CGM webPAY™
User Guide

May 2023

CGM webPAY™

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NOTICE

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INTRODUCTION

CGM webPAY is an online payment solution and integrates with TransIT/TSEP and utilizes the PAX S300 device to offer keyed, swiped, and chip credit card processing. Card-not-present and wallet transactions, voids, and credits are processed within CGM webPRACTICE™. Transactions are automatically stored in the Unposted Payments function and can be manually allocated or posted to a specific charge. Users initiate device settlement manually within the software.

This manual provides instructions for using CGM webPAY within CGM webPRACTICE. It is intended for CGM webPRACTICE Users that are already experienced and trained in the basic functionality of CGM webPRACTICE. Only the functions specific to CGM webPAY are included in this manual and if you need instructions for other CGM webPRACTICE functionality, refer to *CGM webPRACTICE Help* or contact Customer Service for assistance.

CGM WEBPAY SETUP

Chrome & Edge Settings

This step is only required if you are a Hosted client or using CGM webPAY over https and will be using one or more PAX devices.

Chrome Setting

1. Log out of CGM webPRACTICE.
2. Open a Chrome tab and access:
   chrome://flags/#private-network-access-send-preflights
3. Change the **Send Private Network Access preflights** setting to **Enabled**.
4. Click **Relaunch**.
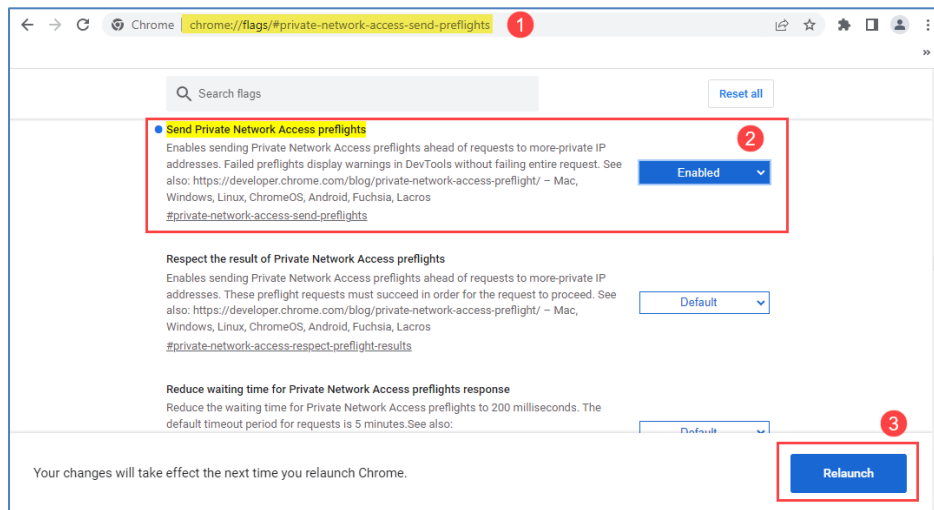
Edge Setting

1. Log out of CGM webPRACTICE.
2. Open an Edge tab and access:
   edge://flags/#private-network-access-respect-preflight-results
3. Change the **Respect the result of Private Network Access preflights** setting to **Enabled**.
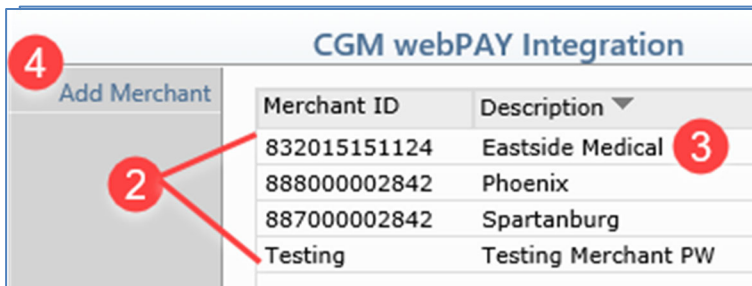4. Click **Restart**.
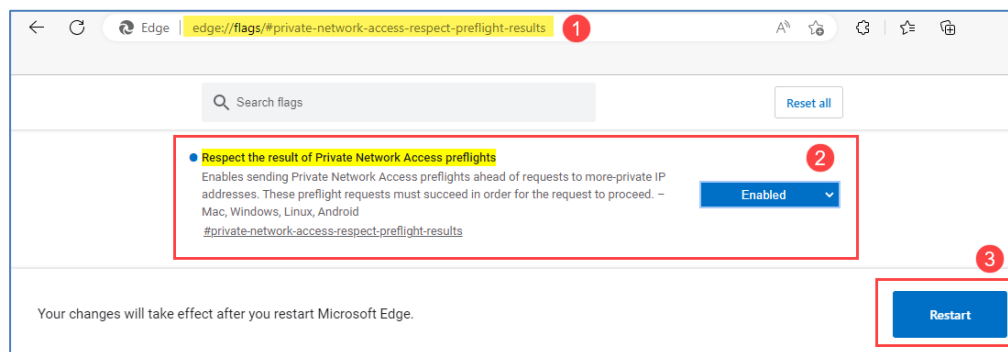
Prior to using CGM webPAY, you will need to access the *CGM webPAY Integration* function *(System > Database Maintenance Menu > Integrations > CGM webTOOLS Integrations > CGM webPAY Integration)* to enter your Merchant Account information, add any payment devices you will use (if applicable) and define which Payment Codes you want to use.
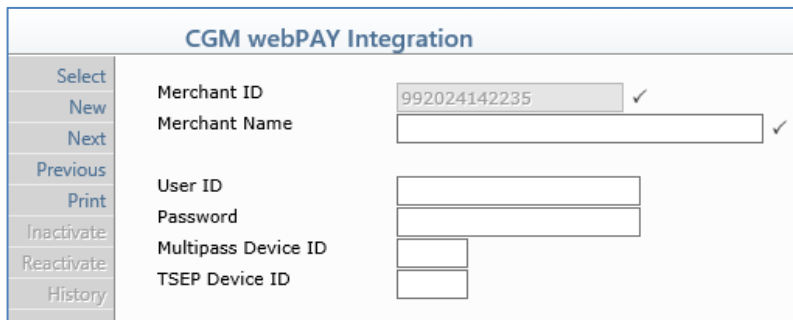
Merchant Account Information

Upon accessing the *CGM webPAY Integration* function:

1. Click **Merchants** in the Action Column.

2. Any previously defined Merchants will display.

3. To view or edit a Merchant, click anywhere within the row.
4. To add a new Merchant, click **Add Merchant** in the Action Column.

You should have received the necessary information from TSYS for each of these fields. Enter the **Merchant ID**, press TAB, then the remaining fields will become active so you can enter the remaining setup information. Click **Save**.
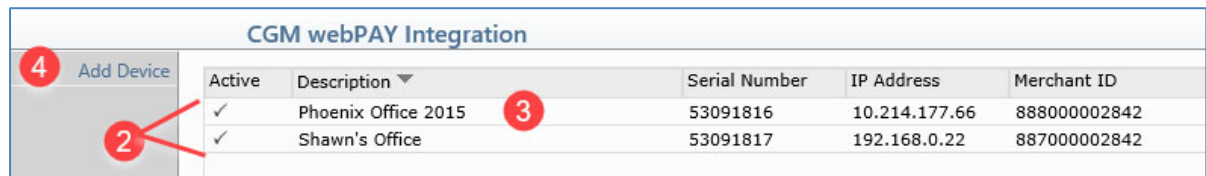
Payment Device Setup – CGM webPAY Integration

This step is only required if your office is using one or more PAX S300 devices.

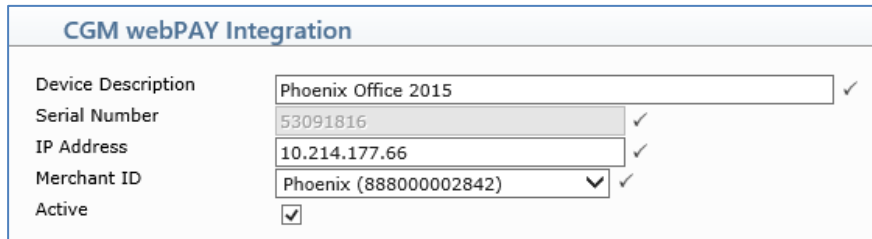1. Click **Payment Devices** in the Action Column.

2. Any previously stored devices will display.
3. To view or edit a payment device, click anywhere within the row.
4. To add a new payment device, click **Add Device** in the Action Column.

Complete the fields:

- **Device Description**: Enter a description that identifies the payment device, such as the location of the device or the person using the device. For example: Central Office, Billing Desk.
- **Serial Number**: Enter the serial number for the payment device (usually located on the bottom of the device. This field will be inactive if transactions already exist for that device serial number. You can **Delete** a device if it was entered and saved but never used.
- **IP Address**: After you enter the Serial Number and press TAB, this field should automatically populate with the IP address located for the device,. If it does not, you will need to access the payment device directly to look up the IP address and manually enter it.
- **Merchant ID**: Select the Merchant ID from the list.
- **Active**: Select the check box to make the device active.

Click **Save**.

Default Payment Code Setup

1. **Default Payment Codes**: Enter the code you want to default for Co-Payments and ROA (Received on Account) payments and any additional codes for each credit card type.
2. **Credit Cards Security Level**: Enter the minimum security level a User must have to access and edit credit cards saved on a patient's account.
3. **Save Card on File**: If you want the **Save Card on File** option to default as 'selected' each time the CGM webPAY Payment screen is accessed, select this check box.
4. **Days to Warn for CC on File Expiring**: Enter the quantity of days you want to be warned prior to the patient's card expiring. Valid values for this field are 0-99 days and the default setting is 30 days. Currently this field only affects the **CC Status** yellow dot on the *Review/Send Electronic Statements* function.
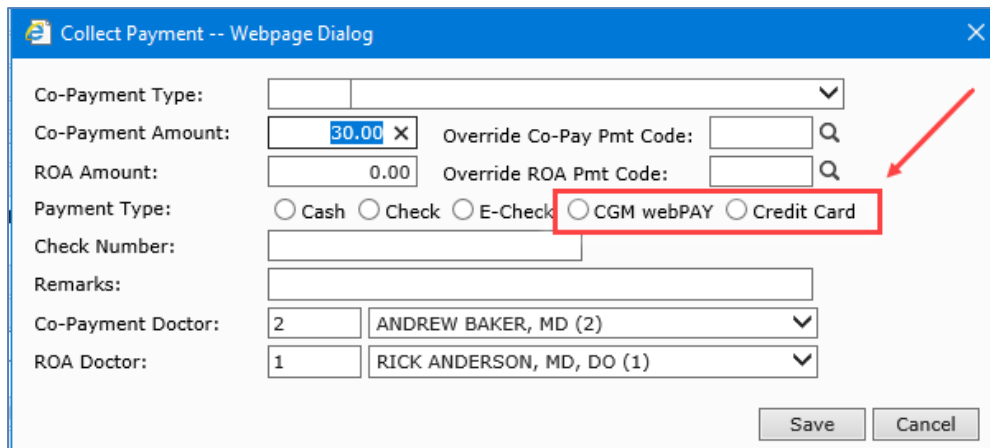5. Click **Save**.

Additional Payment Type Setup

If you requested to have your database set up in "Test" mode (prior to going 'Live'), only the users designated as "Test" users will have access to the new CGM webPAY functionality. When you collect payments, the **CGM webPAY** button will replace the **Credit Card** button for the "Test" users but, if the "Test" users will still need access to the **Credit Card** button in *Patient Check/Out* during the test phase, you have the option to set up an additional payment type button. This is just a temporary setup so that Test users can still have access to the **Credit Card** button.

To set up an additional payment type, access the *Patient Check In/Out Integration* function *(System > Database Maintenance Menu > Integrations > Schedule Integrations > Patient Check In/Out Integration)* and add **Credit Card** for the **Payment Type Button Name**. Add the Default payment codes you want to default for Co-Payments and ROA payments and click **Save**.

When Test Users access the **Collect Payment** function, they will see the both the **CGM webPAY** and **Credit Card** buttons.
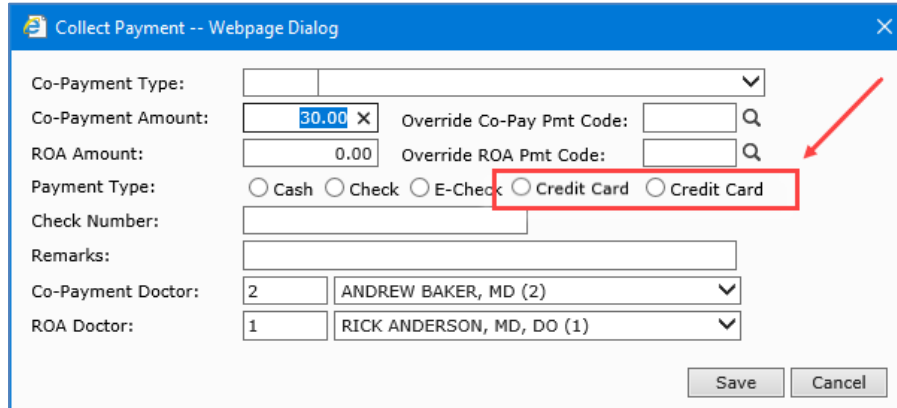
Additional Payment Type (cont.)

You will need to inform your non-Test Users that when they access the **Collect Payment** function, they will see two **Credit Card** buttons during the Test period. They can use either button because they will both function the same.

When you have completed the Test period, remember to delete the **Additional Payment Type** information in the *Patient Check In/Out Integration* function.
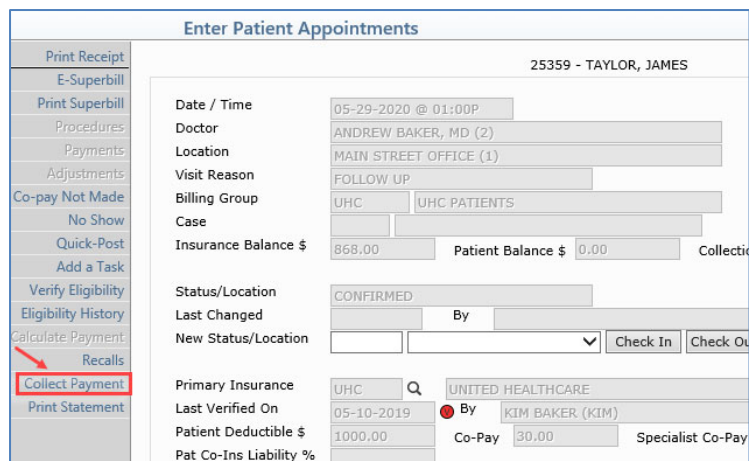
COLLECTING PAYMENTS IN SCHEDULING

You can collect CGM webPAY payments using the **Collect Payment** Action Column button in *Patient Check In/Out* in Scheduling. You have three options to access the function:

- *Schedule > Enter Patient Appointments > Select a patient > Check In/Out*
- *Schedule > Enter Patient Appointments > Check In/Out > Select a patient*
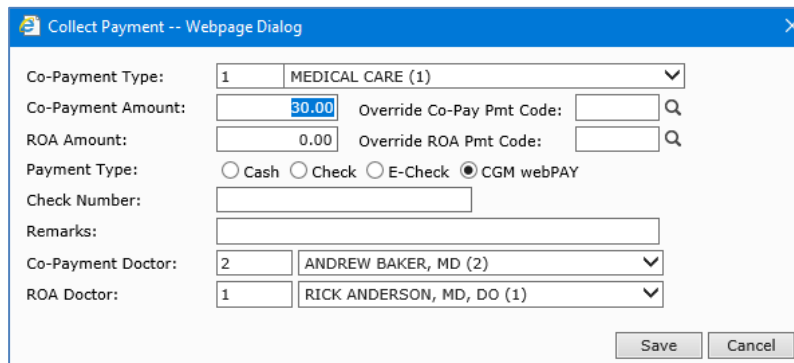- *Schedule > Patient Check In/Out > Select a patient*

The instructions provided below show the payment collection process after you have accessed the patient account you want.

Click **Collect Payment** in the Action Column.

When the **Collect Payment** window displays, complete the following fields:

Collecting Payments in Scheduling (cont.)

- **Co-Payment Type:** If you are collecting a co-payment, select the co-payment type from the list.
- **Co-Payment Amount:** If you are collecting a co-payment, enter the amount.
- **Override Co-Pay Pmt Code:** Enter or select a payment code if you want to override the default payment code defined in the *CGM webPAY Integration* function.
- **ROA Amount:** If you are collecting an ROA, enter the amount.
- **Override ROA Pmt Code:** Enter or select a payment code if you want to override the default payment code defined in the *CGM webPAY Integration* function.
- **Payment Type**: Select **CGM webPAY**.
- **Co-Payment Doctor**: Defaults to the appointment doctor if the payment is associated with an appointment, otherwise the patient's **Responsible Doctor** will default. Type or select a code from the list if you want to override the default.
- **ROA Doctor**: Defaults to the patient's **Responsible Doctor**. Type or select a code from the list if you want to override the default.

Click **Save**.

The *Patient Check In/Out* screen will redisplay with the payment information shown at the bottom of the screen. Click **Save**.

Collecting Payments in Scheduling (cont.)

The *CGM webPAY* window displays next. If you are collecting the payment using a payment device, proceed to the next section *Device Collected Transactions-Scheduling*. If you are not using a payment device, skip to the *Card Not Present Transactions-Scheduling* section.

Device Collected Transactions - Scheduling

When the *CGM webPAY* window displays:

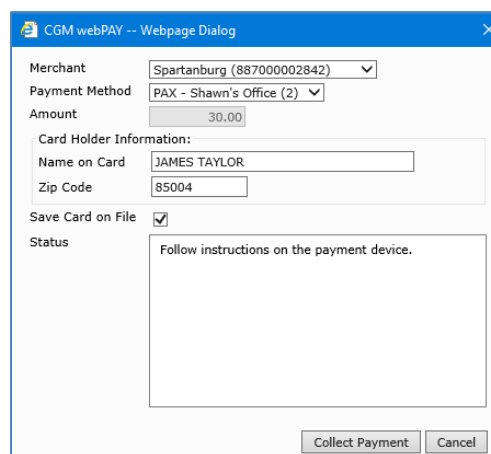- Select the **Merchant** and **Payment Method. Note**: The Merchant defaults to the last Merchant selected by the User. The Payment method will default to the default card on file for the patient (if there is one) otherwise it will default to the last device selected by the User.
- The **Amount** will default.
- Edit the **Card Holder Information** as needed.
- If the **Save Card on File** check box is selected in the *CGM webPAY Integration* function, this check box will already be selected and this credit card will be saved to the patient's account for future payments, but you can change it if needed.
- Click **Collect Payment** then follow the instructions on the payment device.

Device Collected Transactions - Scheduling (cont.)

Swipe or insert the card or manually enter the data on the payment device. The address and zip are optional fields. **Note**: If you do not swipe the card or enter the data manually within 30 seconds, the process will timeout and you will need to click **Collect Payment** again.

When the transaction is approved, the receipt will display. Proceed to the *Transaction Receipt - Scheduling* section. ***If the receipt does not display**, you need to run the payment again using the same card and exact same amount to pick up the response from the payment device without double charging the payment. If the receipt still does not display, see the *Troubleshooting* section for additional information.

If the transaction is declined, a message appears in the **Status** box. Depending on the reason for the decline, there may be more information given. If you wish to resubmit the payment, click **Collect Payment** again.

Card Not Present Transactions - Scheduling

When the *CGM webPAY* window displays:

- Select the **Merchant** and **Payment Method. Note**: The Merchant defaults to the last Merchant selected by the User. The Payment method will default to the default card on file for the patient (if there is one) otherwise it will default to the last device selected by the User. If the patient has a card on file, you can select it. If you want to delete the card, click the trash can to the right of the **Payment Method** field.

  - To add a new credit card, select **New Card Manual Entry**.

  - Enter the **Card Number**, **Expiration Date** and **CVV**, then click **Save**.

Card Not Present Transactions - Scheduling (cont.)

- After selecting or adding a card, the card information displays in the **Payment Method** field.

- Select the applicable **Card Source**, Card Holder Present, Mail or Phone.
- The **Amount** will default.
- Edit the **Card Holder Information** as needed.
- If the **Save Card on File** check box is selected in the *CGM webPAY Integration* function, this check box will already be selected and this credit card will be saved to the patient's account for future payments, but you can change it if needed.
- Click **Collect Payment**.
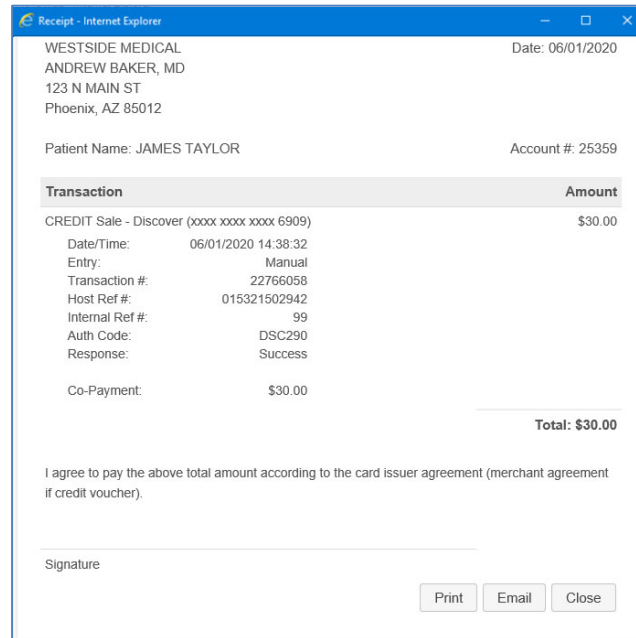
The **Status** box will display, *Processing payment. Please wait…*

When the transaction is approved, the receipt will display. Proceed to the *Transaction Receipt - Scheduling* section. *****If the receipt does not display**, you need to run the payment again using the same card and exact same amount to pick up the response without double charging the payment. If the receipt still does not display, see the *Troubleshooting* section for additional information.

If the transaction is declined, a message appears in the **Status** box. Depending on the reason for the decline, there may be more information given. If you wish to resubmit the payment click **Collect Payment** again.

Transaction Receipt - Scheduling

Upon approval of the transaction, the receipt will display. *****If the receipt does not display**, you need to run the payment again using the same card and exact same amount to pick up the response without double charging the payment. If the receipt still does not display, see the *Troubleshooting* section for additional information. You can **Print** the receipt to standard 8 ½ x 11 paper or you can use a receipt printer that uses 3.125-inch or 2.25-inch-wide paper or click **Email** to send a copy of the receipt to the patient. **Note**: the **Email** option is not available for device-collected payments.

If you click **Email**, the Email Receipt window displays. The email address stored on the patient's account is populated but you can change the email address if needed. Click **Send Email**.

Click **Close**.

In the *Patient Check In/Out* screen, the transaction status now shows a **C** in the **Sta** column to indicate that the payment has been collected. Click **Save**.
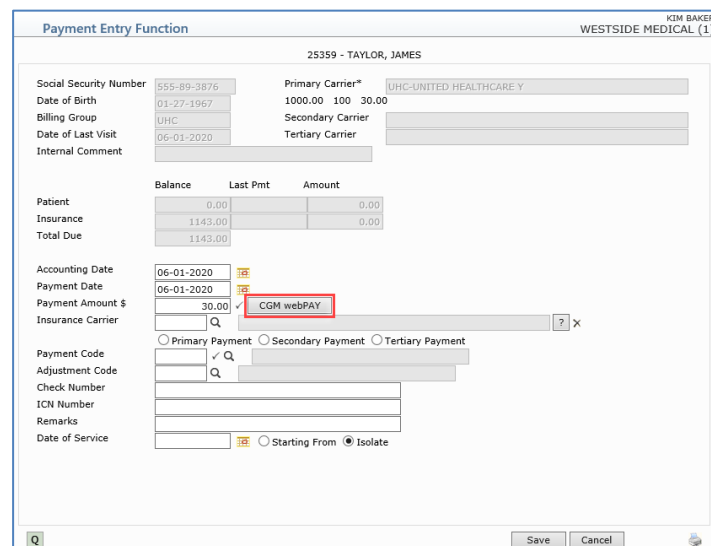
Sta	Payment Date	Payment	Amount	Type	Check#	Dr	Remarks
C	05-29-2020	Co-Payment - MEDICAL CARE	30.00	CGM webPAY		2	

Note: Immediately after the payment is successfully processed, it is stored in *Unposted Payments*.

COLLECTING PAYMENTS IN PAYMENT ENTRY

You can collect CGM webPAY payments in Payment Entry using the **CGM webPAY** button. Whether you are collecting the payment using a payment device or the card not present method, the first few steps are the same. The instructions provided below show the payment collection process after you have:

- Accessed the *Payment Entry Function (Transactions > Payment Entry function)*
- Selected a **Batch #** if applicable
- Selected the patient account you want
- Entered the **Payment Amount**
- Clicked **CGM webPAY**

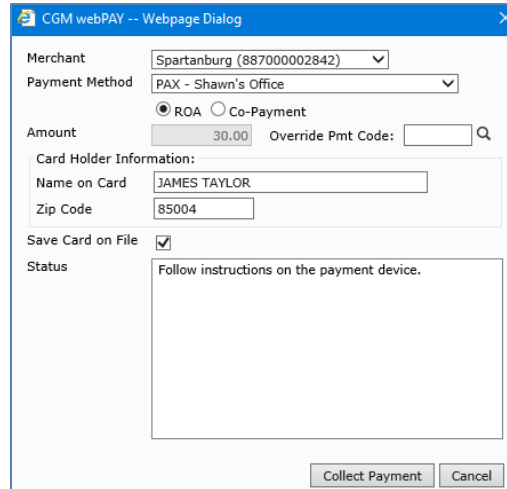## Device Collected Transactions - Payment Entry

When the *CGM webPAY* window displays:

- Select the **Merchant** and **Payment Method. Note**: The Merchant defaults to the last Merchant selected by the User. The Payment method will default to the default card on file for the patient (if there is one) otherwise it will default to the last device selected by the User.
- Select if this payment is a **ROA** or **Co-Payment**.
- The **Amount** will default.
- Enter or select an **Override Pmt Code** if you want to override the default payment code defined in the *CGM webPAY Integration* function.
- Edit the **Card Holder Information** as needed.
- If the **Save Card on File** check box is selected in the *CGM webPAY Integration* function, this check box will already be selected and this credit card will be saved to the patient's account for future payments, but you can change it if needed.
- Click **Collect Payment** then follow the instructions on the payment device.

Device Collected Transactions - Payment Entry (cont.)

Swipe or insert the card or manually enter the data on the payment device. **Note**: If you do not swipe the card or enter the data manually within 30 seconds, the process will timeout and you will need to click **Collect Payment** again.

When the transaction is approved, the receipt will display. Proceed to the *Transaction Receipt - Payment Entry* section. *****If the receipt does not display**, you need to run the payment again using the same card and exact same amount to pick up the response from the payment device without double charging the payment. If the receipt still does not display, see the *Troubleshooting* section for additional information.

If the transaction is declined, a message appears in the **Status** box. Depending on the reason for the decline, there may be more information given. If you wish to resubmit the payment click **Collect Payment** again.

Card Not Present Transactions - Payment Entry

When the *CGM webPAY* window displays:

- Select the **Merchant** and **Payment Method. Note**: The Merchant defaults to the last Merchant selected by the User. The Payment method will default to the default card on file for the patient (if there is one) otherwise it will default t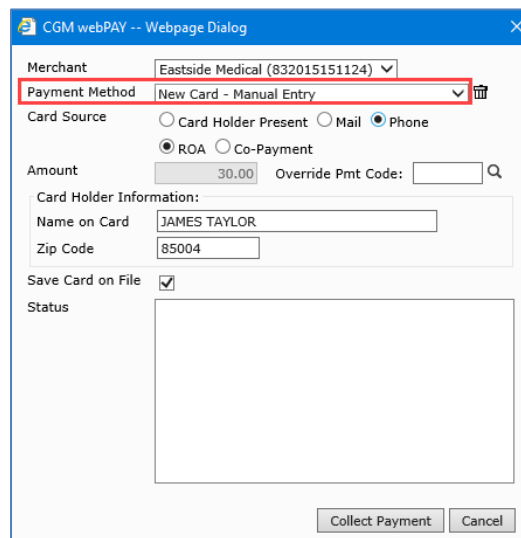o the last device selected by the User. If the patient has a card on file, you can select it. If you want to delete the card, click the trash can to the right of the **Payment Method** field.

- o To add a new credit card, select **New Card Manual Entry**.

Card Not Present Transactions - Payment Entry (cont.)

        o   Enter the **Card Number**, **Expiration Date** and **CVV**, then click **Save**.

- After selecting or adding a card, the card information displays in the **Payment Method** field.

- Select the applicable **Card Source**, Card Holder Present, Mail or Phone.
- Select if this payment is a **ROA** or **Co-Payment**.
- The **Amount** will default.
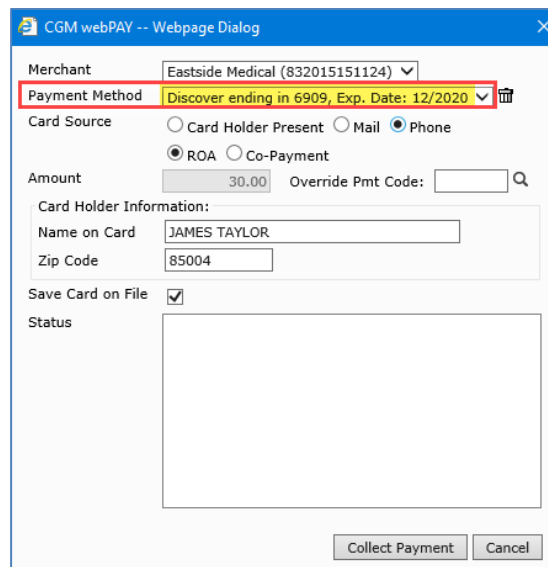- Enter or select an **Override Pmt Code** if you want to override the default payment code defined in the *CGM webPAY Integration* function.
- Edit the **Card Holder Information** as needed.
- If the **Save Card on File** check box is selected in the *CGM webPAY Integration* function, this check box will already be selected and this credit card will be saved to the patient's account for future payments, but you can change it if needed.
- Click **Collect Payment**.

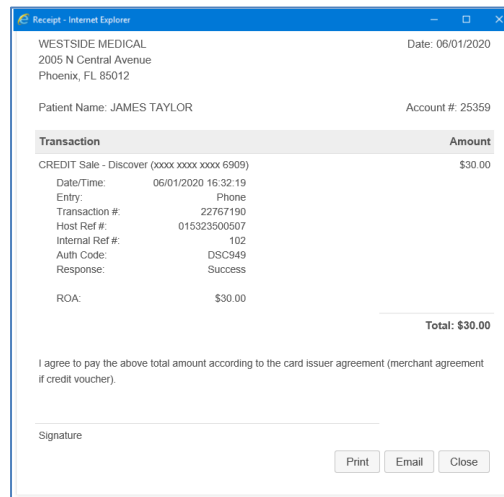The **Status** box will display, *Processing payment. Please wait...*

Card Not Present Transactions - Payment Entry (cont.)

When the transaction is approved, the receipt will display. Proceed to the *Transaction Receipt - Payment Entry* section. *****If the receipt does not display**, you need to run the payment again using the same card and exact same amount to pick up the response without double charging the payment. If the receipt still does not display, see the *Troubleshooting* section for additional information.

If the transaction is declined, a message appears in the **Status** box. Depending on the reason for the decline, there may be more information given. If you wish to resubmit the payment click **Collect Payment** again.

Transaction Receipt - Payment Entry

Upon approval of the transaction, the receipt will display. *****If the receipt does not display**, you need to run the payment again using the same card and exact same amount to pick up the response from the payment device without double charging the payment. If the receipt still does not display, see the *Troubleshooting* section for additional information. You can **Print** the receipt to standard 8 ½ x 11 paper or you can use a receipt printer that uses 3.125-inch or 2.25-inch-wide paper or click **Email** to send a copy of the receipt to the patient. **Note**: the **Email** option is not available for device-collected payments.

If you click **Email**, the Email Receipt window displays. The email address stored on the patient's account is populated but you can change the email address if needed. Click **Send Email**.

Click **Close**.

Transaction Receipt - Payment Entry (cont.)

Note: Immediately after the payment is successfully processed, it is stored in *Unposted Payments*.

At this point, within the *Payment Allocation* screen you have the option to allocate and post the payment, leave the payment unallocated and save it to the patient's account or click **Cancel** to leave the payment stored in *Unposted Payments*.

If you click **Cancel**, you will receive the following message:
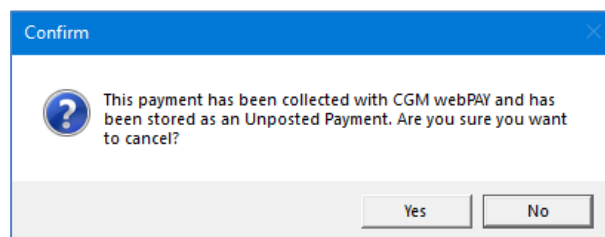
Click **Yes** to confirm. You can view and process the payment in the *Unposted Payments* function later.

UNPOSTED CGM WEBPAY PAYMENTS

Unposted Payments Summary Screen

With the *Unposted Payments* function you can review, print, post and void/credit CGM webPAY payments.

Payments can be stored on a patient's account through the following functions:

- *Patient Check In/Out* function
- *Payment Entry* (CGM webPAY payments that are not applied)
- *Pre-Treatment* function
- CGM webPAY payments collected for *Collection* or *Non-Delinquent Payment Plans*
- *CGM eMEDIX Payment Portal* (for electronic patient statement or collection payments)

Upon accessing the function, after you select a batch number if applicable, the *Unposted Payments Summary* screen will display.

- **Source** - Indicates which function the payments were stored from
- **Payment Type** - Possible values: ROA, Co-Payment
- **Payment Code** -Displays the payment code
- **Pmt Method** - Possible values:
  - **CA** (Cash)
  - **CK** (Check)
  - **CC** (Credit Card)
  - **EC** (E-Check)
  - **OP** (Other Payment Type)
  - **WP** (webPAY- non device payment)
  - **WP - Device** (webPAY - Device collected payment)
  - **PP** (Payment Portal)
  - **WP-Pmt Device -** Lists the payment device name for any CGM webPAY payment collected on a device
  - **Pmt Dr -** Displays the doctor assigned to the payment

Unposted Payments Summary Screen (cont.)

Action Column Buttons

Change Batch - Displays the batch selection screen so you can choose another batch

Print - Prints the contents of the *Summary* screen in an Active Report

Print to Excel - Prints the unposted payments listed on the screen to Excel with the same sort and filter applied as the screen. For detailed information, see the *Unposted Payments - Print to Excel* section.

There are a few differences between the screen and what data is exported to Excel:

- The check box column is not included
- The icons in the status column are converted to Red, Yellow, Green
- The error messages that display under the Patient name are not included
- The CGM webPAY credit links and receipt icons in the Amount column are not included

Add/Edit Filter - You can filter which payments are displayed on the *Unposted Payments Summary* screen

Remove Filter - Removes the existing filter and refreshes the screen with all of the unposted payments

Journal - You can print the *Unposted Payment Journal*. For detailed information, see the *Unposted Payments Journal* section.

Refresh - Refreshes the screen with the most current unposted payments

Void/Credit Unposted Payments

There are two options to void/credit an unposted CGM webPAY payment. The first is directly within the *Unposted Payments* function and the second is within the *Patient Check In/Out* function.

In the *Unposted Payments* function, locate the patient payment you want and click the **Credit** link to the right of the amount.

If you want to issue a credit back for only part of the original payment amount or if you want to void the entire payment amount:

1. Enter the **Credit Amount**
2. Enter a **Reason**
3. Click **Submit**

Upon completion of the transaction, the void/credit receipt will display.

Void/Credit Unposted Payments (cont.)

In the *Patient Check In/Out* function, click anywhere on the payment you want to void or credit.

If you want to issue a credit back for only part of the original payment amount or if you want to void the entire payment amount:

1. Enter the **Credit Amount**
2. Enter a **Reason**
3. Click **Submit**

Upon completion of the transaction, the void/credit receipt will display.

VOID/CREDIT POSTED PAYMENTS

There are two methods to void or credit a posted payment.

- **Negative Payment** - If you need to void or credit a partial amount of the payment, correct a posting error or to deallocate a payment
- **Reverse a Transaction** - If you need to void or credit the full amount of the payment

Negative Payment

The instructions provided below show the void or credit process after you have:

- Accessed the *Payment Entry Function (Transactions > Payment Entry function)*
- Selected a **Batch #** if applicable
- Selected the patient account you want
- Entered the negative **Payment Amount** (either the full payment amount or a partial amount)
- Clicked **CGM webPAY**

Next, select the payment you want to void or credit by clicking on it in the list. If you need to search for the payment you want, enter a date in the **From Payment Date** field or click the calendar icon to select a date and click **Search**.
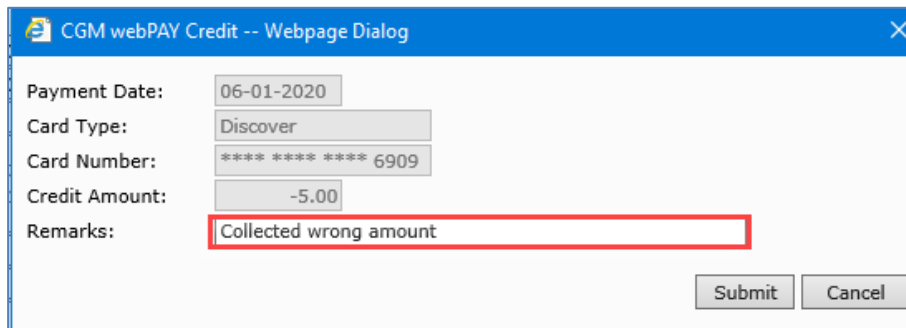
Negative Payment (cont.)

Enter **Remarks** regarding the void or credit if applicable. **Note**: If the original payment was entered using a payment device, the *CGM webPAY Credit* window will list the payment device. The device is not listed for *Card Not Present* transactions. Click **Submit.**

Upon completion of the transaction, the void/credit receipt will display and indicate that the money was credited back to the patient's card.

Negative Payment (cont.)

Next, the Payment Allocation screen displays, so you can apply the CGM webPAY credit and negate that payment amount for the selected date of service. If you do not want to apply the CGM webPAY credit at this time, click **Cancel,** then click **Yes** to confirm that you want to store the credit as an unposted payment.
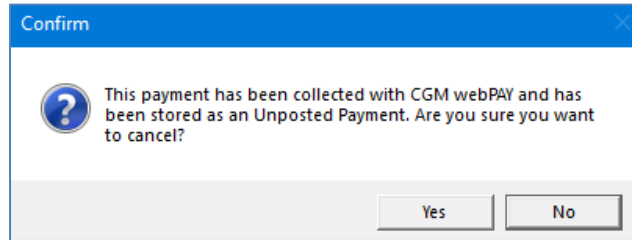
You can then access the credit (negative payment amount) later in *Unposted Payments* when you are ready to apply it.

If you do want to apply the credit now, enter the negative payment amount you want to apply to the date of service and click **Save.**

Reverse a Transaction

The instructions provided below show the void or credit process after you have:

- Accessed the *Reverse a Transaction* function *(Transactions > Reverse a Transaction)*
- Selected the patient account you want
- Selected the transaction you want to reverse
- Entered a **Reversal Reason** and clicked **Save**

When the transaction screen displays, click the **Credit** link next to the payment amount

The **Reason** regarding the void or credit will default with the **Reversal Reason** you entered but can be changed if needed. **Note**: If the original payment was entered using a payment device, the *CGM webPAY Credit* window will list the payment device. The device will not be listed for a *Card Not Present* transaction. Click **Submit.**

Reverse a Transaction (cont.)

Upon completion of the transaction, the void/credit receipt will display.

After you close the receipt, the transaction will redisplay with a green checkmark next to the amount, indicating the amount has been credited back to the patient's card.

Click **Proceed** to complete the reversal process.

Reverse a Transaction (cont.)

Note: If the CGM webPAY payment consists of both a Co-Payment and ROA and you select the **Reverse All Transactions for this Accounting Date** check box:

You will need to credit both the Co-Payment and ROA transactions individually. After both transactions redisplay with a green checkmark next to the amount, you can proceed with reversing the transactions.

DEVICE SETTLEMENT

CGM webPAY Transactions

This process is only required if your office processes transactions using a payment device (for example the PAX S300).

You must settle all transactions collected with CGM webPAY using the payment device <u>every day</u> for your practice to receive payment for the transactions. To begin this process, access the *CGM webPAY Transactions* function (*Transactions > CGM webPAY Transactions*). Upon accessing the function, a list of the unsettled transactions displays.

You can filter the list of unsettled transactions using the **Filter** Action Column button. For example, if you only want to view the transactions for a single payment device, you can select that **Payment Device**, click **Save** and the list of unsettled transactions will refresh and only show the transactions for that device. Click **Remove Filter** in the Action Column if you want to remove any filter settings and see every unsettled transaction.

You can print a list of the filtered transactions using the **Print** Action Column button.

CGM webPAY Transactions (cont.)

When you are ready to settle the transactions:

1. Click the **Settle** Action Column button
2. When the Settle dialog box opens, select the **Payment Device** you want from the list
3. Click **Settle**
4. You may see a status of "*Please wait…*" while the settlement request is sent to the payment device

When the settlement process is complete, the unsettled transactions screen re-displays. Click the **Settled Transactions** Action Column button to view the transactions that were settled.

The total settled transactions for each batch settled on the payment device displays, including the settled date/time, total amount, payment device name and the User that performed the Settlement. You can click on any payment device batch row to view the individual settled transactions for that batch. See the *Reports for CGM webPAY Payments* section for details on balancing device collected transactions.

CGM webPAY Transactions (cont.)

If you clicked on a payment device row, a list of every settled transaction for that device displays, including:

- Internal CGM webPRACTICE reference number
- Date and time the transaction was collected
- Patient account number and name
- Transaction amount
- Transaction Type
- Card Type
- Payment Device name
- The User that performed the transaction

	Ref # ▼	Transaction Date/Time	Account	Patient Name	Amount	Transaction Type	Card Type	Payment Device	User
Filter	122	06-23-2020 03:53P	5001	THOMPSON, JOE	20.00	SALE	Discover	Shawns Office	KIM BAKER
Remove Filter	123	06-23-2020 03:54P	25826	JONES, JENNY	20.00	SALE	Discover	Shawns Office	KIM BAKER
Print	124	06-23-2020 03:58P	25792	Smith, Kate	10.00	SALE	Discover	Shawns Office	KIM BAKER
Refresh									

CGM webPAY Transactions

KIM BAKER
WESTSIDE MEDICAL (1)

Settled Transactions for 06-24-2020 06:35P by User KIM BAKER

You can print a list of the settled transactions using the **Print** Action Column button. You can also select to print the list to *Excel via MyReports* if you want to do additional sorting or filtering on the data.

REPORTS FOR CGM WEBPAY PAYMENTS

The reports available to balance CGM webPAY payments include:
- Check In/Out Payment Journal
- Unposted Payments Journal
- Unposted Payments - Print to Excel
- Daily Register to Excel
- Transaction Journals to Excel (Payment)

Depending on your practice's workflow and whether you balance before or after you post the payments, the following reports provide detailed CGM webPAY payment data to balance the payments. The examples provided show just a few of the printing and sorting options available.

Check In/Out Payment Journal

With the *Check In/Out Payment Journal* (*Scheduling > Scheduling Printing Menu > Check In/Out Payment Journal*) you can print a report of the payments entered through the *Patient Check In/Out* function. It will provide an audit trail of every payment entered, including any voided or credited payments.

If you select **Pmt Method** for the **Print Totals by** option, the report provides totals for each payment method.

Check In/Out Payment Journal (cont.)

All CGM webPAY payments are identified by **'WP'** or **'WP-Device'** in the **Payment Method** column in addition to listing the Payment Codes entered in the *CGM webPAY Integration* function for CGM webPAY payments.

```
Jul 30, 2020                          EASTSIDE MEDICAL                                Page 1
                                Check In/Out Payment Journal
                           Sorted by Date and Totaled by Payment Method
                               From 07-30-2020 Through 07-30-2020

Acct     Patient Name      Date        Pmt   Pmt       Pmt    User  Loc   Date     Check#    Amount   Different
                                       Type  Method    Code   Code  Code  Posted                      Amt Posted
-----------------------------------------------------------------------------------------------------------------
25477    TAYLOR, AMANDA    07-30-2020  COP   WP        CMC    MGR   OFF                        20.00
25265    KELLER, CHRIS     07-30-2020  COP   CK        CCK    MGR   OFF             6481       15.00
25462    JOHNSON, BRAD     07-30-2020  COP   WP-Device CDISC  MGR   OFF                        35.00
25380    SMITH, CARRIE     07-30-2020  COP   WP-Device CAMEX  MGR   OFF                        40.00
26460    MCALISTER, MOLLY  07-30-2020  COP   WP-Device CVISA  MGR   OFF                        35.00
26492    CARLSBAD, RANDY   07-30-2020  COP   CA        CCA    MGR   OFF                        20.00
4        BLACKWELL, RANDY M 07-30-2020 COP   CK        CCK    MGR   OFF             332        10.00
25572    NEWSOM, JANE      07-30-2020  ROA   WP-Device MAST   MGR   OFF                        25.00
26236    CHARLES, JONATHAN 07-30-2020  COP   WP        CDISC  MGR   OFF   Voided               30.00
26236    CHARLES, JONATHAN 07-30-2020  COP   WP        CDISC  MGR   OFF   Voided              -30.00
                           REMARKS: Edited
26236    CHARLES, JONATHAN 07-30-2020  COP   WP        CDISC  MGR   OFF                        20.00

                                       Totals For Date - (07-30-2020) CA                      20.00*
                                       Totals For Date - (07-30-2020) CK                      25.00*
                                       Totals For Date - (07-30-2020) WP                      40.00*
                                       Totals For Date - (07-30-2020) WP-Device Shawn's Office 135.00*
                                       Grand Totals For Date - (07-30-2020)                   220.00**
                                       Total # Patients:              9

                                       Grand Total for all Dates (CA)                         20.00*
                                                           Dates (CK)                         25.00*
                                                           Dates (WP)                         40.00*
                                                           Dates (WP-Device Shawn's Office)   135.00*
                                                                                              220.00**
                                       Grand Total # Patients:        9

End of Report.  Schedule/Reports/Check In Out Payment Journal
Requested by MGR and completed at 12:11PM on Jul 30 2020
```

Unposted Payments Journal

With the *Unposted Payments Journal* (*Transactions > Transaction Journals > Unposted Payments Journal*), you can print a report that lists payments that have been *stored* but have not been *posted* to the patient account. Payments can be stored on an account through the *Patient Check In/Out* function, *Payment Entry* (CGM webPAY payments that are not applied), CGM webPAY payments collected for Collection Payment Plans or Non-Delinquent Payment Plans or the CGM eMEDIX Payment Portal (for electronic patient statement payments or collection payments).

The following method works well when your practice has a single payment device. If you have multiple payment devices, see the next section, *Unposted Payments - Print to Excel*. Select the **Print in Payment Method Order** check box so the report will provides totals for each payment method.

All CGM webPAY payments are identified by '**WP**' or '**WP-Device**' in the **Payment Method** column in addition to listing the Payment Codes entered in the *CGM webPAY Integration* function for CGM webPAY payments.

```
Jul 30, 2020                          EASTSIDE MEDICAL                                    Page 1
                                 Unposted Payments Journal
                                  Sorted by Payment Method
                              From 07-30-2020 Through 07-30-2020

Acct    Patient Name        Pmt Date    Pmt Type   Pmt Method   Pmt Code    Amount    Loc    Pmt Dr   Resp Dr
------------------------------------------------------------------------------------------------------------
26492   CARLSBAD, RANDY     07-30-2020  COP        CA           CCA          20.00    OFF     2        1
                            Total Payments for Payment Method   CA           20.00*

4       BLACKWELL, RANDY M  07-30-2020  COP        CK           CCK          10.00    OFF     2        1
25265   KELLER, CHRIS       07-30-2020  COP        CK           CCK          15.00    OFF     2        1
                            Total Payments for Payment Method   CK           25.00*

25477   TAYLOR, AMANDA      07-30-2020  COP        WP           CMC          20.00    OFF     2        1
26236   CHARLES, JONATHAN   07-30-2020  COP        WP           CDISC        20.00    OFF     2        1
                            Total Payments for Payment Method   WP           40.00*

25380   SMITH, CARRIE       07-30-2020  COP        WP-Device    CAMEX        40.00    OFF     2        2
25462   JOHNSON, BRAD       07-30-2020  COP        WP-Device    CDISC        35.00    OFF     2        1
25572   NEWSOM, JANE        07-30-2020  ROA        WP-Device    MAST         25.00    OFF     2        2
26460   MCALISTER, MOLLY    07-30-2020  COP        WP-Device    CVISA        35.00    OFF     2        2
                            Total Payments for Payment Method   WP-Device   135.00*

                            Grand Total of Payments                         220.00**

End of Report.  Transactions/Unposted Payments
Requested by MGR and completed at 12:08PM on Jul 30 2020
```

Unposted Payments - Print to Excel

If your practice uses two or more payment devices, you will need to access the *Unposted Payments* function. There are multiple options to extract and filter the data, but a couple of the simplest ones follow.

1. Click the **Pmt Method** column heading to re-sort the screen and then use the **Print to Excel** Action Column button.

OR

2. Use the **Add/Edit Filter** Action Column button, select **Payment Method** of **WP-Device**, click **Save**. When the filtered screen re-displays, click the **Print to Excel** Action Column button.

Unposted Payments - Print to Excel (cont.)

When the Excel workbook opens, separate the payments for each device (insert a couple of rows in between) and total the payment amounts for each device.

	Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	WP-Pmt Device	Pmt Dr	Loc	Patient Balance	Last Service Date	Type of Service	Remarks
1	Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	WP-Pmt Device	Pmt Dr	Loc	Patient Balance	Last Service Date	Type of Service	Remarks
2	Red	Check In/Out	26492	CARLSBAD, RANDY	20	7/30/2020	Co-Payment	COPAY CASH (CCA)	CA			2	OFF	0		1	
3	Red	Check In/Out	4	BLACKWELL, RANDY M	10	7/30/2020	Co-Payment	COPAY CHECK (CCK)	CK			2	OFF	-30.1	9/4/2018	1	
4	Red	Check In/Out	25265	KELLER, CHRIS	15	7/30/2020	Co-Payment	COPAY CHECK (CCK)	CK			2	OFF	0	4/8/2008	1	
5																	
6																	
7	Red	Check In/Out	25477	TAYLOR, AMANDA	20	7/30/2020	Co-Payment	Mastercard Copay (CMC)	WP			2	OFF	0	7/7/2020	1	
8	Red	Check In/Out	26236	CHARLES, JONATHAN	20	7/30/2020	Co-Payment	Discover Copay (CDISC)	WP			2	OFF	0	2/1/2016	1	
9				TOTALS:	40												
10																	
11	Red	Check In/Out	25380	SMITH, CARRIE	40	7/30/2020	Co-Payment	American Express Copay (CAMEX)	WP-Device	Shawn's Office		2	OFF	0	5/17/2012	1	
12	Red	Check In/Out	25462	JOHNSON, BRAD	35	7/30/2020	Co-Payment	Discover Copay (CDISC)	WP-Device	Shawn's Office		2	OFF	0	8/8/2012	1	
13		Check In/Out	25572	NEWSOM, JANE	25	7/30/2020	ROA	Mastercard Payment (MAST)	WP-Device	Shawn's Office		2	OFF	0		1	
14	Red	Check In/Out	26460	MCALISTER, MOLLY	35	7/30/2020	Co-Payment	Visa Copay (CVISA)	WP-Device	Shawn's Office		2	OFF	0		1	
15				TOTALS:	135												
16																	
17	Filter Applied: Payment Date 07-30-2020 - 07-30-2020																
18	End of Report. Transactions/Unposted Payments																
19	Requested by MGR and completed at 2:34PM on Jul 31 2020																

Daily Register to Excel

With the *Daily Register to Excel* (*Transactions > Transaction Journals > Daily Register to Excel),* you can print a report which lists all the transactions posted during a specified range of dates.

When the Excel workbook opens, a **CGM webPAY** column provides detailed information for CGM webPAY payments. The CGM webPAY Payment Method (**WP** or **WP-Device**) and the payment device name will display. You can sort, filter and total the payments as needed.

Transaction Journals to Excel (Payment)

With the *Transaction Journals to Excel* (*Transactions > Transaction Journals > Transaction Journals to Excel),* you can print a report which lists all the payments posted during a specified range of dates.

When the Excel workbook opens, a **CGM webPAY** column provides detailed information for CGM webPAY payments. The CGM webPAY Payment Method (**WP** or **WP-Device**) and the payment device name will display. You can sort, filter and total the payments as needed.

The **CGM webPAY** column also prints when using the **Global Journals to Excel (Payment)** *(Reports > Corporate Reports > Global Journals to Excel).*

USING CGM WEBPAY FOR PAYMENT PLANS

You can set up *Delinquent (Collection) Payment Plans* and *Non-Delinquent Payment Plans* to collect credit card payments automatically using CGM webPAY. After CGM webPAY has been installed and activated in the current database, the CGM webPAY options display below the Payment Plan fields. The instructions provided below show how to setup CGM webPAY in a payment plan after you have accessed the applicable function listed below:

Delinquent (Collection) Payment Plans
Accessed the *Payment Plan* Action Column function *(Collections > Patient Collections > Work Accounts > Enter Filter Settings-if applicable > Select Patient > Payment Plan)*

Non-Delinquent Payment Plans
Accessed the *Non-Delinquent Payment Plan* function *(Collections > Patient Collections > Non-Delinquent Payment Plan > Select Patient)*

Regardless of which function you accessed, the CGM webPAY fields display below the standard Payment Plan fields.

How to Set up CGM webPAY in a Payment Plans

Perform the following steps to set up CGM webPAY in a payment plan:

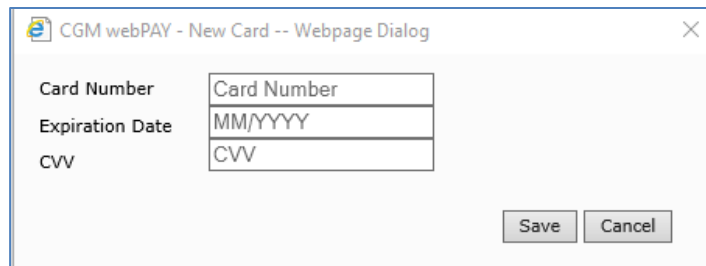1. Complete the standard Payment Plan fields first
2. Select the **CGM webPAY** check box
3. Select a **Merchant** from the Merchant list
4. Select a **Payment Method**. Select a previously saved card or click **New Card - Manual Entry**. If you select a previously saved card, the **Card Holder Name** and **Card Holder Zip Code** fields will be populated if that information was originally stored for the card.

   If you select **New Card - Manual Entry** , when the **New Card** dialog displays, enter the card information and click **Save**.

   The New card information displays in the **Payment Method** field and the Guarantor's Name and Zip Code will be populated for the **Card Holder Name** and **Card Holder Zip Code** fields. **Note**: When you add a new card, it is automatically set to be the **Default Card** on the patient's account.

5. Click **Save**.

How to Set up CGM webPAY in a Payment Plan (cont.)

If you access the *Work Accounts* function, after you save the Payment Plan information, the *Work Accounts Detailed* screen redisplays and the **Payment Plan** field now shows **Yes - CGM webPAY**.

Click **Cancel** to return to the *Work Accounts Summary* screen.

If a processing error occurs during the automatic collection of a CGM webPAY Payment Plan payment, a detailed error message will display at the bottom of the Payment Plan screen the next time the patient's Payment Plan is accessed.

If you set up Payment Plans to use CGM webPAY; automatic payment collection is dependent on the *Collection Roster* being populated daily. In the *Patient Collections Integration* function, you should select the **Automatic Roster Population** check box. When the Collection Roster is populated, payments will be collected automatically one day prior to the **Next Payment Date** stored on the patient's account and they will be stored in *Unposted Payments* with a **Source** of *Payment Plan*.

How to Set up CGM webPAY in a Payment Plan (cont.)

When the Collection Roster is populated, any CGM webPAY Payment Plan payments that are currently stored in *Unposted Payments* will be taken into account, when determining if an account is delinquent and if a Payment Plan is on track or not.

> **Note**: The following criteria are used to determine when to automatically collect CGM webPAY Payment Plan payments:
> * If no personal payments were posted within the payment plan time period (example: last 30 days), then collect the full payment plan payment amount
> * If there have been personal payments posted that are greater than or equal to the payment plan payment amount within the payment plan time period, then do not collect the payment plan payment amount
> * If there have been personal payments posted that are less than the payment plan payment amount within the payment plan time period, collect the difference between the amounts. For example: If payment plan payment amount is $50 and there have been only $30 of personal payments posted within the last 30 days, then CGM webPAY will collect the difference of $20.
> * Co-payments posted on patient accounts are not included in the calculation of personal payments.

Manage Payment Plans

With the *Manage Payment Plans* function (*Collections > Patient Collections > Manage Payment Plans*), you can view every patient that has a payment plan and their status in a sortable list. You can click anywhere in payment plan row to edit or delete it. If a processing error occurs during the collection of a CGM webPAY Payment Plan payment, a detailed error message will display below the patient's name.

You can filter the payment plan listing by clicking the **Add/Edit Filter** Action Column button and remove any previously applied filter by clicking the **Remove Filter** Action Column button.
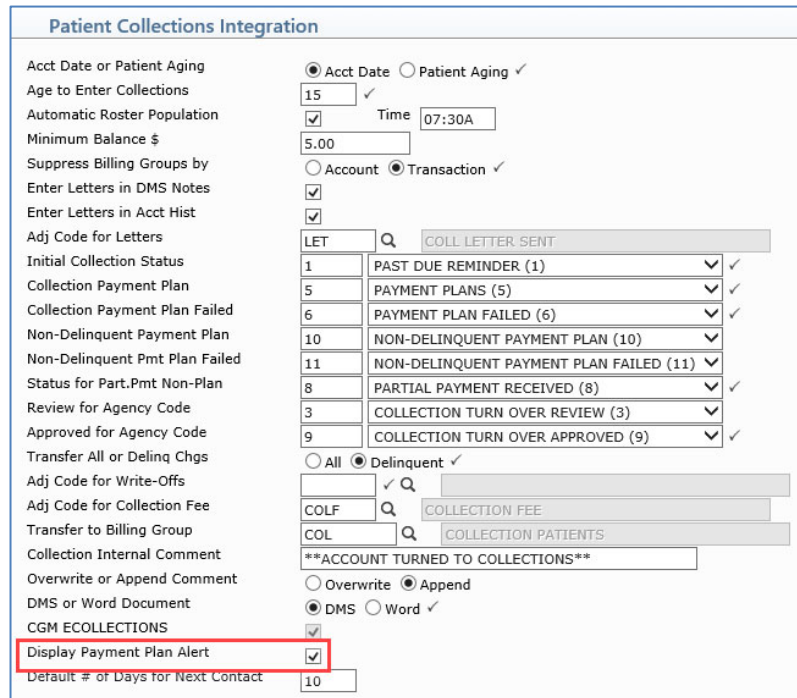
You can use the **Print** Action Column button to print a report of the payment plans in the same order as the listing displayed on the screen. The report can also be printed to *Excel via MyReports*.

Payment Plan Alerts

You have the option to display an Alert whenever you access a patient account that has a payment plan. Access the *Patient Collections Integration* function *(Database Maintenance Menu, Integrations, Collections Integration)* and select the **Display Payment Plan Alert** check box.

Whenever you access a patient account that has a payment plan set up, an Alert will display containing the payment plan information.

If a processing error occurs during the automatic collection of a CGM webPAY Payment Plan payment, a detailed error message will display in the payment plan Alert in red text. To ensure you receive notification of any errors, an Alert will display whenever there is a processing error, even if you do not select the **Display Payment Plan Alert** check box.

CREDIT CARDS STORED ON THE PATIENT ACCOUNT

Add, Edit or Delete Credit Cards

You can add, edit or view credit card information stored on a patient's account using the **Credit Cards** Action Column button on the *Patient Summary Screen (Patient > Change Patient Data > Select a Patient > Credit Cards)*. **Note**: The **Credit Card** Action Column button will only be visible if the Security Level for your User Code is the same or higher than the **Credit Cards Security Level** selected in the in the *CGM webPAY Integration* function.
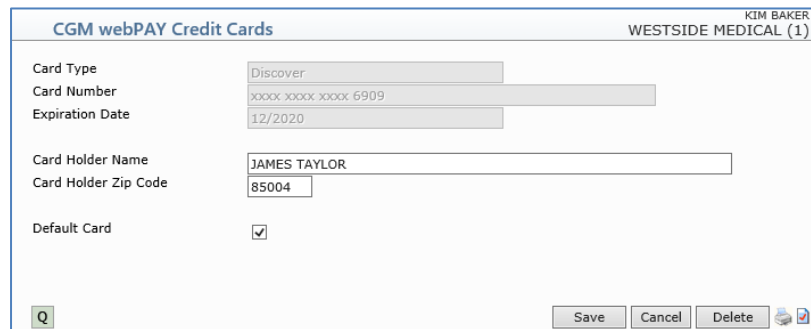

Upon accessing the Credit Card function, any previously saved **Credit Cards** will be listed for the patient including the **Card Type, Card Number, Expiration Date, Card Holder Name, Zip Code** and whether the card is set as the **Default Card** or not. To edit or delete a card, select the credit card you want by clicking anywhere in the credit card row.

Add, Edit or Delete Credit Cards (cont.)

You can edit the **Card Holder Name**, **Card Holder Zip Code** and select or clear the **Default Card** check box to indicate if you want to default this card when entering payments. If you need to edit any of the other information for this card, you would need to **Delete** the card and then **Add** a new card with the correct information. Click **Save** to save any edits.

If you want to delete the card from the patient's account, click **Delete** . You will be asked to confirm that you want to delete the card.
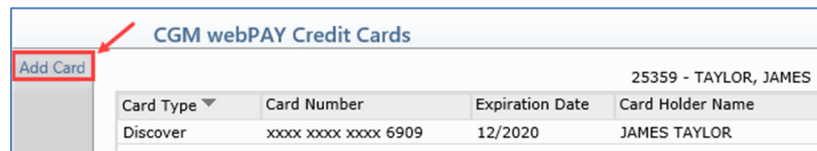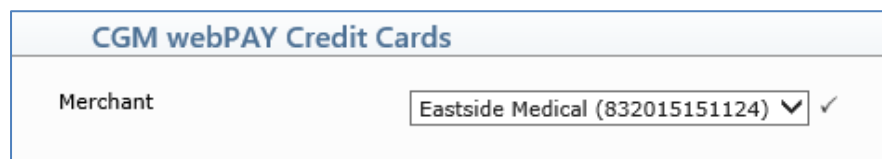

To add a new card, click **Add Card** in the Action Column.
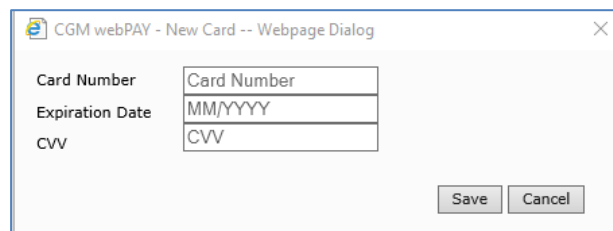

Select the **Merchant** from the Merchant list and click **Save**.

When the New Card dialog displays, enter the card information and click **Save**.

Add, Edit or Delete Credit Cards (cont.)

After the new card has been successfully added, you can edit the card information if needed.

Note: When you add a new card, it is automatically set to be the **Default Card** on the patient's account and the Guarantor's Name and Zip Code will be populated for the **Card Holder Name** and **Card Holder Zip Code** fields.

Click **Save**.

Report for the Default Credit Card Stored on Patient Accounts

You can print a report to see which patients have a credit card on file using the *Patient Detail to Excel (Patients > Patient Listings >Patient Detail to Excel)* function. The following Credit Card data elements for the default credit card stored on a patient's account are available:

- C1.0 - Credit Card Status
- C1.3 - Credit Card Expire Date
- C1.4 - Credit Card Number
- C1.5 - Credit Card Type
- C1.8 - Credit Card Holder Name
- C1.9 - Credit Card Zip Code

Note: If multiple credit cards are stored for the patient, the report will only print the information for the Default credit card.

TROUBLESHOOTING

No Credit Card Payment Receipt Received

You may encounter times where the payment receipt will not display after collecting the payment. This can happen for various reasons but typically it is due to Internet connection issues. If this does occur, you need to run the payment again using the same card and exact same amount to pick up the receipt response from the merchant, without double charging the payment. If the receipt still does not display, the payment will be stored as in Unposted Payments and will require additional steps to post.

Any unposted payments that you did not receive the payment receipt from the merchant, potentially means the payments may not have been collected for that transaction. You can easily identify these payments by reviewing the *Unposted Payments Summary screen* and looking for any CGM webPAY payments that do not display the 'Credit' link or the Printer icon next to the Amount.

You can also print either the **Check In/Out Payment Journal** or the **Unposted Payments Journal**, which will print a 'Note' for any unposted payments that did not receive a payment receipt from the merchant.


Prior to posting these payments, you should view the TSYS Merchant Center portal to confirm whether the payments were successfully processed or not. If a payment did not process, you will need to re-attempt to run the payment again (if patient credit card on file) or contact the patient to determine which method the patient would like to use to pay.

For those payments that were processed and are ready to post, click anywhere in the row to select the payment. When you click **Save** on the Payment Entry lead-in screen, you will receive a message asking you to confirm that you want to proceed with posting the payment.

No Credit Card Payment Receipt Received (cont.)
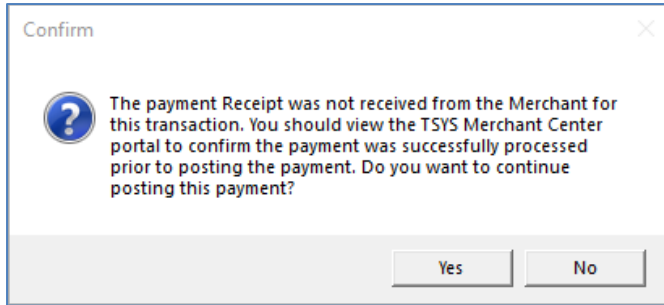
Click **Yes** to proceed with allocating and posting the payment.

After the payment has been posted, only the first part of the note will continue to print on the **Check In/Out Payment Journal**, **Transaction Journals to Excel-Payments** and the **Posted Payments Journal** to provide more history for the payment transaction.