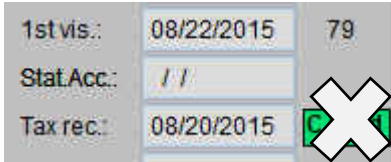


# OpenEdge Credit Card Module

## User Manual

### How to access the Credit Card module

Unless you have decided to continue using the old Credit Card module (Fortis or VeriFone) during a transition period (the time to finish processing active contract payments), the button allowing you to access it at the **Front Desk** screen will no longer be there:



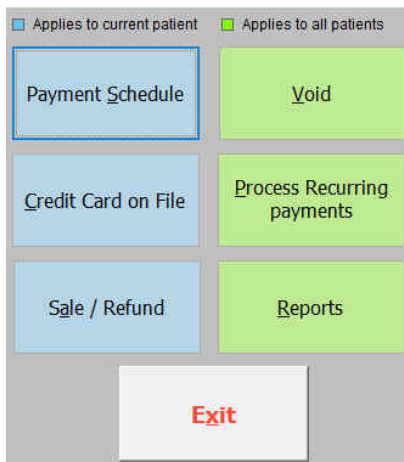
**IMPORTANT**

You can't use TRX and OpenEdge at the same time. TRX must be disabled in order to use OpenEdge.

You access the **Credit Card module** by clicking on the **C Credit Card Module** button located in the menu bar of the Platinum's **Front Desk** screen beside the **EHR** button:



### Credit Card module menu



<b>Payment Schedule</b>	To add, terminate and manage payment schedule, consult statistics on processed/unprocessed contract payments and get the scheduled/processed payments list.
<b>Credit Card on File</b>	To add/remove credit cards to the patient account, select a default credit card for recurring and regular payments, and set a credit card expiration reminder date.
<b>Sale/Refund</b>	To make a regular credit card payment or a refund. Product purchased can be added with the payment.
<b>Void</b>	To void one or multiple selected credit card payment transactions that have been processed today. Next days, you must cancel with a Refund.
<b>Process Recurring payments</b>	To process recurring payments on or after the scheduled payment date.
<b>Reports</b>	To generate reports for the new and old Credit Card module.
<b>Exit</b>	To quit the Credit Card module.

The **blue** buttons are related to the patient selected at the **Front Desk** and the **green** buttons to the clinic.

# How to Create Payment schedule for recurring/contract payments

Figure 1

Do not forget that for each current patient, a new credit card payment schedule with remaining contract payments must be entered in the OpenEdge Credit Card module at the time of its installation. The new schedule will be activated when the patient’s credit card will be read by the Ingenico iPP320 Terminal at the patient’s next visit. So you do not need to have the patient in front of you to enter any new payment schedule. We suggest adding a **STOP** for the next visit in order to ask the patient to provide his credit card.

1. Select the Patient File at the Platinum’s Front Desk screen (**P Search**)
2. Select **C Credit Card Module**
3. Click on **Payment Schedule**
4. The patient name and address will be displayed in section **Patient Info** (see **A** in figure 1 above)
5. In section **Create Payment Schedule** (see **B** in figure 1 above), enter the **Number of recurring payments**. Note that the button **Save Payment Schedule** turns red when you start the data entry to remind you to not forget to save your payment schedule once completed.



6. Enter the **Installment Amount**.

- Enter the **Processing Day(s)**. E.g. if you want to process contract payments each month on the 5<sup>th</sup> and the 15<sup>th</sup>, you will enter 5 and 15 in the first and second box respectively.
- Click on **Save Payment Schedule**.

- You can check on the option **Save these Processing Days as default settings for the clinic** if you want to process recurring payments on these days for the majority of your patients. These days will be suggested by default when you create a new payment schedule.

- You can enter internal **Note** related to the Payment Schedule.
- The section **Default Credit Card** (see **C** in figure 1 above) shows the credit card that is actually associated to the payment schedule. You can replace this card at any time without having to re-enter the whole payment schedule. You can associate a card later if no card yet on file.

### List of scheduled payments (see D in figure 1 above)

List of scheduled payments							On HOLD <input type="checkbox"/>
Date	Amount	To Process	Processed On	R. Code	Result	Text	
02/20/2017	25.75	<input type="checkbox"/>	02/24/2017	00	Approved		
03/20/2017	25.75	<input checked="" type="checkbox"/>	/ /				
04/10/2017	25.75	<input checked="" type="checkbox"/>	/ /				

The list shows all scheduled payments (date and amount) and the **Processed On** date with the result of the transaction (Approved or Declined).

### Payment Schedule management

- You can place **On HOLD** a payment schedule. Payments due may be made later.
- You can change a scheduled payment date by clicking on the **Date** and then entering the date.
- To not process a payment, you can unselect it in the **To Process** column.
- When all scheduled payments have been processed, the payment schedule is automatically completed and removed.
- You can terminate a payment schedule at any time. When you click on **Terminate**, the payment schedule is removed.

## Credit Card on File

The screenshot shows a window titled "Credit Card Management". It has two main sections. The top section is "Patient Info" with a text box containing "AABJY" and three text boxes below it containing "Doe, Jane", "123 Street", and "City NY 12345". The bottom section is "Credit Card On File" which contains a table with the following columns: Type, Last 4 digit, Reminder, and Default. The first row is highlighted in blue and contains "Visa", "4034", "///", and a checked checkbox. Below the table are three buttons: "Add", "Remove", and "Exit".

Type	Last 4 digit	Reminder	Default
Visa	4034	///	<input checked="" type="checkbox"/>

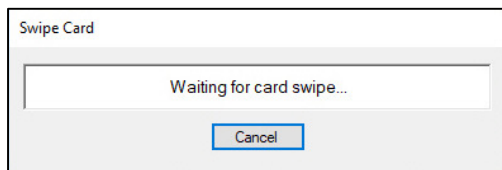
Only the credit card **Type** (Visa, Master Card, etc.) and **Last 4 digits** are saved in Platinum. The credit card detail is sent to OpenEdge as soon as the card is read by the Terminal.

### Add a credit card on file

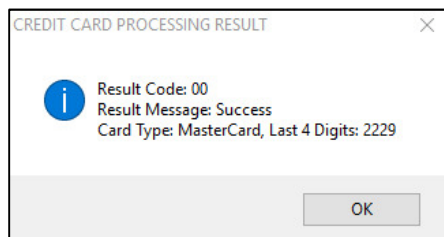
**Important.** If the patient has a chip/smart card, they must swipe the card. The terminal must read the stripe.

You can keep on file one or several credit cards for each patient so as to not need to obtain the patient's credit card to perform a payment transaction.

1. Select the Patient File at the Front Desk screen (**P Search**)
2. Select **C Credit Card Module**
3. Click on **Credit Card on File**
4. Click on **Add**
5. When the message **WAITING FOR CARD SWIPE** shows, insert the chip card in the smart card reader of your EMV Terminal or swipe the credit card in the magnetic card reader embedded in the EMV Terminal



6. Click on **OK** button when the processing result shows up

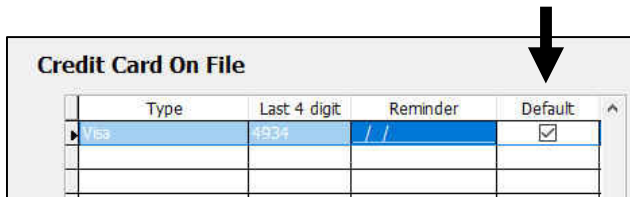


## Remove a credit card on file

You can remove a credit card on file at any time by selecting the card and clicking on **Remove**.

## Select a default credit card

You can select a default card to use for all credit cards payments (regular and recurring) by checking the box **Default**. Unless you choose another card when making the payment, the default card will be automatically used.



Type	Last 4 digit	Reminder	Default
Visa	*934	//	<input checked="" type="checkbox"/>

## Expiration date reminder

The expiry date of the credit card is automatically transferred in the **Reminder** date field.

## **Process a Sale or a Refund**

One-time payments (**Sale**) are processed when the patient is at the Front Desk. So they are not pre-authorized (recurring) credit card payments. To make the payment, you can insert the credit card in the Ingenico iPP320 Terminal or use one of the card you have on file. The one-time payments can be added using the default **REGULAR** payment service or another pre-selected payment service [*The credit card payment services that can be used to process a credit card payment transaction are selected in the service list (right click on **≡ Add Trans**). They are identified by an X in the **Ccp** column*].

The transactions for the purchase of products can be entered at the Front Desk screen before the payment (using **≡ Add Trans**) or in the Credit Card module at the same time as the payment.

## Process a sale or a refund

1. Select the Patient File at the front Desk screen (**P Search**)
2. Select **C Credit Card Module**
3. Click on **Sale / Refund**
4. The cursor will be located in the field where you enter the payment amount (green box – **see A in the figure 2 below**)



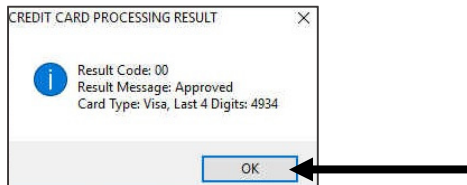
Process payment with the default card on file	<ol style="list-style-type: none"> <li>1. Enter the payment amount in field <b>Total</b> (green box) (see <b>A</b> in figure 2 above).</li> <li>2. Press <b>ENTER</b> two times or Click on <b>Make Sale</b> (see <b>B</b> in figure 2 above).</li> <li>3. Click on <b>OK</b> button when the <b>Result</b> of the transaction shows up in PS.</li> <li>4. The receipt appears on the screen.</li> </ol>
Process payment with another card on file	<ol style="list-style-type: none"> <li>1. Enter the payment amount in field <b>Total</b> (green box) (see <b>A</b> in figure 2 above).</li> <li>2. Click on <b>Use credit card on file</b> (see <b>C</b> in figure 2 above).</li> <li>3. Check the box <b>Use</b> associated to the card you want to use.</li> <li>4. Click <b>Exit</b>.</li> <li>5. Click on <b>Make Sale</b> (see <b>B</b> in figure 2 above).</li> <li>6. Click on <b>OK</b> button when the <b>Result</b> of the transaction shows up in PS.</li> <li>7. The receipt appears on the screen.</li> </ol>
Process payment with card present	<ol style="list-style-type: none"> <li>1. Enter the payment amount in field <b>Total</b> (green box) (see <b>A</b> in figure 2 above).</li> <li>2. Click on <b>Make Sale</b> (see <b>B</b> in figure 2 above).</li> <li>3. When the message <b>Transaction in progress. Please wait...</b> shows, insert, tap or swipe the credit card.</li> <li>4. Click on <b>OK</b> button when the <b>Result</b> of the transaction shows up in PS.</li> <li>5. The receipt appears on the screen if enabled.</li> </ol>

Keyed-In the Sale	You can keyed-in the card number so not to use the terminal. See below procedure.
Process payment with a debit card	<ol style="list-style-type: none"> <li>1. Enter the payment amount in field <b>Total</b> (green box) (see <b>A in figure 2 above</b>).</li> <li>2. Click on <b>Make Sale</b> (see <b>I in figure 2 above</b>).</li> <li>3. When the message <b>Transaction in progress. Please wait...</b> shows, tap or swipe the credit card.</li> <li>4. Keyed-in the PIN on the Terminal keypad when requested on the Terminal console.</li> <li>5. Press the green button on the Terminal keypad to accept.</li> <li>6. Click on <b>OK</b> button when the <b>Result</b> of the transaction shows up in PS.</li> <li>7. The receipt appears on the screen if enabled.</li> </ol>
Change payment service	Use the drop down arrow of the <b>Service Name</b> box to select another service (see <b>D in figure 2 above</b> ).
Do a <b>refund</b> on credit card	Proceed in the same way as for a payment but click on <b>Refund</b> instead of <b>Make Sale</b> (see <b>E in figure 2 above</b> ). Do not enter negative amount in <b>Total</b> .
Do a <b>refund</b> on debit card	Proceed in the same way as for a payment but click on <b>Debit Refund</b> instead of <b>Make Sale</b> (see <b>I in figure 2 above</b> ). Do not enter negative amount in <b>Total</b> .
<b>Keep credit card on file</b>	If the patient presents you with a new card and you want to keep it on file, check <b>Keep credit card on file</b> (see <b>F in figure 2 above</b> ) before clicking on <b>Make Sale</b> .
<b>Print receipt</b>	Platinum can generate merchant and customer receipts. When the options are selected (see <b>G in figure 2 above</b> ), they remain selected for all patients. See section <i>Sale receipt</i> .

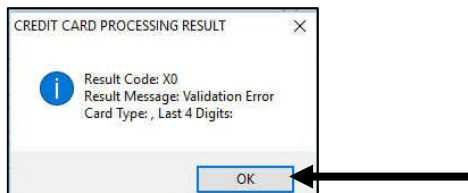
## Payment Results

Credit card payment transaction can be approved or declined:

- If the payment is approved, the following message box will display and you will return to the Front Desk screen clicking on OK.



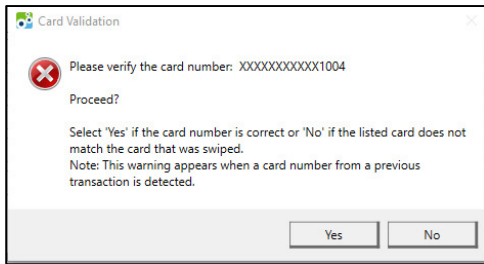
- If the payment is declined, refused or in error, a message box similar to the one below will display and you will stay in the **Credit Card Sale** form. You can then use another credit card or **Exit** the form to take a payment in cash or by check.



No transaction is added to the transactions ledger when the credit card payment is declined/refused/in error.

## Same credit card used for consecutive transactions

If the same credit card is used for consecutive transactions, OpenEdge will obligate you to validate the transaction. Just click on **Yes** to approve the transaction.



## Add product transactions with the payment

The transactions for the purchase of products can be entered before in Platinum (**≡ Add Trans**) or in the EMV Credit Card module at the same time as the payment.

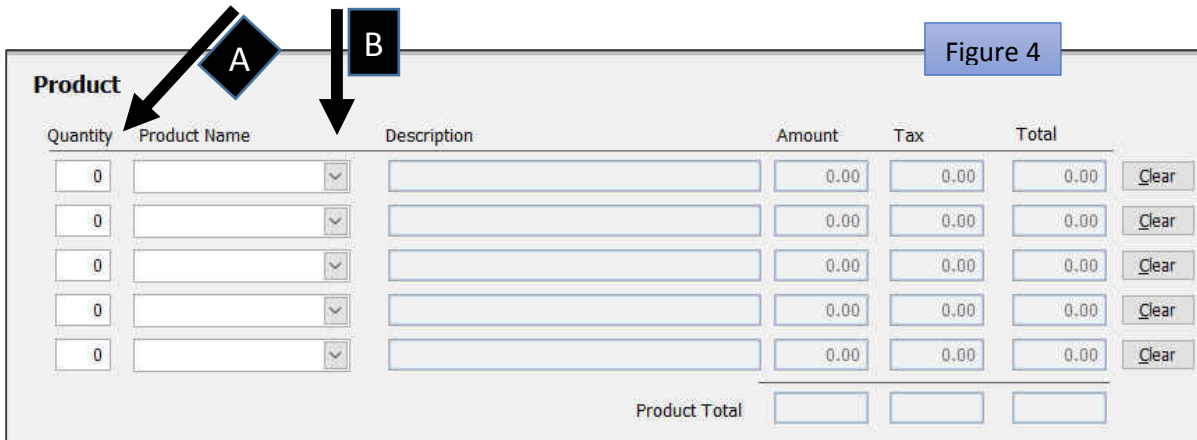


Figure 4 shows a table for adding product transactions. The table has columns for Quantity, Product Name, Description, Amount, Tax, and Total. There are five rows for individual products, each with a "Clear" button. A "Product Total" row is at the bottom. Annotations: Arrow A points to the Quantity column, and Arrow B points to the Product Name dropdown menu.

Quantity	Product Name	Description	Amount	Tax	Total	
0			0.00	0.00	0.00	Clear
0			0.00	0.00	0.00	Clear
0			0.00	0.00	0.00	Clear
0			0.00	0.00	0.00	Clear
0			0.00	0.00	0.00	Clear
Product Total						

Before you process the credit card payment (**Make Sale**), you can add up to 5 product transactions.

1. Select the **Product Name** (see **B** in figure 4 above). Only items identified as a product in the service list will display when you click on the drop down arrow [The products are identified by an X in the **Product** column in the services list (at the Front Desk screen, right click on **≡ Add Trans**)]
2. Enter the **quantity** sold (see **A** in figure 4 above)
3. The payment amount (**Total**) will show the total amount of the sale (see **A** in figure 5 below). You can change the amount if needed.

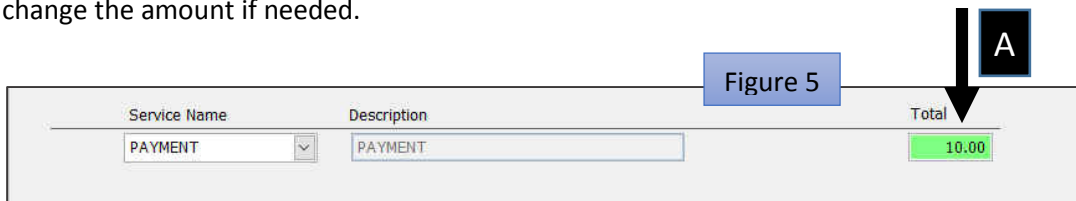


Figure 5 shows a payment summary. It has columns for Service Name, Description, and Total. The Service Name is "PAYMENT" and the Description is "PAYMENT". The Total is "10.00". An annotation: Arrow A points to the Total field.

Service Name	Description	Total
PAYMENT	PAYMENT	10.00

4. Process the sale as usual (see section *Process a sale or a refund*)

## Keyed-In

You can process a sale even if you do not have the credit card on file or in hand. It is useful when the patient calls to make a payment or get insurance payment with a virtual credit card.

1. Enter the payment amount in field **Total** (green box) (see **A** in figure 2 above).
2. Click on **Keyed-In Sale** (see **H** in figure 2 above).
3. The **KEYED-IN Sale** form opens up (see figures 3a and 3b to the right).
4. Type the **Card Number**.
5. Select the **Expiry Date**.
6. Type the **CVV** number.
7. Complete the **Customer Information** if needed.
8. **VERY IMPORTANT**. You must scroll down to the bottom of the **KEYED-IN Sale** form to click on **Make payment** to save the sale.
9. Click on **Exit** button when the **Transaction Result** shows up.
10. The receipt appears on the screen.

### Hint:

Insurance payment with a Virtual Credit Card

You can process an insurance payment with a Virtual Credit Card payment. The payment must be processed in the file that was created for the insurance company. Since you will eventually post the payment in each patient account according to the EOB, do not forget to revert it with a negative payment.

Date	P	Service	M	Charge	Payment	I
05/18/2017	1	VIRTUAL CC	M	0.00	-125.25	#
05/18/2017	1	VIRTUAL CC	M	0.00	125.25	#

We suggest to use a specific payment service which could be called VIRTUAL CC. You create it in the services list (right click on  $\equiv$  Add Trans.).

## Add product transactions with the payment

The transactions for the purchase of products can be entered before in Platinum (**≡ Add Trans**) or in the EMV Credit Card module at the same time as the payment.

Figure 4

Quantity	Product Name	Description	Amount	Tax	Total	
0	<input type="text"/>	<input type="text"/>	0.00	0.00	0.00	Clear
0	<input type="text"/>	<input type="text"/>	0.00	0.00	0.00	Clear
0	<input type="text"/>	<input type="text"/>	0.00	0.00	0.00	Clear
0	<input type="text"/>	<input type="text"/>	0.00	0.00	0.00	Clear
0	<input type="text"/>	<input type="text"/>	0.00	0.00	0.00	Clear
Product Total			<input type="text"/>	<input type="text"/>	<input type="text"/>	

Before you process the credit card payment (**Make Sale**), you can add up to 5 product transactions.

5. Select the **Product Name** (see **B** in figure 4 above). Only items identified as a product in the service list will display when you click on the drop down arrow [*The products are identified by an X in the **Product** column in the services list (at the Front Desk screen, right click on **≡ Add Trans**)*]
6. Enter the **quantity** sold (see **A** in figure 4 above)
7. The payment amount (**Total**) will show the total amount of the sale (see **A** in figure 5 below). You can change the amount if needed.

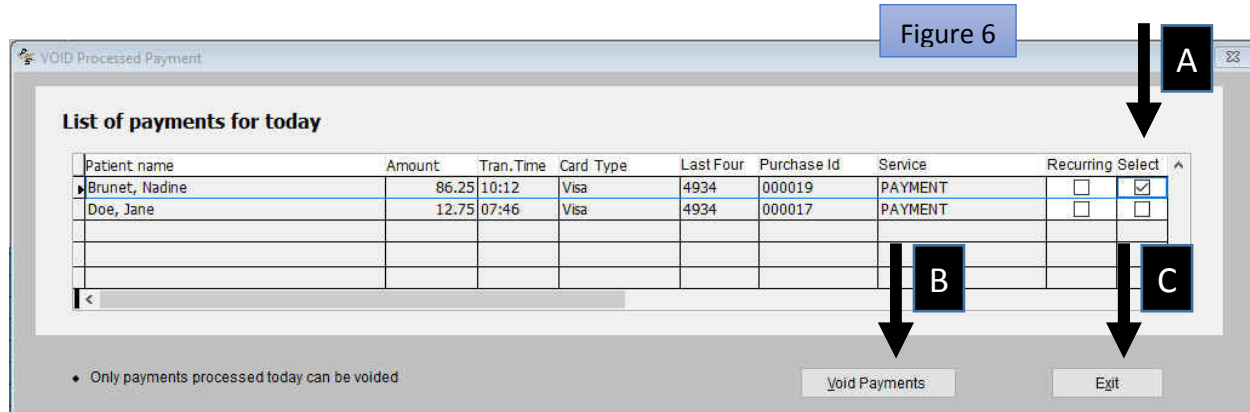
Figure 5

Service Name	Description	Total
<input type="text" value="PAYMENT"/>	<input type="text" value="PAYMENT"/>	10.00

8. Process the sale as usual (see section *Process a sale or a refund*)

## Void credit card payments

You can void one or multiple credit card payment transactions that have been processed today. **Debit transactions cannot be voided.** If you need to reimburse the patient, you need to do a Refund Debit. See I in figure 2 above.

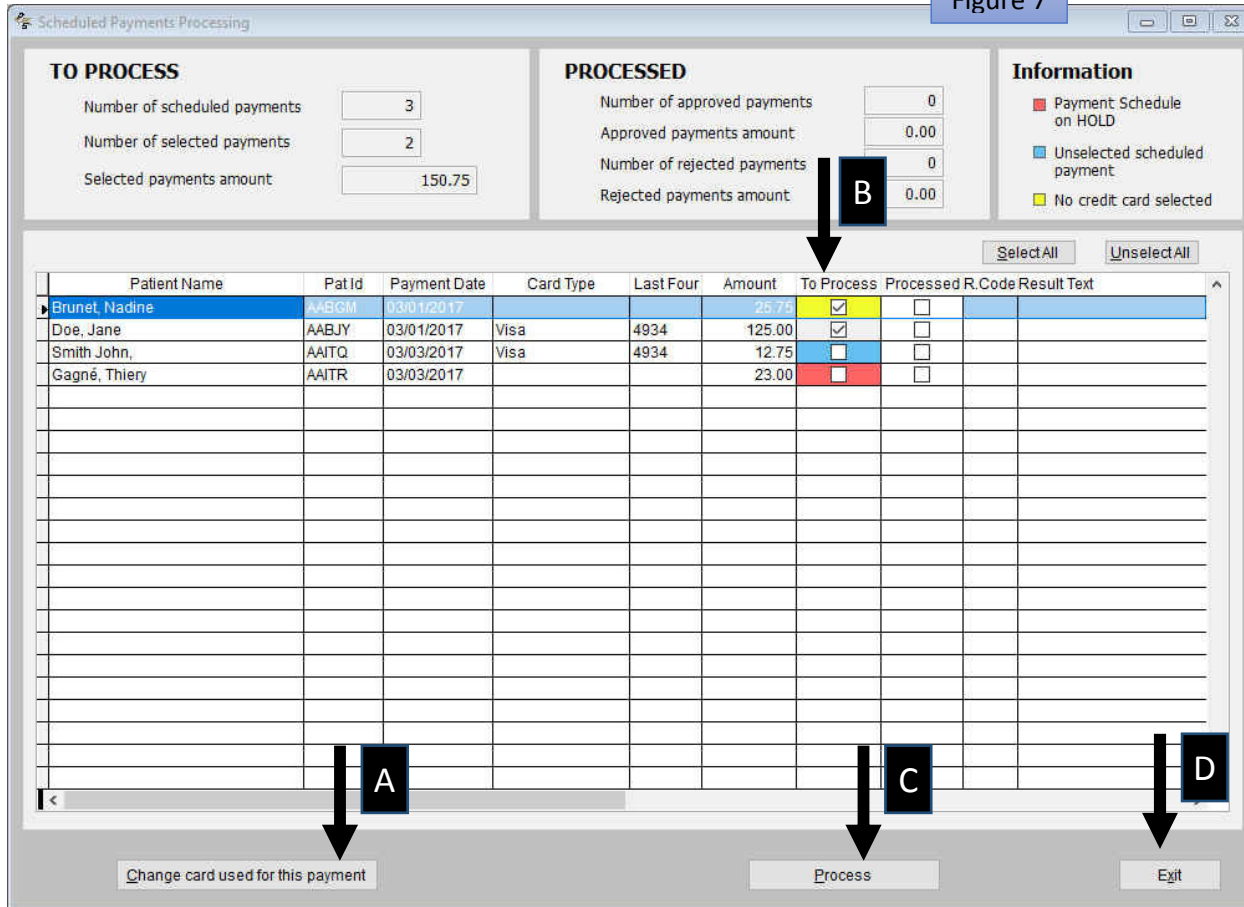


1. Tick the **Select** box of each payment you want to void (see **A** in figure 6 above)
2. Click on **Void Payments** (see **B** in figure 6 above)
3. Click on **YES** to confirm that you want to void the payment
4. Click **OK** when the Voiding Transaction result message box is displayed
5. Click **Exit** (see **C** in figure 6 above)
6. A negative transaction will be added in the transactions ledger to cancel the initial transaction

# Process Recurring payments

The recurring payments are not automatically processed. You must start the **Process**. The **Recurring Payments Processing** list shows all unprocessed payments whose **Payment Date** is today or before.

Figure 7



Payment Schedule on Hold (red)

The payments will not be processed until you remove the **HOLD** status in the patient's **Payment Schedule**. Once the **HOLD** status is removed, all scheduled payments that have not yet been processed will display and may be made.

Unselected scheduled payment (blue)

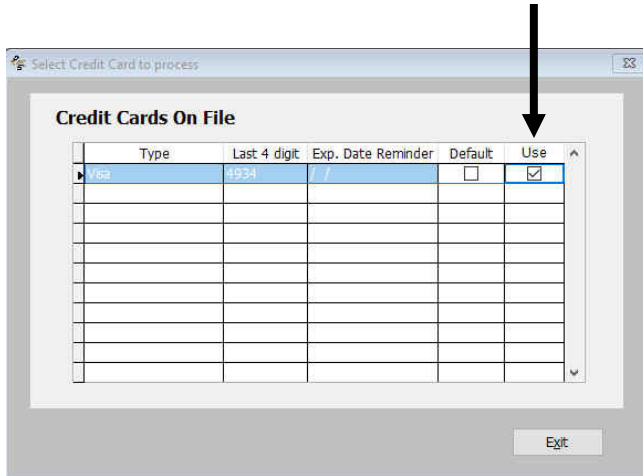
The scheduled payments that have been unselected in the patient's **Payment Schedule** will not be processed unless you tick the **To Process** (see **B** in figure 7 above) box in the **Scheduled Payments Processing** list or select the payment in the patient's **Payment Schedule**.

No credit card selected (yellow)

You cannot process a scheduled payment if you do not have a credit card on file attached to the transaction. Usually, there should be a default credit card selected in the patient's **Credit Card on File**. If not, you must select a temporary card among those you have on file to process the recurring payment. Click then on **Change card used for this payment** (see **A** in figure 7 above) and tick the **Use** box of the card you want to use.

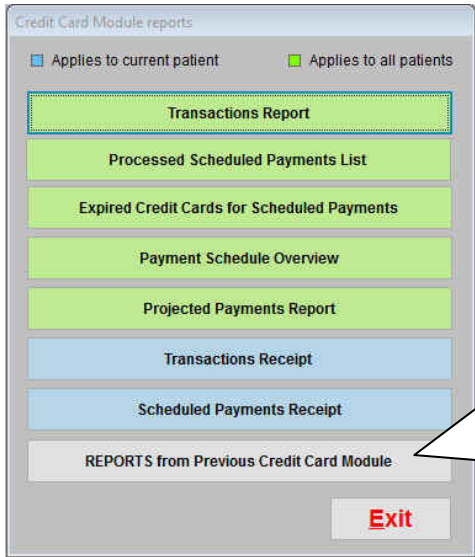
## Process scheduled payments

1. For all payments with no default credit card, the records are identified by color yellow, click on **Change card used for this payment** (see **A** in figure 7 above) and tick the **Use** box for the card you want to use.



2. Click on **Exit**
3. You can also use another credit card for this recurring payment only by clicking on **Change card used for this payment** (see **A** in figure 7 above) and ticking the **Use** box for the card you want to use.
4. Click on **Process** (see **C** in figure 76 above).
5. The Results will show in fields **R Code** and **Result Text**. Declined payments can be processed later once you fixed the denial (insufficient funds, expired credit cards, etc.).
6. Click on **Exit** (see **D** in figure 7 above) to close the **Scheduled Payments Processing** form.

# Reports



The transactions processed in the old (VeriFone) and the new Credit Card module (OpenEdge and TRX) can't be merged on same reports. The button **REPORTS from Previous Credit Card Module** will let you generate the reports for transactions processed in the old Credit Card module. It must be enabled by Platinum.

The transactions processed under TRX and OpenEdge are merged on the reports because they have been processed under the same platform.

There is no report generated by Platinum for Fortis.

Transactions Report	All credit card payments processed during the selected date range. The transactions can be grouped by patient or by date.
Processed Scheduled Payments List	All recurring credit card payments processed during the selected date range (including the declined transactions).
Expired Credit Cards for Scheduled Payments	All credit card with a reminder for an expiration date during the selected date range.
Payment Schedule Overview	Payment Schedule overview with the contract status (ACTIVE, TERMINATED, COMPLETED or ON HOLD), number of installments, amount of the installment and total processed. You can filter on the contract status.
Projected Payments Report	All recurring payments to be processed during the date range. The transactions can be grouped by patient or by date.
Transactions Receipt	Transactions receipt for the patient. It shows all processed credit card payments during the selected date range.
Scheduled Payment Receipt	Contract receipt for the patient. It shows the payment schedule detail, the processed and unprocessed recurring payments.

The transaction receipt that is printed after each regular payment will now be printed from the EMV Terminal.

## Sale receipts

A Sale Receipt is automatically generated for all transactions using card on file. The option **Print receipt** must be selected in the Credit Card Sale form (see **G** in figure 2 above) in order to generate receipt for card present transactions.

	Platinum Chiropractic Street City, PA, 12345-1234 (888) 880-8602	<b>RECEIPT</b>
<b>Patient</b>	<b>Doe, Jane</b>	
Batch #	000017	
Trans ID	000000000669	
Trans Type	Purchase	
Date/Time	2017-10-13 12:52:01	
Card Type	Visa	
Card Number	XXXXXXXXXXXX0010	
Entry Method	MANUAL	
Approval Code	010140	
Total Amount	USD\$10.00	
	Approved - Thank You	
X	_____	
	Cardholder Signature	
	Buyer agrees to pay total amount above according to cardholder's agreement with issuer.	