# CommBank Smart Health for Pharmacies User Guide

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# Overview

This document is designed to support Pharmacies using “CommBank Smart Health powered by Scrypt.Pay” as a complement to the Commbank Smart Health User guide.

This document explains the steps to follow to Integrate with Scrypt through your Practice Management Software

# About CommBank Smart Health

## What is the Smart Health terminal?

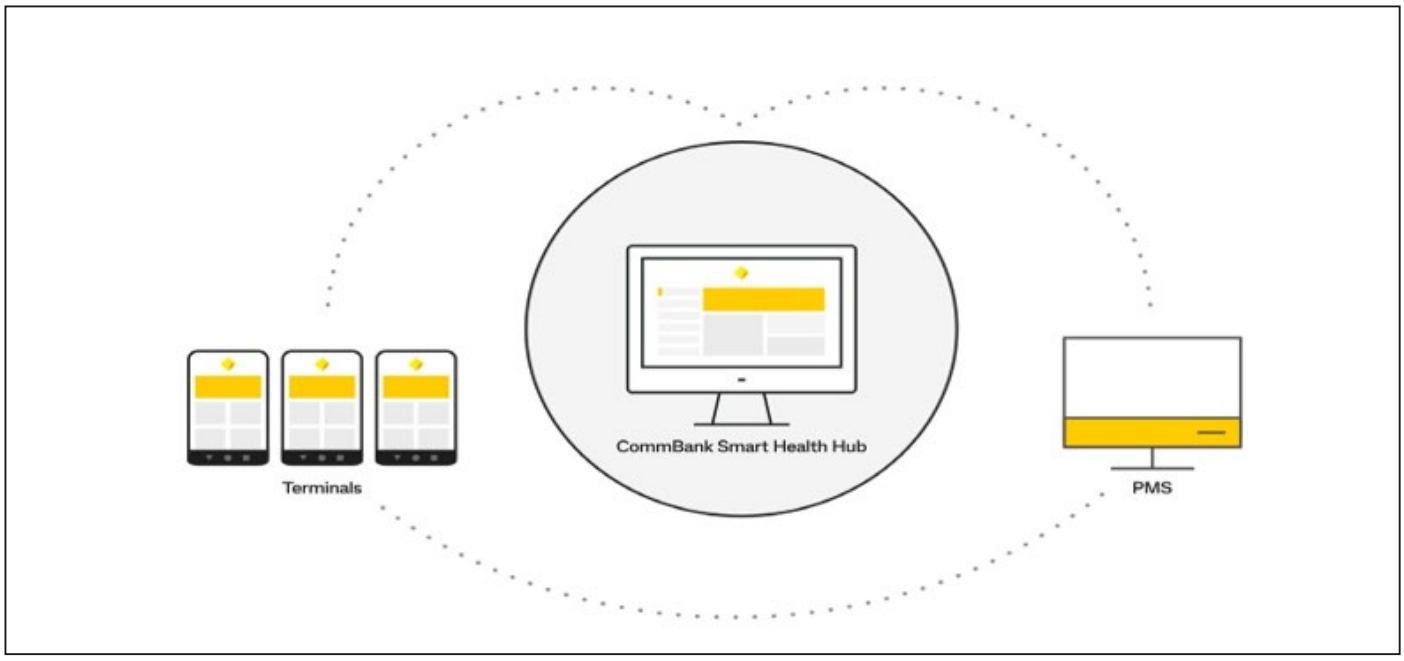
The CommBank Smart Health terminal is the physical device that can be linked to the Smart Health Hub.

## What is the Smart Health App?

The Smart Health App runs on the Smart Health terminal and provides the interface for the payments and claiming features on the device.

## What is the Smart Health Hub?

The CommBank Smart Health Hub is a web application accessed through your web browser. This is the central point of access and navigation for administrators and practice users and can be integrated with your PMS. The Hub displays detailed transaction listings and digitally stored copies of your private health insurance declarations (Health claiming is not yet available for Pharmacies).



# Integrate with Scrypt through your Practice Management Software (PMS)

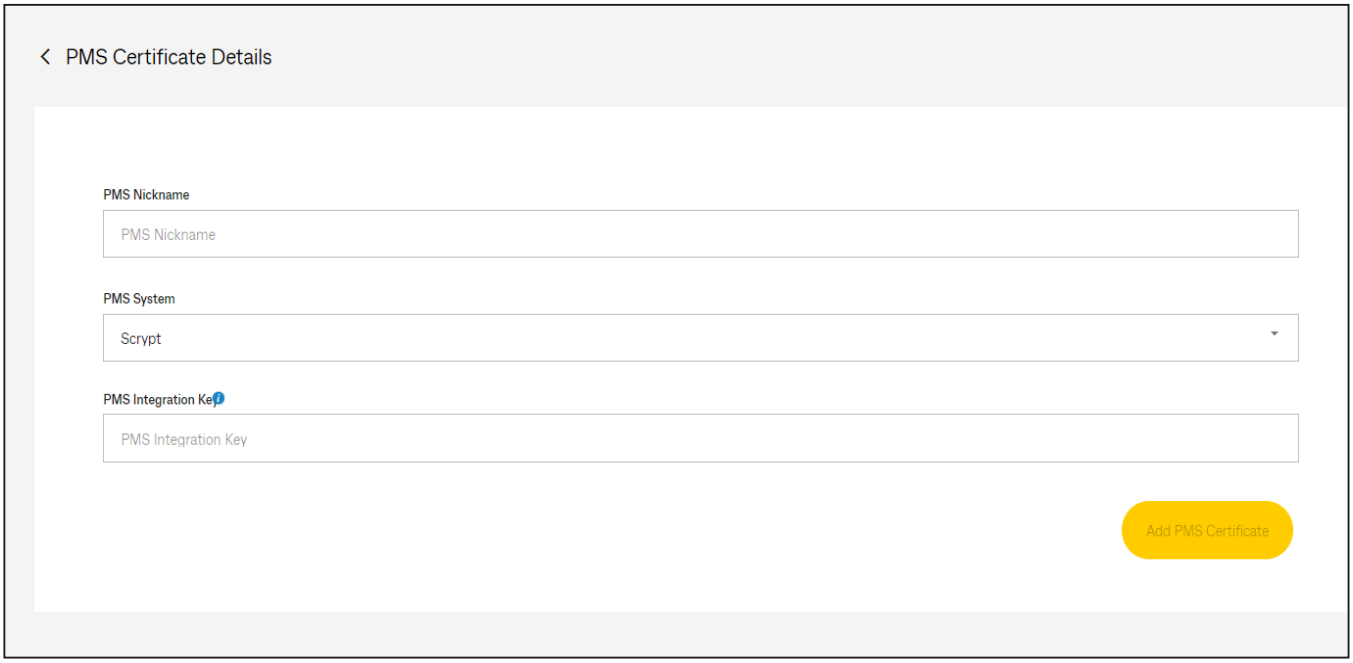
A Scrypt team member will assist your Pharmacy integrate with Scrypt with your PMS either in person or over the phone.

Once in contact with a Scrypt team member:

1. In the Smart Health Hub, click the **Practices** tab on the left-hand menu.
2. On the Practices page, select the relevant pharmacy (labelled as "Practice") from the dropdown menu, or from the practice list below the search bar, then click the **PMS** tab on the top menu. Per image below, this screen will be empty.




3. Click **Add PMS Certificate** at top right.




4. Type in a PMS Nickname into the PMS Nickname field using a combination of your location and the software. For example, "<Software Name> Northern Pharmacy".
5. Select Scrypt as your PMS System from the PMS System dropdown box.
6. Select the PMS Version you use from the dropdown box – Minimum is Scrypt V2 for Scrypt.
7. Enter the PMS Integration Key provided to you by the Scrypt team member into the PMS Integration key field.
8. Click **Add PMS Certificate**.

9. You will now be taken back to the Practices page. Finalise the link by:

   Clicking the **PMS** tab.

   a. Refreshing the browser page using the browser refresh button. The Status will change within seconds from "Created" to "Provisioned".

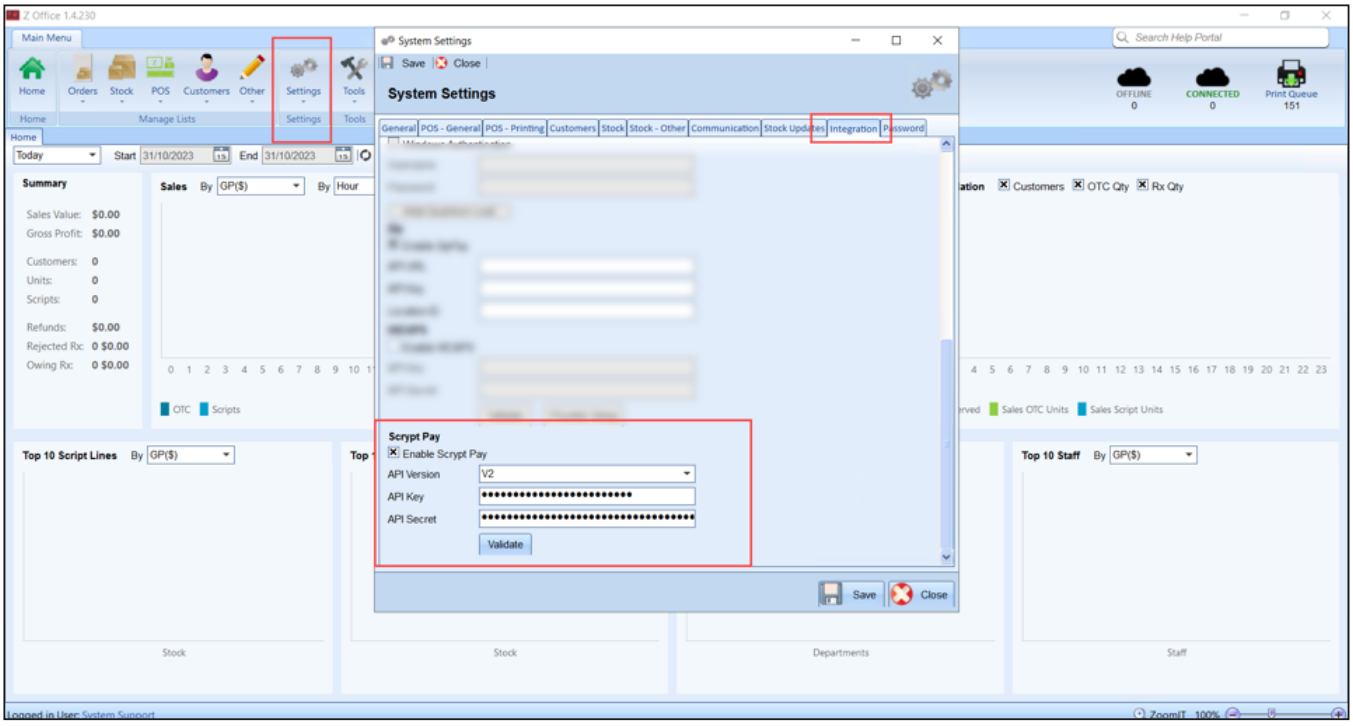
   The Scrypt team member will make note of your PMS Integration Key, User Key and PIN values and will complete the integration on their backend.

   Once this process is complete, the Scrypt team member will provide you with an API Key and API Secret. These values will need to be entered into your PMS and the process to do this will depend on your PMS. Please see the appropriate section below for your PMS.

# Setting up Z Software

To enter your API Key and API Secret in Z Software simply:

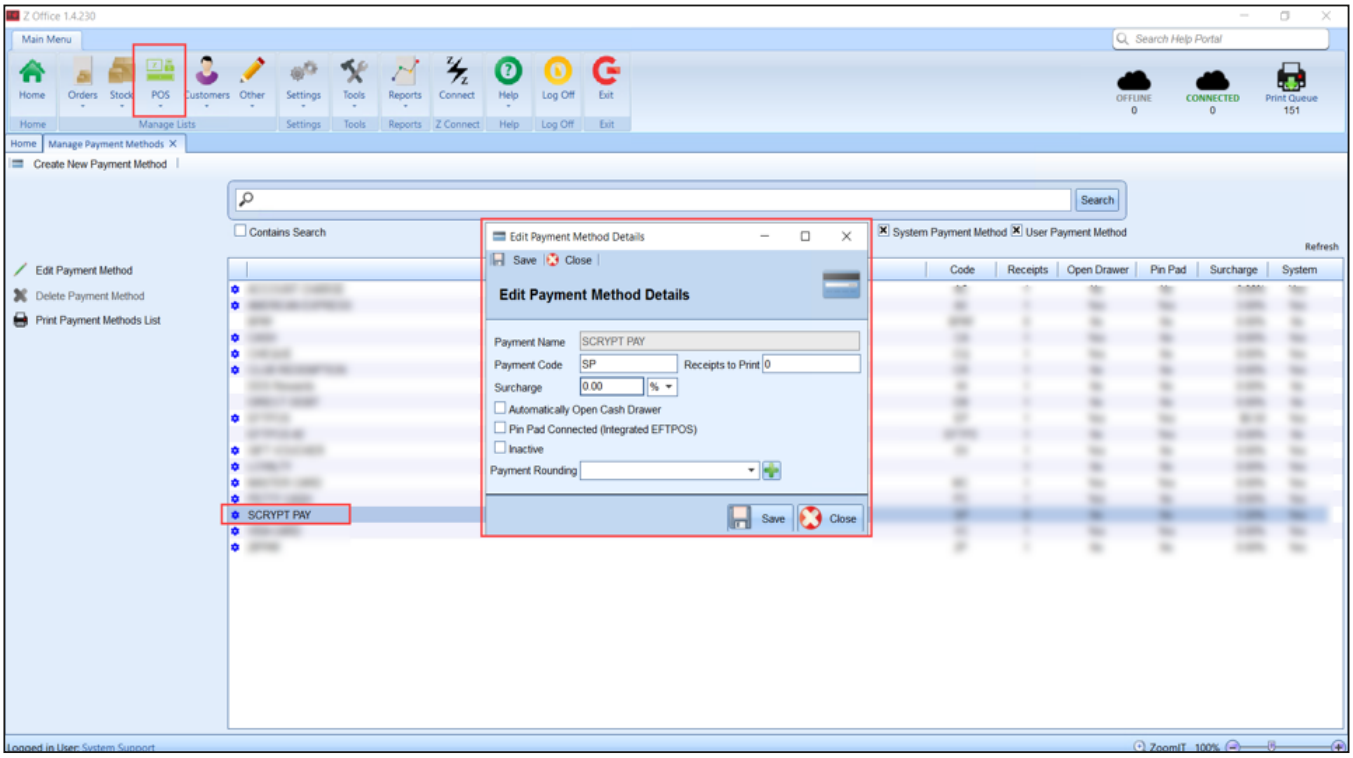
1. Open your Z Office
2. Select **Settings** and select **Store Settings**
3. Select the **Integration** tab.
4. Select the **Scrypt** box.
5. In the window select **Enable Scrypt Pay** box and enter your API Key and API Secret in the labelled fields
6. Click **Validate**




In Z Office you will also need to set up the POS payment method for Scrypt.Pay including a tile for your register layout. These steps are outlined below.

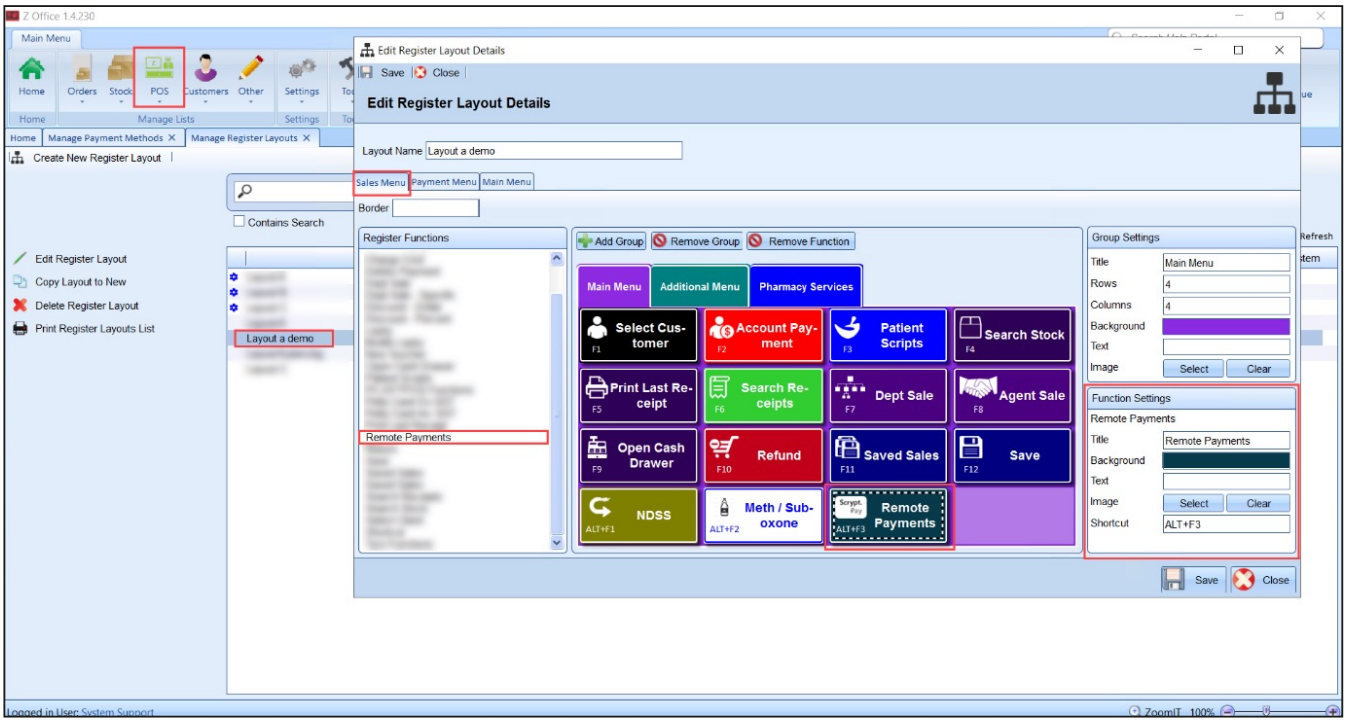
# Set up Scrypt.Pay Payment Method

1. Select **POS**, then select **Manage Payment Methods**
2. Open **SCRYPT PAY**
3. In the **Edit Payment Method Details** window opened ensure that all boxes are **unchecked**.
4. Click **Save**



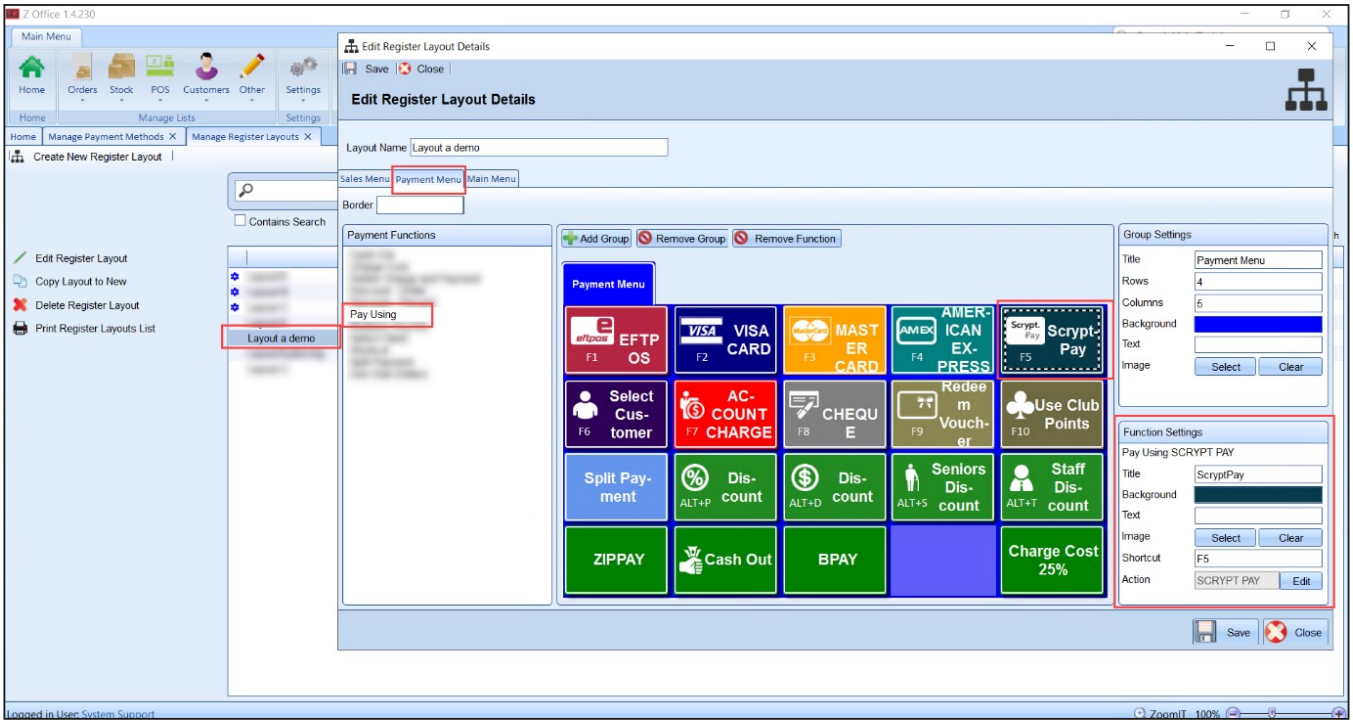
# Set Up Register Layout – Sales Menu

1. Select **POS**, then select **Manage Register Layouts**
2. Open **Edit Register layout**
3. Select the **Sales Menu** tab
4. Drag and drop a “Remote Payments” register function onto the Main Menu
5. Select **Background** then select **Advanced**
6. Enter the hex colour #FF073B4C and click **Close**
7. Select **Image** and select **Scryptpay_white**
8. Click **Shortcut** and assign a shortcut for your function if desired
9. Click **Save**



# Set Up Register Layout – Payment Menu

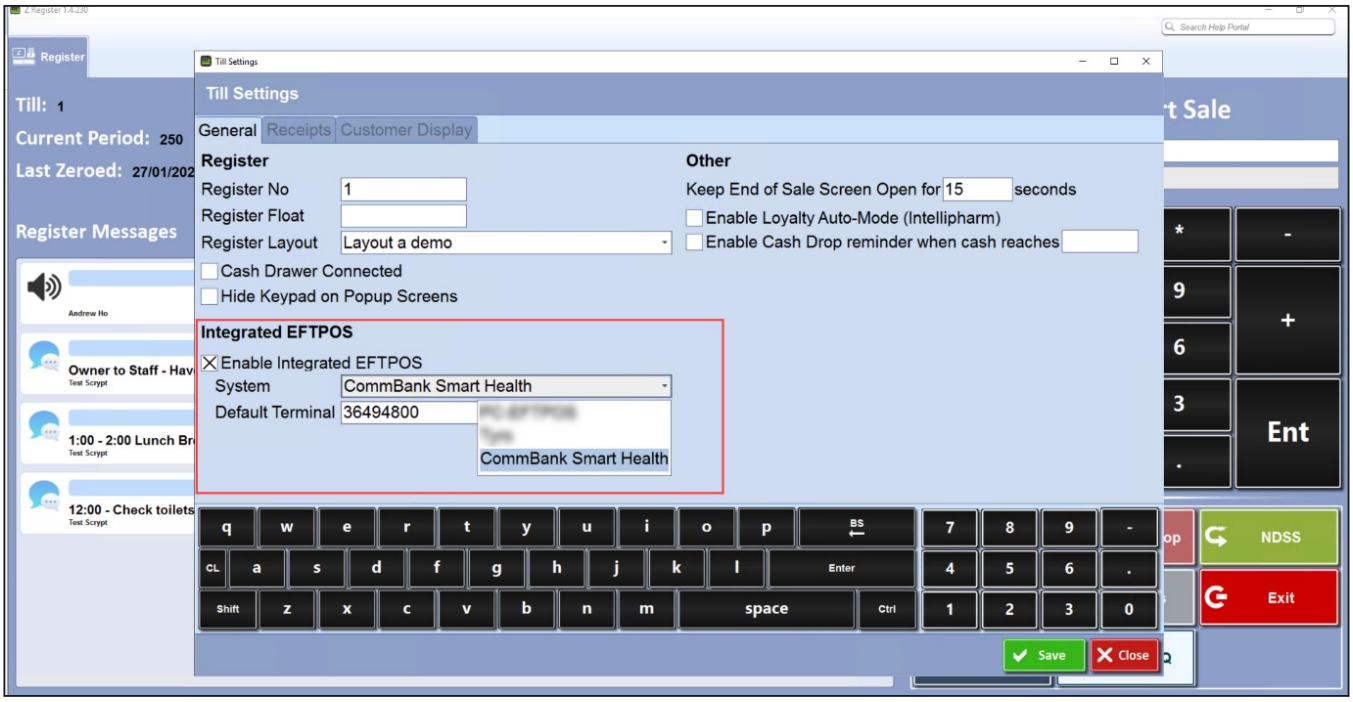
1. Select **POS**, then select **Manage Register Layouts**
2. Open **Edit Register layout**
3. Select the **Payment Menu** tab
4. Drag and drop a “Pay Using” register function onto the Payment Menu
5. Select **SCRYPT PAY** as the Payment Method
6. Click **Background** then **Advanced**
7. Enter the hex color #FF073B4C and click **Close**
8. Select **Image** and select **Scryptpay_white**
9. Click **Shortcut** and assign a shortcut for your function if desired
10. Click **Save**



# Integrating Smart Health EFTPOS Terminal to Z Register

To use your Smart Health terminal with Z Register you must ensure that Z Register is configured to use the terminal as its EFTPOS device. To do this:

1. Open **Z Register**
2. Select **Settings** and enter the Manager's ID and password
3. Under the **General** tab, find "Integrated EFTPOS"
4. Tick **Enable Integrated EFTPOS**
5. Select **CommBank Smart Health** as the System
6. Select your **Default Terminal** that you would like EFTPOS transactions to be sent to.
7. **Note:** You can have multiple Z Registers send transactions to the same terminal if required.
8. Click **Save**



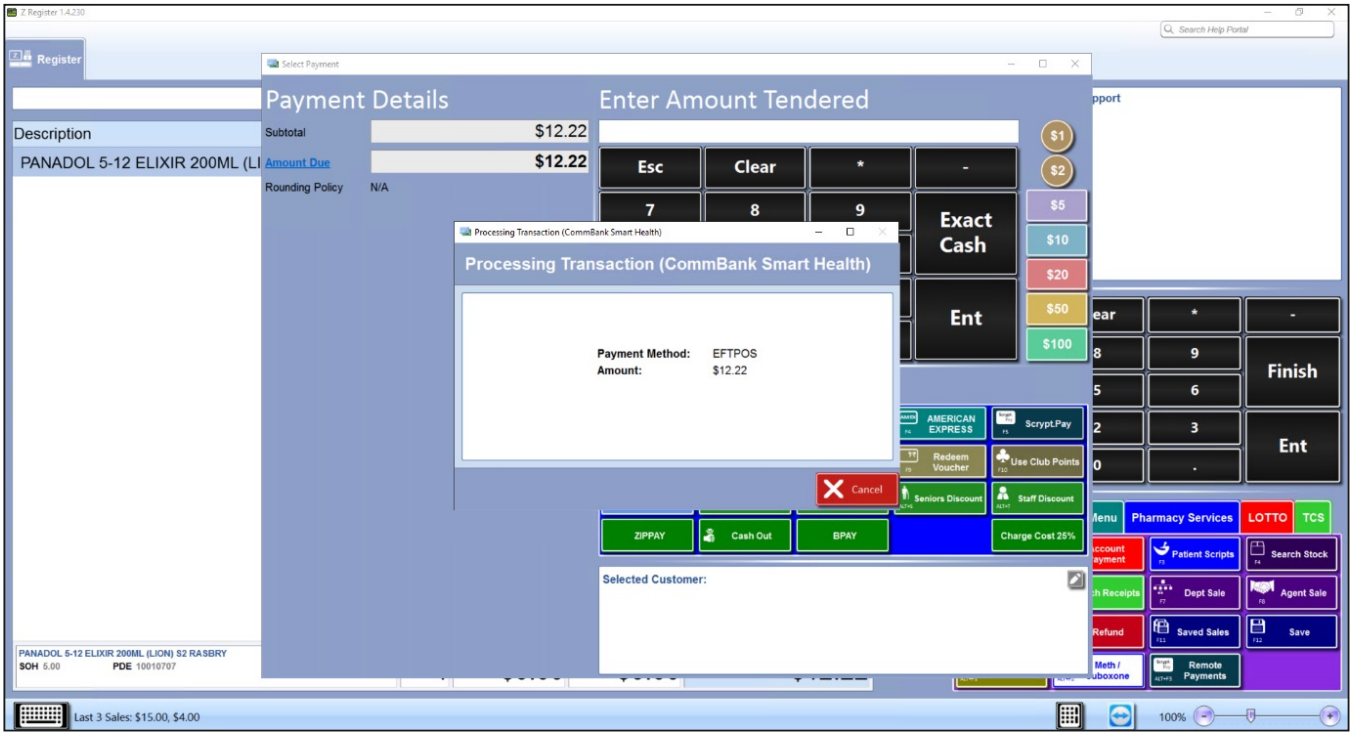
# Payments in Z Software

The process to perform payments as below is specific to Z Software.

## Performing Card Present Payment in Z Software

To perform a transaction on the Smart Health terminal using Z Software:

1. Log into **Z Register**
2. Add the customer's prescriptions and items to the sale as usual.
3. Complete adding the items to the sale by selecting **Finish**, this will take you to the payments window.
4. Select **EFTPOS** payment method




a. The transaction request for payment will be sent to the Smart terminal.

5. Instruct the customer to follow the directions on the Smart terminal to complete the transaction.




   a. If the transaction is successful, Z Register will display a success and print receipts as per normal process.

   b. If the transaction is unsuccessful, Z Register will display an error. Please try again or cancel the sale.

Please note while the customer is processing the payment on the terminal (step 5 above) the following will result in cancellation of the payment transaction:

- 3 incorrect PIN attempts
- 30 second timeout without interaction with the terminal
- Selecting Cancel on the terminal.

To retry a failed transaction, you will need to raise it again from your PMS.

# Performing a Card Present Refund in Z Software

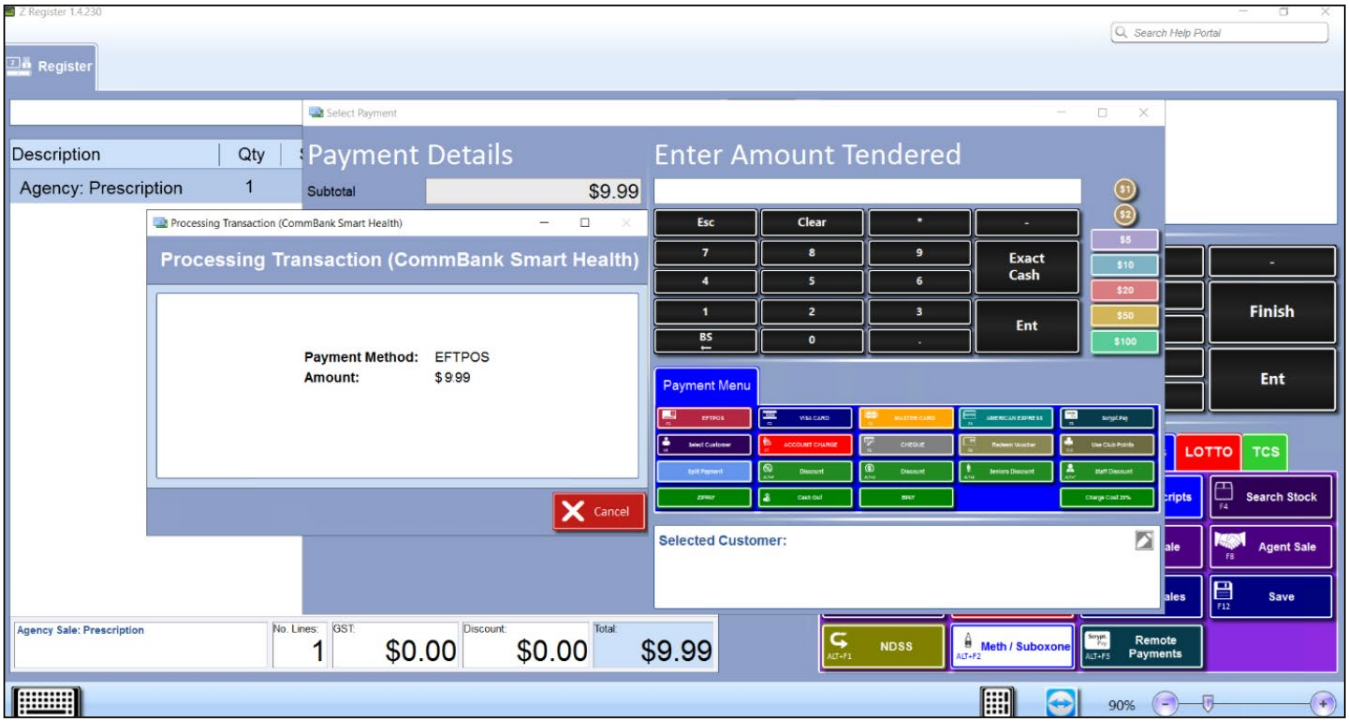
To perform a card present refund from your PMS:

**Note:** Depending on the refund amount, you will need the Manager's or Cashier's passcode. The current default settings for refund limits are:

- Cashier – $500
- Manager – $1000

To change these limits, contact Smart Health support team on 1800 222 484.

1. Log in to **Z Register**
2. Press the **Refund** button to indicate that the items in the basket will be refunded.
3. Add the customer's prescriptions and items to the refund as usual.
4. Select **EFTPOS** payment method.
5. The transaction request for the refund will be sent to the Smart Terminal.




6. Enter the Manager or Cashier passcode on your terminal when instructed to begin the process.
7. Instruct the customer to follow the directions on the Smart Terminal to complete the transaction.
   a. If the transaction is successful Z Register will display a success and print receipts as per normal process.
   b. If the transaction is unsuccessful, Z Register will display an error. Please try again or cancel the sale.

Please note the following will result in cancellation of the refund transaction:

- 3 incorrect PIN attempts
- 30 second timeout without interaction with the terminal
- Selecting Cancel on the terminal.

To retry a failed transaction, you will need to raise it again from your PMS.

# Performing a Scrypt.Pay Remote Payment in Z Software

Using this option, a terminal is not required. Payments are processed via the Scrypt.Pay mobile app.

1. In Z Register, scan the products and select eligible items as per normal sales process.
2. Click **Search Customer**, to assign a customer to the sale. (Optional)
3. Complete the sale by clicking **Finish** to proceed to the Payment Menu
4. From the Payment Menu select the **Scrypt.Pay** tile
5. Enter your customer's details including Surname, Given Name, and Mobile number. Note – these details may be prefilled if you have selected a customer.




6. Click **OK** to raise the payment request.
7. The customer will receive an SMS and be prompted to complete the payment via the Scrypt.Pay app.

# Performing a Scrypt.Pay Remote Refund in Z Software

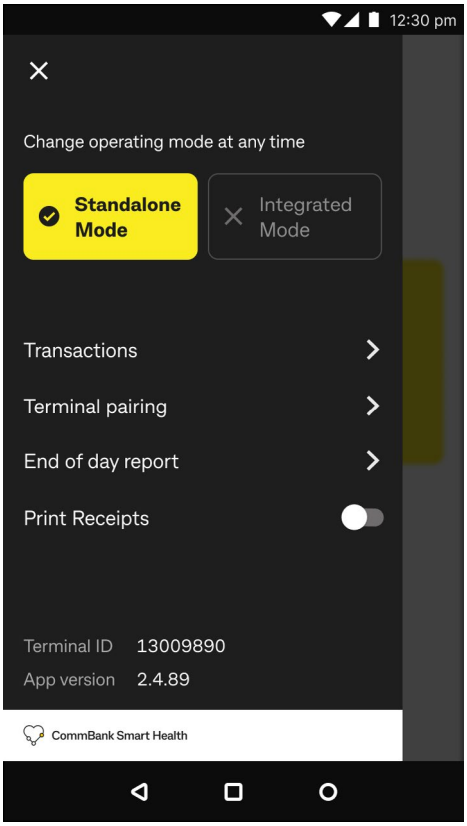
To refund a remote payment in Z Register:

1. From the Sales screen select **Remote Payments**
2. Here you can see all past remote payments performed.
3. From the list of payments performed, select the payment you wish to refund.
4. Click **Void/Cancel Receipt** button.
5. Enter in a reason for refund (optional)
6. Click **OK**.
   a. The payment should now be marked as cancelling/cancelled, and a refund to the customer will occur within the next 48hrs.

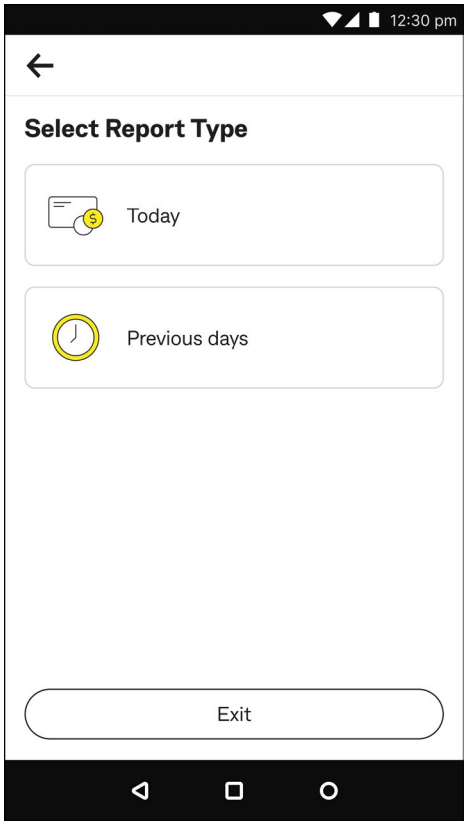
# End of Day Report

The End of day report provides a summary of card payment transactions completed on the Smart Health terminal. This report can be used to check your credit and debit card transaction summary throughout the day and for settlement in your end-of-day processes.

To generate an end of day report:

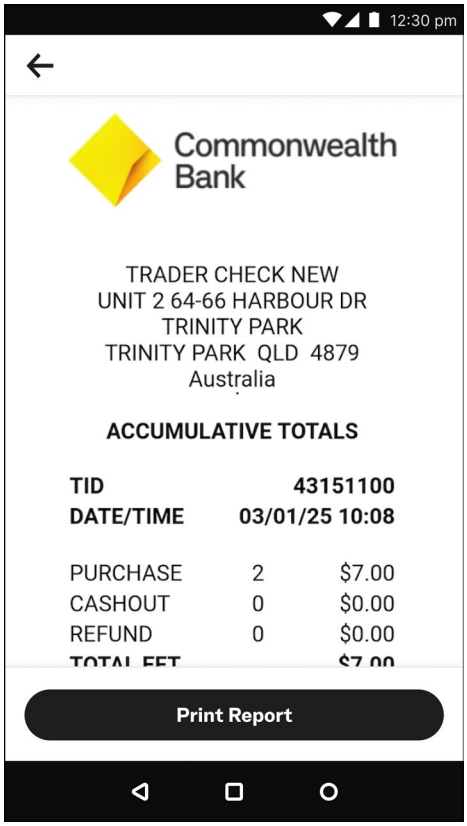



1. Select the menu icon on the top left of the terminal screen. Select **End of day report**.




2. Select **Today**

   **Note:** By selecting “Previous days” you can choose the day for which you want to generate the report for using the date selector or see the last settled day by selecting Last Settle.




3. Review your end of day totals and optionally print the receipt by clicking **Print Report**.

# Support

## How to get help

### For questions about the CommBank Smart Health Hub or Terminal

You get help in three easy ways:

**Support page**

- You'll find our Support page by clicking the Support tab in the hub (this is the last tab in the menu at left). You will find the contact details of CommBank Smart Health specialist team.

**Support and FAQs tab**

- At the bottom right of every page in the hub, you'll find a dropdown menu called Support and FAQs. This contains further information (and user guides) on how to use the CommBank Smart Health Hub. Within this menu, a 'walk me through' tool will guide you through the initial setup steps and can be accessed at any time.

**Help Desk**

- You can call the CommBank Smart Health Help Desk on 1800 222 484 between 8am and 8pm AEST Monday to Friday

# We’re here to help

This information is intended to provide general information of an educational nature only. It does not have regard to the financial situation or needs of any reader and must not be relied upon as financial product advice. You should consider seeking independent financial advice before making any decision based on this information. The information in this user guide and any opinions, conclusions or recommendations are reasonably held or made, based on the information available at the time of its publication but no representation or warranty, either expressed or implied, is made or provided as to the accuracy, reliability or completeness of any statement made in this article . Commonwealth Bank of Australia ABN 48 123 123 124. AFSL and Australian Credit Licence 234945.

