⊕ HICAPS ⊕

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!

```
--------------------------------
         HOST SIGN ON

ACQUIRER                    NAB
MERCHANT ID            33123433
TERMINAL ID             SA804A
ARGENT ID                00001
ARGENT SHA            80000123
S/W Version            01.00.01

PPID           123456789123456
DATE/TIME         18/09/15

       APPROVED 00
--------------------------------
```

SAMPLE RECEIPT

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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 ddmm.
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.
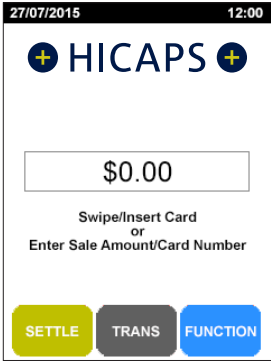
2. HICAPS

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
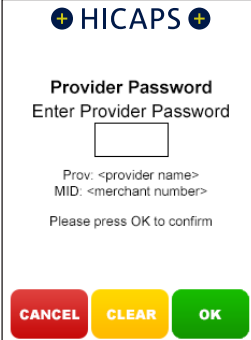
2.1.1   complete provider setup

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.*

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]**.

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.

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.

step 4

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

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]**.

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

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.

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.

step 9

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

example HICAPS claim receipt

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.

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.*

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.
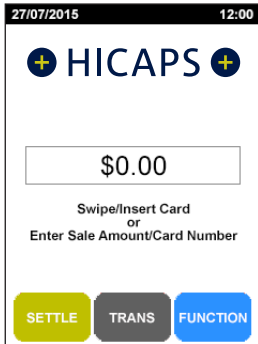
step 2
Select **2. Refund/Cancel** and press **[SELECT]**.
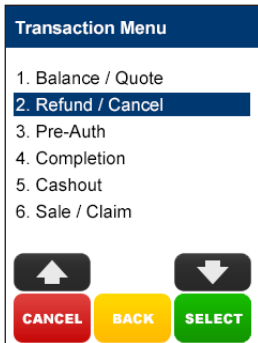
step 3
The terminal will then prompt you for a card. **Swipe** the cardholder's Health Fund card.
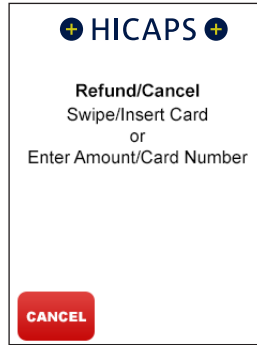
step 4
The screen will then display the transaction(s) processed on the terminal by this cardholder for the current day. If there is more than one transaction for that cardholder all transactions can be reviewed by using the up/down arrow buttons on the touch screen.

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.
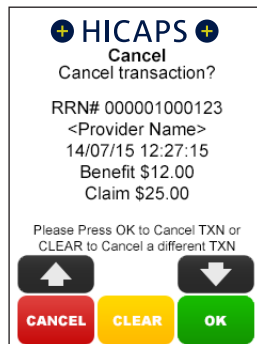
step 5

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.
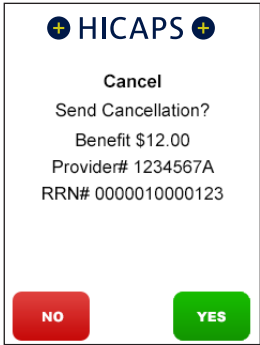
option 2

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]**.
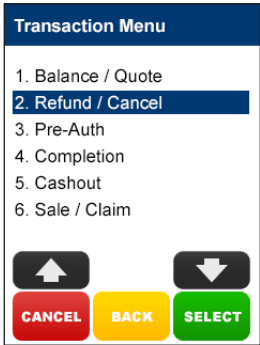
step 3

The terminal will then prompt you for a card. **Swipe** the cardholder's Health Fund card.
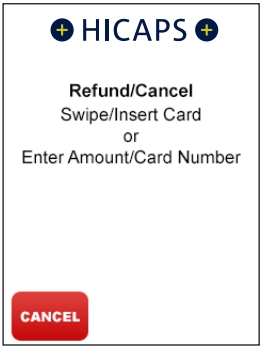
## step 4

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.

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.*

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]**.

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.*


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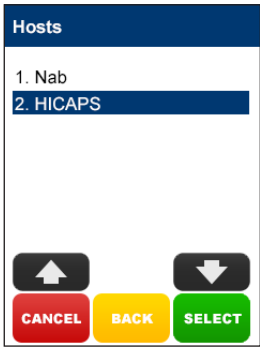
step 2
Select option **2. HICAPS** and press **[SELECT]**.

*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]**.
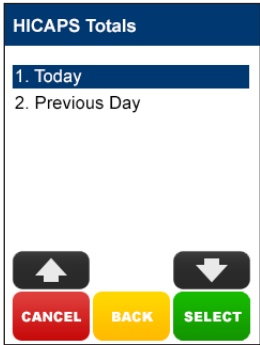
step 3b
If you select Today you will be provided with an option for either a **Summary Listing** or **Detailed Listing**.

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.
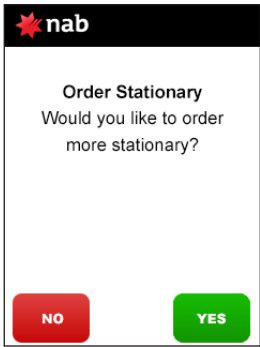
step 4
Press the **[FUNCTION]** key on the touch screen.

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.
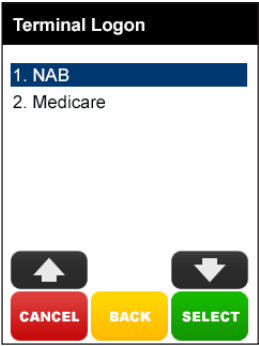
example sign on receipt

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.

example customised receipt

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.

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.*

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.

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**.

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.
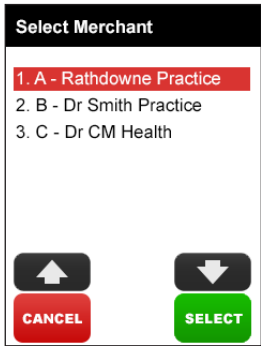
step 4

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.
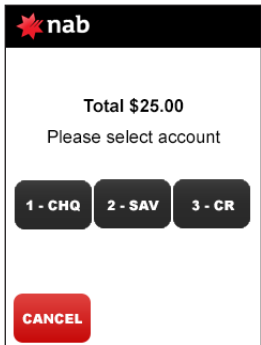
step 5

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.
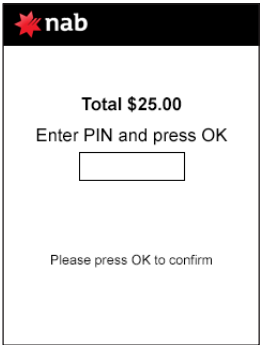
step 6

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.
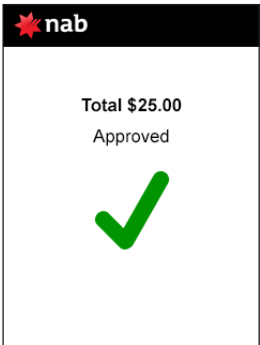
example EFTPOS sale receipt

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.
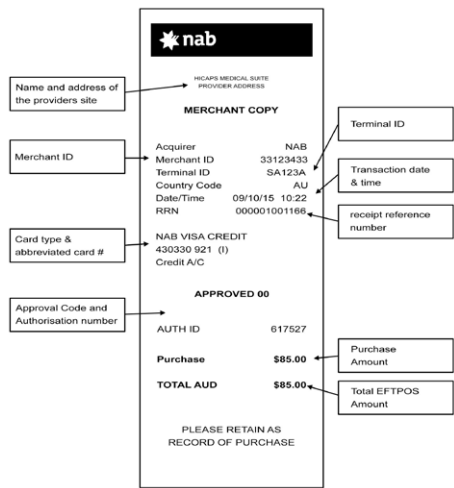
3.1.3 processing an EFTPOS transaction (practice management system)

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]**.
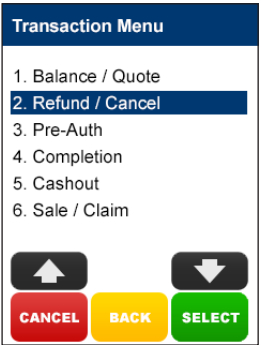
step 3

The terminal will then prompt you for a card. **Swipe/Insert** the cardholder's card.
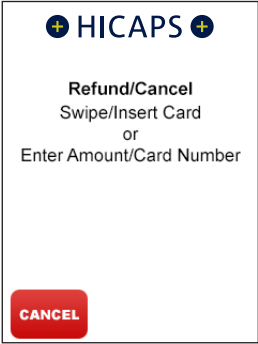
step 3

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.*
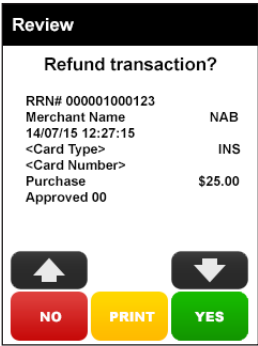
step 1

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

step 2

Select **2. Refund/Cancel** and press **[SELECT]**.
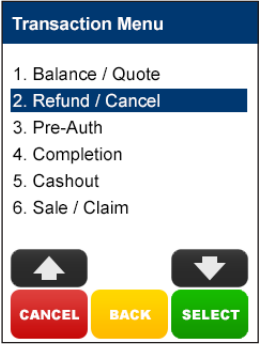
step 3

The terminal will then prompt you for a card. **Swipe/Insert** the cardholder's card.
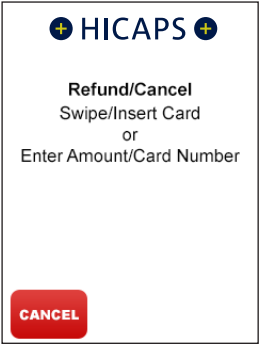
step 4

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.

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 .

step 6

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

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.
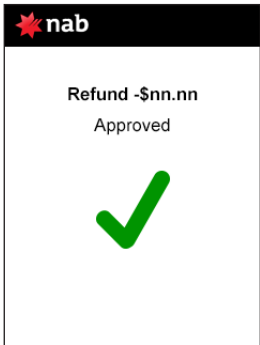
3.2.2 refund an EFTPOS transaction (practice management system)

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.
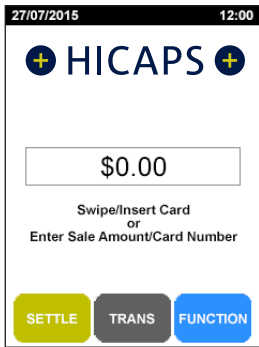
step 2

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.
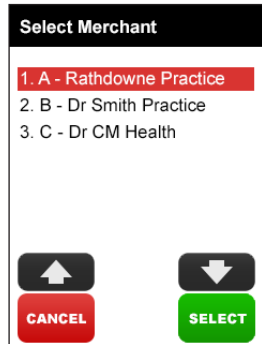
step 4

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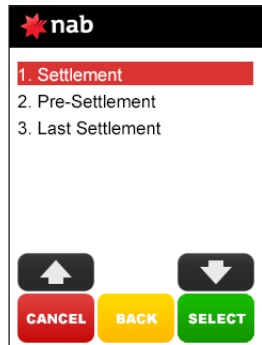
settlement

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.
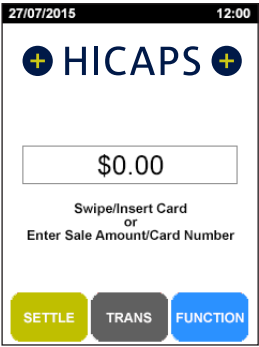
step 2
Using the keypad, enter **[5] [6]** and press **[SELECT]**.

step 3
Select **2. Auto Settle NAB** and press **[SELECT]**.

Note: To view the current settlement setup select **1. Settlement enable/disable.**
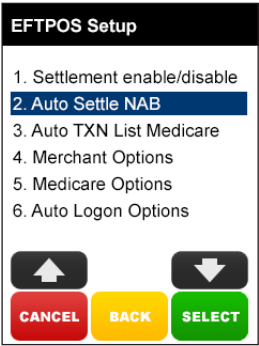
step 4

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.

✳ nab

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.

✳ nab

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]**.

✳ nab

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]**.
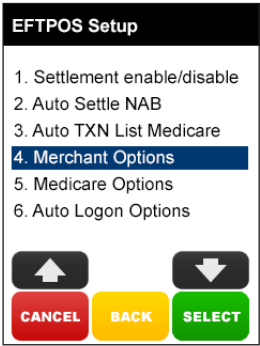

step 4
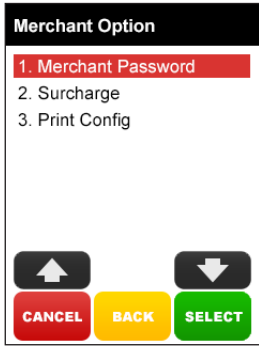
Use the arrows on the touch screen to highlight the **Merchant** you wish to change the password for and press **[SELECT]**.

Note: This option will only appear if there is more than one merchant loaded in this terminal.
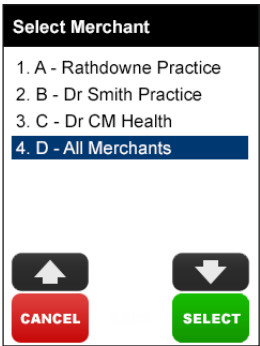
step 5
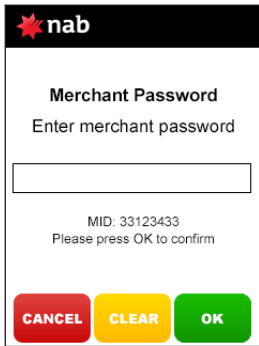
Select option **1. Merchant Password** and press **[SELECT]**.

Merchant Option

1. Merchant Password
2. Surcharge
3. Print Config

CANCEL   BACK   SELECT

step 6
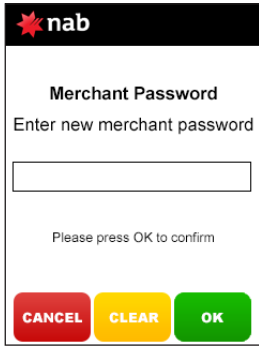
Enter the **existing 4-digit password** and press **[OK]**.

✸ nab

Merchant Password
Enter merchant password

MID: 33123433
Please press OK to confirm

CANCEL   CLEAR   OK

step 7

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

✸ nab
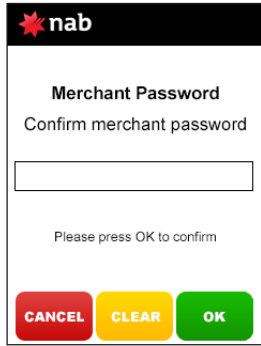
Merchant Password
Enter new merchant password

Please press OK to confirm

CANCEL   CLEAR   OK

step 8

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

✸ nab

Merchant Password
Confirm merchant password

Please press OK to confirm

CANCEL   CLEAR   OK

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]**.
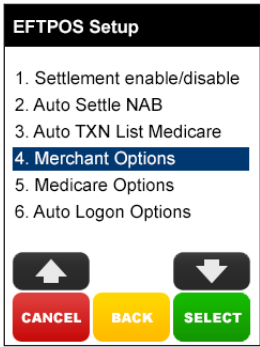
step 4
Use the arrows on the touch screen to highlight the **Merchant** you wish to change the surcharge values for and press **[SELECT]**.

Note: This option will only appear if there is more than one merchant loaded in this terminal.
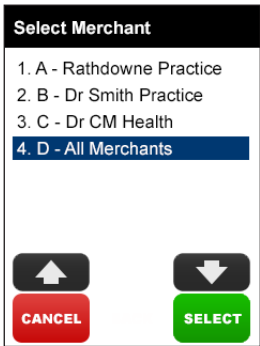
step 5
Select option **2. Surcharge** press **[SELECT]**.
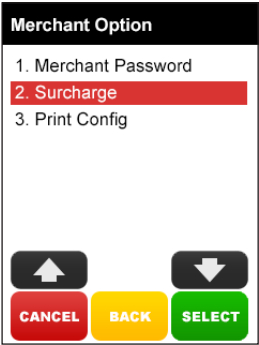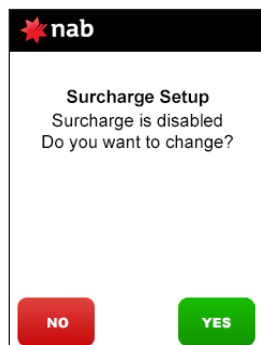
step 6
Press **[ENABLE]** to add the merchant to the All Merchant surcharge value group, or Press **[DISABLE]** to enter individual surcharge values
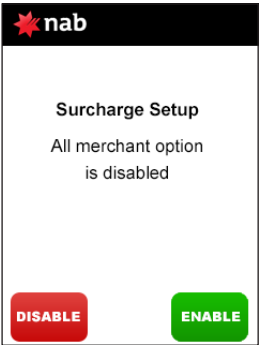
Note: Select All Merchants in step 4 to charge the individual surcharge values for merchants that have the All Merchant option enabled.

step 7
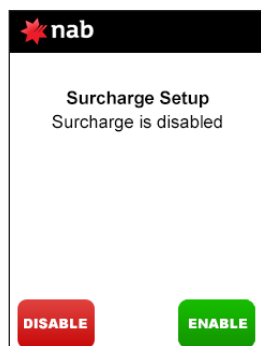
Press **[YES]** to make changes to surcharge values.

Surcharge Setup
Surcharge is disabled
Do you want to change?

NO   YES

step 8

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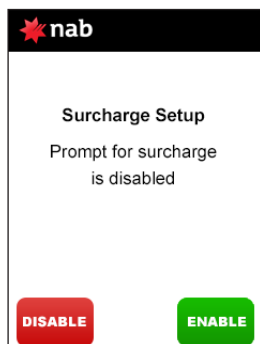
Press **[DISABLE]** to deactivate surcharging.

Surcharge Setup
Surcharge is disabled

DISABLE   ENABLE

step 9

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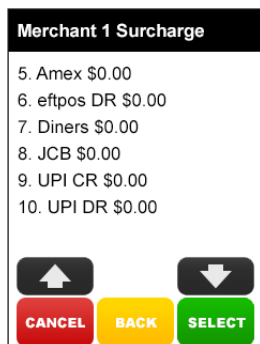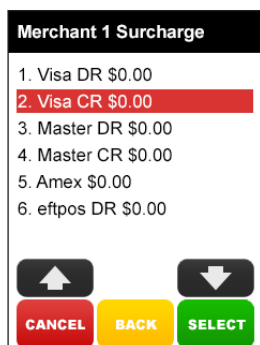
Press **[DISABLE]** to remove the prompt

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

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

step 13

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

step 14

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

Press **[OK]**

step 15

Check the confirmation screen and press

[YES] to confirm or **[NO]** to cancel
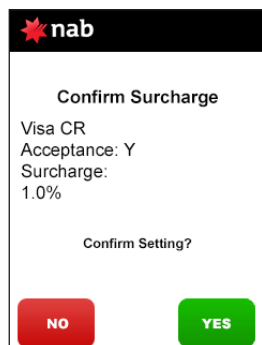
step 16

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
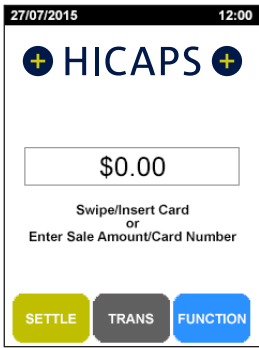
4.1.3   function

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.*
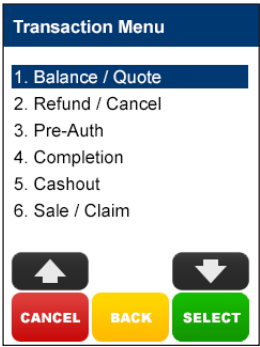
4.2.2   refund/cancel

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).

Transaction Menu

1. Balance / Quote
2. Refund / Cancel
3. Pre-Auth
4. Completion
5. Cashout
6. Sale / Claim

CANCEL   BACK   SELECT
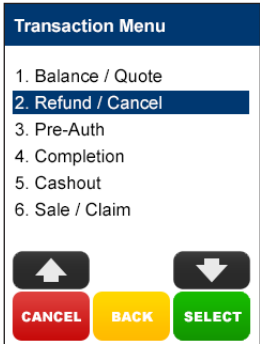
4.2.3   pre-auth

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.

Transaction Menu

1. Balance / Quote
2. Refund / Cancel
3. Pre-Auth
4. Completion
5. Cashout
6. Sale / Claim

CANCEL   BACK   SELECT
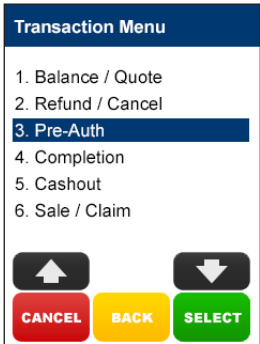
4.2.4   completion

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.

Transaction Menu

1. Balance / Quote
2. Refund / Cancel
3. Pre-Auth
4. Completion
5. Cashout
6. Sale / Claim

CANCEL   BACK   SELECT
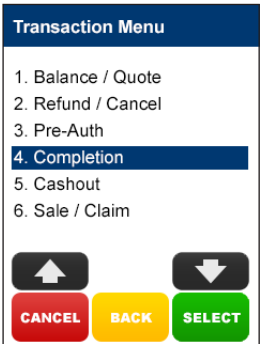
4.2.5   cash out

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.

Transaction Menu

1. Balance / Quote
2. Refund / Cancel
3. Pre-Auth
4. Completion
5. Cashout
6. Sale / Claim

CANCEL   BACK   SELECT
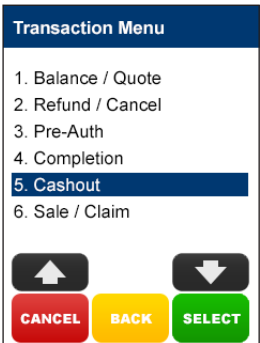
4.2.6   sale

The **Sale** option is explained in section 3.1
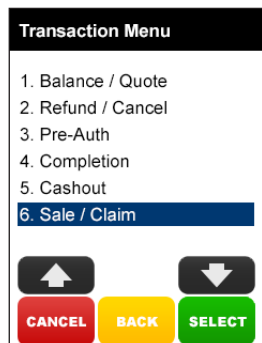
4.3 terminal function options

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.
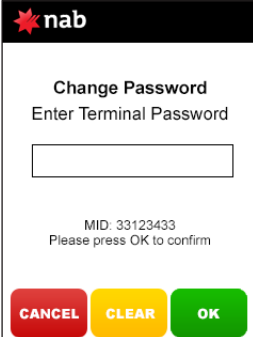
To change the password:

step 1
Press the **[FUNCTION]** key.

step 2
Enter **[9] [0]** and press the **[SELECT]** key.
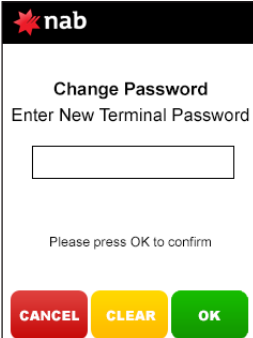
step 3
Enter your existing 4-digit password and press the **[OK]** key.
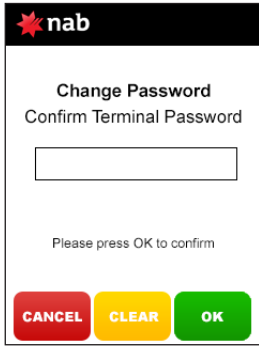
step 4
Enter a new 4-digit password and press the **[OK]** key.

step 5

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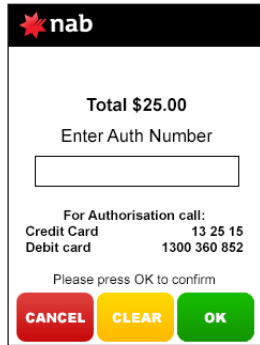
4.5   fallback procedure

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

5.2.4 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 terminal Connectivity - VX680

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

5.3.1 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	Invald 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 Coverd
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

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.

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 Reprin**t (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.

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