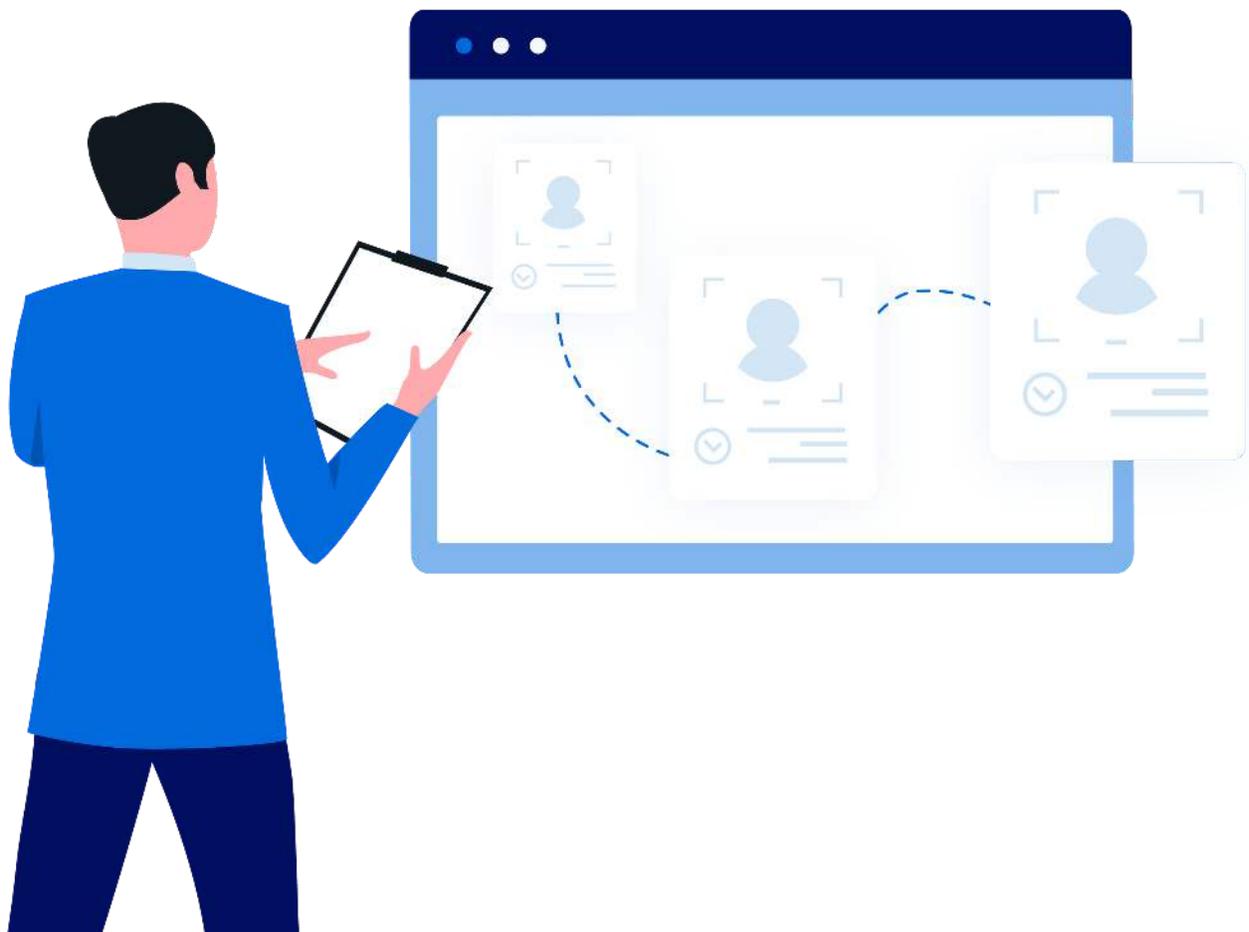


Help Articles

What are the steps to ensure a successful credit card transaction process with TSYS or Open Edge?



What are the steps to ensure a successful credit card transaction process with TSYS or Open Edge?

If using TSYS or Open Edge credit card processing services in Denticon, all financial transactions begin in Denticon.

Failure to process a credit card payment in Denticon differently from these steps will not return the desired results for a successful card charge.

- Access the Transaction Entry screen through (1) the word “Transactions” and choose the “Transaction Entry” option from the drop-down box, or (2) the Transaction Entry icon in the picture toolbar
- Select the Payment/Adjustments tab
- Select the “Payment Types” radio button
- Select the card type
- Indicate the charge amount
- Click Launch VX805/Launch OpenEdge or Swipe Card button
- When prompted by the popup message, swipe the card so the card data is captured and the fields are populated
- Enter the CVV (for assistance regarding the CVV information, click What is CVV #)
- Click the Apply button

The successful credit card transaction is shown on the Transaction Entry screen. The transaction will also show on the Account Ledger.

If the office does not use TSYS or Open Edge credit card processing services in Denticon:

- the credit card transaction must be generated on the office’s stand-alone processing method
- the payment transaction must be manually recorded in Denticon

NOTE: For financial security concerns, Denticon does not capture nor retain any credit card information in its records.

USB

Denticon3 - Patient Window - Welcome, SBNAP1 - Webpage Dialog

Please swipe the credit card

Do not touch the keyboard while the Credit Card Reader is active (it may interfere with input from the card reading hardware)

Payment By Procedure

CVV # [] What is CVV # []

Exp. Dt: Jan 2013

Apply Cancel

Prdr	Fee	Est.Ins	Pat Paid	Pat Adj	Rem Amt	New Amt
02JT	66.00	0.00	0.00	0.00	0.00	66.00

VX805

Scheduler Patient Transactions Charting Reports Report New Utilities Setup Office Beverly Hills Organic Dentist Help My Account Logout

Transactions Entry PGID :3158 / OID :102

Patient: Carlye, Paige (H): 345-678-9098 (C): (W): BD: 10/12/2000 ID: 674

Type Responsible: Carlye, Corina Balance: 1955.20 BD: 5/16/1981 Est Ins: 956.00 Est Pat: 999.20

Prim. Ins: MET LIFE 800-638-9599 SubID: 099099094 Today's Total Charges: 0.00 Today's Est. Ded: 0.00 Today's Est. Ins Portion: 0.00 Today's Est. Pat Portion: 0.00

Sec. Ins:

Transaction Date: 4/13/2020 01KC : Carson, Kathleen DMD --Preferred Hygienist-- Ledger Create Claim

No records to display.

Payment Types Adjustment Types

Amount* 129.20

Payment By Procedure Device Name Manual Entry

Notes

Cancel

Prdr	Fee	Est.Ins	Pat Paid	Pat Adj	Rem Amt	New Amt
01KC	696.00	556.80	0.00	10.00	129.20	129.2
01KC	123.00	98.40	0.00	0.00	13.00	
01KC	123.00	98.40	0.00	0.00	13.00	
01KC	10.00	0.00	0.00	0.00	10.00	

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Denticon05 - Patient Window - Welcome, SCASLER3158

Scheduler Patient Transactions Charting Reports (OK) Reports Utilities Setup Office MD Smiles [135] Help My Page Logout

PGID .3158 / OID .135

Patient: Gains, Holly
 (H) : BD : 5/19/1990
 (C) : 973-945-9669 TO : 1086
 (W) :

Type: Responsible: Gains, Holly
 Balance: 1002.30 DD : 5/19/1990
 Est. Ins: 891.18
 Est. Pat: 111.12

Prim. Ins: Cigna (CA 5030)
 800-525-5803 SubID : R847512

Sec. Ins: MET LIFE
 800-638-9599

Today's Total Charges: 0.00
 Today's Est. Ded: 0.00
 Today's Est. Ins Portion: 0.00
 Today's Est. Pat Portion: 0.00

Transaction Date: 1/27/2021 Go HUNTER : Hunter, Grace DDS --Preferred Hygienist-- Ledger Create Claim

Pm	Date	Patient	Office	A	Code	Th	Surf	N	Description	Bill	Dur	Prdr	Est Pat	Est Ins	Amount
No records to display.															

Add Procedures Payments / Adjustments

Payment Types Adjustment Types Payment By Procedure Manual Entry **Launch OpenEdge**

Code	Description	Amount*	Notes	Apply To
PP008	PMT PAT-Master Card / Visa			Responsible Party
TestC	CareCredit Payment test			
99	cc outside of Denticon			
PP CC	Paid outside of Denticon			
PP006	PMT PAT-American Express			
PA004	PMT PAT-Bank Debit Card			
PF002	PMT PAT-Care Credit			
PP005	PMT PAT-Cash			

Procedures to post

Sel	Date	Patient	Code	Th	Surf	Description	Prdr	Fee	Est. Ins	Pat Paid	Pat Adj	Rem Amt	New Amt
<input type="checkbox"/>	1/21/2021	Holly	D8870			Periodic Ortho Contract Billing - Patient	HUNTER		111.12	0.00	0.00	0.00	111.12