Planet DDS Denticon User Guide

User Guide

Document Information	
Process Name	Planet DDS Denticon User Guide

Version Control				
Version	Date	Document Owner	Subject Matter Expert (SME)	Description
1	9/7/2016	TSYS		Created first version
2	4/13/2017	TSYS	HPS	Updated to TSYS format
3	6/12/2018	TSYS	HPS	Updated troubleshooting & wallet sections
Review Frequency		Annually		

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2. Setup/Installation

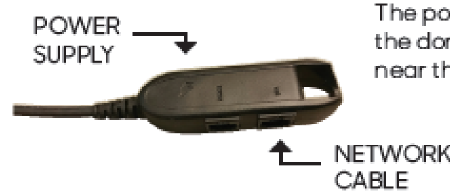
2.1 Installing the TSYS VX805 Device

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

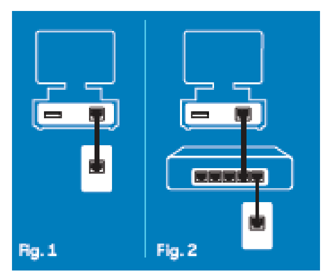
- For easy access to your VX 805 when initiating a transaction, select a spot near your POS computer
- Make sure there are adequate AC outlets nearby for your new VX 805 and POS computer
- Each VX 805 requires internet access via a router or switch, so make sure there is an open LAN connection nearby (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 additon to 110v outlets for your POS computer and VX 805)



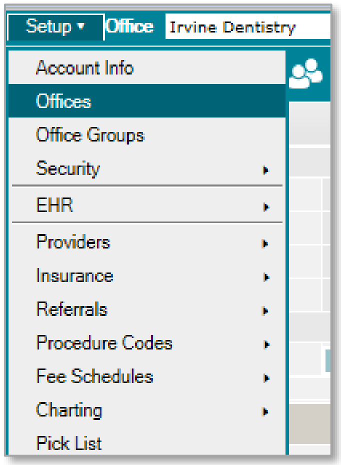
5 Ready to go

Once the VX805 is connected, receiving an IP signal and connected to power, the device is ready to proceed.

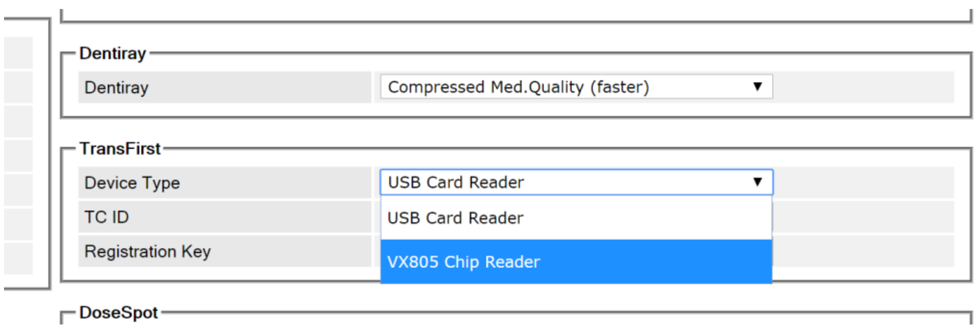
6 Consider Your Checkout Configuration

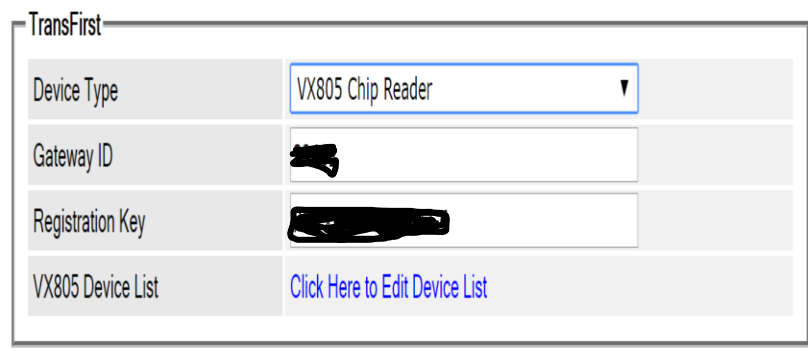
- Many transactions require customer interaction with the VX 805, so make sure you locate each terminal within easy reach of your customers
- Each POS computer with which you process transactions will require a VX 805 and the necessary connections
- Your new configuration requires the most current version 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.





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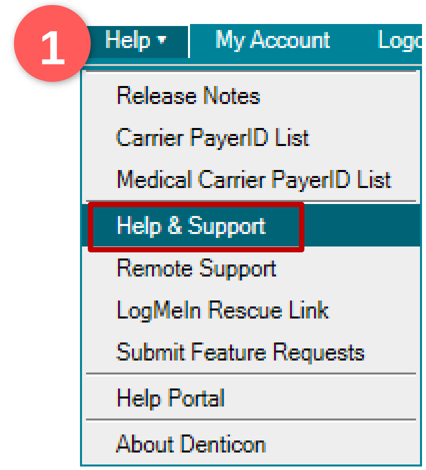
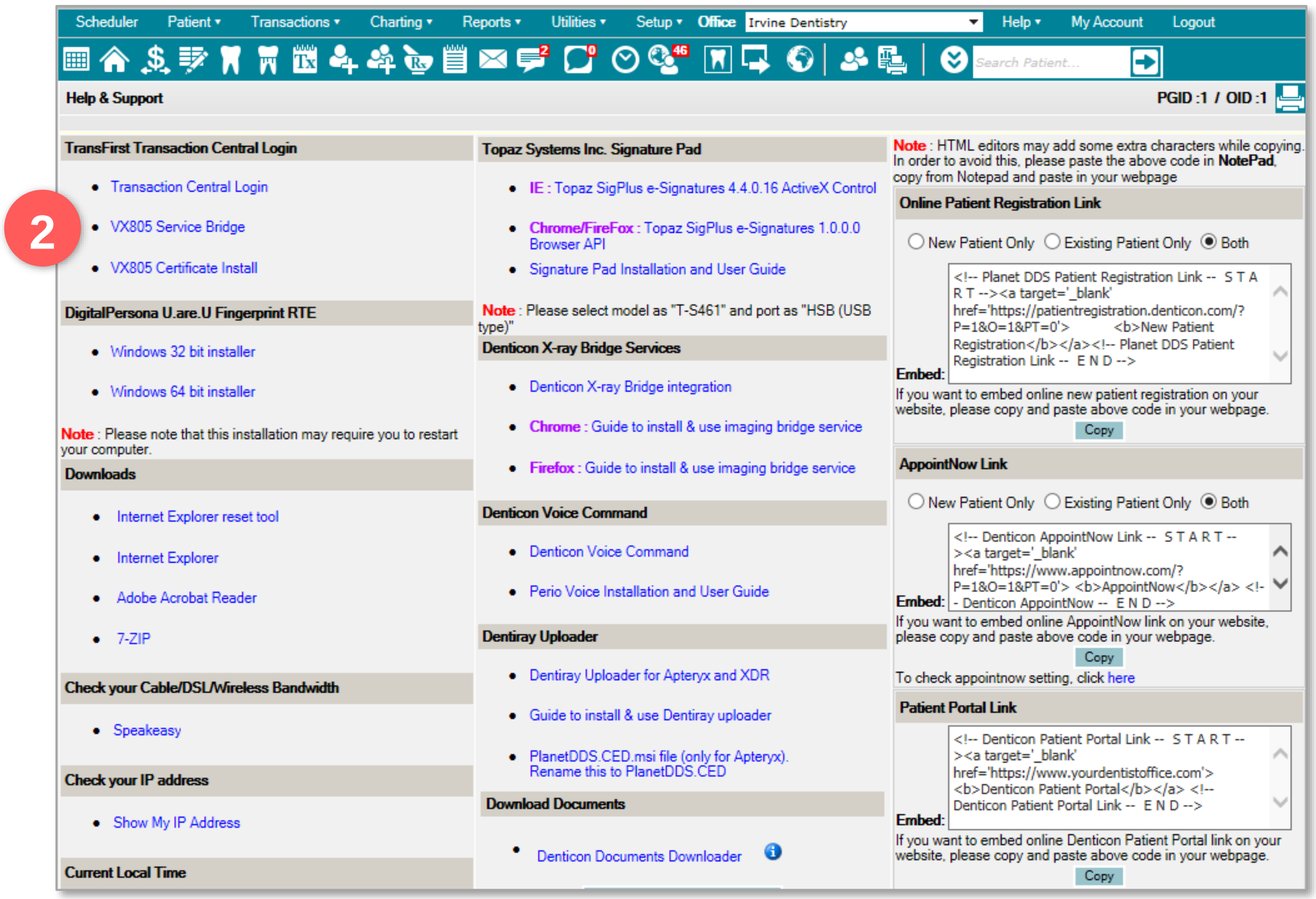
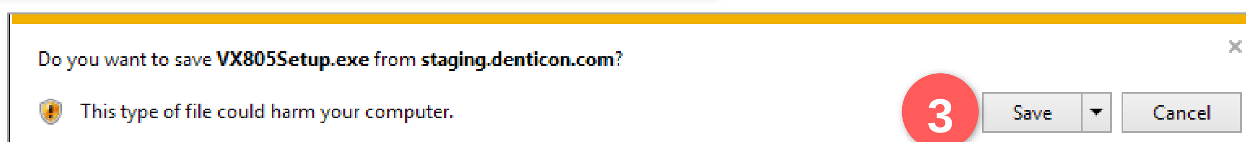
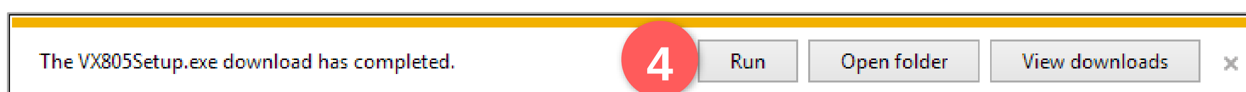
2.3 Installing the TransFirst/TSYS VX805 Software

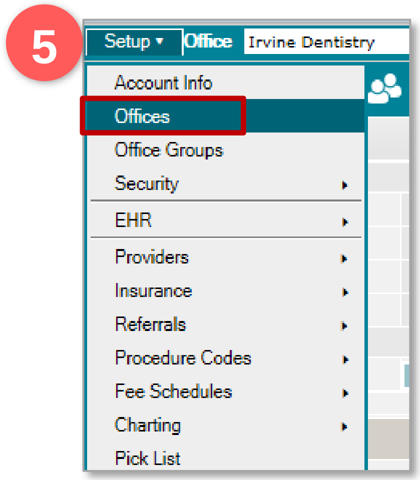




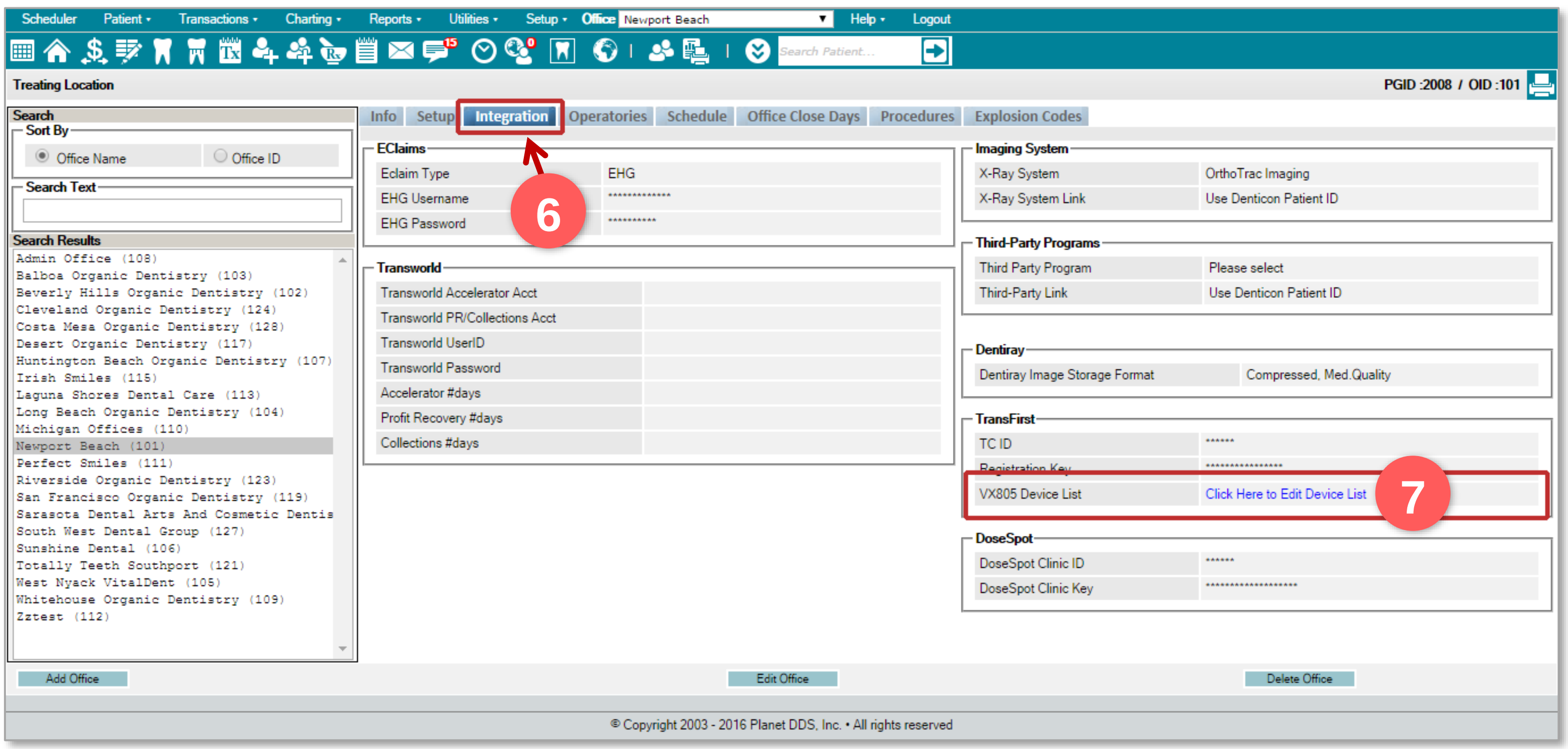
1. Click on **Help** and select **Help & Support**.
2. Click **VX 805 Service Bridge**.
3. Save the file.
4. Click **Run** to complete the download, then follow the steps to complete the installation.







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".



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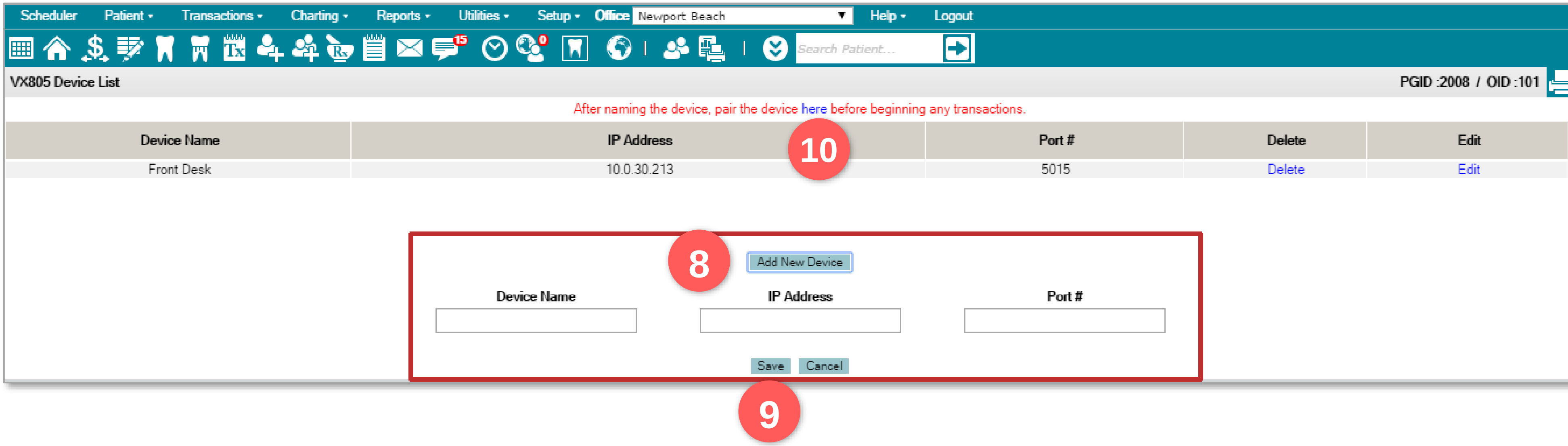
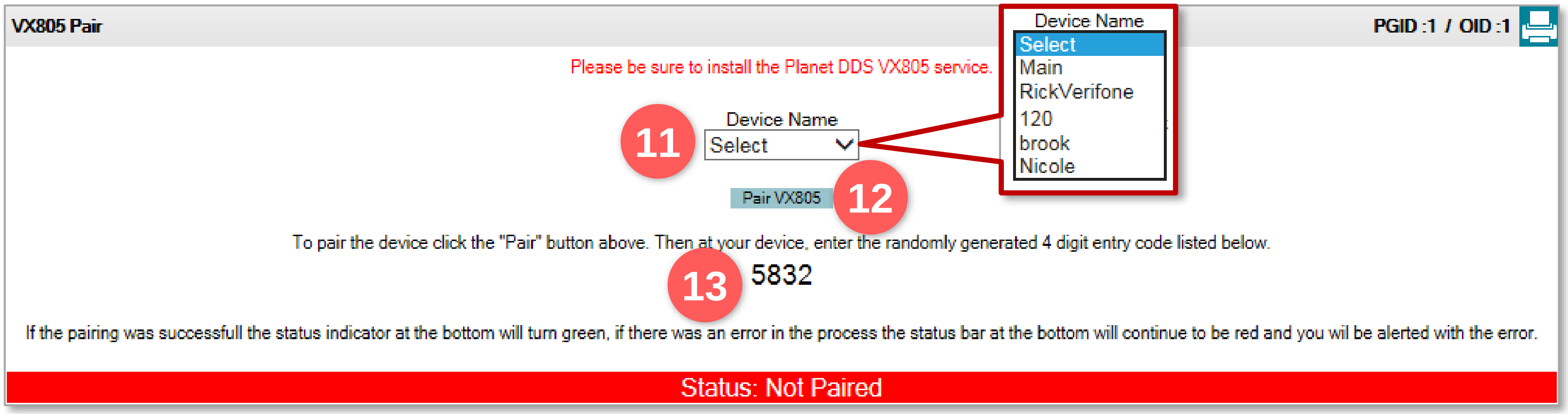
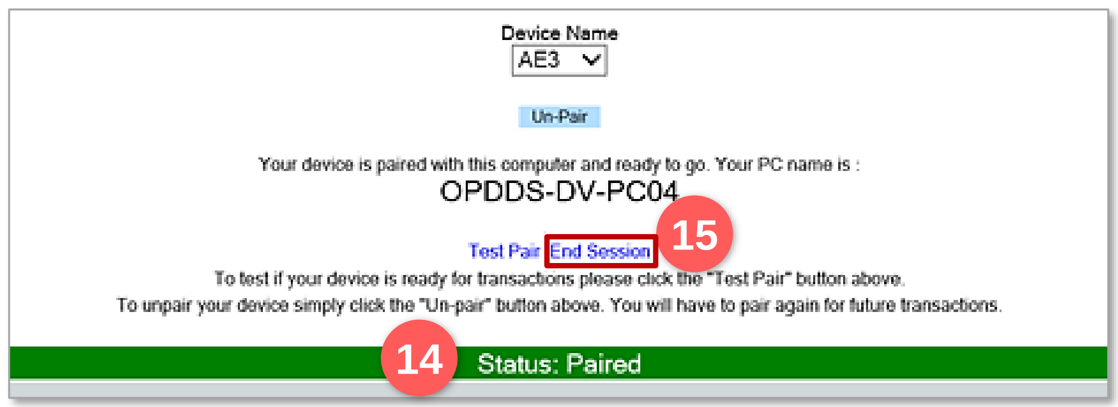


8. Click **Add New Device**. Complete the fields:
    - Device Name: enter any easily identifiable name such as Front Desk, Back Office, etc.
    - IP Address: Enter the IP Address of your VX805 device as noted by the TSYS representative.
    - Port #: **5015**
9. Click **Save**.
10. Click the link at 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".

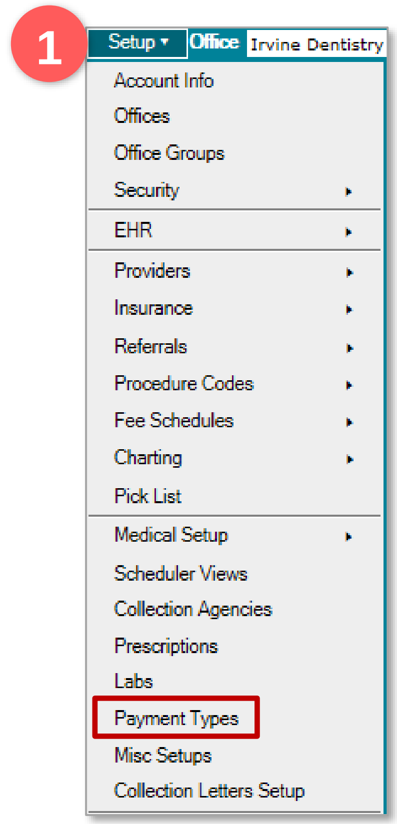


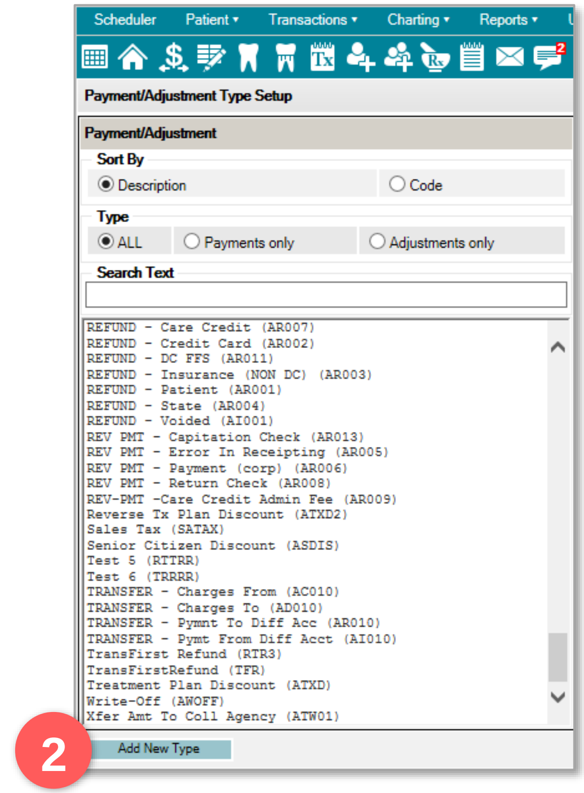
2.4 Additional Setup – Refunds

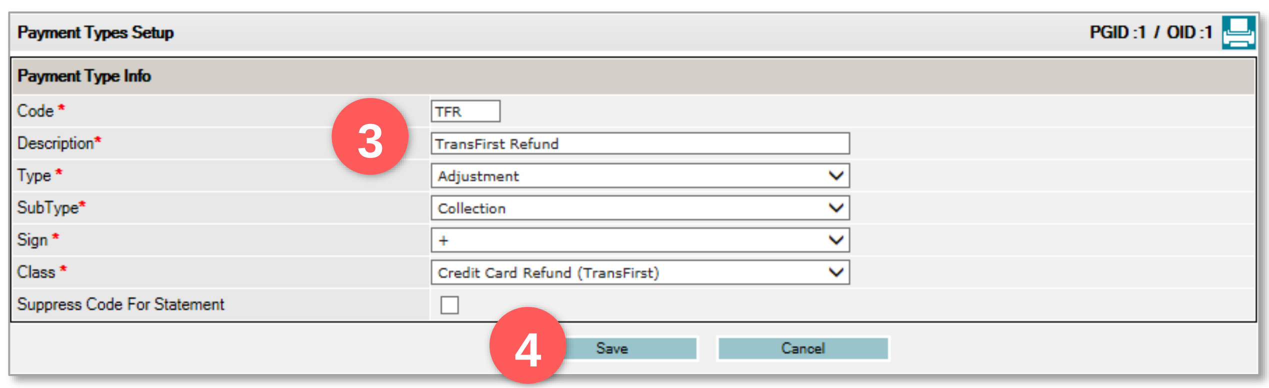
If you would like your office to process refunds directly in Denticon, perform the steps below (one-time only). If you do not want to activate refunds in Denticon, you can perform refunds directly in the Transaction Express virtual terminal. **Note**: If you initiate a refund in the virtual terminal,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

REFUND SETUP

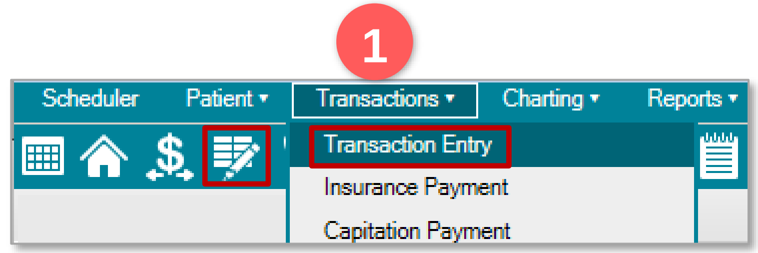
1. Click **Setup** and select **Payment Types**.
2. Click the **Add New Type** button.
3. Fill out the fields as follows:
   - Code = TFR
   - Description = TransFirst Refund
   - Type = Adjustment
   - Subtype = Collection
   - Sign = +
   - Class = Credit Card Refund (TransFirst)
4. Click **Save**.

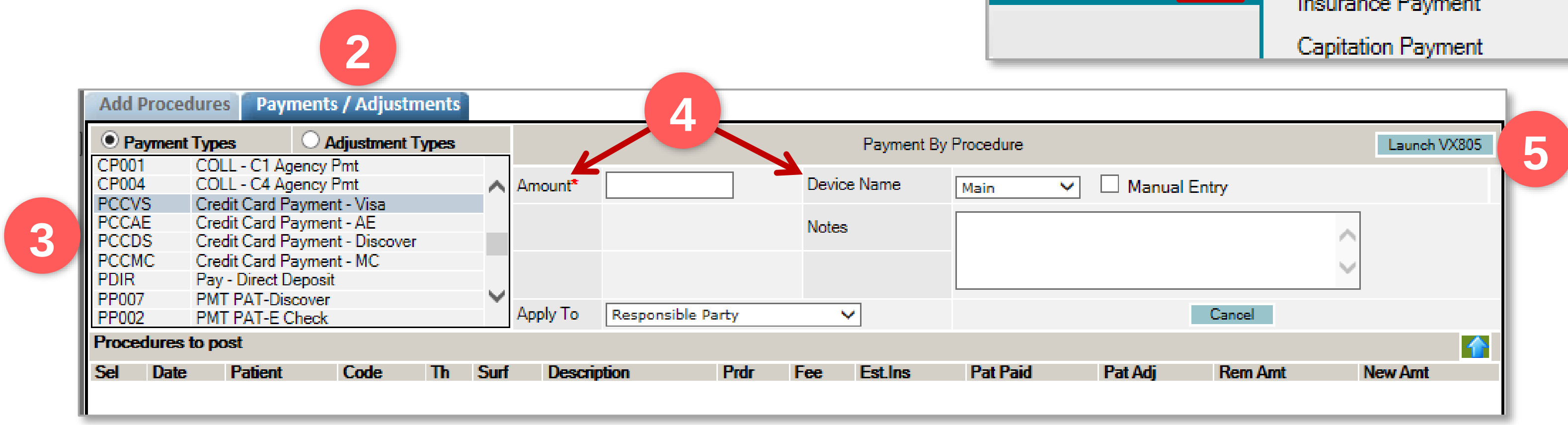






3. Credit Card/Debit Transactions





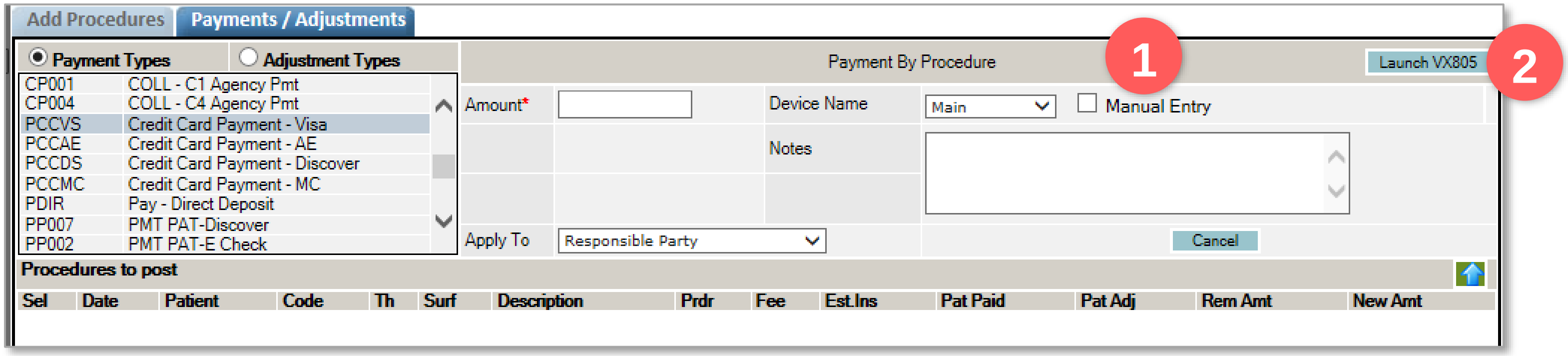
After setup is complete, the button you use to begin a transaction in Denticon will be labeled "Launch VX805" rather than "Swipe Card".

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.

<u>Swiped Transactions</u>

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



<u>Keyed Transactions</u>

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.

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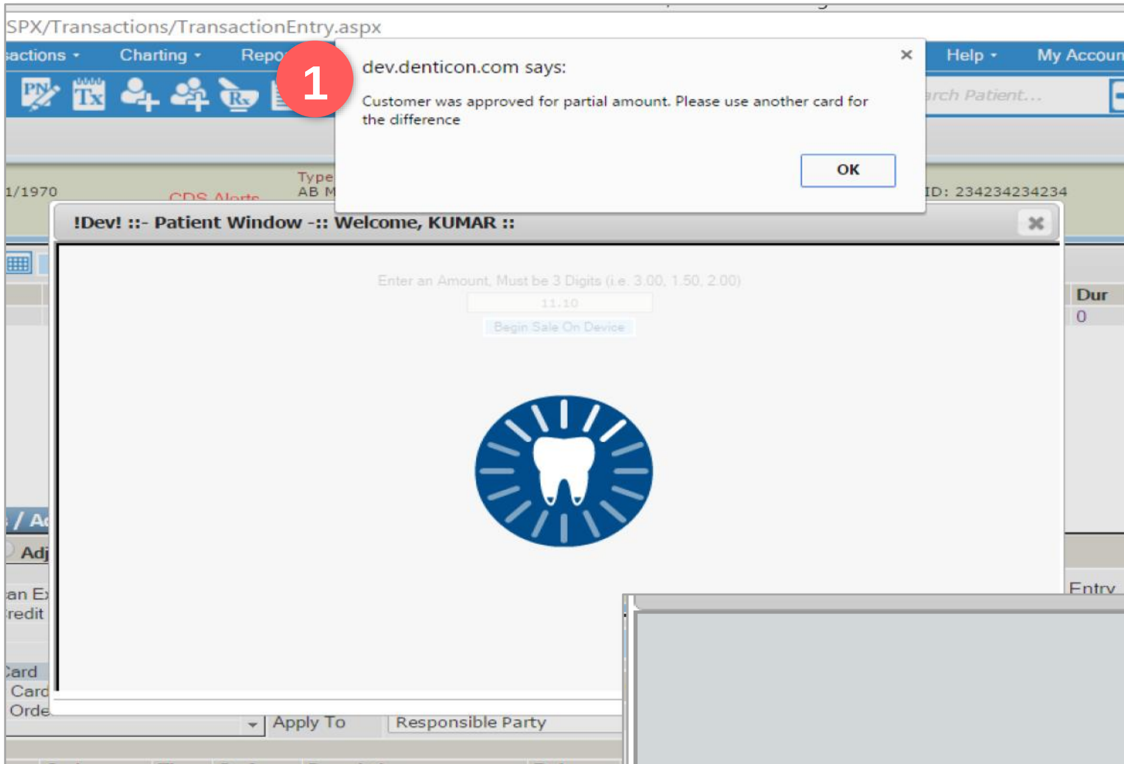


PARTIAL APPROVALS

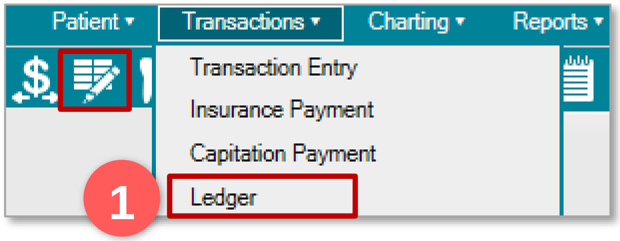
1. If the card does not have the full amount available for the sale, you'll see a message stating that the sale will be partially approved. This means that the sale is only approved for the amount on the card, and the user will have to run another transaction to collect the remaining balance.
2. The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

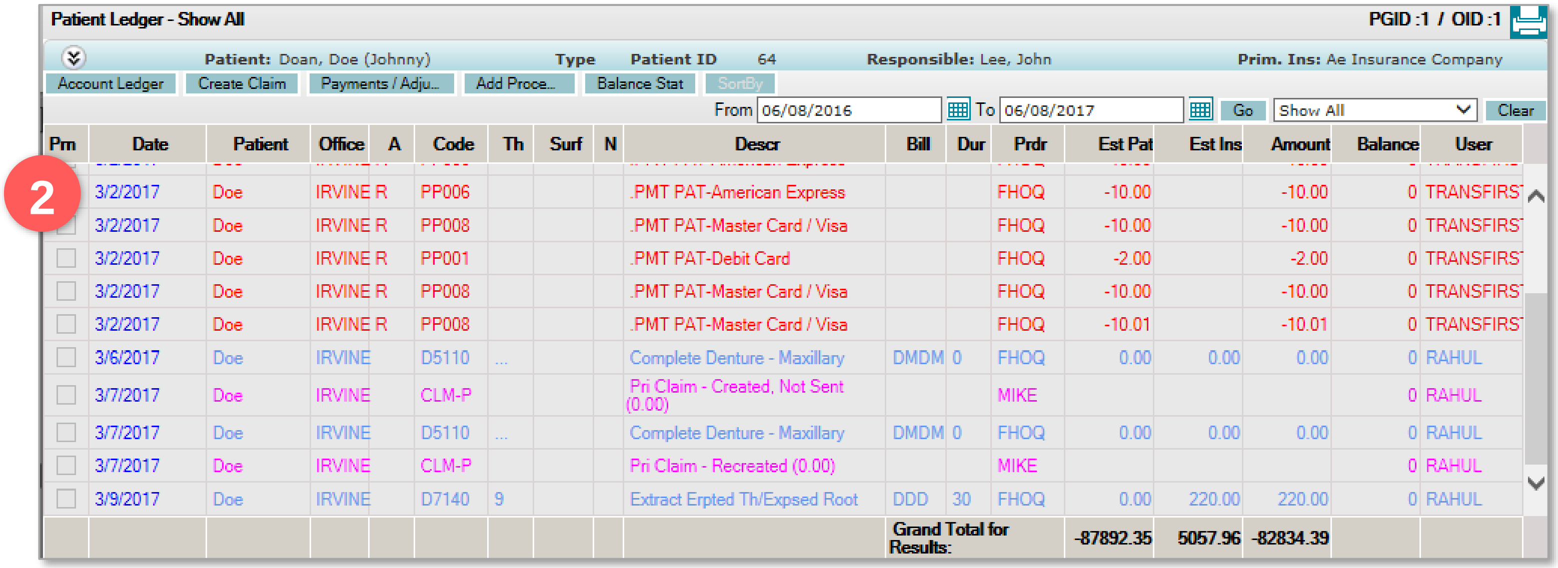
4. Void/Refund

4.1 Void and Delete

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

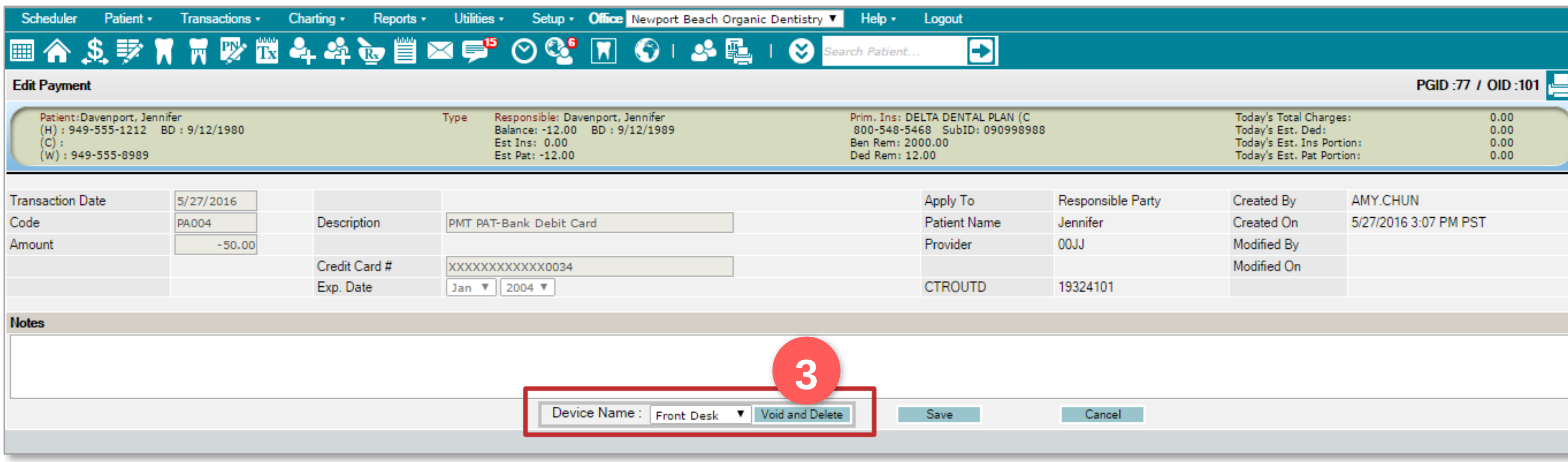
1. Access the ledger by clicking the **Ledger** icon. You can also click **Transactions** and then **Ledger**.
2. In the Ledger, click the date of the transaction to view details.

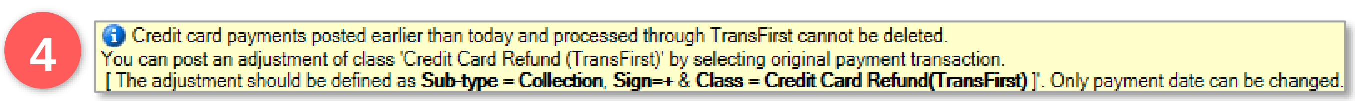




3. If the payment is less than 24 hours old, a **Void and Delete** button will be available. Click the button to void the item.
4. If the **Void and Delete** button is not available, the transaction is more than 24 hours old; you'll see a notice that the transaction cannot be deleted. You will then need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





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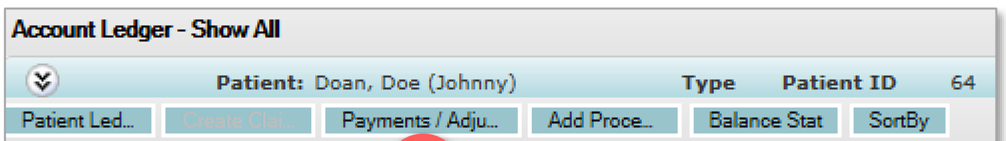
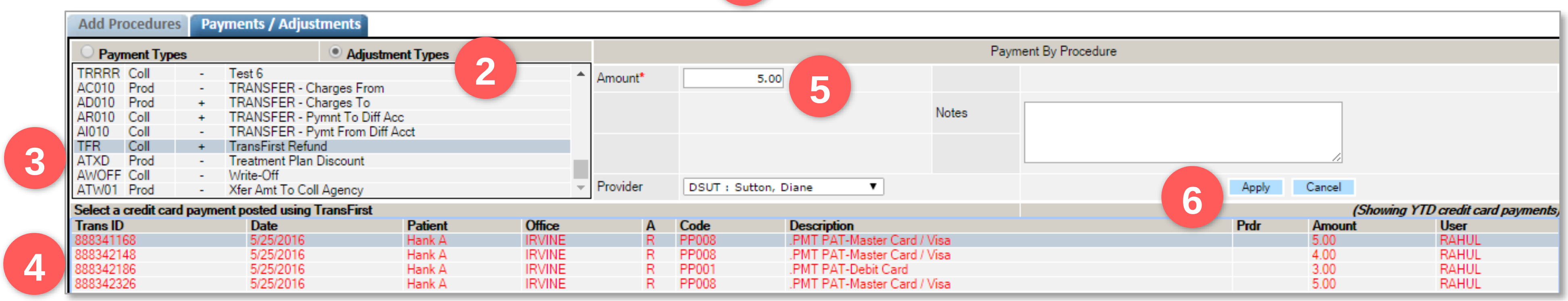
4.2 Issuing Refunds

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.



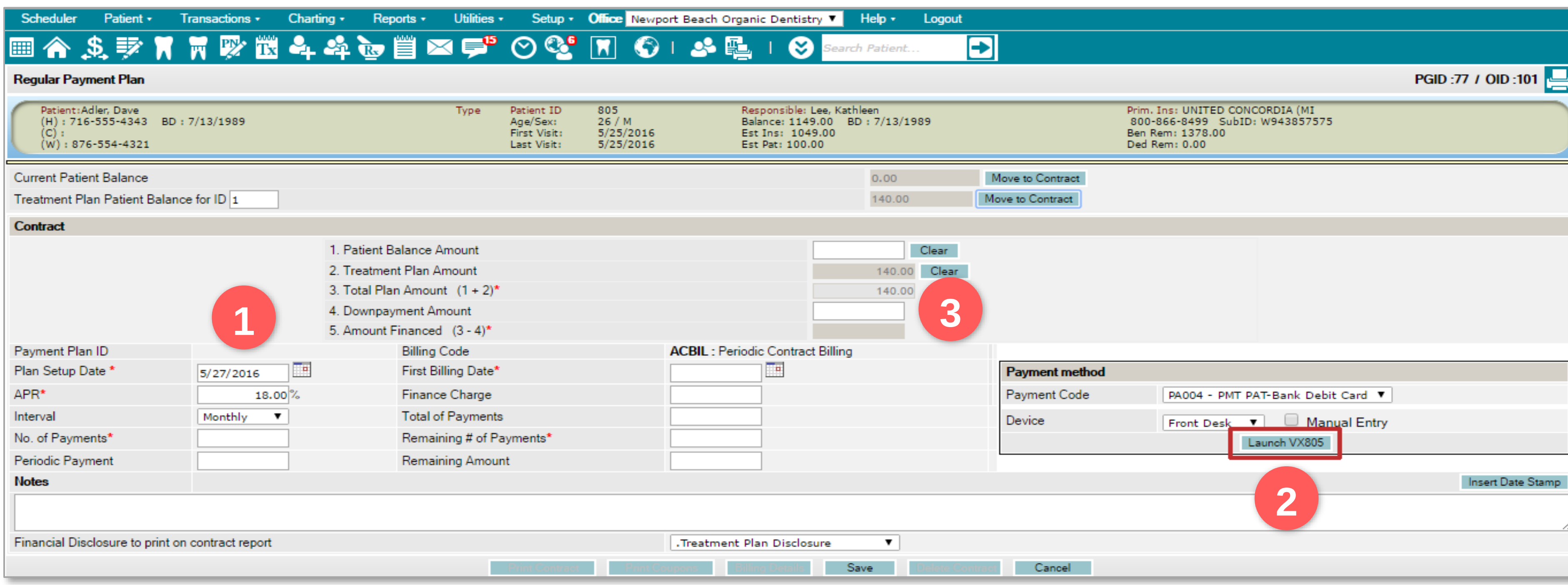


5. Contracts/Wallets

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.

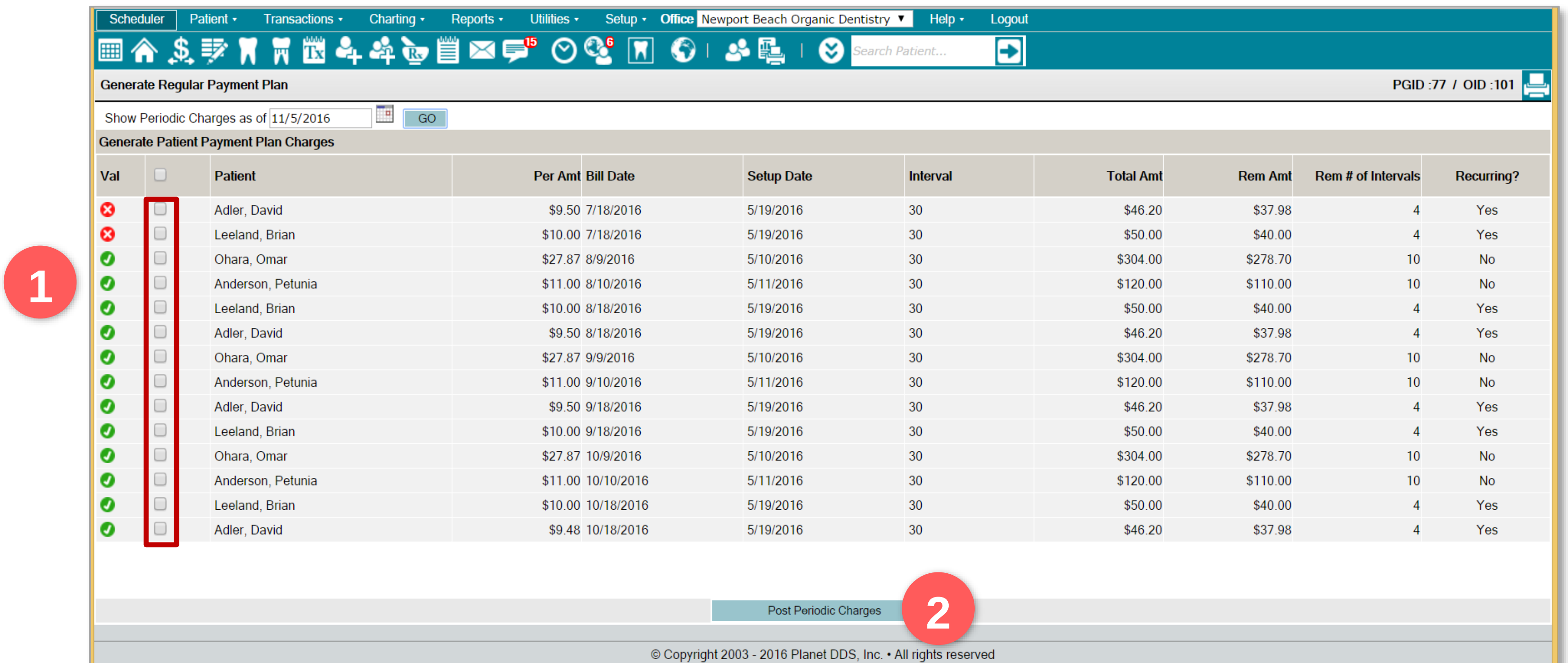
A "wallet" (secured credit card reference) will be created and used for future installation payments.



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.



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.

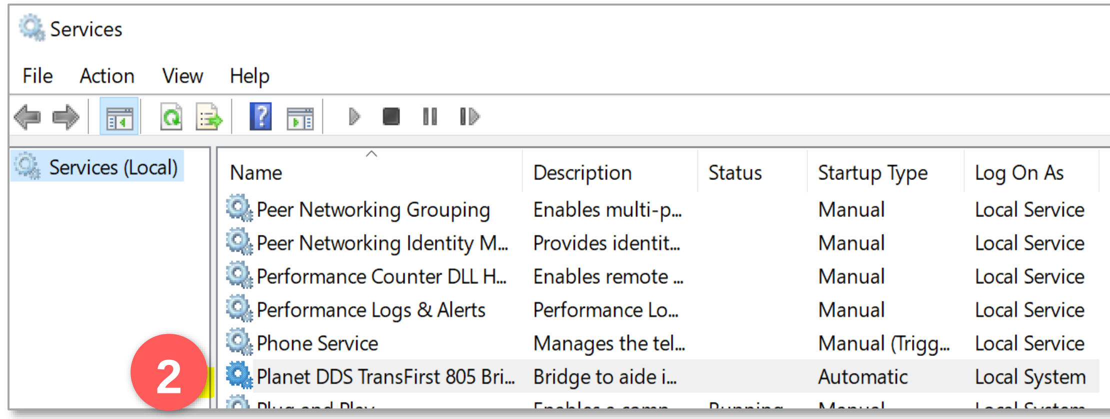
   New accounts should ideally be setup with the VX805 but merchants have the option if there are environment limitations or their previous accounts are on TC.
3. Please contact TFHOps for escalations. Do not contact PlanetDDS unless the merchant receives the following errors:
   - Invalid response data
   - 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.

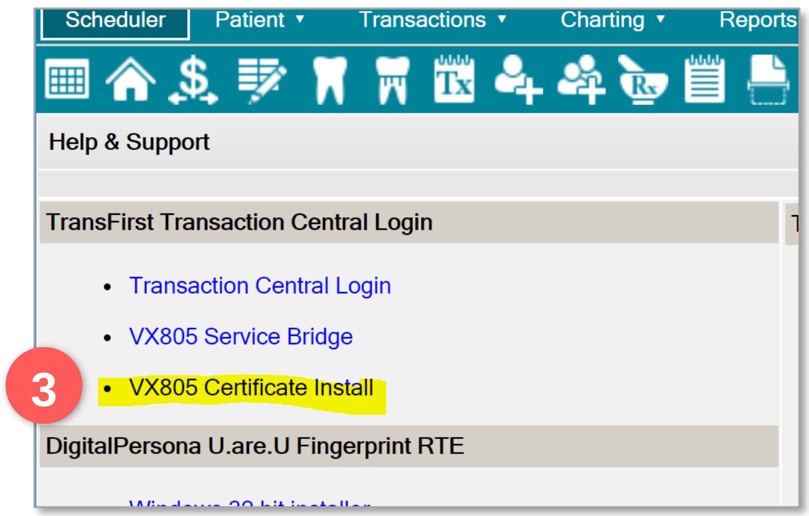
   Please include the error message, payment type, PGID, and Office ID.

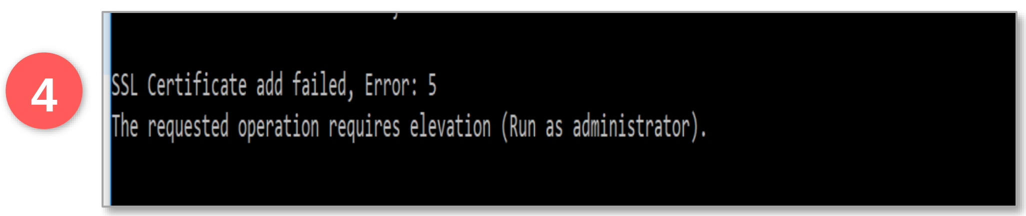
6.1 Error Connecting to Service After Fresh Install

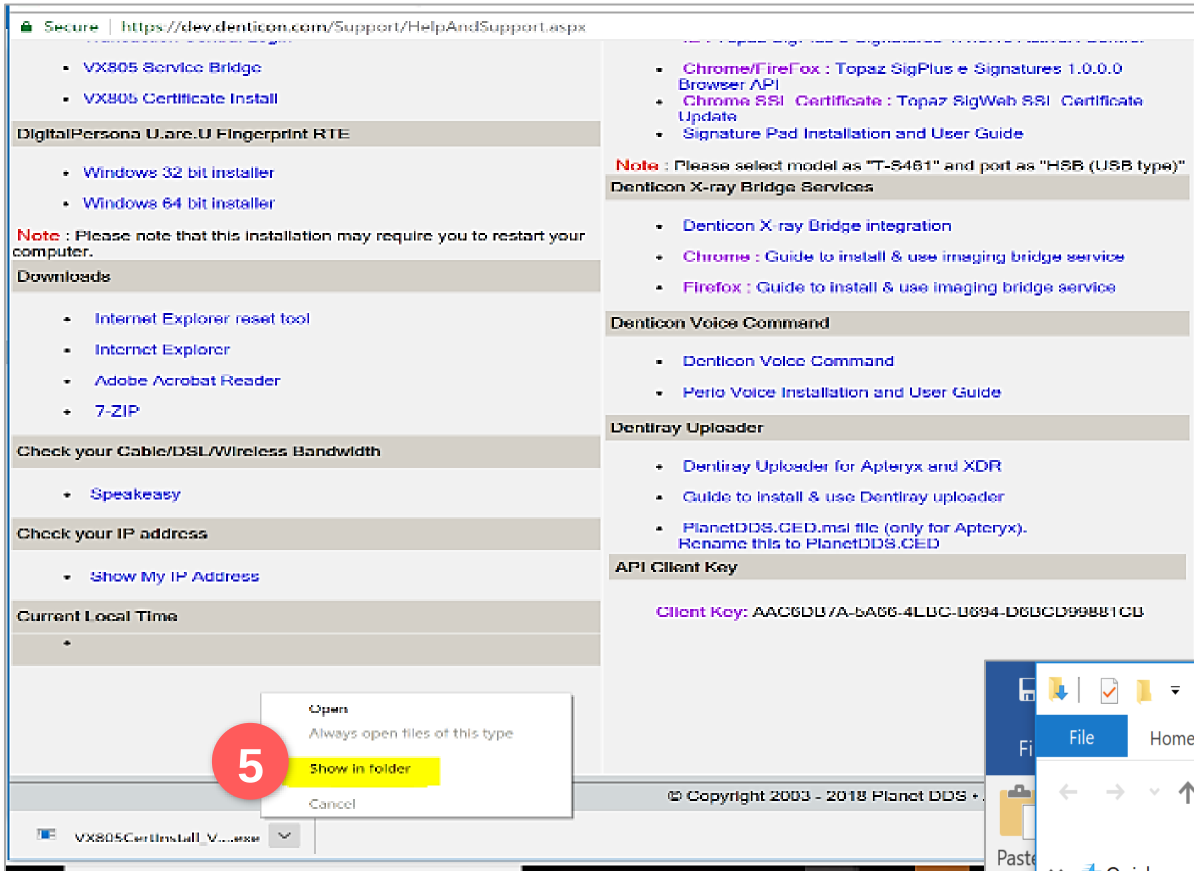
1. After first installing the service, users may see an error message, "Error connecting to service[…]" To fix this error, follow these steps.
2. Make sure the service is running.



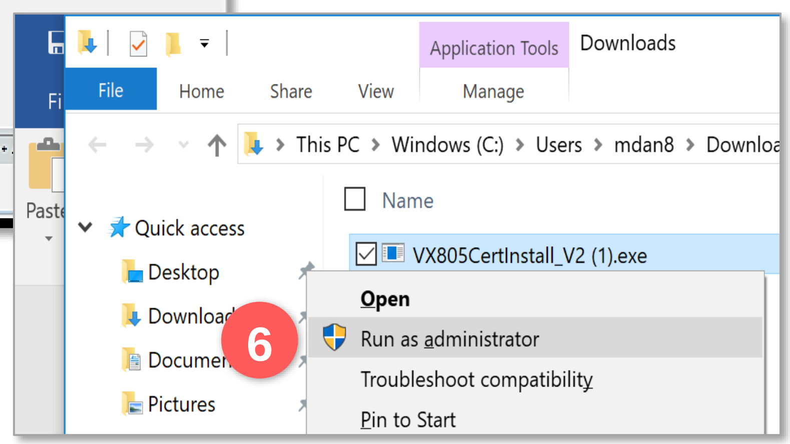
3. If the service is running, try running the VX805 Certificate install from Denticon.
4. After running the "Certificate Install" program, you may see a security message that will not allow the certificate to be added.

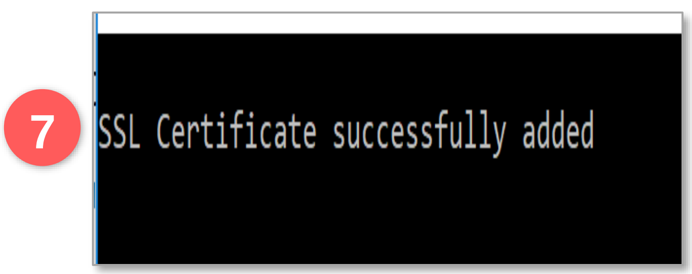






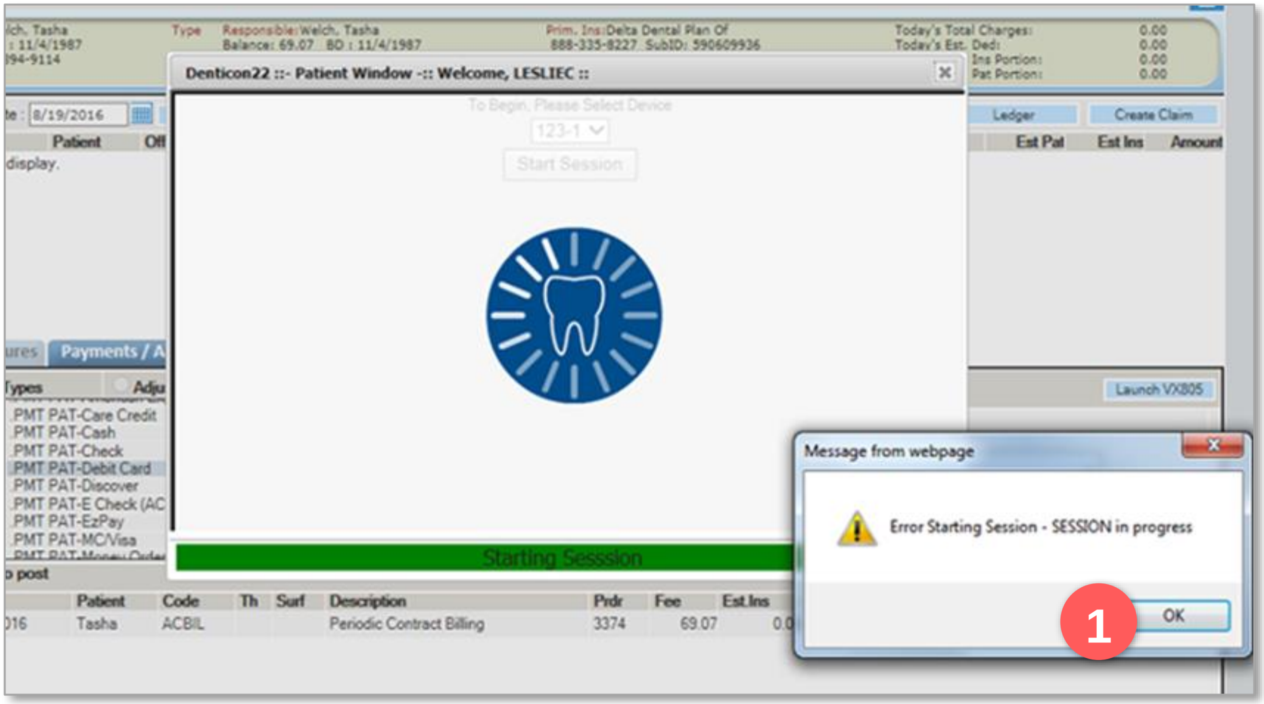
5. To fix this, open the folder containing the program by clicking on the download and selecting **Show in Folder**.
6. Right click on the program and select **Run as Administrator**.
7. Once you see the "SSL Cert Successfully Added" message, you should be able to continue.





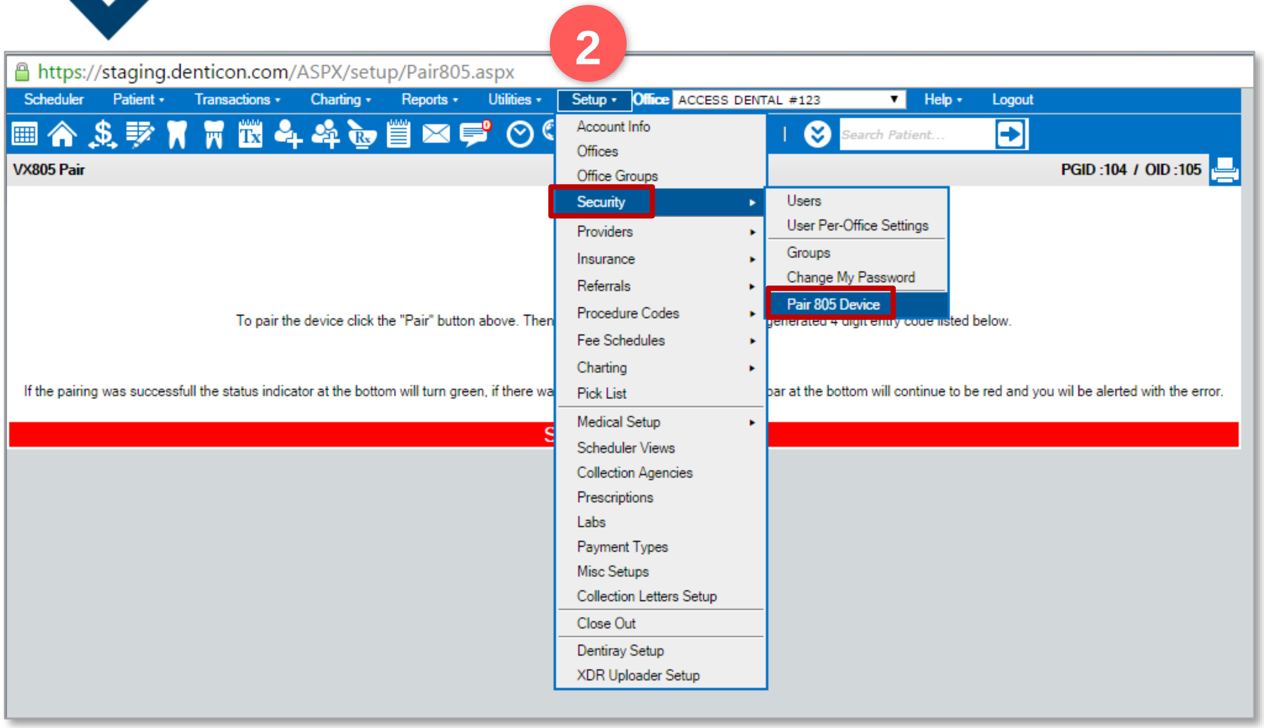
6.2 Error Starting Session – SESSION in progress

6.2.1 Ending Session with the VX 805 Device



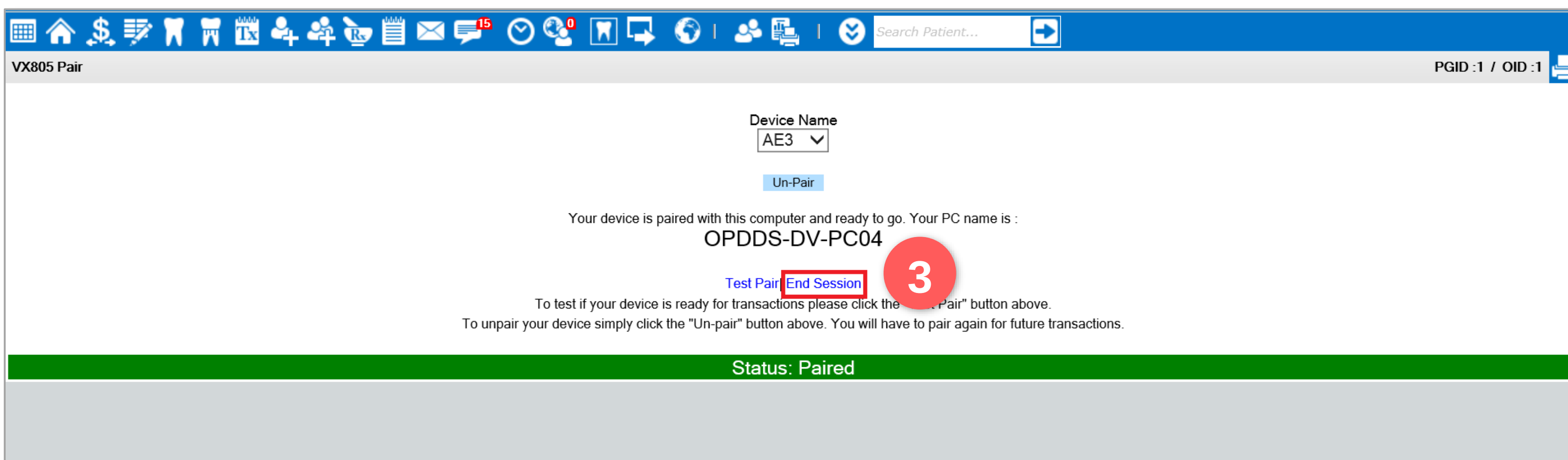
1. Occasionally a user may get stuck in a session with the VX805 device. When this happens you'll see a message stating "Error Starting Session – SESSION in progress". Click **OK**.

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.



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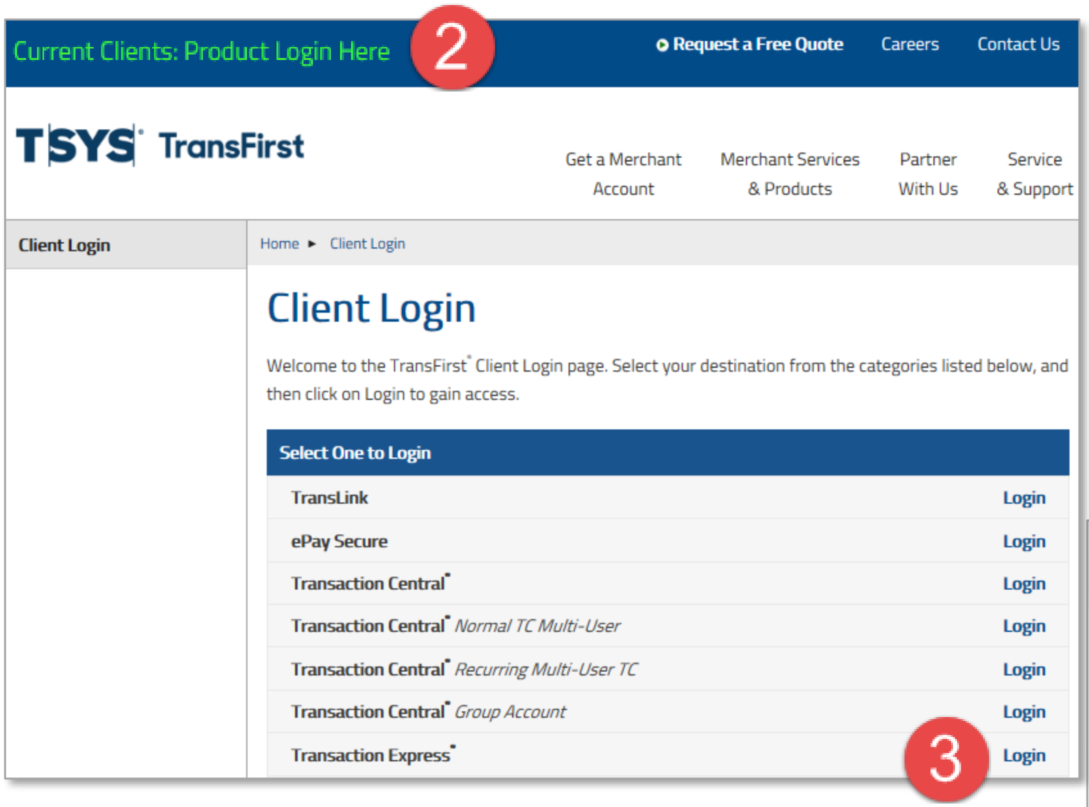
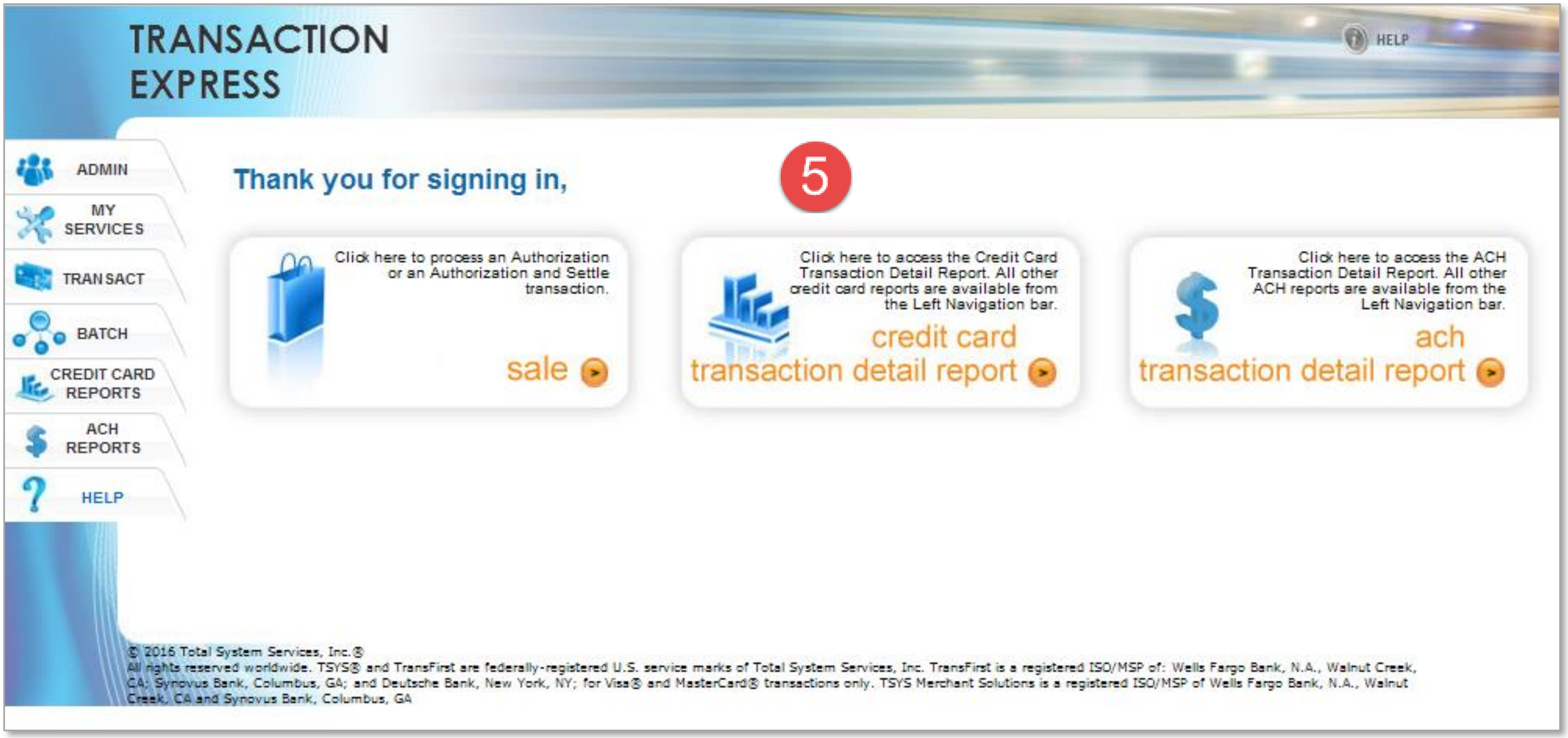
7. Transaction Express (TXP)

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.

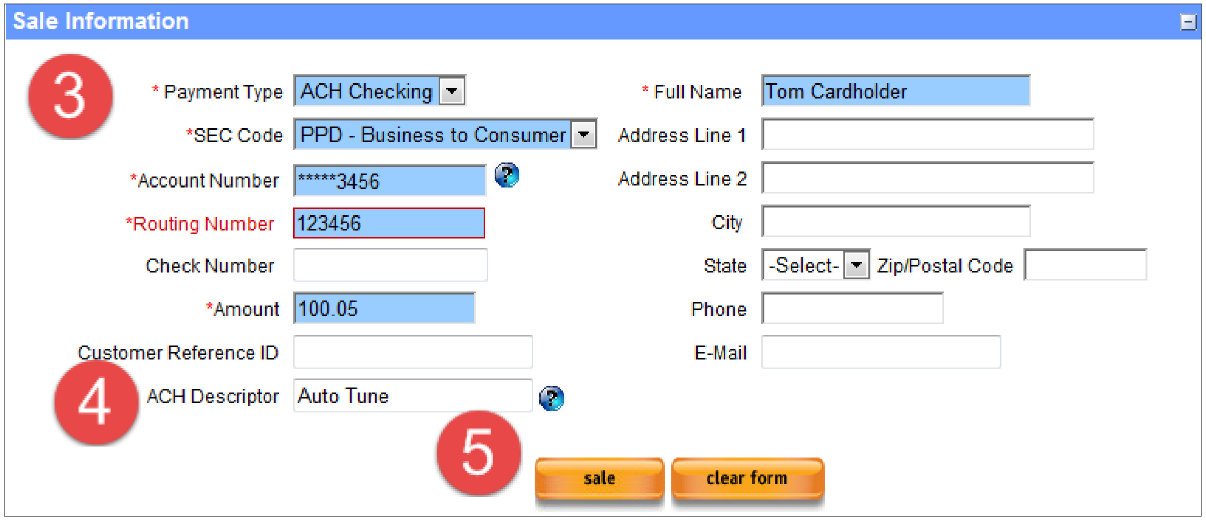
5. After logging in, you will see the Transaction Express home screen. You may have different options than those shown in the image.



7.2 ACH Sale

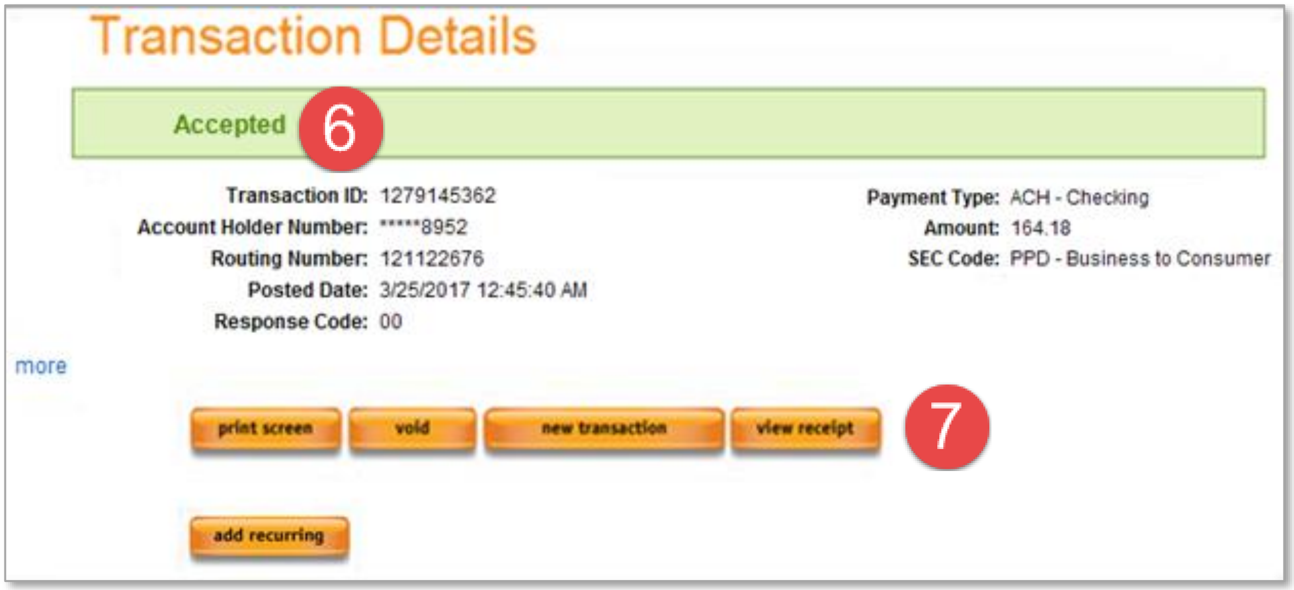
1. Access the Sale screen by clicking on the **sale** button from the home screen. You can also click on **Transact** > **Sale** from the left navigation menu.
2. When the Swipe dialog box opens, click the **Cancel** button, since you won't be swiping a card for an ACH transaction.
3. Fill out the ACH 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
*SEC Code
PPD - Business to Consumer
*Account Number
*****3456
*Routing Number
123456
Check Number
*Amount
100.05
Customer Reference ID
4
ACH Descriptor
Auto Tune
* Full Name
Tom Cardholder
Address Line 1
Address Line 2
City
State
-Select-
Zip/Postal Code
Phone
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.

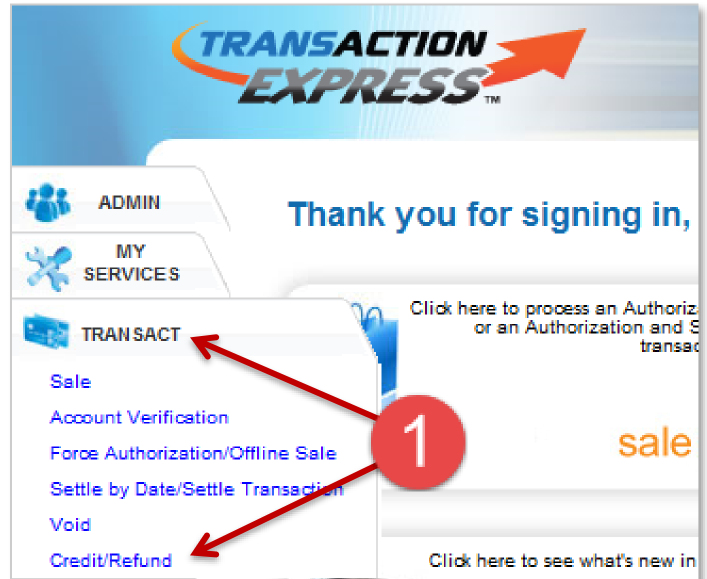
7. View a receipt by clicking **view receipt**.

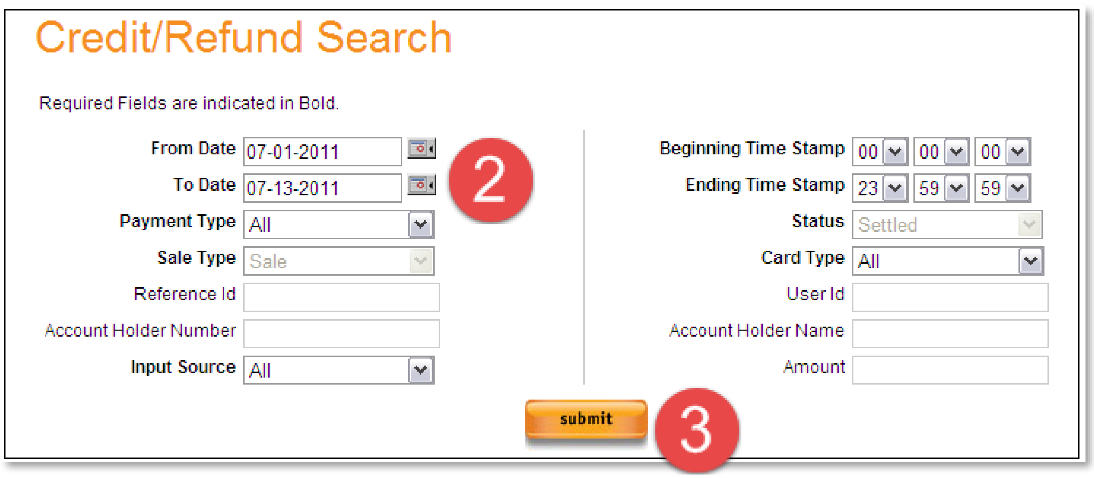


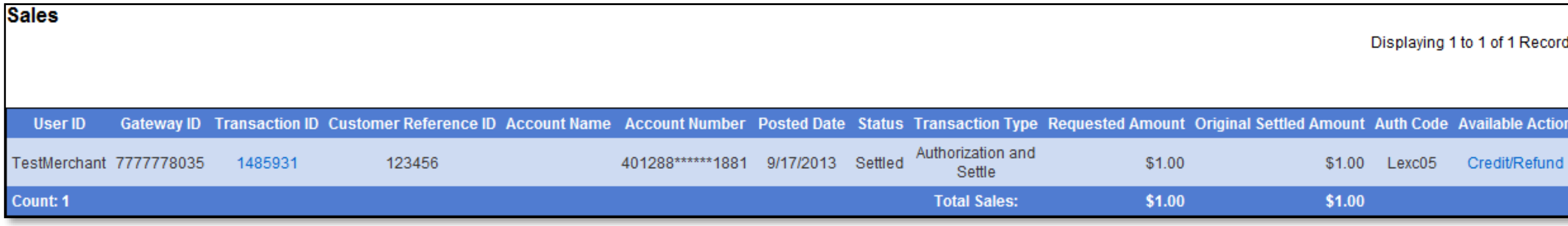
7.3 Credit Card Credits (Refunds)

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**.



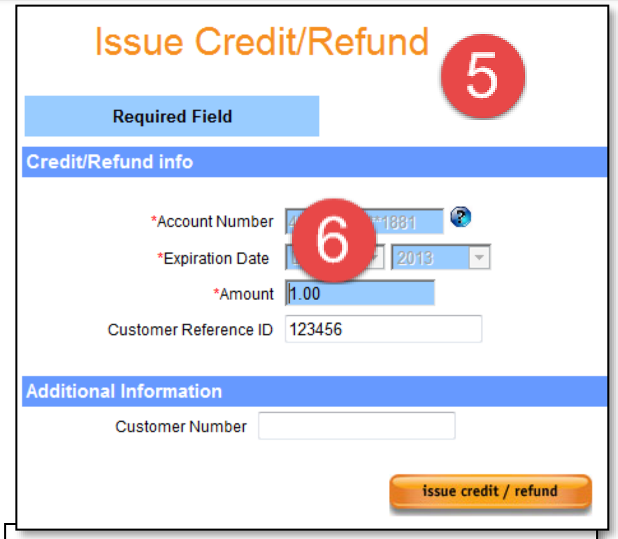




Sales

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	7777778035	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		



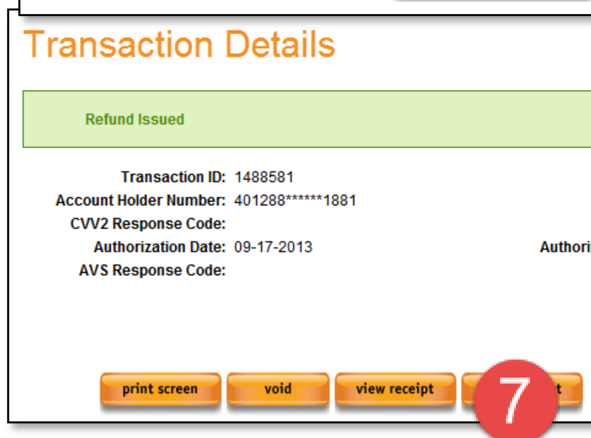
4. A list of transactions will appear. Find the transaction you wish to credit/refund and click on **Credit/Refund** from the Available Action column.

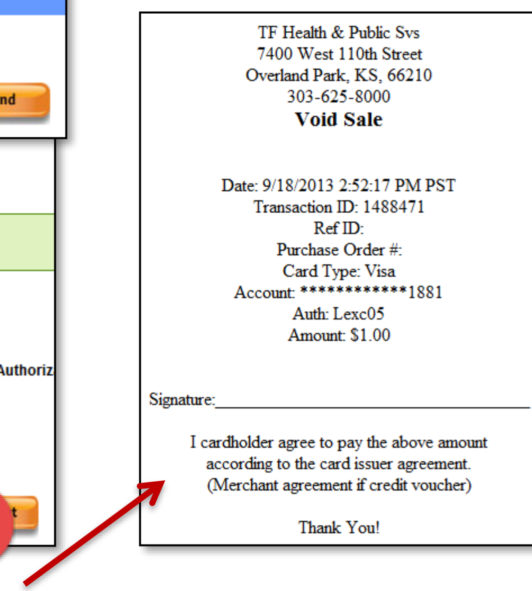
5. The Issue Credit/Refund screen opens. The amount defaults to the full amount of the transaction and can be changed to allow a partial credit/refund.

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.





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!

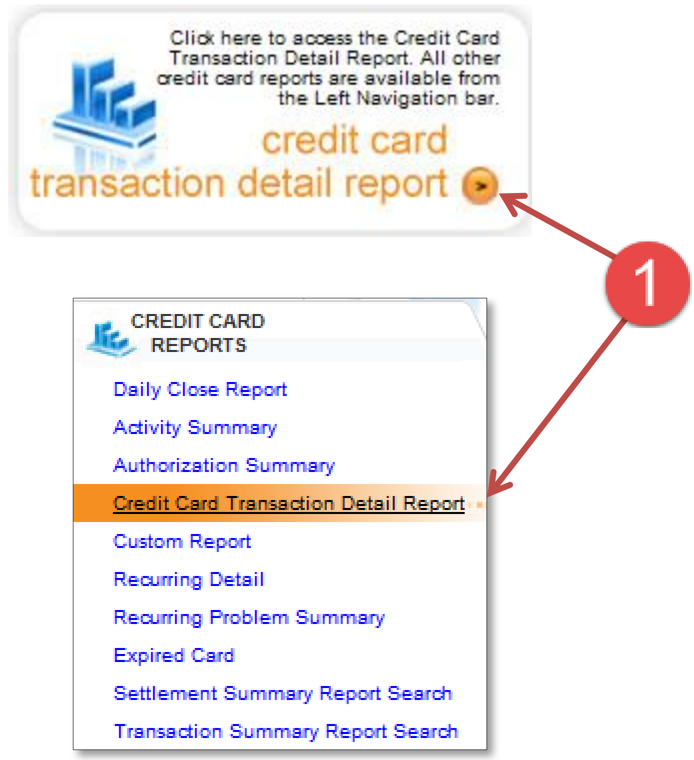
7.4 Supplemental Reporting

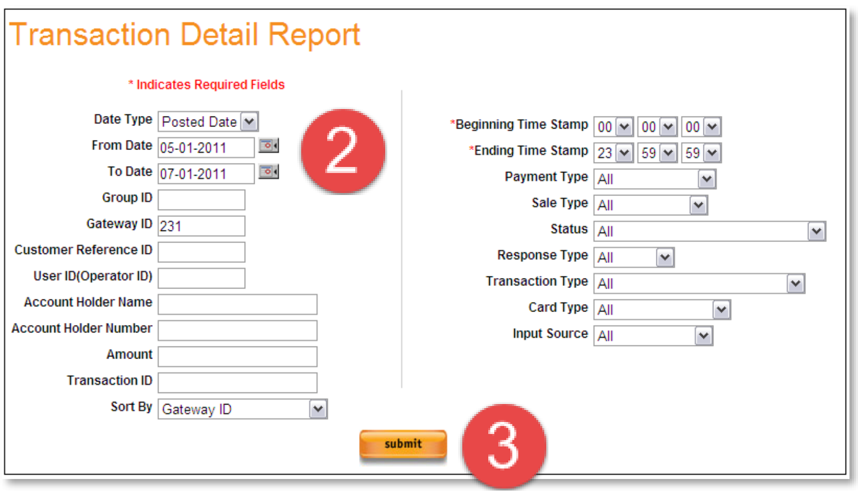
There are icons for some of the most commonly used reports on the home page in Transaction Express. You can access additional reports using the menu on the left-hand side of the page.

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.**





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	aflaxbeard	232	8548431			411111******1111	3/7/2013	Settled	Authorization and Settle	$1.30	$1.30		TAS932	Credit/Refund
	aflaxbeard	232	8548451			411111******1111	3/7/2013	Declined	Authorization and Settle	$1.30				Resubmit
Add Recurring	aflaxbeard	232	8548461			411111******1111	3/7/2013	Settled	Authorization and Settle	$1.30	$1.30		TAS891	Credit/Refund
Add Recurring	aflaxbeard	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
	aflaxbeard	232	8548561			411111******1111	3/7/2013	Settled	Blind Credit	-$1.30	-$1.30	-$1.30		
	aflaxbeard	232	8548571		CARD/DISCOVER GIFT	601199******0034	3/7/2013	Settled	Refund/Return	-$1.30	-$1.30			
Count: 2									Total Credits:	-$2.60	-$2.60	-$1.30		

4. 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.
5. Voids and Credits/Refunds can be performed in this report from the **Available Action** column.
6. Once the report is generated it can be printed or exported to an Excel file or a CSV (comma separated values) file.

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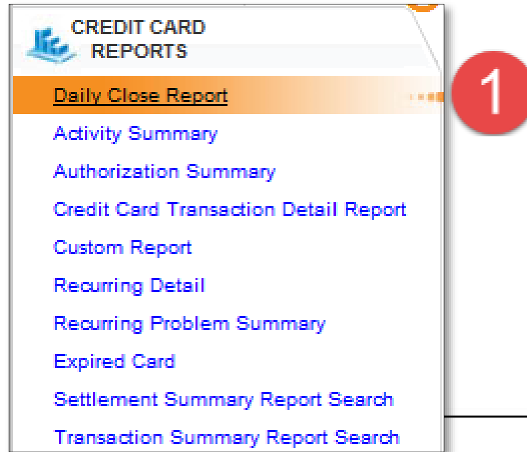
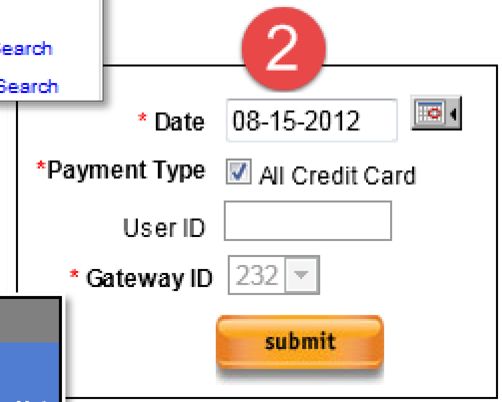
7.4.2 Daily Close Report

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.**

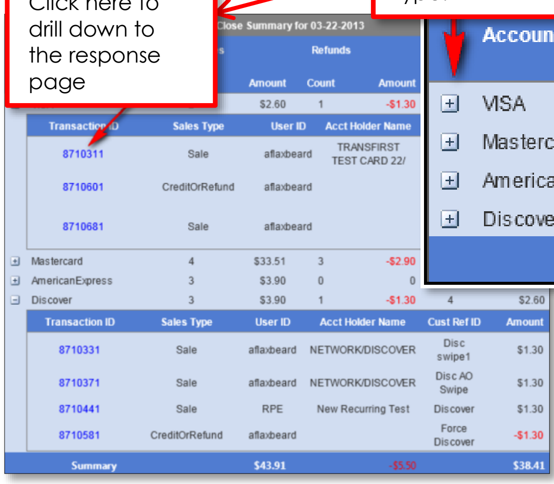
1. Access the **Reports** screen by clicking **Credit Card Reports > Daily Close Report** from the left navigation menu
2. Select the date to be reflected in the report and select **Submit** to pull results.
3. The output of the report will display with a summary for each card type (V/MC/D/A) to be settled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





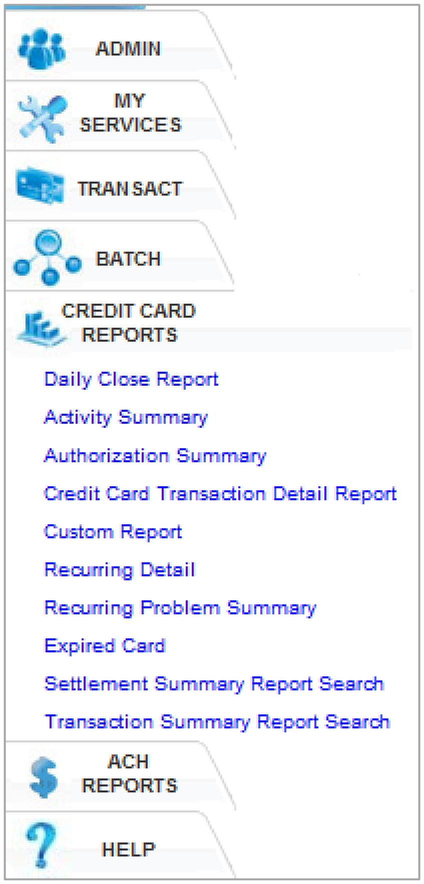
Click here to drill down to the response page

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



Account Type	Sales Count	Sales Amount	Refunds Count	Refunds Amount	Total Count	Net 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

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.

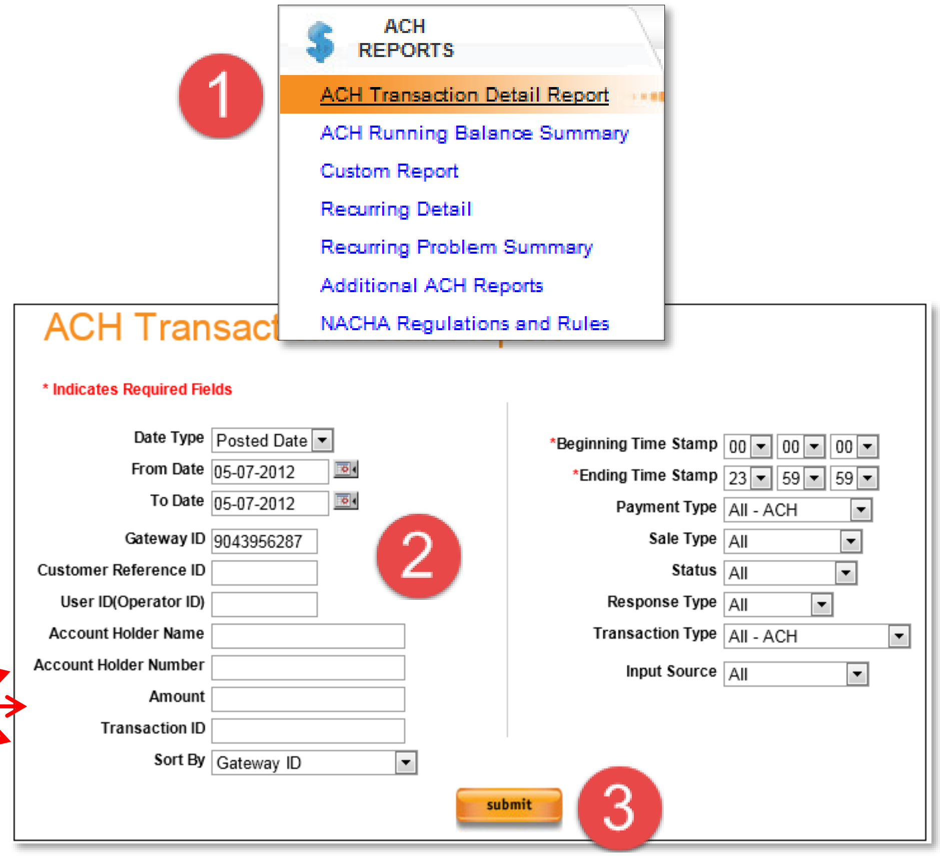
Transaction Summary Report – summarizes credit card transaction totals for each date within the timeframe of your search. Clicking the Date will take you to the Transaction Detail Report.

7.4.4 ACH Reporting – Transaction Detail Report

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

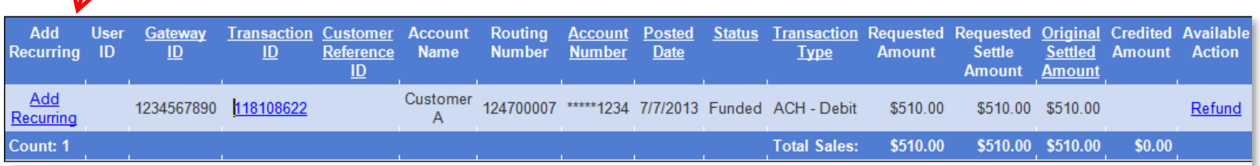
1. Access the Sale screen by clicking **ACH Reports > ACH Transaction Detail Report** from the left navigation menu.
2. Enter the date range for your report (cannot exceed 62 days).
3. Click the **Submit** button to display the report.

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



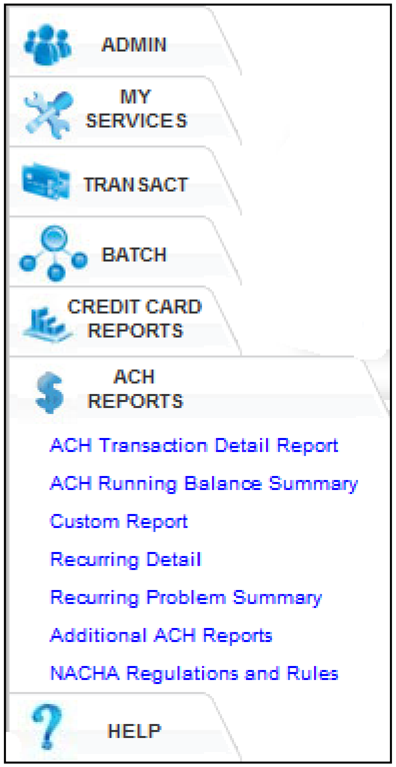
Free-form search fields

Click here to add the transaction as a recurring transaction



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

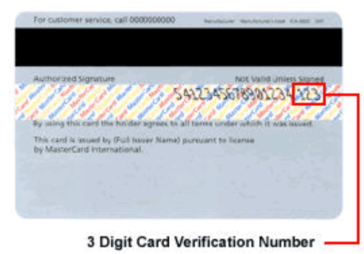
8.2 CVV – Card Verification Value

<u>Card Verification Value (CVV)</u>

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.

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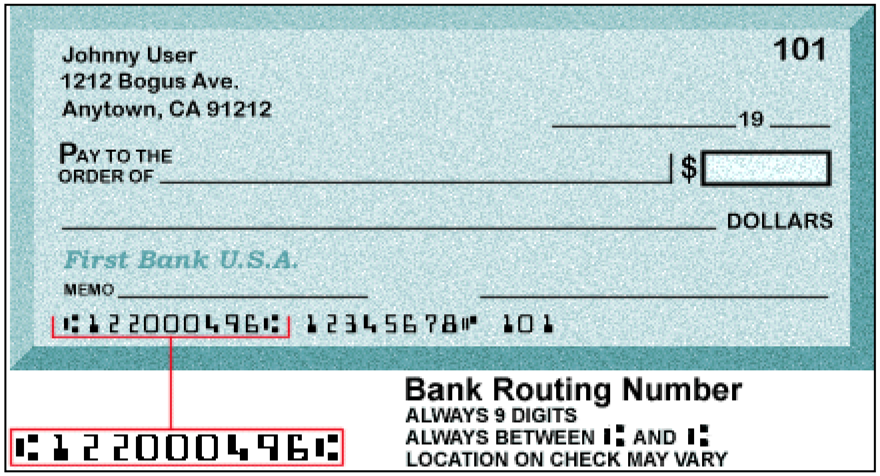
8.3 Check Diagram

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 __________ (date) to __________ (date)
- ☐ **Recurring charges of $__________ to be charged every** __________ (frequency)
  - ☐ From __________ (date) to __________ (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 __________ (date) to __________ (date)
- ☐ **Recurring charges of $__________ to be charged every** __________ (frequency)

  From __________ (date) to __________ (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."