IDEXX Petly Plans
Reporting and Payment Reconciliation

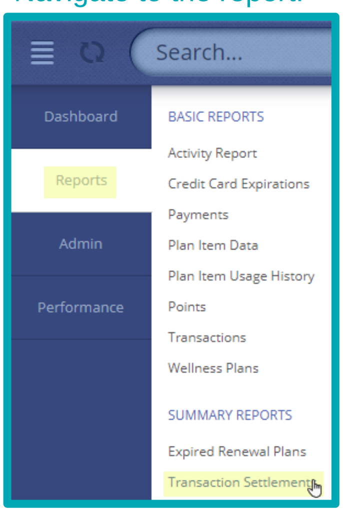
Quick Finder:

Payment Transaction Reports (provided by Petly Plans)

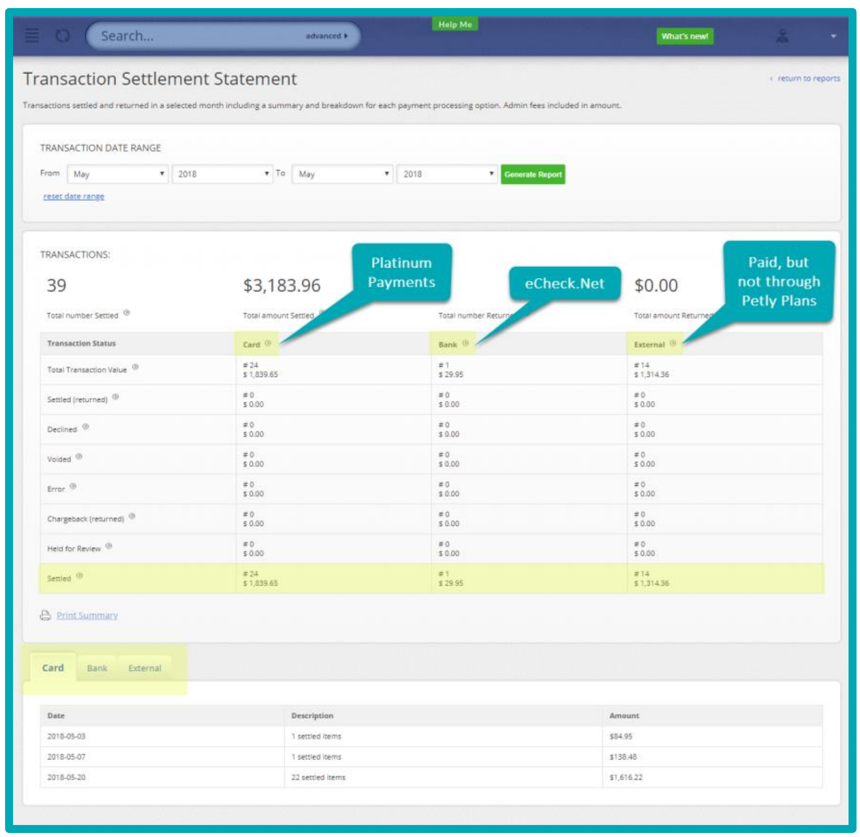
Transaction Settlement – Summary Report

View your Transaction Settlement Summary for any chosen month. In this report, you can see a summary of all transaction totals for each type of payment method (credit/debit card, bank account, external payment).

Navigate to the report:



Take a look inside:

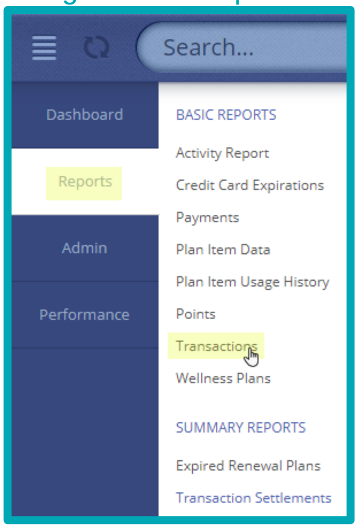


The bottom tabs allow you to see the transaction dates and totals. Click on the different payment method tabs to see the breakdown for each type.

Transactions Report

Go to the Transactions Report to see plan by plan detail.

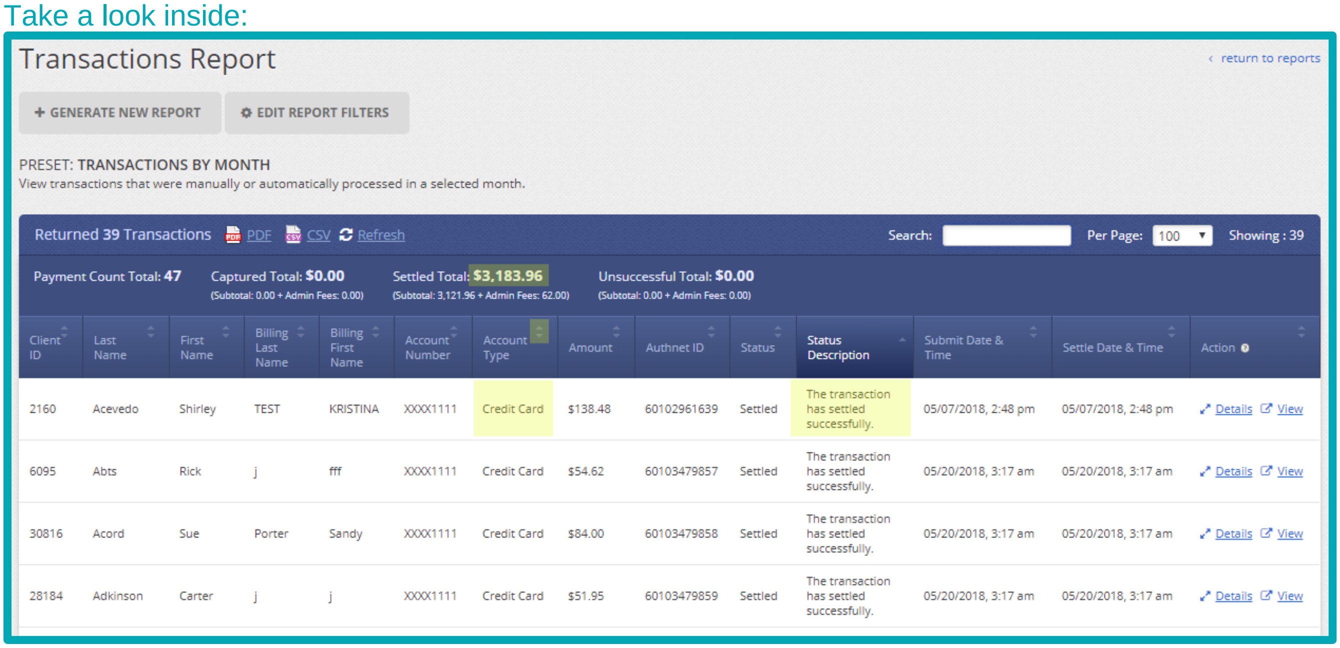
Navigate to the report:



The Transactions Report also allows you to view transactions by day, view only unsuccessful transactions, or view all monthly transactions. With this customizable report, you can filter by payment method to differentiate credit/debit card payments, ACH payments, or cash payments. You can also see the status of each transaction.

The image below represents the same month view as the summary report above. Notice the settled total is the same. This report is showing the same totals from the summary report, but with more detail. The benefit of the report is that it gives you more flexibility to filter and choose what works best for you!

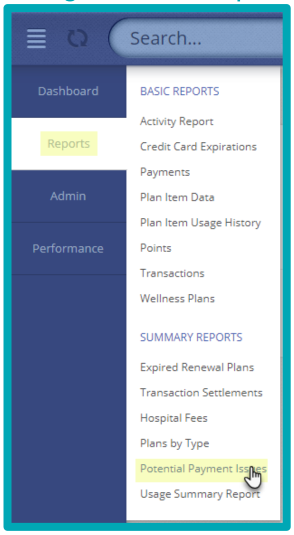
Take a look inside:



Now you have the reports down, let's see how Petly Plans can help you manage these transactions.

Potential Payment Issues Report

Navigate to the report:



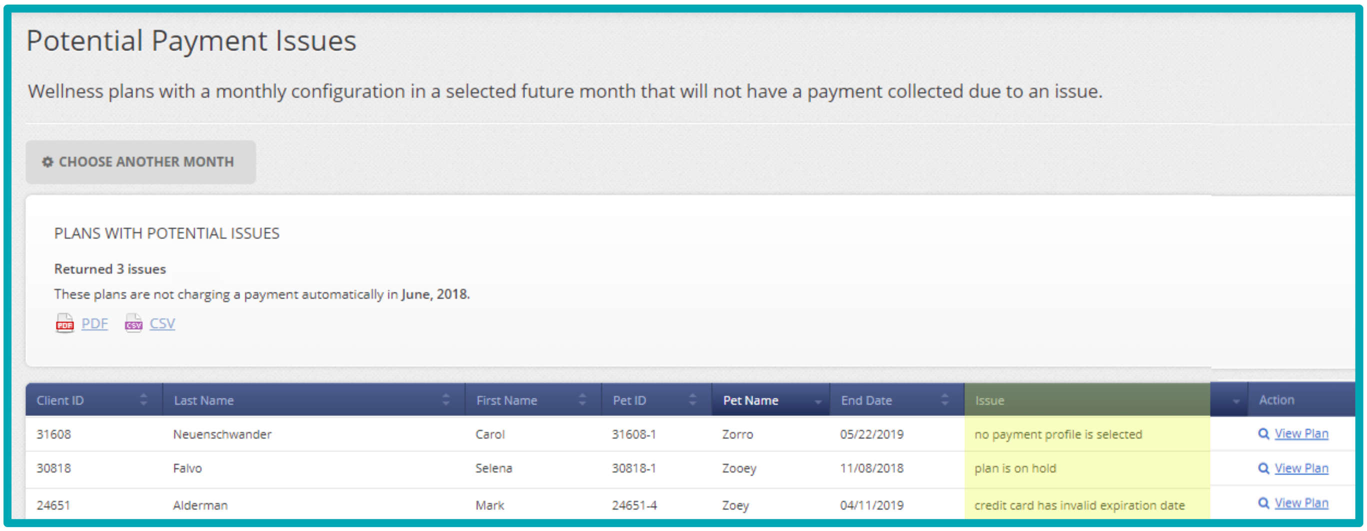
The Potential Payment Issues Report shows scheduled payments for an upcoming month that will *not* process due to an issue. Petly Plans can foresee many of the reasons for a potential declined payment such as:

- Expired credit card
- Plan "on hold"
- No selected payment profile
- And more

Tip: View this report 3-5 days before your clients' auto-draft on the 20th of each month. This can help avoid declined transactions.

Learn more: Visit our HelpDesk to learn more about this report

Take a look inside:


Potential Payment Issues

Wellness plans with a monthly configuration in a selected future month that will not have a payment collected due to an issue.

CHOOSE ANOTHER MONTH

PLANS WITH POTENTIAL ISSUES

Returned 3 issues

These plans are not charging a payment automatically in **June, 2018**.

PDF CSV

Client ID	Last Name	First Name	Pet ID	Pet Name	End Date	Issue	Action
31608	Neuenschwander	Carol	31608-1	Zorro	05/22/2019	no payment profile is selected	View Plan
30818	Falvo	Selena	30818-1	Zooey	11/08/2018	plan is on hold	View Plan
24651	Alderman	Mark	24651-4	Zoey	04/11/2019	credit card has invalid expiration date	View Plan

Want to take an additional *one-time* step to reduce the potential for declined transactions?

Authorize.Net's Account Updater is a new feature available to you that fully integrates with Petly Plans. Account Updater automatically updates your clients' card-on-file information once a month, helping to keep payment information current so you continue to receive payment. This feature automatically updates new card numbers, updates expiration dates, identifies closed accounts, and flags accounts that are frozen or otherwise need attention. When a VISA or Mastercard is updated, Petly Plans notifies you by email.

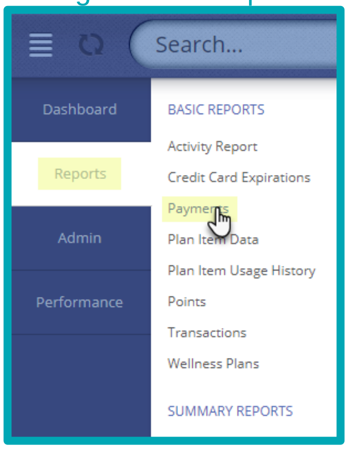
Note: This service costs $0.25 per card update (only when new information exists to be updated). No additional charge for activating this feature.

Learn more: Visit our HelpDesk to learn more about this feature and its integration with Petly Plans.

Outstanding Payments Report

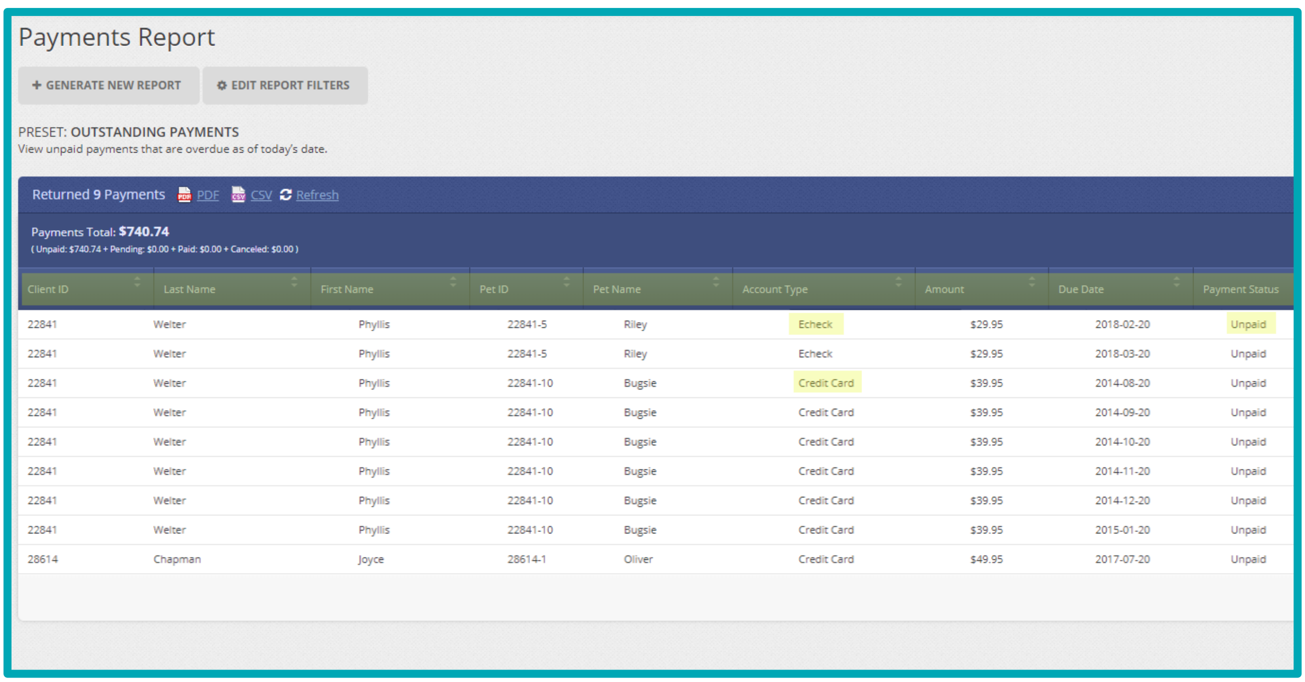
The Outstanding Payments Report shows you a list of all unpaid payments as of today's date.

Navigate to the report:



The Outstanding Payments Report also allows you to filter any currently unpaid payments by payment method, client name, client ID, pet, or due date. With this customizable report, you can easily see what you have for outstanding client payments and act quickly resolve them.

Take a look inside:



Payments Report

+ GENERATE NEW REPORT   ⚙ EDIT REPORT FILTERS

PRESET: **OUTSTANDING PAYMENTS**
View unpaid payments that are overdue as of today's date.

Returned 9 Payments PDF CSV Refresh

Payments Total: **$740.74**
(Unpaid: $740.74 + Pending: $0.00 + Paid: $0.00 + Canceled: $0.00)

Client ID	Last Name	First Name	Pet ID	Pet Name	Account Type	Amount	Due Date	Payment Status
22841	Welter	Phyllis	22841-5	Riley	Echeck	$29.95	2018-02-20	Unpaid
22841	Welter	Phyllis	22841-5	Riley	Echeck	$29.95	2018-03-20	Unpaid
22841	Welter	Phyllis	22841-10	Bugsie	Credit Card	$39.95	2014-08-20	Unpaid
22841	Welter	Phyllis	22841-10	Bugsie	Credit Card	$39.95	2014-09-20	Unpaid
22841	Welter	Phyllis	22841-10	Bugsie	Credit Card	$39.95	2014-10-20	Unpaid
22841	Welter	Phyllis	22841-10	Bugsie	Credit Card	$39.95	2014-11-20	Unpaid
22841	Welter	Phyllis	22841-10	Bugsie	Credit Card	$39.95	2014-12-20	Unpaid
22841	Welter	Phyllis	22841-10	Bugsie	Credit Card	$39.95	2015-01-20	Unpaid
28614	Chapman	Joyce	28614-1	Oliver	Credit Card	$49.95	2017-07-20	Unpaid

Tip: Run this report within the week following your auto-draft every month. This way, you can catch missed payments and follow up with the client to resolve this as quickly as possible.

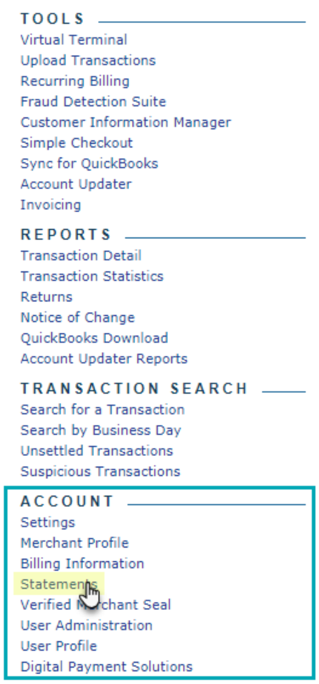
Learn more: Visit our HelpDesk to learn more about this report and recommendations for client outreach.

Payment Reports (provided by your payment vendors)

Authorize.Net & eCheck.Net Statements

Your Authorize.Net and eCheck.Net statement (including deposits and fees) is accessible through your Authorize.Net Merchant Interface (MINT).

Important note: Only the account owner and added Authorize.Net users will have access to this report.



To login:

- Visit https://account.authorize.net to enter your Login ID and Password.
- From the home page, scroll to the bottom of the page and select "Statements" under the "Account" section.

✓ The **Billing Statement** will show a line-item break down of Authorize.Net fees, including monthly fee, per transaction fee, per batch fee, and eCheck.Net fees (if applicable). Those fees are aggregated and billed on the 1st of each month. The transaction fees are billed for the previous month and the monthly fee is billed for the upcoming month.

✓ The **eCheck Settlement Statement** will break down the total dollar value of each daily batch that has been processed, and then show the day those funds were pushed out to the bank account on file. The standard delay is 5-7 days.

If you have any questions regarding your fees or account access, please don't hesitate to call Authorize.Net Support at 877-447-3938 or email support@authorize.net.

Tip: For proper support, please have your Gateway ID handy and ensure you are a user on the account. If you are not a listed user, the account owner can add you as a secondary user through the User Administration page within your merchant interface.

Zift Payments (TSYS) Statements

(For practices that signed up after January 2020)

Your Zift Payments statement shows your deposits and fees for credit/debit card transactions. It can be viewed through your Zift Payments Merchant Portal.

To access this portal:

- Go to https://tsys.ziftpay.com

  Note: You will receive two emails titled "Notifications from eConnections – Ref# XXXXXXXX" from do-not-reply@tsysacquiring.com. These emails will provide you with your UserID and password to log into the Zift Payment Merchant Portal.

- Within this merchant portal you can view statements with itemized fees and deposit information.

If you have any questions about your statements or gaining access to this portal, please don't hesitate to call Zift Payments Support at 877-456-1382 or email support@ziftpay.com.

Platinum Payments (EVO) Statements

(For practices that signed up prior to January 2020)

Your Platinum Payments statement shows your deposits and fees for credit/debit card transactions. It can be viewed through your Platinum Payments Merchant Portal.

To access this portal:

- Go to https://mymerchant.info

  Note: If you have never looked at this dashboard before, select "Need to Register." You will then be prompted to enter the following:

  - ✓ Merchant ID
  - ✓ Last four digits of SSN/EID
  - ✓ Business (DBA) zip code
  - ✓ Merchant email address

- Within this merchant portal you can view statements with itemized fees and deposit information.

If you have any questions about your statements or gaining access to this portal, please don't hesitate to call Platinum Payments Support at 888-752-8644 or email support@platpay.com.

Please be aware: *If you elected to connect your Authorize.Net to a different merchant service provider, other than Platinum/Zift Payments, you will need to contact their team to access your statements for credit/debit card deposits and fees.*