



GREENWAY INTERGY PAYMENT PROCESSING

Paya Core Gateway



Contents

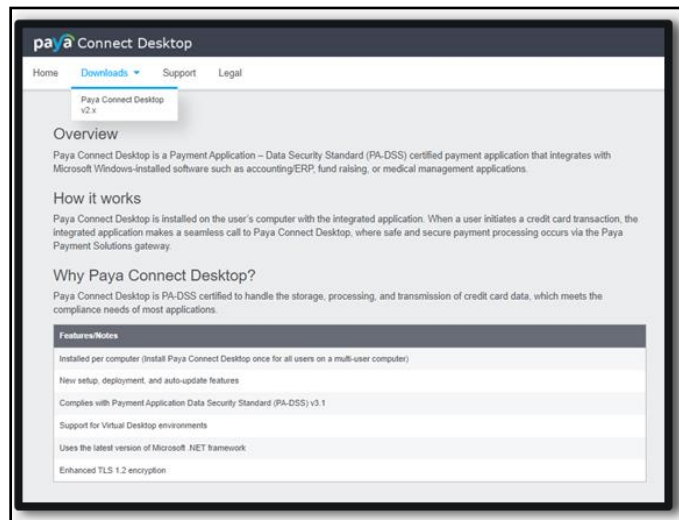
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Paya Connect Desktop Installation

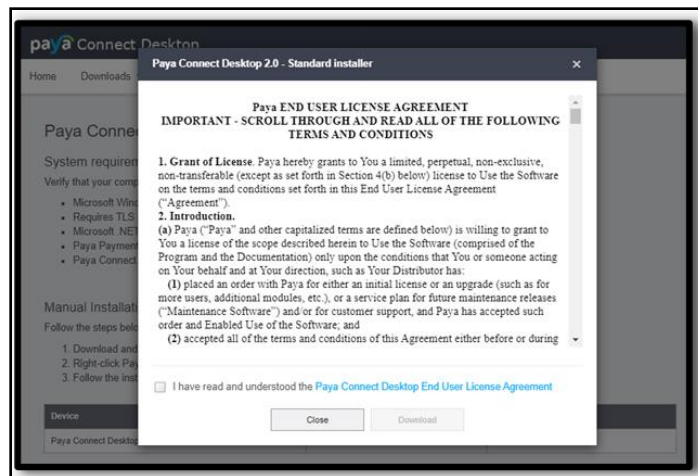
Before payment processing can begin, the Paya Connect Desktop module will need to be downloaded on the computer/server. Paya Connect Desktop is a PA-DSS (Payment Application – Data Security Standard) certified payment application that integrates with Sage 50. For all payment processing that involves the storage, processing or transmission of data, the Sage 50 software will engage the Paya Connect payment application to perform these functions.

To install the Paya Connect Desktop module:

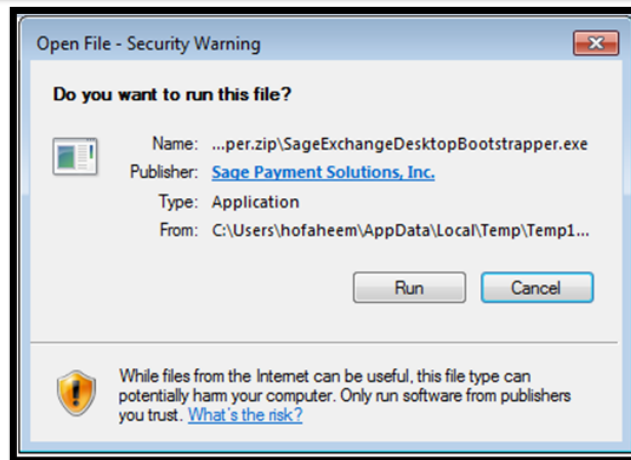
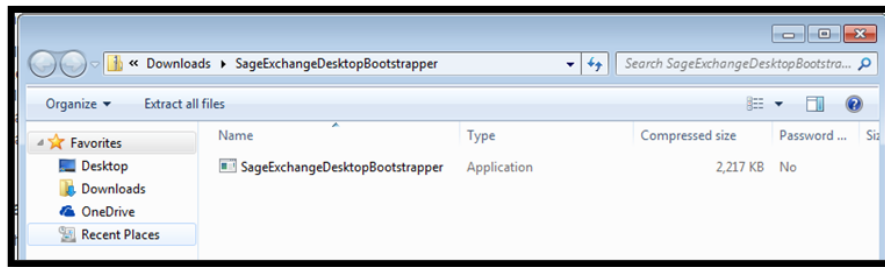
1. Go to <https://www.sageexchange.com/install>. From the **Downloads** tab, select **Paya Connect Desktop v2.x**.



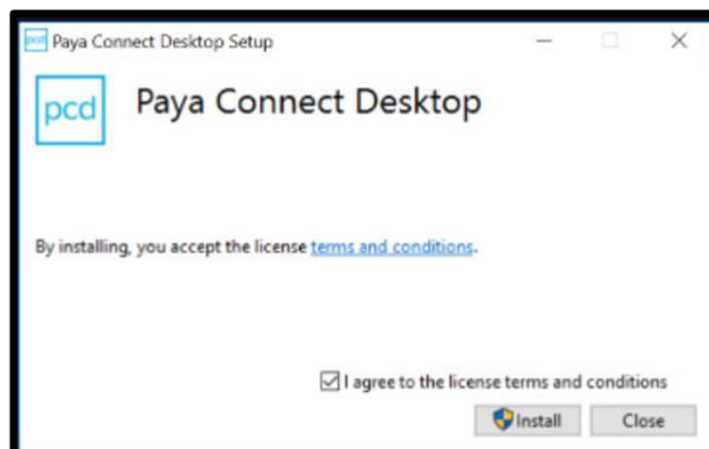
2. You will then click on **Download Installer**, agree to the Terms and Conditions, and click on **Download**.



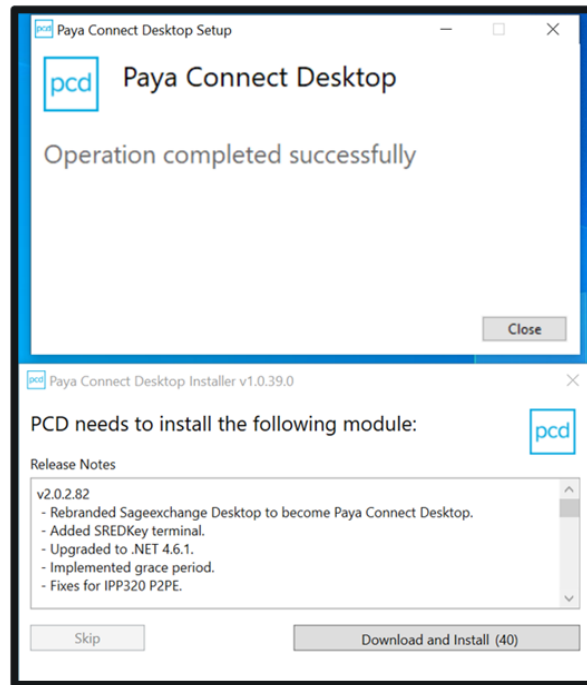
3. Save the file, then double click the “SageExchangeDesktopBootstrapper” file and click **Run**.



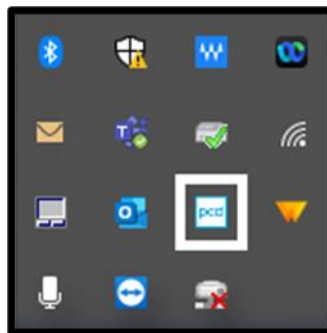
4. **Agree** to the Terms and Conditions and **Install**:



5. Close the Installation Successful window. You will then see the second part of the download; click on **Download and Install**.



6. The application will download to the computer and when complete, will show in the application tool bar and is now ready to use.



Processing Credit Cards – New Guarantor Payment

Path: Financial -> Payments -> Login -> Account

- From the account window, select the account to process then click OK.

Select Account for Existing Person

Accounts

Guarantor begins (L,F,M):

☒ Guarantor ☐ Account

Guarantor	Account	Address	City	Status	Class
Aaron, Alice B	2	918 Great Potomac Lake Drive	Salley	Active	STAND
Abdul, Isabelle R	9	12 W/ward Court	Madison	Active	STAND
Abner, Brian C	1	7418 NW 128th Street	Madison	Active	STAND
Adams, Jeff	114	2289 East Elm Ave	Gainesville	Active	
Allison, Alfred	144	202 Burlington Rd	bedford	Active	
Amarosco, Tanya	84	894 Banana Lane	Madison	Active	
Anderson, Aaron	103	111 S. Main Street	Bowdoinham	Active	
Arnold, Tracey A	12	123 Gosling Court	Salley	Active	STAND
BACH, HIRAM A	65	729 Lobster Drive	WDDDS HOLE	Active	
Banks, Diane	161	205 Live Oak	Madison	Active	

Guarantor: Aaron, Alice B

Notes:

Details OK Cancel

- Select the Payment button in the top right of the window.

Account Payment Posting

Account Display Help Close

Account: Pre-Collected: 20.00

Account: 2 Alice B Aaron

Account Balance: 135.96

Guarantor Resp: -20.00

Total Unapplied Credit: 23.00

Allocate: Payment

Amount:

Unallocated:

... No Payment selected ...

Payment... Post Receipt... Reset

General - 07/10/2019

Charges [All]

Patient begins (L,F,M):

☒ Patient ☐ Plan ☐ Provider ☐ Service Date

☐ Allow multiple selections

Patient	Plan	St	Provider	Service	Procedure	Charge	Adjusts	Receipts	Balance	Flags	Allocate
Aaron, Alice B	MEDG	IU	DF	07/09/19	93005	12.60	0.00	7.00	5.60 g		0.00
Aaron, Alice B	MEDG	IU	DF	07/09/19	99241	111.00	0.00	87.00	24.00 g		0.00
Aaron, Alice B	MEDG	IU	DF	07/09/19	99242	180.00	0.00	44.00	136.00 g		0.00
Totals:						303.60	0.00	138.00	165.60		0.00

Action to Perform:

Action:

Charge Details:

Statement Comment:

Edit Charge Visit Copy: 0.00 Procedure Copy: 0.00

- Enter the amount to process and ensure the Payment Method is set to 'R' for Charge Card. Select Process on the right side of the window.

- The Paya Connect Desktop window will appear where you enter the credit card number, expiration date and CVV. Click the Next button.

- The next screen is the Billing Information screen. This should be populated from the patient's account. If not, all fields will need to be populated except for the Email, Telephone and Fax fields – these are optional. Click Submit.

PCD - Sale

paya Payment Solutions

Billing Information

Name:

Address:

City:

State: Zip:

Country: Telephone:

Email: Fax:

paya Connect Desktop

- The Post Credit Card Charge window will appear where you will see the approval number. Had there been an error with processing, you would see that is the response field. From this window you can select the Receipt button on the right to either view, print or save the receipt.

Post Credit Card Charge

Payment Amount: **20.00**

Authorization Code: 136136

Sage Payment Solutions Response

APPROVED 136136

Run 3 Inch Printer Receipt

☒ View ☐ Print ☐ Send to File

The report will be displayed in the preview window.

- After processing, you will now post the payment to the patient's account. To do this, you will use the Account Payment Posting window. You can either manually enter the amount on a specific invoice or you can use the Auto Allocate button. This button will apply the payment to the oldest invoice first. In this scenario, I have manually allocated the payment.

The screenshot shows the 'Account Payment Posting' window for 'Account 2' (Alice B Aaron). The 'Pre-Collected' amount is 20.00. The 'Allocate' dropdown is set to 'Payment'. The 'Amount' is 20.00, and 'Unallocated' is 0.00. The 'Payment from Guarantor' date is 03/27/2023. The 'Charges' table shows three charges for Alice B Aaron, with the third charge (99242) having a balance of 136.00 g. The 'Totals' row shows a balance of 20.00. The 'Action to Perform' section is empty, and the 'Charge Details' section shows 'Statement Comment' and 'Edit Charge' buttons.

Patient	Plan	St	Provider	Service	Procedure	Charge	Adjusts	Receipts	Balance	Flags	Allocate
Aaron, Alice B	MEDG	IU	DF	07/09/19	93005	12.60	0.00	7.00	5.60 g		0.00
Aaron, Alice B	MEDG	IU	DF	07/09/19	99241	111.00	0.00	87.00	24.00 g		20.00
Aaron, Alice B	MEDG	IU	DF	07/09/19	99242	180.00	0.00	44.00	136.00 g		0.00
Totals:						303.60	0.00	138.00	165.60		20.00

- When complete, you will select the Post button in the top right of the window.

The screenshot shows the 'Account Payment Posting' window after the payment has been posted. The 'Allocate' dropdown is still set to 'Payment'. The 'Amount' is 20.00, and 'Unallocated' is 0.00. The 'Payment from Guarantor' date is 03/27/2023. The 'Charges' table shows three charges for Alice B Aaron, with the third charge (99242) having a balance of 136.00 g. The 'Totals' row shows a balance of 0.00. The 'Action to Perform' section is empty, and the 'Charge Details' section shows 'Statement Comment' and 'Edit Charge' buttons.

Patient	Plan	St	Provider	Service	Procedure	Charge	Adjusts	Receipts	Balance	Flags	Allocate
Aaron, Alice B	MEDG	IU	DF	07/09/19	93005	12.60	0.00	7.00	5.60 g		0.00
Aaron, Alice B	MEDG	IU	DF	07/09/19	99241	111.00	0.00	107.00	4.00 g		0.00
Aaron, Alice B	MEDG	IU	DF	07/09/19	99242	180.00	0.00	44.00	136.00 g		0.00
Totals:						303.60	0.00	158.00	145.60		0.00

Processing Credit Cards – Pre-Collected Payment

Path: Patient -> Information

- From the information screen, highlight the patient's name then select the Eligibility tab at the bottom of the screen.

Select Patient for Patient Information

Patients

Name begins (L,F,M): ☐ Today's Patients

☒ Name ☐ SSN ☐ Phone ☐ DOB ☐ Patient # ☐ Account # ☐ Chart # ☐ ID: Claim Member

Last	First	Middle	SSN	Home	Mobile	DOB	Sex	Patient Number	Account Number
Aaron	Alice	B	100-00-0105	(916) 555-5568	(916) 555-5568	02/08/1990	F	4	2
Abdul	Isabelle	R	100-00-0105	(916) 555-4433	(916) 555-7687	02/24/1998	F	93	9
Abner	Brian	C	100-00-0307	(916) 555-5555	(916) 555-2315	10/04/1977	M	3	1
Abner	Carla	D	100-00-0206	(916) 555-5555	(916) 555-3458	03/28/1981	F	1	1
Abner	Darlene	E	100-00-0408	(916) 555-5555	(916) 555-5555	06/16/2019	F	2	1
Abner	Mckensie		(916) 555-5555	(916) 555-5555	(916) 555-5555	02/12/2019	F	3019	1
Adams	Jeff		100-00-4253	(916) 555-0226	(916) 555-0226	01/01/1966	M	3014	114
Allison	Alfred		100-00-8888	(555) 121-2121	(781) 555-2000	03/22/2007	M	3253	144
Amatosco	Tanya		100-00-6446	(916) 225-4887	(916) 384-5577	07/16/1987	F	3182	84
Ancolf	Ben	Dover	100-00-4397			01/01/1990	M	3298	010101

Patient is hard of hearing. Take time to ensure she understands instructions correctly.

Alerts Eligibility Notes Summary Pre-collect OK Cancel

- From the next screen, select the Pre-Collect button on the right side.

Patient Summary: Aaron, Alice B (73y F) SSN: 100-00-0105 Account: 2

Summary Coverage Referrals Eligibility Notes Rx Eligibility

Policies

Order	Plan	Effective Dates	Assign
1	MEDG - Medicare	02/21/2018 - 11/20/2019	Y
2	BCBS01 - Blue Cross / Blue Shield		Y

Details:

Plan: **MEDG - Medicare** Member Note:

Group #: **100-00-0105** Deductible: **75.00**

Claim Member ID: **100-00-0105** Remaining: **0.00**

Start Date: **02/21/2018** End Date: **11/20/2019** Subscriber: **Alice B Aaron - 100-00-0105**

Attr:

Authorization	(202) 555-5501	Amount
Business	(202) 555-6789	Standard Visit 0.00
Contact		Specialist Visit 0.00
Eligibility	(202) 555-4000	Inpatient Visit 0.00

Eligibility Note:

Pre-collect Deductible Help Close

- Next, the Pre-Collected Payment screen will appear. Enter in the amount of the pre-payment and select Charge Card for the Payment Method. Click the Process button on the right side.

New Pre-collected Payment

Patient: Alice B Aaron • General - 07/10/2019

Credit to:

- Account: 2
- Guarantor: Alice B Aaron
- Provider: DF David E Ford MD
- Department:

Buttons: Process, Receipt..., Clear, Close, Note...

Details:

- Amount: 20.00
- Payment Method: R Charge Card
- Voucher:
- Reference Date: 07/10/2019
- Class:

Buttons: Set Visit Copay

Verification:

- ☐ Forced Sale

- The Paya Connect Desktop window will appear where you enter the credit card number, expiration date and CVV. Click the Next button.

PCD - Sale

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Payment Information

Card number: 4111111111111111

Expiration date: 12/26

CVV: 111

Buttons: Use Card Reader

Subtotal: 20.00

Total: 20.00

Buttons: Back, Next, Submit, Cancel, Click For Support

paya Connect Desktop

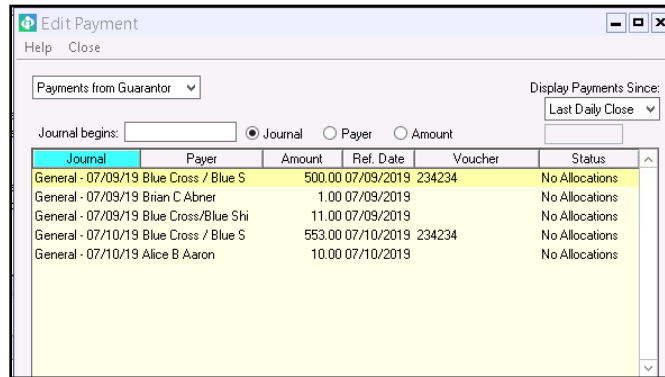
- The next screen is the Billing Information screen. This should be populated from the patient's account. If not, all fields will need to be populated except for the Email, Telephone and Fax fields – these are optional. Click Submit.

- The Post Credit Card Charge window will appear where you will see the approval number. Had there been an error with processing, you would see that is the response field. From this window you can select the Receipt button on the right to either view, print or save the receipt.

Voiding Credit Card Payments

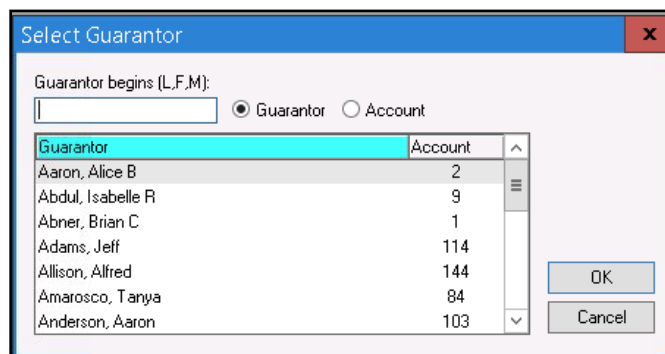
Path: Financial -> Payments -> Edit Payment

1. On the Edit Payment screen, select Payments from Guarantor from the drop-down menu and select the payment to void.



Journal	Payer	Amount	Ref. Date	Voucher	Status
General - 07/09/19	Blue Cross / Blue S	500.00	07/09/2019	234234	No Allocations
General - 07/09/19	Brian C Abner	1.00	07/09/2019		No Allocations
General - 07/09/19	Blue Cross/Blue Shi	11.00	07/09/2019		No Allocations
General - 07/10/19	Blue Cross / Blue S	553.00	07/10/2019	234234	No Allocations
General - 07/10/19	Alice B Aaron	10.00	07/10/2019		No Allocations

2. Select the Guarantor, then click OK.



Guarantor	Account
Aaron, Alice B	2
Abdul, Isabelle R	9
Abner, Brian C	1
Adams, Jeff	114
Allison, Alfred	144
Amarosco, Tanya	84
Anderson, Aaron	103

- Select the transaction to void, then click the View/Edit button at the bottom of the screen.

Payments from Guarantor: **Alice B Aaron**

Display Payments Since: Last Daily Close 07/09/2019

Ref on/before: / / ☒ Ref Date ☐ Voucher ☐ Amount

Ref Date	Voucher	Amount	Method	Class	Status
07/10/2019		10.00	Charge Card		Fully Allocated
07/10/2019		10.00	Charge Card		No Allocations
07/09/2019		3.00	Charge Card		Voided
07/09/2019		3.00	Charge Card		Fully Allocated
07/09/2019		3.00	Charge Card		Fully Allocated
07/09/2019		1.00	Charge Card		Fully Allocated
07/09/2019		1.00	Charge Card		Voided
07/09/2019		1.00	Charge Card		Fully Allocated
07/09/2019		3.00	Charge Card		Voided
07/09/2019		3.00	Charge Card		Fully Allocated
07/09/2019		3.00	Charge Card		Fully Allocated

View/Edit...

- On the next screen, click the Void button on the right side.

Payment:

Payer: **Guarantor - Aaron, Alice B** Journal: **General** Method: **Charge Card**

Amount: **10.00** Post Date: **07/10/19** Authorization: **000010**

Ref. Date: **07/10/19** Status: **Fully Allocated** Card Type: **Visa**

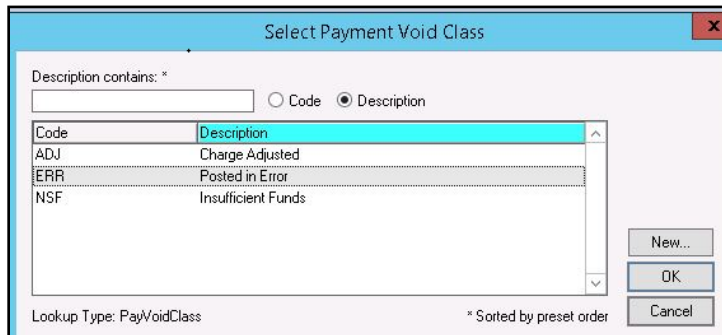
Voucher: Class:

By	Payment History	Account	Patient	Provider	Amount
DF	Payment Posted	2		DF	10.00
DF	To Unapplied Credit				-10.00

Unallocated: **0.00**

Payment: Edit, Void, Delete, Help, Close

- On the next screen, select a reason for the Void. An additional screen will appear to confirm the Void.



Select Payment Void Class

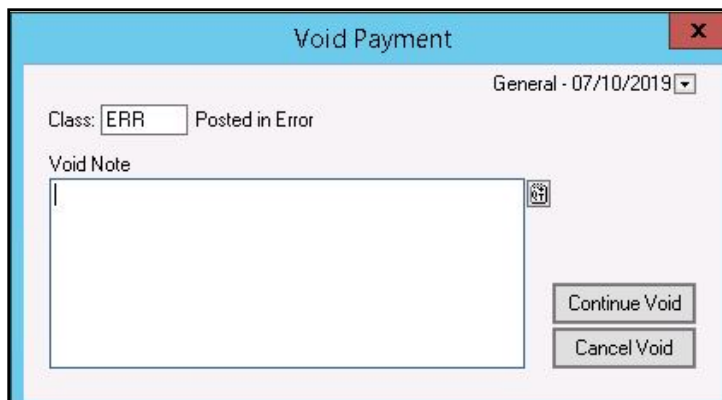
Description contains: *

☐ Code ☒ Description

Code	Description
ADJ	Charge Adjusted
ERR	Posted in Error
NSF	Insufficient Funds

Lookup Type: PayVoidClass * Sorted by preset order

New... OK Cancel



Void Payment

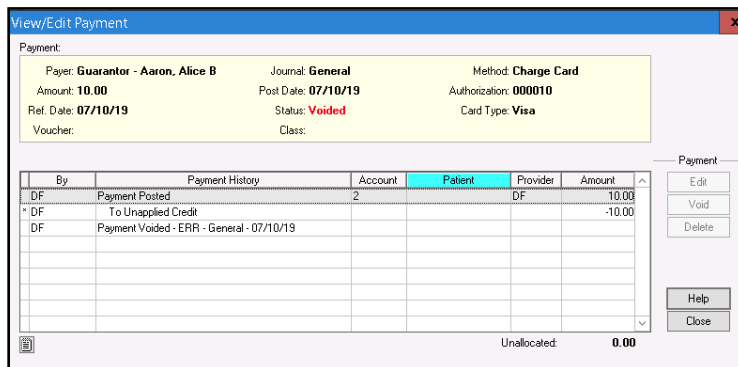
General - 07/10/2019

Class: ERR Posted in Error

Void Note

Continue Void Cancel Void

- When the payment is voided, the next screen will show the confirmation. Click the Close button to exit the screen.



View/Edit Payment

Payment:

Payer: Guarantor - Aaron, Alice B Journal: General Method: Charge Card
 Amount: 10.00 Post Date: 07/10/19 Authorization: 000010
 Ref. Date: 07/10/19 Status: **Voided** Card Type: Visa
 Voucher: Class:

By	Payment History	Account	Patient	Provider	Amount
DF	Payment Posted	2		DF	10.00
* DF	To Unapplied Credit				-10.00
DF	Payment Voided - ERR - General - 07/10/19				

Unallocated: 0.00

Payment: Edit Void Delete Help Close