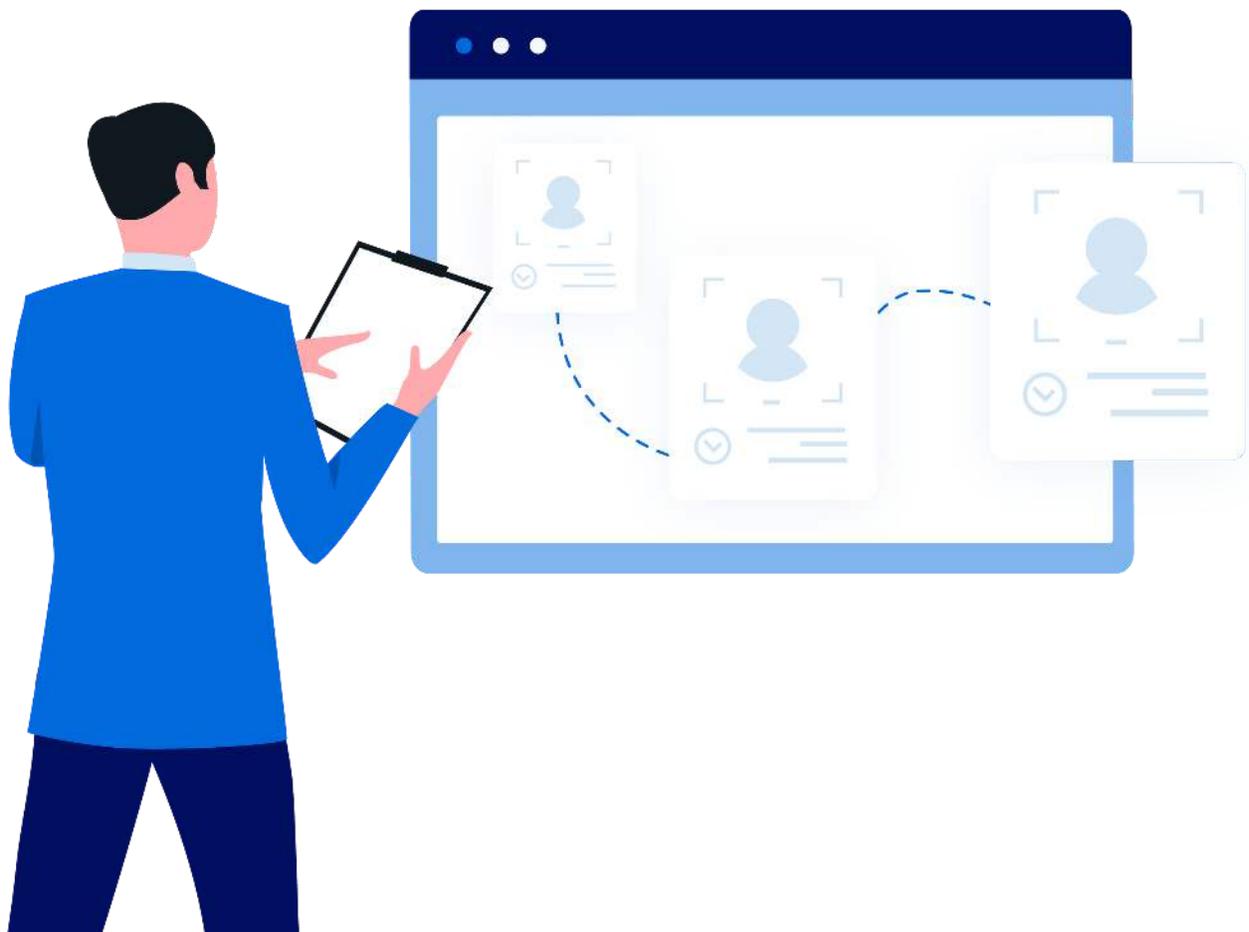Help Articles

# 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



## VX805

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

**Transactions Entry**                                                                 PGID :3158 / OID :135

| Patient: Gains, Holly | | Type | Responsible:Gains, Holly | Today's Total Charges:0.00 |
| (H) : | BD : 5/19/1990 | | Balance: 1002.30  BD : 5/19/1990 | Prim. Ins:CignA (CA 5030) | Today's Est. Ded:  0.00 |
| (C) : 973-945-9669 | ID : 1086 | | Est Ins: 891.18 | 800-525-5803 SubID : R847512 | Today's Est. Ins Portion: 0.00 |
| (W) : | | | Est Pat: 111.12 | Sec. Ins:MET LIFE  800-638-9599 | Today's Est. Pat Portion: 0.00 |

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

| Prm | Date | Patient | Office | A | Code | Th | Surf | N | Description | Bill | Dur | Prdr | Est Pat | Est Ins | Amoun |

No records to display.

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| Add Procedures | **Payments / Adjustments** |

◉ Payment Types    ○ Adjustment Types                Payment By Procedure                        ☐ Manual Entry   Launch OpenEdge

| Code | Description |
| PP008 | .PMT PAT-Master Card / Visa |
| 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 |
| PF-002 | PMT PAT-Care Credit |
| PP005 | PMT PAT-Cash |

Amount* [ ]

Notes [ ]

Apply To  Responsible Party ▾          Apply   Cancel

**Procedures to post**

| Sel | Date | Patient | Code | Th | Surf | Description | Prdr | Fee | Est.Ins | Pat Paid | Pat Adj | Rem Amt | New Amt |
| ☐ | 1/21/2021 | Holly | D8870 | | | Periodic Ortho Contract Billing - Patient | HUNTER | 111.12 | 0.00 | 0.00 | 0.00 | 111.12 | |