# **AXIAMED CREDIT CARD PROCESSING**

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#### **Overview:**

Office Ally, in partnership with AxiaMed, provides an EMV-certified solution with wireless terminal options and tokenbased payment security. Clients who use Office Ally's software and this integrated payment solution will benefit from the highest level of payment security and have access to both industry-leading technology and reliable, hands-on support. Our integrated system makes payment processing easier and more secure than ever.

#### **Key Features and Benefits:**

- Seamlessly integrates with Office Ally modules (like Practice Mate)
- Allows offices to set up recurring patient payment plans
- Allows patients to pay their bills online through their Patient Ally account
- Automatically posts payments to the patient's ledger
- Expands consumer choices by accepting additional methods of electronic payment (like EMV cards, ApplePay, AndroidPay, and SamsungPay)
- Reduces the total cost of ownership while driving incremental sales
- Enables electronic processing of sales, voids, and refunds

Cancel

## Signing up with AxiaMed:

To sign up with AxiaMed, you will first need to complete the AxiaMed Contact information form that is available in several locations throughout our site.

**Note:** If you are already enrolled with ZirMed or Chase for credit card processing with Office Ally, you will need to deactivate that service before using AxiaMed. Additional information about AxiaMed, including pricing, can be discussed with the AxiaMed representative that will contact you.

Company Name

Contact Name:

Contact Phone

Contact Email:

Number of Locat

Best day and time to contac

Time Zone

about you first before an AxiaMed representative contacts you

Johns Family Practice

Josh Smith, APRN

JohnSmith@OfficeAlly.com

Pacific Time Zone (PDT)

(555) 555-5555

No

The AxiaMed contact Form is located in the following locations:

#### Check In Screen:

- 1. Log in to Practice Mate
- 2. Click on the Appointment Tab
- 3. Hover of the Check In icon for any Appointment
- 4. Click Check In
- 5. In the Payment Method menu, select Credit Card
- 6. Click the "Get Started Now" button

#### Within a Visit:

- 1. Log in to Practice Mate
- 2. Click on the Visit tab
- 3. Edit any Visit
- 4. Click on Billing Info
- 5. In the Payment Method drop down select Credit Card
- 6. Click the "Get Started Now" button

#### Add Payment Deposit:

- 1. Log in to Practice Mate
- 2. Click on the Accounting tab
- 3. Click on Add New Payment/Deposit
- 4. In the Payment Method drop down select Credit Card
- 5. Click the "Get Started Now" button

#### **Credit Card Settings**

- 1. Log in to the Service Center, Practice Mate, or EHR 24/7 with your Security Administrator
- 2. Click on the Credit Card Settings link
- 3. Click the "Get Started Now" button

After the contact form has been submitted, an AxiaMed representative will contact you within two business days. This representative will walk you through the process of creating an account, setting up your contract, and ordering the terminals used to process credit card information.

#### Activating your AxiaMed Account in Office Ally

After signing up with AxiaMed, you will receive a shipment that includes:

- 1. Your Credit Card Terminal(s)
- 2. Several Identification numbers needed to complete set up:
  - a. API Token
  - b. API ID
  - c. Source Key (Required for Patient Ally payments)
  - d. PIN (Required for Patient Ally payments)

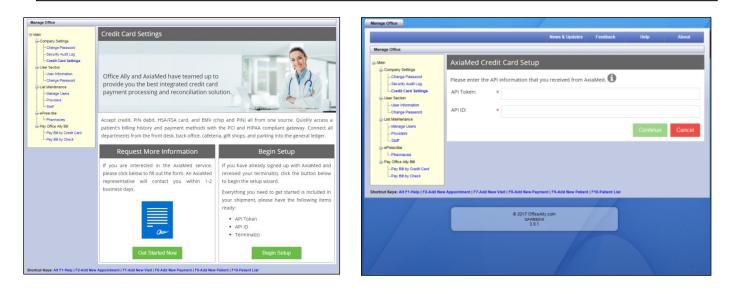
To start your set up within Office Ally:

1. Log in to Office Ally with your Security Administrator Account

**Note:** If you only use Office Ally's Service Center and do not have a Security Administrator account or multiple user accounts, please contact Office Ally for assistance at 360-975-7000.

- 2. If using the Service Center, click "Credit Card Settings" in the links on the left. If using Practice Mate or EHR 24/7, open the Manage Office tab and click "Credit Card Settings"
- 3. Click on "Begin Setup"
- 4. Enter the identification numbers in the respective fields
- 5. Click Continue

**Note:** If any of your identification numbers are entered incorrectly, Office Ally will not be able to activate your account. If you are unable to activate your account using the provided numbers, please contact at (855) 376-2942, Ext. 633 or techsupport@axiatech.com



Once your AxiaMed and Office Ally accounts are linked, a list of Merchant IDs and Terminals will be retrieved. For each Merchant ID, a unique Nickname must be assigned. These nicknames represent the merchants that are linked to payments, and you will be able to choose a nickname from a drop-down menu when processing payments using AxiaMed.

Manage Office	
⊡Main	AxiaMed Credit Card Setup
	We have identified your AxiaMed account. Define your Merchant Nickname(s) below. 🛈
Credit Card SettingsUser Section	Merchant ID: 1462808352 Nickname: * John Smith Terminal(s):
Change PasswordList MaintenanceManage UsersProvidersStaff	Test iPP320     Test iCT250     Test iSC250 1     Test iSC250 2
	Merchant ID: 1485375203 Nickname: * Nickname required Terminal(s):
	Test iSC250 2
	If the information above is incorrect, please contact AxiaMed at 855-376-2942 Ext. 633.
	I acknowledge the information above is correct.
	Complete

Enter a Nickname for each Merchant ID then confirm that the correct Terminals are available for each Merchant by checking the box below then click Complete.

## **Processing Credit Card Payments in Office Ally**

Once AxiaMed has been activated for your account, you will be able to process credit card payments using the supplied terminals whenever you create payments. Payments can be created in several locations, including:

- 1. Practice Mate/EHR 24/7 Appointments Tab: Check In "Add Payment" button
- 2. Practice Mate Patient Visits Tab: Billing Info sub-tab of a Patient Visit "Add Payment" button
- 3. Practice Mate Accounting Tab: Add New Payment/Deposit
- 4. Practice Mate Manage Patients Tab: Payments sub-tab of a Patient Record "Setup Plan" button
- 5. Service Center: Process Credit Card Transaction

Whenever you create a payment using these methods, you will be able to select either "Credit Card (card present)" or "Credit Card (card not present)" as Payment Method options from the drop-down menu.

Add(Payment / Deposit)		
	Office: All  Provider: All  Provider: All  Payment Date (mm/ddyyyy): 7 / [1] / [2017 ]  Payment Type: Patient  Payment Type: Patient  Payment Type: Payment  Payment Type: Payment  Payment Method: Credit Card (card not present)  Check Number: Credit Card (card not present) Credit Card (card not present) Description: Electronic Payment Upd	ate Cancel
A CONTRACTOR	Patient Name:       Oscars A'aet         Payment Type:       Payment ▼         Payment Method:       Credit Card (card not present) ▼         Check Number:       Check         Amount:       Credit Card (card not present)         Description:       Electronic Payment	ate Cancel

#### With Card Present

If the Credit Card that is being used to make the payment is present, select "Credit Card (card present)." A pop-up will appear for the transaction. Select the Merchant Account and the Terminal being used for the transaction then enter a Payment Amount. A comment may be entered for the transaction, but is not required. Next, click the "Process Payment" button.

Add(Payment / Deposit)		
	Process Credit Card       Image: Constant in the im	
	Process Payment Close	Update Cancel
		Curron Curron

A verification will appear on your screen and the selected Terminal will now be able to process the card. Swipe or insert the card in the terminal and follow any instructions that appear. Once the transaction has completed on the terminal, the pop-up will close and the completed payment will appear.

Add(Payment / Deposit)				
	Proc	Please Verify This Information 8	8	
	Merc	Merchant: John Smith Terminal: Front Desk Terminal		
A CONTRACTOR	Payn			
	Com	Comment: Copay		
		This pop up will automatically close when the transaction is completed or canceled on the terminal.	Close	
		$\bigcirc$		Update Cancel
Shortcut Keys: Alt F1-Help   F2-Add	New Appointme			

#### Without Card Present

If the Credit Card that is being used to make the payment is not present (e.g., you are taking a patient's payment information over the phone), select "Credit Card (card not present)." A pop-up will appear for the transaction. Select the Merchant Account and the Terminal being used for the transaction then enter a Payment Amount. Next, enter the cardholder's billing information, including their Name, Address, City, State, and Zip Code. A comment may be entered for the transaction, but is not required. Next, click the "Process Payment" button.

Add(Payment / Deposit)					
	Process Credit C	ard		8	
A CONTRACTOR	Merchant: *	Merchant Nickname 2	MasterCard VISA		
Contraction of the second	Terminal: *	Front Desk Terminal	T		
Service and the service of the servi	Payment Amount: *	25			
ut pus pas	Cardholder Name: *	Madilynn Archer			
	Address: *	89 Johnson Crossing			
	City: *	Wilmington	State: * DE V	Zip: * 19892	
	Comment:	Сорау			
					Update Cancel
			Process Payment	Close	
Shortcut Keys: Alt F1-Help   F2-Add Ney					

A verification will appear on your screen and the selected Terminal will now be able to process the card information. Click "F1" on the terminal to enter manual key mode, then enter the required information into the terminal and follow any instructions that appear. Once the transaction has completed on the terminal, the pop-up will close and the completed payment will appear.

	T!	Please Verify This	Information	) ments - Applied Payments Reports -
Add(Payment / Deposit)		Click F1 on the te	rminal to enter manual key mode.	
	Proces	Merchant:	John Smith	8
A Carlos Ja	Merchai	Terminal:	Front Desk Terminal	
A REAL AR	Termina	Card Holder:	Madilynn Archer	EQRESS
The Martine and	Paymen	Address:	89 Johnson Crossing	
M. DIT DIT DIT	Cardhol	City:	Wilmington	
	Address	State:	DE	
	City:	Zip:	19892	* 19892
	Comme	Payment Amount:	\$25.00	
		Comment:	Сорау	Update Cancel
				Close
Shortcut Keys: Alt F1-Help   F2-Add Ne	er	This pop up will automat on the terminal.	ically close when the transaction is completed or canceled	
			0	
			)	
		Master		

#### **Adding and Removing Merchants and Terminals**

If you need to add or remove a Merchant Account or Terminal, you will need to first contact AxiaMed to make adjustments to your account configuration.

Note: For changes to your Merchant Account or Terminal configuration, contact Office Ally at (360) 975-7000, Opt. 2.

Once AxiaMed has completed this configuration, have your Security Admin navigate to the Credit Card Settings link in one of the following locations:

Service Center

- 1. Navigate to OfficeAlly.com
- 2. Log into Service Center
- 3. Click "Credit Card Settings"

EHR

- 1. Log into EHR with your Security Admin
- 2. Click "Credit Card Settings"

ΡM

- 1. Log into EHR with your Security Admin
- 2. Click "Credit Card Settings"

When you navigate to this page, your AxiaMed Account and Office Ally account will synchronize.

Manage Office	
-Main	Credit Card Settings
Company Settings     Company Settings     Credit Card Settings     Credit Card Settings     User Information     Change Password     Change P	Synchronizing Information with AxiaMed
Pay Bill by Check	

Whenever your AxiaMed and Office Ally accounts are synchronized and any new Merchant IDs are detected, a new unique Nickname will need to be assigned to each before you can proceed.

#### **Recurring Payments**

**Note:** In order to create or edit Recurring Payment Plans, your user account must have the "Practice Mate: Recurring Payments - Add/Edit" permission enabled. If you do not have this account permission, speak to your Security Administrator.

To set up a Recurring Payment Plan for a patient:

- 1. Log into Practice Mate
- 2. Click on the Manage Patients tab
- 3. Click the name of patient (or click the "Edit" pencil icon)
- 4. Click on the Payments sub-tab
- 5. Click the "Setup Plan" button

Patient Data	Insurance	Payments	Appointments	Visit History	Template	Health Records	Documents	Alerts
Recu	rring Pay	ment Pla	n					
<del>60</del> 1	There is current	tly no navment	t plan setup for	r this patient. T	his natient cur	rently has	Setup	Plan
_	outstanding ba			r uns patient. i	nis patient cui	Terray nus		
	0							

The Recurring Payment Plan wizard will walk you through setting up a recurring payment plan in three steps.

## **Step 1 – Enter the payment details for the recurring payment plan.**

\$ This patient currently has an outsi	tanding balance of \$1,614.90
Would you like to make a Down Payme	ent?
Down Payment Amount:	\$ Enter Down Payment
To set up a Recurring Payment Plan, d	efine the payment amount and when the payments will be processed.
Payment Amount:	\$ Enter Payment Amount
Payment Frequency:	• Monthly •
Determine when the payments should	start and how long they should last for.
Start Date:	July 12, 2017
Recurring Plan Duration:	Until Patient Responsibility Balance is Zero

If a Down Payment needs to be processed as the patient starts the payment plan, enter the amount in the first box. This payment will be processed as the patient's card information is saved.

Below, enter the amount for an individual recurring payment and select a frequency for how often the payments will recur.

Next, choose a date on which the first recurring payment will be issued. Monthly recurring payments will be made on this day each month. If the 29<sup>th</sup>, 30<sup>th</sup>, or 31<sup>st</sup> day of a month is selected and the current month has fewer days, the payment will instead be processed on the last day of the current month.

Lastly, select a duration for the recurring payment plan.

1. If "Until Patient Responsibility Balance is Zero" is selected, monthly payments will be processed until the patient has no (or negative) Responsibility Balance for their account. This value is determined by the application of payments in the Accounting tab of Practice Mate, and the patient's current Responsibility Balance can be seen above the sub-tabs in the patient's record in the Manage Patients tab.

**Note:** If a patient's responsibility balance before the final payment in a recurring payment plan is lower than the value of an individual payment, the final recurring payment will be automatically lowered to this amount—meaning that the final payment will lower to become the amount needed to bring the patient's responsibility balance to \$0. This will also complete the recurring payment plan.

Recurring Patient Payment Step 1 of 3				
\$ This patient currently has an outstar	nding balance of \$1,614.90			
Would you like to make a Down Payment	?			
Down Payment Amount:	\$ Enter Down Payment			
To set up a Recurring Payment Plan, defi	ne the payment amount and when the payments will be processed.			
Payment Amount:	\$ Enter Payment Amount			
Payment Frequency:	* Monthly *			
Determine when the payments should sta	art and how long they should last for.			
Start Date:	• July 12, 2017 🛗 👔			
Recurring Plan Duration:	Until Patient Responsibility Balance is Zero			
	Continue Close			

**Note:** The accuracy of this Responsibility Balance is contingent upon your practice's application of payments in the Accounting tab of Practice Mate. If you do not apply these payments correctly, the patient may be overcharged!

2. If "Until a Specific Date" is selected, payments will recur each month (on the day of the Start Date) until a specified date. Once the date you enter has passed, no further payments will be made.

**Note:** This payment schedule will not pro-rate a partial month or issue a full payment for a partial month. If the day of the "Start Date" in a month comes before the specified date, a payment will be made; otherwise, a payment will not be made for the final month.

3. If "Until a Specific Dollar Amount" is selected, payments will be sent each month until a specified total amount has been made through these payments.

**Note:** Only these recurring payments will count towards the specified total amount. If the patient makes other payments via any other means, those payments will not automatically count towards this total. Any modifications to the amount the patient still needs to pay will need to be made manually by editing the recurring payment plan.

#### Step 2 - Identify who will be collecting the payments and save the Card Information

Next, choose an Associated Provider & Office from the drop-down menus. These will be reflected in your Accounting reports made in Practice Mate. Next, select the Merchant Account and Terminal. These represent the Merchant being paid and the specific Terminal device being used for the transaction.

Make a \$30.00 payment n	The Recurring Payment Plan is setup to: Make a \$30.00 payment monthly, starting on July 12, 2017 until patient responsibility balance is zero. Down Payment Amount: \$200.00								
Which merchant will be colle	ting these payments?								
Associated Provider:	Meg E Charette, MD								
Associated Office:	Tazo LANE Office								
Merchant:	John Smith								

If the Credit Card that is being used to make the payment is present, select "I have the card present. I am ready to swipe/insert the card." and click "Continue." A verification will appear on your screen and the selected Terminal will now be able to process the card. Swipe or insert the card in the terminal and follow any instructions that appear. Once the transaction has completed on the terminal, the payment screen will close.

Let's save the Terminal:	e card information, do you have the card preser Front Desk Terminal	• <b>1</b>
	I have the card present. I am ready to swipe/insert the card.	The card is not present. I need to manually input the information.
Back		Continue Close

If the Credit Card that is being used to make the payment is not present (e.g., you are taking a patient's payment information over the phone), select "The card is not present. I need to manually input the information." Enter the cardholder's billing information, including their Name, Address, City, State, and Zip Code. Next, click "Continue." A verification will appear on your screen and the selected Terminal will now be able to process the card information. Press "F1" on the terminal to enter manual key mode, then enter the required information into the terminal and follow any instructions that appear. Once the transaction has completed on the terminal, the payment screen will close.

Terminal:		Front Desk Terminal	, <b>(</b>	
		present. I am nsert the card.	to m	is not present. I need nanually input the information.
Cardholder Name:	•	John Doe		
Address:	* [	3134 SE John Doe Stree	et	
City:	* [	Vancouver		
State:	• [	WA •	Zip Code:	98661

#### **Step 3 - Confirmation**

If a Down Payment was entered for the recurring payment plan, that payment will be processed when the card was saved. Even if the recurring payment plan is later canceled, the down payment will not be – it is fully processed at this point, and must be voided or refunded if a mistake has been made.

Read the Terms & Conditions of the Office Ally/AxiaMed Recurring Payment Plan and use the checkbox to confirm your agreement. You can also print a copy of the Financial Policy here.

#### **Notifications**

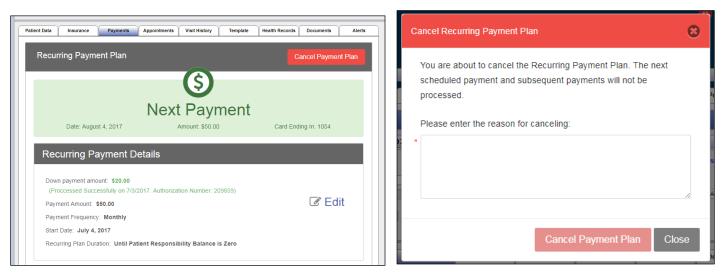
If a payment fails (due to insufficient funds, cancellation of the card, chargebacks, etc.), an alert and notification will be sent out. The alert will appear for any user that accesses the patient's record, but the Desktop Message will only be sent to users that have the "Recurring Payments > Add/Edit" permission enabled in Practice Mate.

Notifications of successful and failed payments can also be sent to the patient by checking the box labeled "Send transaction notification to cardholder's email."

Any failed payments will need to be corrected manually. Failed payments (and corrections of these payments) may affect any recurring payment plan in place for that patient. The patient will not be automatically re-charged in the event of a failed payment due to a denied card.

#### **Canceling or Editing a Recurring Payment Plan**

If a patient has an active recurring payment plan in place, the details for that plan can be viewed and edited by opening the "Payments" sub-tab of the patient's record in Practice Mate.



To cancel a payment plan, click the red "Cancel Payment Plan" button.

A reason must be listed for canceling a recurring payment plan, and this action (and the listed reason) will appear in the Practice Mate Audit Log.

To edit any information for a recurring payment plan, click the "Edit" icon to the right. Plan and billing information can be edited in Practice Mate, but any Card Information for the plan will be edited using the AxiaMed terminal.

**Note:** Down Payments cannot be edited or canceled once the payment plan is in place, as they are issued as the card information is entered. They must be refunded if a mistake is made.

## **Credit Card Transaction List**

Transactions made through the AxiaMed credit card process are logged in the Credit Card Transaction list. From this page you can perform two important functions:

- 1. Printing a receipt
- 2. Voiding/Refunding a transaction

To access the Credit Card Transaction List:

- 1. Log into Practice Mate
- 2. Click on Accounting tab
- 3. Hover over Reports
- 4. Click on "Credit Card Transaction List"

**Note:** This list can also be accessed in the Service Center. Loginto the Service Center and click the blue "Credit Card Transaction List" link on the left.

Date	▼ Equals To							+ [	Search
Date	Cardholder Name	Merchant	Provider	Amount	Auth. No.	Comments	Туре	Receipt	Void / Refund
06/29/2017	1	Merchant Nickname 1		\$0.00			Purchase	8	•
06/29/2017	1	Merchant Nickname 1		\$0.00			Purchase	-	•
06/29/2017	1	Merchant Nickname 1		\$0.00			Purchase	8	•
06/29/2017	1	Merchant Nickname 1		\$0.00			Purchase	8	•
06/28/2017	1	Merchant Nickname 1		\$3.00	169548	asdfsdf	Void	8	
06/28/2017	AXIA PAYMENTS TEST CARD/	Merchant Nickname 1		\$9.00	169534		Purchase	8	•
06/28/2017	AXIA PAYMENTS TEST CARD/	Merchant Nickname 1		\$9.00	169531		Purchase	8	•
06/28/2017	AXIA PAYMENTS TEST CARD/	Merchant Nickname 1		\$43.00	169529	test	Purchase	8	•

By default, this grid will load the most recent 100 transactions.

#### **Receipt:**

To print a receipt for a patient, click on the printer icon to the right of the payment. A pop-up window will appear; follow the prompts to select a connected printer and print the receipt.

Receipts made for EMV (chip on card) payments may look slightly different than your other receipts. EMV transaction receipts are required to show additional information. See the images below for comparison.

Receipt	Receipt
statement header info 123 Test Account Vancourer, V98633 366-975-7000	Company Info         Transaction ID         370           123 Test Account         Transaction Date         07/11/2017           Longview, WA 98683         366-66-7677         569-567-767
Transaction Did         371         TD:         11111           Transaction Date         07/11/2017         Allo         A0000000031010           Authorization Mode:         issuer         TVR:         880008000           Application Name:         VISA DEBIT         LD.         06010.0320000           Card Entry Mode:         chip read         TSI:         6800           MID:         1111111111         ARC:         00	Received from:         Gemma Aae           For:
For: Copay Method: Credit Card Card Type: Visa Acet #: 1088 Auth #: 276819 Total: \$20.00	I agree to pay above total amount according to card issuer agreement. Signature: Date: Received by
l agree to pay above total amount according to card issuer agreement.  Signature: Date: Received by: CARDHOLDER/VALUED	AXIA PAYMENTS TEST CARD/

#### Voiding and Refunding:

Transactions can be voided or refunded from the transaction list grid by clicking on the void/refund icon. Depending on whether or not the transaction has been fully processed by the bank will determine if the transaction can be voided. If a transaction is voided, the type will automatically be updated from purchase to void.

AAIaivieu	Credit Card Transact	tions						
Date	▼ Equals To	•					+	Search
Date	Cardholder Name	Merch	Verify Void/Refund Infor	mation	×	Туре	Receipt	Void / Refun
07/11/2017	CARDHOLDER/VALUED	Mercha	Merchant:	John Smith		Purchase	8	*
07/11/2017	AXIA PAYMENTS TEST CARD/	Mercha	Transaction Date:	7/11/2017		Purchase		•
07/11/2017	AXIA PAYMENTS TEST CARD/	Mercha	Cardholder Name:	Emily Green		Purchase	-	•
07/11/2017	AXIA PAYMENTS TEST CARD/	Mercha	Card Number Ending:	1088		Purchase	8	÷
07/11/2017	CARDHOLDER/VALUED	Mercha	Amount:	\$20.00		Purchase	8	\$
07/11/2017		Mercha	Comment:	Copay - Refunded. Already Paid		Purchase	8	•
07/11/2017		Mercha				Purchase	-	•
07/11/2017		Mercha		Process Ca	icel	Purchase	-	•
07/11/2017				912.00 214040		Purchase	8	÷
07/11/2017				\$12.00 274940		Purchase	8	\$

If the transaction has already fully processed the transaction will be refunded and a new refund entry will be created. This allows you to see the original payment and the refunded payment as two separate transactions.

AxiaMed	AxiaMed Credit Card Transactions									
Amount	▼ Equals To	▼ 34						+	Search	
Transactio	n successfully refunded.	An Admin user will need	to delete the related pay	ment. (If the j	payment has	been applied, you will	need to unapply the p	ayment f	irst.) 🗙	
Date	Cardholder Name	Merchant	Provider	Amount	Auth. No.	Comments	Туре	Receipt	Void / Refund	
07/11/2017	AXIA PAYMENTS TEST CARD/		Ashton Carlton, FACP	\$34.00	124870708	Refunding	Refund	8		
07/10/2017	AXIA PAYMENTS TEST CARD/	Merchant Nickname 1	Ashton Carlton, FACP	\$34.00	268059		Purchase	8		
			Ia <a 1<="" page="" td=""><td>of1 ►&gt; ►</td><td>10 🔻</td><td></td><td></td><td>Viev</td><td>w 1 - 3 of 3</td></a>	of1 ►> ►	10 🔻			Viev	w 1 - 3 of 3	

When payments are voided and refunded, an Admin user will need to manually delete the payment from the payment deposit grid view. If the payment had already been applied, it will need to be un-applied before deleting the payment.

Desktop	Appointme	ents Patient Visits	Claims/Billing	Accounting	Manage Patients	Patient Portal	Mana	ge Office			
			Add New Payment/D	eposit Payments	s/Deposits Apply Pa	ayments 👻 App	lied Payme	ents l	Reports	•	í
Payments/Dep	osits										Help Center
Date Created:     By Date     Show All     Manually Delete a       Search For:     Patient Last Name     V Starts With V     Search     Payment											
	Display Filter:	Office: All	▼ Payment: All	· · · · · · · · · · · · · · · · · · ·	Payer Type: All -	. •					
	Online Patient Payments now Available! + Get paid faster than ever. + Easier and more convenient for your patients! + Save valuable clinic time and focus more on your clients!										
Payment Date	Payer Type	Payer	Paymer	nt Method Check	k Number Paymen Amoun		Where Applied	Edit Del	Recpt	Apply	
07/07/2017	Patient	Test, Jessica	Cash		\$100	.00 \$0.00	View	/	8	<b>~</b>	
07/06/2017	Patient	Aasen, Gloria	Credit Ca	ird	\$1,234	.00 \$0.00	View	e 🗇	8	*	

## Canceling your AxiaMed Service

To cancel your service with AxiaMed, you will need to perform two steps:

- 1. Contact AxiaMed and fill out their cancelation form
- 2. Turn off the service in Office Ally

To obtain the cancelation form, please contact AxiaMed by phone at (855) 376-2942, Ext. 3 or by email at support@axiatech.com

To turn off the service in Office Ally:

- 1. Log in to Office Ally with your Security Administrator Account
- 2. If using Practice Mate or EHR 24/7, go to the Manage Office tab
- 3. Click the "Credit Card Settings" link
- 4. Click the red "Cancel AxiaMed Service" button

AxiaMed Cancelation
We are sorry you are canceling your AxiaMed service.
AxiaMed Cancelation To cancel your service, contact AxiaMed at 855-376-2942 Ext 633.
<ul> <li>Complete the AxiaMed Cancelation Form This form must be signed by the original signer and owner of the account.</li> <li>Submit the form to support@axiapayments.com You will continue to be billed by AxiaMed until they process your cancelation form.</li> </ul>
If you have completed the AxiaMed Cancelation form we need to know if you are canceling <b>some</b> of your merchant accounts or <b>all</b> of your merchant accounts. O I am canceling <b>all</b> my merchant accounts O I am canceling <b>some</b> merchant accounts
If you need more information about canceling your account, please contact AxiaMed at 855-376-2942 Ext. 633. Cancel

Select whether you will be canceling **all** or **some** of your AxiaMed merchant accounts. If you are canceling all of your merchant accounts (or if you are canceling your last or only merchant account), you will need to enter a Reason for Cancelation in the provided text box. When finished, click the green "Continue" button below.

If you are only canceling some of your merchant accounts, you will need to return to the Credit Card Management screen to synchronize your account after AxiaMed has finished processing the cancelation. When you return to this page, a message will display confirming the successful cancelation.

#### **Auditing Credit Card Payments**

Three types of events are recorded in your Office Ally Security Audit Log Reports for AxiaMed recurring credit card payments:

- 1. Starting a new recurring payment plan for a patient
- 2. Editing a patient's recurring payment plan
- 3. Canceling a patient's recurring payment plan

These events will be noted with the user's account name, the ID of the patient whose plan is being modified, and a description of the event. This report can be accessed by logging into Office Ally with your Security Administrator account and clicking "Security Audit Log Report."



#### **Patient Ally Bill Pay**

When you enable AxiaMed credit card processing for your practice, you can also enable patients to pay their bills online through Office Ally's patient portal, Patient Ally. To enable this feature, you will need two additional IDs that were provided to you by AxiaMed upon registration of your account:

- Source Key
- PIN

To configure your account to accept payments through Patient Ally:

- 1. Log into Practice Mate or EHR 24/7
- 2. Click on the Manage Office tab
- 3. Click "Patient Ally Settings"
- 4. Click the "Edit" pencil icon for your provider account
- 5. Select "Allow Patients to pay outstanding balances with Bill Pay"

Allow Patients to pay outstanding balances with Enter your credit card Source Key and PIN association		eive funds and select the Nickname associated to this provid	der. 🕜
Source Key: *	Pin: *	Nickname: * Select V	
Minimum CC Charge Amount: \$			

Payments made through Patient Ally will appear on the Payments & Deposits List in the Accounting tab with "(PA)" in the Payer Type column. These payments can be applied the same way you apply other patient payments in Practice Mate.

Payments/Dep	Payments/Deposits										
Date Created:         By Date         Show All           Search For:         Patient Last Name         Starts With         Search           Display Filter:         Office:         - All         Payment:         - All											
Display Filter: Office:       - All -       Payment:       - All -       -       Payment:       - All -       -											<u> </u>
Payment Date	Payer Type	Payer	Payment Method	Check Number	Payment Amount	Applied Amount	Where Applied	Edit	Del	Recpt	Apply
07/24/2017	Insurance	Aetna	Credit Card *	372371	\$96.45	\$0.00	View	1	ŵ	8	~
07/24/2017	Patient (PA)	Lou, Lainy	Credit Card *	371999	\$390.00	\$0.00	View	1	ŵ	8	× .