

KODAK PRACTICEWORKS Electronic Payment Service

Quick Reference Tool

PracticeWorks Inc.

Exclusive Maker of **Kodak** Dental Systems



For Issues Concerning: Enrollment, installation or transmission **Call:** E-Services Technical Support at 1-800-262-8593, option 3




Monday through Thursday, 8 a.m. to 8 p.m.
Friday, 8 a.m. to 6 p.m. EST (excluding holidays)

Billing issues, including fees and statements

TransFirst Health Services Support at 1-800-654-9256


24 hours a day, 7 days a week
(excluding holidays)

Credit Card PAYMENT:
card reader installed
credit card present

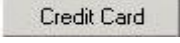

- When adding a credit card payment, you will be prompted to swipe the card. The amount field may be changed at this time
- From the Ledger, press the credit card button at the bottom. 
- Click Charge  and enter the appropriate information on the **PRACTICEWORKS Credit Card Processing Authorization** window. After entering the information, press the "Submit Button" 
- After the authorization number has been retrieved, it will be automatically entered in the **Ledger Card** window. The Credit Card Processing window is still active in the background for additional options.

You will then be prompted for printing the receipt (see other side).

Credit Card PAYMENT/REFUND:
credit card NOT present

- If credit card is not present, i.e., payment taken over the phone, you can manually enter the credit card number. (The amount field may be changed at this time.)
- Manually enter the credit card number, expiration date and zip code in the fields noted on the **PRACTICEWORKS Credit Card Processing Charge/Refund Transaction** window.
- Press the "Submit Button"  and the transmission process will begin.
- After the authorization number has been retrieved, the **transaction code** will be automatically entered in the **Ledger Card** window. Click "OK" to close the Credit Card Processing window.

Credit Card REFUND:

- From the Ledger, press the credit card button at the bottom. 
- Press the "Refund" button 

Notes:

- If the credit card is not present at the time of the refund, the account number and expiration date can be entered manually. (Note: credit card industry regulations state that refunds can only be given utilizing the original credit card used for payment.)
- Refunds do NOT connect to the bank. This is normal.

You will then be prompted for printing the receipt (see other side).

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Credit Card RECEIPT:

1. From the Ledger, press the credit card button at the bottom. 

2. Select "Print Last Receipt" or "Print Receipt" to specify what date.



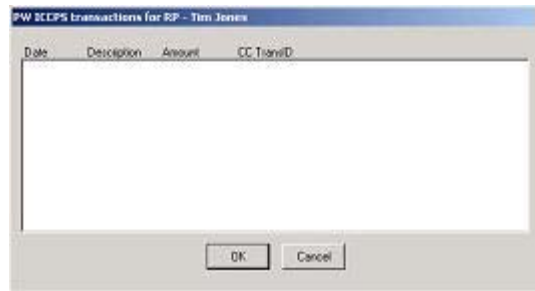
You can then specify if you want a receipt to print or not and if so, the number of copies (one or two) to print.

To REPRINT Credit Card RECEIPT:

1. Select "Print Receipt" to specify what date.



2. Select date from the window.

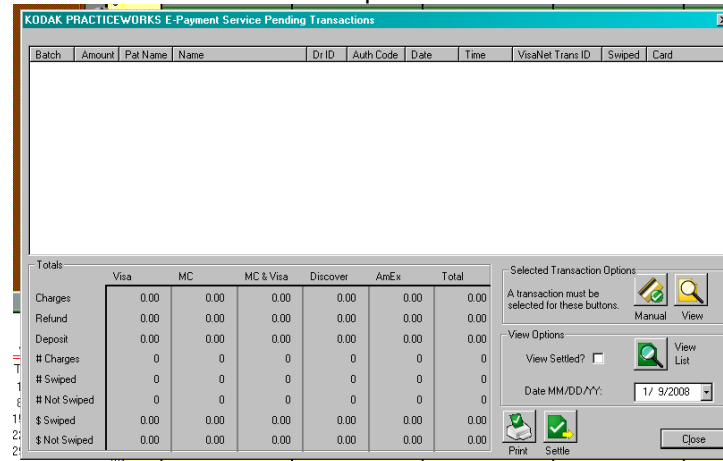
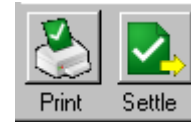


Credit Card SETTLEMENT:

At the end of each business day, the Credit Card Settlement report must be run in order to reconcile the credit card transactions.

1. To access this report, select Activities>Credit Card Processing and click "**Settle/Print Authorizations**".

You will now see the settlement screen where you can print a pending report and/or start the settlement process. Click the button at the bottom right of the screen to start the settlement process.



After the settlement process is complete, the **PRACTICEWORKS Credit Card Processing Settling With Bank** window should state that your batch was **accepted**. This is your office's electronic receipt confirming that your batch was accepted.

Note: Be sure to select <Print Confirmation> to print your report!

Voice Authorization Instructions to Retrieve Approval Number:

If you cannot get an approval message when you select <submit>, you can do the following for an **additional \$.25 charge** for each voice authorization.

1. Call the voice authorization line to retrieve an approval number.
 Visa/MC: 1-800-941-0188
 Amex: 1-800-528-2121
 Discover: 1-800-347-1111
2. Check **Offline** on the **PRACTICEWORKS Credit Card Processing Charge Authorization** screen. Once that is checked, you will see another check box labeled **Card Present**. Check this box if you had swiped the card and did not enter the information manually.
3. Enter the **Approval number** in the **Authorization #** field.

Select <OK> to enter the transaction. Note: PracticeWorks software will **NOT** connect to the bank with offline checked. This is normal. This transaction will settle with the remainder of your credit card transactions.