



*Payment Solutions for Service Providers*  
**User Manual Addendum for Elixir Users**

**INDEX**

Page

**Post Nexion Installation**

A.) Refer to the Post Nexion Installation setup on page 3 ----- **3**

**Transacting with Nexion**

A.) Payments originating from Elixir ----- **6**

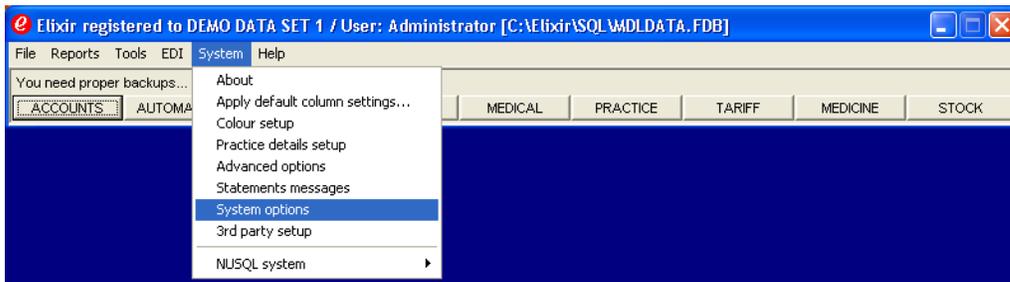
B.) Payments originating from Nexion Standalone ----- **9**

## Setting up Nexion on Elixir

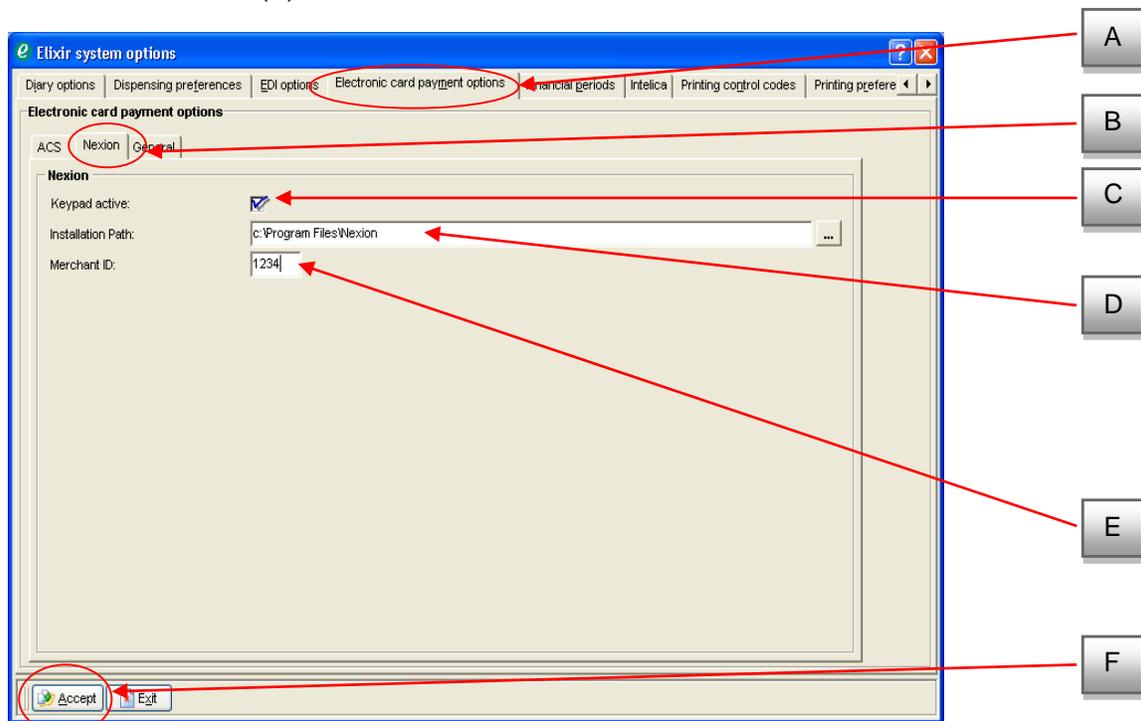
The following steps must be completed to enable communication between Elixir and Nexion.

### **A.) Enabling the Nexion application on Mede Mass- Elixir.**

- 1.) From the main menu select the “System” option and then select “System options” from the system submenu.



- 2.) The “Elixir system options” screen is now displayed. Click on the (A) “Electronic card payment options” tab and then click on (B) the “Nexion” tab.

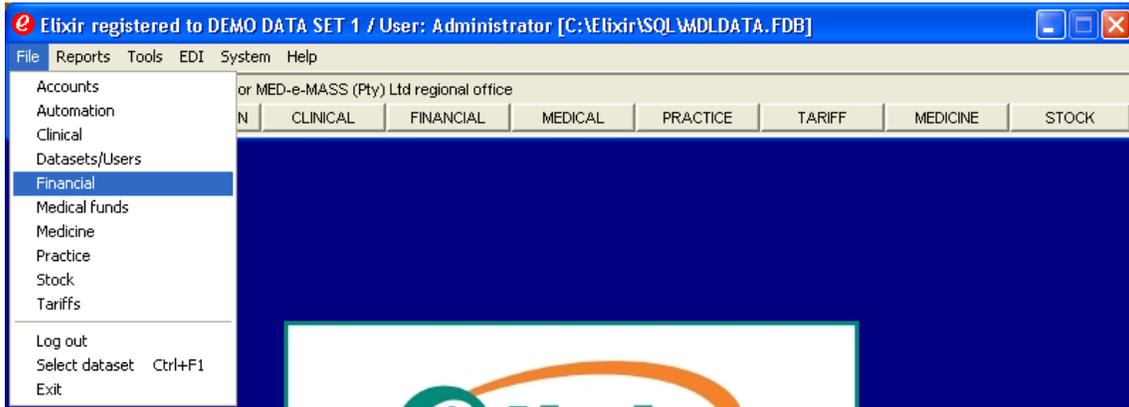


- 3.) Click in the “Keypad active” (C) check box so that a tick appears. This enables the Nexion electronic card payment terminal.
- 4.) Ensure that the “Installation path” (D) is C:\nexion3\Standalone
- 5.) Enter the Merchant Number in the Merchant ID field (E). The Merchant ID will be supplied by Nexion.  
*Nexion Call Centre on 0861 NEXION (639 466) In order to obtain your Merchant number.*
- 6.) Once All fields have been completed click on the Accept button (F) to save changes.

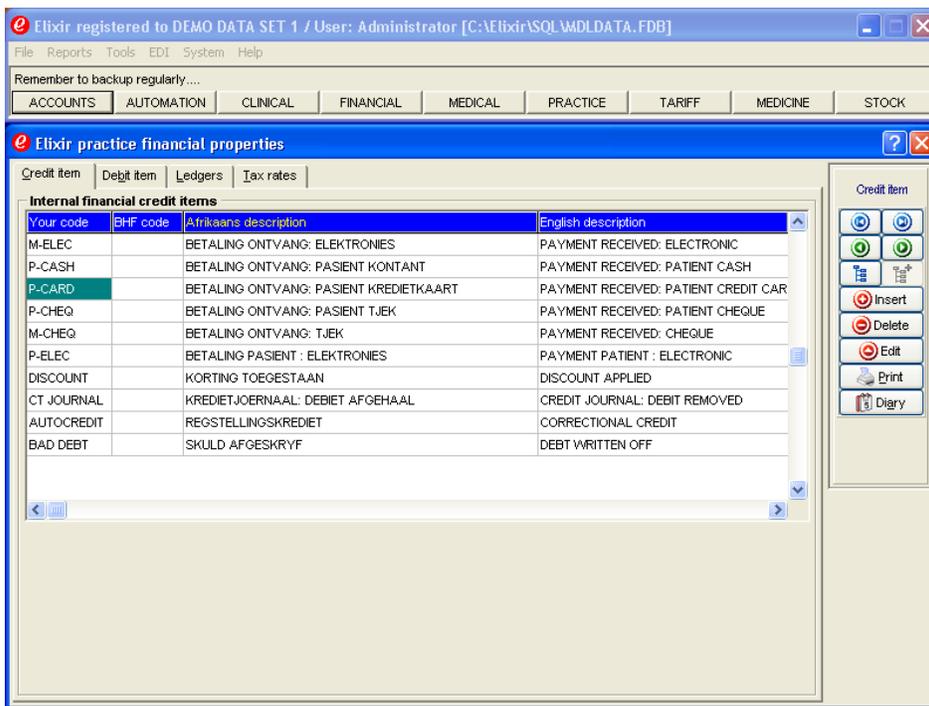
**B.) Setting Elixir credit codes to operate the Nexion application**

The Elixir transaction credit code must be setup.  
Please do the following:

- 1.) From the Elixir main menu select **“File”** option.

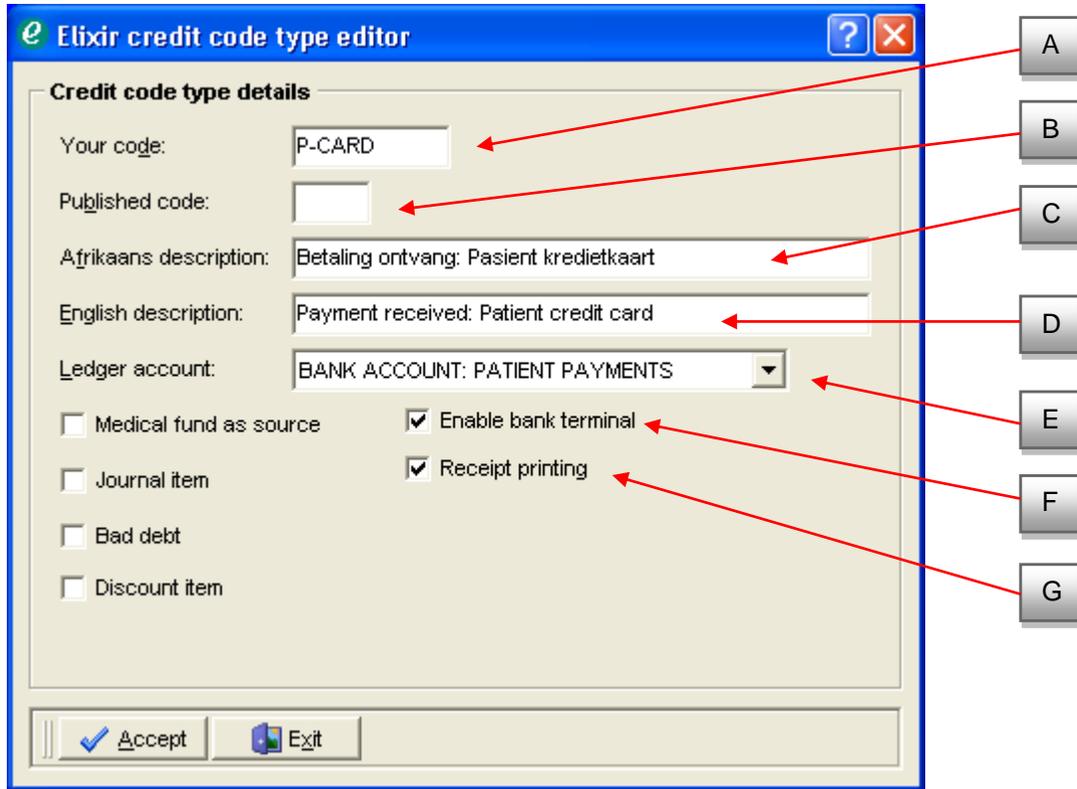


- 2.) From the **“File”** sub-menu select the **“Financial”** option.



- 3.) Select the **“Credit item”** tab and double click on the **“P-Card”** code to edit the payment code properties.

**Please Note:**  
In Order to record Card Transactions through Nexion, The Merchant concerned must be activated for this functionality. Please contact The Nexion Technical Centre on 0861 NEXION 639 466. Once activated, repeat steps 2-9 using the **“P-CARD”** Credit Item.



- 4.) Enter the Credit Card Code you would like to use when processing a Credit Card Payment on Nexion in the **“Your code”** (A) field i.e. P-Card or Nexion-Credit Card
- 5.) Enter the Published code supplied by the Mede Mass installer in the **“Published code:”** field (B)
- 6.) Enter a Description for the payment type in English or Afrikaans in the fields (C) & (D).
- 7.) In the **“Ledger account”** field select **“BANK ACCOUNT: PATIENT PAYMENTS”** from the drop down menu (E).
- 8.) Click the **“Enable bank Terminal”** checkbox, (F) a tick appears.
- 9.) Click the **“Receipt printing”** checkbox, (G) a tick appears.

**PLEASE NOTE:**

The Receipt Printing option must be selected as you are required to print two receipts for any Credit Card Transaction. A signed copy of the Receipt must be retained by the merchant in case of a chargeback by the bank.  
The second copy is given to the patient as proof of payment.

## Transacting with Nexion

There are 2 methods of processing Payments through Nexion.

### **A. Payments originating from Mede Mass - Elixir**

### **B. Payments originating from Nexion Standalone.**

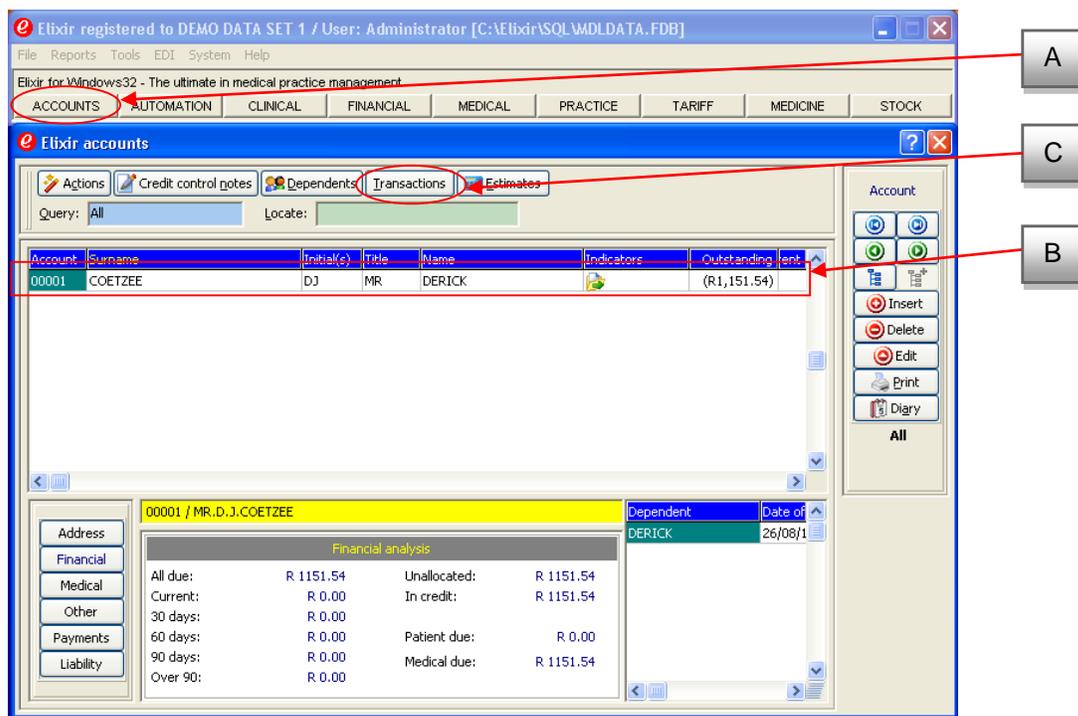
(In order to process patient payments NOT registered on Elixir).

**Please Note:**

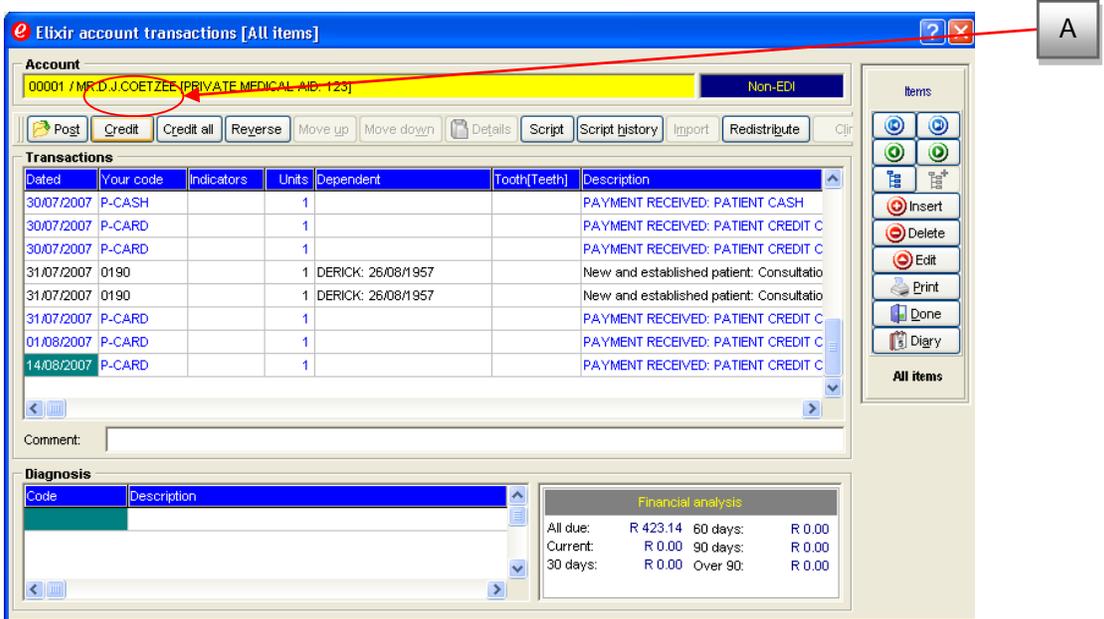
Only Credit Codes that are linked to Nexion will be automatically reconciled to Elixir upon processing. Please refer to "Setting Elixir credit codes to operate the Nexion application" for the correct codes.

### **A. Payments originating from Mede Mass - Elixir.**

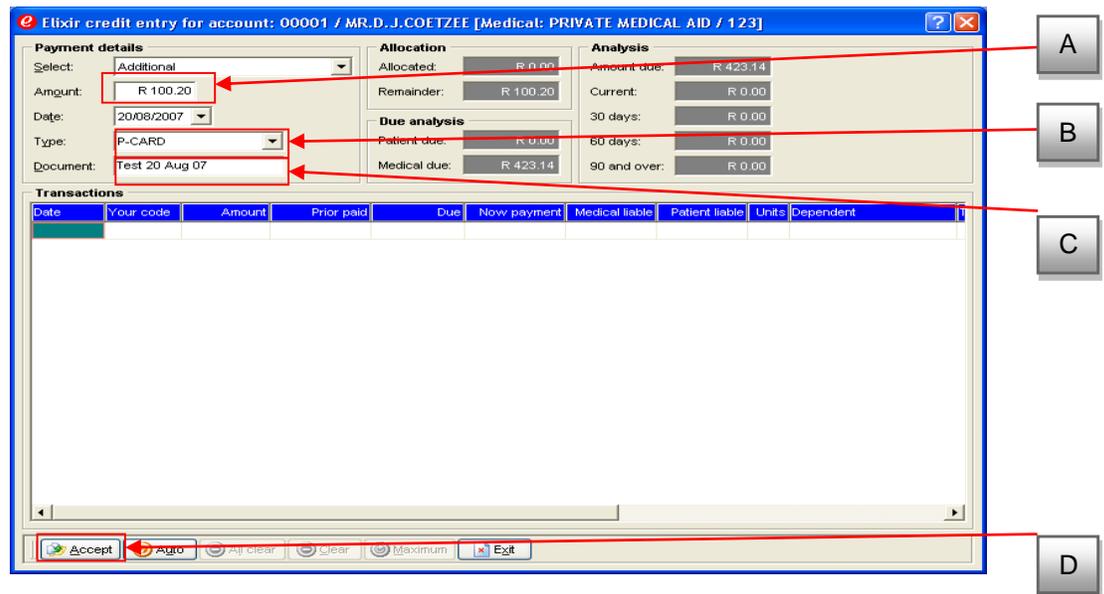
- 1.1) Select the "Accounts" tab (A). The Elixir accounts window will now be displayed.
- 1.2) From the "Accounts" sub window select the Patient (B) you wish to process a payment for.
- 1.3) Once the Patient is highlighted, select the "Transactions" button (C) to begin processing the transaction.



- 1.4) The Elixir account transactions screen is now displayed:



1.5) Click the “Credit” button (A) to begin entering the payment information on the following screen.

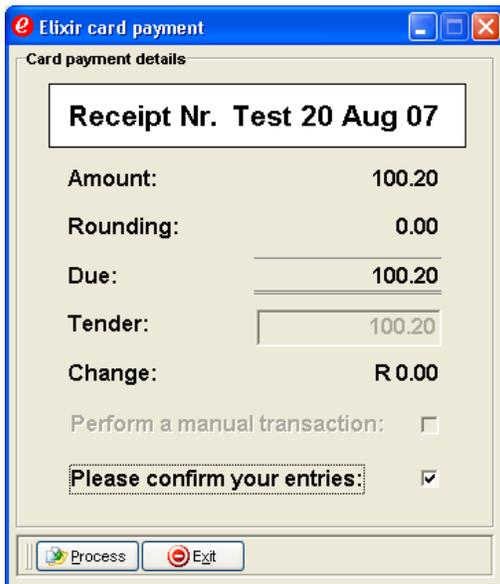


- 1.6) Enter the amount (A) to be processed
- 1.7) Select the Payment type (B) from the “Type” drop down selection box.
- 1.8) Enter the Document Information (C), used to reference the transaction within Elixir.
- 1.9) Once all fields have been completed Click “Accept” (D) to continue.

The following confirmation box will be displayed, click **“Accept”** to continue without any change or click **“Cancel”** to amend transaction details



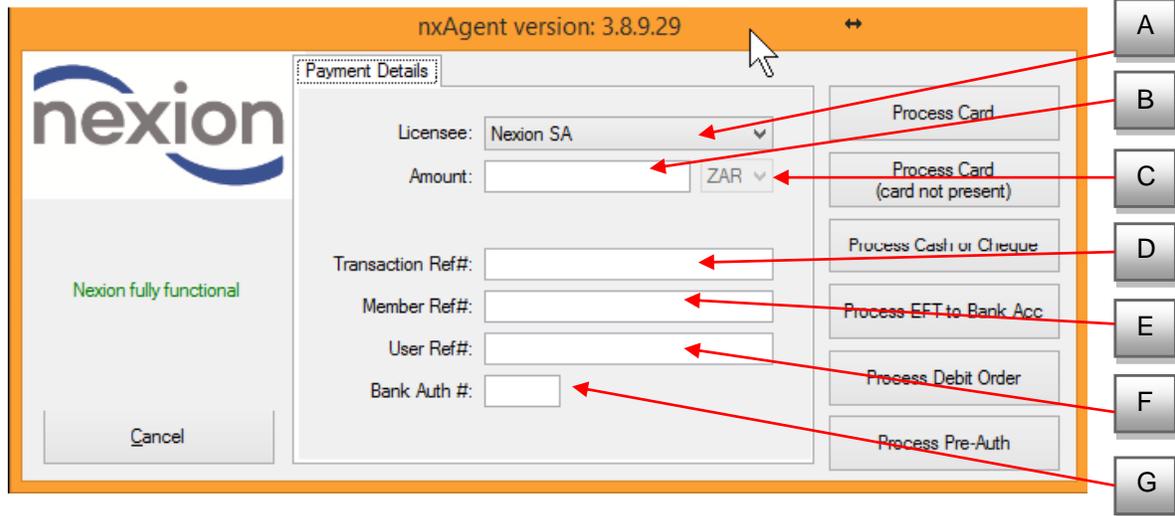
1.10) The Following screen will confirm the Transaction details. Please check the box next to, **“Please confirm your entries:”** Once your information is confirmed click the **“Process”** button.



**At this Point the Nexion Payments Screen will be displayed please select either:**

1. Record Cash Trxn and follow the Instruction (Cash Transactions) below.
2. Process Card Trxn and follow the Instruction (Credit\ Debit Card Transactions) below

**The Nexion Payment Screen**

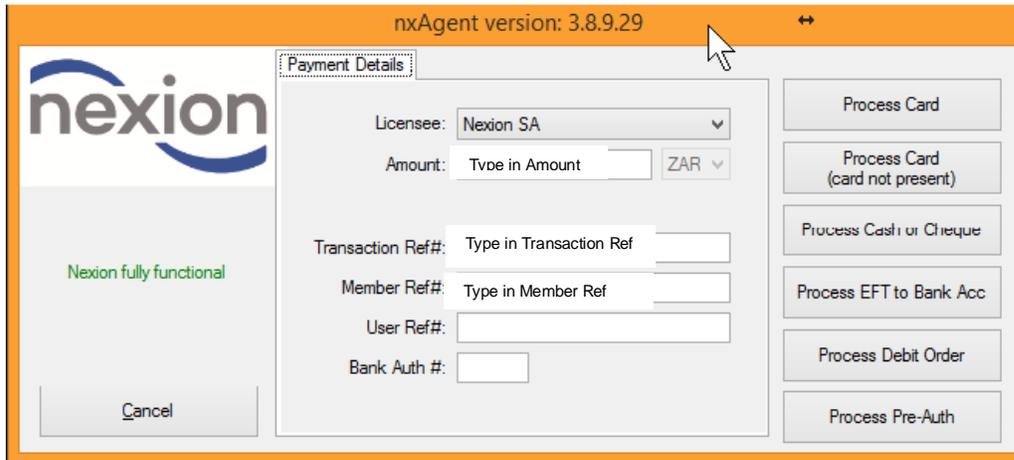


**Please Note:**

These details will appear on the Patients Account.

- (A) **Merchant:** The Doctor who will be credited with the transaction amount.
- (B) **Amount:** The total amount to be collected from the cardholder
- (C) **Currency:** The Currency is defaulted to ZAR and cannot be changed.
- (D) **Transaction Ref#:** This is a sequential transaction number generated by Elixir for that specific patient and will be displayed on the Nexion Report under Transaction Ref#.
- (E) **Member Ref#:** This Account Number for that specific patient and will be displayed on the Nexion Report under Member Ref#.
- (F) **User Ref#:** This field only needs to be completed if additional information needs to be added in.
- (G) **Bank Auth#:** This field only needs to be completed upon request from the bank. A Specific Declined reason will determine this.

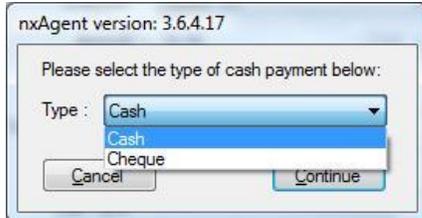
## 2. Cash Transactions



2.1) Click the **“Process Cash or Cheque”** button. At this point you will be prompted to select the cash payment type: Cash or Cheque

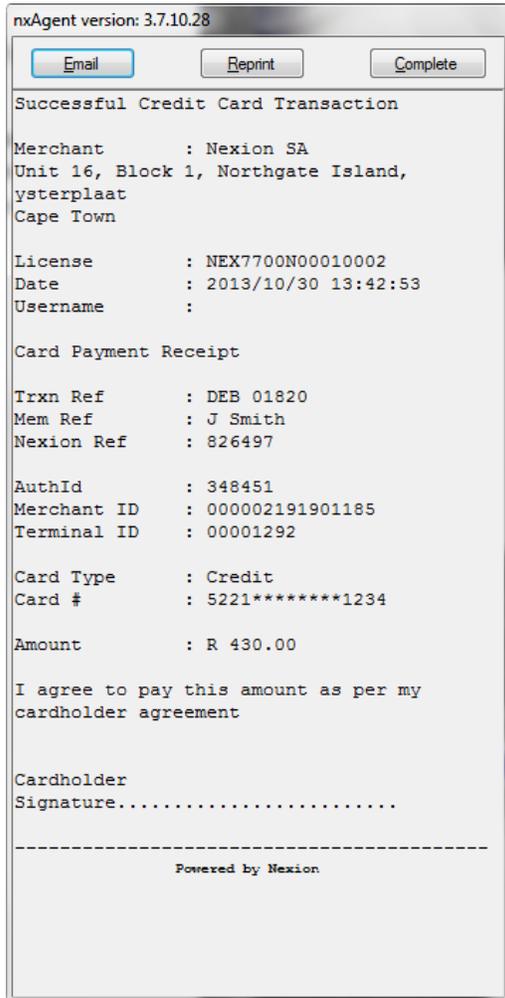


Select Cash tender Type

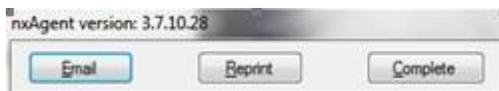


2.2) At this point a Cash receipt will be displayed. The preset number of cash receipts will also automatically be printed to your default printer

### The Nexion Receipt



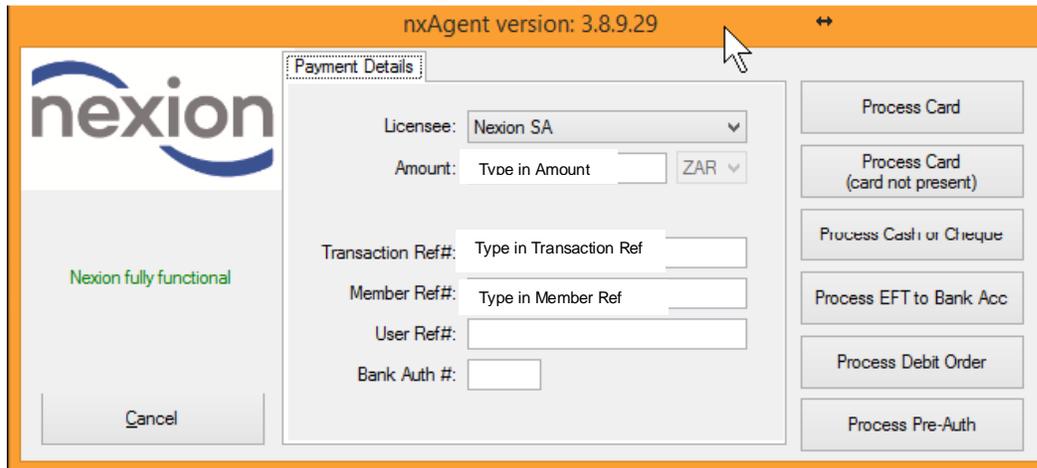
- 2.3) The receipt will print automatically to the default printer, click on “**Complete**”. If the receipts did not print for any reason, click the “**Reprint**” button and a single receipt will be re-printed.



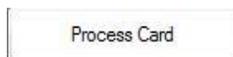
The “ Email “ button allows the users to send the receipt via email to a specific email address .



### 3. Credit & Debit Card Transactions



3.1) Click the **“Process Card”** button.



3.2) A screen will be displayed, prompting the user to swipe the card.



3.3) You will be prompted on the terminal to select an account type:

If the card is a **Debit Card\***

Confirm with Cardholder if the debit card is linked to a **Cheque** or **Savings** account.

Choose option **#1 for Cheque** or **#2 for Savings**

Refer to the LOGO on the card; Logo’s with Visa Electron or Maestro are debit cards.

*\*In the case of a debit card your client will be prompted to enter their PIN on the terminal and to press Enter to confirm.*

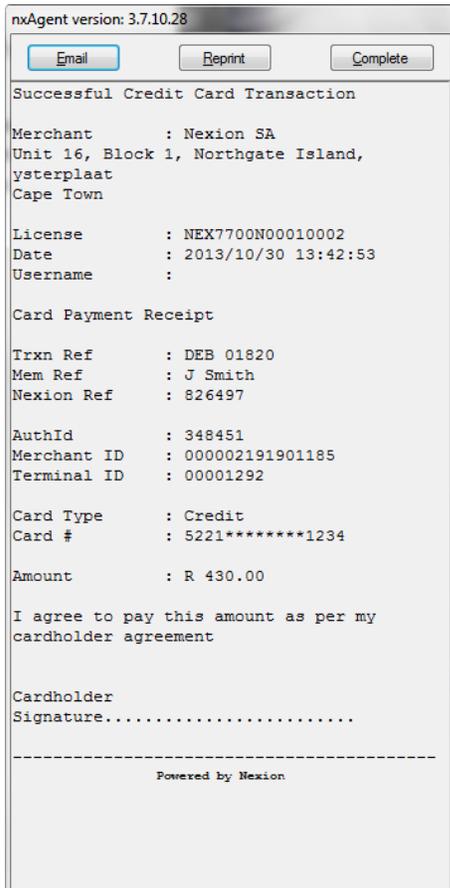
If the card is a **Credit Card**, the option to deduct an amount on a straight or budget facility is displayed on the terminal. If the client requests a budget option, select the number of months as prompted on the screen or select option 1 to continue. **Only available to cards activated for budget.**

If in doubt refer to the LOGO on the card, Logos with Visa, Master Card, American Express or Diners Club are credit cards.

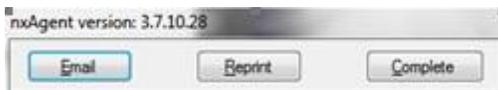
3.4) The terminal will now prompt you to re-confirm the transaction amount by pressing the green **“Green”** key on the paypoint terminal.

- 3.5) At this point the transaction will be processed and the result displayed on the terminal by means of an **Approved** or **Declined** message. Regardless of the outcome of the transaction the preset Number of receipts will automatically be printed to your default printer.

**The Nexion Receipt**



- 3.5)1. The receipt will print automatically to the default printer, click on **“Complete”**. If the receipts did not print for any reason, click the **“Reprint”** button and a single receipt will be re-printed.



*For any queries regarding Nexion please call our Call Centre on*

**0861 639 466**