CommBank Smart Health for Pharmacy

FAQs

What is CommBank Smart Health for Pharmacy?

CommBank has partnered with the pharmacy software development and digital solutions company Scrypt to bring CommBank Smart Health for Pharmacies, powered by Scrypt.Pay, allowing customers more ways to pay for their over the counter and prescription medications. Customers can pay in-store through the Smart Health Terminal, or make remote payments from their mobile phone using the Scrypt Mobile app. Smart Health is seamlessly integrated with your point-of-sale (POS) or dispensary software, as well as the Smart Health Hub, allowing simplicity in tracking and reconciliations.   No more double handling and or concerns with the risks associated with manual payment methods such as over-the-phone or cash-on-delivery. Your customers will enjoy the convenience and peace of mind using our secure payment system from the convenience of their homes.

## What is the difference between Scrypt Mobile and Scrypt.Pay?

Scrypt Mobile is a free mobile app that can be downloaded from Apple App Store or Google Play. Scrypt Mobile offers a suite of facilities for registered users including storing of e-Scripts, ordering medications, ability to chat with their pharmacist, and requesting delivery. You can contact Scrypt for information about Scrypt Mobile.   Scrypt.Pay refers to payment processing via the CommBank Smart Health secure payment gateway.

How does remote payment on mobile phone work?

You will need to ask your customer to download the free Scrypt Mobile app available on Apple App Store or Google Play. You can initiate payment from your POS using Scrypt.Pay to their mobile phone. Your customer will receive an SMS with a validation code, which they must enter on the Scrypt Mobile app. They will then be able to view the invoice and make a payment by entering their card details. They will also receive a message that the payment was completed via an SMS. You can see a live status of payments that are pending and complete on your POS.

What does 'guest checkout' facility mean?

CommBank Smart Health powered by Scrypt.Pay offers 'guest checkout' facility, which means your customer can make payments without registering or creating a customer profile on Scrypt Mobile app. This feature lets you to cater to those customers who increasingly prefer fast, easy, reliable and secure payment options without the hassle of creating customer profiles, or remembering their login details and passwords on multiple online platforms.
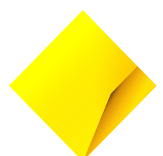
I want to access the full suite of features on the Scrypt Mobile app, such as ability to store e-scripts, customer profiles, chat with pharmacist and so on.

Scrypt Mobile and other pharmacy technologies that support full suite of features of Pharmacies are offered by **Scrypt.** You must directly contact **Scrypt** for more information on their products and services.
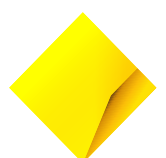
Contact information

Whom can I contact for problems with the Smart Health terminal?
Contact the CommBank Health line 1800 222 484 at first instance.

Whom can I contact for problems with Smart Health Hub?
Contact the CommBank Health line 1800 222 484 at first instance.

Whom can I contact for problems with Pharmacy Management Software integration?
Contact the CommBank Health line 1800 222 484 at first instance.

Contact details for Pharmacy Management Software integrations
Scrypt: 1800 SCRYPT (727 978)
support@scrypt.com.au

Things you should know:
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