



Debtors Book

Why Clinics need AutoMed's Debtors Book

- ✓ The Debtors Book Utility is a gamechanger for collection of Outstanding Debt.
- ✓ The Utility is available to ALL **Complete Solutions Services Package** Users at no additional Monthly Fixed Cost - Transaction Fees apply.
- ✓ 3 Messaging Templates available.
- ✓ BP Clinics - Staff can process the Medicare Rebate.
- ✓ PracSoft - Patients will request the Medicare Rebate.
- ✓ All Payments are reconciled back to BP / Pracsoft.
- ✓ A Charge Card Option is also available.
- ✓ Clinics may pass the Surcharge to the patients if required.

Set-up and Processing Fees

- ✓ The Utility will require an Approved Tyro eCommerce Account.
- ✓ AutoMed also offers eCommerce Single and Multi Options to settle funds into either the Main Clinic or approved Doctors accounts as required.
- ✓ Tyro will advise a Single Transaction Rate.
- ✓ Nil Monthly, Refund or Chargeback fees.
- ✓ AutoMed fee is Flat \$0.35ea

Collect your AutoMed payments with Tyro eCommerce

- Settle all your payments together**
Your AutoMed payments can settle with your in-store payments if you are a Tyro EFTPOS customer.
- Improved visibility**
Single invoice, reconciliation and reporting with integrated EFTPOS and eCommerce if you are a Tyro EFTPOS customer.
- 24/7 local Customer Support**
When you need support, it's only a call away.

Tell us a bit about yourself and we'll get in touch about your application.

YOUR DETAILS

First Name: Last Name:

Phone: Email:

YOUR BUSINESS DETAILS

Name: URL (if handling Tyro customers):

Estimated monthly transaction volume per month:

Phone (SMS):

Surcharge

- ✓ AutoMed enables Clinics to add a surcharge to your eCommerce payments through AutoMed.
- ✓ AutoMed can capture your clinics specific surcharge.
- ✓ The Surcharge is added to all eCommerce payments which includes Debtors Book, Repeat Scripts, Repeat Referrals, Pre- and Post-Payment Consults.

- ✓ The invoice amount is accounted for in PracSoft /BP, whilst the full amount including the surcharge is settled into the Clinic or Doctors Bank account.
- ✓ There is a new Payment Totals report that can be used to easily report on the bank settlements.

Payment Totals

Filter

2021-10-30 2021-11-29 Filter CSV Export Export PDF

Date	Fees	Surcharge
2021-11-24	\$ 40.00	\$ 1.05

*Please note that the surcharge amount must be equal to or less than your merchant rate, plus the AutoMed transaction fee of 35c.

Surcharge Settings

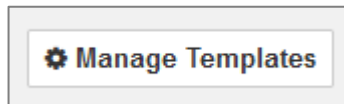
Surcharge % based on transaction: (less than 3%)

Surcharge \$ per transaction: (less than \$1)

Save Surcharge Settings

Filter Data

- ✓ Debtors Book can be accessed via the Utilities Menu in the AutoMed Dashboard.

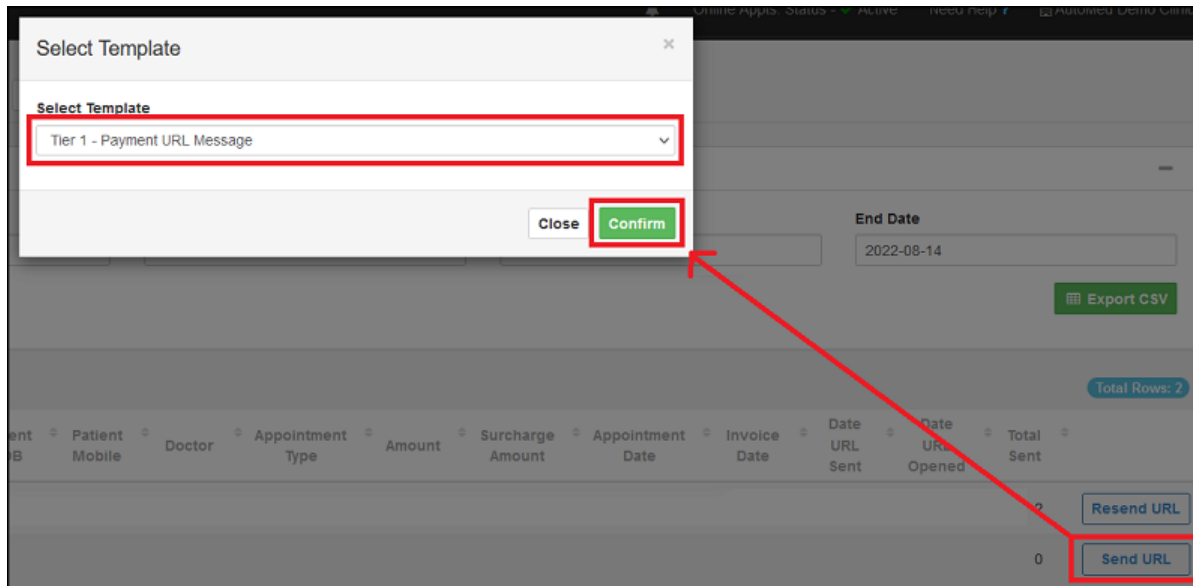


- ✓ Users will **Filter** data regarding outstanding invoices in BP or PracSoft via a **Date Range** and **Location** (if multiple sites) and/or **Doctor** as applicable.

A screenshot of the "Debtors Book" interface. At the top left, it says "Debtors Book" in blue, followed by a "Manage Templates" button with a gear icon. Below this is a section titled "Audit Request Details" with a minus sign on the right. Underneath, there are four filter fields: "Location" with a dropdown menu showing "AutoMed Test Clinic", "Doctor" with a dropdown menu showing "Select Doctor", "Start Date" with a text input field containing "Date To", and "End Date" with a text input field containing "Date To". A blue "Run Audit" button is located at the bottom left of the filter section.

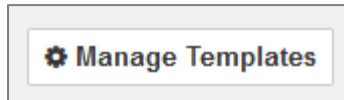
Templates

- ✓ Debtors Book offers **3 Messaging Templates** to set-up and use.
- ✓ The system will allow you to select between Tier 1, Tier 2 or Tier 3.
- ✓ When sending a Debtors Link to patients, Users will be prompted to select a message template.
- ✓ The 3 templates will be defaulted to the same message to start with, and clinics can update these as required.



Configure Templates

- ✓ Users can easily adjust the 3 templates by using the **Manage Templates** button.
- ✓ This now enable clinics to create and use 3 different Debtors Templates to easily and effectively communicate more relevant information to patients, depending of the age of their outstanding invoices.



Configure Template ✕

Use these tags in your Message.
[<PtFirstName>, <PtPrefName>, <PtFullName>, <DrName>, <ClinicName>, <ClinicAddress>, <UsrPhone>, <ApptDate>, <InvDate>, <PaymentURL>]

Tier 1 - Payment URL Message:

<ClinicName>

Hi <PtPrefName>,
Please click on the link below to settle your invoice dated <InvDate>.
<PaymentURL>

559 of 900 characters remaining.

Tier 2 - Payment URL Message:

<ClinicName>

Hi <PtPrefName>,
Please click on the link below to settle your invoice dated <InvDate>.
<PaymentURL>

559 of 900 characters remaining.

Tier 3 - Payment URL Message:

<ClinicName>

Hi <PtPrefName>,
Please click on the link below to settle your invoice dated <InvDate>.
<PaymentURL>

559 of 900 characters remaining.

Close Submit

Send SMS

- ✓ Users will Select Send URL for each SMS to Trigger
- ✓ The Tier1, 2, or 3 Template will be selected.

Appointment Type	Amount	Surcharge Amount	Appointment Date	Invoice Date	Date URL Sent	Date URL Opened	Total Sent	
Standard appt.	\$75.00	\$1.25	2022-02-02	2022-02-02			0	Send Payment URL
Telephone Consult	\$75.00	\$1.25	2022-01-31	2022-01-31	2022-01-31 16:35:13		1	Resend Payment URL
Standard appt.	\$75.00	\$1.25	2022-01-31	2022-01-31	2022-01-31 20:11:24	2022-01-31 20:12:27	1	Resend Payment URL

Resend URL

Send URL

- ✓ Users can also Resend URL as required.

Patient Receives SMS

- ✓ The Patient with the outstanding Debt will receive a secure text message.
- ✓ The Patient can view and settle the invoice after verifying their DOB.

AutoMed Demo Clinic

Hi Anastasia,
Please click on the link below to
settle your invoice dated 05 Dec
2021.

<PaymentURL>

This is a secure link.

You will be prompted to enter
your Date of Birth to verify your
identity before the invoice and
payment page is displayed.

Please call us on 03 9345 9600 if
you need any assistance.

Thank you
AutoMed Demo Clinic

Charge Card Feature

- ✓ This feature enables you to charge a patient's stored credit card automatically.
- ✓ The **Charge Card** button is only visible for patients who previously opted to have their card details saved for transactions when completing their online or Caller ID bookings.
- ✓ AutoMed recommends that clinics use this feature with care, for example, don't use the Charge Card feature for debts that are very old as the patient may not be aware of the debt and may dispute the transaction.
- ✓ It may be better to send a Debtors Link via **Send URL** to patients with older Debts.

Amount	Surcharge Amount	Appointment Date	Invoice Date	Date URL Sent	Date URL Opened	Total Sent	
\$35.00	\$0.61	2022-07-21	2022-07-21			0	Send URL Charge Card
\$20.00	\$0.35		2022-07-22			0	Send URL

Notes Feature

- ✓ This feature enables Users to leave a note against the Debt for future reference.

The screenshot displays a software interface with a 'Debtors Book' header and a 'Notes' modal window. The modal window is titled 'Ella Pettigrove - Notes' and contains a text area with the text 'Test note001' and 'test'. Below the text area are 'Close' and 'Save' buttons. The background shows a table of debtors with columns for Patient Name, Patient Preferred Name, Patient DOB, Patient Mobile, Invoice Date, Date URL Sent, Date URL Opened, and Total Sent. The first row of the table is for Ella Pettigrove. Two red callout boxes highlight the 'Notes' button and 'Charge Card' button in the table's action column, and another red callout box highlights the 'Notes' button and 'Charge Card' button in a separate panel above the table. The 'Total Rows: 1' indicator is visible in both callout boxes.

Patient	Patient Preferred Name	Patient DOB	Patient Mobile	Invoice Date	Date URL Sent	Date URL Opened	Total Sent
Ella Pettigrove		08-10-2003	0405726839	2023-03-09	2023-03-09		0

Billing Process remains unchanged

- ✓ Please note that the automated billing process of AutoMed is unchanged.
- ✓ The system still collects the funds automatically after the consult, when card details have been linked to the appointment thus avoid sending Debtors links or selecting Charge Card for on the day entries.

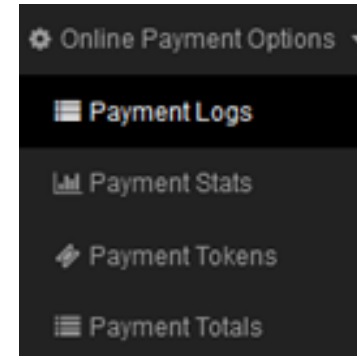
Additional Validation (BP Users)

- ✓ For our BP customers, invoices will now only display once they are older than 90 minutes to avoid staff sending Debtors URLs whilst AutoMed's automated billing is processing invoices.
- ✓ Please note that the automated billing process of AutoMed is unchanged and will still collect the funds automatically after the consult, when card details have been linked to an **Appointment Type**.
- ✓ The Debtors Book is aimed at collecting funds for outstanding invoices,
i.e. Older than a day, or for appointments that were booked outside of AutoMed.

Completed Payments

- ✓ Users can view the Completed Payments in the AutoMed Dashboard under the Tabs

Online Payment Options -> Payment Logs



Source	Gateway	Date
Debts	tyro	2022-02-04 13:57:43
Debts	tyro	2022-02-04 12:25:47
Debts	tyro	2022-02-04 10:24:27
Debts	tyro	2022-02-03 20:18:44
Debts	tyro	2022-02-03 16:31:34
Debts	tyro	2022-02-01 20:46:27

Fees	Surcharge Amount	Payment Status	
\$130.00		✓ Completed	View details
\$130.00		Initiated	
\$185.00		✓ Completed	View details
\$185.00		Initiated	
\$45.00		✓ Completed	View details
\$45.00		Initiated	