Pay myPharmacy Frequently Asked Questions

For Pharmacy

About GuildCare and myPharmacyLink

Q: How does Pay myPharmacy work?
A: Pay myPharmacy enables customers using the myPharmacyLink app to securely make payment through Pharmacy Click and Collect's payment merchant, Merchant Warrior.
Once payment is received, Pharmacy Click and Collect will send an email notification to your pharmacy and reimburse back into your nominated bank account.
Revenue from the customer sale goes to your pharmacy minus usual banking transaction fees.

Q: How can I activate the Pay myPharmacy feature?
A: If you are a Guild Member, to activate your free Pharmacy Click and Collect platform:
1. Visit https://pharmacy.com.au/register#signup
2. Activate you Pharmacy Click and Collect account by signing in with your Guild email address
3. Enter your bank account details
4. Within GuildCare NG, go to ADMIN and enable Pay myPharmacy

One the feature is enabled, when the customer orders in myPharmacyLink, they will be able to select 'I want to Pay myPharmacy'.
If you are not a Guild member, please email *info@pharmacy.com.au* to confirm the scope of your pharmacy's requirements.

Q: How will item pricing be managed?
A: You will need to input your **Total Order Pricing** in GuildCare NG.
Please make sure you double check your pricing – as once payment has been requested, you will not be able to change the Order Pricing.
If the Order is being delivered, make sure you include any delivery fees.

Q: How will the customer make payment?
A: For customers who choose to pay in advance, you will put in the Total Order Cost in GuildCare to send across an in-app message with a payment link.
The customer will follow the process provided in myPharmacyLink and enter their contact details and credit card details.

Q: What if I put the wrong amount?
A: Once payment has been requested, you won't be able to change the amount in GuildCare. You will need to discuss this with your customer.

Q: What if the customer wants to change the order after the payment is requested?
A: If the customer wants to add item(s), remove or change any of the items, they won't be able to cancel the order in the app.
You can either cancel all the items or complete the order and ask the customer to reorder the correct items.

Q: What if the customer changes their mind and does not want to proceed with payment?
A: If the customer changes their mind and would prefer to pay in store, you can either:

- Complete the order in GuildCare to close the order and modify the message sent to the customer
  OR
- Change the items in the order to 'Cancelled' and you can send a custom message to notify the customer that you have cancelled it

About Pharmacy Click and Collect

Q: Do I have to be a Guild member to join Pharmacy Click and Collect?
A: No. Pharmacy Click and Collect is free to members of The Pharmacy Guild of Australia.
If you are not a Guild member, please email *info@pharmacy.com.au* to confirm the scope of your pharmacy's requirements.

Q: How much does it cost to activate my account?
A: It is free.
There are no upfront fees for Guild member pharmacies to activate an account.
There are no hidden fees once your pharmacy is part of the Pharmacy Click and Collect network: The revenue from the customer sale goes to your pharmacy minus the usual banking transaction fees.

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Q: What will you charge my Pharmacy? Are there additional fees?
A: If you are a Guild member, no. There are no additional fees.
If you are not a Guild member, please email *info@pharmacy.com.au* to confirm the scope of your requirements.

Q: How will I know when the Customer has paid?
A: Pharmacy Click and Collect will send an email notification to your pharmacy. Once received, you will then need to go into GuildCare and 'COMPLETE' the Order to notify your customer that the order is ready for pick up or delivery.

Any questions regarding Payments or Readmittance Advice,
please contact Pharmacy Click and Collect on *info@pharmacy.com.au*

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For Customers

Q: Can I pay for my medication order via myPharmacyLink?
A: Yes, if Pay myPharmacy is supported by your pharmacy.
You will see the option 'I want to Pay myPharmacy' when you order.

Q: How do I make undertake a payment in myPharmacyLink?
A: When you send your order and select 'I want to Pay myPharmacy',
your pharmacist will let you know the Total Order Price and send you a secure
payment link.
Once you complete your payment, your pharmacist will send you an in-app message,
letting you know your order is ready for pick up in-store or home delivery.

Q: Can I pay in advance and have my medication delivered?
A: Yes, if your pharmacy supports Pay myPharmacy.

Q: How much does it cost to deliver?
A: The cost of delivery is determined by your pharmacy.
If you choose to have your medication delivered, the cost your medications and the
delivery fee will be included in the order total

**Q: Can I order non-prescription items from my pharmacy for collection or delivery
via myPharmacyLink?**
A: Yes. You can order OTC medications via myPharmacyLink.

Q: Will I receive any form of receipt for my order?
A: When your order is successfully processed, you will be sent a confirmation email.
The pharmacy will also be notified of your payment via their email and they will issue
any receipts/tax invoices to you directly.

**Q: Will any OTC medications I purchase within myPharmacyLink appear in my
Active Medications?**
A: OTC medications will appear in your Active Medications if your pharmacy has
added it to your Medication Profile.

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