Dear Doctor:

Thank you for choosing our **Integrated Credit Card Processing Service** now available through your Compulink software!

Enclosed please find your Welcome Kit, which includes the following important items:

- Mag-Tek Swipe Reader – includes installation instructions
- Quick Reference Card – helpful, easy-to-follow instructions for daily use

Please take a moment now to look through your kit and verify that your office has received the above items. If you are missing anything and/or have any questions, please don't hesitate to contact our Customer Care Team at 800-888-8075. We are available Monday through Friday from 5:00am PST to 5:30 PST.

Again, thank you for choosing Compulink to satisfy your credit card processing needs!

Sincerely,

Compulink Customer Care

Enclosures

Compulink & TransFirst Health Services Integrated Credit Card Processing Service

Compulink Technical Support
(800) 888-8075
Monday thru Friday, 5:00 a.m. to 5:30 p.m. PST

Call Concerning:
Enrollment, Installation, Transmission issues

Quick Reference Tool

Your Merchant #:	**Your Terminal ID #:**

TransFirst Health Services Support
(800) 347-8573
24 hours a day, 7 days a week

Call Concerning:
Billing issues, including fees & statements

Credit Card PAYMENT:

- **card reader installed**
- **credit card present**

(1) When adding a credit card payment, you will be prompted to swipe the card. The amount field may be changed at this time and notes added, if necessary.

(2) Select <Submit>. The transmission process will begin.

(3) After the authorization number has been retrieved and automatically entered in the **Transaction Payment** window, <tab> out of this field. The **OK** button will now be enabled. (Note: The **OK** button will not become enabled until all required fields are populated.)

Credit Card PAYMENT:

- **credit card NOT present**

(1) If credit card is not present, i.e., payment taken over the phone, you can manually enter the credit card number.

(2) Manually enter the credit card number and expiration date in the fields noted on the **Transaction Payment** window.

(3) Select <Submit>. The transmission process will begin.

(4) After the authorization number has been retrieved and automatically entered in the **Transaction Payment** window, <tab> out of this field. The **OK** button will now be enabled. The amount field may be changed at this time and notes added, if necessary. (Note: The **OK** button will not become enabled until all required fields are populated.)

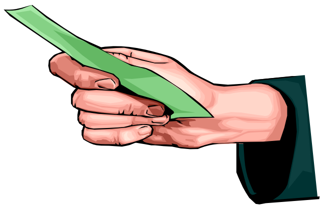
Credit Card REFUND:

Use the toolbar button to process a credit card refund 

OR

Enter a debit code - anything in the range of 30-39, i.e., **31 Credit Card Refund**.

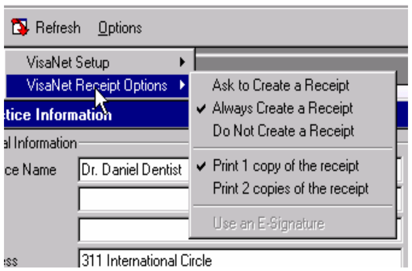
Note: If the credit card is not present at the time of the refund, the account number and expiration date can be entered manually. (Note: credit card industry regulations state that refunds can only be given utilizing the original credit card used for payment.)



Credit Card RECEIPT:

(1) Select <File> and then <Practice>. This will take you to the **Practice Information** screen.

(2) Select <Options> on the toolbar and select **VisaNet Receipt Options**.



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:

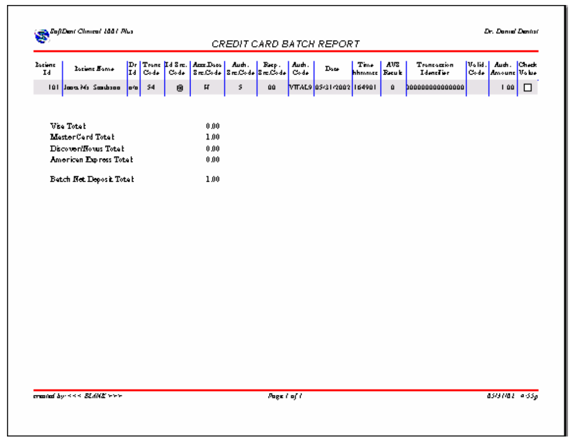
From the **Patient Transaction** screen, highlight the credit card transaction and select <Options> and then <Print Credit Card Receipt>. Note: this option is *only available* after the transmission process has been completed for the transaction.

Credit Card SETTLEMENT:

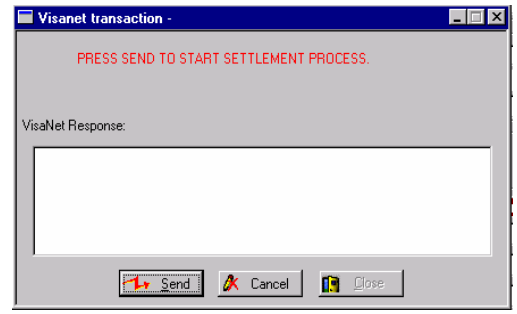
At the end of each business day, the Credit Card Settlement report must be run in order to reconcile the credit card transactions.

(1) To access this report, select <Reports>, <Accounting> and <Credit Card Settlement>.

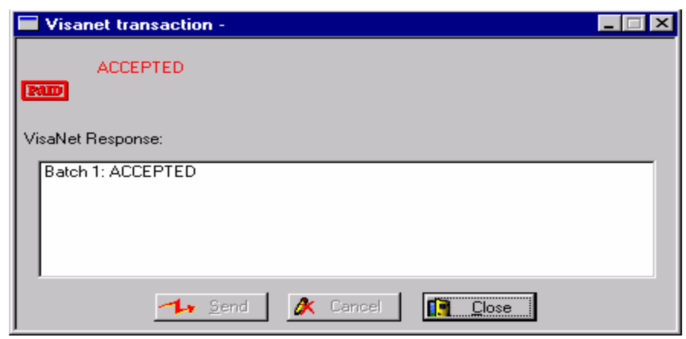
(2) You can choose to <print> this **Credit Card Batch** report to your printer OR <preview> this report on your screen.



(3) After printing or previewing your **Credit Card Batch** report, the window below will appear, prompting you to click <send> to start the settlement process. (Note: At this point, you can select <close> instead of <send> if you are not ready to settle, i.e., you want a copy of this report mid-day to check transactions.)



(4) After the settlement process is complete, the **Visanet transaction** window should state that your batch was **<u>accepted</u>**, as shown below. This is your office's electronic receipt confirming that your batch was accepted.



Last Revision: 6/7/02