

STORING & ACCESSING PATIENT CREDIT CARD INFORMATION

AUTHORIZE.NET

Storing customer's information on the Auth.Net server provides a convenient way for repeat customers to initiate future transactions with their stored information.

- In order for us to charge a patient's credit card on file, we need to have a Credit Card Authorization Form completed and signed by the patient prior to charging their card (this form is uploaded to our intranet)

Credit Card Authorization Form

Please complete all fields. You may cancel this authorization at any time by contacting us. This authorization will remain in effect until cancelled.

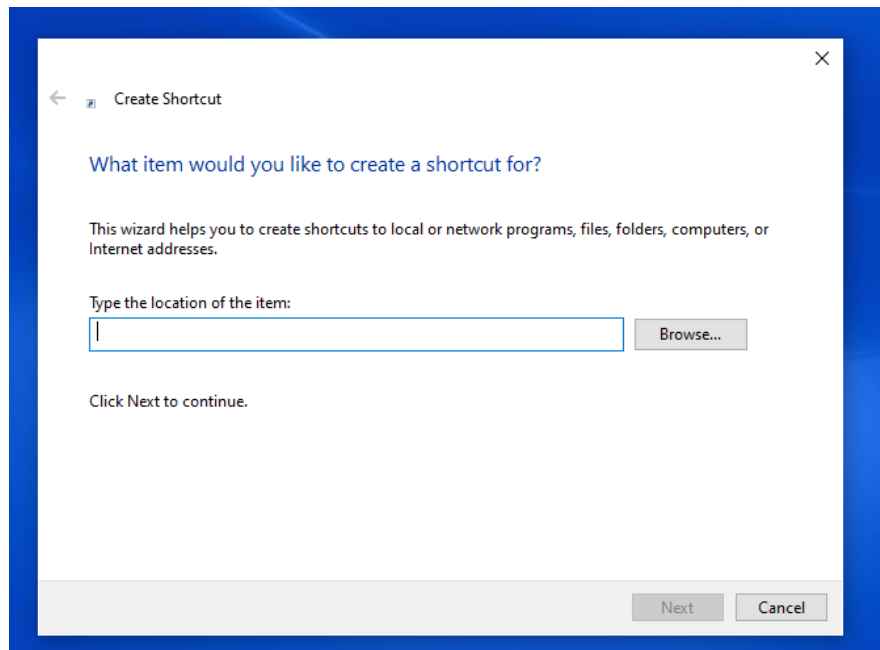
Credit Card Information
Card Type: <input type="checkbox"/> Mastercard <input type="checkbox"/> Visa <input type="checkbox"/> Discover <input type="checkbox"/> AMEX <input type="checkbox"/> Other
Cardholder Name (as shown on card): _____
Card Number: _____
Expiration Date (MM/YY): _____
Cardholder zip code (from credit card billing address): _____
CVV Code: _____

I, _____, authorize _____ to charge my credit card for agreed upon medical services. I understand that my information will be saved to file for future transactions on my account.

Once signed, you must get "verbal permission" from the patient prior to running their stored credit card information, as a courtesy

➤ **Download the CIM Icon to apply to your desktop:**

- Go to your desktop and right click on any blank area of your desktop.
- Scroll down to "New" and then scroll over to "Shortcut" The box below should populate:



- Type this into the location field: <https://www.authorize.net> and then click **NEXT**.
(Don't click Browse)
- Name the shortcut: **(Auth.Net CIM)**
- Click **finish** – the icon is now on your desktop

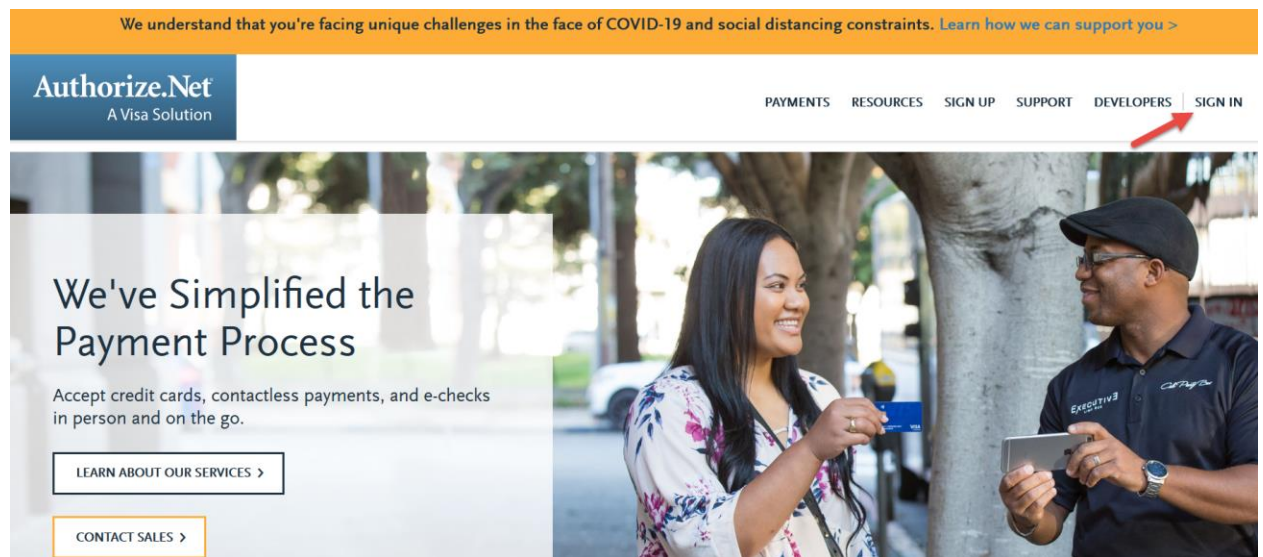


- Move the Auth.Net CIM icon next to your VPOS icon on your desktop
 - VPOS = credit card swiper charges
 - Auth.Net CIM = stored credit card charges

➤ **Double Click on your Auth.Net CIM Icon**

➤ **Click "Sign In"**

➤ **Click "Merchants"**



➤ **Login with your CIM Partner Login provided**

➤ The following populates on the CIM login page – click “Remind Me Later”

The screenshot shows the Authorize.Net merchant dashboard. A modal titled "Get Started Accepting Payments" is displayed in the center. The modal has three columns: "Online", "Mobile", and "In Store". Below these columns is a status bar indicating "Test" (green dot) and "Live" (red dot), with a message: "Your Account is Live and ready to process real transactions." Below the status bar is a section titled "Account Configuration Steps:" with a list of steps and their completion status:

Step	Status
Turn Test Mode Off - What is Test Mode? Do I need to turn it off to process transactions?	Complete
API Login and Transaction Keys - What are they and do I need them to transact?	Required for API
Configuring Security Settings - How do I keep my Authorize.Net account secure?	Suggested
Configuring Fraud Settings - Review the settings that help protect your business	Suggested
Transaction Cut Off Time - What is it and how does it affect funding?	Suggested
Adding Additional Users - Do your employees need access to this account?	Optional
Sign Up for eCheck.Net - What is eCheck.Net and why do I need it?	Optional

At the bottom right of the modal is a button labeled "Remind Me Later".

➤ Select “Customer Information Manager”

Virtual Terminal | Unsettled Transactions

ANNOUNCEMENTS

03/05/20

New Planned System Maintenance

Notification

01/23/20

Network Change Notification - Updated

TOOLS

Virtual Terminal

Upload Transactions

Recurring Billing

Fraud Detection Suite

Customer Information Manager

Simple Checkout

Accounting Services

Account Updater

Invoicing

REPORTS

Transaction Detail

Transaction Statistics

Returns

QuickBooks Download

Account Updater Reports

In Order to Process Transactions Using the API:

- You must create your API Login and Transaction Key

[To learn more about Account Configuration and Accepting Payments - Click Here](#)



Authorize.Net Verified Merchant Seal™

When displayed on your website, our free Verified Merchant Seal increases customer confidence that their transactions are being processed according to the highest security standards.

PRODUCTS & SERVICES



eCheck.Net®

Offer your customers an additional payment option. eCheck.Net enables you to accept and process electronic check payments directly from your website, Virtual Terminal or Batch Upload.



Automated Recurring Billing™ (ARB)

ARB enables you to create "subscriptions" for recurring billings. Simply enter the customer's payment information, billing amount, and a specific billing interval and duration. ARB automatically generates the subsequent recurring transactions for you!



Advanced Fraud Detection Suite™ (AFDS)

➤ **Customer Information Manager – ADD PROFILE** – this is where you will add & store patient's profile & credit card information

Home Tools Reports Search Account

Virtual Terminal
Upload Transactions
Recurring Billing
Fraud Detection Suite
Customer Information Manager
Simple Checkout

Customer Information Manager [Help](#)

Use the Customer Information Manager (CIM) to create and manage customer profiles and/or use the CIM API Guide in the [Integration Center](#) to integrate CIM to your website or proprietary business application.

Note: Integrating the CIM API to your Web site requires the expertise of a Web developer. If you need help we recommend contacting an [Authorize.Net Certified Developer](#)

-- Select One -- [Advanced Search](#)

[+ Add Profile](#) | [View Profile](#) | [Delete Profile](#)

1 result

Profile ID ▼	Customer ID	Email	Description
1175607	BobSmith1		

1 result

Show: results per page

➤ **Customer Profile - Fill in the designated fields as you see below to create a Patient Profile**

- Customer ID = Patient's Name
- Email = patient's email – patient will receive an emailed receipt of payment
- Description = add clinic name & case # of patient
- Patient Profile Information = completed in full as detailed below

➤ **Billing information**

- Complete all fields as indicated – ignore shipping information

➤ **Payment Information**

- Check credit card
- Enter full credit card number
- Month and year of expiration
- Check to perform a credit card authorization before saving data = Upon clicking "Validate Profile" a \$0 or .01 cent authorization is processed and immediately voided after authorization is received

Customer Profile

[Help](#)

Use this screen to create a new customer profile and, optionally, a payment and shipping profile. You can add one or more payment profiles and one or more shipping profiles for any customer profile.

Customer Profile Information

At least one of the following fields is required to create or edit a Customer Profile.

Customer ID:
Email:
Description:

[What is this?](#)

Payment Profile Information

* Required if adding Payment Profile

Billing Information

Customer Type:
First Name: Last Name:
Company:
Address:
City:
State/Province: Zip/Postal Code:
Country:
Phone: Fax:
☐ Create a Shipping Profile from the information above

Must fill in patient's full name, address & zip code

Payment Information

Payment Type: ☒ Credit Card
Accepted Methods: American Express, Discover, MasterCard, Visa
Card Number:
Expiration Date: * (mmyy)

Validate Profile

☐ Perform credit card authorization before saving data.

☒ Perform credit card authorization before saving data.

An authorization transaction will be created and then voided. If the transaction is successful, the data will be saved.

NOTE: You should include the Address and Zip/Postal Code fields for Visa authorizations, or they may fail.

Transaction Detail

[Help](#)Transaction ID: **41966013251**[Create ARB Subscription from Transaction](#)

Transaction Status: Voided

[Print](#)[Close](#)

Settlement Information

Settlement Amount: 0.00

Settlement Date and Time:

Authorization Information

Authorization Amount: USD 0.01

Submit Date/Time: 26-Apr-2020 13:02:15 EDT

Authorization Code: 190570

Reference Transaction ID: Not Applicable

Transaction Type: Authorization Only

Market Type: MOTO

Product: Card Not Present

Address Verification Status: Street Address: Match Zip: Matched first 5 digits (Y)

Card Code Status: Not Applicable

CAVV Result Code: Not Applicable

Fraud Score Applied: Not Applicable

Recurring Billing Transaction: N

Partial Capture Status: Not Applicable

Customer IP: 98.253.129.225

Payment Information

Card Type: American Express

Card Number: XXXX1005

Expiration Date: XXXX

Total Amount: 0.00

Order Information

Invoice #: none

Description: Test transaction for ValidateCustomerPaymentProfile.

Customer Billing Information

➤ Scroll to the bottom of this page and click "Ok" to store the patient's credit card information (see next instruction page)

Ignore this Shipping information area...go to bottom of page after entering CC info and click "Ok"

Payment Type ☒ Credit Card

Accepted Methods: American Express, Diners Club, Discover, EnRoute, JCB, MasterCard, Visa

Card Number: *

Expiration Date: * (mmyy)

Validate Profile ☐ Perform credit card authorization before saving data.

Shipping Profile Information

To add a Shipping Profile, you must enter either a name or a company.

First Name:

Last Name:

Company:

Address:

City:

State/Province:

Zip/Postal Code:

Country:

Phone:

Fax:

OK

Cancel

- Upon completion of a patient's profile being created and credit card information stored, you will see the following screen:

- ***SAVE CARD? MAKE SURE YOU CLICK "NO THANKS" – we do not want the card saved on your PC***

The screenshot shows the Authorize.Net interface. The top navigation bar includes links for FEEDBACK, CONTACT US, LIVE HELP, and HELP. A 'Welcome: Lin' message is visible. The main navigation tabs are HOME, TOOLS, REPORTS, TRANSACTION SEARCH, and ACCOUNT. A red arrow points from the 'ACCOUNT' tab to the 'Customer Profile' section. The 'Customer Profile' section displays a success message: 'Your Customer Profile ID 1653931440 was successfully created. Click here for the transaction details.' Below this, it states: 'From this screen, you can edit the profile information, add or edit payment and shipping profiles. You can also create a transaction using the payment and shipping profiles listed below.' The 'Customer Profile Information' section shows: Customer Profile ID: 1653931440, Customer ID: Linda Kernick, Email: linda.kernick@allianceptp.com, and Description: . The 'Payment Profile(s)' section shows a profile with ID 1662684411, History | Edit | Delete links, and a 'Charge' button. The 'Shipping Profile(s)' section shows a message: 'This Customer Profile does not have any associated Shipping Profiles.' A 'Save card?' dialog box is open on the right, showing 'Amex ****' and a date '03/24'. A red arrow points from the 'No thanks' button in the dialog box to the 'Charge' button in the Payment Profile section.

- Within the Customer Profile Screen, this is where you will "add a charge" transaction

The screenshot shows the Authorize.Net interface. The left sidebar contains links for Recurring Billing, Fraud Detection Suite, Customer Information Manager, and Simple Checkout. The main content area displays a success message: 'Your Customer Profile ID 1175609 was successfully created.' Below this, it states: 'From this screen, you can edit the profile information, add or edit payment and shipping profiles. You can also create a transaction using the payment and shipping profiles listed below.' The 'Customer Profile Information' section shows: Customer Profile ID: 1175609, Customer ID: Bobsmith, Email: , and Description: . The 'Payment Profile(s)' section shows a profile with ID 1297368, History | Edit | Delete links, and 'Charge' and 'Refund' buttons. A red arrow points from the 'Charge' button to the 'Add Payment Profile' button.

➤ **How to Charge a Patient's stored Credit Card**

- Customer Information Manager Screen
- Select "This order does not require shipping"
- Click Continue to move on to the Charge Transaction page

Home Tools Reports Search Account

Virtual Terminal
Upload Transactions
Recurring Billing
Fraud Detection Suite
Customer Information Manager
Simple Checkout

Create New Order [Customer Profile: 1175609] [Help](#)

Select a shipping option below.

No Shipping Required

☐ This order does not require shipping.

Or Select a Shipping Profile [Add Shipping Profile](#)

☐ 2545591 [Edit](#)

Bob Smith
Any Street
Anytown, WA 98004

[Continue](#) [Cancel](#)

➤ **Within the Charge Transaction screen you will review the patient payment profile**

Home Tools Reports Search Account

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Upload Transactions
Recurring Billing
Fraud Detection Suite
Customer Information Manager
Simple Checkout

Charge Transaction [Help](#)

* Required Fields

Customer Profile Information [Edit Profile Info](#)

Customer Profile ID: 1175609
Customer ID: Bobsmith
Email:
Description:

Payment Profile Information [Edit](#)

1297368

Name: Bob Smith
Company:
Address: Any Street
City: Anytown
State/Province: WA
Zip/Postal Code: 98004

Shipping Profile Information [Edit](#)

2545591

Name: Bob Smith
Company:
Address: Any Street
City: Anytown
State/Province: WA
Zip/Postal Code: 98004

➤ **Order Information – you MUST complete the following fields, not just the ones marked with asterisks:**






- Transaction Type: Charge (Authorize & Capture)
- Invoice #: Agile Case #
- Description: Clinic Name
- Total: Amount you are charging
 - Click Submit

Payment Profile Information	No Shipping Profile Configured
1662684411 Edit	

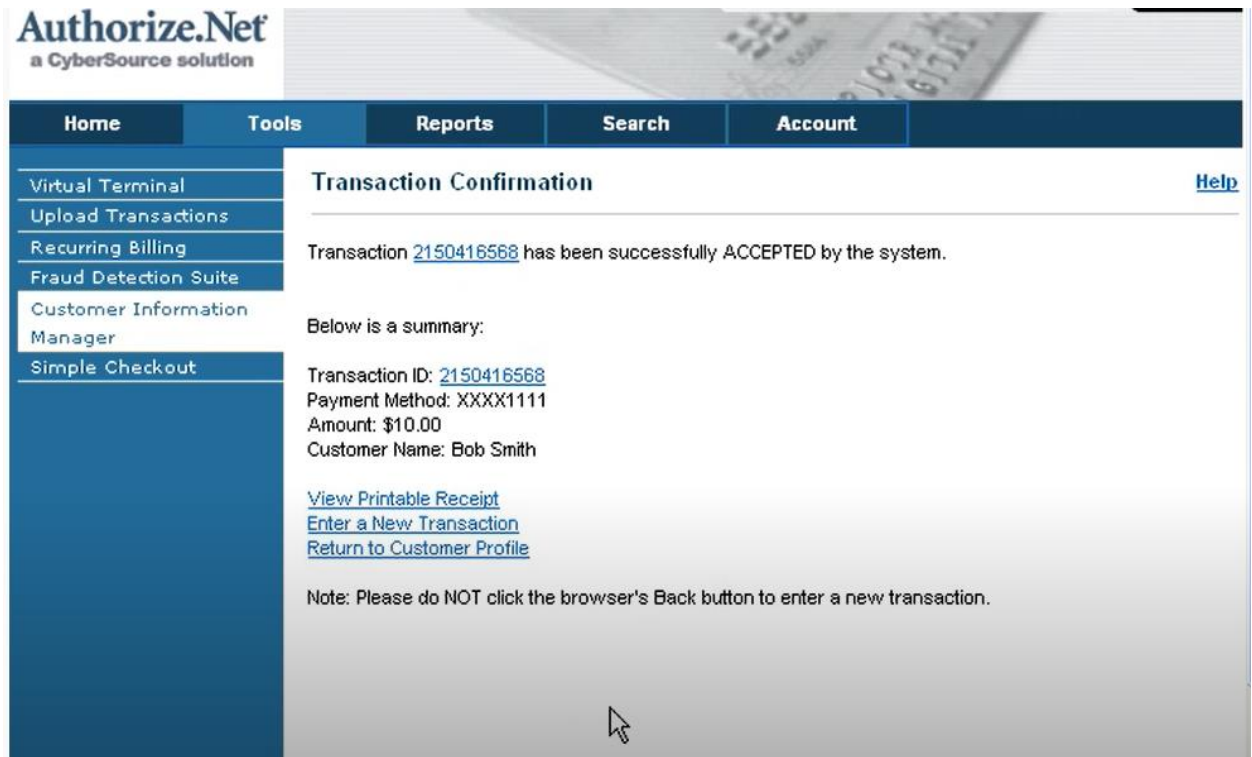
Shipping is not required for this order

Name: Linda Kerrick
Company: Alliance PTP
Address: 607 Dewey Ave NW
City: Grand Rapids
State/Province: MI
Zip/Postal Code: 49504
Country:
Phone: 6166081814
Fax:

Credit Card Number: XXXX1005
Expiration Date: XXXX

Order Information	
Transaction Type:	Charge (Authorize and Capture) * 
Invoice #:	Agile Case # 
PO #:	
Description:	Clinic Name 
Card Code:	
Shipping:	
Tax:	<input type="checkbox"/> Tax Exempt
Duty:	
Total Amount:	20.00 x (i.e., 10.00) * 
 <input type="button" value="Submit"/> <input type="button" value="Back"/> <input type="button" value="Cancel"/>	

- After clicking “submit” you will see a confirmation summary of the charge on the following screen



The screenshot displays the Authorize.Net interface, a CyberSource solution. The top navigation bar includes links for Home, Tools, Reports, Search, and Account. A left-hand sidebar lists various tools: Virtual Terminal, Upload Transactions, Recurring Billing, Fraud Detection Suite, Customer Information Manager, and Simple Checkout. The main content area is titled "Transaction Confirmation" and features a "Help" link in the top right corner. The confirmation message states: "Transaction [2150416568](#) has been successfully ACCEPTED by the system." Below this, a summary is provided: "Below is a summary: Transaction ID: [2150416568](#), Payment Method: XXXX1111, Amount: \$10.00, Customer Name: Bob Smith." Three links are listed: "View Printable Receipt", "Enter a New Transaction", and "Return to Customer Profile". A note at the bottom reads: "Note: Please do NOT click the browser's Back button to enter a new transaction." A mouse cursor is visible at the bottom center of the page.

- The patient will receive an email copy of the receipt transaction shortly after the transaction has been processed

- **Customer Information Manager** - Once your Customer Profiles are set up, you can access that patient by accessing their Profile ID and adding a charge under the Patient Profile

*****Please note: every Partner will have all patients for that brand who have stored a credit card stored in this profile. It is crucially important that you select your correct patient, verifying in the description field they are located at your clinic and is the correct case number*****

HOME

TOOLS

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Accounting Services
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Customer Information Manager

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Account Updater

The Account Updater service works with CIM to keep the credit card information on file up to date for your customers' stored payment profiles. [Learn more!](#)

-- Select One -- [Advanced Search](#)

[+ Add Profile](#) | [View Profile](#) | [Delete Profile](#)

1 result

Created Date ▼	Profile ID	Customer ID	Email	Description
26-Apr-2020 13:02:15	1653931440	Linda Kerrick	linda.kerrick@allian...	Rivertown - Case #123456

1 result

Show: results per page

➤ Reconciling credit card charges from CIM every morning:

- Login in to CIM
- Click Reports

The screenshot shows the Authorize.Net homepage. At the top, there are links for FEEDBACK, CONTACT US, LIVE HELP, HELP, and LOG OUT. Below these is the Authorize.Net logo and a welcome message: "Welcome: Linda Kerrick". The main navigation bar includes HOME, TOOLS, REPORTS (highlighted with a red arrow), TRANSACTION SEARCH, and ACCOUNT. On the left sidebar, there are sections for ANNOUNCEMENTS, TOOLS, and REPORTS. The main content area features a blue box with the text "In Order to Process Transactions Using the API:" and a bullet point: "You must create your API Login and Transaction Key". Below this is a link: "To learn more about Account Configuration and Accepting Payments - Click Here". There are also sections for "Authorize.Net Verified Merchant Seal™", "eCheck.Net®", and "Automated Recurring Billing™ (ARB)".

- Item Type = settled transactions
- Date = yesterday's date
- Click "Run Report"

The screenshot shows the "Transaction Detail Reports" page. The left sidebar has links for Transaction Detail, Transaction Statistics, Returns, QuickBooks Download, and Account Updater Reports. The main content area has the title "Transaction Detail Reports" and a description: "This report lists all settled or declined transactions for the settlement date you select." Below this is a section titled "Report Criteria" with the text: "To view details for transactions by settlement date, select an item type and a Settlement Date. Click 'Run Report.'" There are three red arrows pointing to the "Item Type" dropdown (set to "Settled Transactions"), the "Date" dropdown (set to "26-Apr-2020 22:13:57"), and the "Run Report" button.

Transaction Details by Settlement Date Report will appear

- Verify YOUR CLINICS transactions and ensure that all patients charges have been accurately posted to their case in Agile
- Click “Download to File”
- Select last choice in dropdown “expanded fields with CAVV Response in Excel”
- Print and file with your Day Close Reports and receipts
- Click “Submit”
- Click “Open”
- Here you will verify against the Excel report and double check columns W & X which you can check the Invoice (Case #) and Description (clinic name) columns to ensure it was accurately charged.

Select Download File Type

Select the file format that you wish to create from the dropdown box below. For more information regarding the fields included in each file format, click the Help link in this window. Please note that downloads are limited to 60 minutes.

- Standard/Tab Delimited
- Standard with Card Code/Tab Delimited
- Expanded Fields/Comma Separated
- Expanded Fields with CAVV Response/Comma Separated
- Expanded Fields with CAVV Response in Excel

Submit

[Help](#)

e.Net

[FEEDBACK](#)

[CONTACT US](#)

[LIVE HELP](#)

[HELP](#)

[LOG OUT](#)

Welcome: Linda Kerrick

TOOLS

REPORTS

TRANSACTION SEARCH

ACCOUNT

Reports > Transaction Details by Settlement Date Report

Transaction Details by Settlement Date Report

[Help](#)

Event Date:

For a transaction, view transaction details such as reason for decline, or perform a Rebill.

[Download To File](#) [Print](#)

1-1 of 1 results

Trans ID	Invoice Number	Trans Status	Submit Date	Customer	Card	Payment Method	Payment Amount	Settlement Date	Settlement Amount
41966013251	none	Voided	26-Apr-2020 13:02:15	Kerrick, Linda	A	XXXX1005	USD 0.00	26-Apr-2020 22:13:57	USD 0.00

1-1 of 1 results

Subtotal: USD 0.00

Total for Search(Net): **USD 0.00**

We calculate totals using transactions with a status of Authorize/Pending Capture, Captured/Pending Settlement, Refund/Pending Settlement, Refund, and Settled Successfully.

- To remove a patient's stored credit card from the CIM tool:
- Please inform patient's that their card will be removed in 48 hours due to any outstanding reconciliation of charges – do not remove prior to this time frame (i.e., patient discharges Friday and needs card removed from CIM – you can remove it on the following Monday)

- Select your patient from the Customer Information Manager screen


HOME TOOLS REPORTS TRANSACTION SEARCH ACCOUNT

Virtual Terminal
Upload Transactions
Recurring Billing
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Customer Information Manager [Help](#)

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-- Select One -- [Advanced Search](#)

[+ Add Profile](#) | [View Profile](#) | [Delete Profile](#)

1 result

Created Date ▼	Profile ID	Customer ID	Email	Description
26-Apr-2020 13:02:15	1653931440	Linda Kerrick	linda.kerrick@allian...	Rivertown - Case #123456

1 result

Show: results per page

Click Delete

HOME TOOLS REPORTS TRANSACTION SEARCH ACCOUNT

Virtual Terminal
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Customer Information Manager
Simple Checkout
Accounting Services
Account Updater
Invoicing

Customer Profile [Help](#)

From this screen, you can edit the profile information, add or edit payment and shipping profiles. You can also create a transaction using the payment and shipping profiles listed below.

Customer Profile Information

Customer Profile ID: 1653931440
Customer ID: Linda Kerrick
Email: linda.kerrick@allianceptp.com
Description: Rivertown - Case #123456

Payment Profile(s)

1662684411 [History](#) | [Edit](#) | [Delete](#)

Linda Kerrick
Alliance PTP
607 Dewey Ave NW
Grand Rapids, MI 495...

Phone: 6166081814
CC: XXXX1005
Expiration Date: 03/24

Shipping Profile(s)

1687987256 [Edit](#) | [Delete](#)

Linda Kerrick
Alliance PTP
607 Dewey Ave NW
Grand Rapids, MI 495...

Phone: 6166081814


- The following populates after you click delete – confirm and click “ok”

Customer Profile

From this screen, you can edit the profile information, add or edit payment and shipping profiles. You can also create a tr
the payment and shipping profiles listed below

Customer Profile Deletion Warning!

You are about to delete **Customer Profile 1653931440** as well as any associated Payment and Shipping Profiles.
Click **OK** to Continue or **Cancel** to return to the previous screen.



Payment Profile(s)

1653931440

- Once you log out and back into the system, the patient’s information and stored profile will be removed