Welcome to Corum Pay – Integrated Payments Solution

With Corum Pay, you can give your customers the convenience and flexibility of paying with any major card, including Mastercard, Visa, EFTPOS and Amex.

Corum Pay is the best choice for your pharmacy, as it offers you a fast, secure, and easy way to process payments.

During the onboarding process you would have received an onboarding email with the link and credentials for your Merchant Portal.

If you require these details again – Please reach out to corumpay@corum.com.au

Surcharging from the Corum Pay terminal

Many pharmacies prefer a blanket approach to payments surcharging, don't worry because the Corum Pay solution has you covered!

In this model, surcharging can be configured at the terminal which will automatically apply to the customers transaction. In this case LOTS will simply display the total payable whilst the total plus the applicable surcharge is applied at the payment terminal.

This option is particularly good if you prefer a blanket approach to applying your surcharge to all your card transactions.

If you would like to enable surcharging from the terminal, please discuss this during the onboarding process as it requires some configuration.
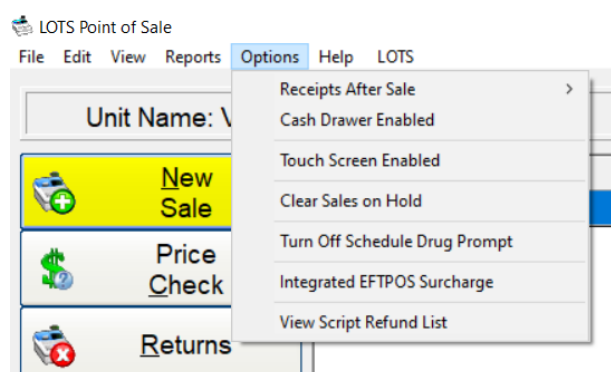
LOTS POS - Surcharging from the Point of Sale

Please Note: You cannot have terminal surcharging and POS Surcharging enabled at the same time. This will result in double surcharging.

We have several Surcharging options for our sites that are using Integrated EFTPOS and prefer to apply their surcharging from the POS rather than the terminal.

The options provide greater flexibility so that users have options as to what items they apply their surcharge to, and to when the surcharge is applied.
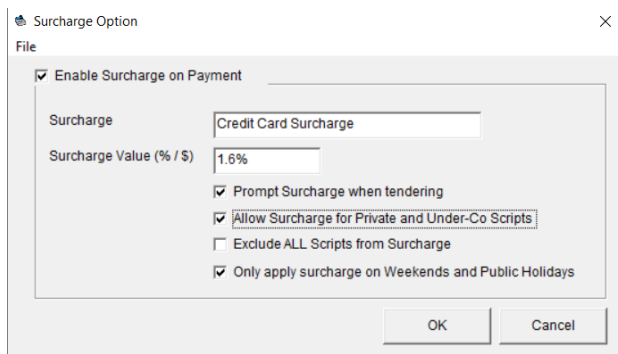
Creating a Surcharge

Access the Integrated EFTPOS Surcharge via your POS main screen – Please Note: this option will only be visible when using Integrated EFTPOS.

Select > Enable the Surcharge on Payment checkbox – Select File> Create New Surcharge
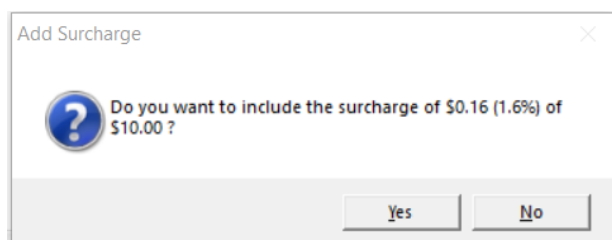
Select the name of the Surcharge you would like to apply – Please Note: This will be displayed on your POS Receipt.

The Surcharge Value can be either a dollar or percentage amount. The example pictured, has the surcharge set to 1.6%.

*Only apply surcharging on Weekends and Public Holiday option is available in 3.7.2 onwards

The **Prompt Surcharge when tendering** option will produce a prompt in POS when you tender your sale. This prompt provides the ability to bypass the surcharge if you decide that you do not want to apply it to the sale. By default, the focus will be on the yes button so that the prompt is not too disruptive to your usual workflow.

The **Allow Surcharge for Private and Under-Co scripts** option will only apply the POS surcharge to OTC items, Private Prescriptions and any Prescriptions that do not contain a government recovery value (Under-Co prescriptions)

When this option is selected, there will be no surcharging applied to prescription within the sale that contain a Government Recovery.
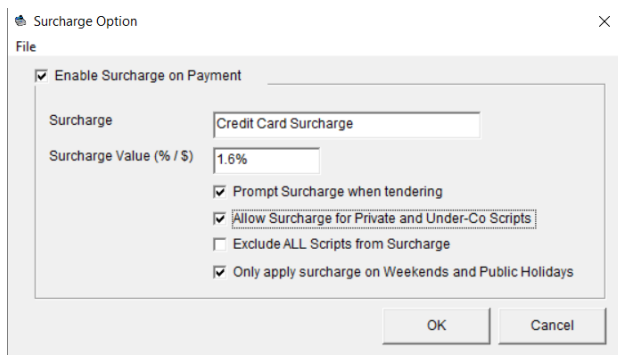
The **Exclude ALL Scripts from the Surcharge** option will only calculate and apply the surcharge on OTC items.

Having this option set will exclude the surcharge being applied to all prescriptions within the sale.

Weekends & Public Holidays – Coming Soon -LOTS Version 3.7.2!

Selecting the "Only apply surcharge on Weekends and Public holidays" will only apply the surcharge amount on Weekends (Saturday & Sunday's) and on Public Holidays.
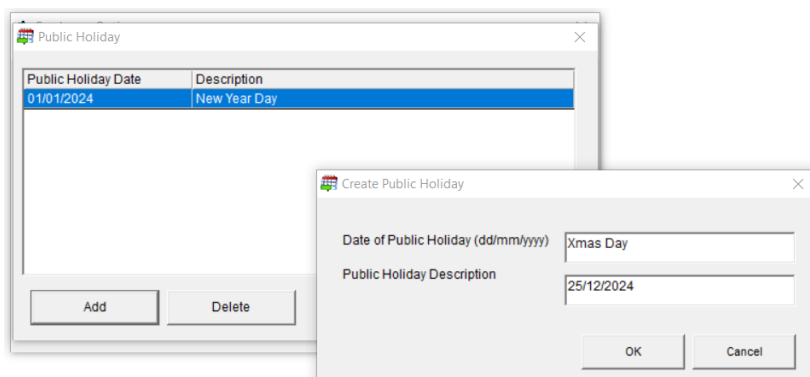
Please Note: Public Holidays are defined by the User and need to be created manually.

How to create a Public Holiday

Select the File Menu> View Public Holidays> select the Add Button.

Enter the Date of the Public Holiday followed by the Public Holiday Description and select OK.

Corum Pay Support

If you are experiencing issues with Corum Pay, please reach out to our Support Team at Corum Health.

Live Chat: https://corumhealth.com.au/

Email: support@corum.com.au

Phone: 1300 760 022

If the problem is identified as a terminal hardware issue, the Corum Health Team will escalate it to the Support Team at Till Payments. Subsequently, you might receive a callback from a Till Payments technician for further investigation.