



Cash flow management. Solved.

CARD & MOBILE APP ON TERMINAL

RECEIPT A PAYMENT USING A CARD OR MOBILE APP

STANDALONE USER GUIDE

What is CARD or MOBILE APP ON TERMINAL?

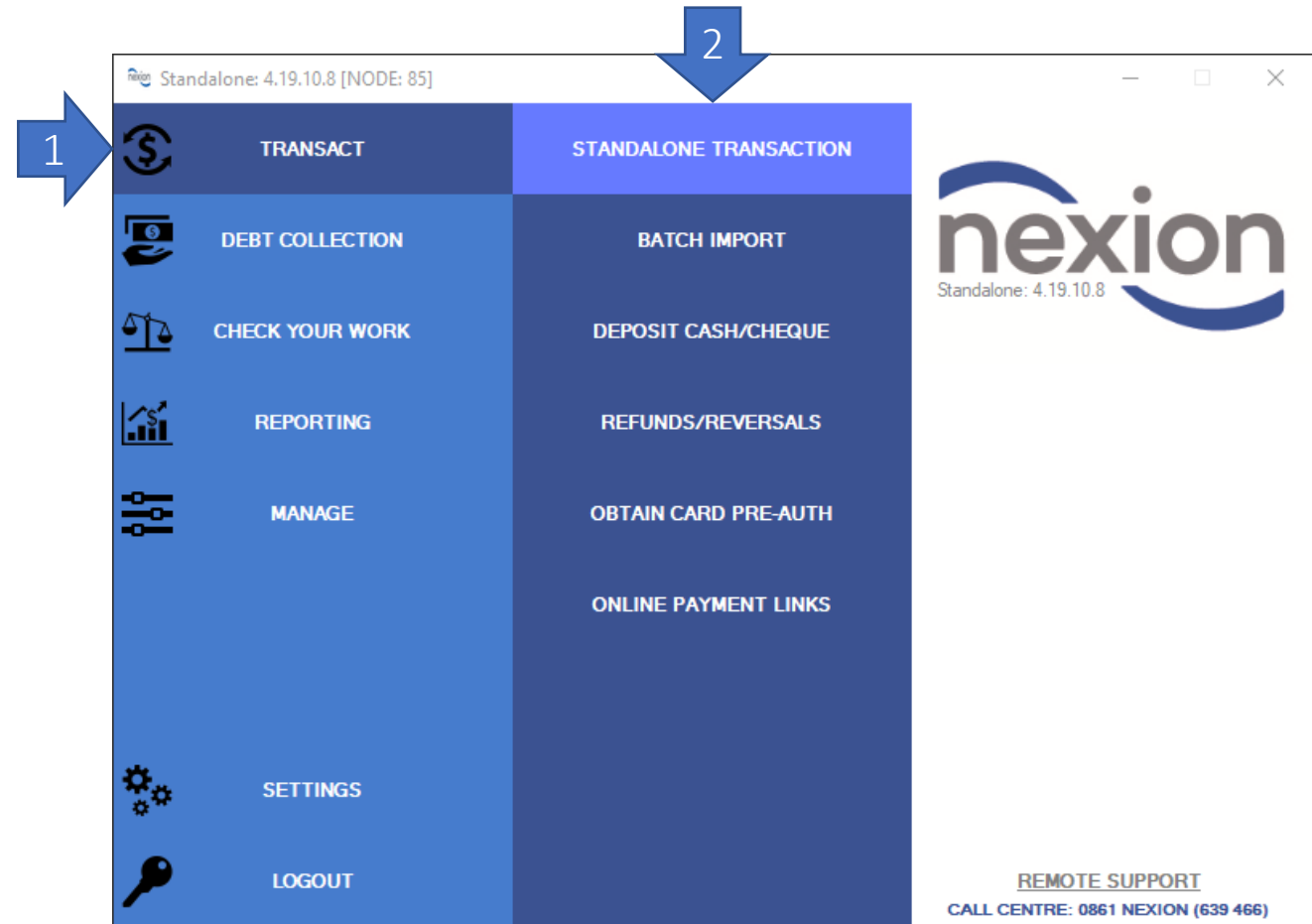
- **CARD ON TERMINAL** receipting a payment using a bank-issued card e.g. Mastercard, Visa, American Express, DEBIT card, or private label cards e.g. KOOPKRAG, PRETORIUM, RCS, and RCS EDGARS cards.
- Depending on what card is activated for, cards can be processed using TAP, Swipe, or Insert on card terminal.
- You are also enabled for Samsung pay or Apple Pay, simply tap an enabled mobile device to process.
- **MOBILE APP ON TERMINAL** process a card payment using an APP on a mobile device to scan a QR code displayed on Nexion terminal e.g., SnapScan, Zapper, Masterpass, Payflex, and Scan to Pay.

When to use it?

- Accepting card payments at a physical location where Nexion and card terminal are located.
- ❖ For online web payments – see payment links: <https://www.nexion.co.za/wp-content/uploads/2020/06/Web-Link-Standalone-User-Guide-FINAL-v20210312.pdf>

INITIATE A STANDALONE TRANSACTION

1. Click TRANSACT.
2. Click STANDALONE TRANSACTION.



ENTER PATIENT AND TRANSACTION DETAILS ON NEXION PAYSCREEN

1. Select which RECEIPT BOOK payment need to be recorded on.
2. Fill in AMOUNT and REFERENCE FIELDS. Amount due and client information that is transacting. To manually add additional references, use USER REF.
3. Select PROCESS CARD to pay with card.
4. To pay by physical card select CARD ON TERMINAL.
5. To pay with mobile device select SCAN MOBILE APP followed by selecting which mobile app.
 - For CARD ON TERMINAL card terminal will display PRESENT CARD prompting cardholder to insert, tap or swipe their card.
 - For SCAN MOBILE APP QR code will appear on card terminal for cardholder to scan.



NEXION WILL PRINT RECEIPT AFTER PAYMENT ATTEMPT : SUCCESSFUL RECEIPT

1. Copy of receipt will show on PC screen and print depending on receipt settings. See link below.
2. Receipt will show successful transaction message.
3. To email copy of receipt select EMAIL RECEIPT and enter email address. Multiple email addresses can be used separated with a comma with no spaces between email addresses.
4. To print a copy of original receipt, select REPRINT RECEIPT.
5. To complete transaction and post payment to billing system select COMPLETE RECEIPT.

❖ For receipt settings. See link:
<https://www.nexion.co.za/resource/%e2%80%a2-printer/>

The screenshot shows a receipt interface with a menu bar at the top containing four options: **EMAIL RECEIPT**, **REPRINT RECEIPT**, **COMPLETE RECEIPT**, and **TRY AGAIN**. Arrows labeled 3, 4, and 5 point to these three options respectively. The main content area displays a 'Successful Card Transaction' message from Nexion SA, including contact information for Unit 16, Block 1, Northgate Business Park, Ysterplaat, Cape Town, and transaction details like TEL #, VAT #, LICENSE, DATE, and USERNAME. Below this is a 'Card Payment Receipt' section with fields for TRXN REF, MEM REF #, NEXION REF, AUTHID, EFT APP, EFT AID, EFT TVR, EFT TSI, EFT TC, MERCHANT ID, and TERMINAL ID. At the bottom, it shows CARD TYPE (Master/Maestro), CARD # (522363*****5790), and AMOUNT (R 150.00). An arrow labeled 1 points to the 'Card Payment Receipt' section, and an arrow labeled 2 points to the 'Successful Card Transaction' message.

NEXION WILL PRINT RECEIPT AFTER PAYMENT ATTEMPT : DECLINED RECEIPT

1. Copy of receipt will show on PC screen and print depending on receipt settings. See link below.
 2. Receipt on PC screen will show **DECLINED** in RED.
 3. **ERROR MESSAGE** field will contain reason for decline.
 4. To email copy of receipt, select EMAIL RECEIPT and enter email address. Multiple email addresses can be used separated with a comma with no spaces between email addresses.
 5. To print a copy of original receipt, select REPRINT RECEIPT.
 6. To pay with a different card or a different setting, select TRY AGAIN.
 7. To cancel transaction, select COMPLETE RECEIPT and return to billing system screen.
- ❖ For receipt settings. See link:
<https://www.nexion.co.za/resource/%e2%80%a2-printer/>

The screenshot shows a receipt interface with a blue header bar containing four buttons: **EMAIL RECEIPT**, **REPRINT RECEIPT**, **COMPLETE RECEIPT**, and **TRY AGAIN**. Above these buttons are four blue arrows labeled 4, 5, 7, and 6 respectively. The main content area is white with red text for 'DECLINED' repeated three times. Below this, it says 'General Failed' and 'Nexion SA'. The address is 'Unit 16, Block 1, Northgate Business Park, Ysterplaat, Cape Town'. Contact info includes TEL # 021 510 0240 and VAT # 465465465. License and date info are also present. The 'Transaction Declined' section shows TRXN REF: #002145, MEM REF #: Mr S Omeone, and NEXION REF: . The 'ERROR MSG' field contains 'Pin Pad Timeout received'. Other fields include AUTHID: 96, MERCHANT ID: 000002191901185, and TERMINAL ID: 00001292. The amount is R 150.00. At the bottom, it says 'Powered by Nexion'.

POST TRANSACTION TO BILLING SYSTEM MANUALLY



- Post transaction manually on billing system.
- Allocate to correct account on billing system.

FREQUENTLY SEEN ERRORS WITH POSSIBLE SOLUTIONS

1. 05 ERROR – DO NOT HONOUR = CONTACT CARD ISSUER, CARDHOLDER TO CONTACT NUMBER ON BACK OF CARD
2. 42 ERROR – NO UNIVERSAL ACCOUNT = SELECT ALTERNATIVE ACCOUNT TYPE – CREDIT, SAVINGS, DEFAULT OR CHEQUE
3. 51 ERROR – NOT SUFFICIENT FUNDS = USE ALTERNATIVE CARD OR TRY LESSER AMOUNT
4. 55 ERROR – INCORRECT PIN = USE ALTERNATIVE CARD OR CORRECT PIN
5. 57 ERROR – TRANSACTION NOT PERMITTED TO CARDHOLDER = SELECT ALTERNATIVE ACCOUNT TYPE OR TAP BANK CARD
6. 59 ERROR – SUSPECTED FRAUD = USE ALTERNATIVE CARD
7. 61 ERROR – EXCEED WITHDRAWAL LIMIT – USE ALTERNATIVE CARD OR TRY LESSER AMOUNT
8. 68 ERROR – RESPONSE RECEIVED TOO LATE = TRY TRANSACTION AGAIN
9. 75 ERROR – PIN TRIES EXCEEDED = USE ALTERNATIVE CARD OR TRY AGAIN AFTER A FEW MINUTES
10. 91 ERROR – ISSUER OR SWITCH = CHECK INTERNET CONNECTION OR CALL NEXION SUPPORT
11. 96 ERROR – GENERAL DECLINE = TRY TRANSACTION AGAIN OR CALL NEXION SUPPORT
12. Z1 ERROR – GENERAL ERROR = CALL NEXION SUPPORT