






eCommerce Payments

- AutoMed have partnered with Tyro to give our clinics a dedicated Gateway to process **Online Payments** and/or **Debtors Book** (available to Complete Solutions Packaged Clinics ONLY).

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

ABN MID (if existing Tyro customer)

Estimated eCommerce transaction volume per month
Please select

Tyro's Privacy Policy sets out information about Tyro's management of personal information. Under the Privacy Policy, we may contact you about products, services and other information that may be of interest.
By clicking the 'Sign me up' button, you acknowledge that you have read, and agree to, Tyro's Privacy Policy, and consent to Tyro contacting you and sending you marketing communications.

- Registration, Application, Approval and Onboarding is done via a Dedicated team. Clinics are required to Register via a link; <https://online-payments.tyro.com/index.html?pid=PCA-00506> and begin the application process with the Tyro team.
- Tyro will advise a Transaction % Rate based on the traffic they envisage going through the gateway.
- Once applications, and any pre or post documentation (Trust Deeds, Identification etc) is received the next step is the approvals process.

- Once the clinic is approved and onboarded, AutoMed is advised the new eCommerce CAIC ID and we work with you to set up which Appointment types need Online Payments linked to them and whether the clinic would like access to utilise the Debtors Book

IMPORTANT: Tyro eCommerce is specifically for processing Online Payments / Debtors Book and is a SEPARATE agreement to Tyro EFTPOS.

eCommerce Multi Merchant

- AutoMed is the ONLY provider currently offering eCommerce Multi Merchant.
- This means that Online Payments can be settled into the Clinic Account as well as any Tyro approved Doctors account as required.
- Clinics can utilise this for TeleHealth and Phone Consults - Post Billing and any other Online Billing that needs to be processed including Debtors book.
- Each Doctor will also have to complete the Tyro Registration, application, approval, and onboarding process to have the funds settled into their own account.

Transaction Fees for eCommerce

AutoMed Transaction Fee:

- Flat Fee of \$0.35ea per processed transaction.
- AutoMed calculates this at month end and add this to the clinics monthly invoice.

Tyro Transaction Rate:

- Tyro will advise a Single Transaction Rate.
- While other eCommerce providers charge for transaction Fees plus monthly access fees, establishment fees, cancellation fees, and chargeback fees separately, Tyro will combine everything into the 1 rate.

Settlement

- Funds are settled same day if your nominated settlement account is with Tyro.
- If your settlement account is with another financial institution, the settlement will take 2 days or more, depending on your financial institution.
- Please refer to the table below:

For Medical Practices:

- Monday's takings are settled on Wednesday
- Tuesday's takings are settled on Thursday
- Wednesday's takings are settled on Friday
- Thursday's takings are settled on Monday
- Friday's takings are settled on Tuesday
- Saturday, Sunday and Monday's takings are settled on Wednesday

<https://help.tyro.com/s/article/When-will-I-see-my-Tyro-Settlements>

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Online Payments

- AutoMed can link Online Payments to ANY appointment type that a Clinic may need automatic billing for, rather than chasing a patient for payment.
- Setup is done by the AutoMed Support Team based on the Clinics preferences after the Tyro eCommerce Account is approved.
- Clinics can request to attach billing to the following as an example:
 - ❖ Consumables – private flu etc,
 - ❖ TeleHealth Video,
 - ❖ Phone Consults,
 - ❖ Procedure Deposits – high value,
 - ❖ New Patient Deposits,
 - ❖ Online Repeat Scripts/ Referrals.
 - ❖ Or any other Appointment type that may require a payment to be automatically processed.
- Card details are taken at the time of booking via:
 - Patients booking themselves Online via Clinics Website or
 - Patients using the AMS Connect Mobile app or
 - Patient calling or attending the clinic - Reception is using Caller ID.
- There is no need to call the Patients for Payment as the system has already taken their card details during the booking process.

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- 3 Configuration options available:

1. **Prepaid**

Recommended for Private Flu Consumables, Deposits etc.

This option processes the Patients Card details during booking and the Payment is completed and receipt emailed.

2. **Post Billed – Pre-set Amount**

Recommended for Online Repeat Scripts/ Referrals as they can either be approved or declined by the doctor and then the approved payment processed.

An SMS message regarding Approval or Decline will trigger to the patient.

3. **Post Billed - GP to enter items**

Recommended for TeleHealth Video and Phone Consults and any other Appointment where the GP may need to enter the items and bill appropriately.

The GP will enter the items in after the consult and AutoMed will bill as required.

If the Patient is Being Bulk Billed no payment will be processed.

The practice (BP Only – same day) / patient submits the claim for any Medicare rebates.

Patients will receive a receipt for payment to their email address.

Debtors Book

- AutoMed now offers a Debtors Management utility which can be accessed via the Utilities menu.
- The Debtors Book utility is used to send a secure text message to any patients with outstanding invoices.
- Patients can view and settle the invoice after verifying their DOB.
- The solution reports if the invoice was viewed as well as when it is settled.
- The payment is settled into PracSoft / BP in real-time when paid.

The screenshot shows the 'Debtors Book' interface. At the top, there is a 'Manage Templates' button. Below it, the 'Audit Request Details' section includes a 'Location' dropdown set to 'AutoMed Test Clinic', a 'Start Date' field with '2021-10-11', and an 'End Date' field with '2021-11-29'. There are 'Run Audit' and 'Export CSV' buttons. A search bar is present above a table with 13 columns: Patient, Patient Preferred Name, Patient DOB, Patient Mobile, Doctor, Appointment Type, Amount, Surcharge Amount, Appointment Date, Invoice Date, Date URL Sent, Date URL Opened, and Total. The table contains one row for 'Miss Anastasia Abbott' with a total of 0. A 'Send Payment URL' button is next to the row.

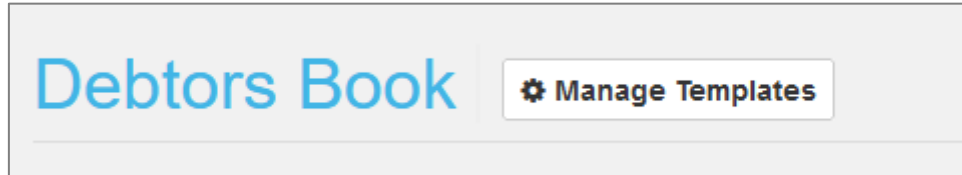
Patient	Patient Preferred Name	Patient DOB	Patient Mobile	Doctor	Appointment Type	Amount	Surcharge Amount	Appointment Date	Invoice Date	Date URL Sent	Date URL Opened	Total
Miss Anastasia Abbott	Anastasia	25-02-2004	0452489096	Dr James Frederick		\$40.00	\$1.13		2021-10-18			0

Templates

- When sending a Debtors Link to patients, your team will now be prompted to select a message template.

The screenshot shows a 'Select Template' dialog box with a dropdown menu containing 'Tier 1 - Payment URL Message'. The 'Confirm' button is highlighted with a red box. A red arrow points from the 'Confirm' button to the 'Send URL' button in the background interface, which is also highlighted with a red box.

- The system will allow the User to select between Tier 1, Tier 2 or Tier 3.
- The 3 templates will be defaulted to the same message to start with. And can be updated during set-up and/or as required.
- 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

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 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

IMPORTANT: 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

- 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.
- As above 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 the appointment.
- The Debtors Book is aimed at collecting funds for outstanding invoices, ie. older than a day, or for appointments that were booked outside of AutoMed.

Surcharges

- AutoMed enables Clinics to choose to add a Surcharge to eCommerce payments through AutoMed.
- The configuration in the AutoMed dashboard is used to capture the clinics specific surcharge.
- The Surcharge is added to all eCommerce payments which includes Repeat Scripts, Repeat Referrals, Pre- and Post-Payment Consults, Debtors Book etc.
- Please note that the surcharge amount must be equal to or less than the Tyro eCommerce Merchant rate, plus the AutoMed Transaction Fee of 35c.

example

Surcharge Settings

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

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

[Save Surcharge Settings](#)

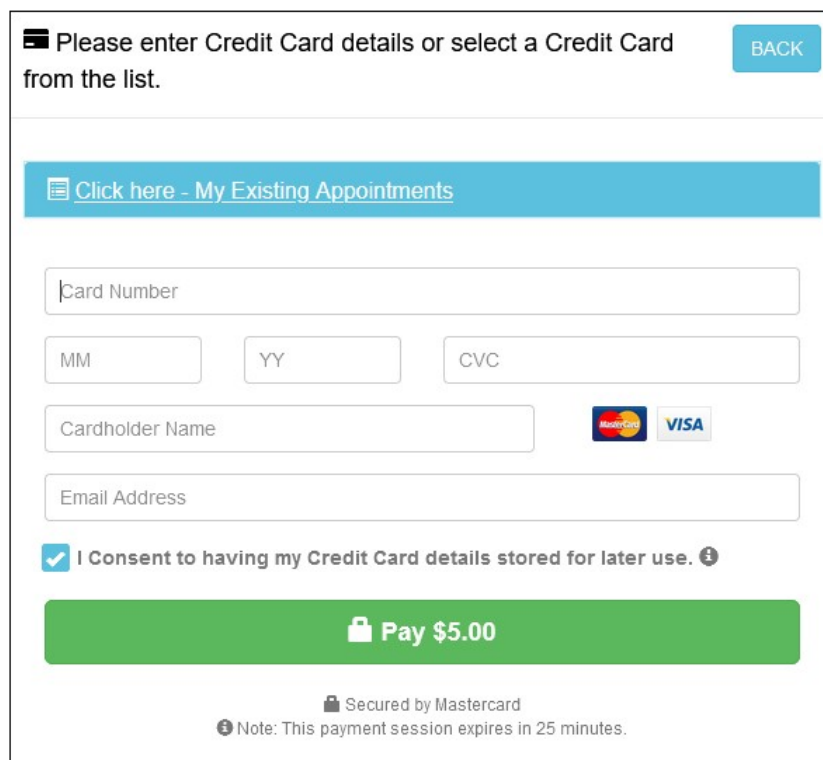
- The invoice amount is accounted for in PracSoft /BP, whilst the full amount including the surcharge is settled into your bank account.
- There is a new Payment Totals report that can be used to easily report on the bank settlements.

Payment Totals		
Filter		
<input type="text" value="2021-10-30"/>	<input type="text" value="2021-11-29"/>	Filter
		CSV Export Export PDF
Date	Fees	Surcharge
2021-11-24	\$ 40.00	\$ 1.05

Secure Token.

AutoMed Systems have updated the online payment interface as well as the payment interface in the Caller ID to allow patients to re-use the secure token for future transactions.

- The patients card details are not stored with AutoMed, nor are they visible to the Clinic.
- The secure token is simply retained for future use.



The screenshot displays a payment form with the following elements:

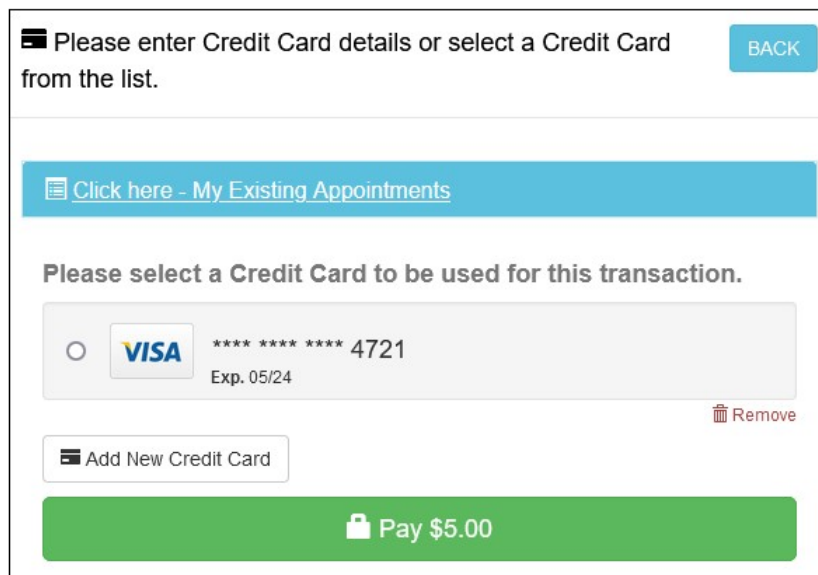
- Header: "Please enter Credit Card details or select a Credit Card from the list." with a "BACK" button.
- Link: "Click here - My Existing Appointments" (highlighted in blue).
- Form fields: "Card Number", "MM", "YY", "CVC", "Cardholder Name", and "Email Address".
- Logos: MasterCard and VISA logos.
- Consent: A checked checkbox for "I Consent to having my Credit Card details stored for later use." with an information icon.
- Payment Button: A green button labeled "Pay \$5.00" with a lock icon.
- Security: "Secured by Mastercard" and a note: "Note: This payment session expires in 25 minutes."

- The token will remain active until the expiry date of the Credit Card.
- Patients can opt not to have the token retained.
- Patients can also delete the active token or load multiple tokens for multiple Credit Cards.


- The payment interface has been updated to include a consent box as well as an information icon that can be expanded to provide a more detailed explanation to patients.



- The saved token is displayed for subsequent transactions, allowing patients to easily select the Credit Card to be used for the next transaction.




- The Authorise button is displayed for automated post billing, whilst the actual transaction amount is displayed on the Pay Button for pre-paid which is typically done for billing of consumables.

 Please enter Credit Card details or select a Credit Card from the list. [BACK](#)

[Click here - My Existing Appointments](#)

Please select a Credit Card to be used for this transaction.

 **** * 4721
Exp. 05/24 [Remove](#)

IMPORTANT:

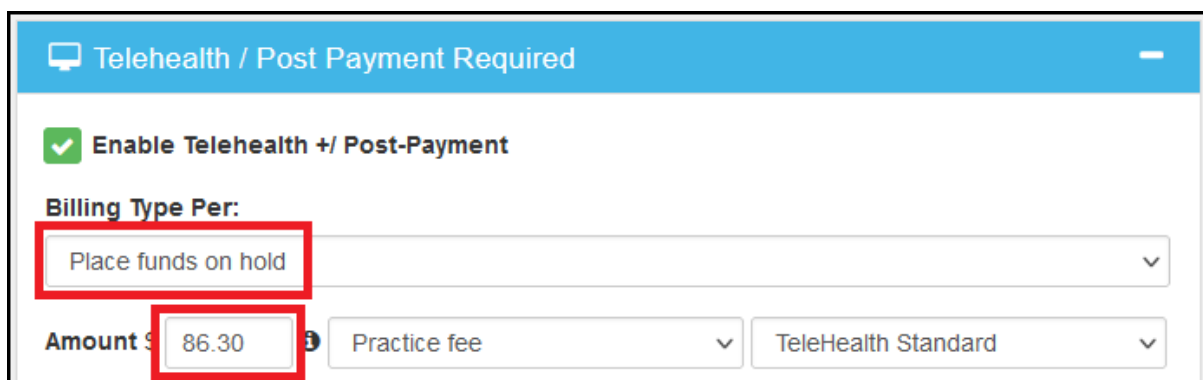
- ❖ For In-House Bookings via Caller ID – phone calls, onsite patients - we recommend that Clinic Staff confirm with the patients, at the time of taking their card details over the phone, as to whether they would like the card to remain tokenised within the clinic for future payments.
- ❖ The patient can opt for this themselves when making an Online Appointment or using the AMS Mobile App.
- ❖ It is important to remember that for ALL bookings a card is still required to be selected per transaction.

Hold on Funds

AutoMed has released a feature enhancement to eliminate payment rejections as far as technically possible.

This is the next step in our drive to remove all debt from GP clinics over the next 18 months.

- Option to place funds on hold on the patient's credit card at the time of making the booking.
- Ensures funds are available when the invoice is raised after the consult.



Telehealth / Post Payment Required

Enable Telehealth +/- Post-Payment

Billing Type Per:

Place funds on hold

Amount \$ 86.30 Practice fee TeleHealth Standard

- The Clinic can specify per appointment type whether funds should be held, and if so for what amount.
- The surcharge and transaction fee can be added to the total amount.
- Funds are placed on hold for up to 7 days and automatically released if the appointment is not completed within 7 days.
- The funds are automatically released when the consult is bulk billed.
- If the doctor decides to charge a different amount, AutoMed will automatically void the hold and charge the correct amount.
- The Next Release will automatically adjust the hold period.

Appointment Book Audit Utility

- This Utility can also assist Clinic regarding **Payments** and AutoMed **TeleHealth Video** Appointments.
- The Appointment Book Audit currently has 6 Reports:

1. Generic
2. **Payments**
3. New Patients
4. Consent
5. Missing Data
6. **Telehealth**

Report Type

Generic

- Generic
- Payments
- New Patients
- Consent
- Missing Data
- Telehealth

Appointment Book Audit Manage Templates

Audit Request Details

Report Type

Generic

- Generic
- Payments
- New Patients
- Consent
- Missing Data
- Telehealth

Location

Select Location

Doctor

Appt. Type

Select Appointment Type

End Date

Date To

- The **Payments Report** and **TeleHealth Report** can be used in conjunction with Online Payments and Debtors Book.

Payment Report,

- Payment Report lists all appointments that have an active AutoMed payment token directly linked to the appointment.
- This report is extremely helpful at the start and end of day.
- Clinics can use this to see which appointments AutoMed will pull into the billing cycle and to see if any appointments are still waiting for an invoice to be created in the clinic at the end of the day.

Appointment Date	Appointment Time	Doctor	Appointment Type	Last Face-to-Face appt. date	Patient	Patient Preferred Name	Patient DOB	Patient Mobile	Attendance	Patient Status	Payment ID
2021-10-18	12:40 PM	Dr. James Frederick	Telehealth Consult	2021-10-12	Mr. Automated Test	Auto	01-01-2001	0452488096		Active	
2021-10-23	10:05 AM	Dr. James Frederick	Telehealth Consult	2021-10-12	Mr. Automated Test	Auto	01-01-2001	0452488096		Active	

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TeleHealth Report (Video)

- Gives a consolidated view of the AutoMed Video Consults within the selected date range.
- An AutoMed Video URL can be sent or re-sent using this interactive report.

Appointment Date	Appointment Time	Doctor	Appointment Type	Last Face-to-Face appt. date	Patient	Patient Preferred Name	Patient DOB	Patient Mobile	Attendance	Patient Status	Payment ID
2021-10-18	12:40 PM	Dr James Frederick	Telehealth Consult	2021-10-12	Mr. Automated Test	Auto	01-01-2001			Active	

The remaining Reports are:

Generic Report

- Bulk actions within the Generic reports allows you to Bulk Change appointment types and to SMS all selected patients from the list.
- When changing a Face-to-Face appointment to an AutoMed Video Consult, an automated message is sent to all selected patients to inform them of the change to Telehealth.
- The message includes a single click Telehealth URL that patients can click to connect to their doctor at the time of the consult.

New Patient Report

- New Patients Report lists All New patients that are due to come in over the selected date range are listed, with an indicator if they completed the AutoMed New Patient Registration form.
- Provides quick access to proactively view these documents, with the ability to resend a unique and secure URL link via text message to patient to complete the digital form prior to the consult.

Consent Report

- Lists all appointments that are linked to an AutoMed digital Consent Form, with an indicator if they have completed the Consent Form.
- Provides quick access to proactively view these documents, with the ability to resend a unique and secure URL link via text message to patient to complete the digital form prior to the consult.

Missing Key Data Report

- Lists all existing patients that are missing key data.
- Allows staff to send and SMS for the patient to update Key Data: Physical Address, DOB, Mobile Number, Emergency Contact, Ethnicity and Email Address

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