



HICAPS terminal user guide



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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 650 852
- 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!

YOUR BUSINESS NAME
YOUR ADDRESS

HOST SIGN ON

TERMINAL ID: NAB
33123443
5A804A

TERMINAL ID: 12345678
PINPAD ID: 12345678
PPID: 12345678

DATE
TIME

SIGN ON TO HOST
APPROVED

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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.

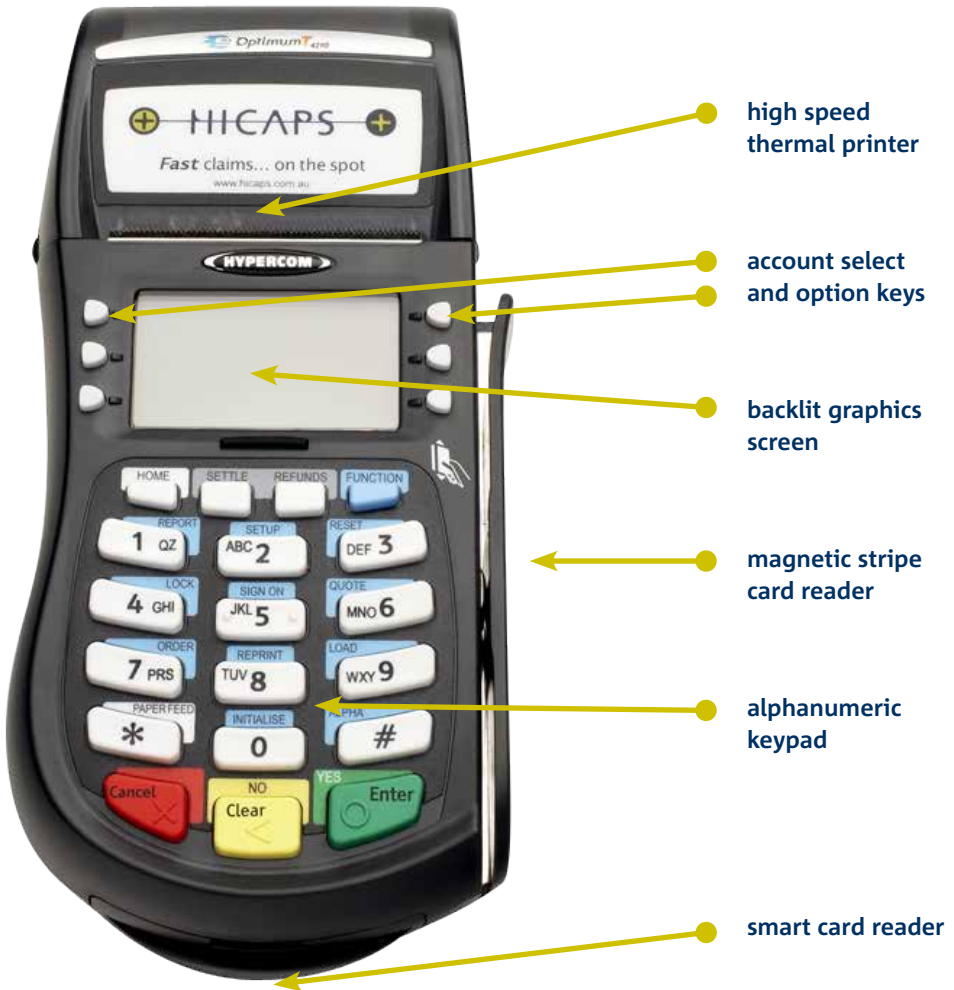
HICAPS fax number is **1300 725 726**.

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 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



2. HICAPS

2.1 terminal provider setup

Note: To add providers you will need to contact HICAPS in writing. A ‘**Change of Practice Details**’ form will need to be completed and sent to HICAPS. This form is available from the HICAPS website www.hicaps.com.au or from the HICAPS Help Desk on **1300 650 852**. You will receive notification from HICAPS in writing once the providers have been registered.

Merchant Function 54 is used for Provider Setup.

2.1.1 adding a new provider

step 1

Press Function **[5] [4]** and **[ENTER]**
[FUNCTION] [5] [4] will bring you to this screen
Select 1. **[ADD PROVIDER]** and press **[ENTER]**

step 2

Select a Not Assigned provider field by entering the number and pressing **[ENTER]** or by scrolling up or down to highlight the Not Assigned provider field and pressing **[ENTER]**.

step 3

Enter the Provider Name and press **[ENTER]**
(To enter a ‘space’ press the number 1 key)

By pressing the alpha key **[#]** or ‘sel’ button on the left-hand side of the screen you can rotate through Upper case, Lower case, numbers and Symbols

PROVIDER SETTINGS	
1.	ADD PROVIDER
2.	MODIFY PROVIDER
3.	DELETE PROVIDER
4.	ALL PROVIDER FUNC

▼

SELECT PROVIDER	
1.	Dr B Butler A
2.	NOT ASSIGNED
3.	NOT ASSIGNED
4.	NOT ASSIGNED
5.	NOT ASSIGNED
6.	NOT ASSIGNED

▼

PROVIDER NAME		
Dr J__		
sel	1_QZ	2_ABC
	3_DEF	
	4_QGHI	5_JKL
	6_MNO	
	7_PRS	8_TUV
	9_WXY	
	0_!+?	
←		CLEAR

step 4

Key the provider number for this location then press **[ENTER]**. This is the 8-character number supplied by Medicare or Medibank Private. If your provider number is shorter than 8 characters you will need to include leading 0's to make up 8 characters. Alpha character entry is entered the same as for entering the provider's name.

PROVIDER NUMBER

123456AJ

	1	2	3
sel	4	5	6
	7	8	9
		0	

←CLEAR

step 5

Select the Merchant name for processing EFTPOS payments for this provider from the list presented then press **[ENTER]**. The list can contain up to 25 merchant details so please ensure you select the correct merchant from the list.

Note: This screen will only appear if you have multiple merchants.

SELECT MERCHANT

- ▲ 1. A – Smith St Practice
- 2. B – Dr Smith
- 3. C – Dr Jones
- 4. D – Dr Brown
- 5. E – Dr White
- ▼ 6. F – Dr A. Smith

step 6

Set a unique 4 digit password and press **[ENTER]**
You will need this password if you want to
Modify the provider details later.

SET PROVIDER PASSWORD

DR B BUTLER
<NO PASSWORD SET>

←CLEAR

step 7

This option will tell the terminal to prompt for either a clinical code, tooth number, body part or no prompt at all. Select whichever is appropriate for this provider, or press **[ENTER]** to accept the highlighted option.

SELECT PROMPT OPTION

- ▲ 1. CLINICAL CODE
- 2. TOOTH NUMBER
- 3. BODY PART
- ▼ 4. NO PROMPT

step 8

This option lets you select the type of provider you are for processing Medicare Australia Easyclaim transactions. Select whichever is appropriate for this provider, or press **[ENTER]** to accept the highlighted option.



If you do not want to process Medicare Australia Easyclaim transactions section 5. Not applicable.

ENTER PROVIDER TYPE	
1.	GENERAL PRACTICE
2.	OPTOMETRICAL
3.	SPEC/AH/DENT
4.	DIAGNOSTIC
5.	PATHOLOGY
6.	NOT APPLICABLE

step 9

This option when completed pre-populates the Payee Provider Number when completing a claim. Use the 0-9 keys to enter provider number and press **[ENTER]** or press **[ENTER]** to bypass.

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

PAYEE PROVIDER NUMBER			
	1	2	3
sel	4	5	6
	7	8	9
		0	
			

The following provider details will be set to defaults.

CLAIM TO SALE –	ENABLED
CLAIM TO SALE PROMPT –	DISABLED
CLAIM DEPOSIT –	DISABLED
ITEM MEMORY –	ENABLED
AUTO SETTLE –	ENABLED
SETTLE TXN LIST –	ENABLED
ENTER TO ADD ITEM –	DISABLED
ALLOW ALL PROVIDER –	ENABLED

To modify these settings for an individual provider use the MODIFY PROVIDER option from the provider menu.

2.1.2 modify provider

step 1

Press **[FUNCTION] [5] [4]** and **[ENTER]**
[FUNCTION] [5] [4] will bring you to this screen
Select 2 **[MODIFY PROVIDER]**

step 2

Select a Provider to modify and press **[ENTER]**

step 3

Enter the Provider Password and press **[ENTER]**

step 4

Select the option you want to change. Make the Change and press **[ENTER]** to save the change. You can then press cancel to return to the menu or enter to go through the rest of the options.

step 5

The last selection will be ALLOW ALL PROVID'S
Enabling the all providers option will remove the individual provider modify flag for the selected provider and apply the setting for the All Provider Option

PROVIDER SETTINGS	
1. ADD PROVIDER	
2. MODIFY PROVIDER	
3. DELETE PROVIDER	
4. ALL PROVIDER FUNC	

SELECT PROVIDER	
1. Dr B Butler	
2. Dr CJ Williams	
3. Dr RC Melville	
4. Dr Goh	
5. Dr White	
6. Dr A. Smith	

ENTER PROVIDER PASSWORD	
PROV: DR B BUTLER	
MID: 33123433	
<input type="text"/>	<input type="text"/>
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

SELECT PROVIDER OPTION	
1. PROVIDER NAME	
2. PROVIDER NUMBER	
3. SELECT MERCHANT	
4. CLAIM TO SALE	
5. CLAIM DEPOSIT	
6. ITEM MEMORY	

PROVIDER SETUP	
ALLOW ALL PROVIDERS DISABLED	
<input type="button" value="DISABLE"/>	<input type="button" value="ENABLE"/>

2.1.3 deleting a provider

Note: To alter provider details you will need to contact HICAPS in writing. A ‘**Change of Practice Details**’ form will need to be completed and sent to HICAPS. This form is available from the HICAPS website www.hicaps.com.au or from the HICAPS Help Desk on **1300 650 852**.

step 1

Press **[FUNCTION] [5] [4]** and **[ENTER]**
[FUNCTION] [5] [4] will bring you to this screen
Select **3 DELETE PROVIDER**

step 2

Select the provider that you want to delete by entering the number and pressing **[ENTER]** or by scrolling up or down to highlight the provider and pressing **[ENTER]**.

step 3

Enter the Provider Password and press **[ENTER]**

step 4

Press **Yes** to delete or **No** to return to menu.
If Yes is selected the HICAPS Totals are printed for that provider

step 5

Press **Yes** to confirm that the HICAPS Totals were print.
To print the Totals again press **No**

PROVIDER SETTINGS
1. ADD PROVIDER
2. MODIFY PROVIDER
3. DELETE PROVIDER
4. ALL PROVIDER FUNC

▼

SELECT PROVIDER
1. Dr B Butler
2. Dr CJ Williams
3. Dr RC Melville
4. Dr Goh
5. Dr White
6. Dr A. Smith

▼

ENTER PROVIDER PASSWORD
PROV: DR B BUTLER
MID: 33123433
<input type="text"/>
<input type="button" value="←"/>
<input type="button" value="CLEAR"/>

PROVIDER SETUP
DELETE PROVIDER?
DR B BUTLER
<input type="button" value="NO"/>
<input type="button" value="YES"/>

PROVIDER SETUP
HICAPS TOTALS
Printed Successfully?
<input type="button" value="NO"/>
<input type="button" value="YES"/>

step 6

Press **Yes** to confirm Deletion. The terminal will return to the provider menu.

PROVIDER SETUP	
CONFIRM DELETION? DR B BUTLER	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

2.2 all provider function

step 1

Press **[FUNCTION] [5] [4]** and **[ENTER]**
[FUNCTION] [5] [4] will bring you to this screen
Select 4 – **ALL PROVIDER FUNC**

Note: Changing a setting in this function will apply that change to all providers that have the All Provider flag enabled

PROVIDER SETTINGS
1. ADD PROVIDER
2. MODIFY PROVIDER
3. DELETE PROVIDER
4. ALL PROVIDERS

▼

2.2.1 claim to sale

This option will enable the terminal to prompt to Automatically start an EFTPOS transaction for the gap amount

step 1

Select option 1 Claim to Sale and press **[ENTER]**

ALL PROVIDER OPTION
1. CLAIM TO SALE
2. CLAIM DEPOSIT
3. ITEM MEMORY
4. CLEAR ITEM MEMORY
5. HICAPS AUTO SETTLE
6. SETTLE TXN LIST

▼

step 2

Selecting **ENABLE** will enable this function for all providers on the terminal.

This function is **ENABLED** by default

PROVIDER SETUP	
CLAIM TO SALE ENABLED	
<input type="button" value="DISABLE"/>	<input type="button" value="ENABLE"/>

step 3

This option will only display if Claim to Sale is Enabled

Selecting Enabled will Display the Claim to Sale Prompt
Selecting Disable will not display the Claim to Sale Prompt

2.2.2 claim to deposit

This option will enable the terminal to prompt for deposits

step 1

Select Claim to Deposit from the menu and press **[ENTER]**

step 2

Selecting **ENABLE** will enable this function for all providers on the terminal.

Selecting **DISABLE** will disable this function for all providers on the terminal.

This function is **DISABLED** by default

2.2.3 item memory

step 1

Select Item Memory from the menu and press **[ENTER]**

step 2

Selecting **ENABLE** will enable this function for all providers on the terminal.

Selecting **DISABLE** will disable this function for all providers on the terminal.

This function is **ENABLED** by default

PROVIDER SETUP	
CLAIM TO SALE PROMPT DISABLED	
<input type="button" value="DISABLE"/>	<input type="button" value="ENABLE"/>

SELECT PROVIDER OPTION	
▲	1. CLAIM TO SALE
	2. CLAIM DEPOSIT
	3. ITEM MEMORY
	4. CLEAR ITEM MEMORY
	5. HICAPS AUTO SETTLE
▼	6. SETTLE TXN LIST

PROVIDER SETUP	
CLAIM TO DEPOSIT DISABLED	
<input type="button" value="DISABLE"/>	<input type="button" value="ENABLE"/>

SELECT PROVIDER OPTION	
▲	1. CLAIM TO SALE
	2. CLAIM DEPOSIT
	3. ITEM MEMORY
	4. CLEAR ITEM MEMORY
	5. HICAPS AUTO SETTLE
▼	6. SETTLE TXN LIST

PROVIDER SETUP	
ITEM MEMORY ENABLED	
<input type="button" value="DISABLE"/>	<input type="button" value="ENABLE"/>

2.2.4 clear item memory

step 1

Select Clear Item Memory from menu and press **[ENTER]**

step 2

Selecting **YES** will clear the item memory for all providers on the terminal.

Selecting **NO** will not clear the item memory for all providers on the terminal.

SELECT PROVIDER OPTION	
▲	1. CLAIM TO SALE
	2. CLAIM DEPOSIT
	3. ITEM MEMORY
	4. CLEAR ITEM MEMORY
	5. HICAPS AUTO SETTLE
▼	6. SETTLE TXN LIST

PROVIDER SETUP	
CLEAR ITEM MEMORY?	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

2.2.5 HICAPS auto settle

step 1

Select HICAPS AUTO SETTLE from the menu and press **[ENTER]**.

step 2

If **ENABLE** is selected then HICAPS Totals will be printed automatically (Default)

If **DISABLE** is selected then HICAPS Totals will not be printed automatically

This function is **ENABLED** by default

SELECT PROVIDER OPTION	
▲	1. CLAIM TO SALE
	2. CLAIM DEPOSIT
	3. ITEM MEMORY
	4. CLEAR ITEM MEMORY
	5. HICAPS AUTO SETTLE
▼	6. SETTLE TXN LIST

AUTO HICAPS TOTALS	
HICAPS AUTO TOTALS ENABLED	
<input type="button" value="DISABLE"/>	<input type="button" value="ENABLE"/>

2.2.6 Settle transaction list

step 1

Select settle TXN list from the menu and press **[ENTER]**.

step 2

If **ENABLE** is selected then a HICAPS Transaction Listing will be printed automatically for all providers.

If **DISABLE** is selected then a HICAPS Transaction Listing will not be printed automatically for all providers.

This function **ENABLED** by default

SELECT PROVIDER OPTION	
▲	1. CLAIM TO SALE
	2. CLAIM DEPOSIT
	3. ITEM MEMORY
	4. CLEAR ITEM MEMORY
	5. HICAPS AUTO SETTLE
▼	6. SETTLE TXN LIST

AUTO HICAPS TOTALS	
AUTO TOTAL TXN LIST ENABLED	
<input type="button" value="DISABLE"/>	<input type="button" value="ENABLE"/>

2.2.7 enter to add item

This option changes the **[ENTER]** button's functionality to add a new item on the claim summary screen.

step 1

Select Enter to Add Item from the menu and press **[ENTER]**

step 2

If **ENABLE** is selected then the **[ENTER]** key will allow the provider to add the next item

If **DISABLE** is selected then **[ENTER]** key will allow the provider to send the transaction

This function is **DISABLED** by default

SELECT PROVIDER OPTION	
▲	7. ENTER to ADD ITEM

PROVIDER SETUP	
ENTER TO ADD ITEM DISABLE	
<input type="button" value="DISABLE"/>	<input type="button" value="ENABLE"/>

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.

step 2

When prompted to SELECT PROVIDER simply select the appropriate screen button for the provider claiming for the services provided, or press the relevant number on the keypad that is displayed beside the provider's name.

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

step 3

The screen will display the number of items you are able to process in one transaction, e.g. 16. Press **[ENTER]** to continue.

step 4

The terminal will then ask for the PATIENT ID. This is the 2-digit number printed on the card relating to the specific patient receiving treatment then press **[ENTER]**.

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

step 5

Key the item number associated with the treatment supplied then press **[ENTER]**.

SELECT PROVIDER	
1.	Dr B Butler
2.	Dr CJ Williams
3.	Dr RC Melville
4.	Dr Goh
5.	Dr White
6.	Dr A. Smith

CLAIM	
MAXIMUM ALLOWED ITEM ENTRIES ARE	XX
<input type="button" value="ENTER"/>	

CLAIM	
PATIENT ID	
<input type="text" value="01"/>	
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

CLAIM	
ITEM NUMBER	
<input type="text"/>	
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

step 6

Key the clinical code, tooth number or Body part on which the treatment supplied was performed then press **[ENTER]** or just press **[ENTER]** to use the default of **[00]**.

Note: Terminal Provider Setup prompt for Clinical code, Tooth Number or Body part may be changed through Provider Setup (Refer 2.1) and will only be displayed if setup.

step 7

The date this part of the service was performed. dd, mm = current date. To change the date enter DD = day, e.g. 26 and MM = 12, e.g. DEC.

To accept the default of the current date just press **[ENTER]**.

step 8

Enter the cost to be charged for this item.

Note: This field will default to the last cost charged for the same item if item amount memory is enabled.

step 9a

You will be presented with a summary of the item(s) entered. By pressing the middle left screen button **[Mod]** you are able to modify the item that has been entered by repeating the steps above.

Note: To scroll through the items use top and bottom buttons beside the arrows at the left of the screen.

step 9b

To add another item, simply press **[Add]** and enter the options as above. Once all items have been added to the claim, press **[ENTER]**.

step 9c

To remove an item, simply press **[CLEAR]** confirm the item details and select **Yes**

step 10

If the summary presented is correct, simply press **[ENTER]** and the claim will be sent to the Health Fund for approval.

CLAIM	
TOOTH NUMBER	
<input type="text"/>	
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

CLAIM	
DATE OF SERVICE DDMM	
<input type="text"/>	
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>


CLAIM	
ITEM COST	
<input type="text" value="\$0.00"/>	
<input type="button" value="←"/>	<input type="button" value="ENTER"/>

CLAIM – PATIENT ID 01	
<input type="button" value="▲"/>	<01/01> ITEM # 0001
	<input type="text"/>
	DATE SERVICE 26.MAR
Mod	ITEM COST \$52.52
	Press ENTER to SEND
<input type="button" value="▼"/>	<input type="button" value="ADD"/>

CLAIM	
SEND TO HEALTH FUND?	
01 RECORD(S)	
TOTAL	\$52.52
Dr Smith	01
<input type="button" value="NO"/>	<input type="button" value="YES"/>

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.

Name and address of the provider site	 Fast claims...on the spot www.hicaps.com.au HICAPS MEDICAL SUITE PROVIDER ADDRESS	Merchant number																																								
Terminal details	Merchant ID: 33123443 Terminal ID: S8004A Date/Time: 02/04/08 13:58	Transaction date & time																																								
Provider name	PROVIDER NAME: DR NAME PROVIDER NUMBER: 12345678A	Provider number																																								
Fund name	FUND TRAIN CARD MEMBER: 12345678 CARD: 9036999801234567891	Membership number																																								
1st item number and description	SERVICES CLAIMED: <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>\$25.00</td> <td>DOS 02/04</td> </tr> <tr> <td>APPROVED</td> <td>00</td> <td></td> <td>\$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>\$25.00</td> <td>DOS 02/04</td> </tr> <tr> <td>LIMIT REACHED</td> <td>06</td> <td></td> <td>\$0.00</td> </tr> <tr> <td>TAX RESPONSE: 00</td> <td>APPROVED</td> <td></td> <td></td> </tr> <tr> <td>RRN: 0000010000586</td> <td></td> <td></td> <td></td> </tr> <tr> <td>CLAIM TOTAL</td> <td></td> <td>\$50.00</td> <td>\$10.00</td> </tr> </tbody> </table>	SERVICE	DESCRIPTION	CHARGE	BENEFIT	PATIENT ID:01				1005	STANDARD CONS	\$25.00	DOS 02/04	APPROVED	00		\$10.00	PATIENT ID:02				1005	STANDARD CONS	\$25.00	DOS 02/04	LIMIT REACHED	06		\$0.00	TAX RESPONSE: 00	APPROVED			RRN: 0000010000586				CLAIM TOTAL		\$50.00	\$10.00	Amount claimed
SERVICE	DESCRIPTION	CHARGE	BENEFIT																																							
PATIENT ID:01																																										
1005	STANDARD CONS	\$25.00	DOS 02/04																																							
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LIMIT REACHED	06		\$0.00																																							
TAX RESPONSE: 00	APPROVED																																									
RRN: 0000010000586																																										
CLAIM TOTAL		\$50.00	\$10.00																																							
Approved item		Amount paid																																								
2nd item number and description		Transaction approved																																								
Declined item		Total amount claimed from fund																																								
Receipt reference number	TAX RESPONSE: 00 APPROVED GAP PAYMENT \$40.00 TRANSACTION APPROVED	Total amount paid by the fund																																								
Members declaration	IMPORTANT DECLARATION: I certify the above products and services have been provided and received by the person(s) listed above on the specified dates, and a) This claim is not subject to any form of compensation; and b) This claim does not knowingly breach Fund rules; and 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	Amount remaining																																								
Members signature panel authorising the Health Fund payment directly to the provider	X Member Signature	Trace Number, Last 6 digits of RRN																																								

2.3.2 processing a HICAPS claim transaction (practice management system)

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.

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

Press the **[REFUNDS]** key.

step 2

The terminal will then prompt you to swipe/insert the card. Swipe the patient's Health Fund card.

step 3

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

If the transaction was processed on a different terminal press **[CLEAR]** and continue from **OPTION 2 Step 3**.

step 4

Select the transaction you want to cancel and press the **[ENTER]** key.

step 5

You will then be asked to confirm the cancel by pressing either the **NO [CLEAR]** or **YES [ENTER]** key. Alternatively you can use the option selection button beside the **[NO]** and **[YES]** prompts on the 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.

REFUND / CANCEL	
SWIPE/INSERT CARD	

CANCEL TXN? RRN:123456	
▲	NAB Dr Smith
	26/03/11 14:15
	903600-802 S
	BENEFIT \$25.88
	CLAIM \$47.50
▼	ENTER to CANCEL this TXN or CLEAR for PREV DAY TXN

SEND CANCEL ?	
BENEFIT	\$25.88
PROVIDER #	1234567A
RRN #	000000123456
<input type="button" value="NO"/>	<input type="button" value="YES"/>

step 1

Press the [REFUNDS] key.

step 2

The terminal will then prompt you to swipe/insert the card. Swipe the patient’s Health Fund card.

step 3

The terminal will prompt for you to select a provider by entering the provider number or scrolling down and highlighting the provider and pressing [ENTER].

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

step 4

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

step 5

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



step 6



You will then be asked to confirm the cancel by pressing either the NO [CLEAR] or YES [ENTER] key. Alternatively you can select your response using the corresponding keys on the side of the display next to the [NO] or [YES] prompts on the screen.

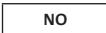
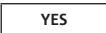
Note: The terminal will produce two copies of the cancellation receipt. The first copy must be signed by the Fund member and retained for your records, the second copy is for the member’s own records.

REFUND / CANCEL
SWIPE/INSERT CARD

SELECT PROVIDER
1. Dr B Butler
2. Dr CJ Williams
3. Dr RC Melville
4. Dr Goh
5. Dr White
6. Dr A. Smith

CANCEL TXN ?
RRN NUMBER
00000123456
 

CANCEL TXN ?
ENTER BENEFIT AMOUNT
\$25.88
 

SEND CANCEL ?
BENEFIT \$25.88
PROVIDER # 1234567A
RRN # 00000123456
 

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.

2.5 manual daily transaction summary (HICAPS totals)

step 1

Press the [SETTLE] key.

step 2

Select option [2] HICAPS.

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

step 3a

Select the appropriate day, TODAY or PREVIOUS DAY by entering [1] or [2] or scrolling to highlight the option and pressing [ENTER].

step 3b


If you select today you will be provided with an option for either summary or detailed report.

step 4


Select the appropriate option, SUMMARY LISTING or DETAILED LISTING by entering [1] or [2] or scrolling to highlight the option and pressing [ENTER].

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.


HOSTS	
1. NAB	
2. HICAPS	



HICAPS TOTALS	
1. TOTAL	
2. PREVIOUS DAY	



HICAPS TOTALS	
1. SUMMARY LISTING	
2. DETAILED LISTING	



2.6 ordering terminal rolls

step 1

Press the **[FUNCTION]** key.

step 2

Enter **[7]** and press **[ENTER]**.

To confirm that you wish to order stationery for your terminal press the YES **[ENTER]** key. The terminal will now print a receipt confirming your order with a STATIONERY ORDER PLACED message.

step 3

Press the **[FUNCTION]** Key.

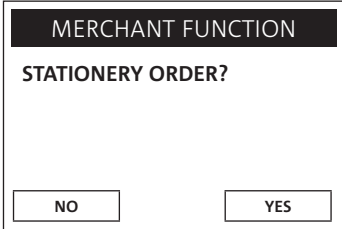
step 4

Enter **[5]** and press **[ENTER]**.

step 5

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

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



A terminal screen with a black header bar containing the text "MERCHANT FUNCTION" in white. Below the header, the text "STATIONERY ORDER?" is displayed in black. At the bottom of the screen, there are two rectangular buttons: one labeled "NO" on the left and one labeled "YES" on the right.

2.7 performing terminal sign on/logon

If you receive a transaction response code **[LR]** (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.

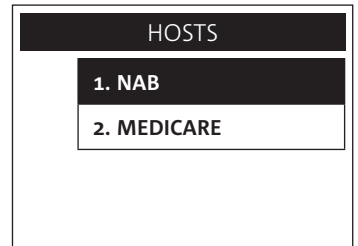
step 2

Enter **[5]** and press **[ENTER]**.

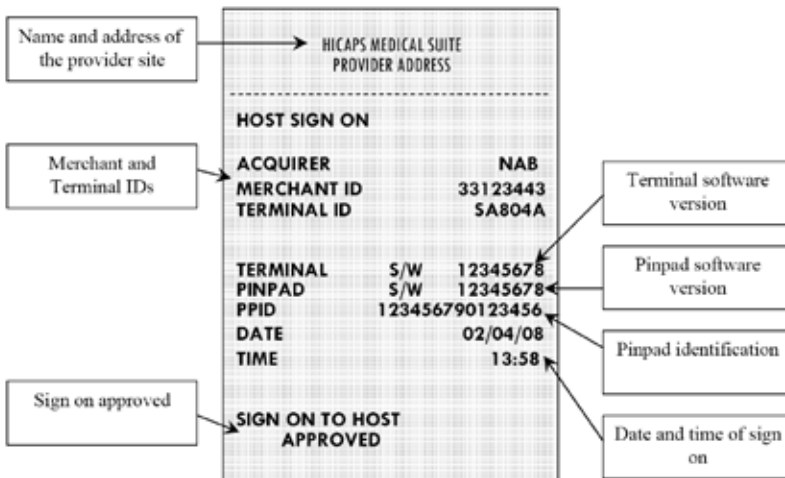
step 3

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

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.

step 2

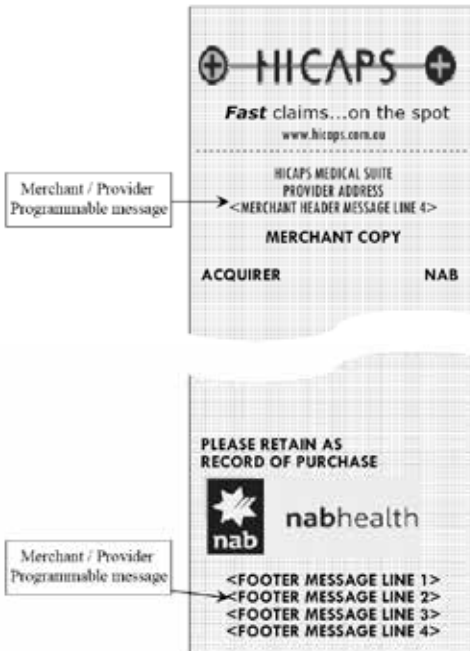
Enter [2] [6] and press [ENTER].

step 3

Enter [0] 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 is the same as that used for entering your provider names. Refer to section 2.1.1.

ENTER RECEIPT TEXT	
0	HEADER 4
1	FOOTER 1
2	FOOTER 2
3	FOOTER 3
4	FOOTER 4

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

Note: The following screen will be displayed if the Provider is set up to accept a deposit and also if YES [ENTER] was answered to the deposit taken question at Step 1.

CLAIM

**DEPOSIT TAKEN
FOR THIS CLAIM?**

step 2

Enter the amount of the deposit.

CLAIM

ENTER DEPOSIT AMOUNT

step 3

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

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

CLAIM

**OUTSTANDING \$42.02
PAY BY CREDIT/DEBIT?**

step 4

Swipe or insert the credit or debit card.

REFUND / CANCEL

GAP AMOUNT: \$xxxx.xx

SWIPE/INSERT CARD

Press Cancel to EXIT

step 5

The cardholder is to select their account using the buttons beside each account option.

A terminal screen with a black header bar containing the text "SELECT ACCOUNT" in white. Below the header, there are three rectangular buttons stacked vertically, each with a black border and white text: "CHEQUE", "SAVINGS", and "CREDIT".

step 6

The terminal will then prompt for the cardholder to enter their PIN and press **[ENTER]**.

For a Credit or Charge card transaction the cardholder can just press **[ENTER]** if they don't have a PIN.

A terminal screen with a black header bar containing the text "PINPAD" in white. Below the header, the text "TOTAL" is on the left and "\$15.00" is on the right. Below this, there is a rectangular input field. At the bottom of the screen, the text "KEY PIN OR ENTER" is displayed.

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.

A terminal screen with a black header bar containing the text "RESPONSE" in white. Below the header, the text "<RESPONSE MESSAGE>" is centered on the screen.

step 8

If the payment was made using a card without a PIN you will also be asked to confirm the signature once the transaction is approved by the bank.

A terminal screen with a black header bar containing the text "RESPONSE" in white. Below the header, the text "SIGNATURE REQUIRED" is centered on the screen.

step 9

If the signature matches press YES **[ENTER]** and the transaction is complete. If the signature doesn't match, press NO **[CLEAR]** to cancel the transaction and get payment by another means.

A terminal screen with a black header bar containing the text "SIGNATURE" in white. Below the header, the text "SIGNATURE CORRECT?" is centered. At the bottom of the screen, there are two rectangular buttons: "NO" on the left and "YES" on the right.

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

If the terminal has MMF active, you will then be prompted to select the appropriate merchant from the merchant list.

step 3

Enter the amount of the sale.

step 4

The cardholder is to select their account using the buttons beside each account option.

step 5

The terminal will then prompt for the cardholder to enter their PIN and press **[ENTER]**.

For a Credit or Charge card transaction the cardholder can just press **[ENTER]** if they don't have a PIN.

SELECT MERCHANT	
▲	1. A – Smith St Practice
	2. B – Dr Smith
	3. C – Dr Jones
	4. D – Dr Brown
	5. E – Dr White
▼	6. F – Dr A. Smith

VISA	PURCHASE
SALE AMOUNT	
	\$25.50
←	ENTER

SELECT ACCOUNT	
	CHEQUE
	SAVINGS
	CREDIT

PINPAD	
TOTAL	\$15.00
KEY PIN OR ENTER	

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.

step 7

If the payment was made using a card without a PIN you will also be asked to confirm the signature once the transaction is approved by the bank.

step 8

If the signature matches press YES **[ENTER]** and the transaction is complete.

If the signature doesn't match, press NO **[CLEAR]** to cancel the transaction and get payment by another means.

A rectangular screen capture with a black header bar containing the word "RESPONSE" in white. Below the header, the text "<RESPONSE MESSAGE>" is centered in a dark grey font.

A rectangular screen capture with a black header bar containing the word "RESPONSE" in white. Below the header, the text "SIGNATURE REQUIRED" is centered in a dark grey font.

A rectangular screen capture with a black header bar containing the word "SIGNATURE" in white. Below the header, the text "SIGNATURE CORRECT?" is centered in a dark grey font. At the bottom, there are two rectangular buttons: "NO" on the left and "YES" on the right, both in dark grey text.

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 required to be signed by the cardholder and retained for your office records. The second copy is for the cardholder's own records.

HICAPS
Fast claims...on the spot
www.hicaps.com.au

Name and address of the provider site → HICAPS MEDICAL SUITE
PROVIDER ADDRESS

MERCHANT COPY

ACQUIRER	NAB	Terminal ID
MERCHANT ID	33123443	
TERMINAL ID	SA804A	
COUNTRY CODE	AU	
SETTLEMENT DATE	02/04	Transaction date & time
DATE	02/04/08	
TIME	13:58	
RRN	0000010000586	Receipt reference number
NAB VISA		
455701-637 (S)		
CREDIT A/C		
EXPIRES	01/12	
APPROVED 08		
AUTH ID	123456	Purchase Amount
PURCHASE	\$50.00	
TOTAL AUD	\$50.00	Total EFTPOS Amount

Card type & Abbreviated card # →

Approval Code and Authorisation number →

Cardholder signature panel for credit card and offline Debit transactions →

SIGNATURE

X

CARD HOLDER NAME

PLEASE RETAIN AS RECORD OF PURCHASE

nabhealth

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.

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

Press the **[REFUNDS]** key.

step 2

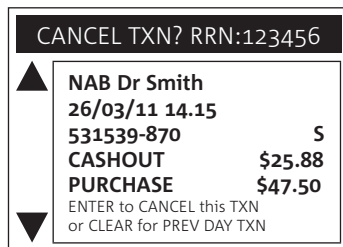
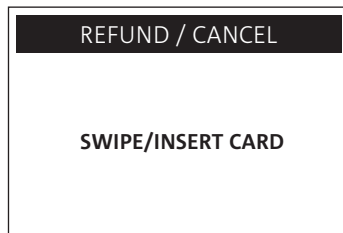
The terminal will then prompt you to swipe/insert the card. Swipe the cardholder's card.

step 3

The terminal will then display the transaction(s) processed 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.

step 4

Pressing the NO **[CLEAR]** to enter a different value for the Refund for this cardholder (refer to option 2 below or the YES **[ENTER]** key to Refund the selected transaction.



option 2

Refunding any EFTPOS Transaction

step 1

Press the **[REFUNDS]** key.

step 2

The terminal will then prompt you to swipe/insert the card. Swipe the Cardholder's card.

step 3

The terminal will prompt for you to select a Merchant by entering the number beside the Merchant's name and press **[ENTER]** or scrolling down and highlighting the Merchant name and pressing **[ENTER]**.

step 4

The terminal will then prompt you to enter the refund password for the selected merchant. Key the Password and press **[ENTER]**.

step 5

The terminal will then prompt you for the amount for the Refund. Key the amount and press **[ENTER]**.

REFUND / CANCEL
SWIPE/INSERT CARD

SELECT MERCHANT
▲ 1. A – Smith St Practice
2. B – Dr Smith
3. C – Dr Jones
4. D – Dr Brown
5. E – Dr White
▼ 6. F – Dr A. Smith

REFUND
ENTER MERCHANT PSWD "Merchant Name"
<input type="text"/>
← CLEAR

"Card Type"	REFUND
REFUND AMOUNT	
<input type="text"/>	\$0.00
← ENTER	

step 6

The cardholder is to select their account using the buttons beside each account option.

step 7

The terminal will then prompt for the cardholder to enter their PIN and press **[ENTER]**.

For a Credit or Charge card transaction the cardholder can just press **[ENTER]** if they don't have a PIN.

step 8

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.

step 9

If the payment was made using a card without a PIN you will also be asked to confirm the signature once the transaction is approved by the bank.

step 10

If the signature matches press YES **[ENTER]** and the transaction is complete.

If the signature doesn't match, press NO **[CLEAR]** to cancel the transaction and get payment by another means.

Terminal screen titled "SELECT ACCOUNT". It features three vertically stacked buttons: "CHEQUE", "SAVINGS", and "CREDIT".

Terminal screen titled "PINPAD". It displays "TOTAL \$15.00" on the left and right. Below this is a rectangular input field. At the bottom, it says "KEY PIN OR ENTER".

Terminal screen titled "RESPONSE". It displays the text "<RESPONSE MESSAGE>" in the center.

Terminal screen titled "RESPONSE". It displays the text "SIGNATURE REQUIRED" in the center.

Terminal screen titled "SIGNATURE". It displays "SIGNATURE CORRECT?" in the center. At the bottom, there are two buttons: "NO" on the left and "YES" on the right.

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.

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 **[SETTLE]** button.

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.

Then select NAB and press **[ENTER]**

step 2

If the terminal has MMF active, you will then be prompted to select the appropriate provider from the merchant list.

HOSTS	
1.	NAB
2.	HICAPS

▼

SELECT MERCHANT	
▲	1. A – Smith St Practice
	2. B – Dr Smith
	3. C – Dr Jones
	4. D – Dr Brown
	5. E – Dr White
▼	6. F – Dr A. Smith

step 3

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-settle

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


last settle

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

step 4

Once you have selected an option you will be asked to press YES **[ENTER]** or NO **[CLEAR]** to print out your selection.

SETTLEMENT TXN LISTING
1. SETTLEMENT
2. PRE-SETTLEMENT
3. LAST SETTLEMENT



MERCHANT NAME	
Do <option selected> NAB?	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

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.

step 2

Enter **[5]** **[6]** and press **[ENTER]**.

step 3

The terminal provides you with 5 options:

step 3a

1. Settlement allows you to enable or disable settlement for all merchants or by each merchant.

step 3a.i

Once you have selected settlement for all merchants you will be asked to enable or disable settlement by using the buttons beside each option.

step 3b

2. Auto Settle NAB allows you to set up the automatic settlement time by all providers/merchants or by each provider/merchant.

step 4

Select auto settle for all merchants by pressing **[1]** and **[ENTER]** or for a selected merchant by pressing **[2]** and **[ENTER]**. If you selected option 2 for a selected merchant you will be asked to select the merchant.

EFTPOS SETUP	
1. SETTLEMENT	
2. AUTO SETTLE NAB	
3. AUTO TXNLIST MEDI	
4. MERCHANT OPTIONS	
5. MEDICARE OPTIONS	

SETTLEMENT NAB	
1. ALL MERCHANT	
2. SELECT MERCHANT	

SETTLEMENT	
NAB ENABLED	
ENABLE	DISABLE

EFTPOS SETUP	
1. SETTLEMENT	
2. AUTO SETTLE NAB	
3. AUTO TXNLIST MEDI	
4. MERCHANT OPTIONS	
5. MEDICARE OPTIONS	

AUTO SETTLE NAB	
1. ALL MERCHANT	
2. SELECT MERCHANT	

step 5

Once you have selected auto settle NAB you will be provided with 3 options. Select the appropriate Auto settle by entering **[1]** or scrolling to highlight the option and pressing **[ENTER]**.

step 6

Press YES **[ENTER]** to confirm that auto settle is to be enabled for all providers/merchants.

step 7

The terminal will ask if you wish to print a complete transaction listing when each auto-settle is performed. Select YES **[ENTER]** to print the listing, or NO **[CLEAR]** to produce only totals.

step 8

The terminal will ask you to enter the time you wish to settle in 24 hour clock time.

step 9

The terminal will ask you to confirm the time entered. Select YES **[ENTER]** if the time displayed is correct, or NO **[CLEAR]** to re-enter the time.

AUTO SETTLE NAB

- 1. AUTO SETTLE
- 2. AUTO LAST SETTLE
- 3. CLEAR AUTO SETTINGS

AUTO SETTLE

NAB
ENABLED

ENABLE DISABLE

AUTO SETTLE

PRINT TXN IN SETTLE?
DISABLED

ENABLE DISABLE

AUTO SETTLE

ENTER SETTLEMENT TIME
<HHMM> 0000

2055

← CLEAR

AUTO SETTLE

START AUTO SETTLEMENT
AT 08.55PM?

NO YES

step 10

You will be asked to confirm the number of times the terminal will retry to perform the settlement. To accept the default of 3 attempts, simply press **[ENTER]**. You may change this by entering the number and pressing **[ENTER]**.

3.3.3 host forced settlement

The terminal automatically settles at 21:30EST 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 Settle Enquiry, refer to 3.3.1.

Note: All times are Melbourne/Sydney times.

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.

step 2

Enter **[5]** **[6]** and press **[ENTER]**.

step 3

Select option 4 Merchant Options

AUTO SETTLE	
AUTO SETTLE RETRY 3 <MAXIMUM RETRY IS 3>	
<input type="text"/>	<input type="text"/>
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

EFTPOS SETUP	
<input type="button" value="▼"/>	1. SETTLEMENT
	2. AUTO SETTLE NAB
	3. AUTO TXNLIST MEDI
	4. MERCHANT OPTIONS
	5. MEDICARE OPTIONS

SELECT MERCHANT	
<input type="button" value="▲"/>	1. A – Smith St Practice
	2. B – Dr Smith
	3. C – Dr Jones
	4. D – Dr Brown
	5. E – Dr White
<input type="button" value="▼"/>	6. ALL MERCHANTS

MERCHANT OPTIONS	
	1. MERCHANT PASSWORD
	2. SURCHARGE
	3. PRINT CONFIG
<input type="button" value="▼"/>	

step 4

Select a merchant to change

step 5

Select option 1 merchant Password

step 6

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

step 7

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

ENTER MERCHANT PASSWORD

TID: SE001A
MID: 33123433

[Input Field]

[Left Arrow] [CLEAR]

SET MERCHANT PASSWORD

{Merchant name}
<PASSWORD SET>

[Input Field]

[Left Arrow] [CLEAR]

3.4 surcharge

The Surcharge function allows a merchant to add an additional charge to an EFTPOS or Credit transaction depending on the type of card.

To setup surcharges:

step 1

Press the Blue **[Function]** Key, **[5]** **[6]** then **[ENTER]** Key

step 2

Press **[4]** to select **MERCHANT OPTIONS**
Then Press the **[ENTER]** key.

MERCHANT FUNCTION

ENTER FUNCTION

[56]

[Left Arrow] [CLEAR]

EFTPOS SETUP

- 1. SETTLEMENT
- 2. AUTO SETTLE NAB
- 3. AUTO TXNLIST MEDI
- 4. MERCHANT OPTIONS**
- 5. MEDICARE OPTIONS

▼

step 3

Select a merchant to enable surcharge or to set the same values for each merchant select the ALL MERCHANT options

Once you have selected a merchant press **[ENTER]**

SELECT MERCHANT	
▲	1. A – Smith St Practice
	2. B – Dr Smith
	3. C – Dr Jones
	4. D – Dr Brown
	5. E – Dr White
▼	6. ALL MERCHANTS

step 4

Select SURCHARGE and press **[ENTER]**

MERCHANT OPTIONS	
	1. MERCHANT PASSWORD
	2. SURCHARGE
	3. PRINT CONFIG
▼	

step 5

Press **[DISABLE]** to set the selected merchants surcharge values

Note: Enabling the 'All Merchant option' will change the surcharge values to match the other merchant with the option enabled

SURCHARGE SETUP	
ALL MERCHANTS OPTION DISABLED	
<input type="button" value="DISABLE"/>	<input type="button" value="ENABLE"/>

step 6

Select **ENABLE** to turn surcharging on for the merchant

SURCHARGE SETUP	
SURCHARGE DISABLED	
<input type="button" value="DISABLE"/>	<input type="button" value="ENABLE"/>

step 7

Select **ENABLE** if you would like the terminal screen to prompt a message to accept the surcharge when completing an Eftpos/Credit transaction (example shown).

Select **DISABLE** if you would not like this message and apply the surcharge automatically to every transaction

SURCHARGE SETUP

**PROMPT FOR SURCHARGE
DISABLED**

DISABLEENABLE

step 8

Select **1. DETAILED** to set a surcharge value for each card type.

Select **2. FLATE/R CRE** or **3. FLATE/R DEB** to set a flat rate for all credit or debit cards

MRCH-A SURCHARGE

AMOUNT	\$20.00
SURCHARGE	\$2.50
TOTAL	\$22.50

ACCEPT SURCHARGE?

NOYES

step 9

Select the card type from the list to set a surcharge value.

Note: This screen will only display if you select detailed surcharges.

A surcharge can be set as a percentage of the transaction or a set amount per transaction.

To set surcharge as a percentage go to step 10 or to set as an amount go to step 12

SURCHARGE SETUP

1. DETAILED	0.00%
2. FLAT/R CRD	0.00%
3. FLAT/R DEB	0.00%

SURCHARGE

1. DEBIT	0.00%
2. DEBIT & CASH	0.00%
3. M/C Std	0.00%
4. M/C Prem	0.00%
5. M/C Debit	0.00%

step 10

Once you have selected a card type select **Yes** to setup surcharge as a percentage

Note: Select **No** will set the surcharge as an amount

ALL MRCH'S SURCHARGE

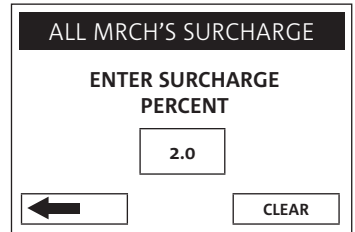
SURCHARGE as PERCENT?

NOYES

step 11

Enter the surcharge percentage value and press **[ENTER]**

Select another card type to continue or press **[CANCEL]** to exit and print out the surcharge summary for the merchant



ALL MRCH'S SURCHARGE

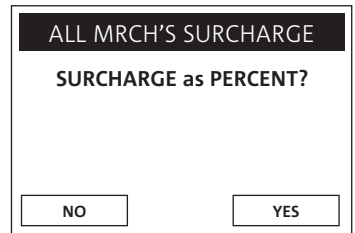
ENTER SURCHARGE PERCENT

2.0

← CLEAR

step 12

Once you have selected a card type select **No** to setup surcharge as a percentage.



ALL MRCH'S SURCHARGE

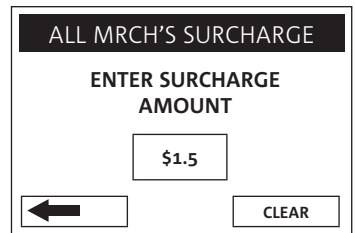
SURCHARGE as PERCENT?

NO YES

step 13

Enter the surcharge amount and press **[ENTER]**

Select another card type to continue or press **[CANCEL]** to exit and print out the surcharge summary for the merchant



ALL MRCH'S SURCHARGE

ENTER SURCHARGE AMOUNT

\$1.5

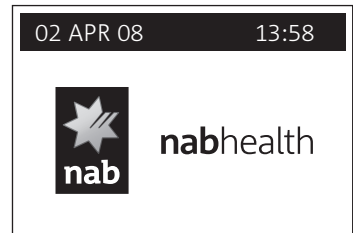
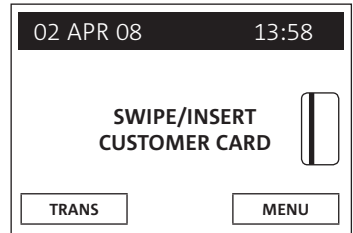
← CLEAR

4. terminal functions

4.1 the screensaver (idle screens)

The HICAPS terminal has a built in screensaver function. While the terminal is not in use it will display the following screens. The screensaver will scroll between these screens until you start to use the terminal, either:

- > from your integrated Practice Management System,
- > by swiping a card,
- > by using any key including the clear key.



4.2 main menu

The Main Menu is accessed by pressing the bottom right hand button beside the screen.

4.2.1 logon

The Logon option is used to logon to the NAB/HICAPS host, log on by terminal, by merchant or by provider.

4.2.2 batch

The Batch option is used to perform settlement, review and reprint transactions in the current batch.

For Settlement see the Settlement section.

Review – used to review transactions and reprint a receipt.

Total – used to display EFTPOS totals.

Find – used to find a previous transaction using the RRN and enables you to reprint a receipt.

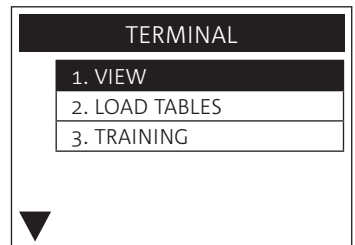
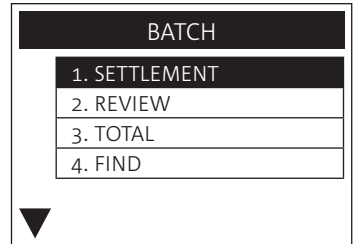
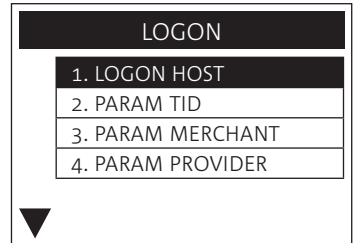
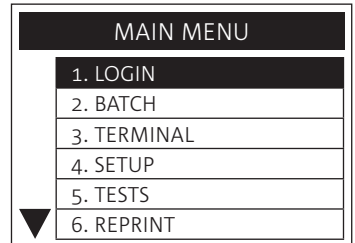
4.2.3 terminal

Terminal options:

View – is used to view the terminal and PIN pad software versions.

Load Tables – is used to load configuration information from the NAB/HICAPS host.

Training – is used to put the terminal into training for host transactions.



4.2.4 setup

HICAPS use only.

SETUP
1. TERMINAL
2. PRINTER
3. COMMS
4. PASSWORD
5. TIPS

4.2.5 tests

Perform tests on the terminals:

HOST: HICAPS transactions host, EFTPOS transactions, and Loads & Initialisations host. **Only to be used on advice from the HICAPS Help Desk.**

DISPLAY: to test the terminal's display.

Keyboard: to test the keypad.

Printer: to test the printer.

Card reader: to test the terminal's card reader or any card.

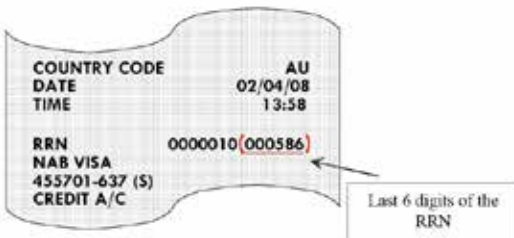
PINPAD: to confirm the PIN pad is functioning.

TESTS
1. HOST
2. DISPLAY
3. KEYBOARD
4. PRINTER
5. CARD READ
6. PINPAD

4.2.6 reprint

The Reprint option is used to either reprint the receipt for the last transaction or reprint any transaction by entering the invoice number, which is the last 6 digits

REPRINT
1. LAST
2. INVOICE



4.3 transaction menu

The following menu lists the available transactions for the HICAPS T4200.

4.3.1 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.

4.3.2 refund/cancel

The Refund/Cancel option is used to either reverse an EFTPOS transaction or cancel a HICAPS Claim transaction (refer to section 2.3.1).

4.3.3 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.

4.3.4 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	
1.	BALANCE / QUOTE
2.	REFUND / CANCEL
3.	PRE-AUTH
4.	COMPLETION
5.	CASHOUT
6.	SALE

4.3.5 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 ENTER to bypass those steps.

Cash out is available on cheque and savings accounts only.

4.3.6 sale

The Sale option is explained in section 3.1

4.4 terminal function keys

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

4.4.1 report **[1]** key (print EFTPOS and HICAPS reports)

The REPORT **[1]** key 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: the full card number used for the transaction.

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 & TMS

This is used to check what values have been set for the Automated Settlement by merchant. The termmaster setting can be view on with this function

4.4.2 setup [2] key (refer help desk)

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

4.4.3 reset [3] key

The RESET **[3]** key is used to re-start the terminal.

4.4.4 lock [4] key

The LOCK **[4]** key 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 **[ENTER]**.

Note: MMF – The provider password is also your refund password.

4.4.5 sign on [5] key

The SIGN ON **[5]** key is used to logon to the NAB/HICAPS host or Medicare host

4.4.6 quote [6] key

The QUOTE **[6]** key 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.

4.4.7 order [7] key

The ORDER **[7]** key is used to order terminal paper rolls as detailed in section 2.6.

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

The REPRINT **[8]** key is used to either reprint the receipt for the last transaction or reprint any transaction by entering the invoice number. This is detailed in section 4.2.6.

4.4.9 load [9] key

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

4.4.10 initialise [0] key

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

4.4.11 paper feed [*] key

The PAPER FEED [*] key is used to feed the paper in the printer.

4.4.12 alpha [#] key

The ALPHA [#] key is used to select alpha numeric characters used when configuring the provider details in the terminal.

4.5 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 [ENTER] key.

step 3

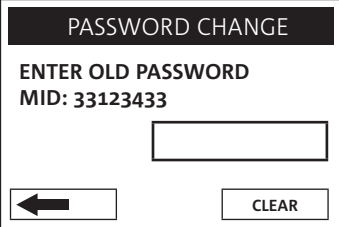
Enter your existing 4-digit password and press the [ENTER] key.

step 4

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

step 5

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



PASSWORD CHANGE

ENTER OLD PASSWORD
MID: 33123433



PASSWORD CHANGE

ENTER NEW PASSWORD



PASSWORD CHANGE

NEW PASSWORD AGAIN

4.6 fallback procedure

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 **[ENTER]** 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

Debit Cards 1300 650 852

American Express 1300 363 614

Diners Club 1800 331 112

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

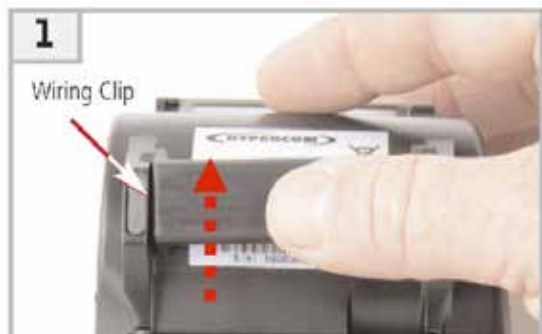
*Call the above contact number to obtain a valid authorisation number.

FALLBACK		
ENTER AUTH CODE		
1	2	3
4	5	6
7	8	9
		0

sel

← CLEAR

5. terminal connections



Turn the terminal over. With your fingers, remove the wiring clip from the back of the terminal (as shown).



Labeled ports on the back are defined as:

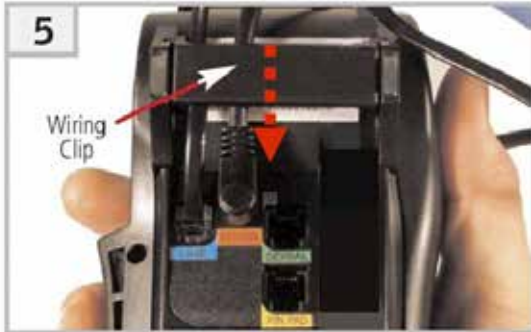
- LINE port = RJ11 (telephone) cable
- POWER port = A/C Power Adapter & Power Cord
- SERIAL port = RS232 cable
- PIN PAD port = PIN pad cable



3
Connect Power Cord to A/C Power Adapter. Insert A/C Power Adapter into POWER port (as shown). Turn connector counter clockwise, toward back of the terminal, to lock in place. Insert other end of the Power Cord into the wall receptacle.



4
Insert RJ-11 cable into LINE port (as shown).



With your fingers, re-insert the wiring clip over the cables (as shown).

Connecting the mono cable:



Your terminal will be supplied with a mono cable.



Plug this end into the terminal



Plug the power, phone line and serial cable (optional) into this end

Connecting cable to the **mobile terminal** dock:



Turn the mobile dock over. Power, serial and line ports are labelled.
Plug the cables in as described in previous steps.

6. thermal printer

The HICAPS T4200 terminal has a high speed, whisper quiet thermal printer. It must only be loaded with special thermal paper available from HICAPS, ordered either through the terminal, refer: 2.6 Ordering Terminal Rolls or by contacting the HICAPS Help Desk on 1300 650 852.

Loading the T4200 Thermal Printer



With your fingers, open the printer cover (as shown).



Drop paper roll into paper holder (as shown)
Pull paper (as shown) & close printer cover.

Note: Make sure that the paper rolls off the bottom of the roll.



Pull & tear paper against the paper receipt guide. Operate terminal as normal.

7. HICAPS response codes

7.1 transaction level HICAPS response codes

Code	Receipt Print Out	Description
00	Approved (8)	Approved or completed successfully
01	Prov Not Approv (15)	Provider not approved by fund
02	Mship Under Invest (19)	Membership under investigation
03	Invalid Prov Nbr (16)	Invalid Provider number
04	Retain Card (11)	Retain card
09	Submitted	Transaction Submitted for Processing
10	Rebate To MBR Pendg	Rebate to Member pending
12	Declined (8)	Declined
14	Invalid Card Nbr	Invalid card number (no such number)
19	No Items Entered	No items entered
21	Call Help Desk – note 1	No action taken
40	Mship Not Covered	Membership not covered
42	Mship Ended at DOS	Membership ceased/suspended at date of service
51	Mship Unfinancial (17)	HICAPS Membership unfinancial
54	Expired card (12)	Expired card
56	Invalid Mship Nbr (18)	Invalid Membership numbers
57	No Ancillary Cover (19)	No Ancillary cover
58	Txn Not Permitted (17)	Transaction not permitted to terminal
60	Provider Not Recogd (16)	Provider not recognised with fund
61	Benefit Limit Excee (19)	Benefit limit exceeded
69	No Benefit Payable	No Benefit payable
76	Approved (8)	Approved (terminal will request new key)
80	Refer Employer	Payment should be made by the Claimant's Employer
81	Unmatched Cancel	Unable to Match Cancel to previous Claim
82	Unsupported Cancel	Claim being Cancelled has already been settled
83	Too Many patients	Too many patients for this transaction
91	System Inoperative (17)	Health Fund system currently unavailable
94	Duplicate Tax (13)	Duplicate transmission

96	System Malfunction (18)	System Malfunction or Invalid Message
97	Reconc Totals Reset (19)	Reconciliation totals have been reset
98	MAC ERROR (19)	MAC Error
P0-PZ	Refer Health Fund (17) – note 2	Refer to Health Fund
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	Receipt Print Out	Description
00	Approved (8)	Transaction Approved
01	Item No Benefit (15)	Nil benefit payable on this item
02	Restricted Item (15)	Nil benefit – restricted item
03	Restricted Item (15)	Reduced benefit – restricted item
04	Previously Paid (15)	Nil benefit – benefit previously paid
05	Limit Reached	Nil benefit – limit reached
06	Limit Reached	Reduced benefit – limit reached
07	Waiting Period	Nil benefit – qualifying period applies
08	PreReq Ser Reqd	Nil benefit – pre-requisite service required
09	Pre Existing	Nil benefit – pre existing ailment
10	Item Nbr Invalid	Item number invalid
11	Item Nbr Ceased	Item number ceased
12	Item Not Valid	Item not valid for provider
13	Item Not Apprvd	Item not approved – not payable by HICAPS
14	Max Nbr Ser Exc	Service exceeds number of times permitted
15	Cost Missing	Cost must be entered
16	DOS Not Valid	Date of service must be before today
17	DOS too Old	Date of service too old
18	Clinicl Code Rqd	Clinical Code required
19	Pat Not Covered	Patient not covered
20	Depd Status End	Dependent status ceased
21	Invalid Pat Code	Invalid patient code
22	Mship Not Cover	Membership not covered
23	Mship Ended DOS	Membership ceased/suspended at date of service
24	Mship Unfin DOS	Membership unfinancial at date of service
25	No Ancill Cover	No ancillary cover
26	Item Not Coverd	Not covered for this service
27	Duplicate Serv	Duplicate service already processed

28	Excess on Serv	Nil benefit – excess on service applied
29	Excess on Serv	Reduced benefit – excess on service applied
30	Quote Required	Nil benefit – quote required prior to service
31	Quote Required	Reduced benefit – quote required prior to service
32	Exceeds Quote	Nil benefit – claim exceeds quote
33	Exceeds Quote	Reduced benefit – claim exceeds quote
34	Age Restriction	Nil benefit – Age restriction applies
35	Age Restriction	Reduced benefit – Age restriction applies
36	Gender Restrict	Nil benefit – Gender restriction applies
37	Gender Restrict	Reduced benefit – Gender restriction applies
38	Invalid Charge	Nil benefit – Amount charged is invalid
39	Notional Charge	Notional Charge
40	Converted Item	Converted item
41	Refer to Health Fund	Refer to fund
42	System Problem	System Problem
43	Tran Declined	Transaction Declined – Refer Tran to Resp Code
50	Prov Not Appro	Provider not approved by Fund (at date of service)
51	Prov Not Appro	Provider not approved by Fund for this service at DOS
52	Tooth id Reqd	Tooth ID Number Required
53	DOS before Injury	Service Date Before Injury Date
54	Submitted	Transaction Submitted for Processing
P0-PZ	Refer to Fund	Refer Health Fund – note 1

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 software is available and the terminal will automatically attempt to upgrade overnight
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 software is no longer supported, the terminal will need to be upgraded before processing
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. manual backup procedure

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

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

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

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

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

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

10. 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.

11. terminal functions T4200 series

#	Description
1	Reports: 1 Transaction listing (print txn listings: 1 all txns. 2 eftpos only. 3 hicaps only). 2 Shift Totals (reset). 3 Reprint (last or invoice). 4 Provider (print provider table). 5 Surcharge Listing 6 AMIS & TermMaster Report
2	Merchant Programming – HICAPS USE
3	Terminal Reset – reset & restart terminal s/w, power reset.
4	Physical Terminal Lock – (password configuration thru F90).
5	Signon
6	Balance/Quote – (balance for NAB debit accounts only).
7	Stationery Order
8	Reprint: 1 Last. 2 Invoice – enter last 6 digits of RRN.
9	Program Load
10	Date/Time – (Terminal Password).
11	Config Print
13	Journal Status – No. of Transactions 0000. Room Left 0142.
14	Pre-Auth/Completion of Pre-Auth.
15	Paper Feed
21	Review/Reprint Receipt – 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 Table (including: item amount memory & hicaps settlement enable/disable)
55	Provider Lock / Unlock (password configuration thru F54; also accepts rolling p/w to unlock)
56	Eftpos Setup: 1 Settlement enable/disable. 2 Auto Settle NAB. 3 Auto TXN list Medicare 4 merchant Options 5 Medicare Options
59	Default Sponsor Initialise
60	Initialise
72	Reprint Last Receipt
73	Reprint Receipt – reprint any txn receipt (in current batch) using last 6 digits of RRN
76	Cashout
82	Printer Test: 1 Receipt. 2 Char map.
83	Display Test
84	Keyboard Test
89	Card Reader Test
90	Terminal Password Change
91	Identification – Terminal Software Version. Terminal ID.
94	Pinpad Test
96	PABX – add/remove a PABX number
99	Maintenance Options – HICAPS USE

12. 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 from HICAPS by contacting the HICAPS Helpdesk on 1300 650 852.

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