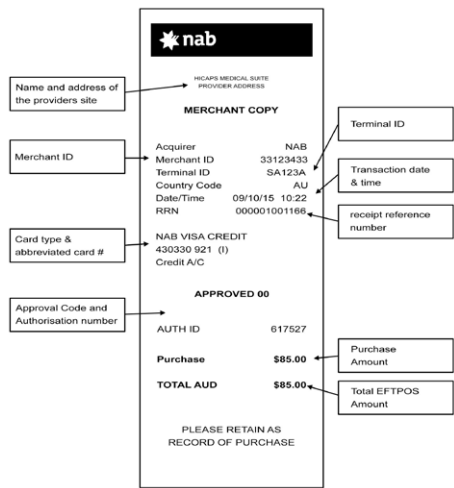
step 6

The transaction will be processed by the bank and be approved or declined. Please ensure you check the screen and receipt to confirm the transaction was approved or declined.



example EFTPOS sale receipt

The EFTPOS receipt contains all of the information relating to the EFTPOS transaction. A second **CUSTOMER COPY** is printed. The first copy is to be retained for your office records. The second copy is for the cardholder’s own records.



3.1.3 processing an EFTPOS transaction (practice management system)

To start an EFTPOS transaction, simply send the transaction to HICAPS by clicking on the HICAPS icon on your Practice Management System screen.

The terminal will prompt for the customer’s EFTPOS (Credit or Debit) card to be swiped. It will then prompt for the remaining input: Provider (for MMF), Account, PIN, etc. The results from the transaction will be returned directly to the Practice Management System and a receipt for your records will be produced for the customer to sign, together with a copy for the customer.

For further assistance on processing a Practice Management System transaction please contact your Practice Management System provider.

Note: Integration with a Practice Management System is not supported on the VX680 mobile terminal model.

3.2 refunding an EFTPOS transaction

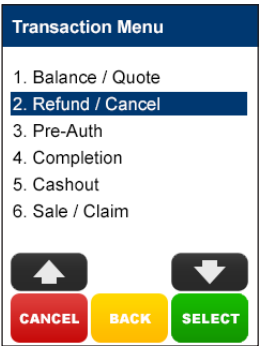
3.2.1 refunding an EFTPOS transaction

There are two options for refunding an EFTPOS transaction.

option 1 Refunding an EFTPOS transaction processed by the same terminal.

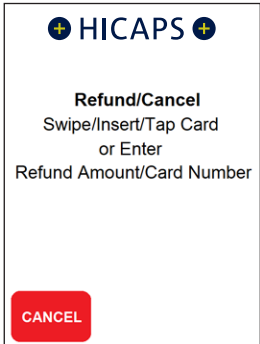
step 1
Access the Transactions menu by pressing [TRANS] on the touch screen.

step 2
Select **2. Refund/Cancel** and press [SELECT].



step 3

The terminal will then prompt you for a card. **Swipe/Insert** the cardholder’s card.

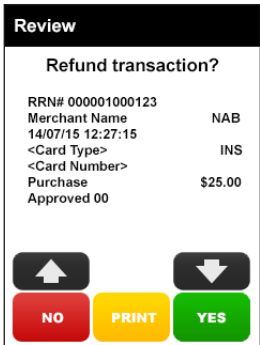


step 3

The screen will then display the transaction(s) processed on the terminal by this cardholder for the current day. If there is more than one transaction for that cardholder, all transactions can be reviewed by using the up/down arrow buttons on the touch screen.

Once you have located the transaction you wish to refund, press **[YES]**.

Note: If the transaction is not in the terminal journal press **[NO]** and continue from Option 2 Step 4.



option 2

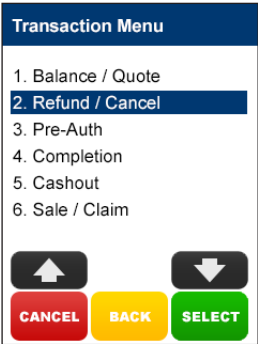
Refunding any EFTPOS Transaction.

step 1

Access the Transactions menu by pressing **[TRANS]** on the touch screen.

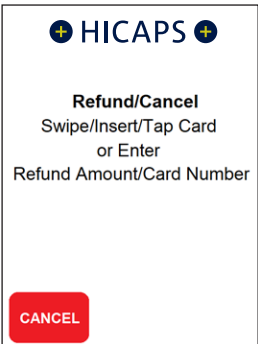
step 2

Select **2. Refund/Cancel** and press **[SELECT]**.



step 3

The terminal will then prompt you for a card. **Swipe/Insert** the cardholder’s card.



step 4

Use the arrows on the touch screen to highlight the **Merchant** you wish to transact with and press **[SELECT]**.

Note: This option will only appear if there is more than one merchant loaded in this terminal.

nab

Select Merchant

1. A - Rathdowne Practice

2. B - Dr Smith Practice

3. C - Dr CM Health

↑

CANCEL

↓

SELECT

step 5

The terminal will then prompt you for the refund password for the selected merchant. Key the **password** and press **[OK]**.

Note: If the password is unknown or not being accepted you will need to call the HICAPS Help Desk 1300 650 852 to have the password reset .

nab

Refund

Enter merchant password
<nn>-<merchant name>

Please press OK to confirm

CANCEL

CLEAR

OK

step 6

Key the **amount** you wish to refund and press **[OK]**.

nab

Refund

Enter refund amount

\$0.00

Please press OK to confirm

CANCEL

CLEAR

OK

step 7

The cardholder is to **select their account** on the touch screen or by selecting the number on the keypad that is next to the account name on the screen.
e.g 1 – CHQ, 2 – SAV, 3 – CR.

nab

Refund - \$nn.nn

Please select account

1 - CHQ

2 - SAV

3 - CR

CANCEL

step 8

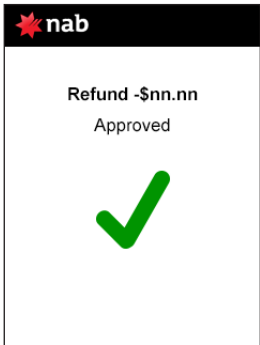
The cardholder is required to key enter their **PIN** and press **[OK]**.

Note: *In some cases the card will not require a PIN and therefore a signature will be required to complete the transaction.*



step 9

The transaction will be processed by the bank and be approved or declined. Please ensure you check the screen and receipt to confirm the transaction was approved or declined.



3.2.2 refund an EFTPOS transaction (practice management system)

To refund an EFTPOS transaction, simply send the transaction to the HICAPS terminal by selecting the appropriate option from your Practice Management System screen.

When the terminal receives the transaction details from your Practice Management System the terminal will prompt for the customer card to be swiped.

The results from the transaction will be returned directly to the Practice Management System.

For further assistance on processing a cancel transaction using your Practice Management System transaction please contact your Practice Management System provider.

Note: *Integration with a Practice Management System is not supported on the VX680 mobile terminal model.*

3.3 EFTPOS settlement

Settling EFTPOS simply advises HICAPS that you have finished EFTPOS processing for that day. Anything processed after performing the settlement will be included with the following day's transactions.

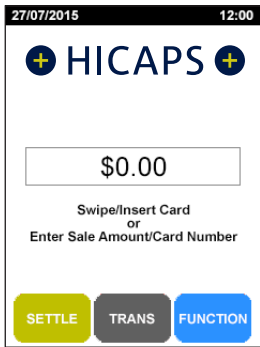
Note: For Pre Settlement and Last Settlement functions press the **[SETTLE]** button on the touch screen.

3.3.1 manual EFTPOS settlement

Note: You cannot manually settle the terminal if Automatic Settlement is programmed (as in 3.3.2 Automatic Terminal Settlement).

step 1

To settle your EFTPOS facility manually, press the **[SETTLE]** key on the touch screen.



step 2

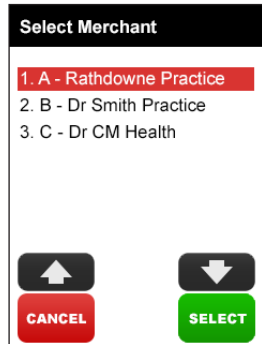
Select NAB and press **[SELECT]**.



step 3

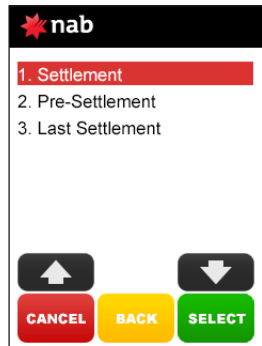
Use the arrows on the touch screen to highlight the **Merchant** you wish to settle with and press **[SELECT]**.

Note: This option will only appear if there is more than one merchant loaded in this terminal.



step 4

Once you have selected the provider/merchant from the list, you have 3 options.



settlement

To print your current EFTPOS settlement details and optionally a full transaction listing, then process your totals to your bank account.

pre-settlement

To print a report summarising the totals for EFTPOS transactions processed so far during the current settlement period.

last settlement

To print a report summarising the totals for EFTPOS transactions previous settlement period.



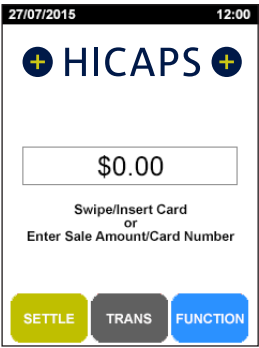
3.3.2 automatic terminal settlement

This option enables your terminal to settle automatically at a pre-determined time each day.

To set up your terminal to settle automatically:

step 1

Press the **[FUNCTION]** key on the touch screen.



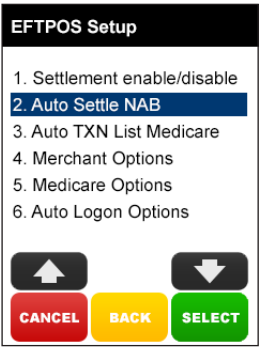
step 2

Using the keypad, enter **[5] [6]** and press **[SELECT]**.

step 3

Select **2. Auto Settle NAB** and press **[SELECT]**.

***Note:** To view the current settlement setup select **1. Settlement enable/disable**.*



step 4

Select option **1. All Merchants** if you would like to setup auto settlement for all active merchants on the terminal, or **2. Select Merchant** if you would like to set up an individual merchant.

Auto Settle NAB

1. All Merchants

2. Select Merchant

↑

CANCEL

BACK

↓

SELECT

step 5

Select option **1. Auto Settle** and press **[SELECT]**.

Auto Settle NAB

1. Auto Settle

2. Auto Last Settle

3. Clear Auto Settings

↑

CANCEL


BACK

↓

SELECT

step 6

Press **[ENABLE]** to confirm that auto settle is to be enabled for the select merchant/s.

 nab

Auto Settle

NAB

is disabled

DISABLE

ENABLE

step 7

The terminal will ask if you wish to print a complete transaction listing when each auto-settle is performed. Select **[ENABLE]** to print the listing, or **[DISABLE]** to produce only totals.

 nab

Auto Settle

Print TXN in settle

is disabled


DISABLE

ENABLE

step 8

Using the keypad, enter the **settlement time** in which you would like the terminal to perform the settlement and press **[OK]**.

***Note:** The terminal time is in 24hr format.*



Auto Settle

Enter settlement time(hhmm)

Please press OK to confirm


CANCEL

CLEAR

OK

step 9

The terminal will ask you to confirm the time entered. Press **[YES]** if the **start auto settlement time** displayed is correct, or **[NO]** to re-enter a different time.



Auto Settle

Start auto settlement at
10:00 pm?

NO

YES

step 10

The terminal is programmed to retry an auto settlement upon failure to complete. Using the keypad, set the number of **settlement retry attempts** (between 1 and 3), and press **[OK]**.

To accept the default (3), just press **[OK]**.



Auto Settle

Set retry attempts (1-3)

3

Please press OK to confirm

CANCEL

CLEAR

OK

3.3.3 host forced settlement

The terminal automatically settles at 21:30 VIC/NSW time each day. The automatic settlement time can optionally be moved. See Automatic Terminal Settlement 3.3.2.

If the terminal is not settled then it will be automatically settled by the HICAPS switch at the relevant time.

***Note:** If the HICAPS switch settles then no receipt is printed. To obtain Totals please use Last Settlement Enquiry, refer to 3.3.1.*

3.3.4 merchant password

The terminal is able to have a known password, a password that is set up when your terminal is installed or a scrolling password.

If you know your password you can change your password using the below steps. If you don't know your password you will need to contact the HICAPS Helpdesk on 1300 650 852 and they will tell you how to change your password.

step 1

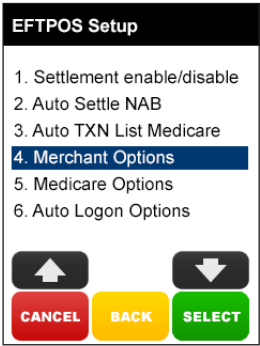
Press the **[FUNCTION]** key on the touch screen.

step 2

Using the keypad, enter **[5] [6]** and press **[SELECT]**.

step 3

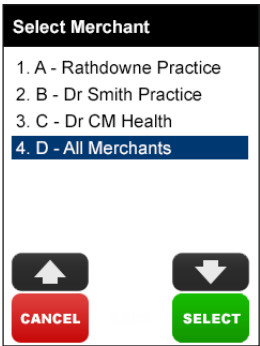
Select option **4. Merchant Options** and press **[SELECT]**.



step 4

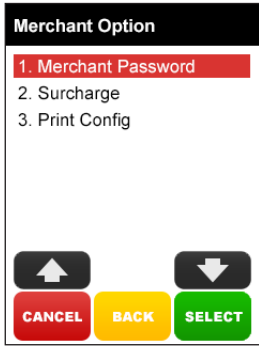
Use the arrows on the touch screen to highlight the **Merchant** you wish to change the password for and press **[SELECT]**.

***Note:** This option will only appear if there is more than one merchant loaded in this terminal.*



step 5

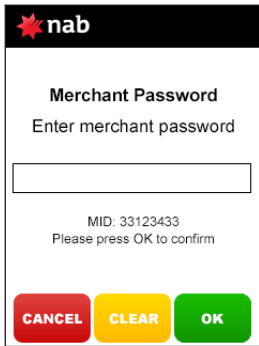
Select option **1. Merchant Password** and press **[SELECT]**.



The screen is titled "Merchant Option" in a black header bar. Below the header, there is a list of three options: "1. Merchant Password" (highlighted in red), "2. Surcharge", and "3. Print Config". At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "SELECT" button are two black buttons with white arrows pointing up and down.

step 6

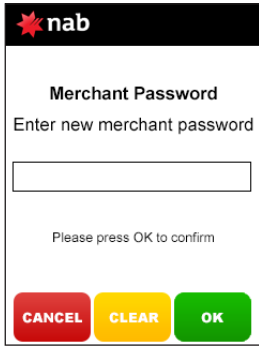
Enter the **existing 4-digit password** and press **[OK]**.



The screen is titled "Merchant Password" in a black header bar with the "nab" logo. Below the header, it says "Enter merchant password". There is a white text input field. Below the input field, it says "MID: 33123433" and "Please press OK to confirm". At the bottom, there are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

step 7

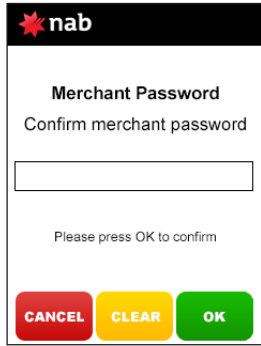
Enter a **new 4-digit password** and press **[OK]**.



The screen is titled "Merchant Password" in a black header bar with the "nab" logo. Below the header, it says "Enter new merchant password". There is a white text input field. Below the input field, it says "Please press OK to confirm". At the bottom, there are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

step 8

Re-enter the new password and press **[OK]**.



The screen is titled "Merchant Password" in a black header bar with the "nab" logo. Below the header, it says "Confirm merchant password". There is a white text input field. Below the input field, it says "Please press OK to confirm". At the bottom, there are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

Surcharge

Merchants have the ability to charge customers an additional fee for paying by debit or credit cards – surcharging. The surcharge can be either a fixed fee or a percentage fee based on the value of the transaction.

A surcharge fixed fee amount that is greater than \$3 or a percentage amount greater than 15% is prohibited by the terminal.

If you do decide to charge customers a fee for paying by a debit or credit card you will need to make sure you do not act in a misleading or deceptive way.

You should ensure customers are aware of the following:

- Customer are aware of the extra charge.
- How much it will be before the transaction is entered into.

This can be done in many ways, including in-store notices or prominent messages on bills. Customers can choose whether to pay the card fee or to use another form of payment; eg. cash. The customer will have the option on the terminal screen to not accept the surcharge and cancel the transaction.

3.4 surcharge setup

step 1

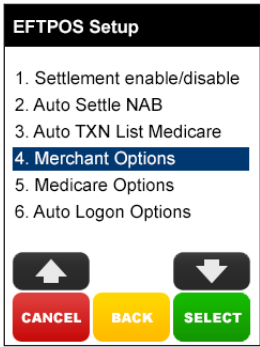
Press the [FUNCTION] key on the touch screen.

step 2

Using the keypad, enter [5] [6] and press [SELECT].

step 3

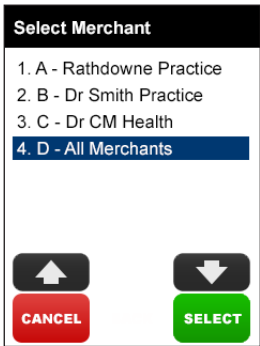
Select option 4. **Merchant Options** and press [SELECT].



step 4

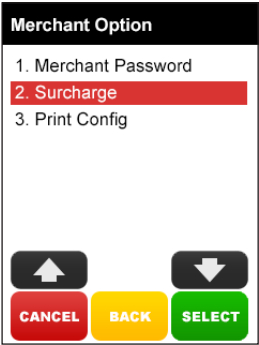
Use the arrows on the touch screen to highlight the **Merchant** you wish to change the surcharge values for and press [SELECT].

Note: This option will only appear if there is more than one merchant loaded in this terminal.



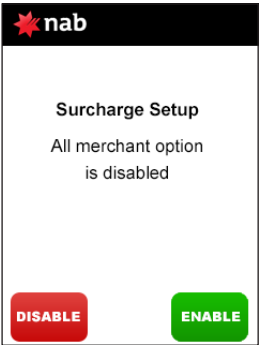
step 5

Select option 2. **Surcharge** press [SELECT].



step 6

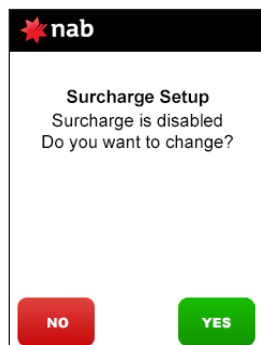
Press [ENABLE] to add the merchant to the All Merchant surcharge value group, or Press [DISABLE] to enter individual surcharge values



Note: Select All Merchants in step 4 to charge the individual surcharge values for merchants that have the All Merchant option enabled.

step 7

Press **[YES]** to make changes to surcharge values.



nab

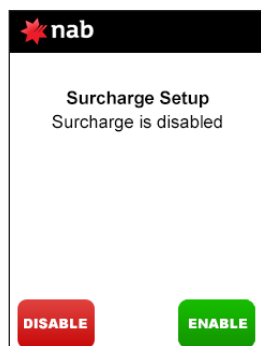
Surcharge Setup
Surcharge is disabled
Do you want to change?

NO **YES**

step 8

Press **[ENABLE]** to activate surcharging.

Press **[DISABLE]** to deactivate surcharging.



nab

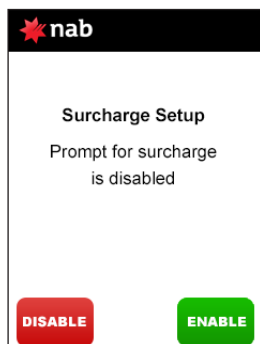
Surcharge Setup
Surcharge is disabled

DISABLE **ENABLE**

step 9

Press **[ENABLE]** to enable the prompt during a EFTPOS transition

Press **[DISABLE]** to remove the prompt



nab

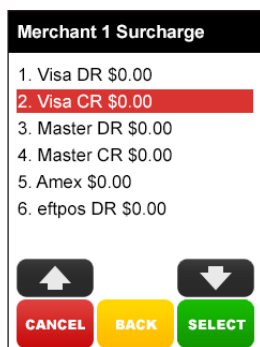
Surcharge Setup
Prompt for surcharge
is disabled

DISABLE **ENABLE**

step 10

Scroll to the card type. For example

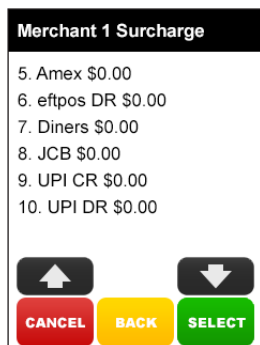
2. Visa CR then press **[SELECT]**



Merchant 1 Surcharge

- 1. Visa DR \$0.00
- 2. Visa CR \$0.00**
- 3. Master DR \$0.00
- 4. Master CR \$0.00
- 5. Amex \$0.00
- 6. eftpos DR \$0.00

CANCEL **BACK** **SELECT**



Merchant 1 Surcharge

- 5. Amex \$0.00
- 6. eftpos DR \$0.00
- 7. Diners \$0.00
- 8. JCB \$0.00
- 9. UPI CR \$0.00
- 10. UPI DR \$0.00

CANCEL **BACK** **SELECT**

step 11

Press **[YES]** to ACCEPT these types of cards on your terminal

Press **[NO]** to cancel and return to the home screen



Merchant 1 Surcharge

Visa CR accept?


NO

YES

step 12

Press **[YES]** to set up SURCHARGE for these types of cards on your terminal

Press **[NO]** to cancel and return to the home screen



Merchant 1 Surcharge

Visa CR surcharge?

NO

YES


step 13


Choose whether you want the surcharge amount to be a **fixed fee** or a **% of the total** then press **[SELECT]**

Surcharge Method

1. Fixed Fee Surcharge

2. % of Total Surcharge





CANCEL


BACK

SELECT

step 14

Enter a percentage amount (max 15%) or a fixed fee amount (max \$3.00).

Press **[OK]**



Percent of Total

Enter surcharge (max 15.0%)


1.0%

Please press OK to confirm

CANCEL

CLEAR

OK



Flat Fee

Enter surcharge (max \$3.00)

\$0.00

Please press OK to confirm

CANCEL

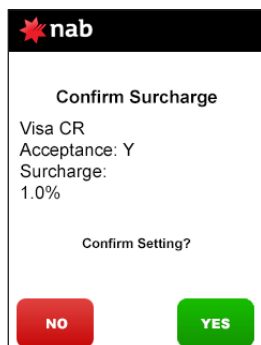
CLEAR

OK

step 15

Check the confirmation screen and press

[YES] to confirm or **[NO]** to cancel



step 16

Repeat these steps for each card type, account type and surcharge method you want applied.

Press **[CANCEL]** to exit the menu. A report will print listing each card type your terminal accepts and the fixed amount or percentage fee that applies where applicable.

3.5 UnionPay Cards

UnionPay Cards

UnionPay is a card scheme that originated in mainland China and also operates throughout parts of Asia. UnionPay issues both debit and credit cards which can be accepted at selected merchants across Australia.

Processing UnionPay transactions

All UnionPay cards can be swiped/inserted or tapped through the terminal card reader to initiate the transaction.

Verification method

Debit card PIN & signature are mandatory

Credit card PIN & signature OR signature only

Authorisation

All UnionPay transactions are authorised online by UnionPay.

Fallback & manual transactions

There are no floor limits (i.e. zero floor limit) as UnionPay does not permit fallback or manual transactions.

Functionality

The functionality that is available on EFTPOS terminals for UnionPay transactions are:

- Purchase
- Refund
- Pre-Authorisation
- Pre-Authorisation Completion
- Pre-Authorisation Cancellation
- Pre-Authorisation Completion Cancellation

Cash-out, Tipping and Void functions are not available with UnionPay cards.

4. TERMINAL FUNCTIONS

4.1 functions

4.1.1 settle

The **SETTLE** button is used to perform and print a manual EFTPOS settlement by merchant or daily HICAPS totals by provider.

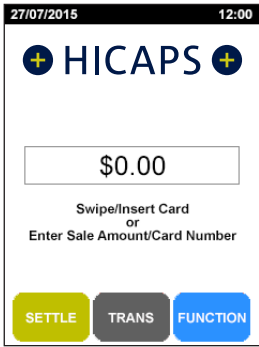
For more information see the Settlement section (3.3)

Note: *A manual EFTPOS settlement can not be performed if auto settle is enabled.*

4.1.2 trans

The **TRANS** button is used to initiate a variety of transactional functions including:

- Balance/Quote
- Refund/Cancel
- Pre-Auth
- Completion
- Cashout
- Sale/Claim
- Deposit



4.1.3 function

The **FUNCTION** button is used to access the entire function menu.

4.2 transaction menu

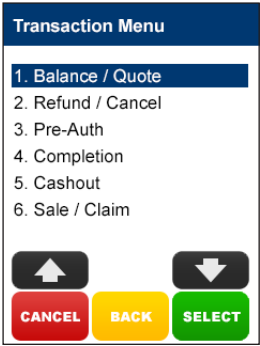
The following menu lists the available transactions for the HICAPS VX terminal.

4.2.1 balance/quote

The **Balance Inquiry** option can be used to request an account balance, but only for NAB debit cardholders.

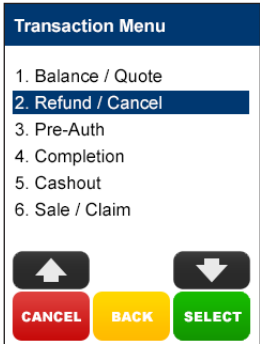
The **Quote** option allows a provider to provide a quotation to a patient by checking with the patient's Health Fund what they are covered for. Entering a quote transaction is the same as for a claim transaction.

Note: *Refer to HICAPS website www.hicaps.com.au for Health Funds participating in the quotations function.*



4.2.2 refund/cancel

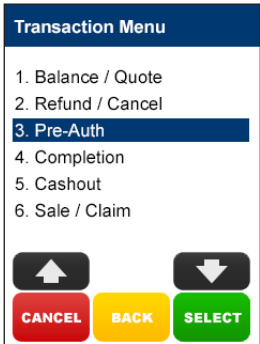
The **Refund/Cancel** option is used to either reverse/refund an EFTPOS transaction or cancel a HICAPS Claim transaction (refer to section 2.4.1).



4.2.3 pre-auth

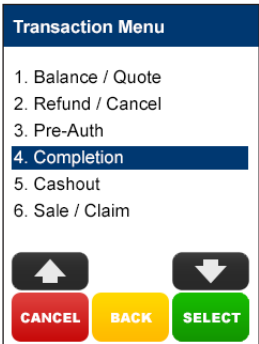
The **Pre-auth** option is available for credit cards only.

A pre-authorisation is a non-value transaction. In order to process the value portion of a pre-authorisation, refer to the completion option below.



4.2.4 completion

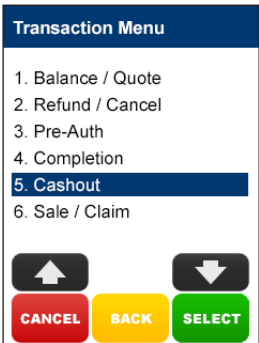
The **Completion** option is used to process the value transaction relating to a pre-authorisation already obtained. A completion must be performed within four business days of obtaining a pre-authorisation, and is only available for CREDIT cards.



4.2.5 cash out

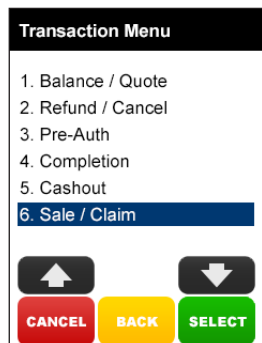
The **Cash Out** option allows you to provide cash to your customers. The terminal will also prompt for cash out or tips if you have these options configured in the terminal. If you wish to ignore the cash out or tip option, press SELECT to bypass those steps.

Cash out is available on cheque and savings accounts only.



4.2.6 sale

The **Sale** option is explained in section 3.1



4.3 terminal function options

To access functions menu, simply press the **[FUNCTION]** key followed by the function you want to use, e.g. REPORTS **[1]**.

4.3.1 reports [1] key (print EFTPOS and HICAPS reports)

The **Reports** function (1) allows you to print a number of different standard reports from the terminal.

Transaction Listing

Produces an audit trail of transactions processed through the terminal.

The details for each transaction include:

Transaction Type: Claim, Cancel, Sale etc.

Transaction Date and Time
(format dd/mm/yy hh:mm).

Transaction amount: in the case of a claim, the total amount requested.

Card Type: HICAPS, VISA etc.

Authorisation Number.

Invoice Number: used to reprint an EFTPOS transaction receipt.

Card Number: for HICAPS the full card number used for the transaction is required. For eftpos, truncated card number is required.

Transaction Code:

S/K – the card was Swiped or Keyed

NO – the transaction was either Approved or processed offline

x – the transaction has been sent to the acquiring bank, if the [X] is absent the transaction has been processed in [fallback] and will be passed to the host with the next transaction.

shift totals

As well as allowing the running shift total to be reset, you can produce a summary report of EFTPOS transactions processed since the last shift total reset was performed.

reprint

This is used to reprint the receipt for an EFTPOS or HICAPS transaction processed in the current batch. By using **Last** for the previous transaction or **Invoice** for any other receipt in the batch using the invoice number (last six digits of the RRN).

provider

This is used to print a summary of the provider's set up.

surcharge

This is used to print out the current card surcharge values for all merchant or individually.

AMIS

This is used to check what values have been set for the Automated Settlement by merchant.

4.3.2 configuration setup [2] key (refer help desk)

This option should only be used on advice from the help Desk.

4.3.3 terminal restart [3] key

The **Terminal Restart** function (3) is used to re-start the terminal.

4.3.4 terminal lock [4] key

The **Lock** function (4) is used to lock and unlock your HICAPS terminal to provide added security. When active the Lock option prevents all use of the terminal until the security password is keyed in.

Once the terminal is locked it will be unusable until your 4-digit terminal security password is keyed followed by **[SELECT]**.

4.3.5 terminal logon [5] key

The **Terminal Logon** Function (5) is used to logon to the NAB/ HICAPS host or Medicare host.

4.3.6 balance enquiry/quote [6] key

The **Balance Enquiry/Quote** function (6) allows a provider to provide a quotation to a patient by checking with the patients Health Fund what they are covered for. Entering a quote transaction is the same as for a claim transaction a claim transaction.

4.3.7 stationery order [7] key

The **Stationery Order** function (7) is used to order terminal paper rolls as detailed in section 2.6.

4.3.8 reprint [8] key (reprint EFTPOS and HICAPS transactions)

The **Reprint** function (8) is used to either reprint the receipt for the last transaction or reprint any transaction by entering the invoice number which is the last six digits of the RRN number found on receipts.

4.3.9 terminal SW load [9] option

This option should only be used on advice from the Help Desk.

4.4 changing the terminal security password

The terminal security password is used to process both EFTPOS Refunds and to also unlock the terminal for use.

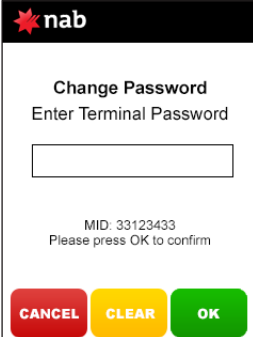
To change the password:

step 1

Press the **[FUNCTION]** key.

step 2

Enter **[9] [0]** and press the **[SELECT]** key.

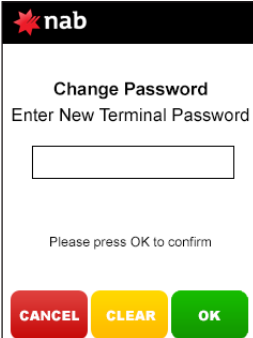


step 3

Enter your existing 4-digit password and press the **[OK]** key.

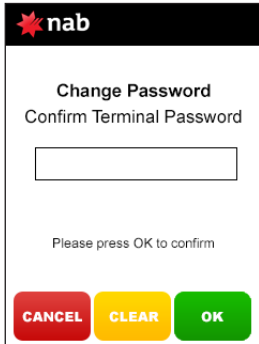
step 4

Enter a new 4-digit password and press the **[OK]** key.



step 5

Enter your new password again and press the **[OK]** key.



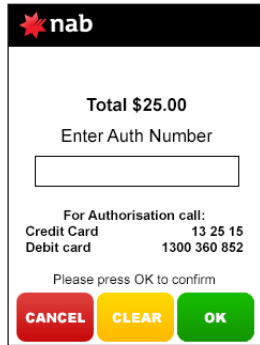
4.5 fallback procedure

We are committed to delivering a continually high level of uninterrupted service to you. However there may be times when system issues, telecommunications faults or faulty terminals prevent us from doing so. In the event of a system outage, your terminal may function in fallback mode.

In the event of the terminal being unable to communicate with the NAB/HICAPS host, 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.



step 2

Enter authorisation number* (refer below for contact phone numbers) and press the **[OK]** key.

If authorisation is not received, press the **[CANCEL]** key and request another form of payment.

Note: *The transaction will be stored within the terminal and passed on when communication is available.*

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 the HICAPS Help Desk if your terminal processes more than 2 fallback transactions in a row.

For authorisation call:

Credit Cards 13 25 15
American Express 1300 363 614
Diners Club 1800 331 112

Authorisation services are available 24 hours a day, 7 days a week.

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

5. TERMINAL CONNECTIONS

5.1 terminal Connectivity – VX820

The terminal can send transaction messages via two separate comms methods, **Dial** and **Ethernet** (IP –Internet Protocol)

5.1.1 dial

The terminal can send transaction/comms messages via a dial method. This method requires the connection of a standard RJ11 phone line cable. This cable is to be plugged into the telephone comms port found at the back of the terminal docking station (refer to 5.2.4)

5.1.2 ethernet (IP – Internet Protocol)

The terminal can send transaction/comms messages via an ethernet method. This method requires the connection of a LAN cable. This cable is to be plugged into the Ethernet port labeled (ETH) found at the back of the terminal docking station (refer to 5.2.3)

5.2 the terminal docking station – VX820

The terminal dock is the base in which the terminal receives power, communications and PMS physical integration. The terminal dock includes 5 active ports (power, terminal pin pad, RS232, Ethernet, telephone line)



Note: The dock also includes a USB port, although this is not currently active

5.2.1 power

Every terminal comes with a power pack which connects into the side of the docking station. This cable locks into the connection by inserting and turning upright



5.2.2 terminal pin pad

The terminal pin pad receives power from plugging into the connection located at the back of the docking station



5.2.3 ethernet

The terminal receives IP connectivity via an active LAN cable being plugged into the Ethernet port labeled ETH on the back of the docking station



5.3 terminal Connectivity - VX680

The terminal can send transaction messages via three separate comms methods, Dial, Ethernet (IP –Internet Protocol) and the 3G mobile network.

5.2.4 telephone line

The terminal receives telephone connectivity via an active RJ11 phone line cable being plugged into the phone port on the back of the docking station



5.2.5 RS232 (PMS Integration)

The docking station includes an RS232 serial port. This port is used for connecting and integrating the terminal with a PC Practice Management System via an RS232 cable.

5.3.1 dial

The terminal can send transaction/comms messages via a dial method. This method requires the connection of a standard RJ11 phone line cable. This cable is to be plugged into the telephone comms port found at the back of the terminal docking station (refer to 5.4.2)

5.3.2 3G mobile network

The terminal can send transaction/comms messages via the 3G mobile network. An indication of the strength of the 3G mobile network being received is displayed on the terminals home screen (refer to 1.3)

5.4 the terminal docking station – VX680

The terminal dock is the base in which the terminal battery can be charged and also where it receives dial communications.



5.4.1 power

Every terminal comes with a power pack which connects into the back of the docking station. A green light at the front of the docking station will be lit when power is being received.



5.4.2 telephone line

The terminal receives telephone connectivity via an active RJ11 phone line cable being plugged into the phone port on the back of the docking station



5.4.3 ethernet

The terminal receives IP connectivity via an active LAN cable being plugged into the Ethernet port labeled ETH on the back of the docking station



6. THERMAL PRINTER

The HICAPS terminals have high speed, whisper quiet thermal printers. They must only be loaded with special thermal paper available from HICAPS, ordered either through the terminals, refer: 2.6 Ordering Terminal Rolls or by contacting the HICAPS Help Desk on 1300 650 852.

6.1 VX820

Loading the VX820 Thermal Printer.

The front of the VX 820 dock also includes the Paper Roll Dispenser and thermal Printer.



There is a clip at the base with a paper roll icon on it.

Lift the clip and the paper guard will swing open.

Remove whatever is left of the old roll.

Place the new roll into the paper chamber – ensuring that the paper is feeding out from the bottom of the roll.

Close the paper guard.

6.2 VX680

Loading the VX680 Thermal Printer.

The paper is loaded on the back of the VX680.

Flip the terminal over and lift the clip found at the top of the terminal.



The paper guard will swing open.

Remove whatever is left of the old roll.

Place the new roll into the paper chamber – ensuring that the paper is feeding out from the bottom of the roll and then close the paper guard over the paper.



7. HICAPS RESPONSE CODES

7.1 transaction level HICAPS response codes

| code | Description | Receipt print Out |
|------|--|---------------------|
| 00 | Approved or completed successfully | Approved |
| 01 | Provider not approved by fund | Prov Not Approv |
| 02 | Membership under investigation | Mship Under Invest |
| 03 | Invalid provider number | Invalid Prov Nbr |
| 04 | Retain card | Retain Card |
| 05 | Transaction Timeout (Terminal reports as 91) | System Inoperative |
| 06 | Transaction Timeout (Subsequently identified) | |
| 09 | Transaction submitted for processing | Submitted |
| 10 | Transaction submitted for processing (SAF) | Rebate To MBR Pendg |
| 12 | Declined | Declined |
| 14 | Invalid card number (no such number) | Invalid Card Nbr |
| 15 | Items not accepted by this Fund | Itms Not Accptd |
| 19 | No items entered | No Items Entered |
| 21 | No action taken | Call Help Desk |
| 32 | System generated Reversal | |
| 40 | Membership not covered | Mship Not Covered |
| 42 | Membership ceased/ suspended at date of service | Mship Ended at DOS |
| 51 | Membership unfinancial | Mship Unfinancial |
| 54 | Expired card | Expired Card |
| 56 | Invalid membership number | Invalid Mship Nbr |
| 57 | No ancillary cover | No Ancillary Cover |
| 58 | Transaction not permitted to terminal | Txn Not Permitted |

| | | |
|-------|--|--|
| 60 | Provider not registered with fund | Provider Not Registd |
| 61 | Benefit limit exceeded | Benefit Limit Exced |
| 68 | System generated Reversal | |
| 80 | Payment should be made by the Claimant's Employer | Refer Employer |
| 81 | Unable to Match Cancel to Previous Claim | Unmatched Cancel |
| 82 | Claim being Cancelled has already be Settled | Unsupported Cancel |
| 83 | Too many patients for this transaction | Too Many Patients |
| 91 | Health Fund Down | Fund Down |
| 94 | Duplicate transmission | Duplicate Txn |
| 97 | Advises that reconciliation totals have been reset | Reconc Totals Reset |
| QL | Quote Limit Reached | Quote Limit Reached |
| QN | Quote Not Available | Quote Not Available |
| P0-PZ | Refer to Health Fund | Refer Health Fun |
| H1 | | Time Out waiting for ACK from terminal |
| H2 | | Maximum number of ACK Time Outs reached |
| H3 | | Timed Out waiting for response message from terminal |
| H4 | | LRC Error in response message |
| H5 | | Unable to send, terminal not connected |
| H6 | | Terminal busy |
| HX | | ActiveX Internal Error |
| BZ | | Communication Error |
| CE | | Communication Error |
| ED | | Destination Error |
| EN | | Network Request Error |
| HM | | Hardware Error |
| HW | | Hardware Error |
| LC | | Unexpected loss of carrier |
| NA | | Transaction Type not available |

| | | |
|----|---------------------|--|
| ND | | Reversal Time Out |
| NM | | No sync with Modem network Failure Contact Help Desk |
| NS | | Declined – Settlement required |
| Pf | Power fail | Power lost before completion of transaction |
| QL | Quote Limit Reached | Quote Limit Reached |
| QN | Quote Not Available | Quote Not Available |
| TO | | Time Out Error |
| TC | | Cancelled by user or input time out |
| VN | | Void not allowed |
| LR | | Terminal Logon Required |
| JF | | Journal Full |
| IM | | Invalid MAC |
| DI | | Duplicate Invoice |
| TA | | Transaction Not Allowed |
| NP | | Provider number not found |
| LP | | Locked Provider |
| IL | | Number of items exceeded limit |
| TP | | The transaction password is protected |
| II | | Invalid max item setup |
| FL | | An [empty] Claim initiated from Practice Management System. (i.e. only provider in the EA field) |
| FC | | Field content error – (a) Non numeric field such as patient ID, Body part number, service date and amount contain non-numeric data (i.e. anything other than accept '0' to '9') (b) Alpha numeric field such as item number contains symbols. (i.e. anything other than 'A' to 'Z', 'a' to 'z', '0' to '9' and space) |

Note 1: Response code for the unmatched reversal, void, cancellation) transactions.

Note 2: Response code in the range P0 – P9 and PA – PZ indicate that a transaction has been declined by the Health Fund for a specific reason. These transactions must be followed up directly with the fund.

7.2 item level hicaps response codes

| code | Description | Receipt Print Out |
|------|--|-------------------|
| 00 | Approved | Approved |
| 01 | Nil benefit payable on this item | Item No Benefit |
| 02 | Nil benefit - restricted item | Restricted Item |
| 03 | Reduced benefit - restricted item | Restricted Item |
| 04 | Nil benefit - benefit previously paid | Previously Paid |
| 05 | Nil benefit - limit reached | Limit Reached |
| 06 | Reduced benefit - limit reached | Limit Reached |
| 07 | Nil benefit - qualifying period applies | Waiting Period |
| 08 | Nil benefit - pre-requisite service required | PreReq Ser Reqd |
| 09 | Nil benefit - pre existing ailment | Pre Existing |
| 10 | Item number invalid | Item Nbr Invalid |
| 11 | Item number ceased | Item Nbr Ceased |
| 12 | Item not valid for provider | Item Not Valid |
| 13 | Item not approved ...not payable by HICAPS | Item Not Apprvd |
| 14 | Service exceeds number of times permitted | Max Nbr Ser Exc |
| 15 | Cost must be entered | Cost Missing |
| 16 | Date of service must be before today | DOS Not Valid |
| 17 | Date of service too old | DOS too Old |
| 18 | Clinical Code required | Clincl Code Rqd |
| 19 | Patient not covered | Pat Not Covered |
| 20 | Dependent status ceased | Depd Status End |
| 21 | Invalid patient code | Invalid Pat Code |
| 22 | Membership not covered | Mship Not Cover |
| 23 | Membership ceased/suspended at DOS | Mship Ended DOS |
| 24 | Membership unfinancial | Mship Unfin DOS |
| 25 | No ancillary cover | No Ancill Cover |
| 26 | Not covered for this service | Item Not Covered |
| 27 | Duplicate service already processed | Duplicate Serv |
| 28 | Nil benefit – Excess on services applied | Excess on Serv |

| | | |
|-------|---|-------------------|
| 29 | Reduced benefit – Excess on services applied | Excess on Serv |
| 30 | Nil benefit – Quote required prior to service | Quote Required |
| 31 | Reduced benefit – Quote required prior to service | Quote Required |
| 32 | Nil benefit – Claim exceeds quotation | Exceeds Quote |
| 33 | Reduced benefit – Claim exceeds quotation | Exceeds Quote |
| 34 | Nil benefit – Age restriction applies | Age Restriction |
| 35 | Reduced benefit – Age restriction applies | Age Restriction |
| 36 | Nil benefit – Gender restriction applies | Gender Restrict |
| 37 | Reduced benefit – Gender restriction applies | Gender Restrict |
| 38 | Nil benefit – Amount charged is invalid | Invalid Charge |
| 39 | Notional Charge | Notional Charge |
| 40 | Converted Item | Converted Item |
| 41 | Refer to Health Fund | Refer to Fund |
| 42 | System Problem | System Problem |
| 43 | Transaction Declined – Refer Tran Resp Code | Refer Tran Resp |
| 44 | Medical Certificate Required | Medical Crt Req |
| 50 | Provider not approved by Fund (at DOS) | Prov Not Approv |
| 51 | Provider not approved by Fund for this service at DOS | Prov Not Approv |
| 52 | Tooth ID Number Required | Tooth Id Reqd |
| 53 | Service Date Before Injury Date | DOS before Injury |
| 54 | Transaction Submitted for Processing | Submitted |
| 55 | ICD 10 Required | ICD 10 Required |
| 56 | Charge Exceeds Agreed Minimum | Chg Over Agreed |
| P0-PZ | Refer to Health Fund | Refer to Fund |

Note 1: Item codes in the range P0 – P9 and PA – PZ indicate that an item has been declined by the Health Fund for a specific reason. These items must be followed up directly with the Fund.

8. EFTPOS ERROR MESSAGES AND CORRECTIVE ACTIONS

| code | short Description | Details |
|------|----------------------|--|
| 00 | Approved | Transaction approved or completed successfully |
| 04 | Pick up card | Declined. The Card Issuer has requested the card be retained by the merchant and returned to the acquirer with the merchant vouchers |
| 05 | Declined | The transaction has been declined |
| 07 | Pick up card | Pick up card– The Card Issuer has requested the card be retained by the merchant and returned to the acquirer with the merchant vouchers – special condition |
| 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 |
| 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 Retried 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 – The Card Issuer has requested the card be retained by the merchant and returned to the acquirer with the merchant vouchers – stolen card |

| | | |
|----|----------------------|---|
| 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 Retried 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 |
| 96 | System Malfunction | The Switch has experienced a serious malfunction or the message is unable to be processed due to invalid details in one or more fields |
| 97 | Totals Reset | Settlement has been processed and the terminal totals have been reset |
| 98 | MAC Error | The Switch has identified a possible security error or the message is unable to be processed due to invalid details in one or more fields |
| N1 | Upgrade Available | Transaction approved – a new version of terminal |
| N2 | PIN PAD Error | Transaction declined – the PINPAD connected to the terminal is invalid and cannot be used on the terminal |

| | | |
|----|------------------|--|
| N3 | Upgrade Required | Transaction declined – the current version of terminal |
| Pf | Power fail | Power lost before completion of transaction |

Note: If the 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 the Help Desk.

9. MERCHANT REQUIREMENTS TO ENSURE EFTPOS TRANSACTIONS ARE VALID

- For all manual transactions:
 - Always try the transactions through the PIN pad first.
 - Check the card is being used after its ‘valid from’ date and before its ‘valid to’ date.
 - Ensure the card is not recorded on any warning bulletin.
 - Ensure that the card imprint is legible and complete.
 - Obtain authorisation for above floor limit transactions.
- 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.
- Ensure the accuracy of any card information keyed into the PIN pad.
- 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.

10. TERMINAL FUNCTIONS SERIES

| # | Description |
|----|--|
| 1 | Reports: 1 Transaction listing (print txn listings: 1 all txns. 2. NAB. 3 HICAPS 4. medicare) 2 Shift Totals (reset) 3 Reprint (1. NAB 2. HICAPS 3. Medicare) 4 Provider (print provider table) 5 Surcharge Listing 6 AMIS Report |
| 2 | Configuration Setup – HICAPS USE |
| 3 | Terminal Restart – reset & restart terminal s/w, power reset |
| 4 | Terminal Lock – (password configuration thru F90) |
| 5 | Terminal logon |
| 6 | Balance Enquiry/Quote – (balance for NAB debit accounts only) |
| 7 | Stationery Order |
| 8 | Reprint: 1 NAB 2 HICAPS 3 Medicare |
| 9 | Terminal SW Load |
| 10 | Date/Time Setup – (Terminal Password) |
| 11 | Print Configuration |
| 13 | Journal Status – No. of Transactions 0000. Room Left 0142 |
| 14 | Pre-auth/Completion of Pre-Auth |
| 15 | Paper Feed |
| 21 | Batch Review by Inv – enter last 6 digits of RRN |
| 22 | Batch Review – Scroll thru txns and reprint any in current batch |
| 26 | Receipt Text – Enter customer text on the receipt (Christmas greeting, Happy Easter, etc) |
| 41 | Medicare Items (add/edit medicare item numbers) |
| 50 | Terminal Config – HICAPS USE |
| 51 | HICAPS Totals: 1 Today 2 Previous Day (HICAPS midnight settlement enable/disable F54) |
| 53 | Refund/Cancel transaction |

| | |
|----|--|
| 54 | Provider Settings (including: item amount memory & hicaps settlement enable/disable) |
| 56 | eftpos setup: 1 settlement enable/disable 2 auto settle NAB 3 auto TXN list Medicare 4 merchant Options 5 Medicare Options |
| 60 | RSA Init |
| 72 | Reprint Last Receipt |
| 73 | Reprint by Invoice # |
| 76 | Cashout |
| 82 | Printer Test |
| 83 | Display Test |
| 84 | Keyboard Test |
| 89 | Card Reader Test |
| 90 | Password Change |
| 91 | Software Version |
| 94 | Pinpad Test |
| 96 | PABX Code – add/remove a PABX number |
| 98 | COMMS SETUP (1. Auto 2. Dial. 3. Ethernet) |
| 99 | Maintenance Options – HICAPS USE |

11. MEDICARE AUSTRALIA EASYCLAIM

HICAPS have developed Medicare Australia's Easyclaim solution for the HICAPS terminal. The user guide for the Easyclaim solution is a separate user guide that is available on HICAPS website Admin & Support-> HICAPS USER GUIDES-> Medicare Easyclaim User Guide. Or from HICAPS by contacting the HICAPS Helpdesk on 1300 650 852.

12. TERMINATION OF EFTPOS MERCHANT SERVICE

Should you elect to terminate your EFTPOS merchant service with HICAPS, you will need to Notify HICAPS via HICAPS WEBSITE. Go to Admin and Support->Online Forms->Amend Online.

Thereafter you will receive a call from our HICAPS installation team to notify you when the terminal and any additional equipment will be collected.

Failure to complete this process will see fees continue to be charged to your account until completion.

Fees will be charged in accordance with the Merchant Agreement and Letter of Offer. Terminal rental fees are charged per calendar month or part thereof. There are no refunds or pro rata calculation of terminal rental fees should you return a terminal or terminate your Merchant Agreement part way through a billing period.

