DATA MEDIA VIRTUAL TERMINAL MANUAL

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REVISION HISTORY

REVISION #	DATE	CHANGE DESCRIPTION	REVISED BY

- Overview

The Data Media Virtual Terminal is a real-time interactive site where external clients can process credit card payments when a patient is in the office or calls the office to pay their bill.

In additional, clients can monitor transactions that are processed on ePayitonline, IVR (Rev Spring) and Imagine.
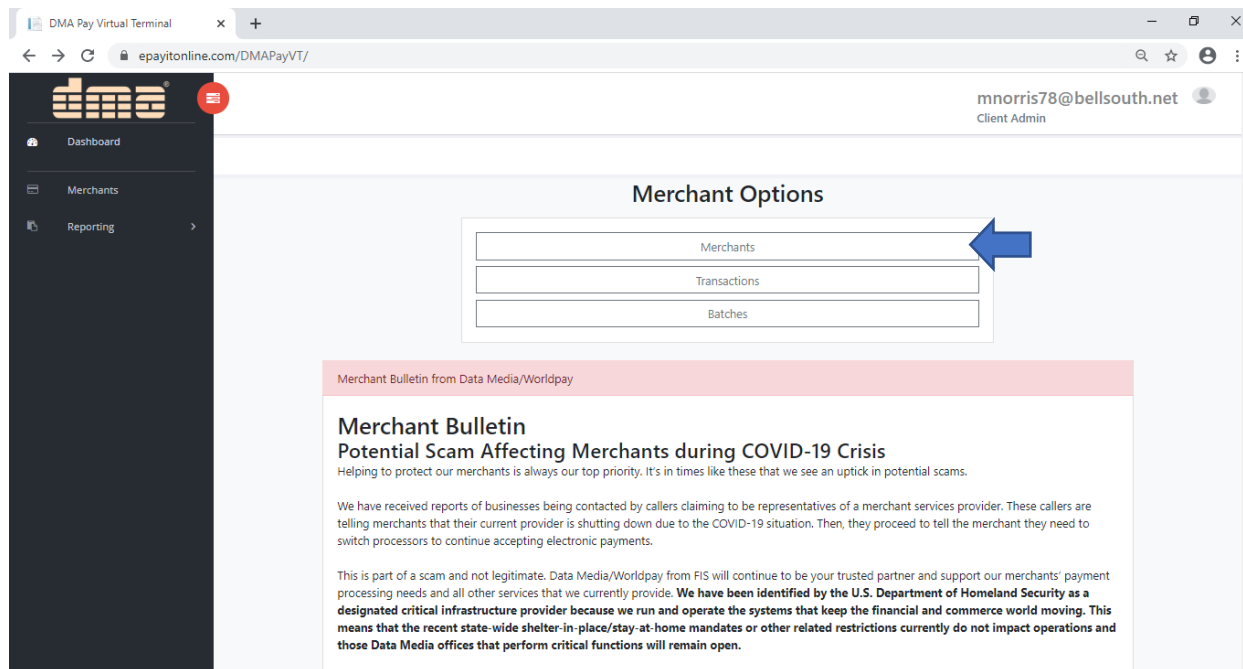
- Website for Logging-Into the Virtual Terminal

The website is: https//www.epayitonline.com/DMAPayVT

- Merchant Options

Once logged into the Virtual Terminal, Merchant Options are available to select.

- Merchants
- Transactions
- Batches

Below are options on the left-side that may be utilized:
- Dashboard
- Merchants
- Reporting

- ## User Roles

The following Roles can be utilized:

- Client Admin – Access to to all merchants, set up and delete users, edit merchants, process payments, refunds, and voids.
- Run transactions, refund/voids, add & remove users, see all users, and add/remove merchants to users
- User – process payments, refunds, and voids, and review reports
- User (without refunds and voids) only process payments and review reports
- Reports – only access to report, No run transactions, No Refunds or Voids
- Company Manager – Wanda MSN and CMS only

NOTE: Only Client Admin Access Users will be allowed to setup new users.

- ## User Setup

To set up a user, a Client Admin Access User Clicks on their name at the top right corner. In the Drop down, click user admin.
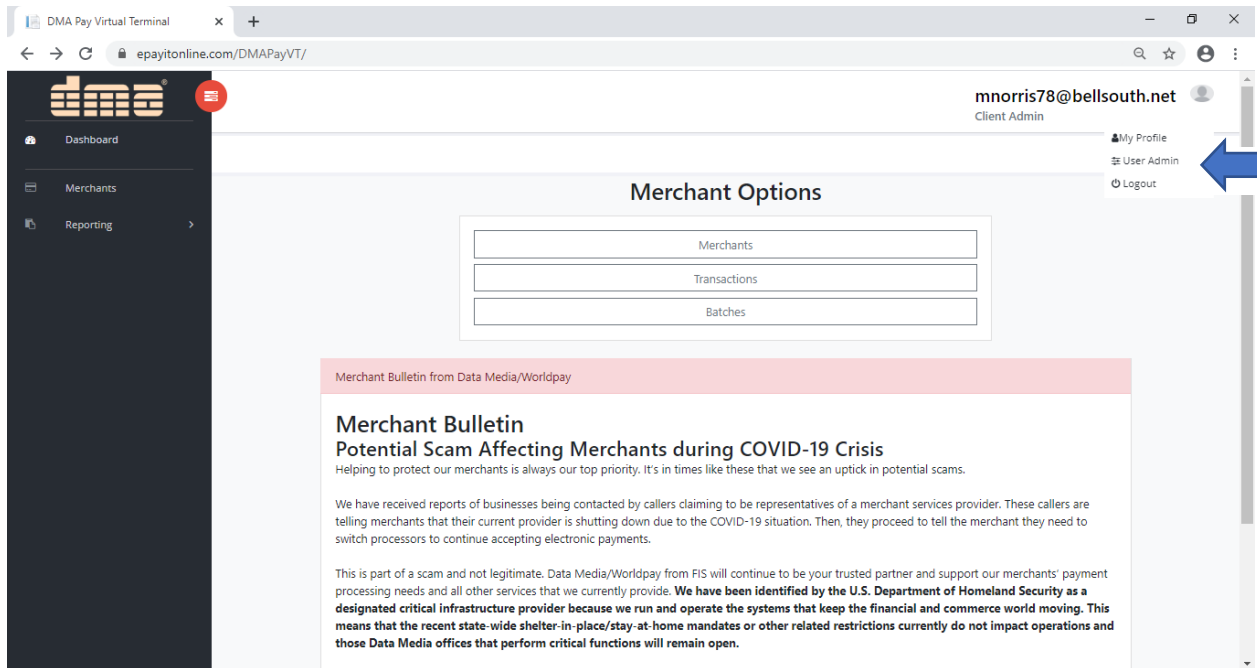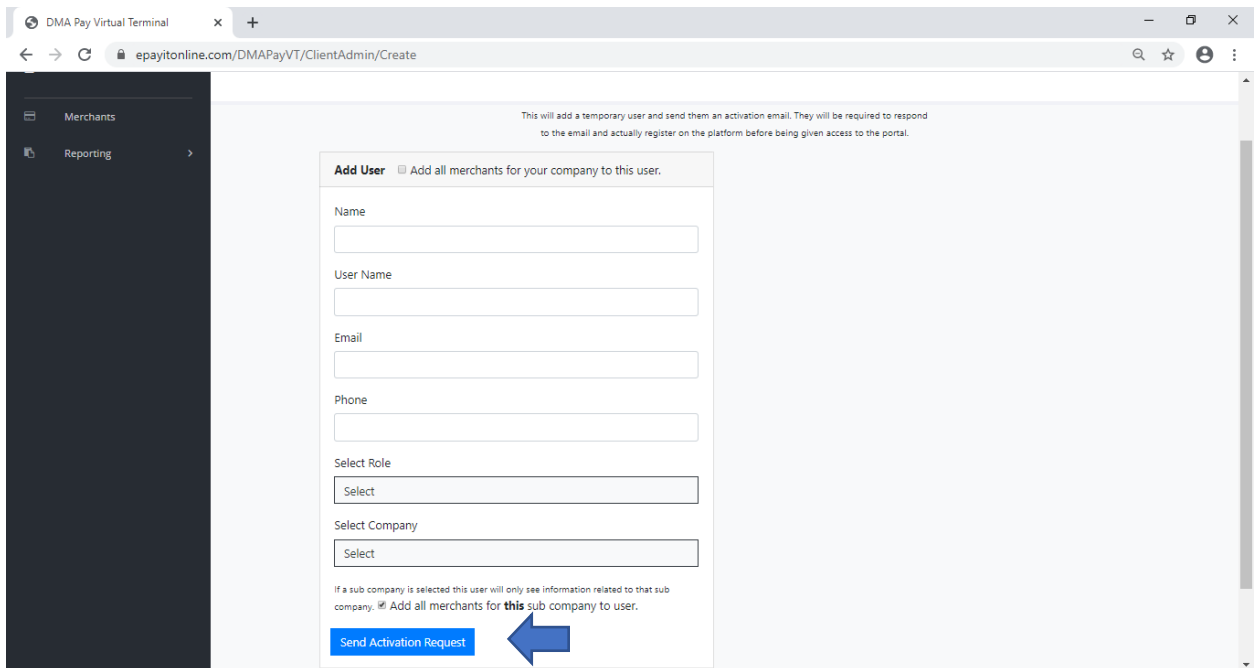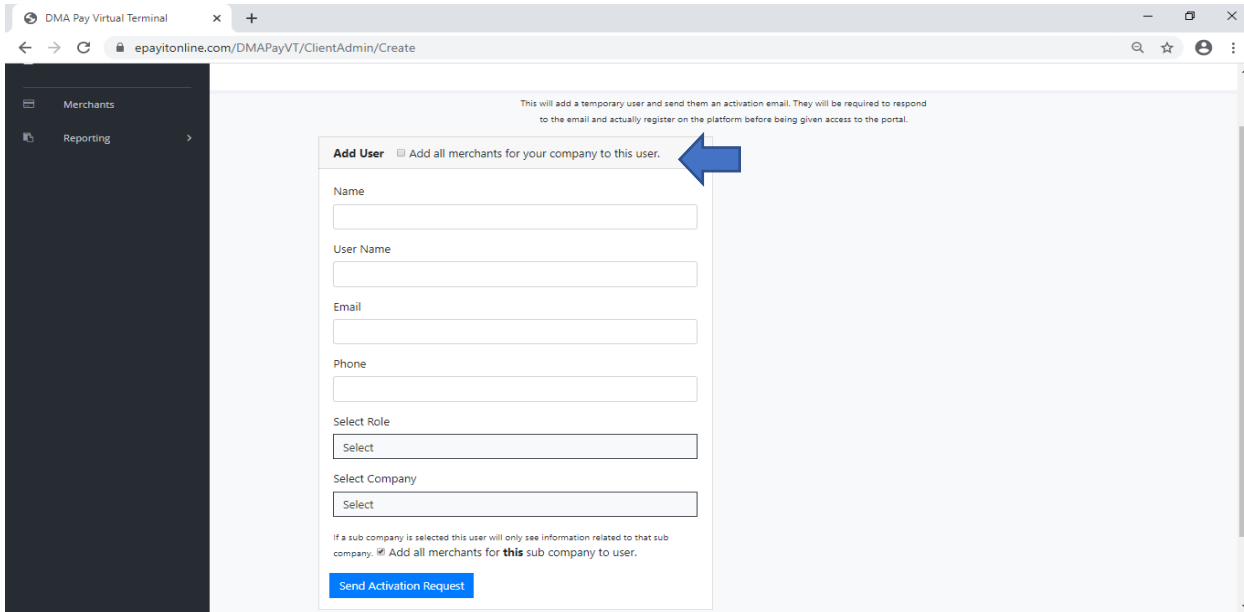
Add User

Select the Add New User Button
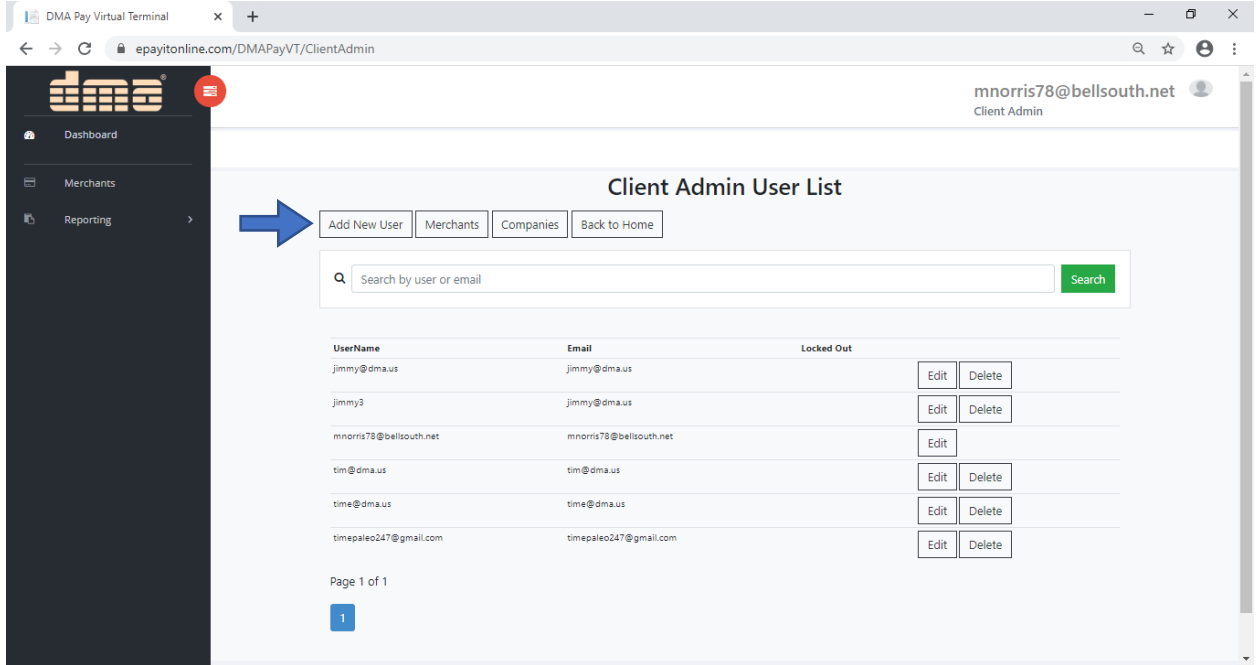
Complete the user's information and click Send Activation Request.

If user requires access to all merchants, check the box to Add All Merchants.

If access to all locations is not required, the registration link will need to be sent to user so the user can create their account.

NOTE: For the registration email, user will need to check their email as well as their spam/junk folder.

Once their account is created, Client Admin will need to add the merchants under the user's account by clicking the Client Admin Username at the upper right-hand corner and select Admin from the drop-down box.
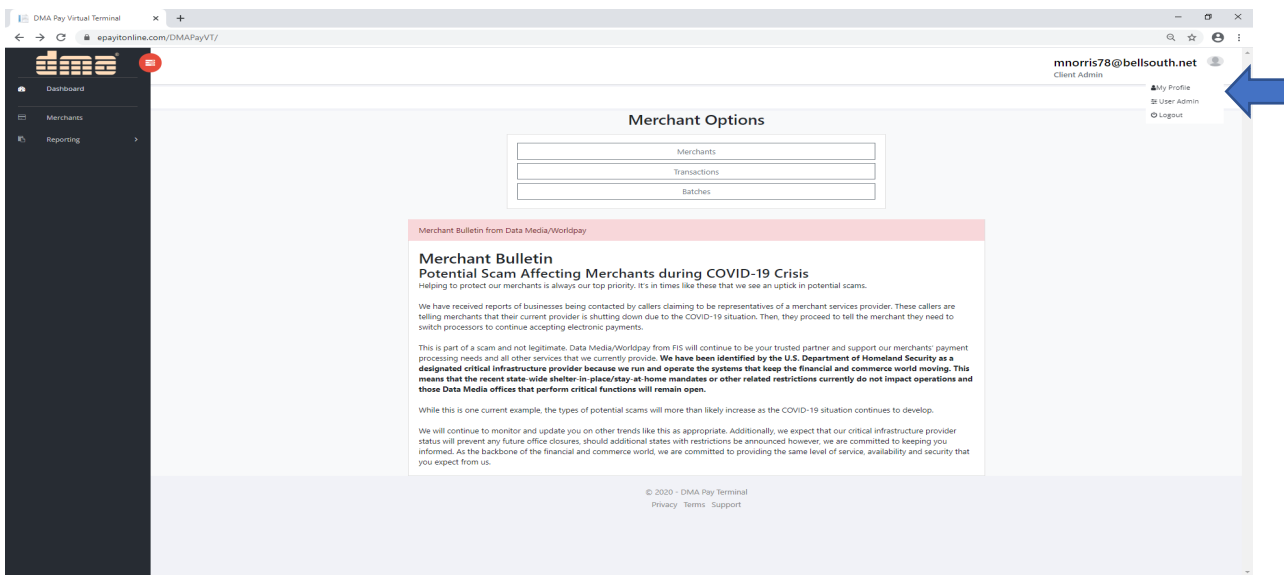
Edit User

All users that have been setup will be shown. Select the user and click Edit.
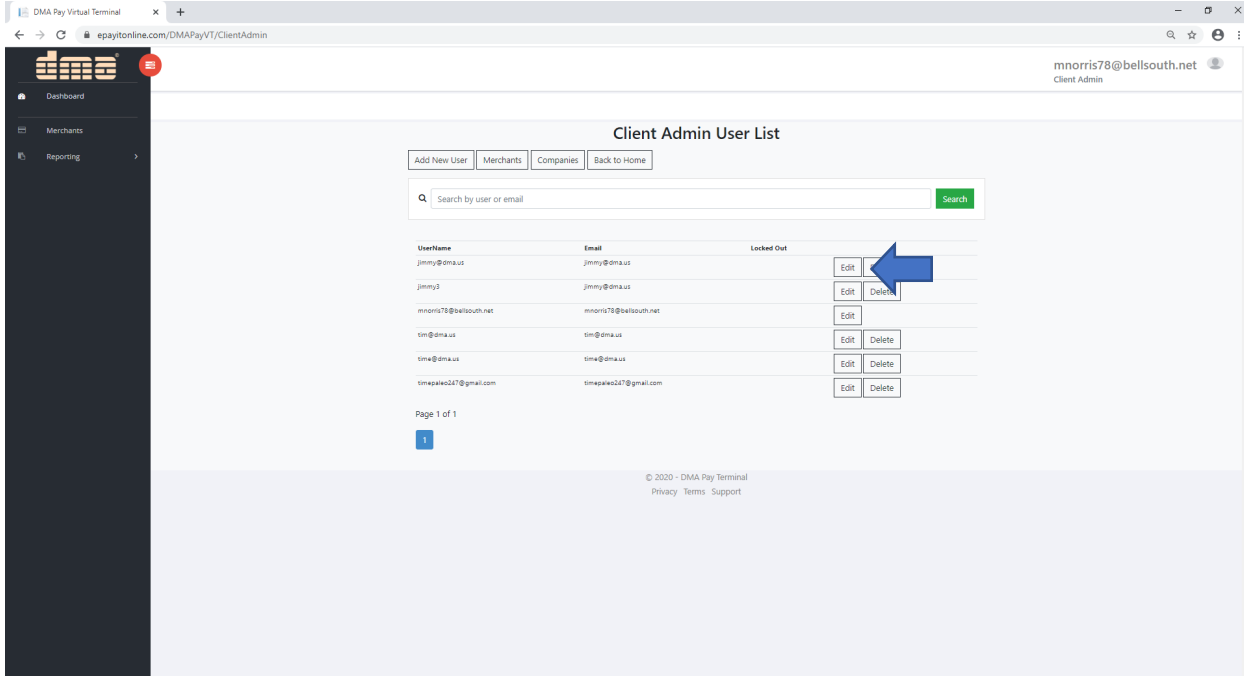
Edit Merchants

The following information will be displayed for the user that was selected.

- Username
- Email
- Permissions
- Company
- Permissions – check the box required
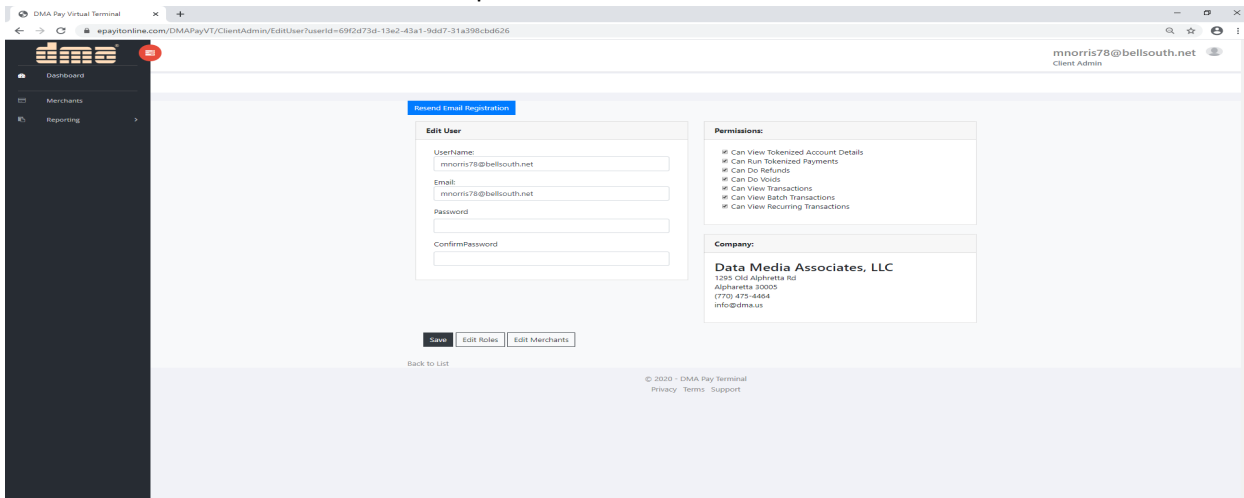
Add/Remove Merchants

The drop-down will display a list of all merchants to select and add.

Click on Add Merchant button to add the Merchant. Repeat this step for every Merchant that needs to be added for this user.
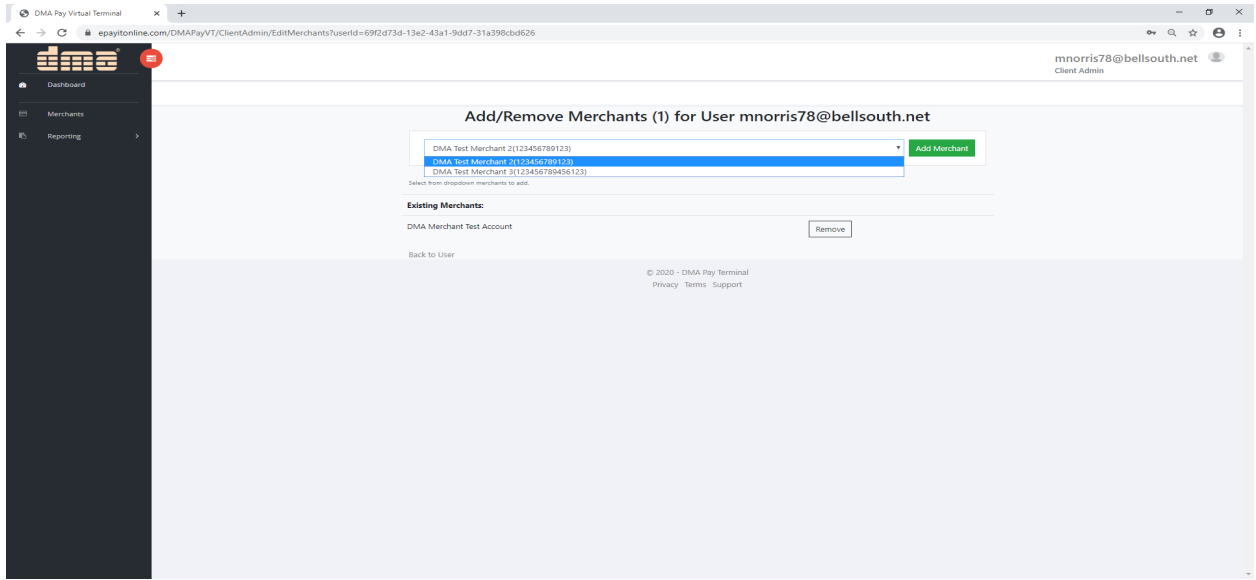
Add Swipe a Card, Recurring, ACH, Vault/Tokenization, and Cash/Check Option

Click on Client Admin at the top right-hand corner.

Click User Admin in the drop-down
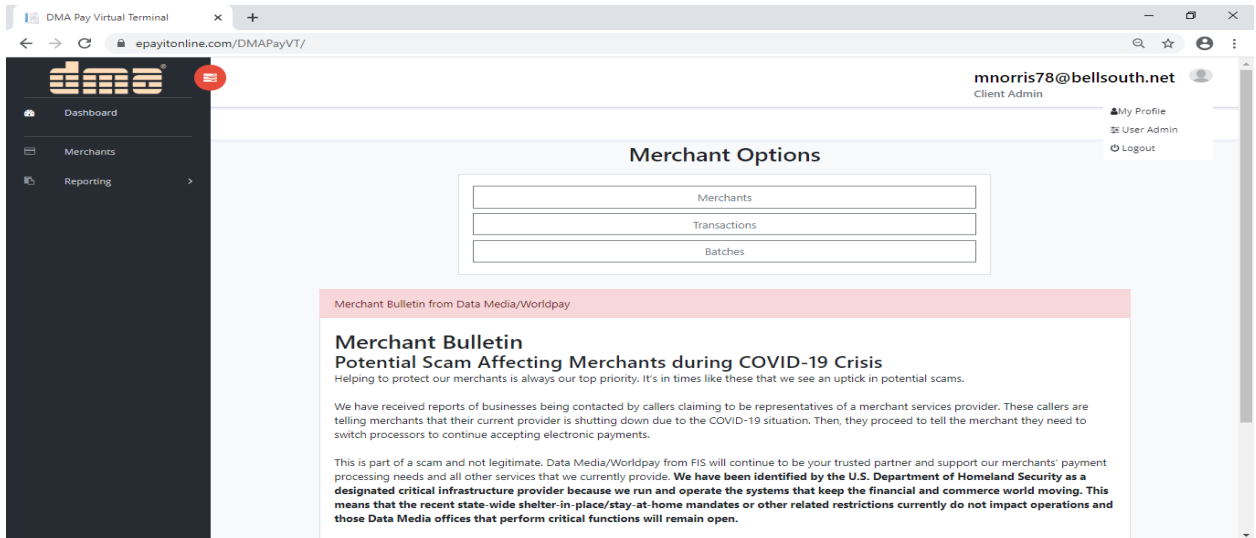
On the Client Admin User List screen, Click the Merchants button and all the Merchant Accounts will be displayed.
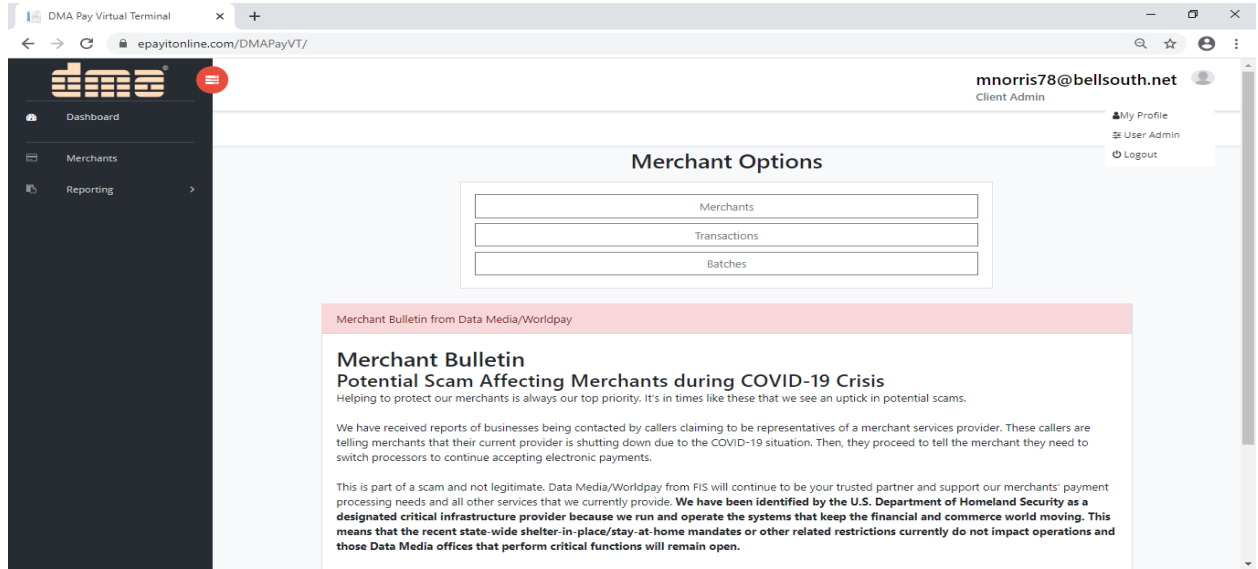
Edit Merchant

Press the Edit Button. The following credentials will be displayed which are the credentials DMA uses to setup accounts:

- Merchant Name
- Account ID
- Acceptor ID
- Account Token
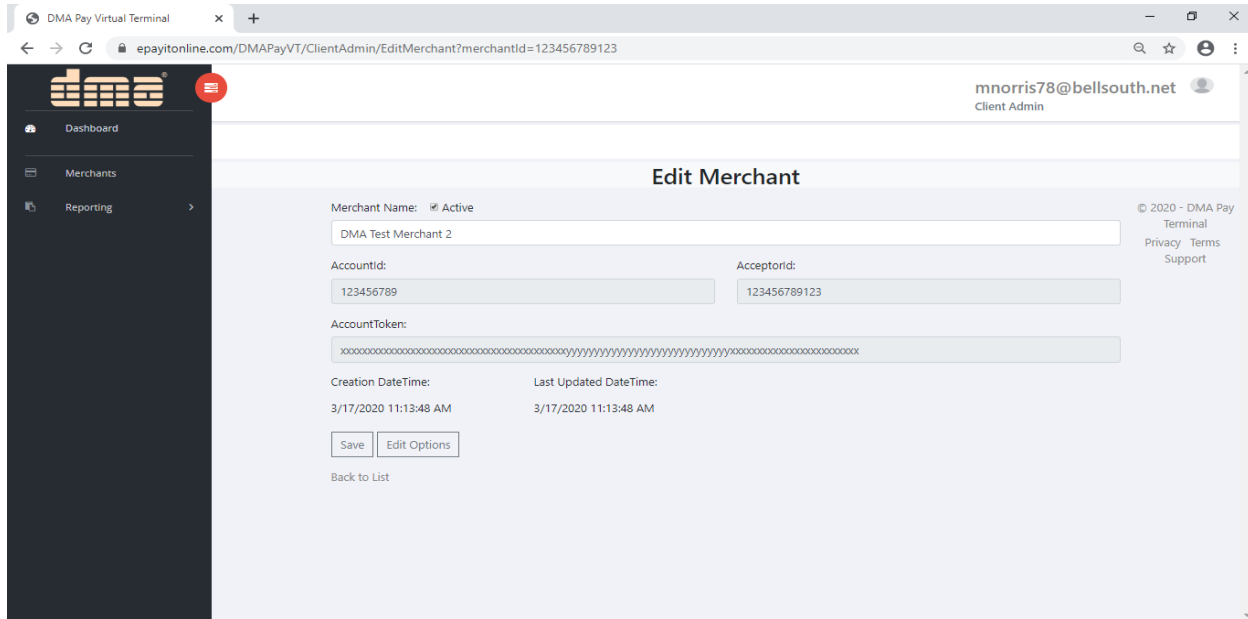
Add/Remove Options for Merchant

Selecting the Edit Options button will display the drop-down listing of all available options.
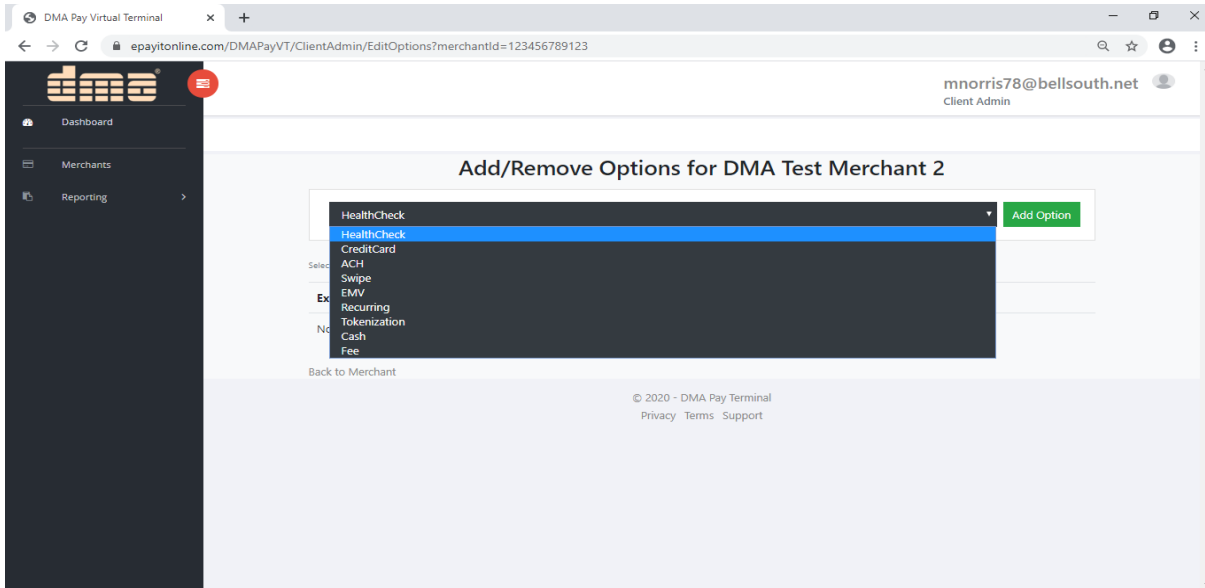
Click on the desired Option to add and press the Add Option button. The Option will be added to the user Merchant.
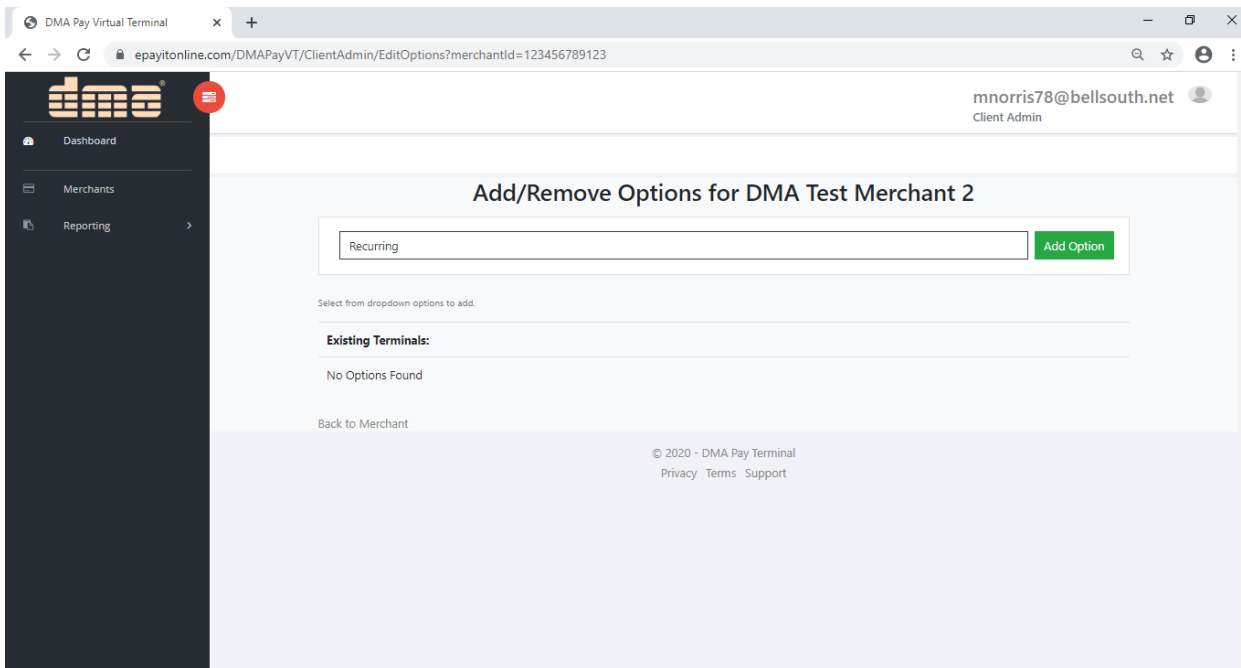
Remove or Edit Users Account

- Click the desired name at the top right-hand corner
- Click User Admin in the drop-down
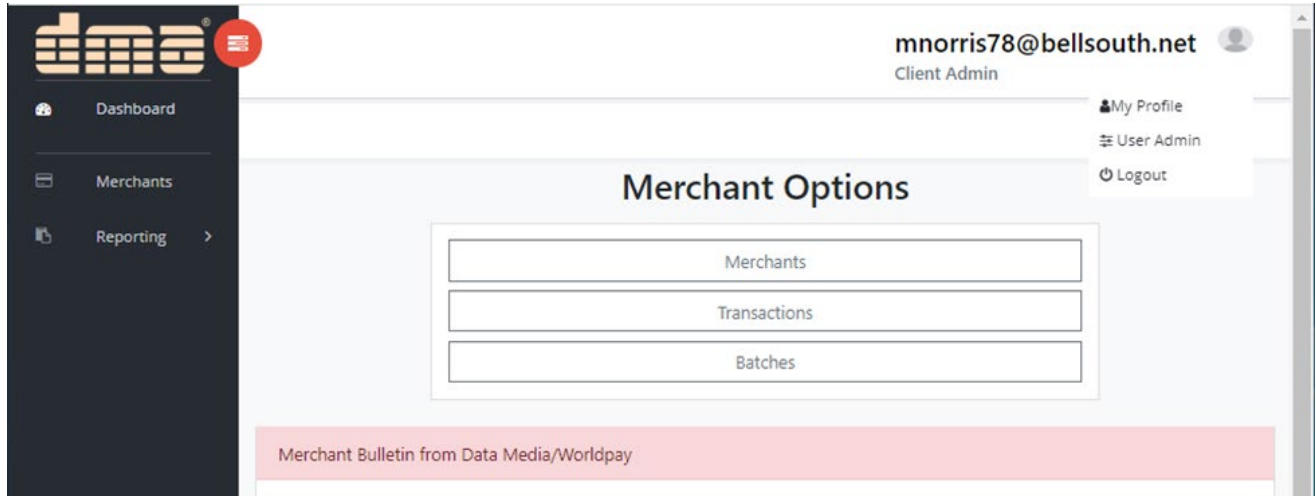
Click the Delete button to remove a user in the Climate Admin User List Page
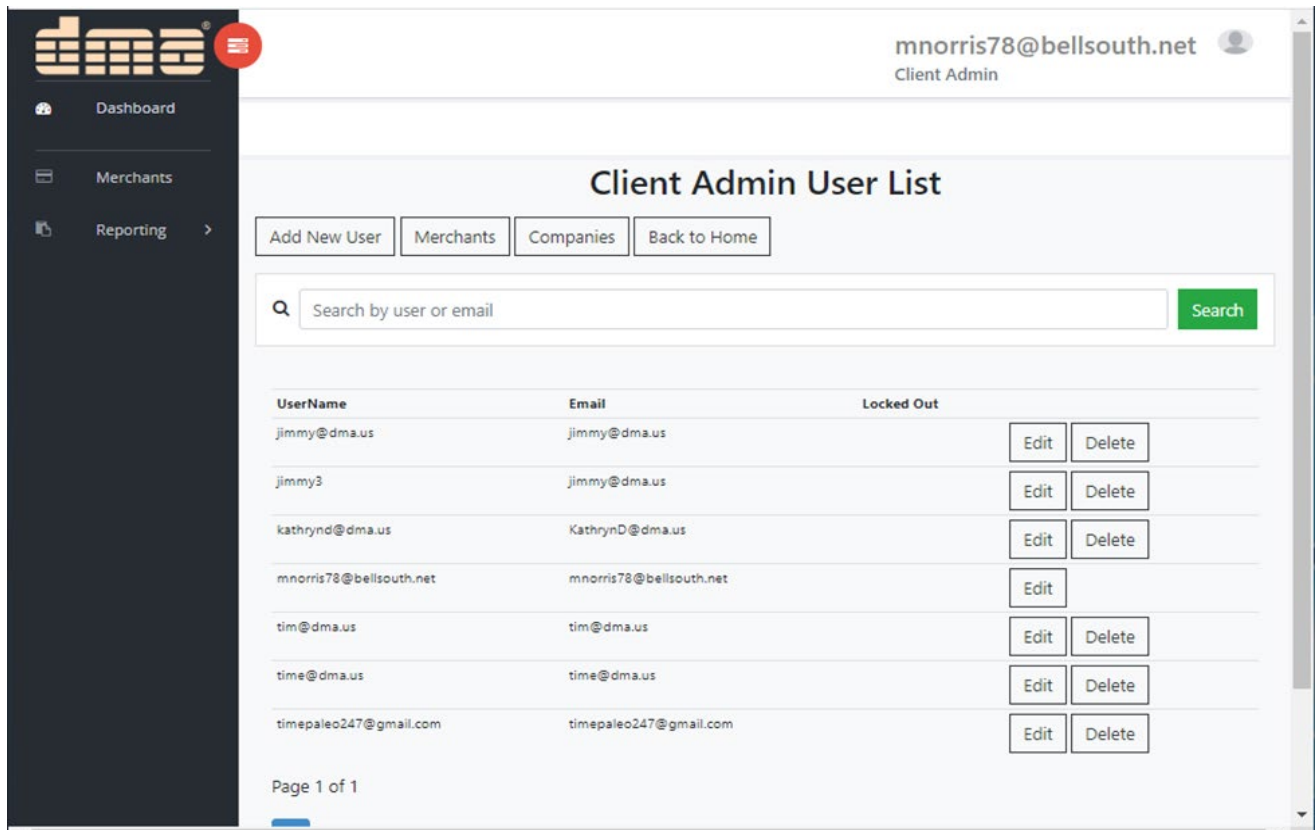
Edit User Account Options:

- Click Edit to mark the permission needed
- See Company and Address
- Edit Roles
- Edit Merchants
- Resend Registration email
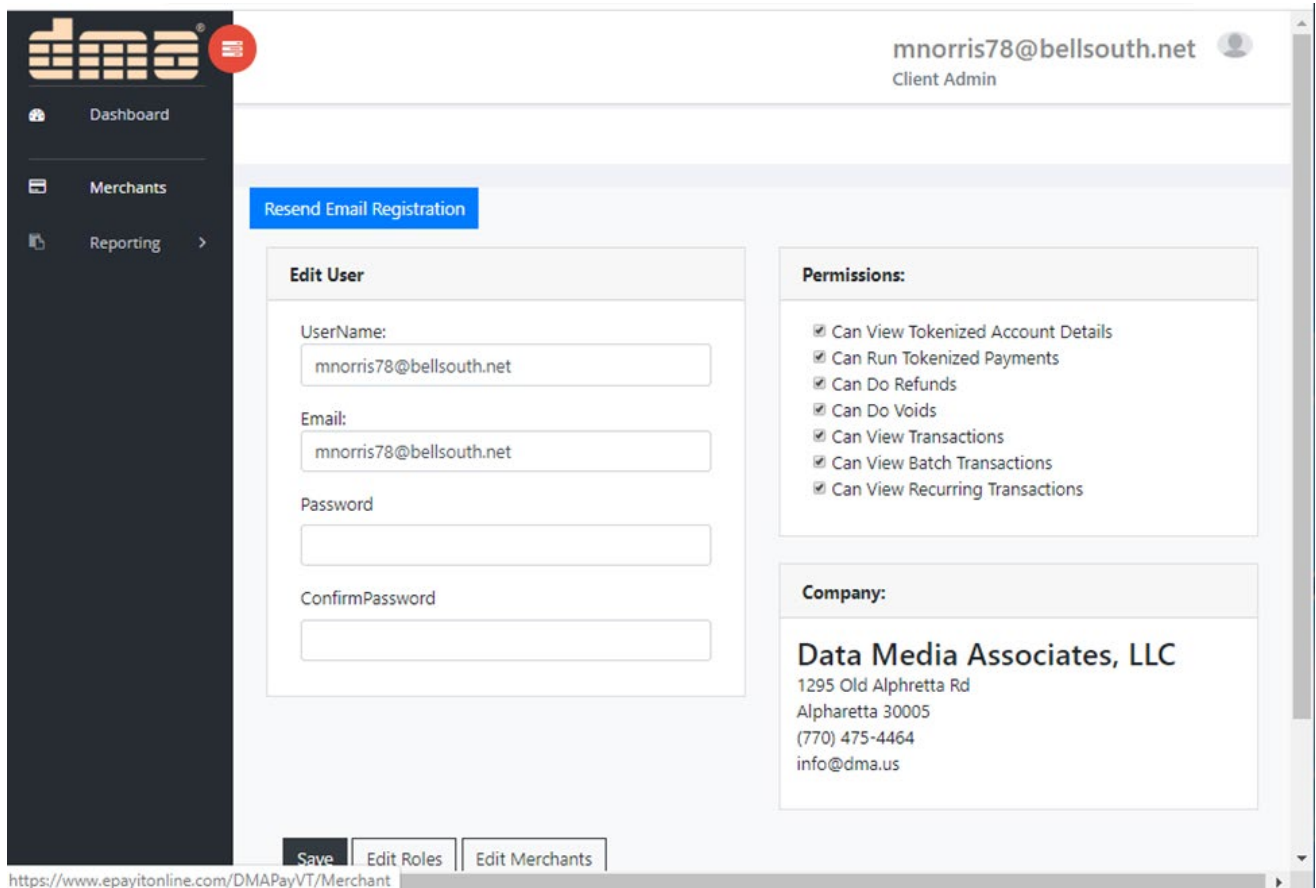
Edit User Account Roles Options

- Change the user role setup
- Press the down arrow and pick the role
- Press Add Merchant
- Press Delete to remove an existing role
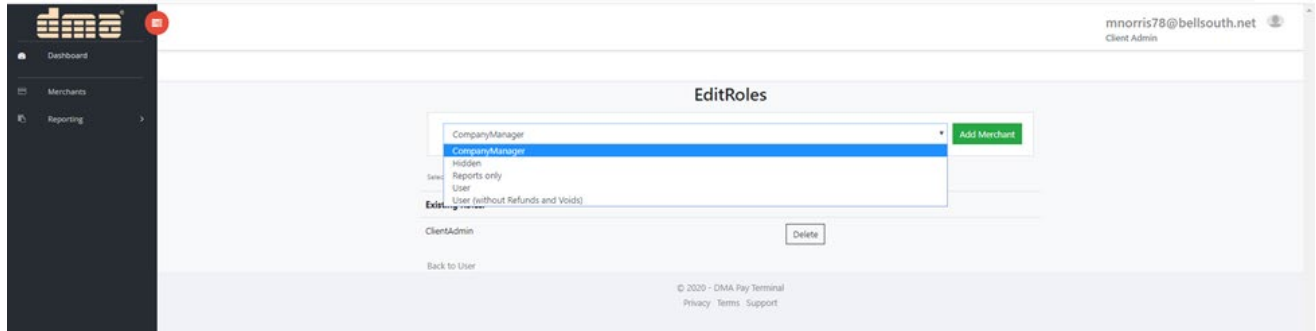
Edit Merchants for User Accounts

- Press Edit Merchants to remove or add any Merchants from a user.
- Press Delete button to remove any Merchants from a user.
- Click in the white area in the rectangle and Click on the Merchant to Add Merchants.
- Press Add Merchant
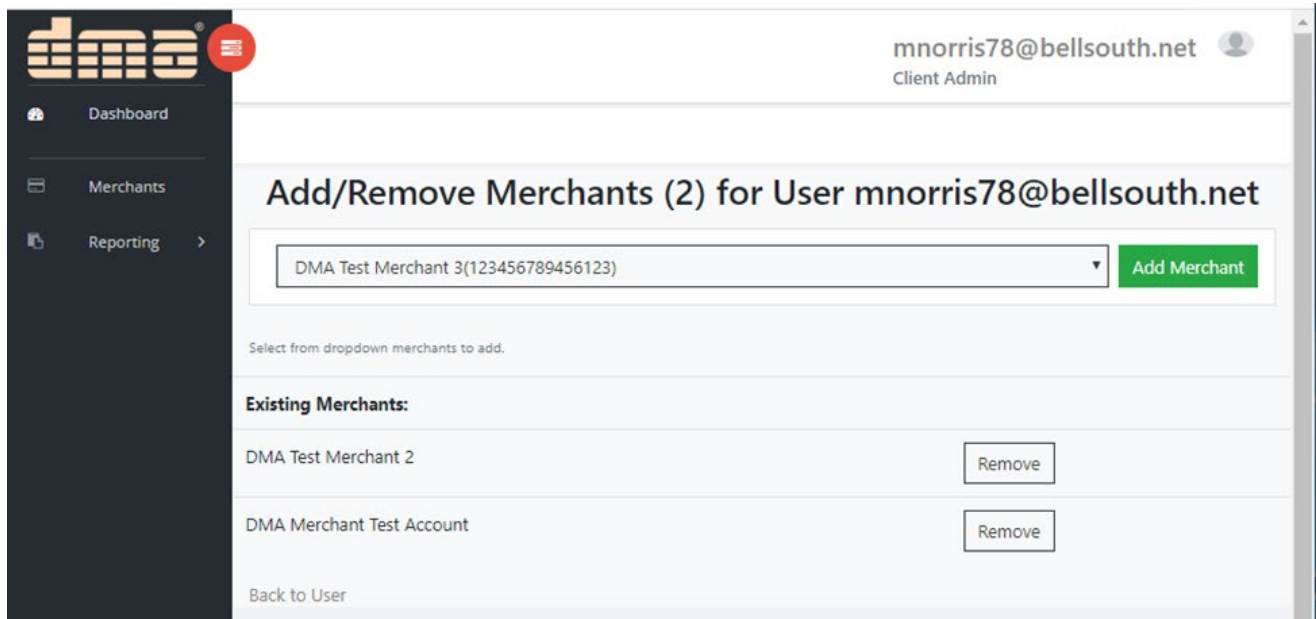
- ## Process a Credit Card Payment
  - Select Merchant, find the Merchant that payment needs to process under.
  - Press the Details Button
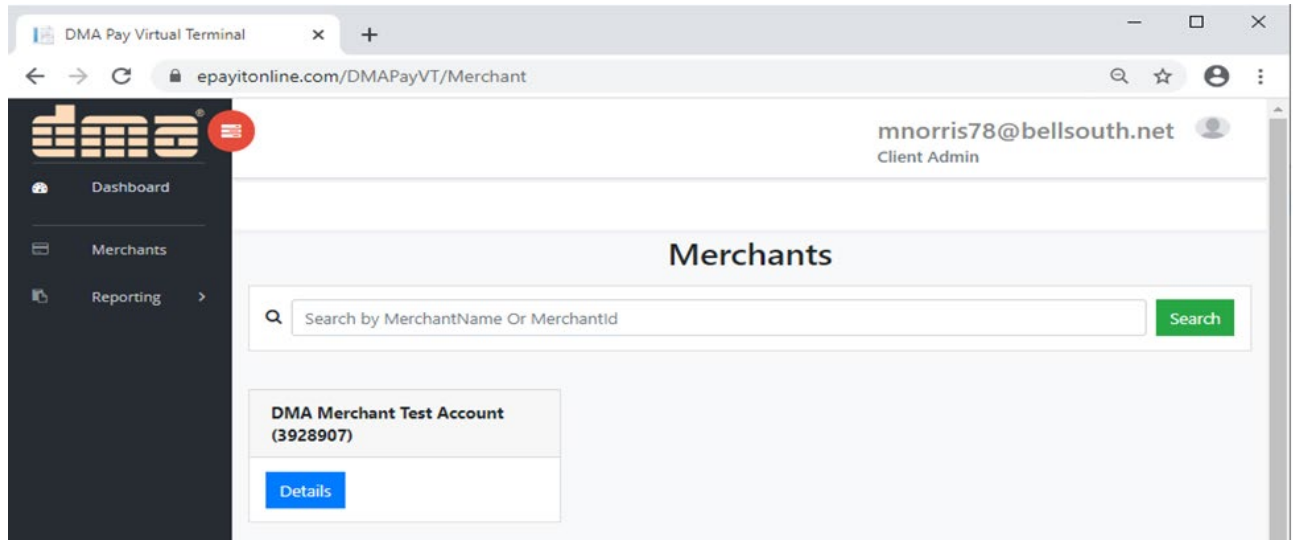
Select Credit Card Payment
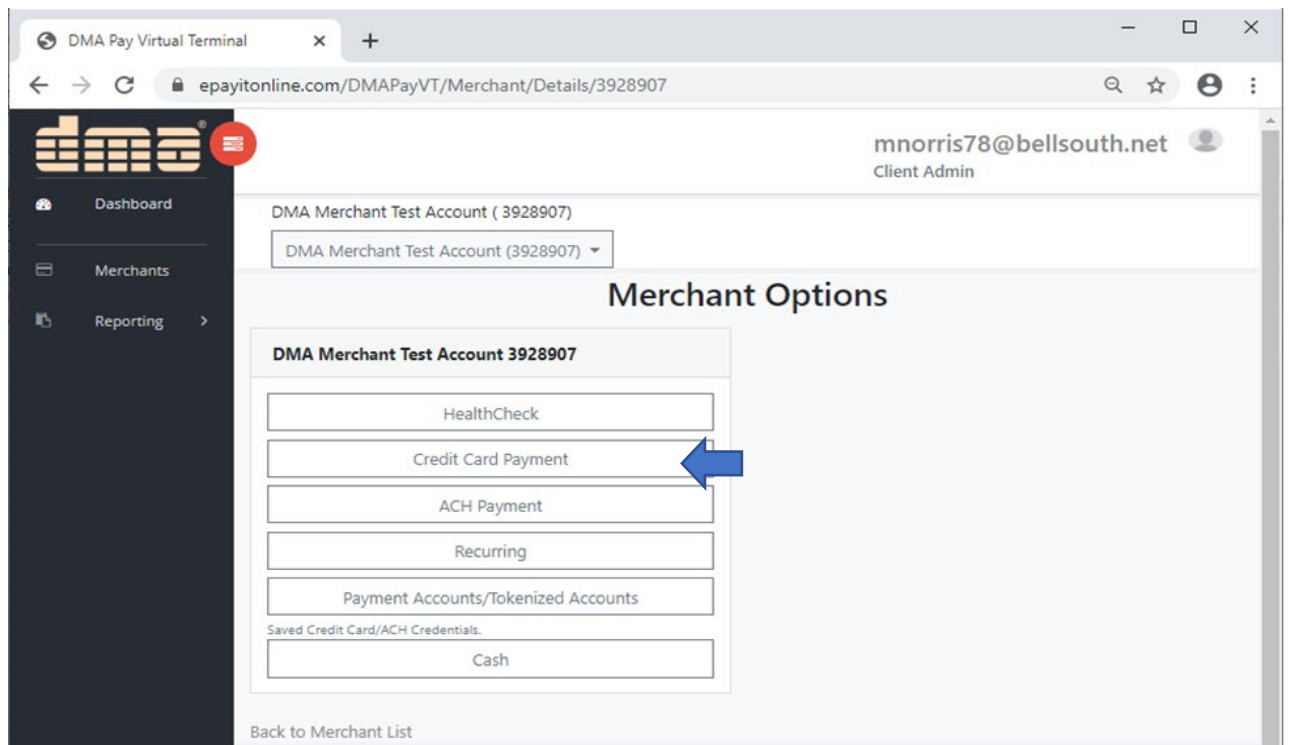
Enter the Account Number and Patient Name

- Press Submit
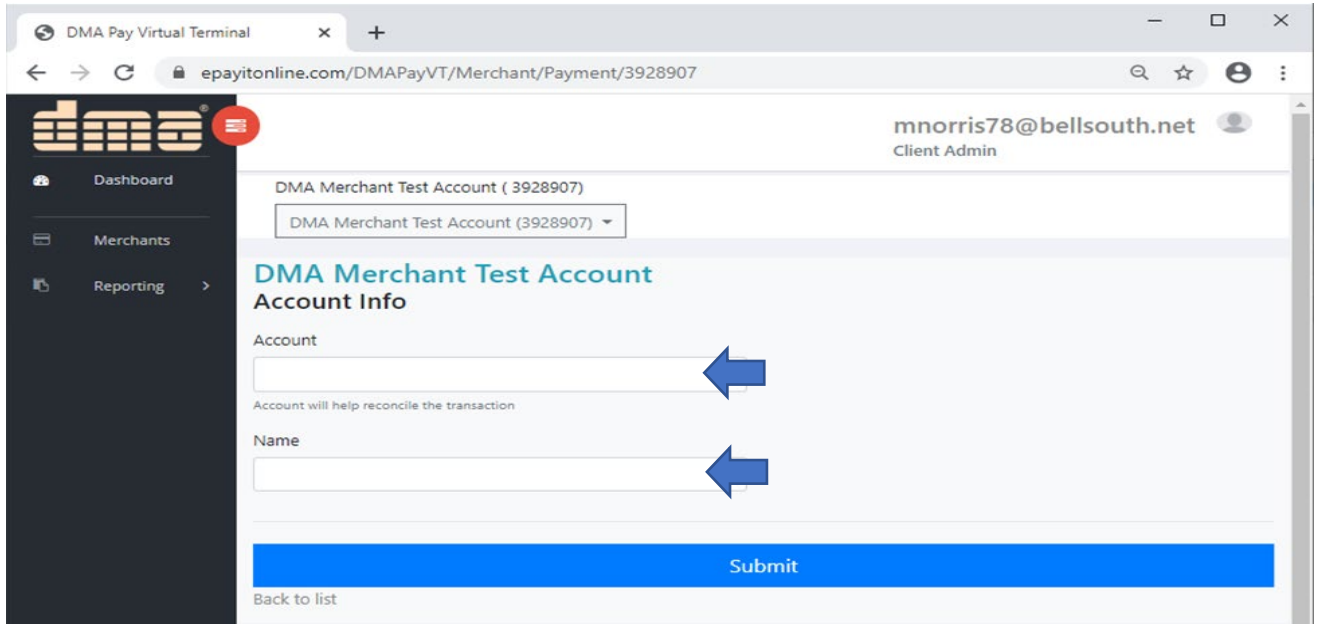
Enter Credit Card Information and Amount.
- If an email address is entered, the receipt will be emailed to the patient.
- Billing Address can be entered or left blank.
- Check the Duplicate Over Flag, if the patient needs to make more than one payment using the same credit card and same amount.
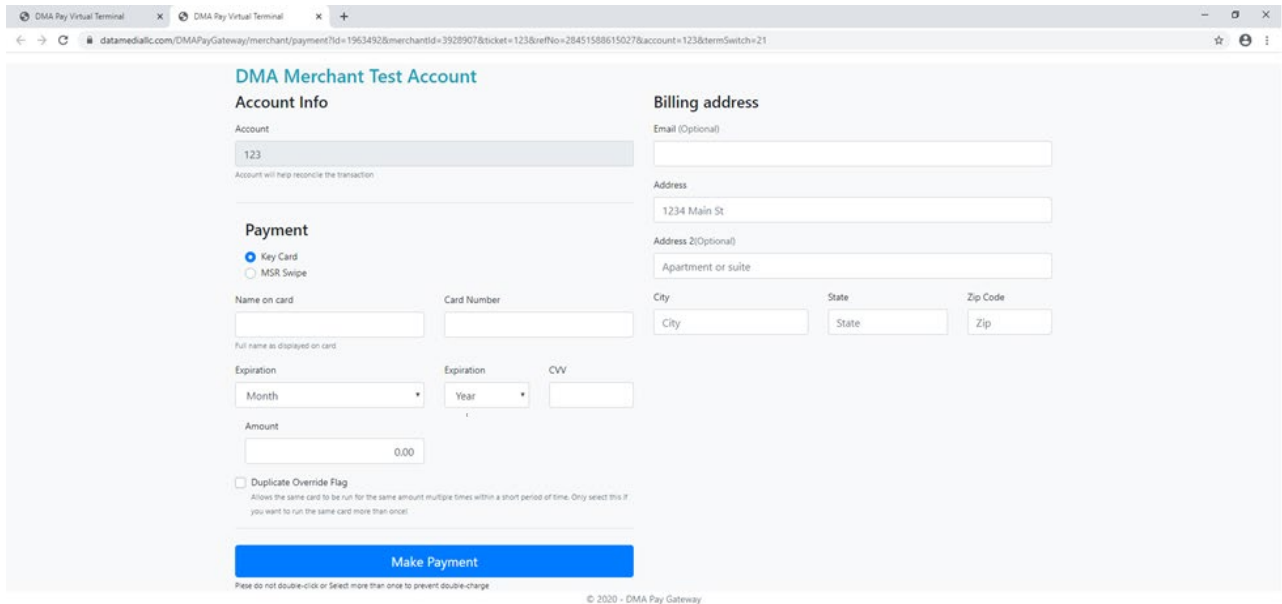
Swipe a Credit Card

When using the Swipe feature to take a payment, find the Merchant and then Select the Details Button.
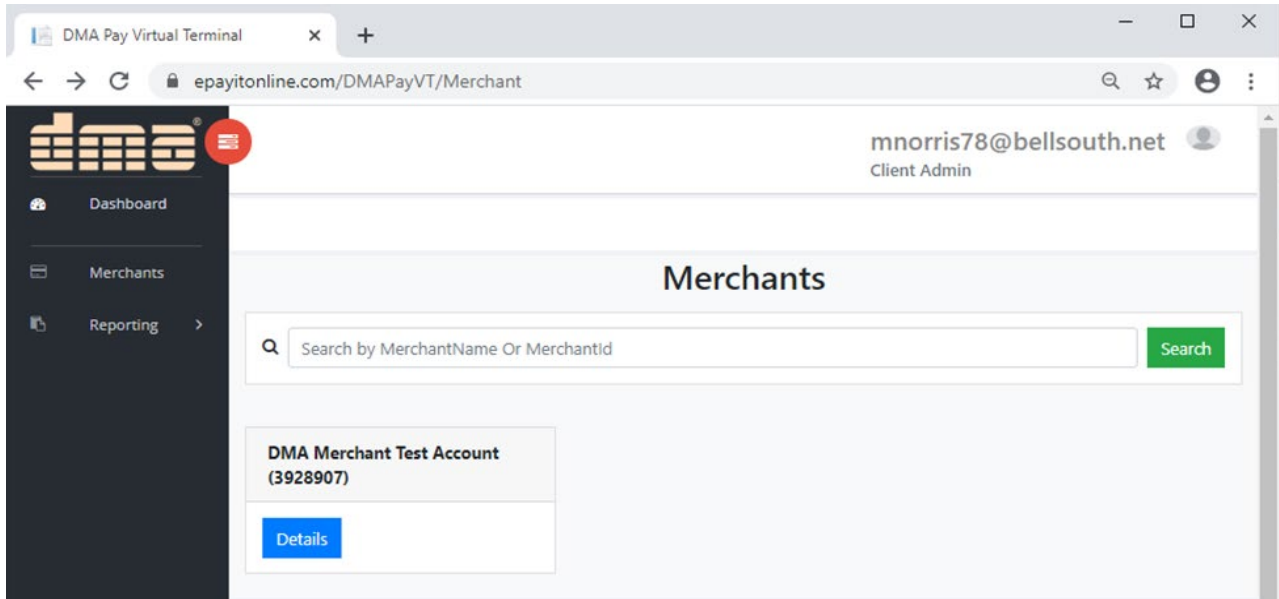
Press the Credit Card Payment
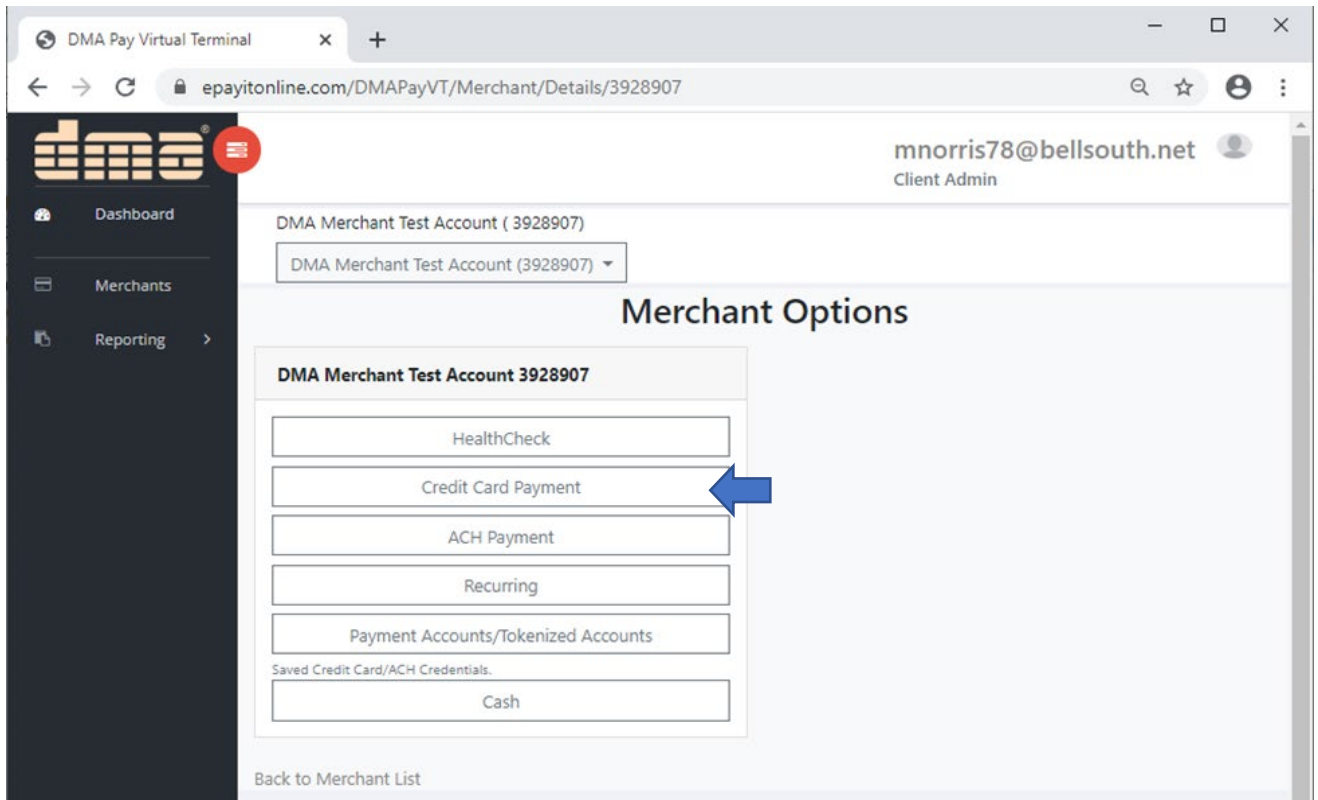
Enter the Account Number and Patient Name and Press the Submit.

- Under **Payment**, Select the MSR Swipe radio button and enter the Amount.
- Press the Select and Swipe button and follow the prompts on the Card Reader.
- Under Billing Address, enter information.
- Email – enter an Email Address. If an email is entered, a receipt will be sent to the patient.
- The option to print or email after the payment is processed is available.

Recurring Plan

Options for a recurring plan:

- Setup
- Delete
- View
- Single Payment
- Edit

Select a Merchant

Press the Detail button
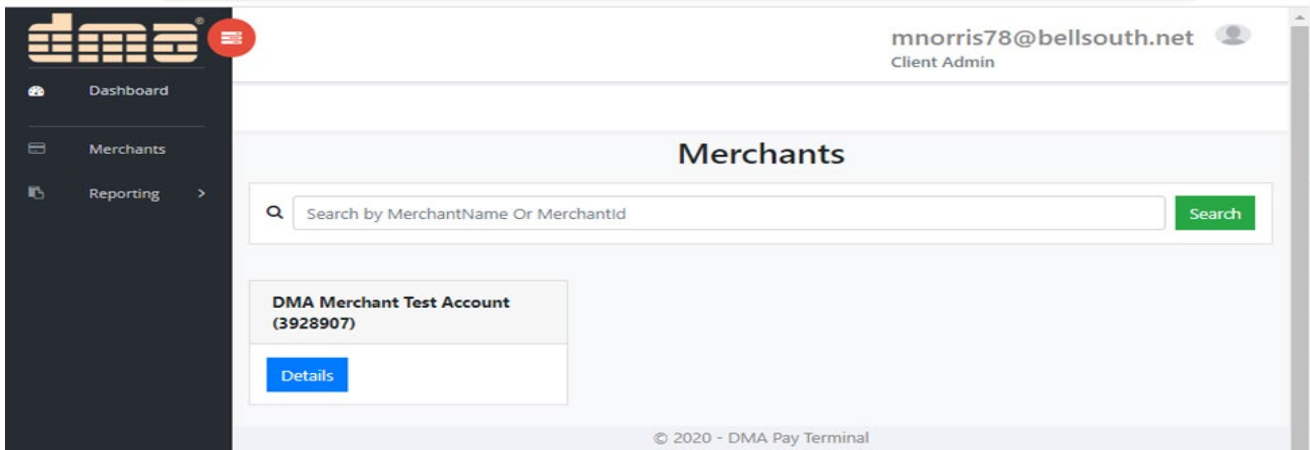
Select the Recurring button
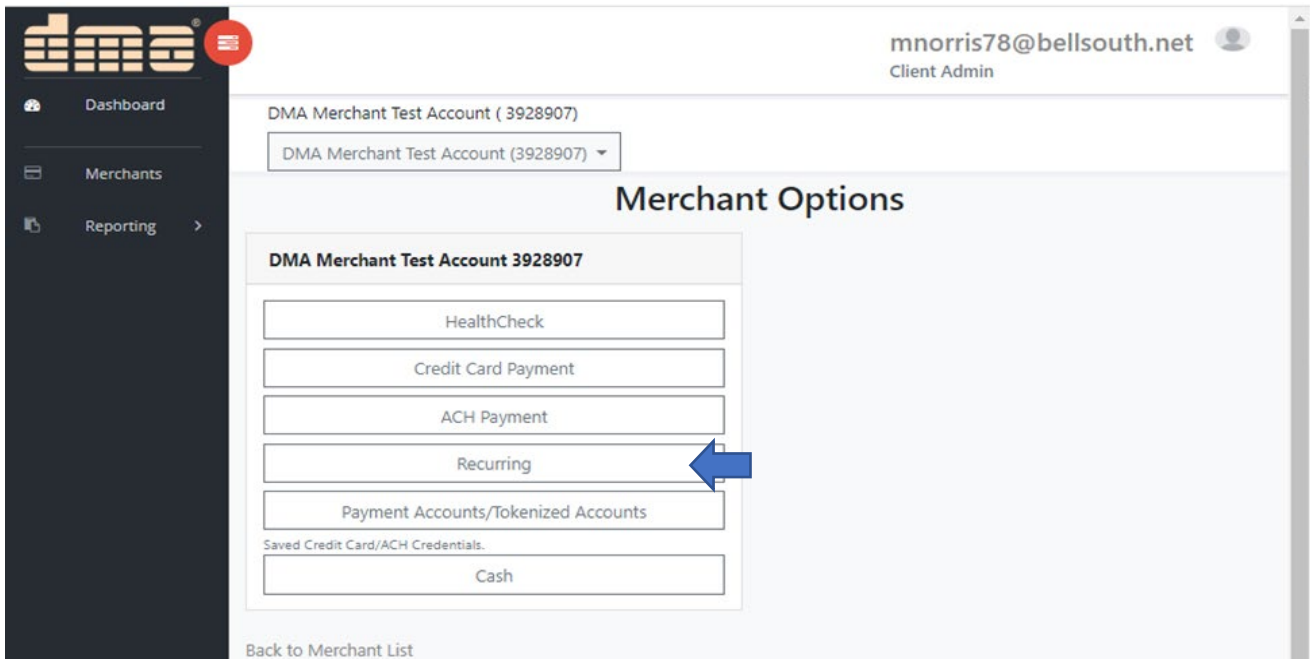
Setup A Recurring Payment Plan

Options:

- Single Payment
- See Details
- Edit Recurring Plan
- Remove Recurring Plan
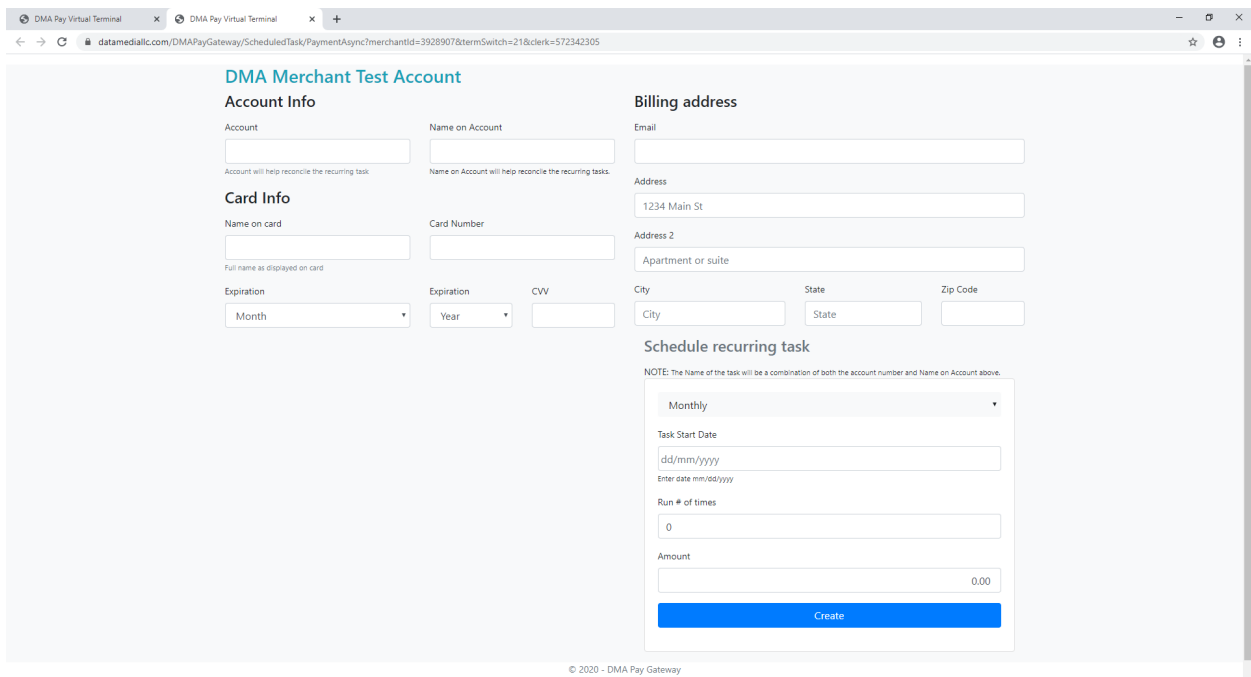
Select the Create Recurring Payment Plan
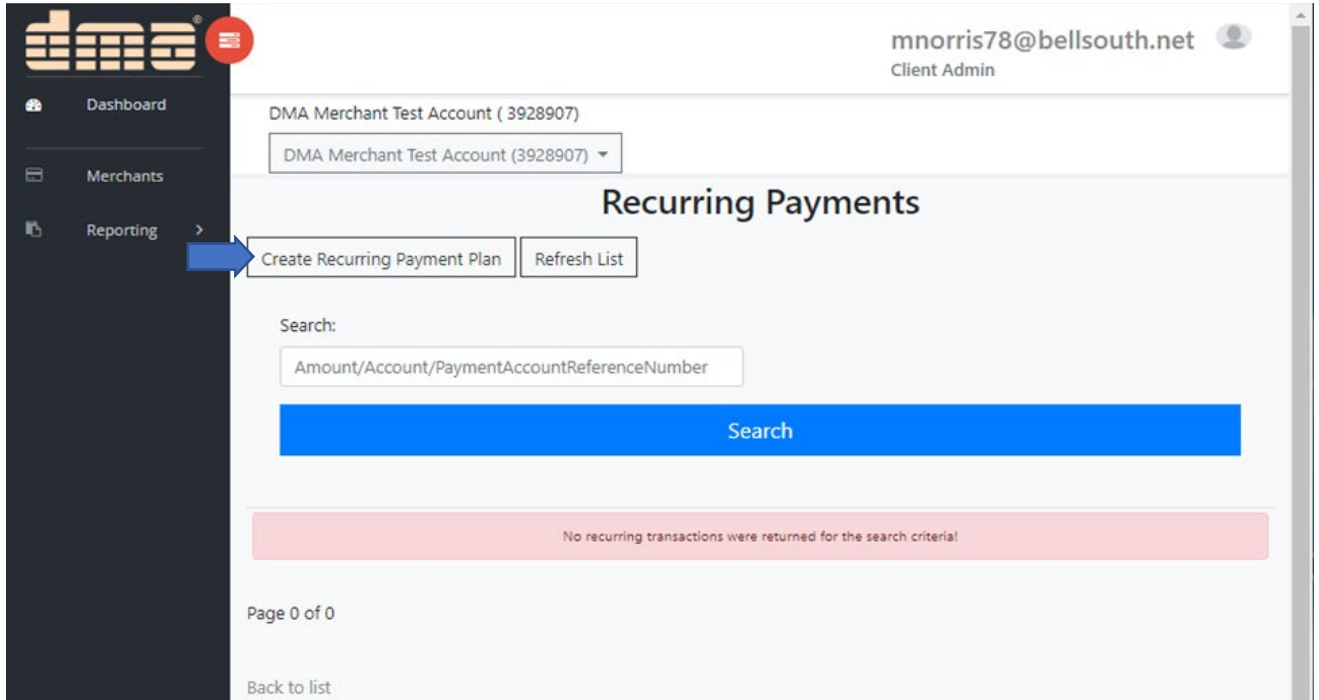
Options for Recurring Plan:
- Enter the Account
- Name on Account
- Card Information
- Scheduling Recurring Task
- Billing Address
- Task Start Date – the date the first recurring payment is to occur

Select Create button once all information is entered.

Note: If a patient wants to do a payment, Select Single Payment then go to Recurring Plan.

- Search for the Merchant
- Modified Date – Date the Recurring Plan was setup
- Details – Displays current plans, create a plan
- Edit – change how often payment occurs, amount, number of cycle and next pay date
- Update Credit Card – remove the old from the plan and enter the new credit card information
- Remove

Setup ACH

Select Merchant

Press the Detail button
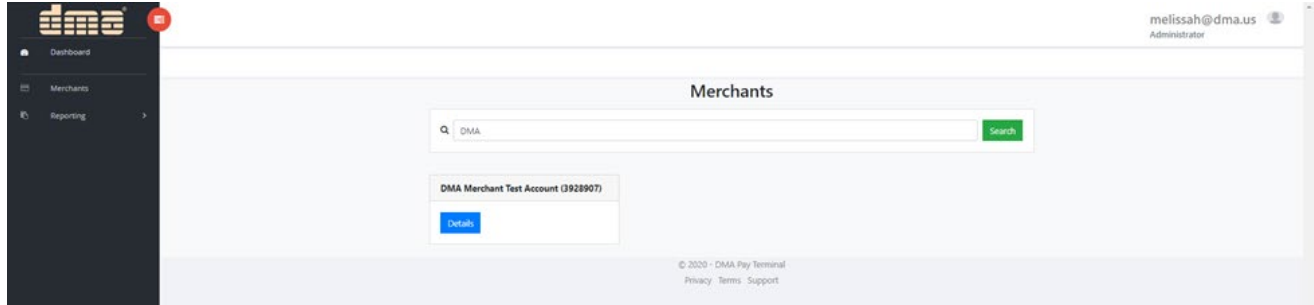
Select ACH Payment
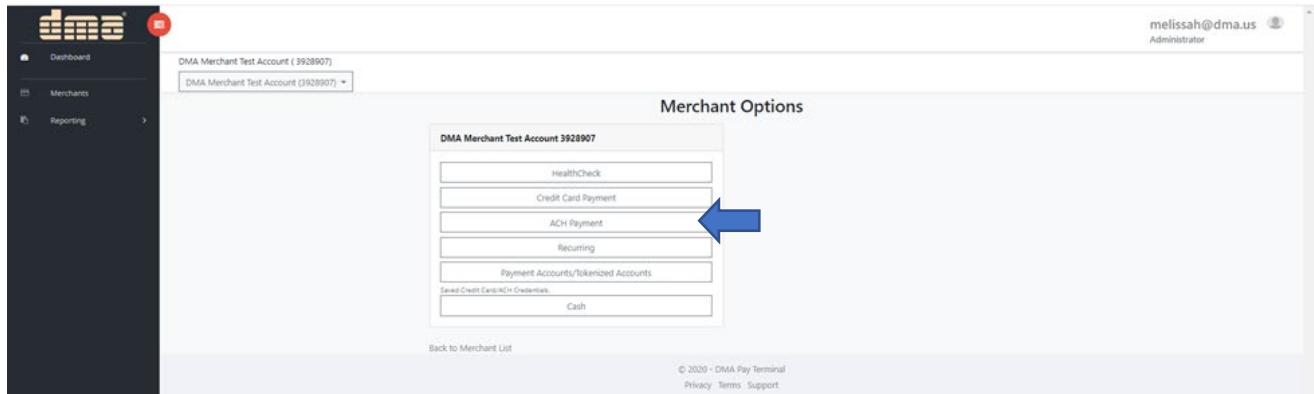
Enter the Account Number and name.

Press Submit button
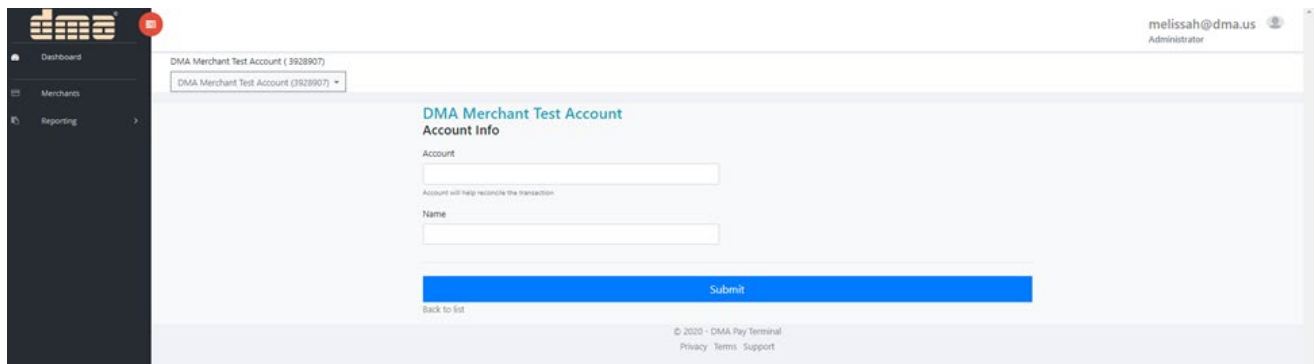
Options for ACH:

- Checking Routing Number
- Account Number
- Check Number
- Check Account Type
- Amount
- Billing Address

Select Make Payment button
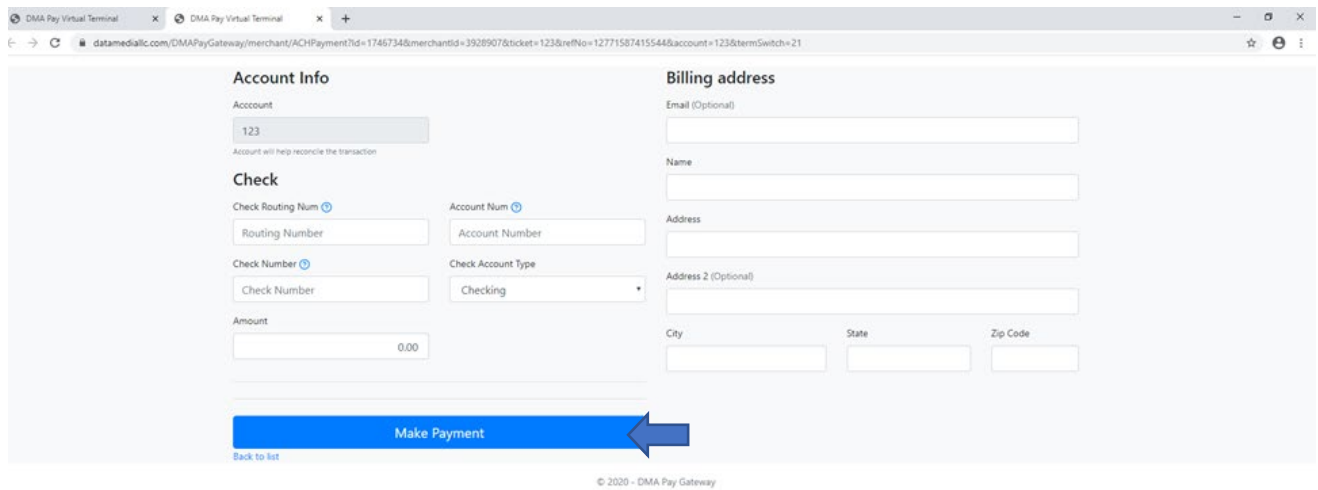
Setup Vault/Tokenization

To run a transaction on a card in the Vault or Credit Account

- Go to either the Dashboard or Merchants,
- Select the Merchant
- Press the Detail button
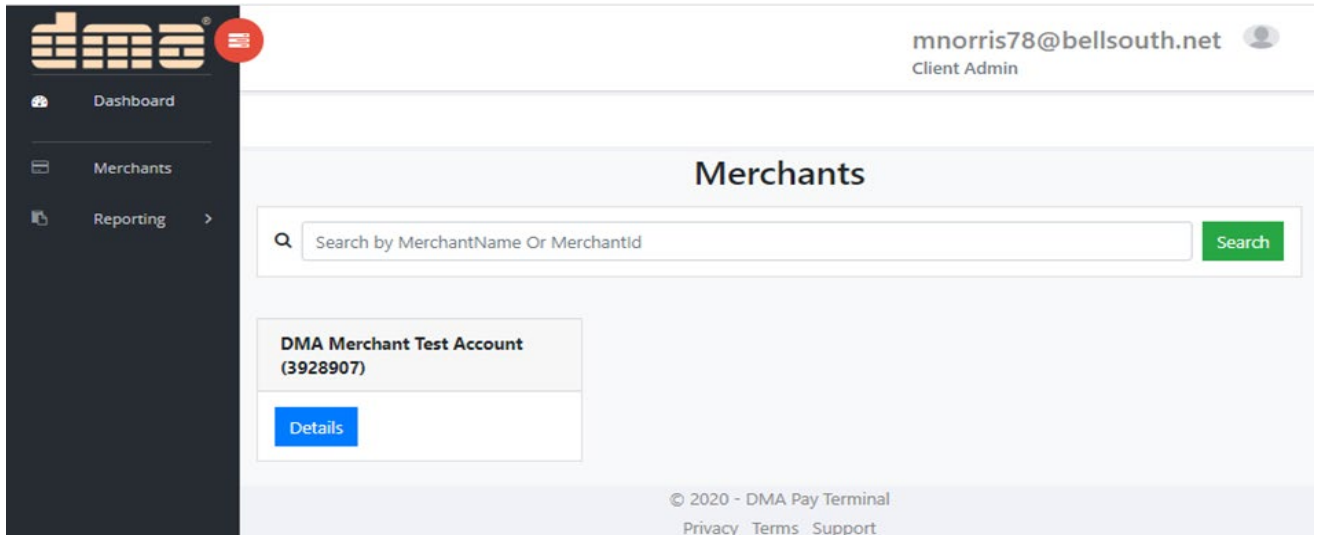
Select the Payment Accounts/Tokenized Accounts
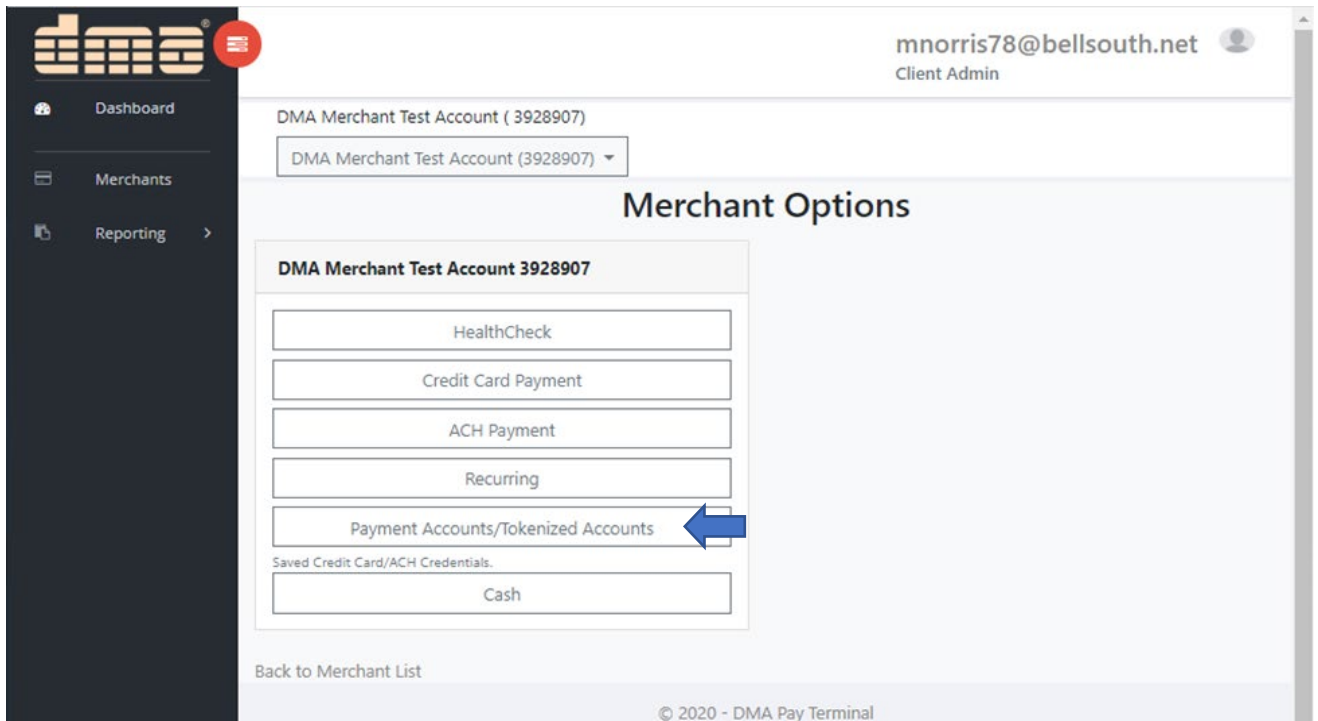
Options for Payment Accounts/Tokenized Accounts:

- Create Tokenized Account
- View the cards that are setup
- Search for a card by Account
- Search for a card by Payment Account Reference Number

Select Create Tokenized Account button to setup a card.

Enter the Account

Select Continue to Payment Account Information button

Options for Payment Account Create:
- Name
- Card Information
- Email (optional)
- Billing Address

Press Save Payment Account Information

Click on Details button to run a payment on a card that is setup
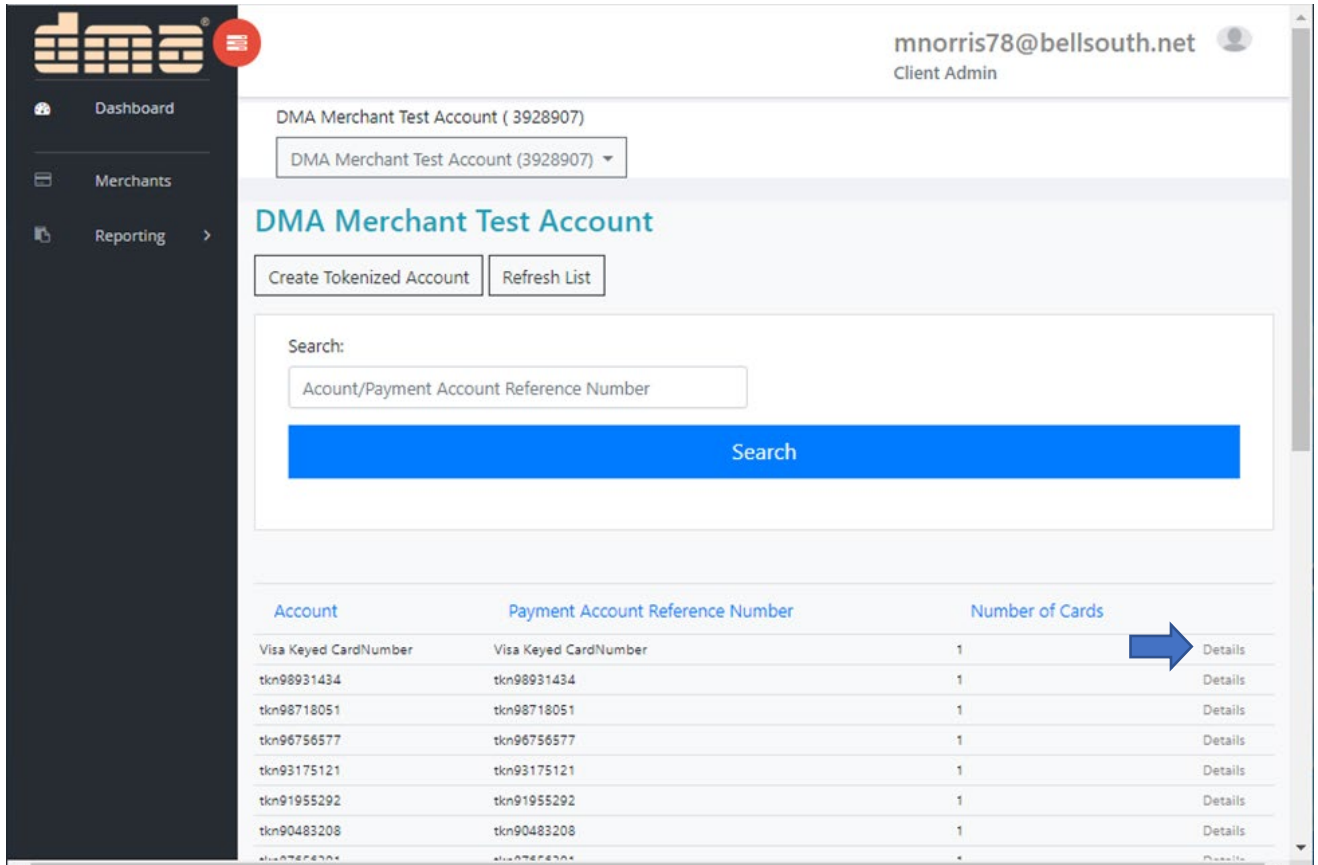
Options for payment on a card details:
- Account Number
- Card Type
- Last 4 card numbers
- Expiration Date
- Make a payment
- Update Name
- Update Expiration Date
- Remove the card

Making a Payment

- Click on the card logo
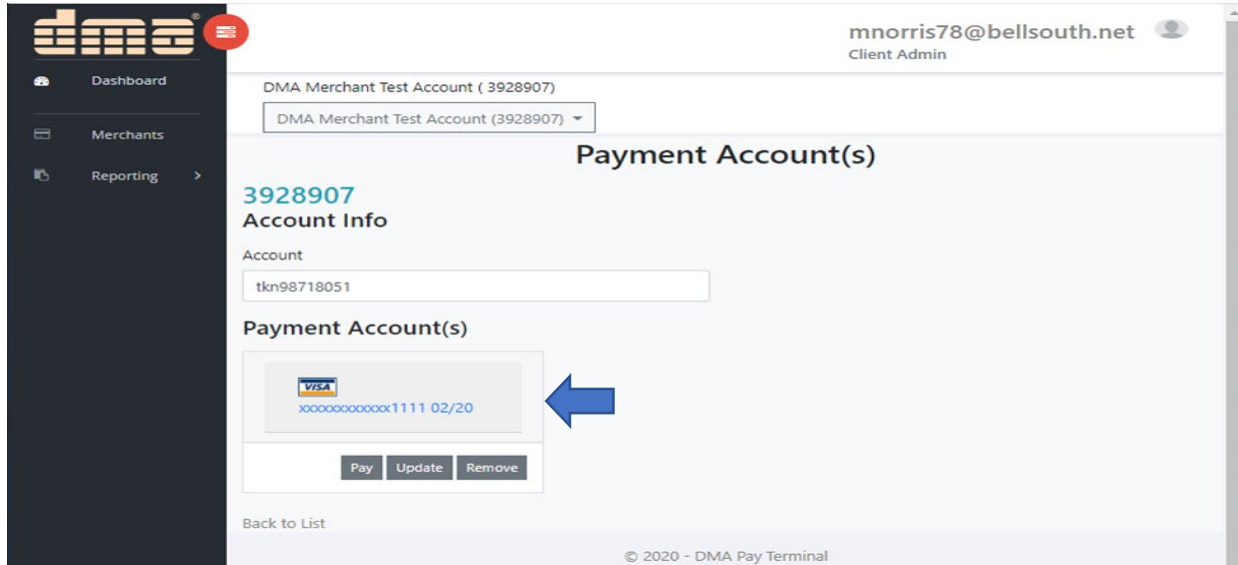
Payment Screen Options:
- Account Number and Billing Name will be populated
- Enter the Amount and Select Make Payment
- Email (Optional)
- Billing Address (Optional)
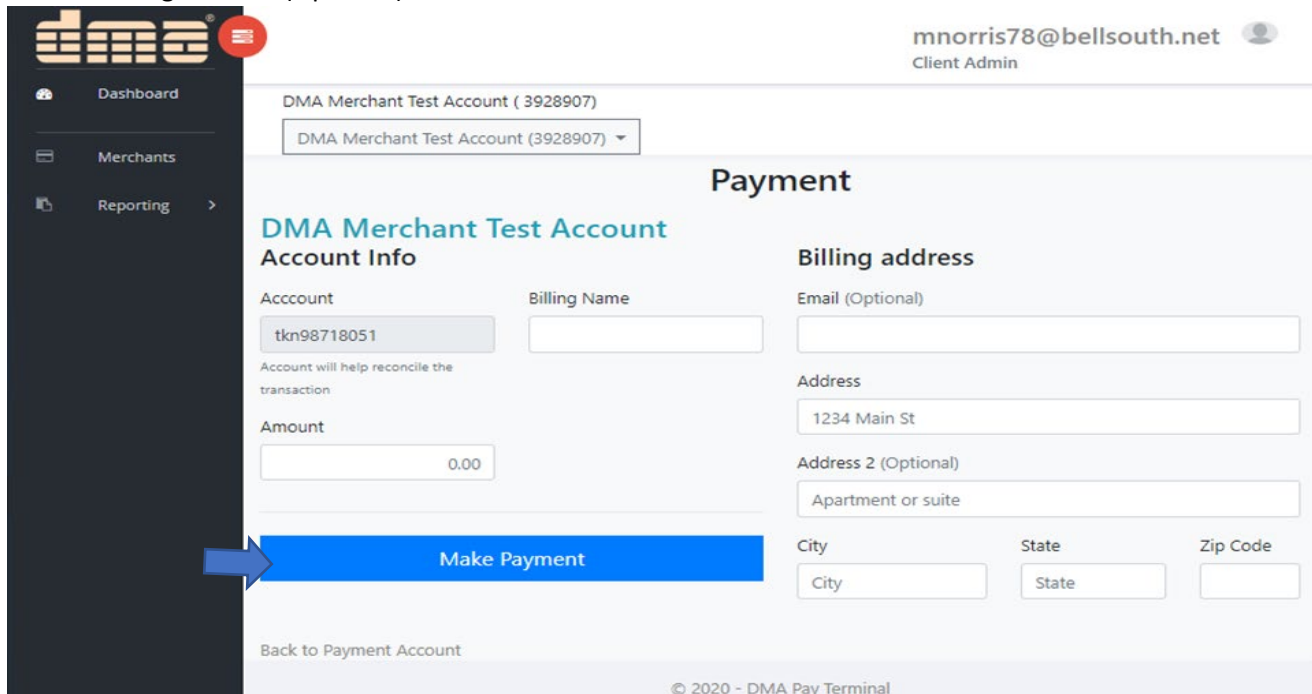
Update Payment Account

Available Options to Update Payment Account

- Update Expiration Information
- Save Payment Account Information

Note: For new cards, delete the old card and re-enter the new card information

Cash Payments

This option is used if a patient pays in Cash and a record needs to be kept.

- Select the Merchant patient is paying.
- Press Detail button
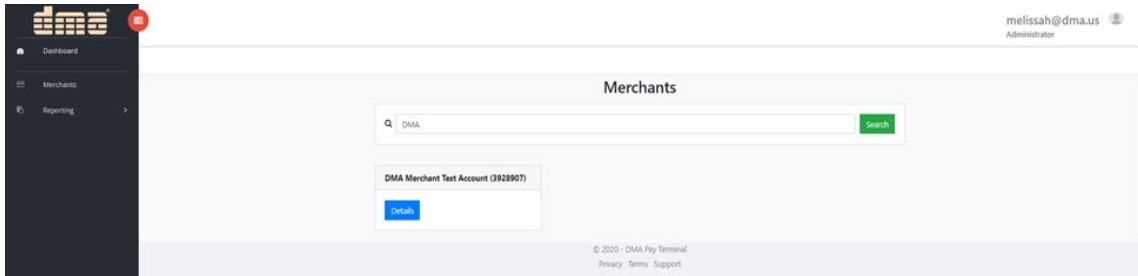
Click the Cash Button
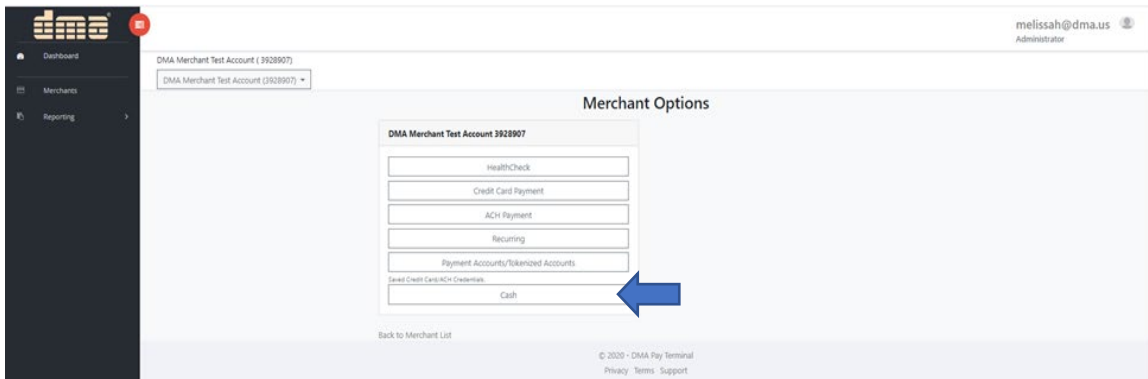
Enter the Patient Account Number, Patient Name and Cash amount.
Press the Record Payment button
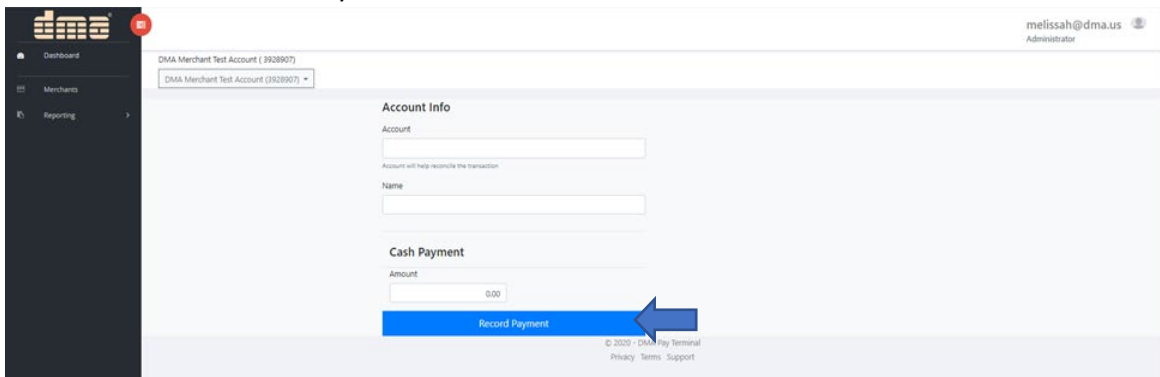
Refunds

- Fine the transaction for Refund
- Select the Merchant that the transaction was processed under from Merchants screen
- Press the Detail button
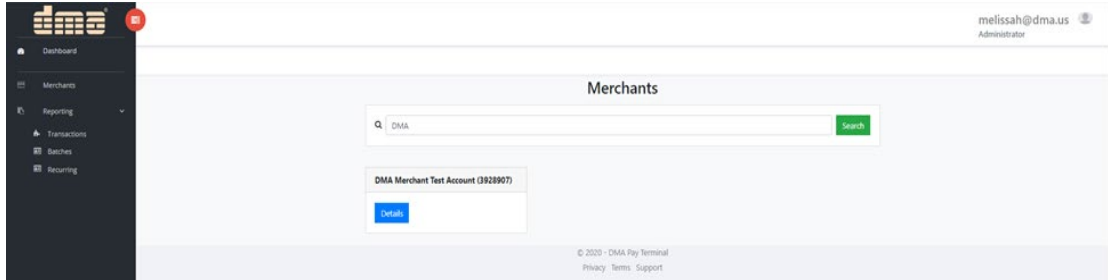
- Select Reporting from the Menu on the left-hand side.
- Select Transactions

- Select the Transaction that needs to be refunded
- Search Options
  - Enter the start and end date
  - Search by Ticket Number
  - Transaction ID
  - Account Number
  - Patient Name
  - Amount
- Click on TransID

- Click the Refund button

- Enter the amount
- Press the Process button
- Options for Refund
  - o Refund entire amount
  - o Refund partial amount
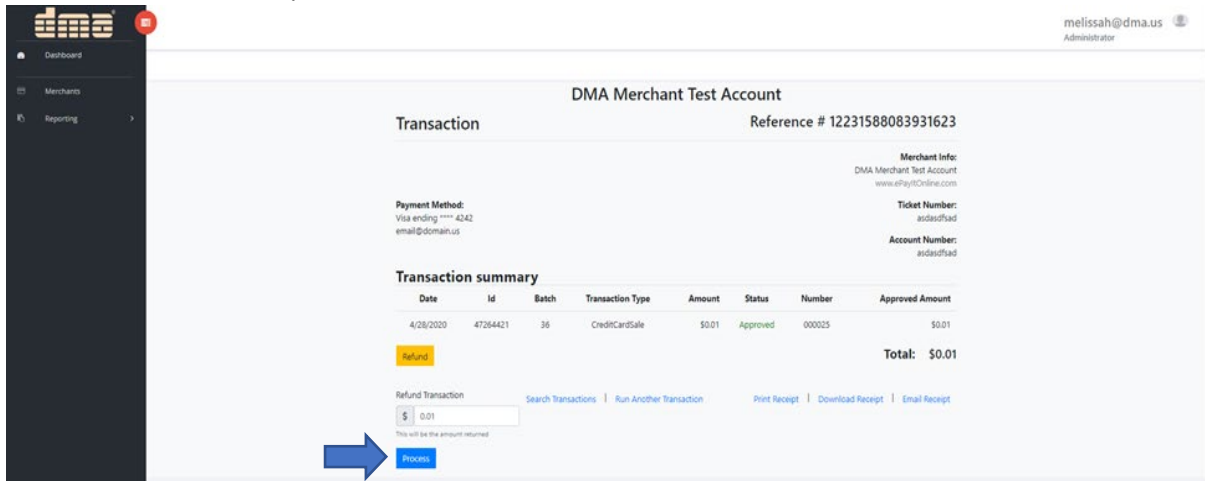
Void

A Void is completed the same day that the transaction occurred.

- Select the transaction for a Refund
- Select the Merchant that the transaction was processed under
- Press the Detail button
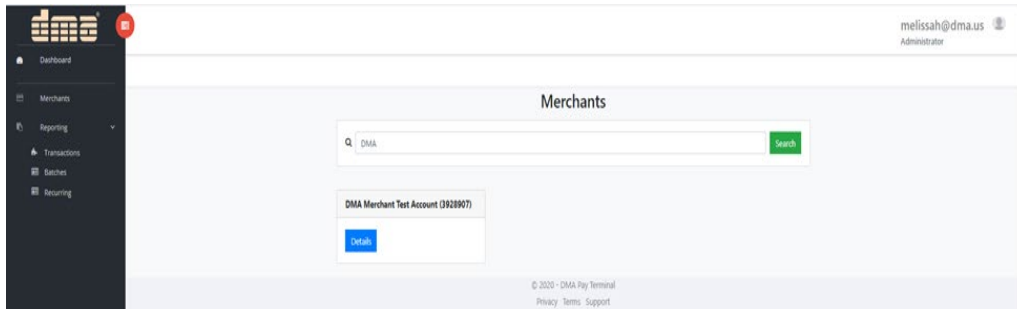
- Select Reporting
- Select Transactions
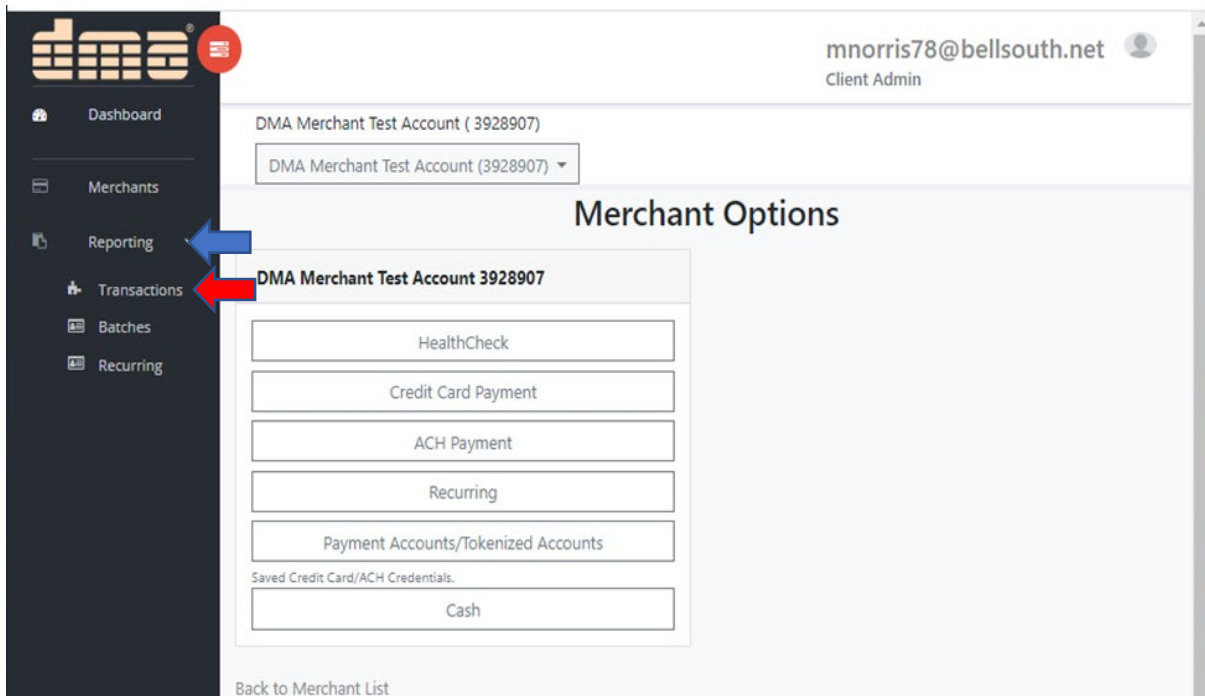
Void Options
- Select the Transaction that needs to be refunded
- Search Options
  - Enter the start and end date
  - Search by Ticket Number
  - Transaction ID
  - Account Number
  - Patient Name
  - Amount
- Click on TransID
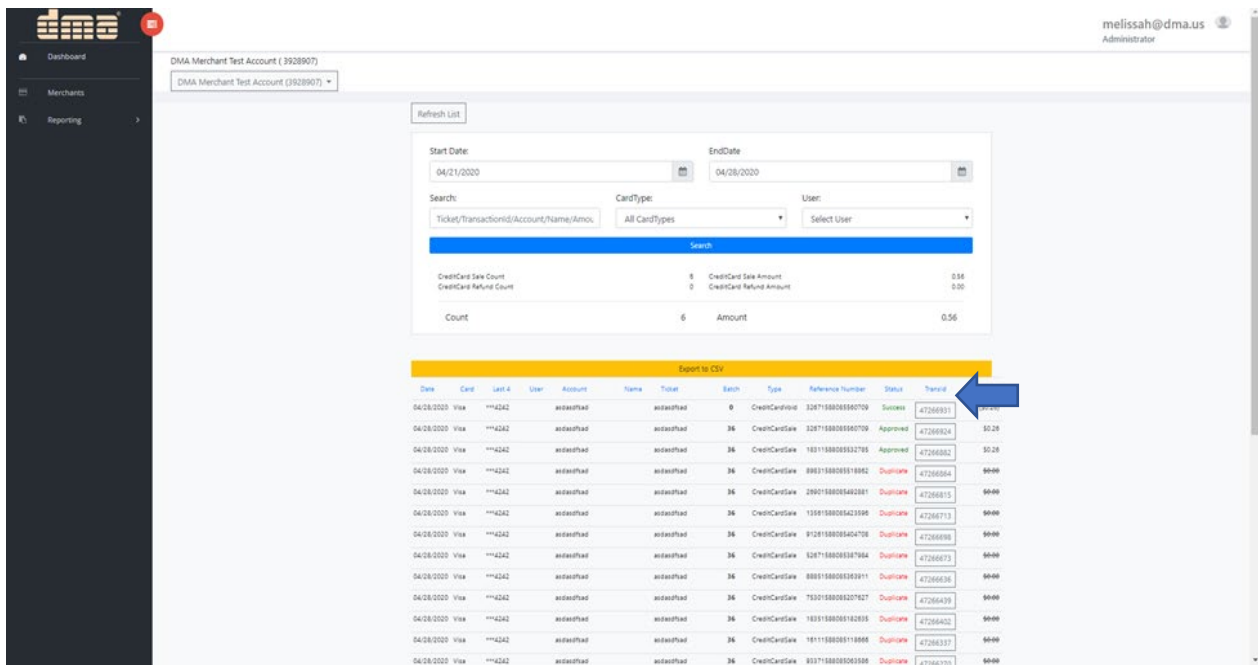
- Press the Void button
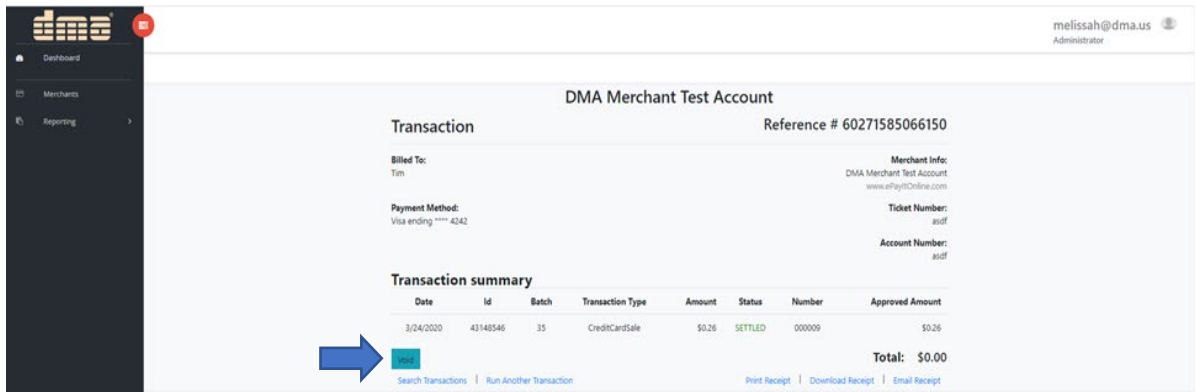
- Enter the amount
- Press Process

Note: When doing a Void, the full amount must be entered.

- Print or Email Receipt

Reporting

Search Options:

- Search by Tickent
- Transaction ID
- Account
- Patient Name
- Amount
- Card Types
- Users

Transactions will display the following information:

- Displays last four (4) digits of the credit card number
- Account number
- Patient Name
- Transactions Status
  - Settled transactions
  - Duplicates
  - Declined
  - Error Declined – Click the Transaction ID, under Status, the reason why transaction was declined or errored out will display
  - Void
  - Refund
- VT Location – Transaction will display the user.
  Note: VT Transactions that are declined, the reason will not be displayed.
- Insurance Payment – If the Insurance Name is entered for the Account Number, it will display under Account Number field for the transaction.
- Recurring Transactions – Displays the Account Number, Patient Name and amount.

Transactions

- Displays all the transaction that have processed under a specific Merchant.

Search Options:
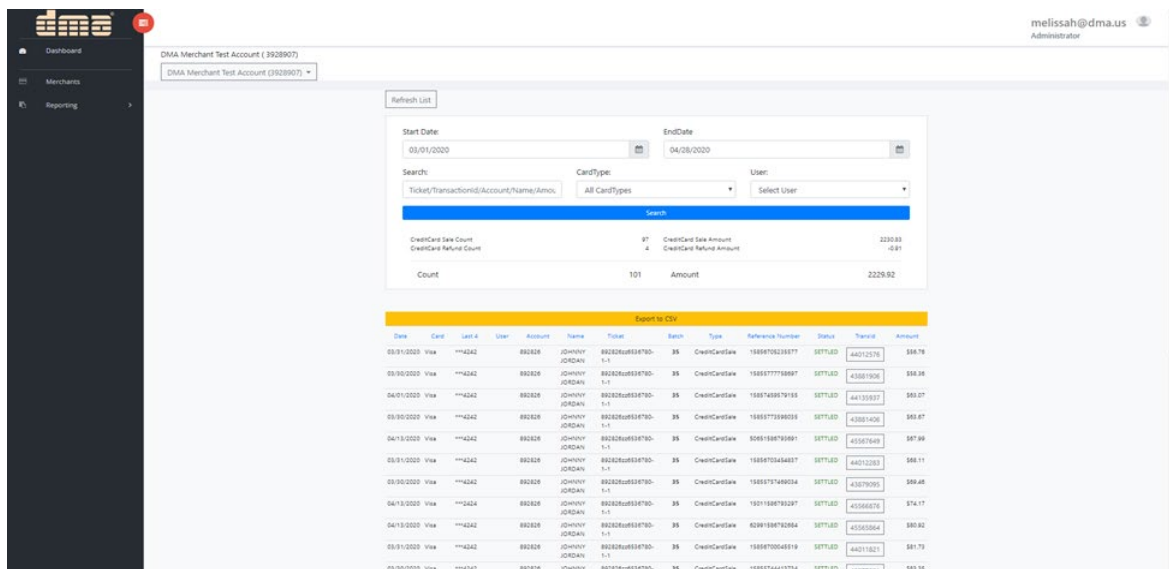
- Search by Date Range
- Ticket
- Transaction ID
- Account Number
- Patient Name
- Amount
- Card Type
- User

Export Option:

- Export all transactions into a CSV file

Exported Information

- Card type
- Last four (4) digits of the credit card
- User – person responsible for running the payment
- Account Number
- Patient Name
- Ticket Number
- Batch Number
- Reference Number
- Transaction ID
- Amount
- Status of Transactions

CSV Report

- Select Date Range
- Click Export to CSV
- Print or email

BATCHS

- Allows a Batch Report that includes all transactions that processed in a single day
- If a payment is made after a batch is processed at 10:30 CT, it will be in the next days Batch Report.
- This usually happens under the ePay Account.
- Click Detail to see the transaction in a Batch

Batch Report Information
- Batch Date
- Batch Number
- Amount

Recurring

- Recurring Transaction also appear under Transactions under Reports.
- To see just Recurring Transactions, go to Recurring under Reports.
- The first number before the Z's under ticket is the Patient Account Number.
- Click on Transaction ID to Refund or Void the Recurring Transaction.