

# KODAK SOFTDENT Electronic Payment Service

## Quick Reference Tool

PracticeWorks Inc.

Exclusive Maker of **Kodak** Dental Systems

**For Issues Concerning:**  
**Enrollment, installation or transmission**

**Call:**  
**E-Services Technical Support at**  
**1-800-262-8593, option 3**  
 Monday through Thursday, 8 a.m. to 8 p.m.  
 Friday, 8 a.m. to 6 p.m. EST (excluding holidays)



**Billing issues, including fees and statements**

**TransFirst Health Services Support at 1-800-654-9256**  
 24 hours a day, 7 days a week  
 (excluding holidays)

**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.) **Refer to Voice Authorization Instructions** (see other side) if necessary.
4. You will then be prompted for printing the receipt (see other side).

**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. (The amount field may be changed at this time and notes added, if necessary.)
2. Manually enter the credit card number, expiration date and zip code 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. (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**.

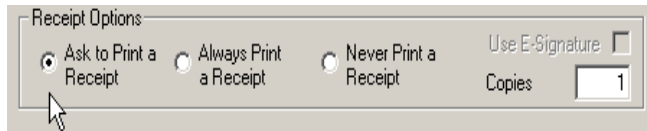
**Notes:**

1. 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.)
2. Refunds do NOT dial the bank. This is normal.

You will then be prompted for printing the receipt (see other side).

### Credit Card RECEIPT:

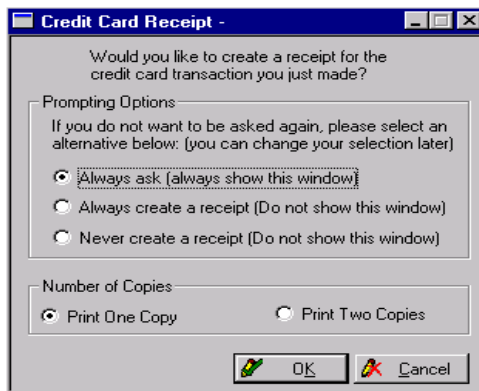
1. Select <File> and then <Practice>. This will take you to the **Practice Information** screen.
2. Select <Credit Card Options> on the toolbar and go to the **VisaNet Merchant Info** tab.



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:

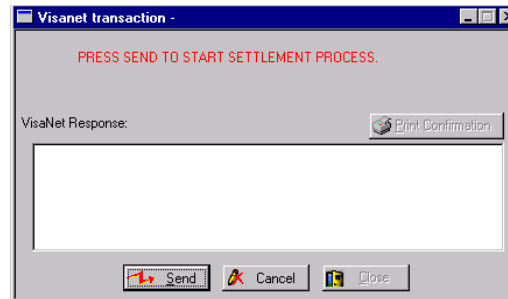
From the **Patient Transaction** screen, highlight the credit card transaction and select <Options> and then <Print Credit Card Receipt>. Note: this option is *only available* after the transmission process has been completed for the transaction.



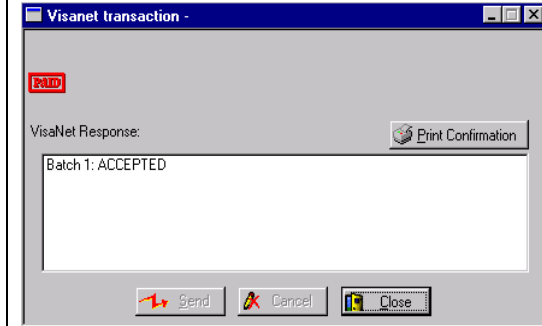
### Credit Card SETTLEMENT:

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, prompted you to select <send> to start the settlement process. (Note: 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 **accepted**, as shown below. This is your office's electronic receipt confirming that your batch was accepted. Note: Be sure to select <Print Confirmation>.



### Voice Authorization Instructions to Retrieve Approval Number:

If you cannot get an approval message when you select <submit>, you can do the following for an **additional \$.25 charge** for each voice authorization.

1. Call the voice authorization line to retrieve an approval number.  
 Visa/MC: 1-800-941-0188  
 Amex: 1-800-528-2121  
 Discover: 1-800-347-1111
2. Check **Offline** on the **Credit Card Transaction** screen. Once that is checked, you will see another check box labeled **Card Present**. Check this box if you had swiped the card and did not enter the information manually.
3. Enter the **Approval number** in the **Authorization #** field.

Select <OK> to enter the transaction. Note: The modem will **NOT** dial with offline checked. This is normal. This transaction will settle with the remainder of your credit card transactions.