

Planet DDS Denticon User Guide

User Guide

Document Information

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Table of Contents

1. Overview	5
2. Setup/Installation.....	6
2.1 Installing the TSYS VX805 Device	6
2.2 Denticon Setup – VX805 Device and Credentials	8
2.3 Installing the TransFirst/TSYS VX805 Software	9
2.4 Additional Setup – Refunds	13
3. Credit Card/Debit Transactions	14
4. Void/Refund.....	17
4.1 Void and Delete	17
4.2 Issuing Refunds	19
5. Contracts/Wallets.....	20
5.1 Creating Wallet in Denticon.....	20
5.2 Processing Wallet Payment in Denticon.....	21
6. Troubleshooting	21
6.1 Error Connecting to Service After Fresh Install	23
6.2 Error Starting Session – SESSION in progress	26
6.2.1 Ending Session with the VX 805 Device	26
7. Transaction Express (TXP).....	28
7.1 Accessing Transaction Express.....	28
7.2 ACH Sale	30
7.3 Recurring Transaction Overview	Error! Bookmark not defined.

7.4	Wallet/Recurring Transaction Setup.....	Error! Bookmark not defined.
7.5	Processing a Wallet Payment.....	Error! Bookmark not defined.
7.6	Credit Card Credits (Refunds)	33
7.7	Supplemental Reporting.....	35
7.7.1	Credit Card Transaction Detail Report	36
7.7.2	Daily Close Report	38
7.7.3	Other Credit Card Reports	39
7.7.4	ACH Reporting – Transaction Detail Report.....	40
7.7.5	Other ACH Reports.....	41
8.	Additional Tools	42
8.1	ACH Notification of Change Codes	42
8.2	CVV – Card Verification Value	43
8.3	Check Diagram.....	44
8.4	Sample Payment Authorization Forms	45
8.5	ACH Verbiage for Patient Statements.....	46



1. Overview

2. Setup/Installation

2.1 Installing the TSYS VX805 Device

Connecting the VX 805

1 Network cable connection

Prior to using the VX 805, the device must have a network cable that is connected to the network.



2 Dongle connections

The network cable will connect to the dongle in the port labeled ETH. The power supply will connect to the dongle on the opposite side, near the lightning bolt image.



3 Find the perfect location



- For easy access to your VX 805 when initiating a transaction, select a spot near your POS computer
- Make sure there are adequate AC outlets nearby for your new VX 805 and POS computer
- Each VX 805 requires internet access via a router or switch, so make sure there is an open LAN connection nearby (in addition to the LAN connection to your POS computer)

4 Check your LAN options

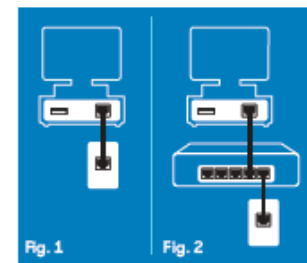
The network cable typically comes from a router or a splitter/switch.



Or directly from the wall.



- If you do not have an open LAN connections for both your POS computer and VX 805 nearby (Fig.1), you will need a new configuration (Fig.2)
- For your new configuration, you'll need a Cat5 or Cat6 Ethernet cable (in addition to the cable supplied with each VX 805) and gigabit Ethernet router or a splitter/switch with at least three ports
- You will also need an open 110v outlet for the switch (in addition to 110v outlets for your POS computer and VX 805)



5 Ready to go



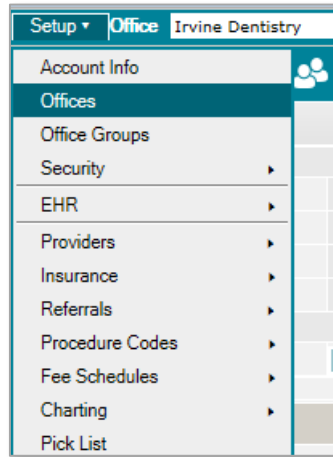
Once the VX 805 is connected, receiving an IP signal and connected to power, the device is ready to proceed.

6 Consider Your Checkout Configuration



- Many transactions require customer interaction with the VX 805, so make sure you locate each terminal within easy reach of your customers
- Each POS computer with which you process transactions will require a VX 805 and the necessary connections
- Your new configuration requires the most current version of your POS software. Windows® 7 or higher, IE 11/Edge, Firefox® and Chrome™ are all supported

2.2 Denticon Setup – VX805 Device and Credentials



1. Click **Setup** and then **Offices**.
2. Click the **Integration** tab.
3. In the **TransFirst** section, make sure you have “**VX805 Chip Reader**” selected, enter your Gateway ID and Registration Key, and save to Denticon.

Dentiray	
Dentiray	Compressed Med.Quality (faster) ▼
TransFirst	
Device Type	USB Card Reader ▼
TC ID	USB Card Reader
Registration Key	VX805 Chip Reader
DoseSpot	

TransFirst	
Device Type	VX805 Chip Reader ▼
Gateway ID	[REDACTED]
Registration Key	[REDACTED]
VX805 Device List	Click Here to Edit Device List

2.3 Installing the TransFirst/TSYS VX805 Software

The screenshot shows the Planet DDS Denticon user interface. The top navigation bar includes 'Help' and 'My Account'. A red circle with the number '1' highlights the 'Help & Support' menu item in the dropdown. The main content area is divided into several sections:

- TransFirst Transaction Central Login:** Includes links for Transaction Central Login, VX805 Service Bridge, and VX805 Certificate Install. A red circle with the number '2' highlights the 'VX805 Service Bridge' link.
- Topaz Systems Inc. Signature Pad:** Includes links for IE: Topaz SigPlus e-Signatures 4.4.0.16 ActiveX Control, Chrome/FireFox: Topaz SigPlus e-Signatures 1.0.0.0 Browser API, and Signature Pad Installation and User Guide.
- DigitalPersona U.are.U Fingerprint RTE:** Includes links for Windows 32 bit installer and Windows 64 bit installer.
- Downloads:** Includes links for Internet Explorer reset tool, Internet Explorer, Adobe Acrobat Reader, and 7-ZIP.
- Check your Cable/DSL/Wireless Bandwidth:** Includes a link for Speakeasy.
- Check your IP address:** Includes a link for Show My IP Address.
- Current Local Time:** A section for displaying the local time.

On the right side of the interface, there are sections for 'Online Patient Registration Link', 'Embed', 'AppointNow Link', 'Embed', and 'Patient Portal Link', each with a 'Copy' button. A 'Note' at the top right states: 'HTML editors may add some extra characters while copying. In order to avoid this, please paste the above code in **Notepad**, copy from Notepad and paste in your webpage.'

This screenshot shows the 'Help & Support' menu with the following items:

- Release Notes
- Carrier PayerID List
- Medical Carrier PayerID List
- Help & Support** (highlighted with a red box)
- Remote Support
- LogMeIn Rescue Link
- Submit Feature Requests
- Help Portal
- About Denticon

1. Click on **Help** and select **Help & Support**.
2. Click **VX 805 Service Bridge**.
3. Save the file.
4. Click **Run** to complete the download, then follow the steps to complete the installation.

This screenshot shows a Windows file save dialog box with the following text:

Do you want to save **VX805Setup.exe** from **staging.denticon.com**?

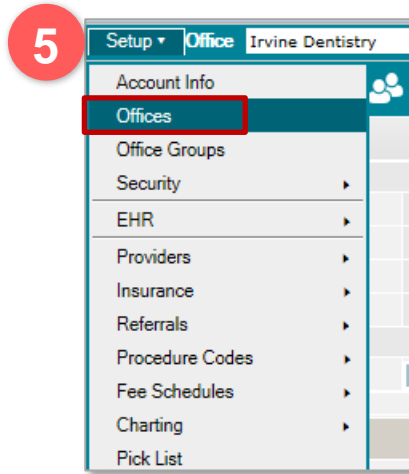
This type of file could harm your computer.

Buttons: Save, Cancel. A red circle with the number '3' highlights the 'Save' button.

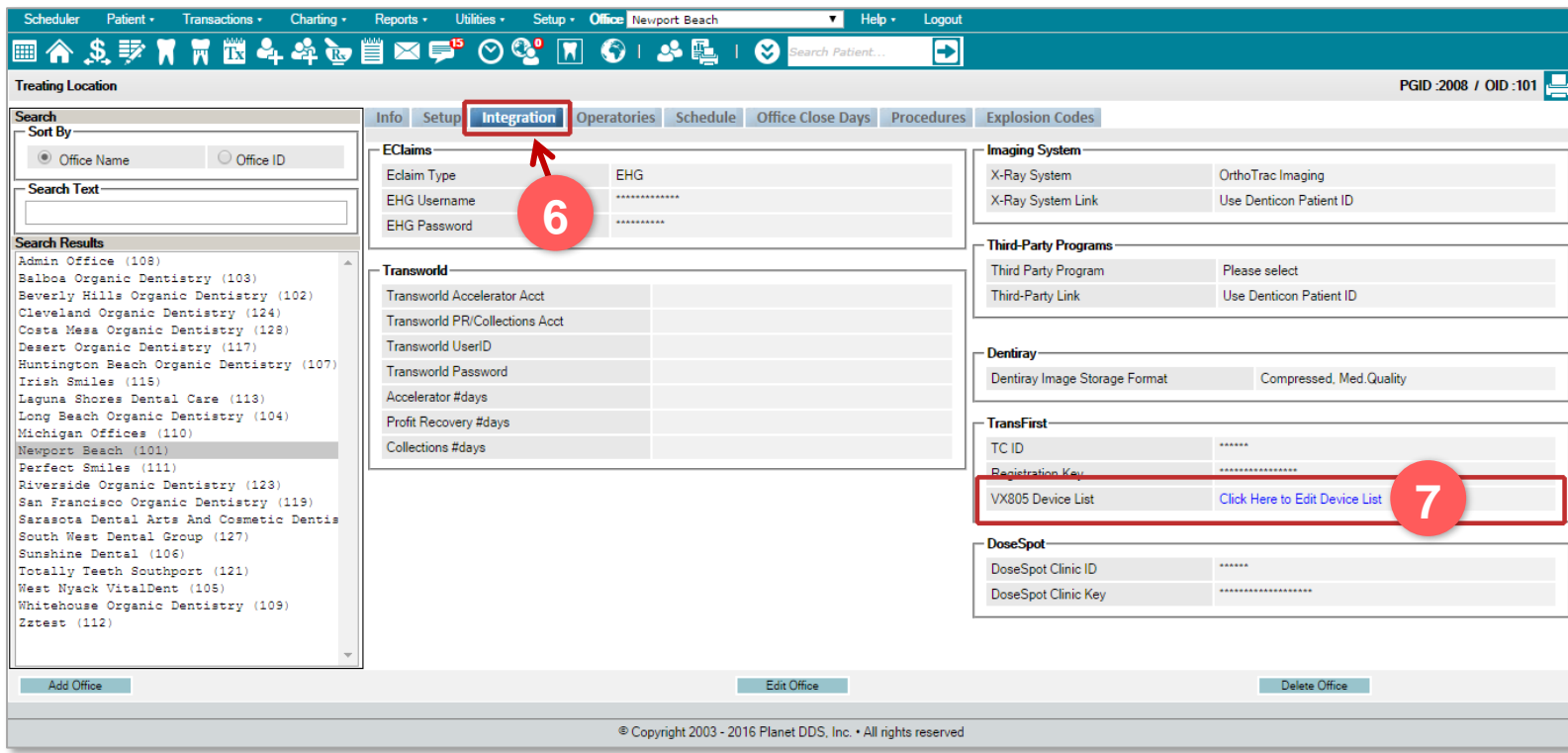
This screenshot shows a Windows download completion notification with the following text:

The **VX805Setup.exe** download has completed.

Buttons: Run, Open folder, View downloads. A red circle with the number '4' highlights the 'Run' button.



5. When the installation is complete, click **Setup** and then **Offices**.
6. Click the **Integration** tab.
7. Click the link that says "Click Here to Edit Device List".



Scheduler Patient Transactions Charting Reports Utilities Setup Office Newport Beach Help Logout

VX805 Device List PGID :2008 / OID :101

After naming the device, pair the device [here](#) before beginning any transactions.

Device Name	IP Address	Port #	Delete	Edit
Front Desk	10.0.30.213	5015	Delete	Edit

8 Add New Device

Device Name IP Address Port #

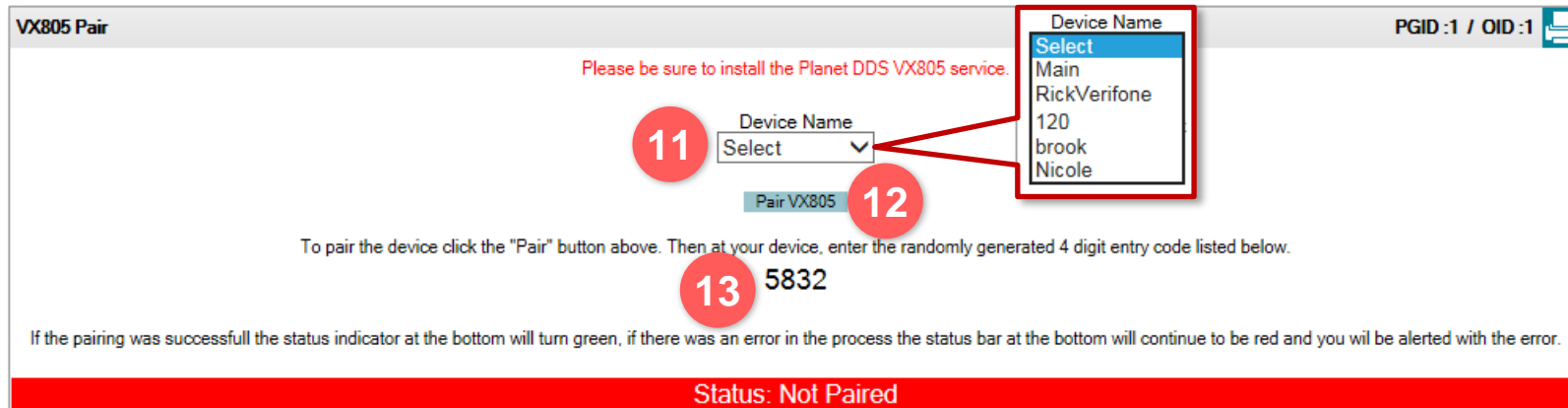
9 Save Cancel

8. Click **Add New Device**. Complete the fields:

- Device Name: enter any easily identifiable name such as Front Desk, Back Office, etc.
- IP Address: Enter the IP Address of your VX805 device as noted by the TSYs representative.
- Port #: **5015**

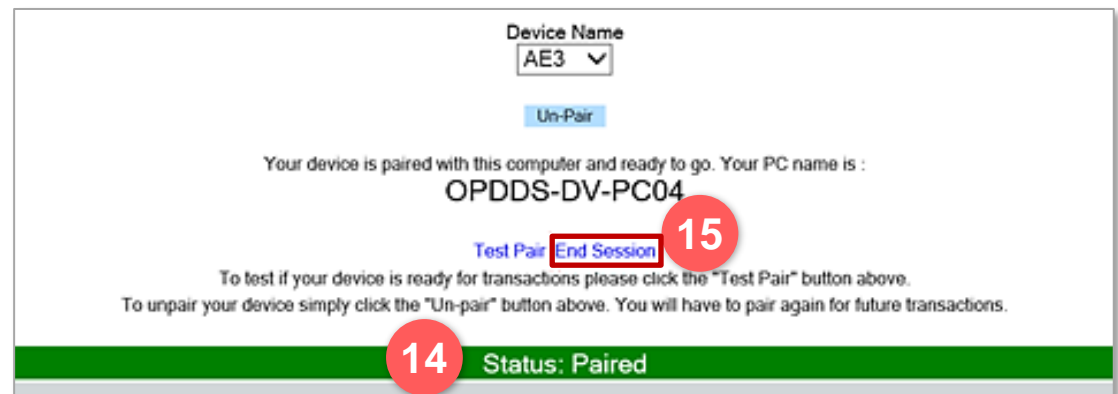
9. Click **Save**.

10. Click the link at the top of the page that says "After naming the device, pair the device **here** before beginning any transactions." Or, you can go to **Setup > Security > Pair 805 Device**.



11. Select the **Device Name** from the dropdown.
12. Click **Pair VX805**.
13. The software generates a 4-digit code. Type this code into the Vx805 device and press the green button on the device.
14. Once the pairing is successfully completed, messages stating "Pin Match" and "Status: Paired" appear in Denticon. Click the **Test Pair** link if you want to confirm.
15. To avoid an error, do not close the windows. If you need to end the communication, click **End Session**.

Now when your office runs credit card and debit transactions under Payments, the button you click to begin will be labeled "Launch VX805".

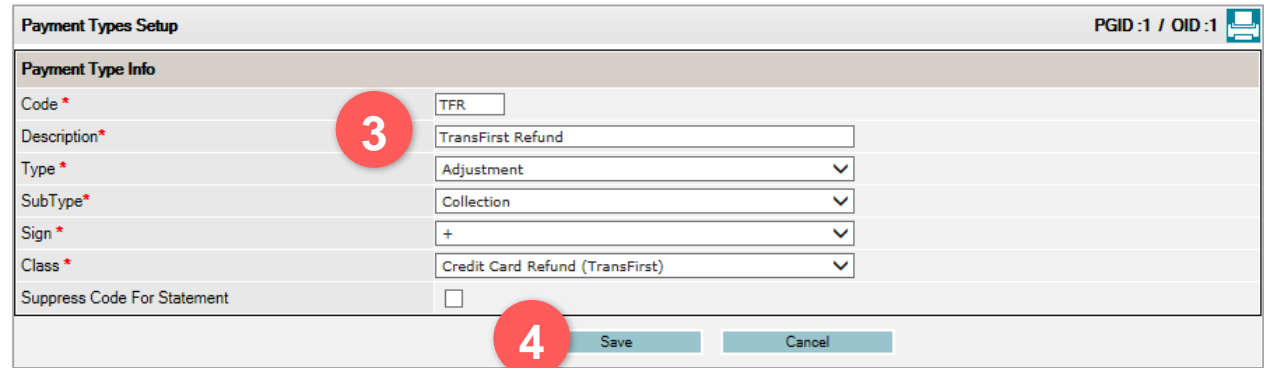
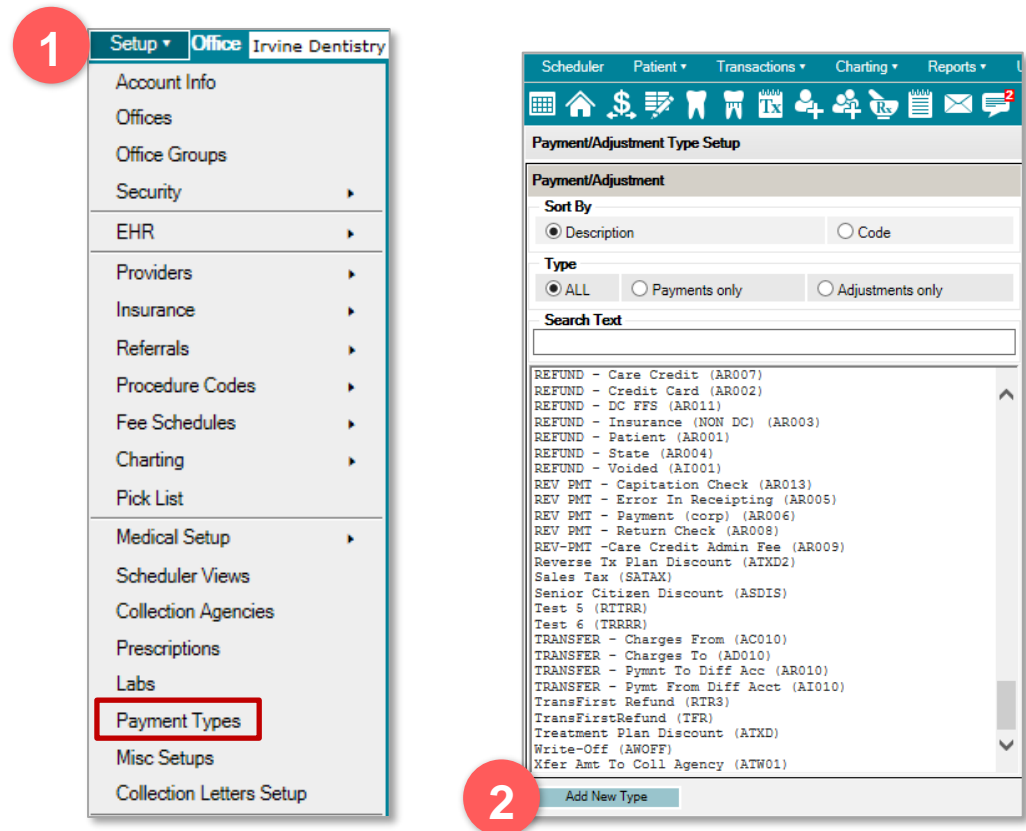


2.4 Additional Setup – Refunds

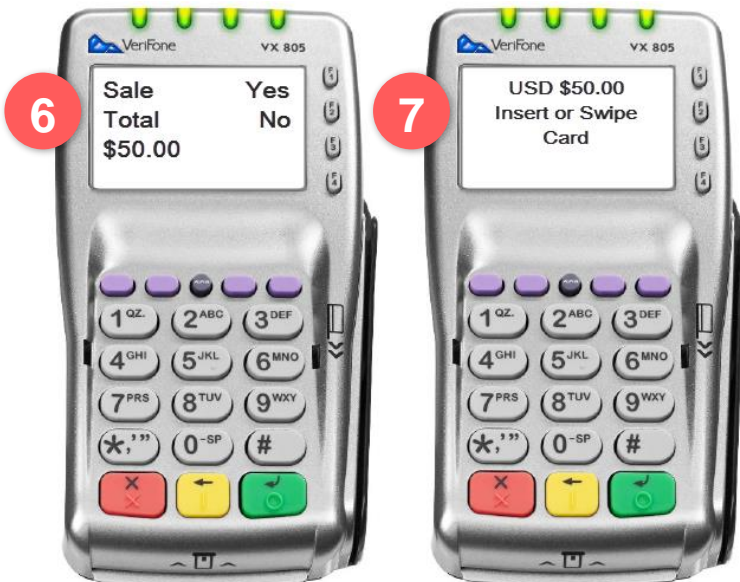
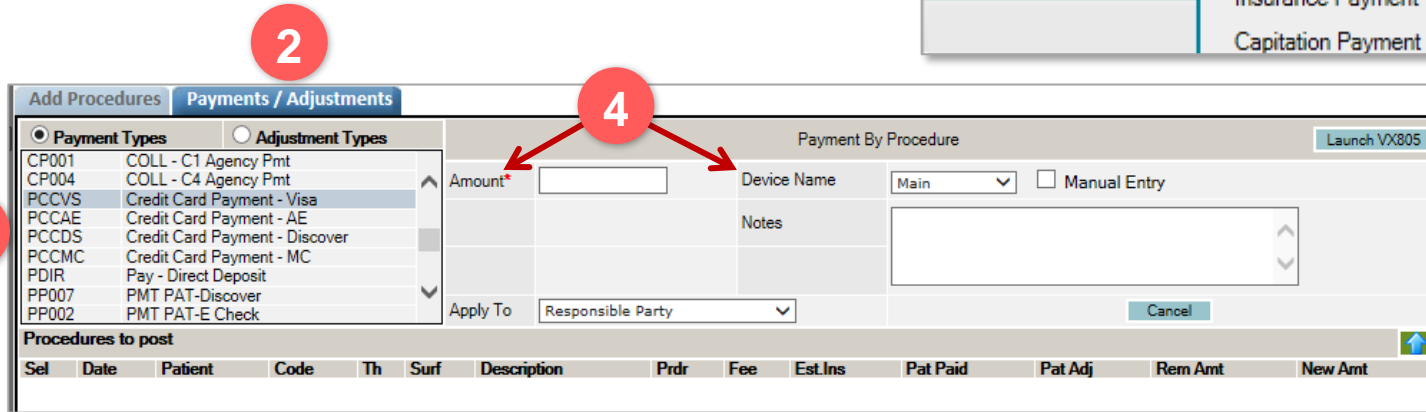
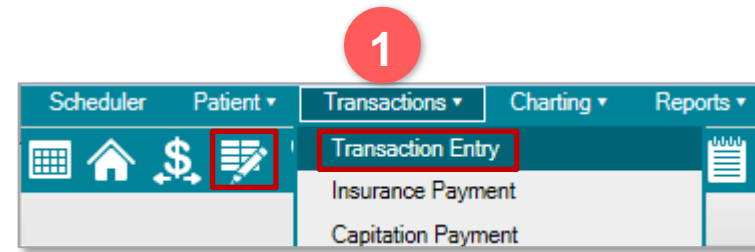
If you would like your office to process refunds directly in Denticon, perform the steps below (one-time only). If you do not want to activate refunds in Denticon, you can perform refunds directly in the Transaction Express virtual terminal. **Note:** If you initiate a refund in the virtual terminal, you must adjust the patient ledger manually.

REFUND SETUP

1. Click **Setup** and select **Payment Types**.
2. Click the **Add New Type** button.
3. Fill out the fields as follows:
 - Code = TFR
 - Description = TransFirst Refund
 - Type = Adjustment
 - Subtype = Collection
 - Sign = +
 - Class = Credit Card Refund (TransFirst)
4. Click **Save**.



3. Credit Card/Debit Transactions



After setup is complete, the button you use to begin a transaction in Denticon will be labeled "Launch VX805" rather than "Swipe Card".

To proceed with a transaction:

1. Click **Transactions**, then **Transaction Entry**. Or, click the **Transaction Entry icon**.
2. Click **Payments/Adjustments**.
3. Select the **Payment Type** from the list.
4. Enter the payment amount and ensure the correct device is selected in the dropdown box.

Swiped Transactions

5. Click **Launch VX805** (the button previously labeled **Swipe Card**).
6. Confirm the transaction amount on the device.
7. Insert or swipe the card.

Add Procedures **Payments / Adjustments**

Payment Types Adjustment Types Payment By Procedure

CP001 COLL - C1 Agency Pmt Amount* Device Name Main Manual Entry Launch VX805

CP004 COLL - C4 Agency Pmt

PCCVS Credit Card Payment - Visa Notes

PCCAE Credit Card Payment - AE

PCCDS Credit Card Payment - Discover

PCCMC Credit Card Payment - MC

PDIR Pay - Direct Deposit

PP007 PMT PAT-Discover Apply To Responsible Party Cancel

PP002 PMT PAT-E Check

Procedures to post

Sel	Date	Patient	Code	Th	Surf	Description	Prdr	Fee	Est.Ins	Pat Paid	Pat Adj	Rem Amt	New Amt
-----	------	---------	------	----	------	-------------	------	-----	---------	----------	---------	---------	---------

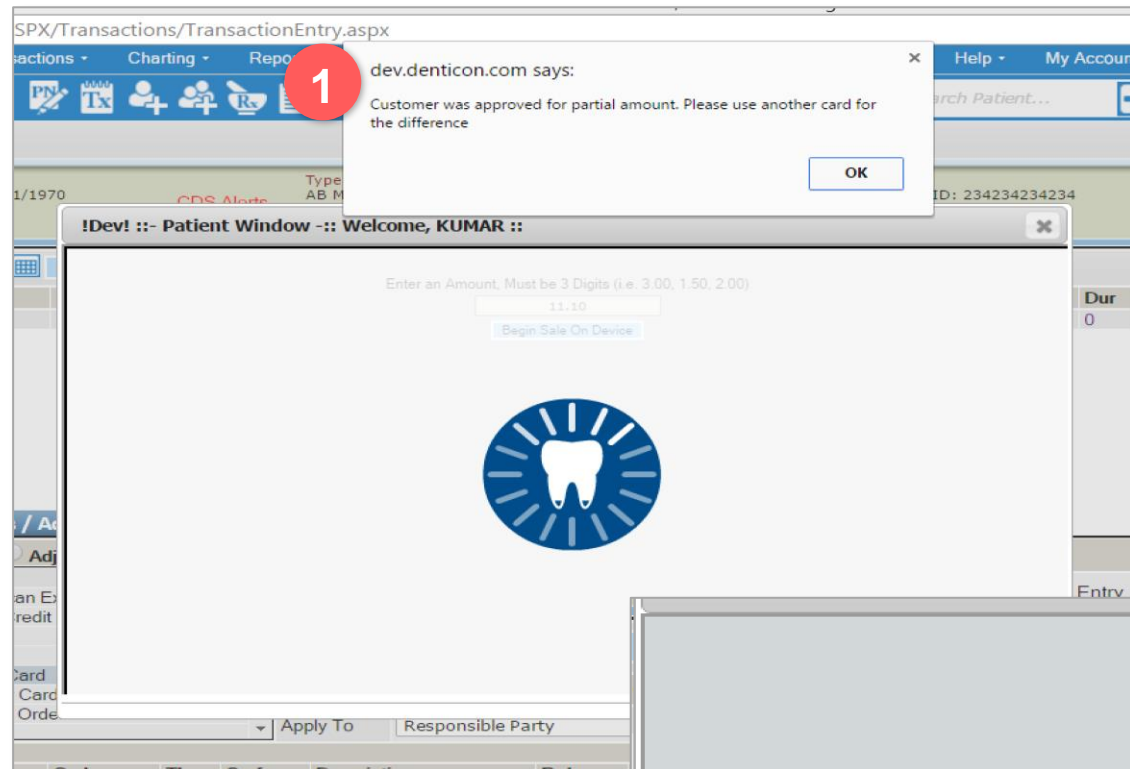


Keyed Transactions

1. Select the **Manual Entry** checkbox
2. Click **Launch VX805**.
3. Confirm the sale amount on the Vx805
4. Manually type the card number.

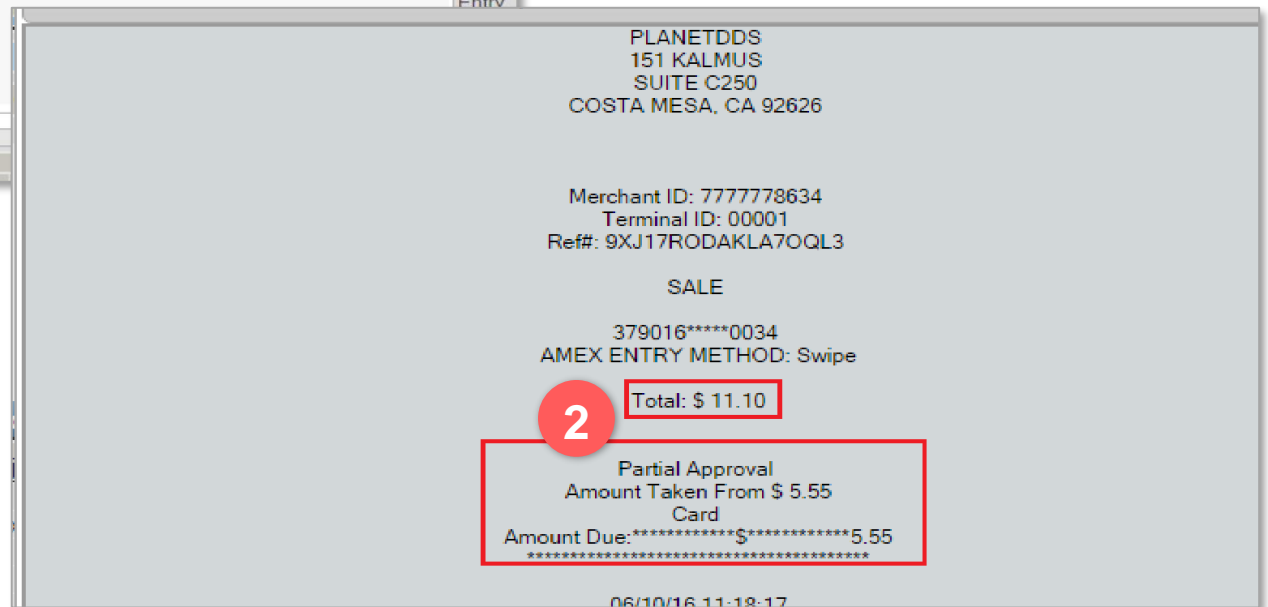
If the transaction is approved, you'll see a printable receipt in Denticon and the activity will be listed on the Ledger.

If the transaction is not approved, you'll see a message for the reason quickly on the device and it will be listed on the screen.



PARTIAL APPROVALS

1. If the card does not have the full amount available for the sale, you'll see a message stating that the sale will be partially approved. This means that the sale is only approved for the amount on the card, and the user will have to run another transaction to collect the remaining balance.
2. The receipt shows that the approved amount is different than the sale amount.

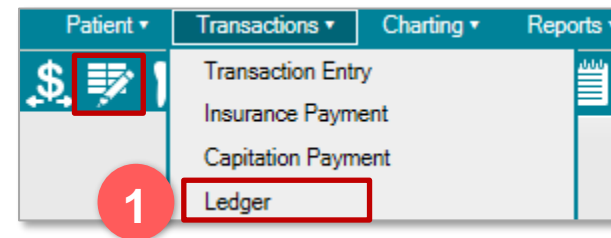


4. Void/Refund

4.1 Void and Delete

If the payment is less than 24 hours old, you can void and delete the transaction.

1. Access the ledger by clicking the **Ledger** icon. You can also click **Transactions** and then **Ledger**.
2. In the Ledger, click the date of the transaction to view details.



Patient Ledger - Show All PGID :1 / OID :1

Patient: Doan, Doe (Johnny) Type Patient ID 64 Responsible: Lee, John Prim. Ins: Ae Insurance Company

Account Ledger Create Claim Payments / Adju... Add Proce... Balance Stat SortBy

From 06/08/2016 To 06/08/2017 Go Show All Clear

Pm	Date	Patient	Office	A	Code	Th	Surf	N	Descr	Bill	Dur	Prdr	Est Pat	Est Ins	Amount	Balance	User			
<input type="checkbox"/>	3/2/2017	Doe	IRVINE R		PP006				.PMT PAT-American Express			FHOQ	-10.00		-10.00	0	TRANSFIRS			
<input type="checkbox"/>	3/2/2017	Doe	IRVINE R		PP008				.PMT PAT-Master Card / Visa			FHOQ	-10.00		-10.00	0	TRANSFIRS			
<input type="checkbox"/>	3/2/2017	Doe	IRVINE R		PP001				.PMT PAT-Debit Card			FHOQ	-2.00		-2.00	0	TRANSFIRS			
<input type="checkbox"/>	3/2/2017	Doe	IRVINE R		PP008				.PMT PAT-Master Card / Visa			FHOQ	-10.00		-10.00	0	TRANSFIRS			
<input type="checkbox"/>	3/2/2017	Doe	IRVINE R		PP008				.PMT PAT-Master Card / Visa			FHOQ	-10.01		-10.01	0	TRANSFIRS			
<input type="checkbox"/>	3/6/2017	Doe	IRVINE		D5110	...			Complete Denture - Maxillary	DMDM	0	FHOQ	0.00	0.00	0.00	0	RAHUL			
<input type="checkbox"/>	3/7/2017	Doe	IRVINE		CLM-P				Pri Claim - Created, Not Sent (0.00)			MIKE				0	RAHUL			
<input type="checkbox"/>	3/7/2017	Doe	IRVINE		D5110	...			Complete Denture - Maxillary	DMDM	0	FHOQ	0.00	0.00	0.00	0	RAHUL			
<input type="checkbox"/>	3/7/2017	Doe	IRVINE		CLM-P				Pri Claim - Recreated (0.00)			MIKE				0	RAHUL			
<input type="checkbox"/>	3/9/2017	Doe	IRVINE		D7140	9			Extract Erpted Th/Expsed Root	DDD	30	FHOQ	0.00	220.00	220.00	0	RAHUL			
													Grand Total for Results:			-87892.35	5057.96	-82834.39		

3. If the payment is less than 24 hours old, a **Void and Delete** button will be available. Click the button to void the item.
4. If the **Void and Delete** button is not available, the transaction is more than 24 hours old; you'll see a notice that the transaction cannot be deleted. You will then need to issue a refund (see following section).

When the void is complete, a printable receipt is available before you close. The payment will then be removed from the ledger.

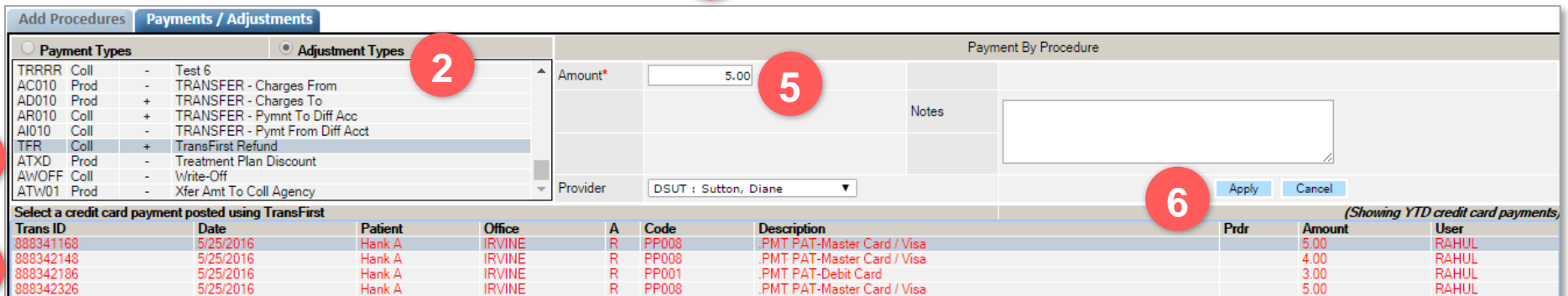
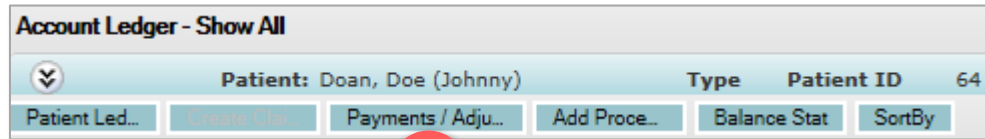
4 Credit card payments posted earlier than today and processed through TransFirst cannot be deleted. You can post an adjustment of class 'Credit Card Refund (TransFirst)' by selecting original payment transaction. [The adjustment should be defined as **Sub-type = Collection, Sign=+ & Class = Credit Card Refund(TransFirst)**]. Only payment date can be changed.

4.2 Issuing Refunds

Before entering a refund in Denticon, you must perform the one-time setup steps. See section 3.1.

1. In the Ledger, click on the **Payments/Adjustments** button. Or, in Transaction Entry, click on the **Payments/Adjustments** tab.
2. Choose **Adjustment Types**.
3. Select **TFR/TransFirst Refund**.
4. TransFirst transactions for the patient will be listed. Highlight the transaction entry you want to refund.
5. The amount will auto populate into the amount box.
6. Click **Apply**.

The transaction will be refunded and the credit card entry will be removed from the Ledger.



5. Contracts/Wallets

5.1 Creating Wallet

1. In Denticon, from either the Regular or Ortho screen, enter contract details as you would normally.
2. After completing the details of the regular payment plan, click "Launch VX805".
3. The credit card will be charged for the down payment, if one is entered.

A "wallet" (secured credit card reference) will be created and used for future installation payments.

The screenshot displays the 'Regular Payment Plan' screen in the Denticon software. The interface includes a top navigation bar with menus like Scheduler, Patient, Transactions, Charting, Reports, Utilities, Setup, Office (Newport Beach Organic Dentistry), Help, and Logout. Below the navigation bar, there's a patient information section for 'Adler, Dave' with details like Patient ID (805), Age/Sex (26 / M), and Responsible (Lee, Kathleen). The main area is divided into sections for 'Current Patient Balance', 'Treatment Plan Patient Balance', and 'Contract' details. The 'Contract' section has five numbered steps: 1. Patient Balance Amount, 2. Treatment Plan Amount, 3. Total Plan Amount (1 + 2)*, 4. Downpayment Amount, and 5. Amount Financed (3 - 4)*. To the right of these steps are input fields and 'Clear' buttons. Below the contract details is a 'Payment method' section with a dropdown for 'Payment Code' (PA004 - PMT PAT-Bank Debit Card) and a 'Device' dropdown (Front Desk). A red box highlights the 'Launch VX805' button in the 'Payment method' section. At the bottom, there's a 'Notes' section and a 'Financial Disclosure to print on contract report' dropdown. The interface also features a search bar and various utility icons at the top.

5.2 Processing Wallet Payment

After a contract has been created, and a Customer and Wallet ID have been stored, you are ready to generate sales. From the 'Post Regular Payment Plan' screen you can see a list of all the customers currently under contract, with customer and wallet ID's.

1. To post a payment for a customer, check the box next to the customer(s)
2. Click the **Post Periodic Charges** button. The customer's wallet ID, created in the previous step, will be used to process the transaction. If the sale was a success, the name will be removed from the list, and a transaction number can be found in the customer ledger. If the sale was unsuccessful a red 'X' will appear next to the name.

Generate Regular Payment Plan

PGID :77 / OID :101

Show Periodic Charges as of 11/5/2016

Generate Patient Payment Plan Charges

Val	<input type="checkbox"/>	Patient	Per Amt	Bill Date	Setup Date	Interval	Total Amt	Rem Amt	Rem # of Intervals	Recurring?
X	<input type="checkbox"/>	Adler, David	\$9.50	7/18/2016	5/19/2016	30	\$46.20	\$37.98	4	Yes
X	<input type="checkbox"/>	Leeland, Brian	\$10.00	7/18/2016	5/19/2016	30	\$50.00	\$40.00	4	Yes
✓	<input type="checkbox"/>	Ohara, Omar	\$27.87	8/9/2016	5/10/2016	30	\$304.00	\$278.70	10	No
✓	<input type="checkbox"/>	Anderson, Petunia	\$11.00	8/10/2016	5/11/2016	30	\$120.00	\$110.00	10	No
✓	<input type="checkbox"/>	Leeland, Brian	\$10.00	8/18/2016	5/19/2016	30	\$50.00	\$40.00	4	Yes
✓	<input type="checkbox"/>	Adler, David	\$9.50	8/18/2016	5/19/2016	30	\$46.20	\$37.98	4	Yes
✓	<input type="checkbox"/>	Ohara, Omar	\$27.87	9/9/2016	5/10/2016	30	\$304.00	\$278.70	10	No
✓	<input type="checkbox"/>	Anderson, Petunia	\$11.00	9/10/2016	5/11/2016	30	\$120.00	\$110.00	10	No
✓	<input type="checkbox"/>	Adler, David	\$9.50	9/18/2016	5/19/2016	30	\$46.20	\$37.98	4	Yes
✓	<input type="checkbox"/>	Leeland, Brian	\$10.00	9/18/2016	5/19/2016	30	\$50.00	\$40.00	4	Yes
✓	<input type="checkbox"/>	Ohara, Omar	\$27.87	10/9/2016	5/10/2016	30	\$304.00	\$278.70	10	No
✓	<input type="checkbox"/>	Anderson, Petunia	\$11.00	10/10/2016	5/11/2016	30	\$120.00	\$110.00	10	No
✓	<input type="checkbox"/>	Leeland, Brian	\$10.00	10/18/2016	5/19/2016	30	\$50.00	\$40.00	4	Yes
✓	<input type="checkbox"/>	Adler, David	\$9.48	10/18/2016	5/19/2016	30	\$46.20	\$37.98	4	Yes

Post Periodic Charges

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6. Troubleshooting

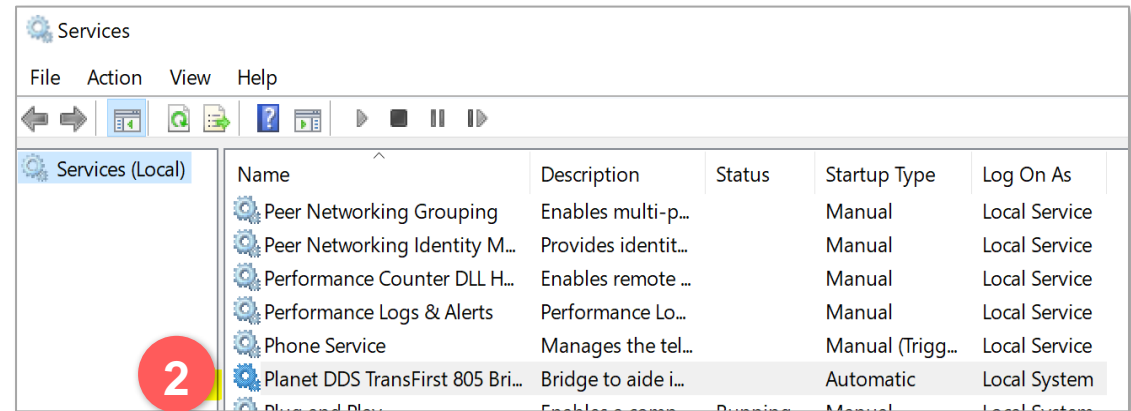
Troubleshooting/Escalation Notes:

1. Please run the Magtek Utility Program before deploying new card reader if the card data stream is populating in the wrong fields (i.e. %b789oki68jo0il?)
2. The Denticon software supports both TC with USB card reader and VX805.
New accounts should ideally be setup with the VX805 but merchants have the option if there are environment limitations or their previous accounts are on TC.
3. Please contact TFHOps for escalations. Do not contact PlanetDDS unless the merchant receives the following errors:
 - Invalid response data
 - Decrypt error
 - Response timeout
 - Connect failure
 - CTROUTD is invalid
 - Invalid card number

If you experience any of the issues listed above, please forward the details to PlanetDDS@TSYS.com. Please include the error message, payment type, PGID, and Office ID.

6.1 Error Connecting to Service After Fresh Install

1. After first installing the service, users may see an error message, "Error connecting to service[...]" To fix this error, follow these steps.
2. Make sure the service is running.



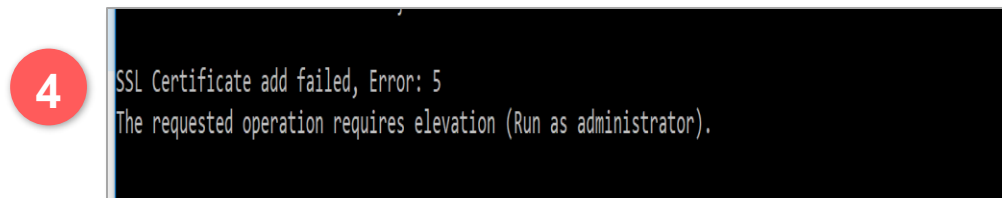
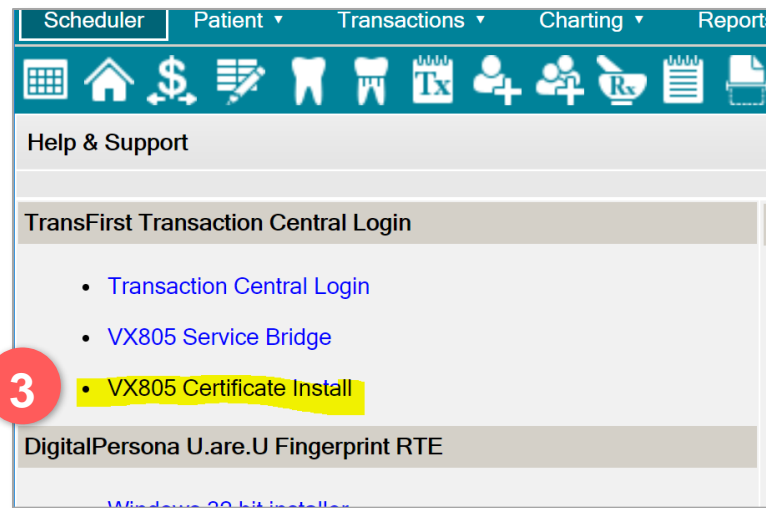
The screenshot shows the Denticon web interface. A red circle with the number '1' is overlaid on the error message. The error message reads: "www.denticon.com says Error connecting to the service. Please be sure the services is installed and running, then refresh this page before trying to pair." Below the error message is an "OK" button. The interface also shows a "Pair VX805" button and a status bar at the bottom that reads "Status: Not Paired".

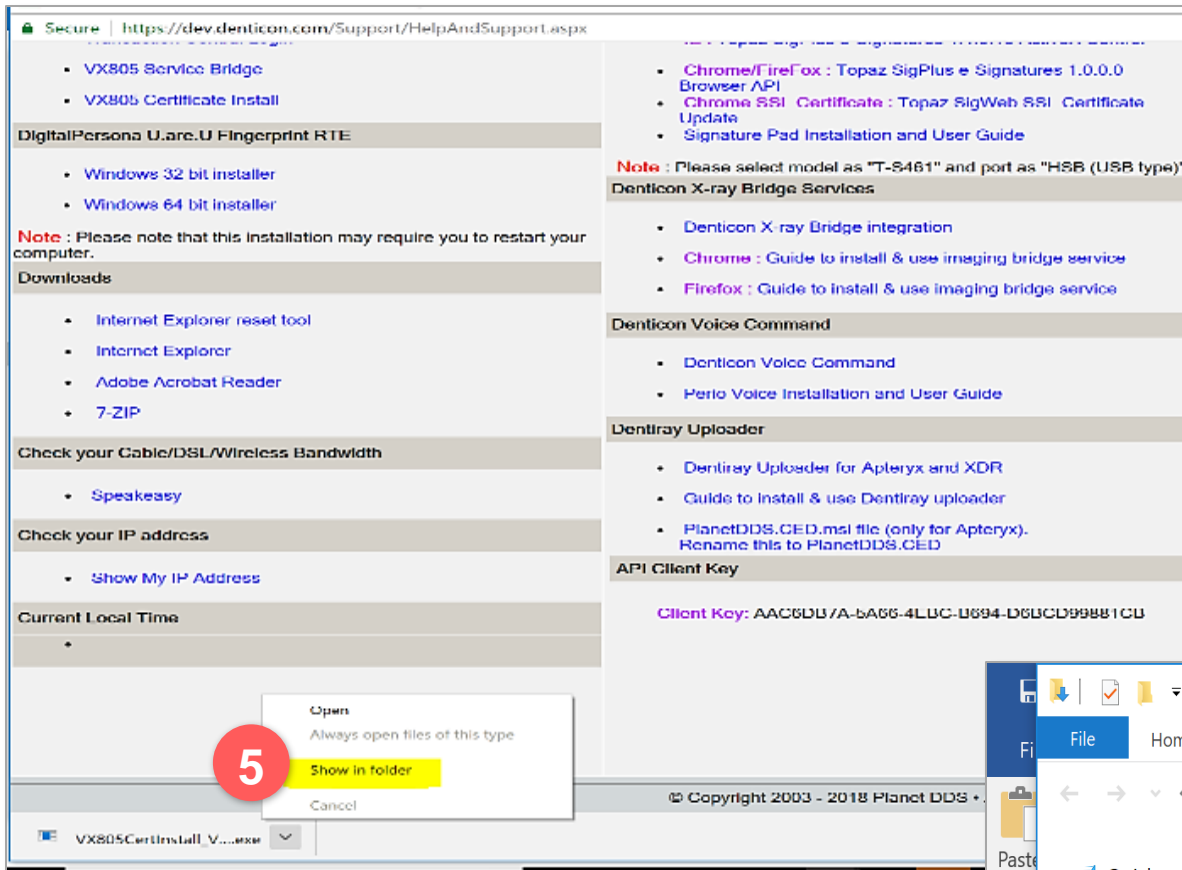
To pair the device click the "Pair" button above. Then at your device, enter the randomly generated 4 digit entry code listed below.

If the pairing was successfull the status indicator at the bottom will turn green, if there was an error in the process the status bar at the bottom will continue to be red and you will be alerted with

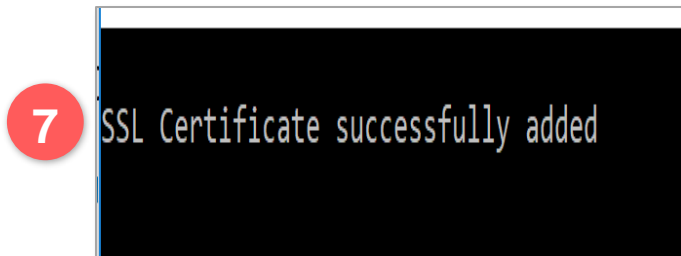
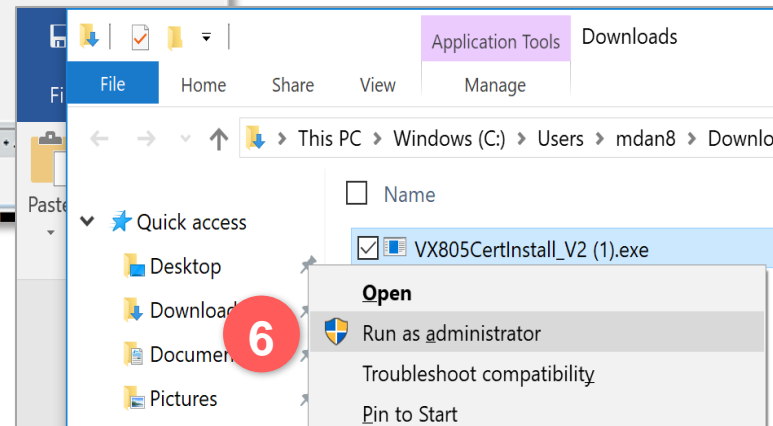
Status: Not Paired

3. If the service is running, try running the VX805 Certificate install from Denticon.
4. After running the "Certificate Install" program, you may see a security message that will not allow the certificate to be added.



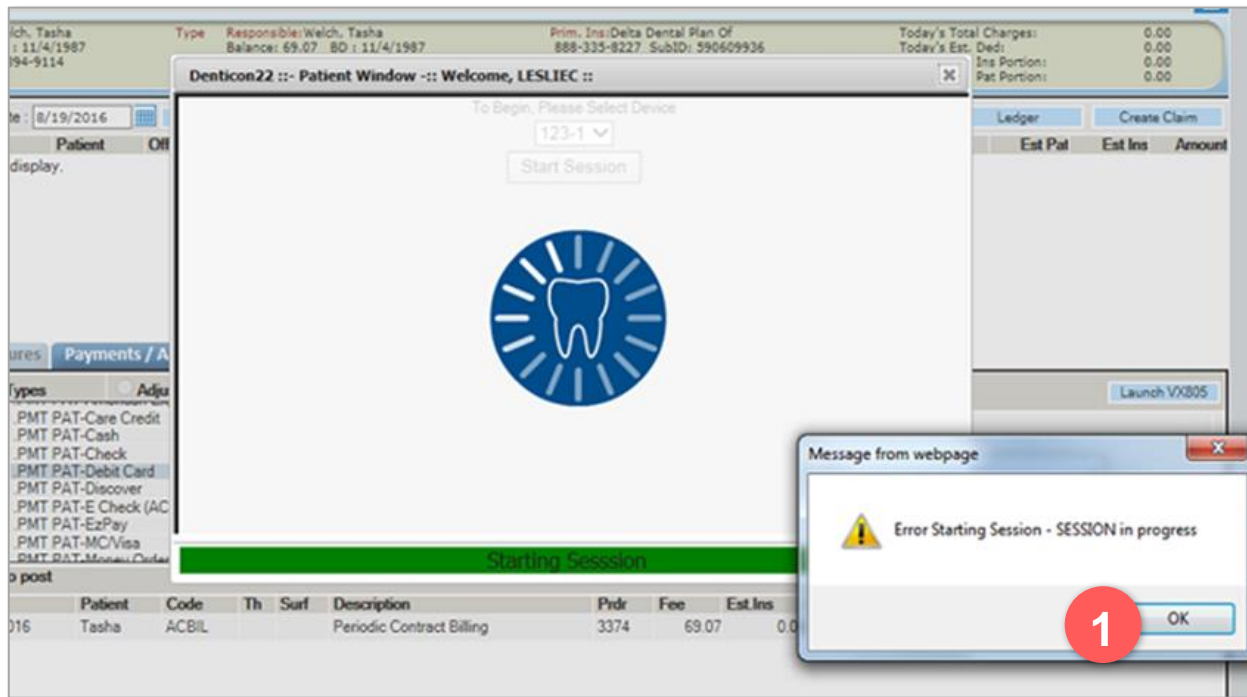


5. To fix this, open the folder containing the program by clicking on the download and selecting **Show in Folder**.
6. Right click on the program and select **Run as Administrator**.
7. Once you see the "SSL Cert Successfully Added" message, you should be able to continue.



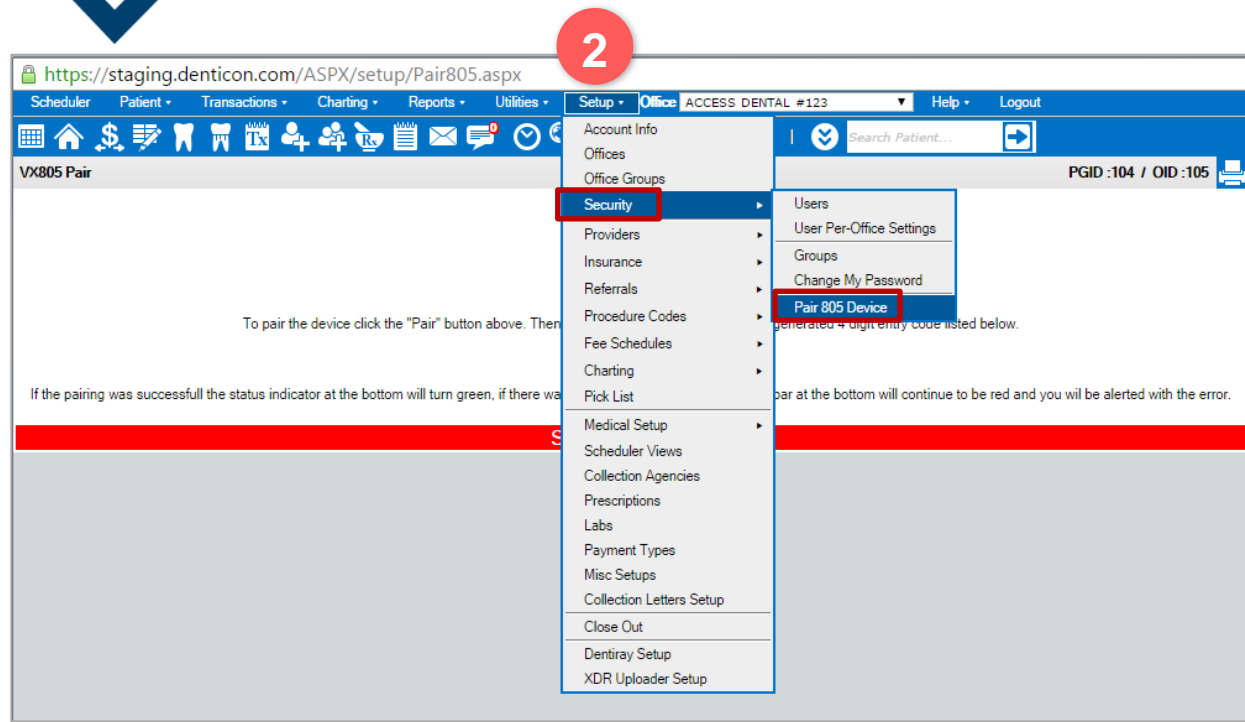
6.2 Error Starting Session – SESSION in progress

6.2.1 Ending Session with the VX 805 Device

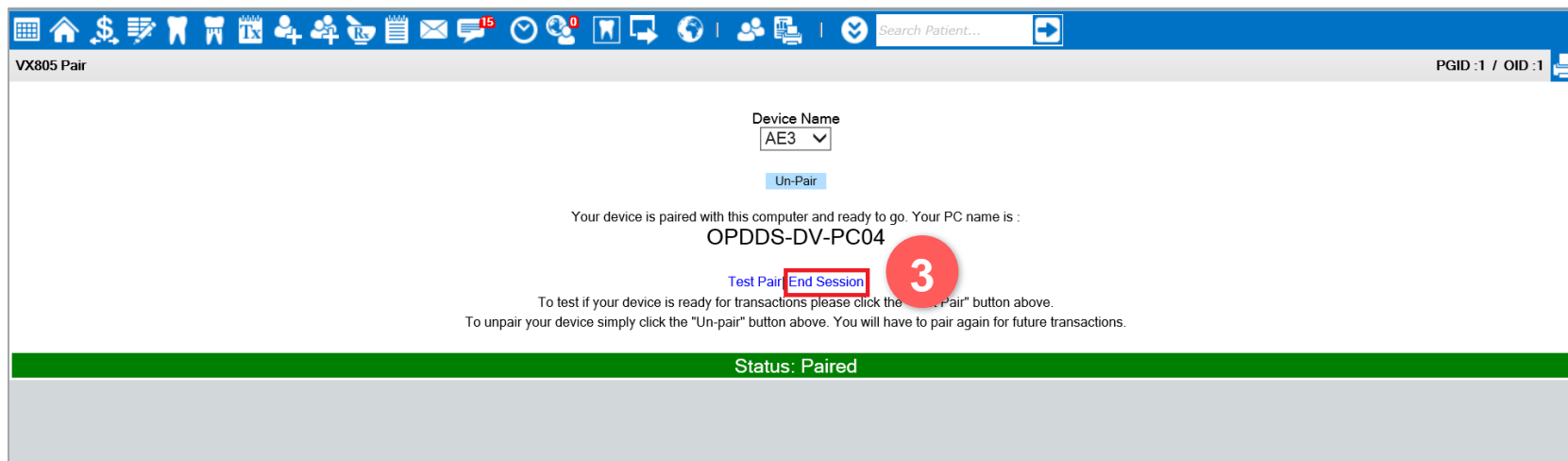


1. Occasionally a user may get stuck in a session with the VX805 device. When this happens you'll see a message stating "Error Starting Session – SESSION in progress". Click **OK**.

To fix this issue, make sure you are currently working on the computer that the device is locked in session with, then follow the steps on the next page.

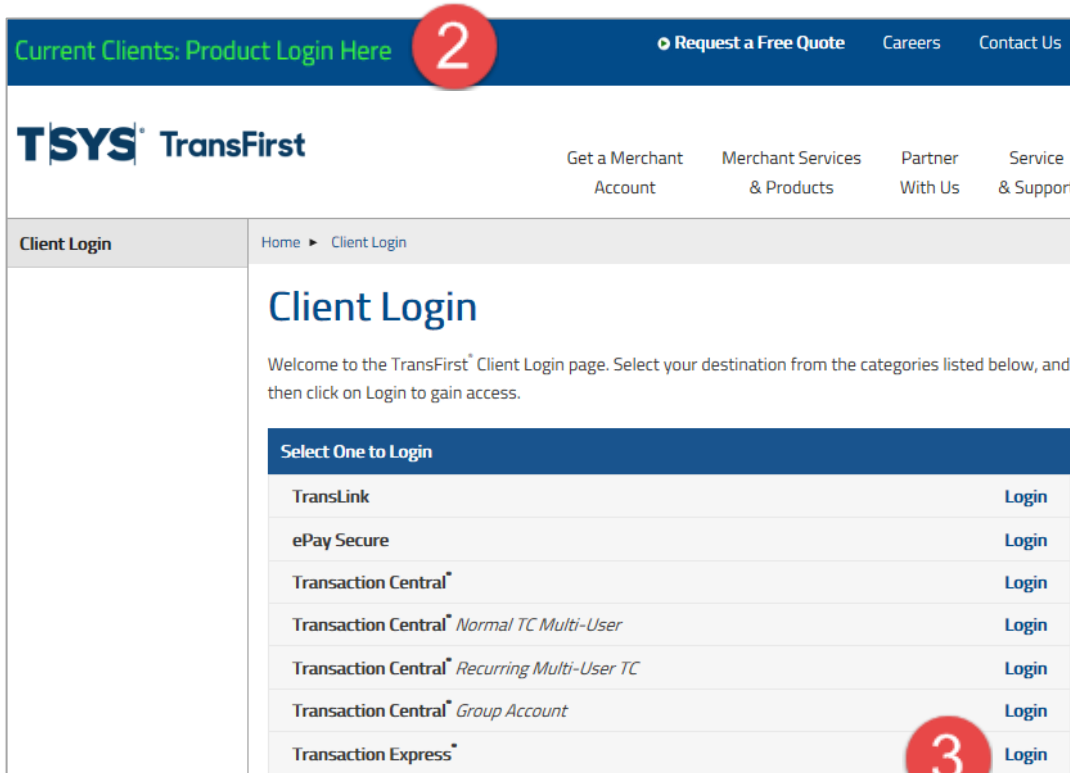


2. Click **Setup, Security,** and select **Pair 805 Device.**
 3. Click the **End Session** link.
- There will be a message alerting the user that the session has been ended, or that there is no session open. If there is no session open, this means that this is not the computer currently locked in session with the device, and the user should try another computer to end the session.



7. Transaction Express (TXP)

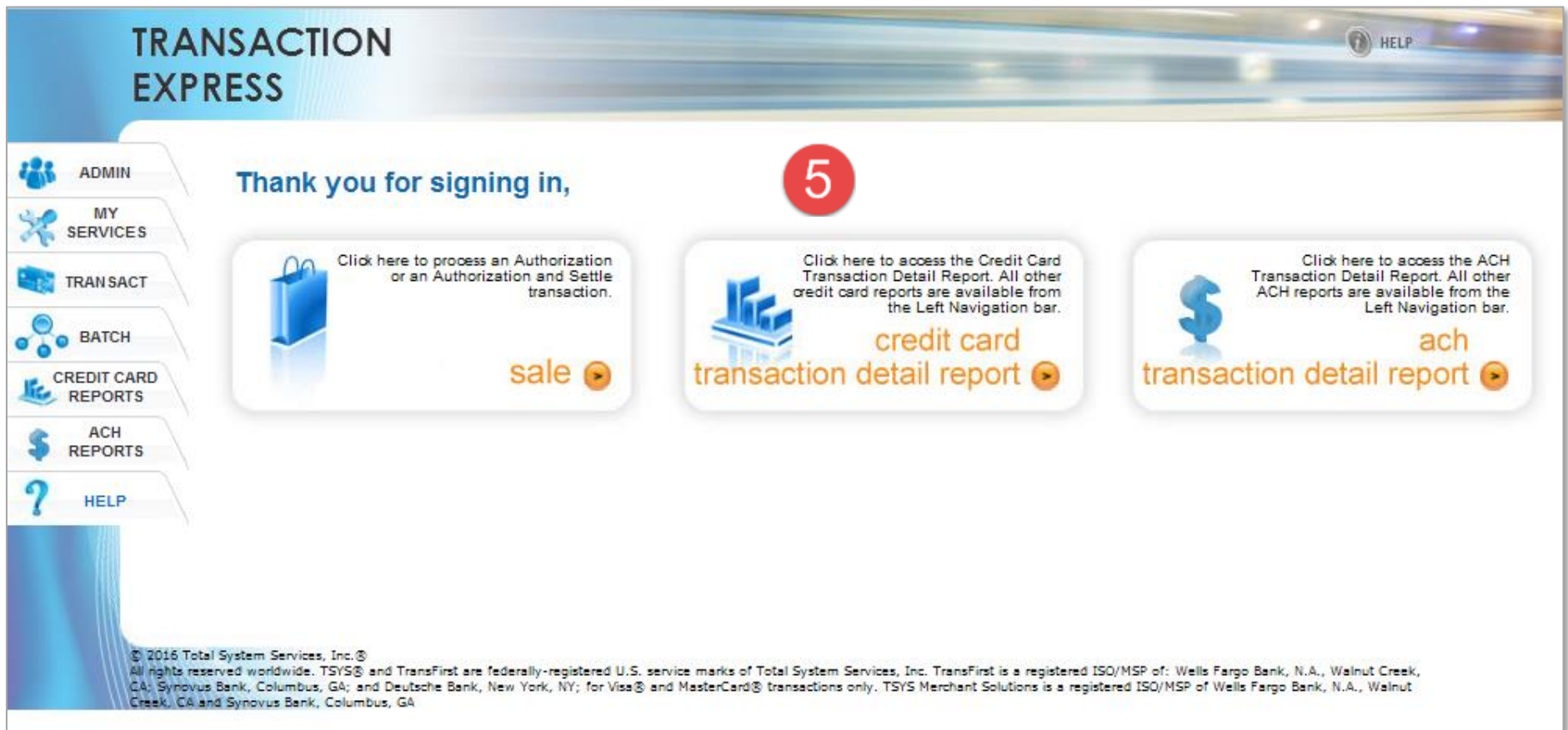
7.1 Accessing Transaction Express



1. In your browser's address bar enter www.transfirst.com and press **Enter**.
2. In the upper left corner of the page, click **Current Clients: Product Login Here**.
3. Click Transaction Express **Login**. Once you reach the login screen, you may want to create a shortcut or add the page to your favorites or bookmarks to access it easily later.
4. Enter your Transaction Express username and password from your Welcome Email. Press Enter or click the arrow button to the right of the password field. If you don't have your password, use the **Forgot Password** link to reset it.



5. After logging in, you will see the Transaction Express home screen. You may have different options than those shown in the image.



7.2 ACH Sale

1. Access the Sale screen by clicking on the **sale** button from the home screen. You can also click on **Transact > Sale** from the left navigation menu.
2. When the Swipe dialog box opens, click the **Cancel** button, since you won't be swiping a card for an ACH transaction.
3. Fill out the ACH transaction information. The following fields are always required:
 - Payment Type (ACH Savings or ACH Checking)
 - SEC Code – PPD (Business to Consumer), WEB (internet purchase), TEL (telephone purchase)
 - Account and Routing Number
 - Amount of sale
 - Full name

The Address information and phone number are required for WEB or TEL transactions, since the customer is not present for these transaction types.

4. You may enter an ACH Descriptor, which appears on the customer's bank statement. This field has a maximum of 10 characters.
5. Click the **sale** button.



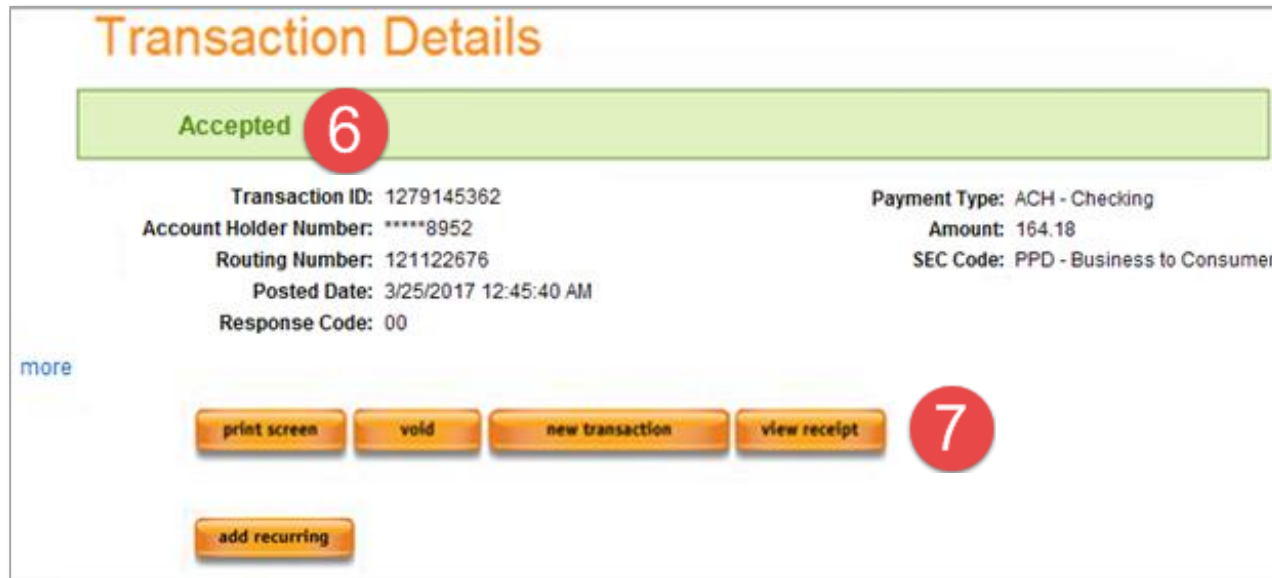
Sale Information

3	* Payment Type	ACH Checking	* Full Name	Tom Cardholder
	*SEC Code	PPD - Business to Consumer	Address Line 1	
	*Account Number	*****3456	Address Line 2	
	*Routing Number	123456	City	
	Check Number		State	-Select-
	*Amount	100.05	Zip/Postal Code	
	Customer Reference ID		Phone	
4	ACH Descriptor	Auto Tune	E-Mail	

5

sale clear form

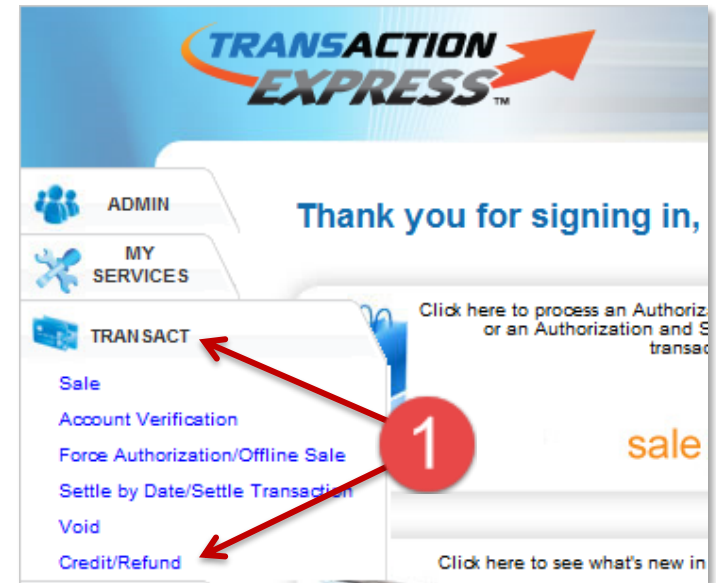
6. This brings you to the Transaction Details screen, where the status of Accepted indicates that the transaction was successful.
7. View a receipt by clicking **view receipt**.



7.3 Credit Card Credits (Refunds)

To reverse a transaction that has been settled you will complete a *Credit/Refund* of the transaction. The system will issue a Credit/Refund of the original payment.

1. Select **Transact** and then **Credit/Refund** from the left Navigation Menu.
2. The **Credit/Refund Search** screen opens. Update both the **From Date** and the **To Date** to the date of the original transaction. The search screen provides additional optional data fields to narrow your search results if needed.
3. Select **submit**.



Credit/Refund Search

Required Fields are indicated in Bold.

From Date	<input type="text" value="07-01-2011"/>	2	Beginning Time Stamp	<input type="text" value="00"/>	<input type="text" value="00"/>	<input type="text" value="00"/>
To Date	<input type="text" value="07-13-2011"/>		Ending Time Stamp	<input type="text" value="23"/>	<input type="text" value="59"/>	<input type="text" value="59"/>
Payment Type	<input type="text" value="All"/>		Status	<input type="text" value="Settled"/>		
Sale Type	<input type="text" value="Sale"/>		Card Type	<input type="text" value="All"/>		
Reference Id	<input type="text"/>		User Id	<input type="text"/>		
Account Holder Number	<input type="text"/>		Account Holder Name	<input type="text"/>		
Input Source	<input type="text" value="All"/>		Amount	<input type="text"/>		

3

Sales Displaying 1 to 1 of 1 Records

User ID	Gateway ID	Transaction ID	Customer Reference ID	Account Name	Account Number	Posted Date	Status	Transaction Type	Requested Amount	Original Settled Amount	Auth Code	Available Action
TestMerchant	777778035	1485931	123456		401288*****1881	9/17/2013	Settled	Authorization and Settle	\$1.00	\$1.00	Lexc05	Credit/Refund
Count: 1									Total Sales:	\$1.00	\$1.00	

4. A list of transactions will appear. Find the transaction you wish to credit/refund and click on **Credit/Refund** from the Available Action column.
 5. The Issue Credit/Refund screen opens. The amount defaults to the full amount of the transaction and can be changed to allow a partial credit/refund.
 6. Select **Issue credit/refund**.
 7. The Transaction Details screen will provide a Refund Issued message. To provide a receipt to the cardholder, click on the **print receipt** button.
- NOTE: You cannot issue a credit for more than the amount of the original sale.

Issue Credit/Refund 5

Required Field

Credit/Refund info

*Account Number 6

*Expiration Date

*Amount

Customer Reference ID

Additional Information

Customer Number

issue credit / refund

Transaction Details

Refund Issued

Transaction ID: 1488581
 Account Holder Number: 401288*****1881
 CVV2 Response Code:
 Authorization Date: 09-17-2013
 AVS Response Code:

Authoriz

print screen
void
view receipt
7

TF Health & Public Svs
 7400 West 110th Street
 Overland Park, KS, 66210
 303-625-8000
Void Sale

Date: 9/18/2013 2:52:17 PM PST
 Transaction ID: 1488471
 Ref ID:
 Purchase Order #:
 Card Type: Visa
 Account: *****1881
 Auth: Lexc05
 Amount: \$1.00

Signature: _____

I cardholder agree to pay the above amount according to the card issuer agreement. (Merchant agreement if credit voucher)

Thank You!

7.4 Supplemental Reporting

There are icons for some of the most commonly used reports on the home page in Transaction Express. You can access additional reports using the menu on the left-hand side of the page.



Click here to process an Authorization or an Authorization and Settle transaction.

sale ➔



Click here to access the Credit Card Transaction Detail Report. All other credit card reports are available from the Left Navigation bar.

credit card
transaction detail report ➔



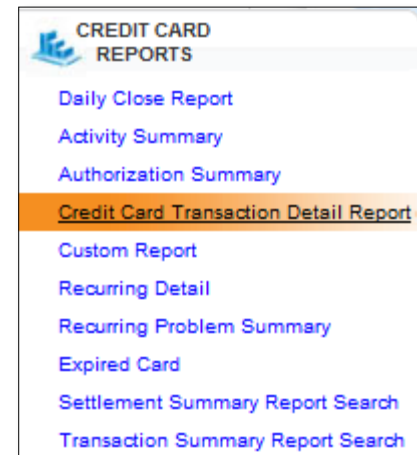
Click here to access the ACH Transaction Detail Report. All other ACH reports are available from the Left Navigation bar.

ach
transaction detail report ➔

7.4.1 Credit Card Transaction Detail Report

This is the most common report used. You can retrieve details on transactions within your specified date range. You can also Void, Refund, and create Wallet and Recurring Profiles from this report.

1. Access the report by clicking on **credit card transaction detail report** from the welcome screen. You may also click **Credit Card Reports > Credit Card Transaction Detail Report** from the left navigation menu.
2. Select the search criteria in the Transaction Detail Report screen. Start with the date range.
3. Enter the search criteria for the report then click **Submit**.



Transaction Detail Report

* Indicates Required Fields

Date Type	Posted Date	2	*Beginning Time Stamp	00	00	00
From Date	05-01-2011		*Ending Time Stamp	23	59	59
To Date	07-01-2011	Group ID	Payment Type	All		
Gateway ID	231	Customer Reference ID	Sale Type	All		
User ID(Operator ID)		User ID(Operator ID)	Status	All		
Account Holder Name		Response Type	Transaction Type	All		
Account Holder Number		Card Type	Input Source	All		
Amount		Sort By	Gateway ID			
Transaction ID		3				
submit						

Sales														Displaying 1 to 5 of 5 Records	
Add Recurring	User ID	Gateway ID	Transaction ID	Customer Reference ID	Account Name	Account Number	Posted Date	Status	Transaction Type	Requested Amount	Original Settled Amount	Credited Amount	Auth Code	Available Action	
	RPE	232	8539661	bi-monthly	New Recurring Test	411111*****1111	3/7/2013	Settled	Authorization and Settle	\$1.30	\$1.30		TAS788	Credit/Refund	
Add Recurring	afifaxbeard	232	8548431			411111*****1111	3/7/2013	Settled	Authorization and Settle	\$1.30	\$1.30		TAS932	Credit/Refund	
	afifaxbeard	232	8548451			411111*****1111	3/7/2013	Declined	Authorization and Settle	\$1.30				Resubmit	
Add Recurring	afifaxbeard	232	8548461			411111*****1111	3/7/2013	Settled	Authorization and Settle	\$1.30	\$1.30		TAS891	Credit/Refund	
Add Recurring	afifaxbeard	232	8548551			411111*****1111	3/7/2013	Settled	Authorization and Settle	\$1.30	\$1.30		TAS892	Credit/Refund	
Count: 5										Total Sales:	\$6.50	\$5.20	\$0.00		

Credits														Displaying 1 to 2 of 2 Records	
Add Recurring	User ID	Gateway ID	Transaction ID	Customer Reference ID	Account Name	Account Number	Posted Date	Status	Transaction Type	Requested Amount	Original Settled Amount	Credited Amount	Auth Code	Available Action	
	afifaxbeard	232	8548561			411111*****1111	3/7/2013	Settled	Blind Credit	-\$1.30	-\$1.30	-\$1.30			
	afifaxbeard	232	8548571		CARD/DISCOVER GIFT	601199*****0034	3/7/2013	Settled	Refund/Return	-\$1.30	-\$1.30	-\$1.30			
Count: 2										Total Credits:	-\$2.60	-\$2.60	-\$1.30		

4

5

- A list of transactions within the date range selected is generated. You can click on the Add Recurring link to create a recurring payment profile.
- Voids and Credits/Refunds can be performed in this report from the **Available Action** column.
- Once the report is generated it can be printed or exported to an Excel file or a CSV (comma separated values) file.

6



7.4.2 Daily Close Report

The Daily Close report reflects transactions which will be settled on the date the report is pulled for. **Use this report to reconcile each day's transactions.**

1. Access the **Reports** screen by clicking **Credit Card Reports > Daily Close Report** from the left navigation menu
2. Select the date to be reflected in the report and select **Submit** to pull results.
3. The output of the report will display with a summary for each card type (V/MC/D/A) to be settled on the date the report was generated for.

CREDIT CARD REPORTS

Daily Close Report

- Activity Summary
- Authorization Summary
- Credit Card Transaction Detail Report
- Custom Report
- Recurring Detail
- Recurring Problem Summary
- Expired Card
- Settlement Summary Report Search
- Transaction Summary Report Search

1

*** Date** 08-15-2012

*** Payment Type** All Credit Card

User ID

*** Gateway ID** 232

submit

2

Select the + next to any card type to display a drill-down of the transactions for that card type.

Click here to drill down to the response page

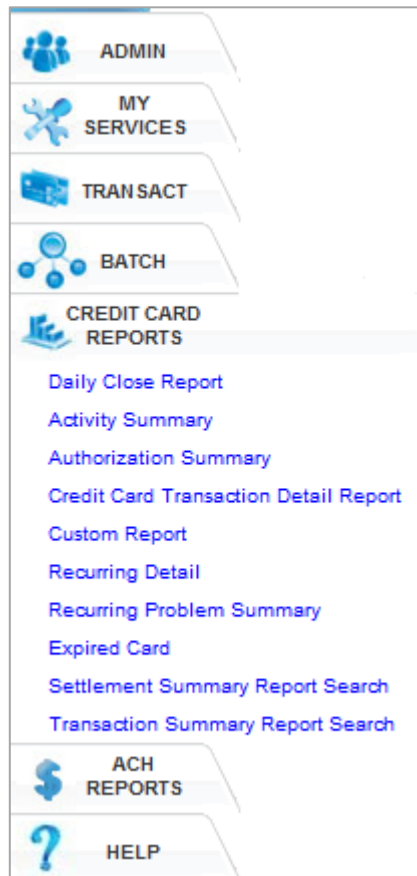
Daily Close Summary for 03-22-2013						
Account Type	Sales		Refunds		Total Count	Net Amount
	Count	Amount	Count	Amount		
+ VISA	2	\$2.60	1	-\$1.30	3	\$1.30
+ Mastercard	4	\$33.51	3	-\$2.90	7	\$30.61
+ AmericanExpress	3	\$3.90	0	0	3	\$3.90
+ Discover	3	\$3.90	1	-\$1.30	4	\$2.60
Summary		\$43.91		-\$5.50		\$38.41

3

Close Summary for 03-22-2013						
Transaction ID	Sales Type	User ID	Acct Holder Name	Refunds		Amount
				Count	Amount	
8710311	Sale	afaxbeard	TRANSFIRST TEST CARD 22/	1	-\$1.30	\$2.60
8710601	CreditOrRefund	afaxbeard				
8710681	Sale	afaxbeard				
Summary						



7.4.3 Other Credit Card Reports



Daily Close Report – reflects the credit card transactions which will be settled for the specified date. See previous page.

Activity Summary Report - summarizes both Approved and Declined transactions and can be expanded for additional detail by clicking the + sign.

Authorization Summary Report – reflects Authorizations for submitted transactions.

Credit Card Transaction Detail Report – provides details on all attempted credit card transactions. See previous page.

Custom Report – allows you to create custom reports. You may want to utilize if you prefer your reports to print on one page with portrait settings.

Recurring Detail Report – provides detail on all Credit Card Recurring Profiles, each of the times the Recurring Profile billed, and the results of the transaction attempt, within the specified timeframe.

Recurring Problem Summary – provides a list of all Credit Card Recurring Profiles which have been declined when they attempted to process within the dates you specify.

Expired Card – provides a list of all Wallet Profiles that contain an Expired or Expiring Credit Card within the time frame specified for the search.

Settlement Summary Report – summarizes credit card settlements totals for each date within the timeframe of your search. You may want to use this report to reconcile your bank statements.

Transaction Summary Report – summarizes credit card transaction totals for each date within the timeframe of your search. Clicking the Date will take you to the Transaction Detail Report.

7.4.4 ACH Reporting – Transaction Detail Report

This report provides details on submitted transactions.
Use this report help reconcile your daily ACH activity

1. Access the Sale screen by clicking **ACH Reports > ACH Transaction Detail Report** from the left navigation menu.
2. Enter the date range for your report (cannot exceed 62 days).
3. Click the **Submit** button to display the report.

Note: ACH cut off is at 4 PM Pacific Time. Transactions processed after 4 PM will appear and settle the next business day.

ACH REPORTS

- ACH Transaction Detail Report**
- ACH Running Balance Summary
- Custom Report
- Recurring Detail
- Recurring Problem Summary
- Additional ACH Reports
- NACHA Regulations and Rules

ACH Transaction Detail Report Form:

* Indicates Required Fields

Date Type:
 From Date:
 To Date:
 Gateway ID:
 Customer Reference ID:
 User ID(Operator ID):
 Account Holder Name:
 Account Holder Number:
 Amount:
 Transaction ID:
 Sort By:

*Beginning Time Stamp:
 *Ending Time Stamp:
 Payment Type:
 Sale Type:
 Status:
 Response Type:
 Transaction Type:
 Input Source:

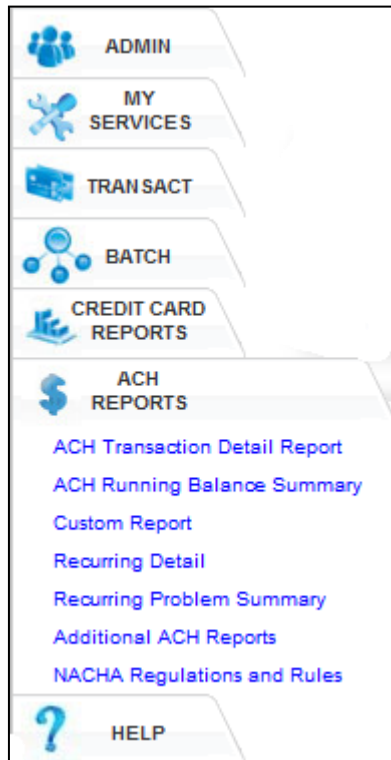
Click here to add the transaction as a recurring transaction

Free-form search fields

Add Recurring	User ID	Gateway ID	Transaction ID	Customer Reference ID	Account Name	Routing Number	Account Number	Posted Date	Status	Transaction Type	Requested Amount	Requested Settle Amount	Original Settled Amount	Credited Amount	Available Action
Add Recurring		1234567890	118108622		Customer A	124700007	*****1234	7/7/2013	Funded	ACH - Debit	\$510.00	\$510.00	\$510.00		Refund
Count: 1											Total Sales:	\$510.00	\$510.00	\$510.00	\$0.00



7.4.5 Other ACH Reports



ACH Transaction Detail Report – provides details on all attempted ACH transactions. See previous page.

ACH Running Balance Summary - summarizes a running summary of daily ACH activity (deposits and withdrawals).

Custom Report – allows you to create custom reports. You may want to utilize if you prefer your reports to print on one page with portrait settings.

Recurring Detail Report – provides detail on all ACH Recurring Profiles, each of the times the Recurring Profile billed, and the results of the transaction attempt, within the specified timeframe.

Recurring Problem Summary – provides a list of all ACH Recurring Profiles which have been Declined when they attempted to process within the dates you specify.

Additional ACH Reports –

Notice of Change – notification of a change to a customer's account

Daily Account Statement – all ACH activity within selected timeframe

Daily Remittance Report – daily breakdown of transactions and fees

ACH Monthly Statement – processing fees for ACH transactions processed within the selected month

ACH Reserves – percentage and amount of ACH transactions in reserve, if applicable

8. Additional Tools

8.1 ACH Notification of Change Codes

Code	Meaning
C01	Incorrect DFI Account Number
C02	Incorrect Routing Number
C03	Incorrect Routing Number and Incorrect DFI Account Number
C04	Incorrect Individual Name / Receiving Company Name
C05	Incorrect Transaction Code
C06	Incorrect DFI Account Number and Incorrect Transaction Code
C07	Incorrect Routing Number, Incorrect DFI Account Number, and Incorrect Transaction Code
C08	Incorrect Foreign Receiving DFI Identification
C09	Incorrect Individual Identification Number
C10	Incorrect Company Name
C11	Incorrect Company Identification
C12	Incorrect Company Name and Incorrect Company Identification
C13	Addenda Format Error

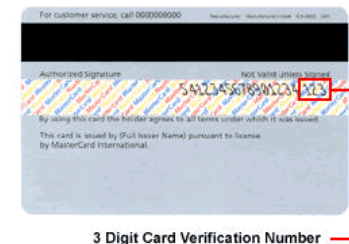
8.2 CVV – Card Verification Value

Card Verification Value (CVV)

CVV, Card Verification Value, is a security measure that card issuers provide for merchants to reduce fraud. This security feature will help confirm that the cardholder is in physical possession of the card. CVV is not required on any transaction, and if it does not match, the transaction may still be approved. If CVV does not match and the transaction is approved, merchants can cancel transaction, verify information and re-submit, and/or request a different credit card or other form of payment.

Visa / MasterCard / Discover Card

The Card Verification Value is found on the back of the card in the signature area, after the credit card account number. This is a unique, 3-digit number.



American Express

The Card Verification Value is found on the front of the card just above the embossed credit card number. Depending on the type of American Express Card, the number can be found on the right OR left side. This is a unique, 4-digit number.

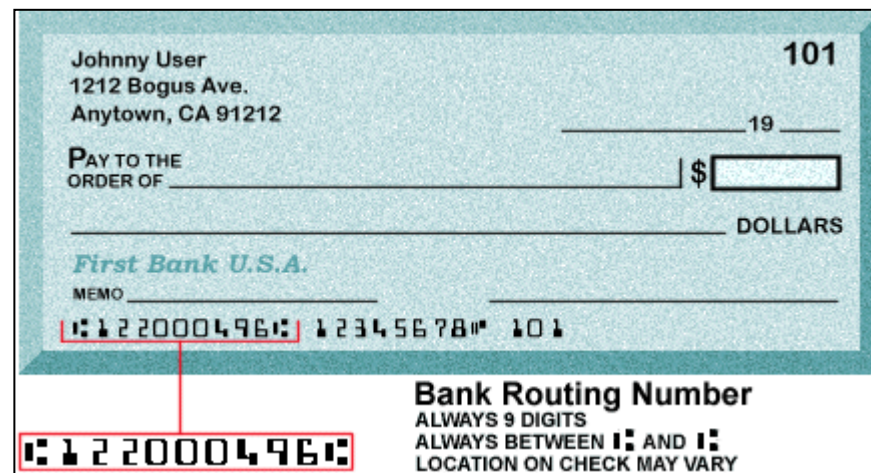


8.3 Check Diagram

Use the following diagram to help locate Bank Account Numbers and Bank Routing Numbers for processing of ACH transactions for your clients.

NOTE: This image is an example for demonstration purposes only.

The numbers on the bottom of a check typically correspond to three (3) elements: routing number, account number, and check number. This example shows the routing number as 122000496, the account number as 12345678, and the check number of 101.



8.4 Sample Payment Authorization Forms

Payment authorization forms can help reduce your AR cycle. By implementing use of payment authorization forms at your practice (add to check-in paperwork), your clients can provide you with their signed authorization for you to collect fees/charges directly from their credit card or bank account, either for future visits or to pay post-adjudicated balances.

Insert Practice logo here or Print on Letterhead.

Credit Card Pre-Authorization Form

I authorize _____ to keep my signature on file and to
(Name of Provider's Office)

charge the credit card selected below for the following:

Balance remaining after claim (s) is (are) resolved not to exceed \$ _____ for:

- This consultation only
- All consultations this calendar year
- All consultations from _____ to _____
(date) (date)

Recurring charges of \$ _____ to be charged every _____ (frequency)

From _____ to _____
(date) (date)

Charges for the following family members:

(authorized family member) (authorized family member)

Insert Practice logo here or Print on Letterhead.

ACH Pre-Authorization Form

I, we, authorize _____ (Insert Name of Provider/Practice) to keep my signature on file and to initiate debit
 entries to my (our):

Checking Account Savings Account *(select one)*

indicated below, at the depository financial institution named below, herein called DEPOSITORY, and to debit the
 following to such account:

Balance remaining after claim (s) is (are) resolved not to exceed \$ _____ for:

- This consultation only
- All consultations this calendar year
- All consultations from _____ to _____
(date) (date)

Recurring charges of \$ _____ to be charged every _____ (frequency)

From _____ to _____
(date) (date)

Charges for the following family members:

(authorized family member) (authorized family member)

8.5 ACH Verbiage for Patient Statements

It is recommended that you notify your patients about your check-handling procedures. You may want to include verbiage on statements mailed to patients/clients, check-out forms, etc. notifying them that you will be clearing their check electronically. Below is sample verbiage which you may decide to use.

“When you send us a check as payment, you authorize us to clear your check electronically. Electronic transactions may clear the same day we receive payment. Returned checks or other negotiable instruments may result in an additional processing charge (returned item fee) to the maximum allowed by law. The returned item may also be re-presented electronically. Notations made on checks or accompanying materials will not secure your rights. The physical checks which we clear electronically may not be returned by your financial institution.”