



Praktika
online dental software

Praktika TYRO module

User Guide

ing for Mr Harvey, Harlington

Health Fund TRAIN Account# 9036999801234568000 Member ID 12345678 Expires 5012

Date 18/03/2011 Provider CHIRO (0909818T) Merchant MERCHANT#3 3DES MULTI MDOCKLANDS

ion	Tooth #	Surfaces	Note	Total Fee (\$)	Discount (%)	GST	Benefit,\$	Gap,\$	Resp Code
restoration one direct	23	D		\$100.00	0%	n/a	\$50.00	\$50.00	00
mination limited				\$30.00	0%	n/a	\$15.00	\$15.00	00

Total Fees \$130.00 DR Total Benefit \$65.00 CR Total Gap \$65.00 DR

Notes	RRN	Ref#	Amount(\$)
	000001005410	100533	\$65.00 CR

Fees \$130.00 DR Deposits \$0.00 CR Today's \$65.00 DR

Buttons: Refuse, Make Payment, Claim Benefit, Close

MacBook Pro



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Praktika support:

Telephone: 1300 325 735

Facsimile: 03 9886 8827

Email : support@praktika.com.au

Web: praktika.com.au

The current User Manual covers the issues concerning the installation, running and troubleshooting of the Praktika TYRO Module that enables Praktika to work with the TYRO terminal.

1. Praktika

Praktika is a Dental Practice Management System software package developed specifically for the Australian dental industry. It follows the SaaS (Software as a Service) Model where both the application and data are supplied over the Internet.

Praktika is a cross platform browser based application, that does not require any specific setup or installation on a client's computer. All it needs to run is a web browser and a broadband Internet connection.

Now Praktika is capable to work with the TYRO terminal.

To start using Praktika with the TYRO terminal no special software module needs to be installed. All you need to do is to have the service enabled in your Praktika's account and pair the terminal to the computer that runs Praktika.

2. TYRO

Tyro Payments is Australia's only independent and fastest growing EFTPOS provider. Tyro HealthPoint solution integrates Health Fund, EFTPOS and Medicare Easyclaim with Practice Management Systems.



3. Glossary of Terms

benefit	Value of rebate authorised by a Health Fund.
cancel	Reverses a transaction processed through the terminal.
card	A membership card issued by the Health Fund or an EFTPOS or credit card, issued by a bank.
claim	After treatment is provided, details are sent electronically via the terminal to the Health Fund.
claim declined	When a Health Fund declines to pay the request a brief response message will print with each declined item and/or claim.
claim receipt	Either the terminal or the associated Practice Management System prints a receipt, which must be signed by the patient to acknowledge services and approve the transfer of payment to the provider.
claim to sale	The terminal facility allowing you to start an EFTPOS transaction using the Gap amount returned from the claim.
clinical code	a digit numeric identifying the body part/primary condition/ diagnostic intervention on which the service was performed.
date (of service)	The date the specific item of service was performed .
fallback	The terminal was unable to contact the bank to process an EFTPOS transaction, but the transaction has been approved/declined and will be sent to the bank with the next transaction.
gap payment	The amount remaining after the Health Fund has approved a benefit or the specified services.
TYRO	The company responsible for the switching of transactions to health funds from the terminal.
issue date	The date the membership card was issued. Those cards with issue dates have them printed on the bottom right-hand corner of the card.
item cost	The amount charged for the given item of service.
item number	Numeric code identifying the type of service performed.
member	A customer of a Health Fund.
patient	iDA member listed on the card which identifies a given patient within a Health Fund membership.
Practice Management System	The PC-based system which allows a transaction to be sent directly to the TYRO terminal.
Praktika	Dental Practice Management Software Package design to automate record keeping at a dental practice
provider	Practitioners who provide Health Services to patients.
provider numbers	eight characters that uniquely identify each individual provider for a specific location. Provider numbers are location specific, so you must have a provider number for each location you wish to practice at.
refund	Refunds a previous EFTPOS or credit approved transaction.
reversal	Reverses an approved transaction on the same day the transaction was processed.
RRN	Receipt reference number
swipe member card	Pass the membership card through the card reader on the TYRO terminal.
tooth number	Two digit FDI numeric identifying the tooth on which the service was performed.

4. Installation of Praktika TYRO Module.

4.1. System Requirements:

Praktika is a platform independent system that can run on any modern operating system, including Microsoft Windows and Mac OS X, et al. Praktika requires the latest Adobe Flash Player, Javascript and cookies enabled in your browsers.

TYRO terminal and service are also platform independent and they can run on Mac OS X, Microsoft Windows and other operating systems.

4.1.1. To install and run TYRO Terminal terminal you need:

- a personal computer with Microsoft Windows or Mac OS X - with at least 4GB of RAM
- the Internet connection where you are going to use the TYRO Terminal

4.1.2. Before you install the TYRO Terminal you should have:

- created a merchant account with TYRO
- received your merchant ID from TYRO
- received an email from TYRO with your Merchant Portal password and a link to verify your email address.

If you have not received the email by the time your terminal package arrives, check your spam folder and call Tyro Customer Support on **1300 966 639** to confirm your email address.

4.2. Installation of the TYRO Terminal:

4.2.1. Unpack the Terminal

4.2.2. Check your terminal package to ensure the following items are included:

- Tyro EFTPOS terminal
- Ethernet cable
- power adapter

If any of the above items are missing, please contact Tyro Customer Support on **1300 966 639**.

4.2.3. Position the terminal

Make sure the terminal is customer-facing and there is enough space around it to allow for the tapping, insertion or swiping of a card.

4.2.4. Network settings

Your terminal will connect to Tyro's transaction processing centre via Ethernet or 3G¹. Visit Tyro's website to make sure your network settings comply with their requirements.

Your terminal will automatically detect if it can connect via Ethernet, but you can also manually configure the IP address. If your terminal cannot connect via Ethernet it will connect via 3G. If neither is possible, consult your IT administrator or call Tyro Customer Support on **1300 966 639**.

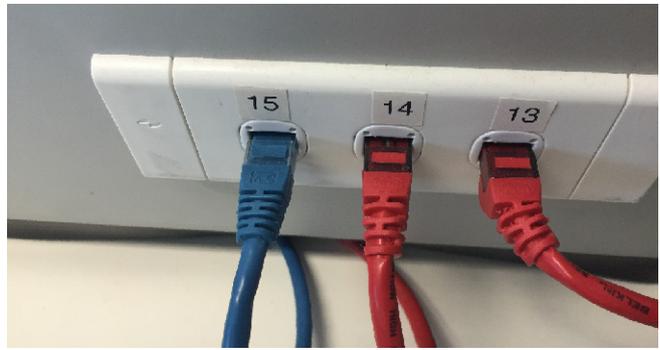
4.2.5. Connect

Connect the terminal by plugging one end of the Ethernet cable into the available socket on the terminal base (pic 1) and the other end to a spare port on your modem, router or switch (pic 2). If the terminal does not detect the network, check that the Ethernet cable is correctly plugged in. Also check if there is activity/power on the connection at the router/modem/hub.

¹ Please note that only EFTPOS transactions are available on the 3G connection. Health Fund and Medicare claims are only possible via Ethernet connection.



pic 1



pic 2

4.2.6. Activate

For security reasons, all terminals are shipped in deactivated mode. Once the terminal is connected to a working power source, call Tyro Customer Support to activate. Quote your company's trading name and the serial number located on the terminal base. Once activated, the terminal will display your company name.

4.2.7. Configure

The first time you switch on your terminal, a set-up wizard will assist you with configuration.

The Setup Wizard starts automatically

It can also be run again at any time by pressing Menu > Settings > Network > Setup Wizard (Admin password required).

It will allow you to:

- configure network settings
- administer passwords
- enable refunds, MOTO and cash-outs.

You can change the settings at any time.

4.2.8. Pair with Praktika

Skip this step if you have a standalone terminal. To process Integrated EFTPOS/ Easyclaim, Tyro terminals must be paired with Praktika.²

To pair the terminal, you will need the merchant ID and terminal ID, which will be displayed on the terminal screen. Once successfully paired, the POS name will appear on the terminal screen. If the terminal does not react to a POS/PMS initiated transaction, follow the instructions that appear on Praktika, or call Tyro Customer Support.

- a. Check with Praktika administrators that TYRO Service is enabled for your location
- b. Login into Praktika (you must "Update Practice Details" permission enabled in your Praktika user account)
- c. Click the Tyro Connection Button in the top right corner of the screen



The button also serves as the connection indicator.

If you have **one** TYRO terminal and it is **disconnected** then the button will display:



If you have **one** TYRO terminal and it is **connected** then the button will display:



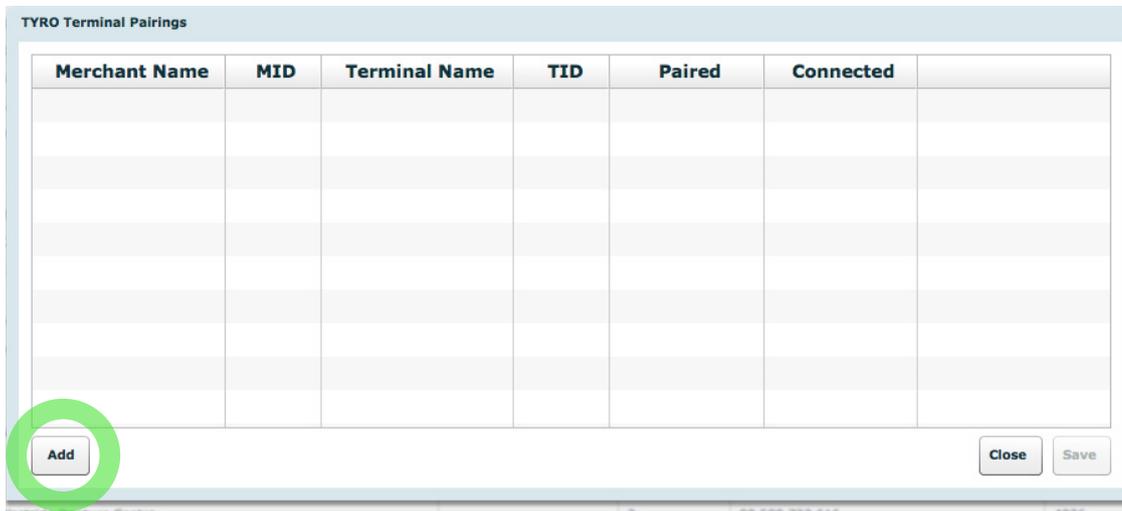
If you have **multiple** TYRO terminals then the button will display the number

of connected (green) and disconnected (red) terminals:



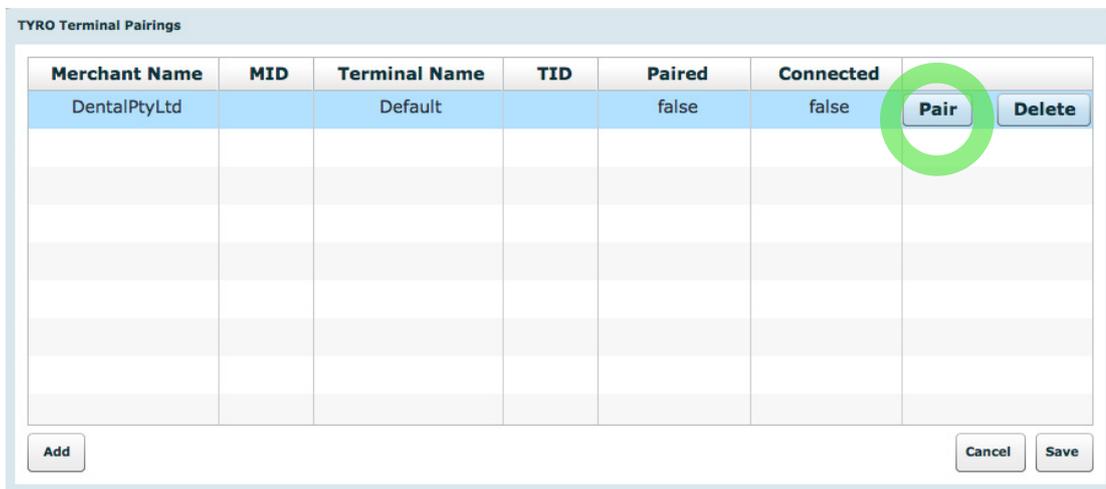
- d. Upon your click on the TYRO connection button the Tyro Terminal Pairing screen will appear.

² On Windows for Internet Explorer please add "https://iclient.tyro.com" to the list of the trusted sites.



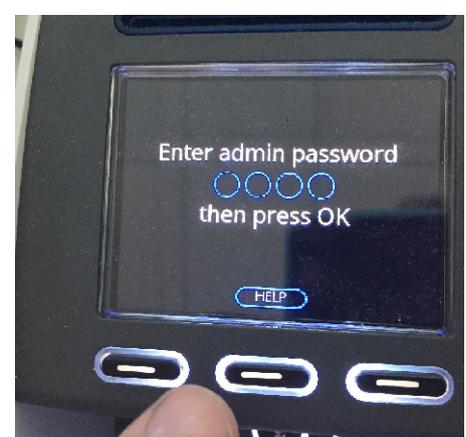
e. Click "ADD" to create a new pairing. You need to pair each TYRO terminal that you want to work with Praktika in your practice.

f. Double click to edit the cells in the Pairings table. Please enter the your "Merchant Name" and some description in the "Terminal Name" (optional). MID and TID will be supplied by Tyro.



g. Press "Pair" button to connect to the TYRO terminal.

h. On the Terminal press "Menu" and select "Configuration"; enter Admin password and press "OK".



i. Select "Integrated EFTPOS" on the terminal and press "OK", then scroll to "Pair with POS" and press "OK"



j. Enter the shown MID and TID values into the Praktika's Pairing table and then press "Start" on the terminal



Merchant Name	MID	Terminal Name	TID	Paired	Connected		
DentalPtyLtd	722	Default	11	false	false	Pair	Delete

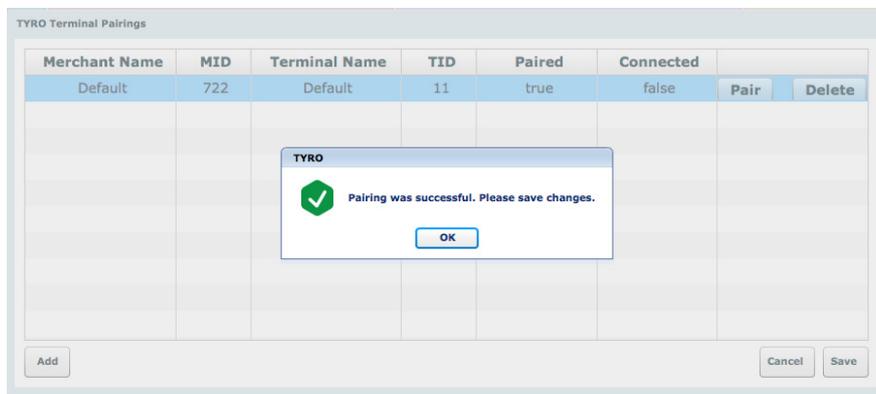
Buttons: Add, Cancel, Save

k. The pairing may take several minutes and if it is successful, it will update the Paired and Connected fields to "true" as well as the indicator on the TYRO connector button will turn green. Now your TYRO terminal is ready to use.

l. Repeat the procedure for every other TYRO terminal you would like to use with Praktika.

4.2.9. Passwords

No default admin password has been assigned to the terminal. During set-up, you will be asked to enter your password. Choose a secure numeric password.



No sequences/repetitions are accepted. The admin password is used to:

- modify terminal settings
- set/change passwords for tipping, refunds/voids, etc.

The admin password should only be provided to individuals on a need-to-know basis. You can change your admin, refund or tipping passwords by going to Menu >Change Passwords.

The terminal will automatically enforce a temporary lock-out after three or more unsuccessful password attempts.

4.2.10. Settlement

By default, each Tyro terminal is configured to automatically settle at midnight (local time). You can change the settlement time:

- on the terminal via Menu > Automatic Settlement > Change
- by calling Customer Support.

4.2.11. Reporting

Transaction and daily reconciliation reports are available on:

- Tyro's Merchant Portal
- the Tyro application in Praktika Reports section
- the Tyro terminal via Menu > Settlement/Reports > Reconciliation Report.

4.2.12. Refunds

The refund function must be enabled for you to be able to process refunds. The card holder must be present and you will need the refund password. To refund a transaction, go to Menu>Transactions>Refund.

- Enter admin password, press OK
- Enter the value and press OK
- Then swipe or insert the card as per a normal transaction.

Give the cardholder a copy of the receipt and retain the merchant receipt as proof of the transaction.

5. Using Praktika TYRO Module

5.1. Making Payments and Claims through TYRO Terminal with Praktika

You can send transactions from Praktika to TYRO, receive and display the results of claims and payments. You can do it from the Appointment screen.

5.1.1. Working with TYRO from the Appointment screen.

5.1.1.a. Click on an Appointment in the Scheduler screen to add procedures.

The screenshot displays the TYRO Scheduler interface for Monday, 21 Dec 2015. The interface is divided into four columns representing Operatory 1, Operatory 2, Operatory 3, and Operatory 4. The vertical axis shows time slots from 8 AM to 6 PM. A blue circle highlights the appointment for Mrs Young, Mary at 9 AM in Operatory 1. A blue arrow points from this circle to a magnified view of the appointment card below, which shows the name 'Mrs Young, Mary' on a light blue background.

5.1.1.d. Added procedures turn up in the Treatment Plan screen

5.1.1.e. Make sure that check boxes next to the procedures you want to add to the Appointment are selected and click "OK" button.

Treatment plan for Mrs Young, Mary

Treatment **Completed Treatment**

Accepted Treatment

Visit	Selected	Date Appointed	Code	Description	Tooth#	Surface	Note	Duration	Cost	Fee (\$)
30 min	<input checked="" type="checkbox"/>		532	Adhesive restoration two surfaces posterior tooth - d	24	DB		0	\$0.00	\$124.00
\$181.00	<input checked="" type="checkbox"/>		011	Comprehensive oral examination				30	\$0.00	\$57.00

Proposed Treatment See patient Quotes for details

Total **\$181.00 DR**

#	Status	Code	Description	Tooth#	Surfaces	Note	Duration	Fee

Print Cancel OK

5.1.1.f. Click on the "Complete" button to complete the appointment.

Appointment Details

Date **21/12/2015** Time from **9:15 AM** to **10:45 AM** Provider **Dr Simon Walters**

Duration 90 Recommended Duration: 30 Health Fund: **Medibank** FeeSchedule: **praktika(shared)** Created by Dentist (11) on 16/12/2015

 **Mrs Young Mary**
(07)5645 3412
0491 570 110

PATIENT FILE CLINICAL NOTES

Appointment Procedures

#	Code	Description	Tooth #	Surfaces	Note	Duration	Cost	Standard Fee	Discount (%)	GST	Total Fee
1	011	Comprehensive oral examination				30	\$0.00	\$57.00	0%	n/a	\$57.00
2	532	Adhesive restoration two surfaces posterior tooth - direct	24	DB		0	\$0.00	\$124.00	0%	n/a	\$124.00

Balances: Total \$0.00 CR Fees \$0.00 CR Deposits \$0.00 CR This Appointment \$181.00 DR

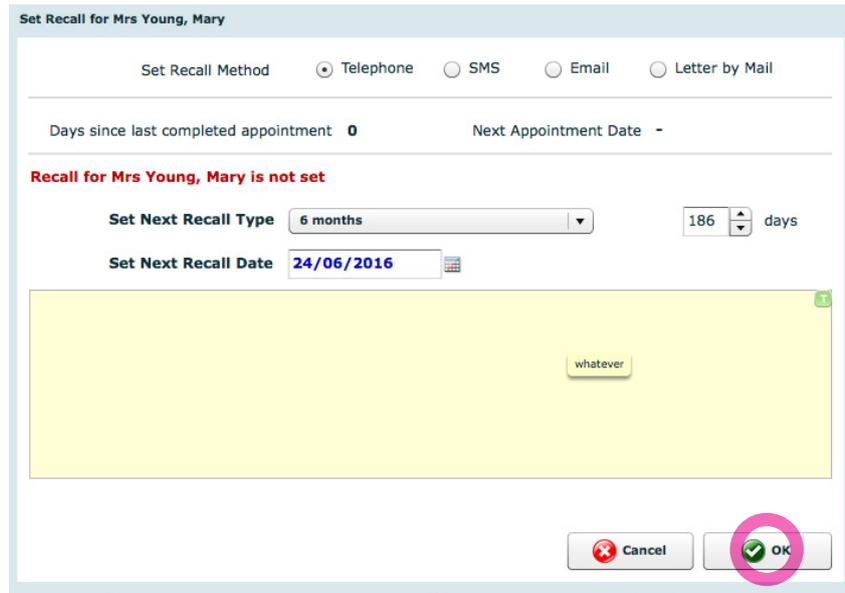
Delete Appointment Send SMS Phone Call Autoclave Tracking DYMO Appointment Card

Patient Response Treatment Type Icon 1 Icon 2 Audit Copy Complete Cancel OK

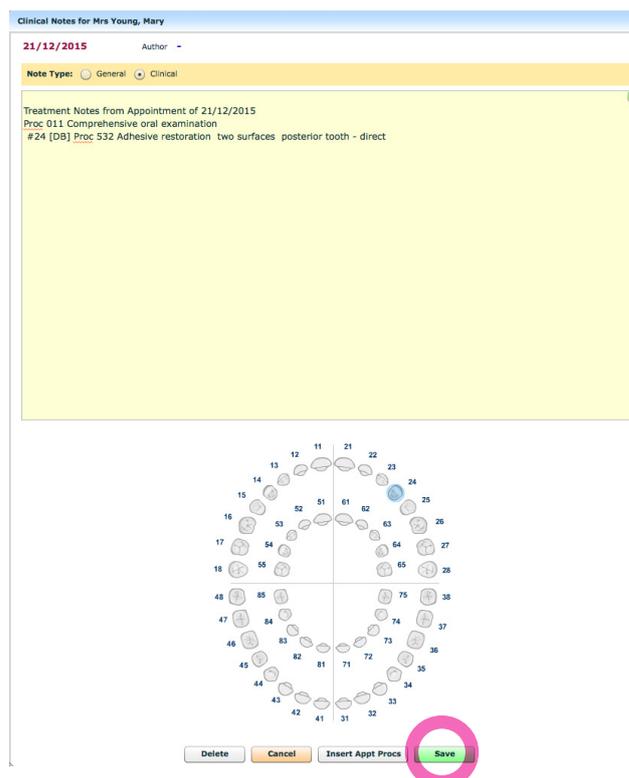
5.1.1.g. Confirm the completion of the Appointment



5.1.1.h. If Patient Recall has not yet been set, either set it or cancel (click "Close") to do it later.



5.1.1.i. You can also add Clinical Notes or cancel the screen and do it later.



5.1.1.j. In the Appointment screen, click on "TYRO" button to start transaction processes using a TYRO Terminal

Appointment Details

Date **21/12/2015** Time from **9:15 AM** to **10:45 AM** Provider **Dr Simon Walters**

 **Mrs Young, Mary**
(07)5645 3412 0491 570 110
Health Fund: **Medibank** Fee Schedule: **praktika(shared)**

PATIENT FILE
CLINICAL NOTES

Appointment Procedures

#	Code	Description	Tooth #	Surfaces	Note	Cost	Discount (%)	GST	Total Fee	Benefit	Gap	Resp Code
1	011	Comprehensive oral examination				\$0.00	0%	n/a	\$57.00			
2	532	Adhesive restoration two surfaces posterior tooth - direct	24	DB		\$0.00	0%	n/a	\$124.00			

Payments & Adjustments Total **\$181.00 DR**

+ - Combined Pay HICAPS **TYRO** Tax Invoice # 002965 Mrs Young, Mary

Date	Description	Notes	RRN	Ref#	Amount(\$)

Balances: Total **\$181.00 DR** Fees **\$181.00 DR** Deposits **\$0.00 CR** This Appointment **\$181.00 DR**

UnComplete Print Tax Invoice Email Autoclave Tracking Icon 1 Icon 2 Audit Copy Close OK



5.1.2. Making a Claim Benefit from the Appointment Window

5.1.2.a. Make sure the correct merchant - Terminal is selected in the drop down box.

TYRO Terminal Payments Processing

Merchant - Terminal Default - Default

#	Patient	Provider	Code	Description	Tooth #	Surfaces	Note	Discount (%)	GST	Total Fee	Benefit	Gap	Resp Code
1	Mary	SW(0554191A)	532	Adhesive restoration two surfaces posterior tooth - direct	24	DB		0%	n/a	\$124.00			
2	Mary	SW(0554191A)	011	Comprehensive oral examination				0%	n/a	\$57.00			

Total Fees \$181.00 DR Total Benefit \$0.00 CR Total Gap \$181.00 DR

To Pay: \$181.00 DR

Date	Description	Notes	RRN	Ref#	Amount(\$)

Cancel Claimed Benefit Refund Medicare Easy Claim Make Payment Claim Benefit Close

Cancellation of claimed benefit

Refund of EFTPOS payment

Medicare Claim

Make an EFTPOS payment

Claim benefit payment

5.1.2.b. Click Claim Benefit button.
Enter or confirm Patient's number on the card

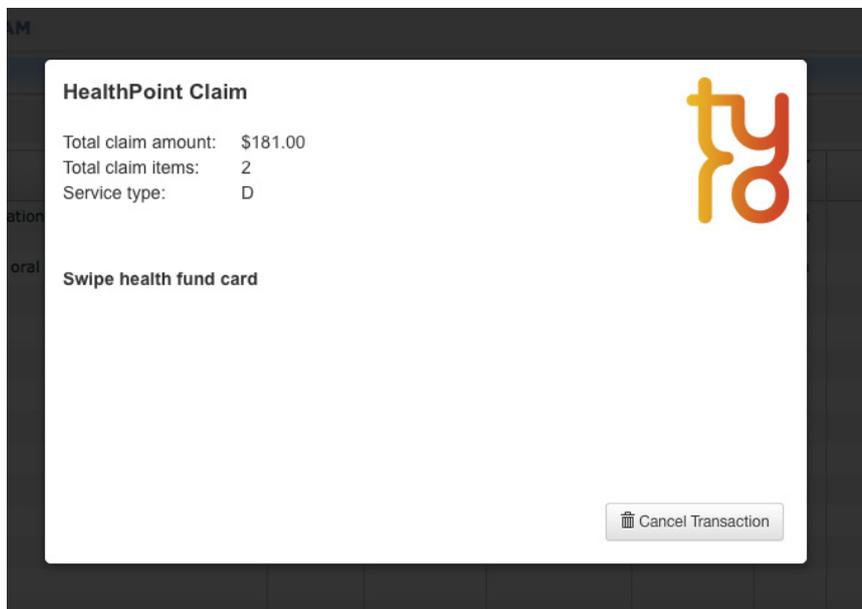


Patient Health Fund numbers for claim

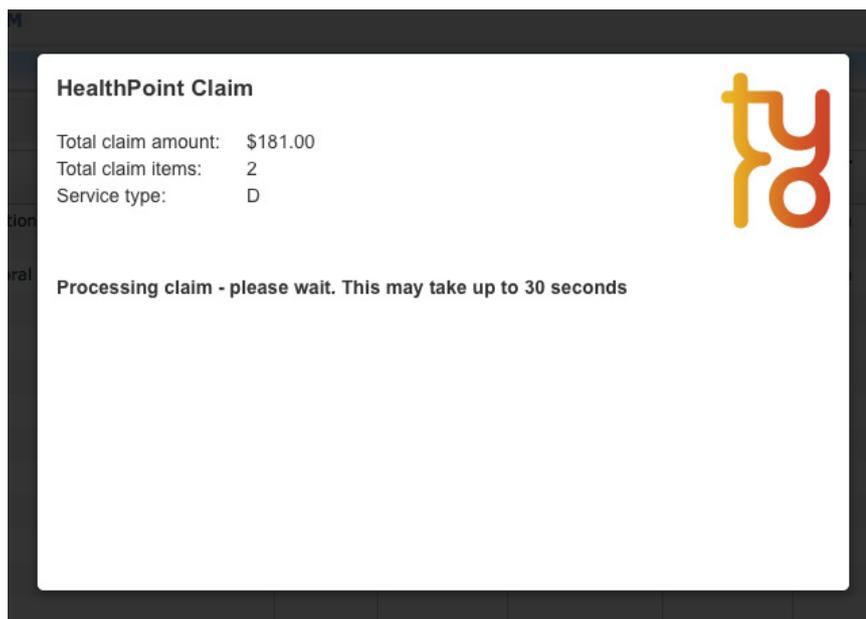
Please confirm patient numbers as on their Health Fund cards:

#	Patient	Patient#
1	Mrs Young, Mary	2

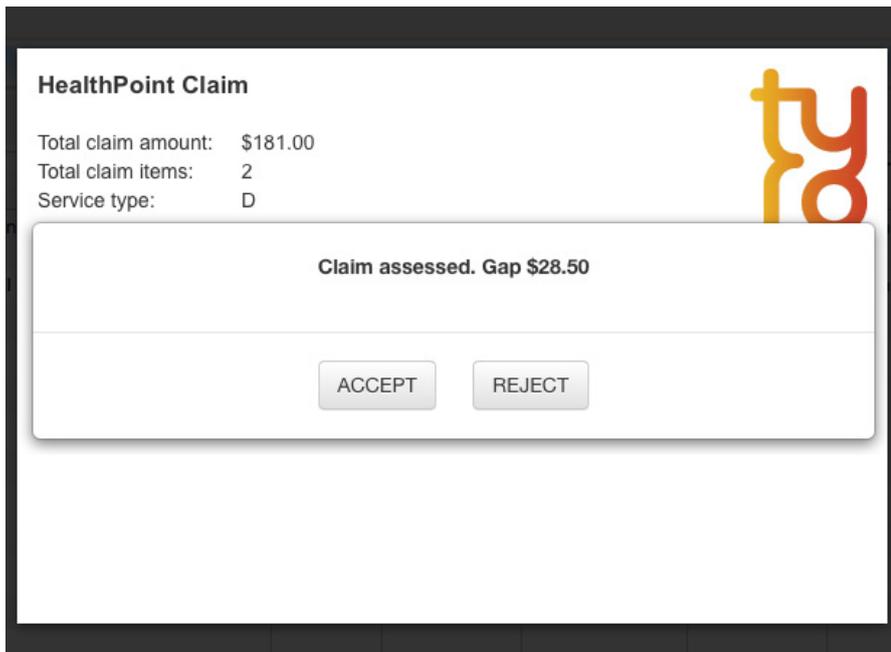
Cancel OK To



- 5.1.2.c. Swipe the card in the TYRO Terminal
While the claim is being made. You will see a “waiting” cursor, which will return to its normal state, once the claim is completed.



- 5.1.2.d. If the card swipe was successful, the result of the claim will be printed out by the terminal and it will also be displayed in the Appointment screen.



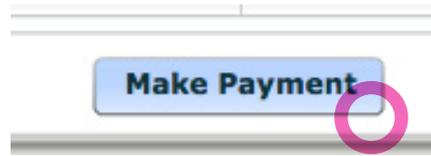
The benefit amount, the gap amount and the response codes are displayed in the table (highlighted with green) as well as the transaction details including the reference numbers and the total claim amount.

#	Patient	Provider	Code	Description	Tooth #	Surfaces	Note	Discount (%)	GST	Total Fee	Benefit	Gap	Resp Code
1	Mary	SW(2147661H)	532	Adhesive restoration two surfaces posterior tooth - direct	24	DB		0%	n/a	\$124.00	\$124.00	\$0.00	0000
2	Mary	SW(2147661H)	011	Comprehensive oral examination				0%	n/a	\$57.00	\$28.50	\$28.50	0000
										Total Fees \$181.00 DR	Total Benefit \$152.50 CR	Total Gap \$28.50 DR	
										To Pay: \$28.50 DR			
Date	Description	Notes	RRN	Ref#	Amount(\$)								
21/12/2015	Health Fund Claim	TYRO Claim TX#:ee948b6a959c274fa63aef1d1856785 35815 TM#:3063081		103410	\$152.50 CR								

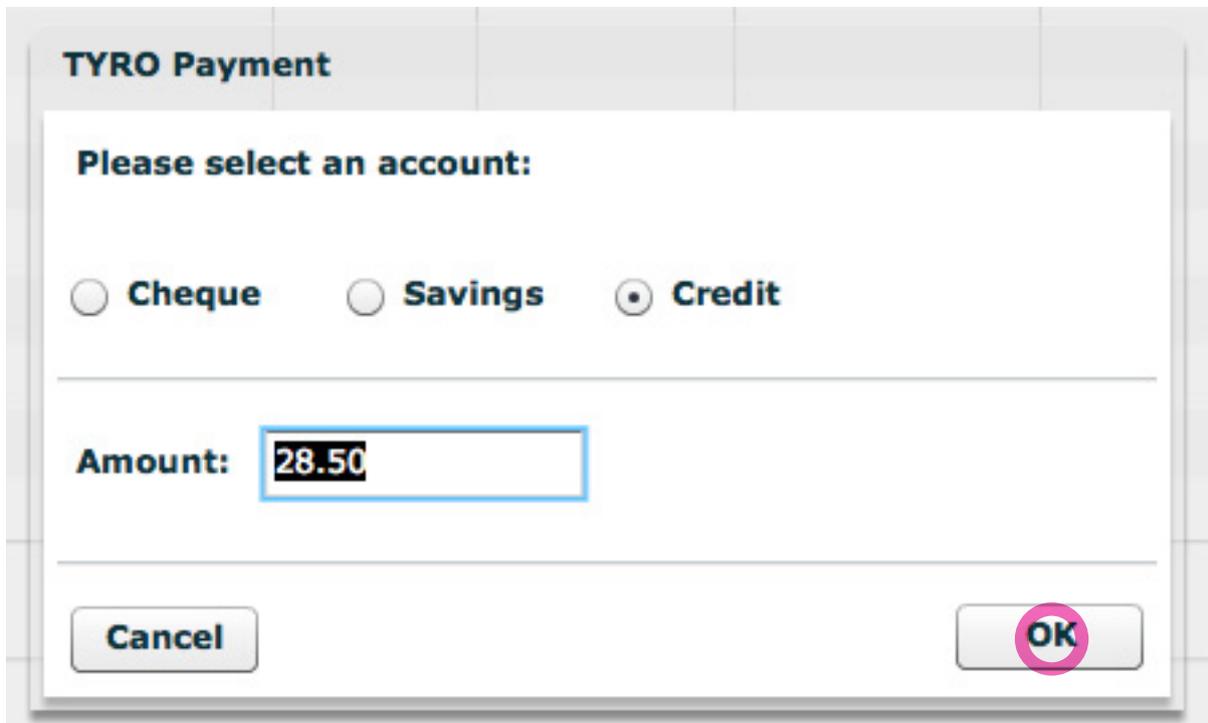
- 5.1.2.e. Click the "Close" button to close the screen to get back to the Appointment screen or continue to process EFTPOS payments (click "Make Payment" button for that) or perform other claims.

5.1.3. Making an EFTPOS (Debit or Credit Cards) Payment from the Appointment Window

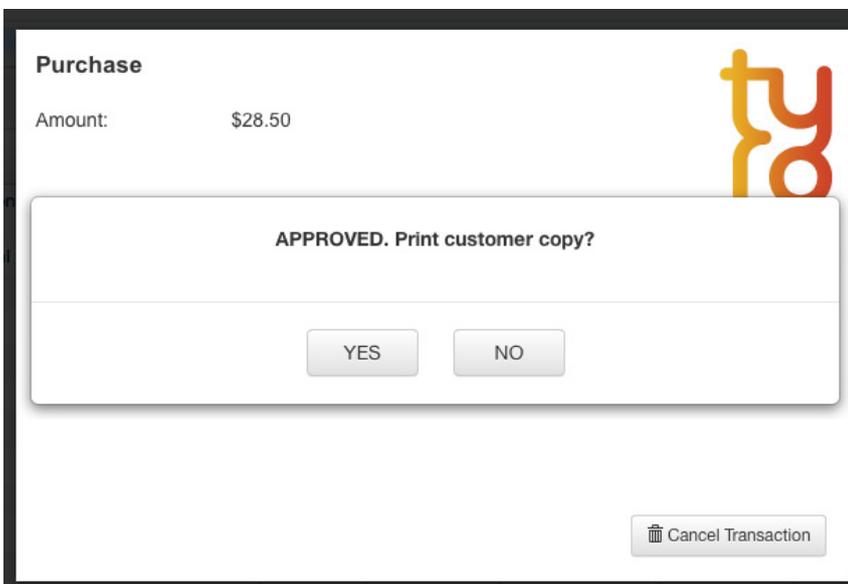
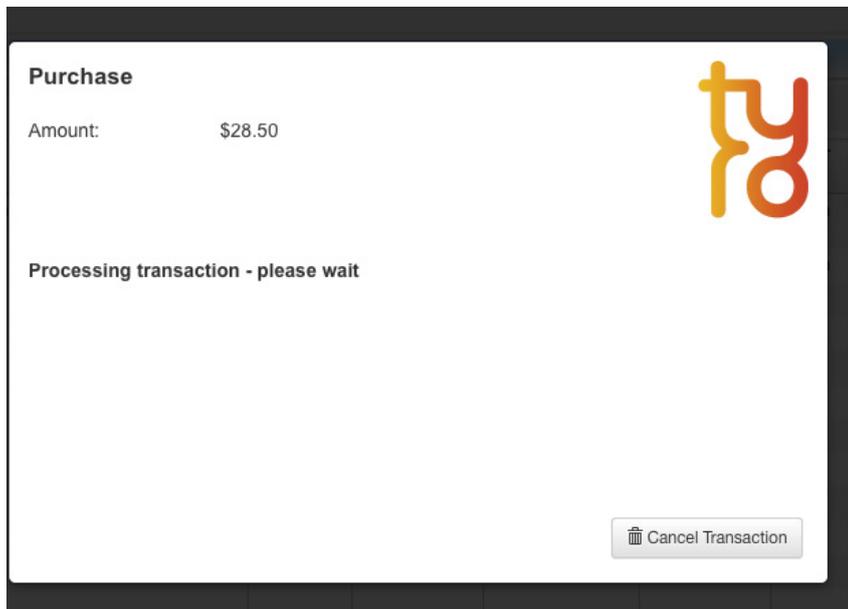
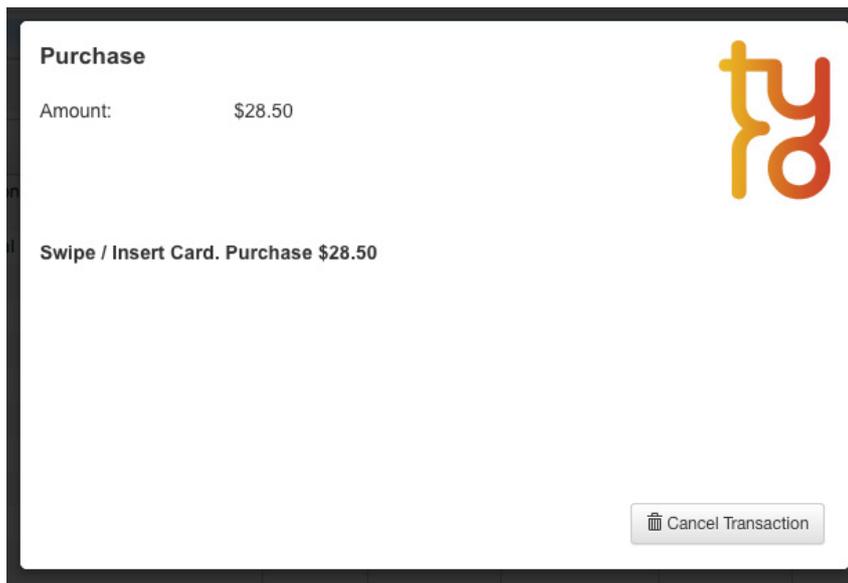
5.1.3.a. Click "Make Payment" button in TYRO Terminal Payment Processing window.



5.1.3.b. Select a payment type: Cheque, Savings or Credit and the amount to be paid. Click "OK" button. Please note that the card selection

A screenshot of a dialog box titled "TYRO Payment". The dialog box has a white background and a grey border. At the top, it says "TYRO Payment". Below that, it says "Please select an account:". There are three radio buttons: "Cheque", "Savings", and "Credit". The "Credit" radio button is selected. Below the radio buttons is a horizontal line. Below the line, it says "Amount:" followed by a text input field containing "28.50". At the bottom of the dialog box, there are two buttons: "Cancel" on the left and "OK" on the right. The "OK" button is highlighted with a pink circle.

- 5.1.3.c. Upon the terminal prompt, swipe the EFTPOS card and either enter the PIN number or print out a docket for a patient to sign. The terminal as well as the computer with the connected terminal will prompt you what action must follow depending on the type of payment chosen.



Appointment Details

Date **21/12/2015** Time from **9:15 AM** to **10:45 AM** Provider **Dr Simon Walters**

TYRO Terminal Payments Processing

Merchant - Terminal Default - Default

#	Patient	Provider	Code	Description	Tooth #	Surfaces	Note	Discount (%)	GST	Total Fee	Benefit	Gap	Resp Code
1	Mary	SW(2147661H)	532	Adhesive restoration two surfaces posterior tooth - direct	24	DB		0%	n/a	\$124.00	\$124.00	\$0.00	0000
2	Mary	SW(2147661H)	011	Comprehensive oral examination				0%	n/a	\$57.00	\$28.50	\$28.50	0000

Total Fees **\$181.00 DR** Total Benefit **\$152.50 CR** Total Gap **\$28.50 DR**

To Pay: **\$0.00 CR**

Date	Description	Notes	RRN	Ref#	Amount(\$)
21/12/2015	Credit card	TYRO Payment RRN:548850123505 TX#:548850	548850123505	103411	\$28.50 CR
21/12/2015	Health Fund Claim	TYRO Claim TX#:ee948b6a959c274fa63aef1d1856785 35815 TM#:3063081		103410	\$152.50 CR

5.1.3.d. The Praktika screen will reflect the transaction details once it is successfully processed.

Note: EFTPOS payments normally attract a surcharge, which is also reflected in the transactions table as a separate entry.

5.1.4. Cancellation of a TYRO Claimed Benefit

5.1.4.a. To cancel a TYRO claimed benefit click "Cancel Claimed Benefit" in the Praktika Terminal Processing Window.



5.1.4.b. If you are in the Appointment window, first select a transaction you need to cancel and click "-" button above the Transactions table

Appointment Details

Date: 21/12/2015 Time from 9:15 AM to 10:45 AM Provider: Dr Simon Walters

Patient: Mrs Young, Mary (07)5645 3412 0491 570 110 Health Fund: Medibank Fee Schedule: praktika(shared)

#	Code	Description	Tooth #	Surfaces	Note	Cost	Discount (%)	GST	Total Fee	Benefit	Gap	Resp Code
1	532	Adhesive restoration two surfaces posterior tooth - direct	24	DB		\$0.00	0%	n/a	\$124.00	\$124.00	\$0.00	0000
2	011	Comprehensive oral examination				\$0.00	0%	n/a	\$57.00	\$28.50	\$28.50	0000

Payments & Adjustments

Total \$181.00 DR

Date	Description	Notes	RRN	Ref#	Amount(\$)
21/12/2015	Cash Refund			103412	\$3.00 DR
21/12/2015	Credit card	TYRO Payment RRN:548850123505 TX#:548850	548850123505	103411	\$28.50 CR
21/12/2015	Health Fund Claim	TYRO Claim TX#:ee948b6a959c274fa63aef1d1856		103410	\$152.50 CR

Balances: Total \$3.00 DR Fees \$3.00 DR Deposits \$0.00 CR This Appointment \$3.00 DR

Buttons: UnComplete, Print Tax Invoice, Email, Autoclave Tracking, Icon 1, Icon 2, Audit, Copy, Close, OK

TYRO Terminal Claim Cancellations And Refunds

These listed entries were processed as a combined transaction - They can only be cancelled or refunded all together

Merchant - Terminal Default - Default

#	Patient	Provider	Code	Description	Tooth #	Surfaces	Note	Discount (%)	GST	Total Fee	Benefit	Gap	Resp Code
1	Mary	SW(2147661H)	011	Comprehensive oral examination				0%	n/a	\$57.00	\$28.50	\$28.50	0000
2	Mary	SW(2147661H)	532	Adhesive restoration two surfaces posterior tooth - direct	24	DB		0%	n/a	\$124.00	\$124.00	\$0.00	0000

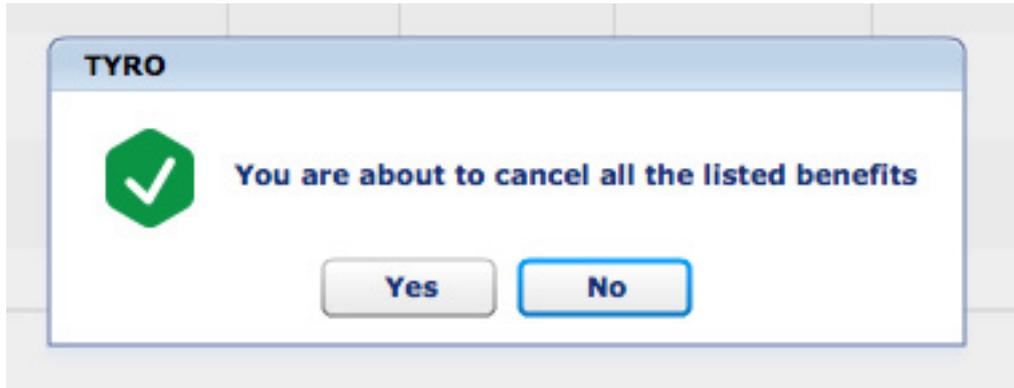
Total Fees \$181.00 DR Total Benefit \$152.50 CR

Date	Description	Notes	RRN	Ref#	Amount(\$)
21/12/2015	Health Fund Claim	TYRO Claim TX#:ee948b6a959c274fa63aef1d185678535815 TM#:3063081		103410	\$152.50 CR

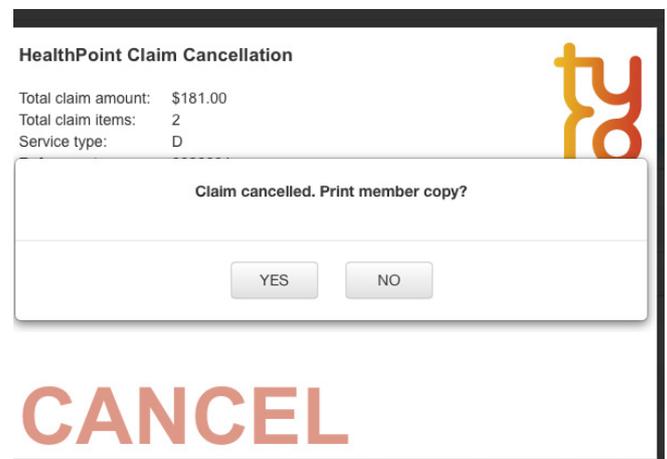
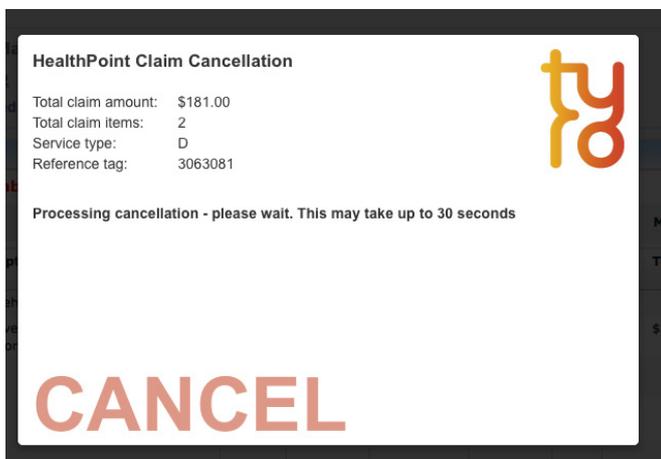
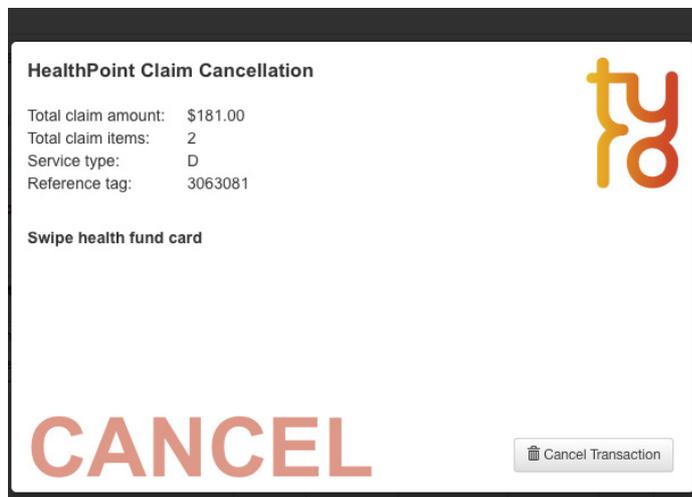
Total Payments \$152.50 CR

Buttons: Manual Reversal, Cancel All Listed Benefit Transactions, Refund All Listed Payments, Close

5.1.4.c. Click "OK" if you want to cancel the benefit claim.



5.1.4.d. Swipe the patient's health fund cards at the prompt.



5.1.4.e. After the successful transaction the cancelled claim will be displayed in the transaction table as TYRO Reversal

Appointment Details

Date **21/12/2015** Time from **9:15 AM** to **10:45 AM** Provider **Dr Simon Walters**

 **Mrs Young, Mary**
(07)5645 3412 **0491 570 110**
 Health Fund: **Medibank** Fee Schedule: **praktika(shared)**

PATIENT FILE
CLINICAL NOTES

Appointment Procedures

#	Code	Description	Tooth #	Surfaces	Note	Cost	Discount (%)	GST	Total Fee	Benefit	Gap	Resp Code
1	532	Adhesive restoration two surfaces posterior tooth - direct	24	DB		\$0.00	0%	n/a	\$124.00			

Payments & Adjustments Total **\$181.00 DR**

Combined Pay HICAPS TYRO Tax Invoice # 002965 Mrs Young, Mary

Date	Description	Notes	RRN	Ref#	Amount(\$)
21/12/2015	Health Fund Claim Reversal for ref# 103410	TYRO Claim Reversal TX#:undefined TM#:3063081		103413*	\$152.50 DR
21/12/2015	Health Fund Claim	TYRO Claim TX#:ee948b6a959c274fa63aef1d1856 78535815 TM#:3063081		103410	\$152.50 CR
21/12/2015	Credit card	TYRO Payment RRN:548850123505	548850123505	103411	\$28.50 CR

Balances: Total **\$155.50 DR** Fees **\$155.50 DR** Deposits **\$0.00 CR** This Appointment **\$155.50 DR**

UnComplete Print Tax Invoice Email Autoclave Tracking Icon 1 Icon 2 Audit Copy Close OK

5.1.5. Refunding an EFTPOS payment made with TYRO Terminal

5.1.5.a. If you are in the Appointment window, first select a transaction you need to cancel and click “-” button above the Transactions table

Appointment Details

Date **21/12/2015** Time from **9:15 AM** to **10:45 AM** Provider **Dr Simon Walters**

Mrs Young, Mary
(07)5645 3412 **0491 570 110**
 Health Fund: **Medibank** Fee Schedule: **praktika(shared)**

Appointment Procedures

#	Code	Description	Tooth #	Surfaces	Note	Cost	Discount (%)	GST	Total Fee	Benefit	Gap	Resp Code
1	532	Adhesive restoration two surfaces posterior tooth - direct	24	DB		\$0.00	0%	n/a	\$124.00			

Payments & Adjustments Total **\$181.00 DR**

- Combined Pay + HICAPS TYRO Tax Invoice # **002965**

Date	Description	Notes	RRN	Ref#	Amount(\$)
21/12/2015	Health Fund Claim Reversal for ref# 103410	TYRO Claim Reversal TX#:undefined TM#:3063081		103413*	\$152.50 DR
21/12/2015	Health Fund Claim	TYRO Claim TX#:ee948b6a959c274fa63aef1d1856 78535815 TM#:3063081		103410	\$152.50 CR
21/12/2015	Credit card	TYRO Payment RRN:548850123505	548850123505	103411	\$28.50 CR

Balances: Total **\$155.50 DR** Fees **\$155.50 DR** Deposits **\$0.00 CR** This Appointment **\$155.50 DR**

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5.1.5.b. In the TYRO screen select an EFTPOS payment you want to refund. (it is selected by default if you came to this screen from the appointment window) and click “Refund” button.

TYRO Terminal Claim Cancellations And Refunds

These listed entries were processed as a combined transaction - They can only be cancelled or refunded all together

Merchant - Terminal **Default - Default**

#	Patient	Provider	Code	Description	Tooth #	Surfaces	Note	Discount (%)	GST	Total Fee	Benefit	Gap	Resp Code
1	Mary	SW(2147661H)	011	Comprehensive oral examination				0%	n/a	\$57.00			
2	Mary	SW(2147661H)	532	Adhesive restoration two surfaces posterior tooth - direct	24	DB		0%	n/a	\$124.00			

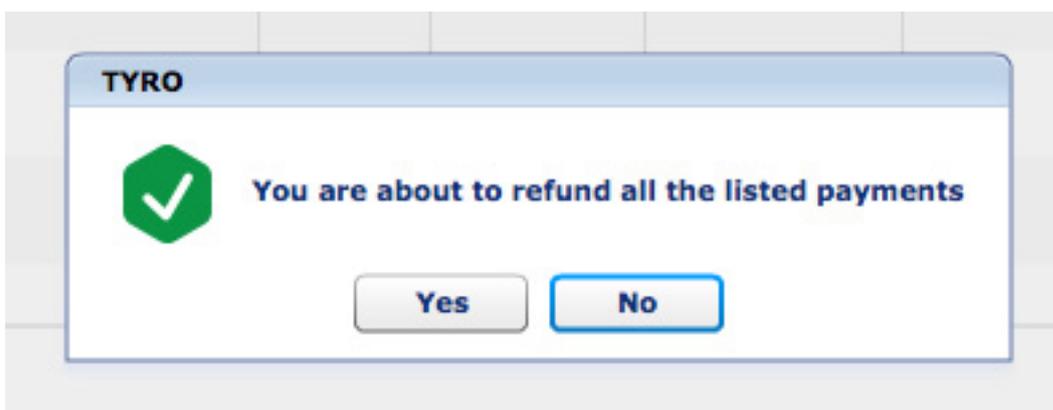
Total Fees **\$181.00 DR** Total Benefit **\$0.00 CR**

Date	Description	Notes	RRN	Ref#	Amount(\$)
21/12/2015	Credit card	TYRO Payment RRN:548850123505 TX#:548850	548850123505	103411	\$28.50 CR

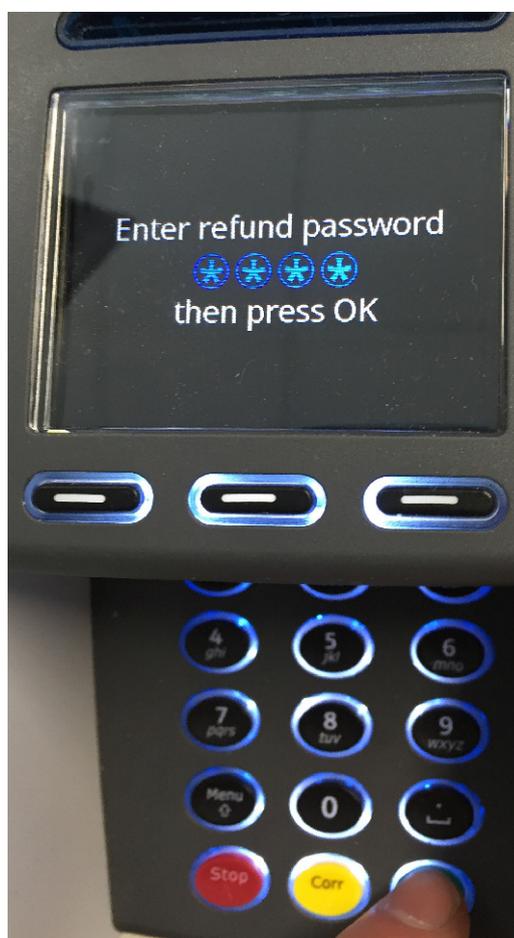
Total Payments **\$28.50 CR**

Manual Reversal **Cancel All Listed Benefit Transactions** **Refund All Listed Payments** Close

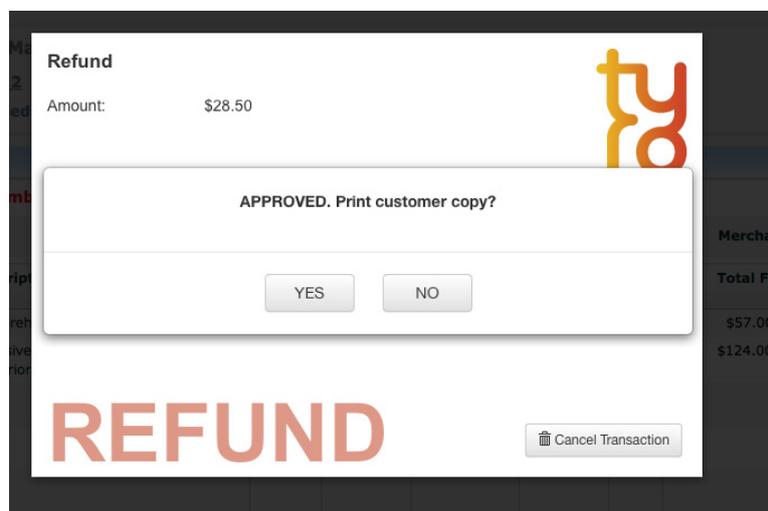
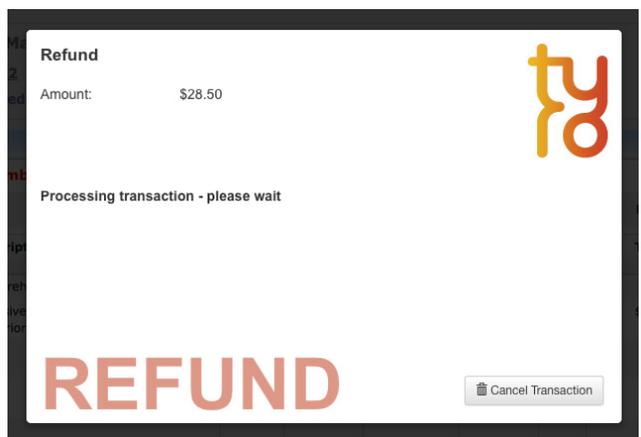
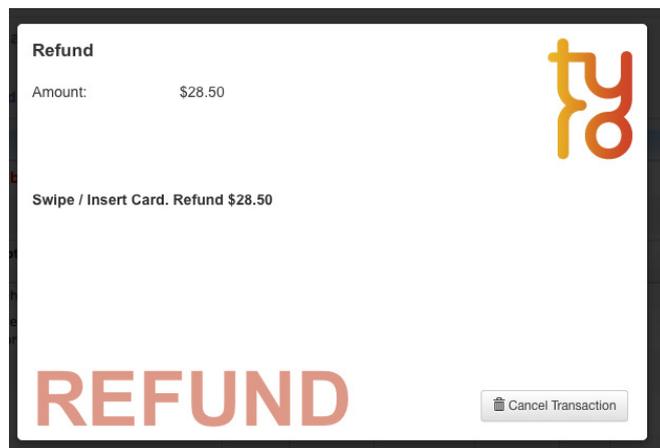
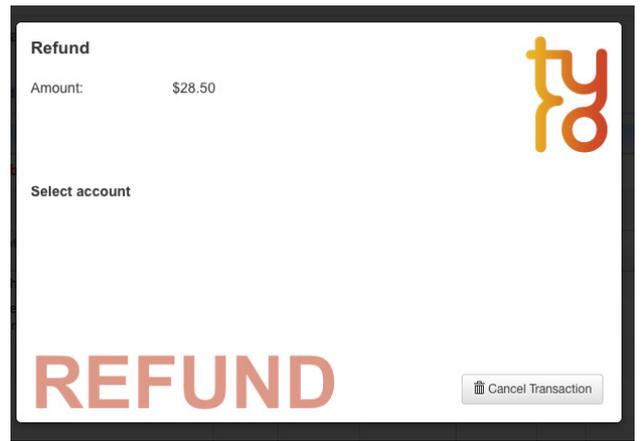
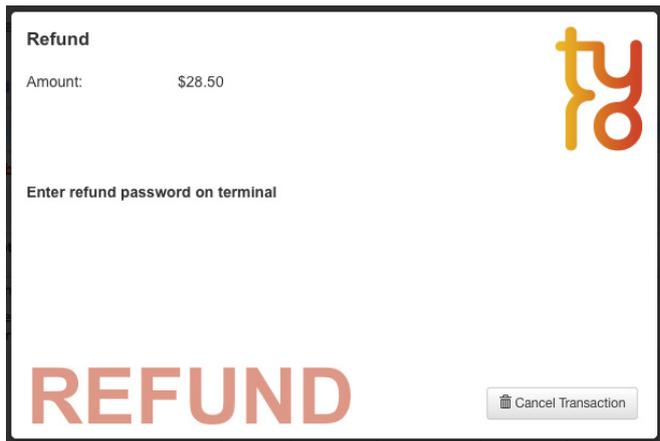
5.1.5.c. Click "OK" button if you want to refund the payment in the popup window.



5.1.5.d. On the TYRO Terminal there shall appear a screen prompting you to enter your Refund password. (it is the Admin password supplied by TYRO)



5.1.5.e. Swipe the patient's health fund card at the prompt and follow the terminal's instructions



5.1.5.f. If the transaction was successful, the results will be displayed in the transactions table.

Appointment Details

Date: **21/12/2015** Time from: **9:15 AM** to: **10:45 AM** Provider: **Dr Simon Walters**

Mrs Young, Mary
 (07)5645 3412 0491 570 110
 Health Fund: **Medibank** Fee Schedule: **praktika(shared)**

Appointment Procedures

#	Code	Description	Tooth #	Surfaces	Note	Cost	Discount (%)	GST	Total Fee	Benefit	Gap	Resp Code
1	532	Adhesive restoration two surfaces posterior tooth - direct	24	DB		\$0.00	0%	n/a	\$124.00			

Payments & Adjustments Total: **\$181.00 DR**

Combined Pay HICAPS TYRO Tax Invoice # 002965 Mrs Young, Mary

Date	Description	Notes	RRN	Ref#	Amount(\$)
21/12/2015	Credit card	TYRO Payment RRN:548850123505 TX#:548850	548850123505	103411	\$28.50 CR
21/12/2015	Health Fund Claim Reversal for ref# 103410	TYRO Claim Reversal TX#:undefined TM#:3063081		103413*	\$152.50 DR
21/12/2015	Credit card Reversal for ref# 103411	TYRO EFTPOS/Card-Reversal RRN:548850123505 TX#:548851	548851163929	103414*	\$28.50 DR

Balances: Total **\$184.00 DR** Fees **\$184.00 DR** Deposits **\$0.00 CR** This Appointment: **\$184.00 DR**

UnComplete Print Tax Invoice Email Autoclave Tracking Icon 1 Icon 2 Audit Copy Close OK

5.2. Error Handling

In case a particular TYRO transaction or a set was not processed, you will be prompted with the Error processing TYRO claim window. A possible cause of error will be displayed in the Note section. Correct the condition that may have caused the error and resubmit the claim or payment.



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