



Pracsoft Payments

More ways to pay in Pracsoft including card-not-present payments

ezidebit[®]
A Global Payments Company



In-person payments
(EFTPOS)



Take over the
phone payments



Flexible refund
options



Multi-merchant functionality (manage multiple
business accounts through one terminal)

Navigating Slides

1. **Side panel** will allow you to jump to the slide you wish to read next.
2. **Main Headings.**
3. Select another **Subheadings.**
4. Indicates the Slide you are on.
5. When using the PDF please open in Window **width or Fit to Width** to allow you to use the Side panel to move across the slides.
6. Select **Browser's menu** to move between slides.
7. Document outline of each slide.
8. Select the logo to be redirected to website.

The screenshot shows a PDF viewer interface for 'Telstra Health MedicalDirector Clinical 4.3 Enhancements PDF.pdf'. The document is at page 30 of 34, zoomed to 96%. A sidebar on the left (labeled 6) contains a table of contents with 10 slides. The main content area (labeled 8) displays 'Slide 2: Navigating Slides' with the heading 'Multilocation Login – Adding Doctor/Nurse to Location'. Below the heading is a list of steps (1-6) for adding a new user. To the right of the text is a screenshot of the 'User Database' window (labeled 2) and a 'New Password' dialog box (labeled 5). The 'User Database' window shows a table with columns: User, Location, Category, Address, Phone, Type, Qualifications, Prescriber No., and Provider No. The 'New Password' dialog box has fields for 'New Password' and 'Confirm New Password'.

Slide 2: Navigating Slides

Multilocation Login – Adding Doctor/Nurse to Location

1. Select **User> Setup Users > User Database** window will appear.
2. Click **Add Doctor** or **Add Nurse Practitioner**. If there is no **Add Doctor** button present, please refer to [Multi-User Licensing](#). The **Add Doctor/Nurse Practitioner** window appears.
3. Enter your details.
 - o All details marked with a red asterisk must be completed;
 - o The recording of a Doctor's/Nurse Practitioner's name, address, prescriber number, provider number and qualifications is a legal requirement, as these details appear on prescriptions. The Provider Number is required as it is used on [Pathology/Radiology forms](#) and added to referral letters.
 - o Indicate the doctor's [location](#).
 - o See [Healthcare Identifiers Service](#) for information on the HPI-I number.
 - o The **AHPRA Registration/State Registration No.** fields are optional. For more information, please contact the [Department of Health and Ageing](#) in your state.
 - o If you wish to participate in [My Health Record](#), tick the **Participate in MyHealthRecord** check box and enter your details as you wish them to appear within the My Health Record system.
4. **Optional:**
 - o [ePrescribing](#) is enabled by default and requires that you have registered for [MDEXchange](#) to function.
 - o Indicate whether this practitioner participates in [Real Time Prescription Monitoring](#).
 - o Indicate whether this practitioner wishes to enable Paperless ePrescribing.
 - o Tick the **Auto-Capitalise Name** check box to automatically capitalise the first letter of each word you type. There are numerous windows throughout Clinical that offer this functionality, including the various [Options](#) tabs. The status of this Auto-Capitalise Name check box determines the default for all others.
5. Click **OK** to add the new user to the database and create a password. See [Setting and Changing Your Password](#).
6. Click **Save** to confirm.

Note: Configuring the [user's permissions](#). If you created a new Nurse Practitioner and you run Pracsoft in conjunction with Clinical, you will now need to open Pracsoft and add the Nurse Practitioner to Pracsoft. See [Editing Practitioners and Users](#) within Pracsoft for detailed instructions.

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2. Processing Claims
2. Introducing Pracsoft Payments
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- Ezidebit Built-in Reports
3. Ezidebit Transaction Logs
- Introducing Ezidebit
4. Terminal Settings
- Ezidebit Help & Support
- MedicalDirector Support
2. ezidebit®
A Global Payments Company

Learning Objectives

In this guide you will learn about:

Getting Started with Ezidebit

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Ezidebit

Getting Started with Ezidebit

Processing Claims

Getting Started with Ezidebit

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Introducing Pracsoft Payments

Card-not-present payments (no links, secure tokenisation)

- Patients' card details captured once (with consent) and stored securely
- Process future or remote consult payments instantly
- No chasing payments, no unsafe links, no walk-outs

Card-present payments (multi-merchant EFTPOS)

- Supports up to 16 practitioners with one Quest EFTPOS terminal
- Auto-routes payments to the correct account
- Eliminate manual splits and end-of-day reconciliations

Flat rate for Visa, Mastercard & Amex (1.5%)

- Flat 1.5% fee across Visa, Mastercard & Amex
- No hidden fees, no surprises - just clarity and consistency

Enhanced reconciliation

- Every payment seamlessly linked to the correct consult in Pracsoft
- Reduces admin errors, saves time, and ensures accurate records

All-in-one solution inside Pracsoft

- End-to-end workflow from card capture to reconciliation
- No need to juggle multiple systems - everything in one place



Get started today.
Take payments with our pay as you go plan.

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Ezidebit Welcome Email

Once your **Application** has been processed you will receive a **Welcome Email**

This will contain all the details you need to get started:

- Master Key URL
- Tracking number for your eftpos terminal
- How to Activate Ezidebit Integration with Pracsoft
- How to pair your Terminal
- Merchant Passcode
- Refund Passcode
- Terminal No
- Serial No
- SAPI Terminal ID
- Connect your terminal to your WIFI network
- Get started with Online Payments
- Help and Support

Ready to get Started?

- 1. Register your interest** - Complete the referral form [Click Here](#).
- 2. Discuss your setup** - An Ezidebit representative will call to confirm your requirements. You can use this opportunity to ask any questions you might have.
- 3. Set up your account** - Ezidebit will send an application form and confirm eligibility. Once approved, they'll ship your terminal and a welcome email with setup instructions.

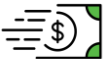
Hi Kylie,

Congratulations, you're ready to start accepting payments at MedicalDirector Medical Centre!

Your application for a new product has now been processed, and you'll find all details to get you started below:

Master Key URL:
XXXXXX

Note: Master Key URL link expires after a limited time.



Your eftpos terminal is on its way!
Your terminal has been dispatched to you. Here are the details to track your delivery:
Courier: Startrack
Tracking Number: XXXXXX



Activate Ezidebit in MedicalDirector - Pracsoft
Ezidebit is installed in your MedicalDirector - Pracsoft account, you just need to activate it! To do this, simply follow the below steps:
1. Go to "Setup" in the main menu bar
2. Select "Global Settings"
3. Select "Payment Types"
4. Select "Ezidebit"
5. Select "Activate Ezidebit Integration"
6. If using the card not present solution, please select "Activate Ezidebit Card-Not-Present Payments"
7. Enter the merchant name and Master Key provided to you from Ezidebit
8. Select Save and hit enter
9. You will then be directed to link each merchant ID with their corresponding bank account in Pracsoft
10. Ezidebit is now activated, you now need to pair your terminal/s



Pair your terminal
Once you receive your device, you'll just need to pair your terminal with your MedicalDirector - Pracsoft software! Simply follow the below steps in MedicalDirector - Pracsoft to add each terminal:
1. Within the Ezidebit integration section, go to "Payment Terminals"
2. Enter a Name/Label for your terminal
3. Insert the Terminal ID URL
4. Enter your Terminal Serial Number (this is important for future support around your terminal)
5. Select Save, then select OK and you are ready to start accepting payments



Here are your details your details:

Merchant passcode: XXXXXX
Refund passcode: XXXXXX

Terminal #1
Serial Number: XXXXXX
SAPI Terminal ID: XXXXXXXXXXXXX

Simply turn on Wifi
To optimise your terminal performance at MedicalDirector Medical Centre, [connect your terminal to your Wifi network](#).



Get started with Online Payments
If you have selected to activate card-not-present payments with Ezidebit, you are now set to start taking online payments via your website.



Help and support
We have a dedicated team to help support you with your payment's integration. If you have any questions, please contact us via 1300 763 256 or support@ezidebit.com.au.

Processing Claims

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Global Settings

Unselect **Activate Tyro EFTPOS/Medicare EasyClaim Integration**.

Follow the below steps to remove tick if required:

1. Go to **“Setup”** in the main menu bar.
2. Select **“Global Settings”**. Global Setting window will appear.
3. Select **“Payment Types”** tab.
4. Select **“Eftpos Auto”** by selecting the payment type column.
5. If **Activate Tyro Eftpos/Medicare EasyClaim integration** is selected please untick.

Please continue to the next page if setup is required and skip to **Step 4**

★ **Note:**
Error: An error occurred while processing the EFTPOS/Medicare EasyClaim request.

1002 Error not found in the specified provider.
 Check Connection String

Or
 Configure EFTPOS Terminal

Please follow the steps above to untick **Activate Tyro EFTPOS/Medicare EasyClaim Integration** & select **save** and return to billing.

Global Settings

Patient

Account

Chart No

Bulk Billing

Online Claiming

Payment Types

PHI Search

Acct.	Visit	Payment Type
☒	☒	Cash
☒	☒	Ezidebit
☒	☒	Medicare Cheque
☒	☒	EFTPOS Auto
☒	☒	EFTPOS Manual
☒	☒	Cheque
☒	☒	BankCard
☒	☒	MasterCard
☒	☒	VISA
☒	☒	AMEX
☒	☒	Diners
☒	☒	Direct Deposit
☐	☐	HICAPS
☐	☐	ECLIPSE
☐	☐	Card on file (Tyro)

EFTPOS Auto

Accounts: supported, currently enabled.

Record Visits: supported, currently enabled.

☒ Activate Tyro EFTPOS/Medicare EasyClaim integration

Bulk Bill voucher

☐ Automatically print voucher when OPV/OCV check successful
 ☐ Prompt to print voucher if no concession entitlement

Merchant IDs:

Bank Account	Merchant ID
TES (whatever)	
2ND (2nd account)	169
ANZ (anz)	170
1 (Jacqui's Test)	
DRA (Dr A Practitioner (by Zoey))	111222333
HIN (Dr A Wonderland)	2209

Save

Cancel

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Activate Ezidebit

Ezidebit is installed in your MedicalDirector – **Pracsoft 4.4 or higher**, you just need to activate it!

To do this, simply follow the below steps:

1. Go to “**Setup**” in the main menu bar.
2. Select “**Global Settings**”. Global Setting window will appear.
3. Select “**Payment Types**” tab.
4. Select “**Ezidebit**” by ticking both boxes.
5. Select “**Activate Ezidebit Integration**” by ticking the box.
6. (Optional) If using the card not present solution, please select “**Activate Ezidebit Card-Not-Present Payments**” by ticking the box & Ticking **CNP** box in the next step for the merchants who wish to activate.
7. Copy and paste the **merchant name** and **Master Key** provided to you from Ezidebit via your **Welcome Email**. Repeat this process until all merchants have been added.
8. Scroll down to the **Bank Account Association** section, to assign each merchant to their Corresponding Pracsoft Bank Account.

Please continue to the next page to **Link Merchants to Bank Accounts**.

- Note:**
- To change the order of your **Payment Type** from the record visit screen, use the arrows to move **Ezidebit** up. Keep **Cash** as the top choose as this is the default setting.
 - Renew **API Key** automatically every 90 days.

Global Settings

Patient | Account | Chart No | Bulk Billing | Online Claiming | **Payment Types** | Search

Acct.	Visit	Payment Type
☒	☒	Cash
☒	☒	Medicare Cheque
☒	☒	EFTPOS Auto
☒	☒	EFTPOS Manual
☒	☒	Cheque
☒	☒	BankCard
☒	☒	MasterCard
☒	☒	VISA
☒	☒	AMEX
☒	☒	Diners
☒	☒	Direct Deposit
☐	☐	HICAPS
☐	☐	ECLIPSE
☐	☐	Card on file (Tyro)
☒	☒	Ezidebit

Ezidebit 1.0.4

Accounts: supported, currently enabled.
Record Visits: supported, currently enabled.

This functionality allows for your medical practice to collect payments using your Ezidebit service, and have these payments reconciled with MedicalDirector Pracsoft accounts.

To use this functionality, you must:

- Have an agreement in place with Ezidebit.
- Obtain the consent of each card holder to collect, use and handle their payment details as contemplated.

By ticking the checkbox below, you agree to these terms.

☒ Activate Ezidebit Integration

☒ Activate Ezidebit Card-Not-Present Payments

Merchant Details

Add merchant and corresponding Ezidebit master key.

Merchant	Master Key	API Key	API Date	CNP	
Dr J Last			2025-12-02	☒	
Dr K Goodwin			2025-12-02	☒	
*				☐	

Save Cancel

Processing Claims

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Link Merchants to Bank Account

How to Assign each Merchant to their corresponding Pracsoft Bank Account.

9. Bank Account Association

To link each **merchant ID** with their corresponding **bank account** double click the **Merchant box** next to the doctor's name.

Select the **merchant ID** to complete the linking process. Repeat until all the required banks have been selected.

Please continue to the next page to pair your payment terminals.

Note:
Ezidebit processing failed error is due to not all Merchants linked to a bank selected.

Error: The bank account name has no Merchant configured for this payment type. This is configured under Global Settings, or select a different bank account.

Please resolve the issue, or use a different payment option.

Global Settings

Patient

Account

Chart No

Bulk Billing

Online Claiming

Payment Types

IHI Search

Acct.	Visit	Payment Type
☒	☒	Ezidebit
☐	☐	Cash
☐		Medicare Cheque
☒	☒	EFTPOS Auto
☒	☒	EFTPOS Manual
☒	☒	Cheque
☐	☐	BankCard
☒	☒	MasterCard
☒	☒	VISA
☒	☒	AMEX
☐	☐	Diners
☒	☒	Direct Deposit
☐		HICAPS
☐		ECLIPSE
☐	☐	Card on file (Tyro)

Ezidebit

Accounts: supported, currently enabled.
Record Visits: supported, currently enabled.

Bank Account Accssociation

Assign each merchant to their corresponding Pracsoft bank account.

Pracsoft Bank Account	Merchant
003 (question 1)	Merchant 1
1 (Jacqui's Test)	
111 (Dr D Steem)	
199 (Dr.Prac)	
20 (210)	

Merchant 1

Merchant 2

Payment Terminals

Add payment terminal name and Ezidebit provided details.

Name / Label	Terminal ID	Serial Number
Virtual	vnAUS9x8h02stgcRC...	na
*		

Save

Cancel

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Pair your Payment Terminals

Ezidebit is now activated, you now need to pair your terminal/s

- 10. To Pair your Terminal
 - Setup> Global Settings> Payment Types
 - Scroll down to the **Payment Terminal** section to setup your Terminal ID.
- 11. Copy and paste in the **Name/Label**, **Terminal ID** and **Serial Number** provided in your **Welcome Email** sent from Ezidebt.

Example:

Here are your details:

Name/Label: **Terminal #1**
 SAPI Terminal ID: **xxxxxxx**
 Serial Number: **xxxxxxx**

- 12. Select **Save** button.
- 13. Global Settings prompt will appear click **OK** to continue.

Note:

- As this is a Global Setting users may be required to shut down MedicalDirector Pracsoft before changes take effect.
- 16 Merchants per terminal & unlimited per virtual.

PracSoft - Global Settings
 These are Global settings and will affect all PracSoft users. Are you sure you wish to continue saving?
 OK
 Cancel

Patient
 Account
 Chart No
 Bulk Billing
 Online Claiming
 Payment Types
 IHI Search

Acct.	Visit	Payment Type
☒	☒	Ezidebit
☐	☐	Cash
☐	☐	Medicare Cheque
☒	☒	EFTPOS Auto
☒	☒	EFTPOS Manual
☒	☒	Cheque
☐	☐	BankCard
☒	☒	MasterCard
☒	☒	VISA
☒	☒	AMEX
☐	☐	Diners
☒	☒	Direct Deposit
☐	☐	HICAPS
☐	☐	ECLIPSE
☐	☐	Card on file (Tyro)

Ezidebit
Accounts: supported, currently enabled.
Record Visits: supported, currently enabled.

Bank Account Accssociation
 Assign each merchant to their corresponding Pracsoft bank account.

Pracsoft Bank Account	Merchant
003 (question 1)	Merchant 1
1 (Jacqui's Test)	
111 (Dr D Steem)	
199 (Dr.Prac)	Merchant 1
20 (210)	Merchant 2

Payment Terminals
 Add payment terminal name and Ezidebit provided details.

Name / Label	Terminal ID	Serial Number
Virtual	vnAUS9x8h02stgcRC...	na
*		

Save
 Cancel

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Workstation Settings

To set up Workstation Settings:

1. Select **Setup > Workstation Settings > Payment Types** tab.
2. Select the **Ezidebit** payment type. If you cannot see this payment type, this suggests you have not configured Global settings for **Ezidebit** in Pracsoft. See [Global Settings](#).
3. (Optional) tick **Filter Selected Terminals**
4. Tick the Terminal you wish to link to this workstation.
5. Click **Save** to save your Workstation settings.

Workstation Settings

Billing **Payment Types**

Payment Type **Ezidebit**

Card on file (Tyro)

All registered terminals will always be available.

Selecting individual terminals below will filter the initial list of terminals available to choose from when taking a payment.

☒ Filter 'Selected' terminals

Terminal	Selected
Virtual	☒

Save Cancel

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Setting up a New EFTPOS Terminal

Turning the Terminal On

1. Hold down the **cancel button**
2. The terminal screen will light up
3. The Terminal will display the main screen

Turning the Terminal Off

4. Hold down the **cancel button**
5. Press **Enter**
6. The Terminal will note **Shutting Down** and will turn off

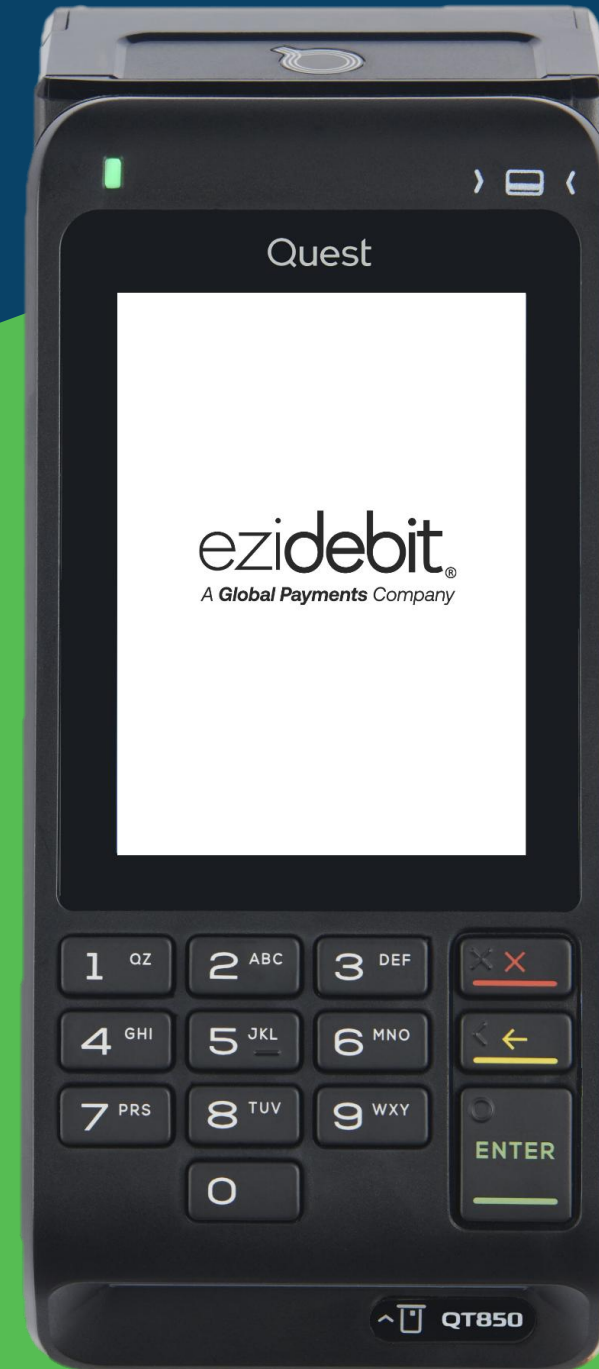
Performing a Software Update on the EFTPOS Terminal

7. Select **MENU**
8. Select **SERVICE MENU** (5)
9. Enter Maintenance password -767833
10. Select **SECURITY** (2)
11. Select **S/W UPDATE** (8)
12. Select **YES**
13. Select **YES**
14. Terminal will reboot and SmartConnect will be activated (it should then prompt to Pair to POS)

Pairing Code Instructions - EFTPOS Terminal

15. Press **MENU**
16. Select **SERVICE MENU**
17. Enter password (767833) and press **ENTER**
18. Select **POS INTERFACE**
19. Enter password (539723) and press **ENTER**
20. Select **PAIR TO POS**
21. Press the Red **Cancel Button** to go back to the Home Screen
22. You will then be prompted to **PAIR TO POS**
23. Select **YES**
24. The Pairing Code will then appear on the screen

Once the pairing code is received, you will need to provide it to your software.



Passcode Management
Setting Passcodes
For assistance in resetting or changing your passcodes, please contact our [Support](#) team.

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Banking

This section describes how to process banking for both **single & multiple bank accounts**:

1. Either:
 - Click 
 - **Select Processing > Banking**
2. The **Banking** window appears.
3. Select whether you want to process;
 - All **unbanked receipts**, or
 - **Unbanked receipts up to a specific date/time**. If you select this option, enter the date/time into the text box provided.
4. Select whether you want to process banking for;
 - **All bank accounts**, or
 - **A specific bank account**. If you select this option, specify which account via the associated drop-down list.
5. Click **Calculate** A secondary **Banking** window appears. This window provides summary information about the amounts to be banked (as calculated).
6. Select which bank accounts to view information about using the Bank To drop-down list.
 - To obtain a printed list of the receipts that are ready to be banked, click **Receipts** Button or press **ALT+R**.
7. When you are happy that the receipts and amounts to be banked to each bank account are accurate, click **Process** Button.

MedicalDirector Pracsoft - Banking

Last banking date: 24/05/2019

This banking date: 3/02/2026

Bank to: All Accounts

Cash

Total cash receipted: \$3,473.98

Cash-->Cheques: \$0.00

Cash transfers: \$0.00

Cash to bank: \$3,473.98

Show

EFTPOS

Direct Deposit: \$37.60

EFTPOS Manual: \$809.35

Ezidebit: \$88.10

EFTPOS->Cheque: \$0.00

EFTPOS->Bank: \$809.35

Cheques

Number of cheques: 3

Total amount: \$627.20

Show

Vouchers

Number of vouchers: 0

Total amount: \$0.00

Show

☐ Print 2nd copy
 Site: 0

History

Cash

EFTPOS Manual

Receipts

Process

Close

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Processing Claims to Medicare

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Recording Visit

Once setup is complete:

1. Within the Waiting Room, select the patient's record, and either:
 - Select **Record Visit F5**
 - Right-click the patient's record and select **Record Visit** from the menu that appears. The **Record Visit** window appears.
2. Select a practitioner from the **Seen by:** drop-down menu, to indicate which practitioner the patient saw during the consultation. A practitioner will be pre-selected if you already indicated which practitioner the patient was scheduled to see via the Appointment Book, or when you placed the patient into the Waiting Room.
3. From the **Invoice To** drop-down list select '**Patient**' to issue a private account.
4. Add service item text via the **Text** column for each item, if desired. Pracsoft provides a list of pre-defined examples (approved by Medicare), and you can create your own.
5. Select a **payment option**
From the drop-down list select **Ezidebit**
6. Click **Receipt** to issue a receipt. If Ezidebit has been **enabled** for this practitioner the Ezidebit Payment Request window appears, you will be able to store patient card details. Continue to the next page for more details.

The screenshot shows the 'Record Visit' window with the following details:

- 1** Patient name: Yi, Xi
- 2** Seen by: 2221 - Dr A Practitioner
- 3** Invoice to: Patient
- 4** Service details table with columns: Visit Date, Item No, Description, Fee, Fee Rate, GST Rate, GST Amount, Payment allocation.
- 5** Payment details table with columns: No, Amount, Payment Type, Surcharge, Drawer / Name on Card, Card No / Cheque No, Bank, Branch / Expiry, Status.
- 6** Receipt button

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- MOTO Payments
- Pay Later via Payments & Receipts
- Pay Later via Patient's File
- How to Refund a Payment 21-22
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Ezidebit Payment Request Window

Ezidebit Payment Request window appears

7. Select **Request Payment**.
8. (Optional) Indicates if the **Payer has opted out of Card Not Present**.

Via Ezidebit Terminal

9. You will be prompted to have the patient swipe their card.
You will be prompted to have the patient select their account.
 - If the patient chooses to pay by EFTPOS, you will be prompted to have them enter their PIN, after which the transaction will be processed.
 - If the patient chooses to pay by credit, the transaction will be processed, and you will be prompted to have the patient sign the EFTPOS transaction receipt. Check the patient's signature against that on their card. MedicalDirector Pracsoft will prompt you with the question 'Signature OK?', at which point you will need to select **OK** on the EFTPOS terminal.

Note:

Ezidebit processing failed error is due to not all Merchants linked to a bank selected.

Error: The bank account name has no Merchant configured for this payment type. This is configured under Global Settings, or select a different bank account.

Please resolve the issue, or use a different payment option.

To Link Merchants to Bank Account or select a different Bank Account *

If you wish to use the card not present solution, please complete step 6 by select "**Activate Ezidebit Card-Not-Present Payments**" by ticking the box & Ticking **CNP box** in the next step for the merchants who wish to activate.

[Activate Ezidebit](#)

Record Visit

File View

Patient name: ANDERSON, Penny Seen by: AP - Dr A Practitioner Location: Surgery

Consult time: 9:43:37 AM Payer: Mrs Penny ANDERSON
61 Wallace Street
Bundaberg QLD 4670

Consult date: 2/10/2025

Invoice to: Patient

Ezidebit Payment Request

Bank Account: WES (Dr A Practitioner)

Payer: Mrs Penny ANDERSON

Payment Method: CNP

Request Payment (7)

Amount: \$43.90
Surcharge: \$0.00
Total Amount: \$0.00

☐ Payer opted out of Card Not Present (8)

Print preview
Copies: 1

Bank to: WES (Dr A Practitioner) *

Hold Receipt Account Cancel

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A **receipt** can be printed, which indicates that the transaction used EziDebit.

If the EziDebit transaction cannot be completed (due to equipment failure, for example), be aware that before re-receipting the patient again, you need to perform a manual check on the EFTPOS terminal - either a quick reprint of Last Receipt, or an Interim Reconciliation to list all the entries. If the transaction is not listed, it is safe for you to re-receipt the patient.

Please refer to your device documentation for further information.

If you re-receipt the patient without checking this, you may find you have to do a refund to reimburse patients for overpayment, as duplicate transactions will appear in the EFTPOS Terminal but not on the Practice Management System.

Patient Claiming window appears,

Select **Account Details Held By Medicare** from the **Refund Method** offered (the method by which the patient will be reimbursed by Medicare). Enter any other details as necessary, and then click **Transmit** button (to immediately transmit the claim to Medicare Australia).

The Surgery

Mrs Penny ANDERSON
61 Wallace Street
Bundaberg QLD 4670

Issue Date: 2/10/2025
Invoice Number: OAP

TAX INVOICE/RECEIPT

Service Provider: Dr A Practitioner Provider No: 2426621B

Patient Name	Visit Date	Item No	Description
ANDERSON Penny	2/10/2025	23	Level B
			Prev

Payment Receipt Number: 0

Type	Name
Ezidebit	Penny ANDERSON Surcharge
	BALANCE

New Patient Claim

Refund method:
☐ EFTPOS card (card swipe required)
☒ Account Details Held By Medicare
☐ EFT (bank account details required if not held by Medicare)

Bank account details

BSB number:
Bank account number:
Bank account name:

☐ Save banking details

Residential address details

Street:
Suburb:
State:
Contact phone number:

Postcode:

☒ Use Medicare address

Transmit Cancel

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Mail Order Telephone Order (MOTO) Payments

Performing **MOTO Transactions** on the Terminal

To process a MOTO transaction on your terminal, use the following steps.

Pracsoft

1. **Record Visit** in **Pracsoft** using **Ezidebit** as your **payment type**.
2. From the **Ezidebit Payment Request** window Tick **MOTO**
3. Select **Process Payment**

Ezidebit Terminal

4. **Card payment screen** will appear on your Terminal.
5. Enter the **card number** the payment will be processed against.
6. Enter the **card CVV** or press 'skip' if it is unavailable.
7. Enter the **card expiry date**.
8. Enter the **purchase amount** to be charged to the card, then press **Enter**.

(Optional) **Save Card Details** window will appear via **Pracsoft**.

The transaction will be submitted and processed, and a receipt will be printed.

Registering your Terminal for MOTO

MOTO and New Terminals

Where MOTO is requested as part of a new application, the terminal will be configured to support MOTO before being dispatched. If you experience any issues with new terminals, please reach out to support@ezidebit.com.au for assistance.

Activating MOTO on Existing Terminals

To enable MOTO on an existing terminal, please request MOTO as a feature by emailing our support team on support@ezidebit.com.au.

Our support team will email you to confirm that MOTO has been activated and is now available on your terminal. Please allow 2 business days for your MOTO request to be processed.

The screenshot shows the 'Ezidebit Payment Request' window. It contains the following information:

- Bank Account:** SYD (Dr A Practitioner)
- Payer:** Ms Karenne Anderson
- Payment Method:** Virtual (dropdown menu)
- Include all terminals:** ☐ (unchecked)
- MOTO:** ☒ (checked, highlighted with a red box and a circled '2')
- Process Payment:** A large button to initiate the transaction.
- Amount:** \$43.90
- Surcharge:** \$0.00
- Total Amount:** \$0.00
- Terminal Screen:** A simulated terminal screen on the right showing the 'Quest' logo, a hand icon for 'Tap', and logos for VISA, Mastercard, and eftpos.

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Paying Later Via Payments and Receipts

How to Receipt Single or Multiple Payments

1. From the waiting room, select **Accounts > Receipts/ Payments**. The **Payment/Receipts for Selected Patients/ Institutions** window appears.
2. Select whether the payment is for a Private Patient, or Institution.
3. Enter the patient's (or institution's) name.
4. Click **Search** You may be presented with the Select Patient window if there are multiple matches, or the search could not find an exact match. The **Receipt** window appears.
5. Enter a receipt date via the associated calendar tool. The default date is the current day.
6. Select a bank account for the funds via the **Bank To** drop-down list. The bank account for the patient's practitioner appears by default.
7. The **Payment Allocation** section of this window indicates the services items for which payment is due. Within the **Payment Details** section, enter payment information. A patient can make a single payment or a combination of payment types, to cover their due service item fees. Double click payment type and select **Ezidebit** from the drop-down list.
8. Now that you have entered details of the patient's payment, you must now indicate which service items are being paid for with the payment (note that the patient may not want to pay for all items at this time). To do this, in the Payment Allocation section, locate the service item you want to allocate payment to and either:
 - o Double-click the **Payment Allocation** field for that item to allocate the full value of that item, or
 - o Single-click the **Payment Allocation** field for that item and type a dollar value (without the \$ symbol) that you want to allocate.
9. **(Optional)** Indicate whether you want to see a Print Preview of the receipt, before printing, and how many copies of the receipt you want to print.
10. To process the payment(s), click **Receipt / Receipt and Transmit** If you chose to make any payments via Ezidebit you will be presented with **Ezidebit Payment Request Window**.

The screenshot shows the MedicalDirector software interface. The main window is titled "Director Pracsoft Demonstration 4.4 (DEV) - [Waiting Room]". A menu is open showing "Accounts > Receipts/Payments". A dialog box titled "Payment/Receipts for Selected Patients/Institutions" is open, showing "Payment for" as "Private patient", "Patient search text" as "and, k", and a "Search" button. Below this, a "Receipt" window is open, showing "Receipt date" as "8/05/2026", "Bank to" as "ANZ (anz)", and "Receipt for" as "Ms Karenne Anderson". The "Payment details" section shows a table with one row: "1", "\$37.05", "Ezidebit", "\$0.00", "Drawer / Name on Card", "Card No / Cheque No", "Bank", "Branch / Expiry", "Status" (Unpaid). The "Payment allocation" section shows a table with two rows: "1", "Anderson, Ka...", "01/12/2016", "ATO", "23", "professional atte...", "\$37.05", "\$0.00", "\$0.00", "\$37.05", "\$37.05", "0.005"; "2", "Anderson, Ka...", "22/03/2017", "AP", "23", "professional atte...", "\$37.05", "\$0.00", "\$0.00", "\$37.05", "\$0.00", "0.005". At the bottom, there are buttons for "Print preview", "Copies: 1", "Receipt and Transmit", "Receipt", and "Cancel".

If you chose to view a print preview of the receipt, you will see this now. Alternatively, the receipt will be printed to your designated printer.

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How to Receipt Payment/s via Patient's file

1. Locate and open the record of the patient you want to edit.
2. Select the **Accounts** tab.
3. Select the specific entries you want to receipt by ticking the check box between the **Visit Date** and **Entry Date** columns.
4. Click **Print**.
5. From the drop-down menu, select **Receipt**.
6. Enter a receipt date via the associated calendar tool. The default date is the current day.
7. Select a bank account for the funds via the **Bank To** drop-down list. The bank account for the patient's practitioner appears by default.
8. The **Payment Allocation** section of this window indicates the services items for which payment is due. Within the **Payment Details** section, enter payment information. A patient can make a single payment or a combination of payment types, to cover their due service item fees. Double click payment type and select **Ezidebit** from the drop-down list.
9. Now that you have entered details of the patient's payment, you must now indicate which service items are being paid for with the payment (note that the patient may not want to pay for all items at this time). To do this, in the Payment Allocation section, locate the service item you want to allocate payment to and either:
 - Double-click the **Payment Allocation** field for that item to allocate the full value of that item, or
 - Single-click the **Payment Allocation** field for that item and type a dollar value (without the \$ symbol) that you want to allocate.
10. **(Optional)** Indicate whether you want to see a Print Preview of the receipt, before printing, and how many copies of the receipt you want to print.
11. To process the payment(s), click **Receipt / Receipt and Transmit** If you chose to make any payments via Ezidebit you will be presented with **Ezidebit Payment Request Window**.

The screenshot displays the MedicalDirector software interface, specifically the Receipt window and Patient Details window. Red circles and numbers 1-11 highlight the steps for creating a receipt:

1. Patient Details window: Patient name field (Anderson Ms Karenne (Karen)).
2. Patient Details window: \$ Accounts tab.
3. Patient Details window: Invoice table (Row 1: Patient, 2221, Bundy, 24/03/2019, 23).
4. Receipt window: Receipt date field (8/05/2026).
5. Receipt window: Receipt for field (Ms Karenne Anderson, 428 Carbery's Lane, Bapaume QLD 4352).
6. Receipt window: Bank to field (ANZ (anz)).
7. Receipt window: Payment details table (Row 1: No 1, Amount \$37.05, Payment Type Debit, Charge \$0.00, Status Unpaid).
8. Receipt window: Payment details table (Row 1: Amount \$37.05).
9. Receipt window: Payment allocation table (Row 1: No 1, Patient Anderson, Ka..., Visit Date 01/12/2016, User ID ATO, Item No 23, Description professional atte..., Fee \$37.05, GST \$0.00, Paid \$0.00, Amount Due \$37.05, Payment Allocation \$37.05, Account 1005).
10. Receipt window: Print preview checkbox and Copies field (1).
11. Receipt window: Receipt and Transmit button.

The Receipt window also shows a summary table with columns: No, Patient, Visit Date, User ID, Item No, Description, Fee, GST, Paid, Amount Due, Payment Allocation, and Account. The total amount due is \$74.10, and the total payment allocation is \$37.05.

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How to Refund a Payment

Refund Ezidebit Receipt via By Receipts Issued

- From within the Waiting Room, either:
 - Click Search Patient icon
 - Select **Patient> Search Patient**
 - Press **F2**
- In the **Search Patient** window, select the patient you are looking for from the database. Click **OK** button.
- Select the **Accounts** tab.
- Change the **Display** to **By Receipts Issued**.
- Right-click the required row (account entry)
- Select **Reverse Receipt** from the menu that appears. You will be prompted to confirm this action and enter a Reason for Reversal..
- The first prompt will ask you - **Are you sure you wish to reverse Receipt Number for Amount on Date?** Select **Yes** to continue Reversing.
- Your second prompt requires you to enter a reason, once you have entered a reason the **OK** button will become available.
- Ezidebit Refund Request** screen will appear. To process the refund select the **Process Refund**.
- Use Original Details** prompt will appear. This will allow you to Refund payment directly to the original card or the token this is based on how the payment was made. Selecting **No** will return you to the previous screen.

MedicalDirector Pracsoft Demonstration 4.3a R2 - [Patient Details]

1. Click Search Patient icon

2. Select Patient > Search Patient

3. Select the Accounts tab

4. Change the Display to By Receipts Issued

5. Right-click the required row (account entry)

6. Select Reverse Receipt from the menu that appears

7. Are you sure you wish to reverse Receipt No. 1165 for \$43.90 on 19/06/2026?

8. Enter Reason: It is essential to enter a reason for the reversal. Please enter your reason

9. Ezidebit Refund Request screen will appear. To process the refund select the Process Refund

10. Use Original Details prompt will appear. This will allow you to Refund payment directly to the original card or the token this is based on how the payment was made. Selecting No will return you to the previous screen.

Ezidebit Refund Request

Bank Account: SYD (Dr A Practitioner)
 Payer: Anna Andrews
 Refund Method: Visa 1111 Exp. 03/28
 Amount: \$43.90
 Surcharge: \$0.30
 Total Amount: \$44.20

Process Refund

Use Original Details

Refund original payment directly?
 Visa 1111 Exp. 03/28
 Yes No

Receipt No	Receipt Date	Selected	Entry Date	Amount	Payment Type	Location	Details
1161	24/03/2026	☐	24/03/2026	\$43.90	Ezidebit		

Reverse Receipt

Change Payment Type

Transmit Patient Claim **Patient SMS Log** **Options** **Related** **Referral** **Add (F3)** **Refresh** **Print** **Edit** **Close**

Kylie Goodwin MD Live Data - TH-5CG3410K7K\HCNSQL07 Thursday, 9 April 2026

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Refund Ezidebit Receipt via By Items Billed

- From within the Waiting Room, either:
 - Click Search Patient icon
 - Select **Patient** > **Search Patient**
 - Press **F2**
- In the **Search Patient** window, select the patient you are looking for from the database. Click **OK** button.
- Select the **Accounts** tab.
- Display **By Items Billed**.
- Locate the receipt number for the receipt you want to reverse. This number can be found in the Receipt No column at the far-right of this window.
- Select **Accounts** > **Find/Adjust Receipt**. The **Find/Adjust a Receipt** window appears.
- Enter the receipt number into the associated text box and click Find button. A valid receipt number will return the details of the associated receipt.
- Enter a reason for reversing the receipt in the associated text box.
- Click **Reverse** button. to reverse the receipt.
- You will be prompted to confirm this action. Select **Yes** to continue with the reverse.
- From the **Reverse a Receipt** window click **OK**.
- Ezidebit Refund Request** screen will appear. To process the refund select the **Process Refund**.
- Use Original Details** prompt will appear. This will allow you to Refund payment directly to the original card or the token this is based on how the payment was made. Selecting **No** will return you to the previous screen.

The screenshot shows the MedicalDirector software interface with the following elements:

- Patient Details Window:** Displays patient information for Anderson Ms Karenne (Karen). The **Accounts** tab is selected, showing a list of billed items. The **Display** dropdown is set to **By items billed**.
- Table of Billed Items:** A table with columns: Name, Invoice To, Practitioner, Location, Visit Date, Selected, Entry Date, Item No, Description, Fee Amount, GST, Medicare Expected, Amount Paid, Amount Due, Account No, and Receipt No. The receipt number 1166 is highlighted in the last column.
- Reverse Receipt Window:** A pop-up window asking "Are you sure you wish to reverse this Receipt (1152) ?" with **Yes** and **No** buttons.
- Find/Adjust a Receipt Window:** A window where the receipt number 1166 is entered, and the **Find** button is clicked. It shows details for the receipt, including the payer and receipt items.
- Ezidebit Refund Request Window:** A window showing the refund process. It includes fields for Bank Account (SYD (Dr A Practitioner)), Payer (Anna Andrews), Refund Method (Visa), and a **Process Refund** button.
- Reverse a Receipt Window:** A window showing the receipt has been reversed, with an **OK** button.
- Use Original Details Window:** A pop-up window asking "Refund original payment directly?" with **Yes** and **No** buttons.

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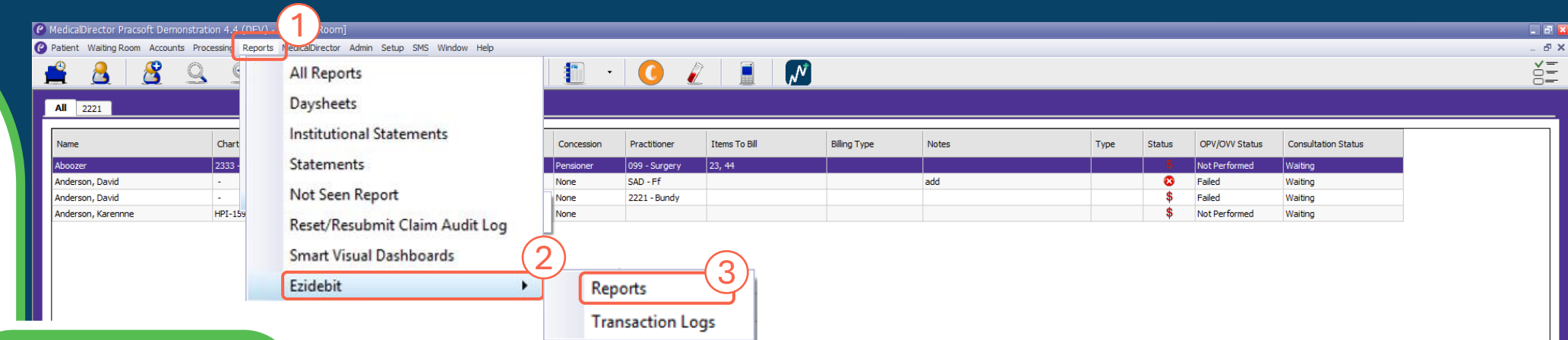
Ezidebit Transaction Logs

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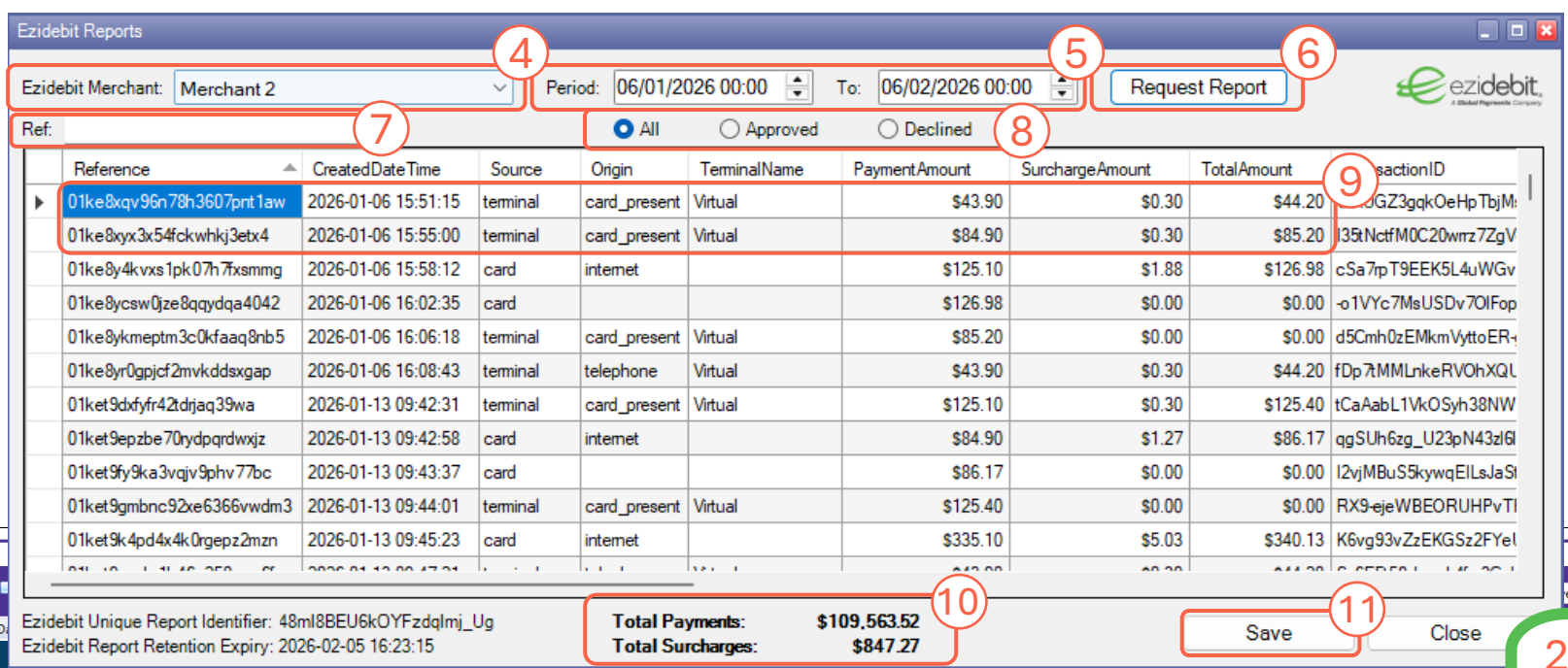
How to Request an Ezidebit Report

1. Select **Reports**
2. From the drop-down menu select **Ezidebit**
3. Followed by **Reports**. The **Ezidebit Reports** window appears.
4. Select **Ezidebit Merchant** from the drop down you wish to request the report for.
5. Select **Period** between the 'From:' and 'To:' dates specified. It is a useful reference to see what payments have been made within a specified date range.
6. Select **Request Report** button to create an Ezidebit report for merchant and dates selected.
7. Search for the required **Reference** number
8. Select from **All**, **Approved** or **Declined** payments
9. **Ezidebit Report**
10. **Total Payments & Total Surcharges ***
11. Select **Save**.

* Due to a legislative change from the Reserve Bank of Australia (RBA) from October 1st, 2026, **Visa, AMEX, Mastercard & Transaction Fees** can no longer be surcharged from this date. As a result, any practice that currently passed on these charges will be required to absorb these costs from the effective date.



- Ezidebit Report**
- o Reference Number
 - o Created Date & Time
 - o Source
 - o Origin
 - o Terminal Name
 - o Payment Amount
 - o Surcharge Amount *
 - o Total Amount
 - o Transaction ID
 - o Updated Time & Date
 - o Original Transaction ID
 - o Terminal ID
 - o Currency
 - o Card Name
 - o Card Last 4
 - o Card Type
 - o Expiry Month
 - o Expiry Year
 - o Result Codes
 - o Result Status



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Ezidebit Transaction Logs

How to access Transaction Logs

1. From the Pracsoft main Screen, **Select Reports**
2. From the drop-down menu select **Ezidebit Reports**
3. Followed by **Transaction Logs**. The **Ezidebit Transaction logs** window appears.
4. (Optional) Select Date range as required.
5. Select **Retrieve logs** button once the date has been selected
6. (Optional) **Filters** using **Session ID**, **Type**, **User ID** & **Machine**.
7. **Payment Entries**
8. **Log Entry Details**
9. Load file, Save or Close

The screenshot illustrates the steps to access Ezidebit Transaction Logs within the MedicalDirector software. The interface is divided into several sections:

- Menu Bar:** Includes options like Patient, Waiting Room, Accounts, Processing, Reports, MedicalDirector, Admin, Setup, SMS, Window, and Help.
- Sidebar:** Contains a list of reports including All Reports, Daysheets, Institutional Statements, Statements, Not Seen Report, Reset/Resubmit Claim Audit Log, Smart Visual Dashboards, and Ezidebit.
- Main Window:** Displays a table of transactions with columns for Concession, Practitioner, Items To Bill, Billing Type, Notes, Type, Status, OPV/OVV Status, and Consultation Status.
- Ezidebit Transaction Logs Window:**
 - Period:** 01/01/2026 00:00 To: 17/04/2026 00:00
 - Retrieve Logs** button
 - Entries Table:**

Timestamp	Session ID	Type	User ID	Machine	Domain	User
2026-01-15 14:11:15	01KEZXKDYT82D69F09CDD...	PAYMENT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-01-15 14:11:57	01KEZXMPRD7BCD4YXN5Q...	PAYMENT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-02-03 15:23:06	01KGGZ8NGB5HRFCM6EKD...	PAYMENT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-02-03 15:43:52	01KGH0ENZGHC14HY6AW...	PAYMENT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-02-03 15:50:42	01KGH0V6C2PSN06ZVPZ5...	PAYMENT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-02-03 16:14:14	01KGH269454EKNEFEV2KS...	PAYMENT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-02-03 16:16:29	01KGH2AD2QG3JQ5ZY30X2...	PAYMENT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-02-03 16:18:15	01KGH2DMKE0H20Z7XYR...	PAYMENT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-02-04 09:41:36	01KGJY42SJN9MXP33S0666...	PAYMENT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-02-04 11:28:41	01KGK48523B5DM6T7A067...	PAYMENT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-02-04 11:31:19	01KGK4CYXP972B9YVJ58J...	PAYMENT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-02-05 11:45:40	01KGNQKYJZ2XYFABR6F1P...	PAYMENT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-02-05 11:56:41	01KGNR84M20CEPHG3X6...	PAYMENT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-02-05 12:17:02	01KGNSDCSB0X00Q6DQYV...	REPORT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-02-05 12:18:03	01KGNF82WZ5Y297BX8...	REPORT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-02-05 12:22:06	01KGNSPNWZRT1HY9ZWX...	REPORT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-02-05 12:29:29	01KGN45XV2RVTR08HZ1...	REPORT	369	TH-5CG3410K7K	AzureAD	KylieGoc
2026-02-10 10:42:25	01KH2FZQX9W47EPRG1TT...	GLOBALSETTINGS	369	TH-5CG3410K7K	AzureAD	KylieGoc
 - Log Entry Details:**
 - Timestamp:** 2026-01-15 14:11:57
 - Event:** Request
 - Detail:** Pracsoft: 4.3a R2 Site: 888888 Patie...
 - Request:**
 - Pracsoft: 4.3a R2 Site: 888888 PatientID: 1795 PayerID: 1795 PayerOther: False
 - PayerOtherCode: Amount: \$43.90 BankTo: 199

Ezidebit



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Cybercrime

Online & Offline
Payments Security

Frequently Asked
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Additional Resources

Ezidebit Help
& Support

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Support

Introducing Ezidebit

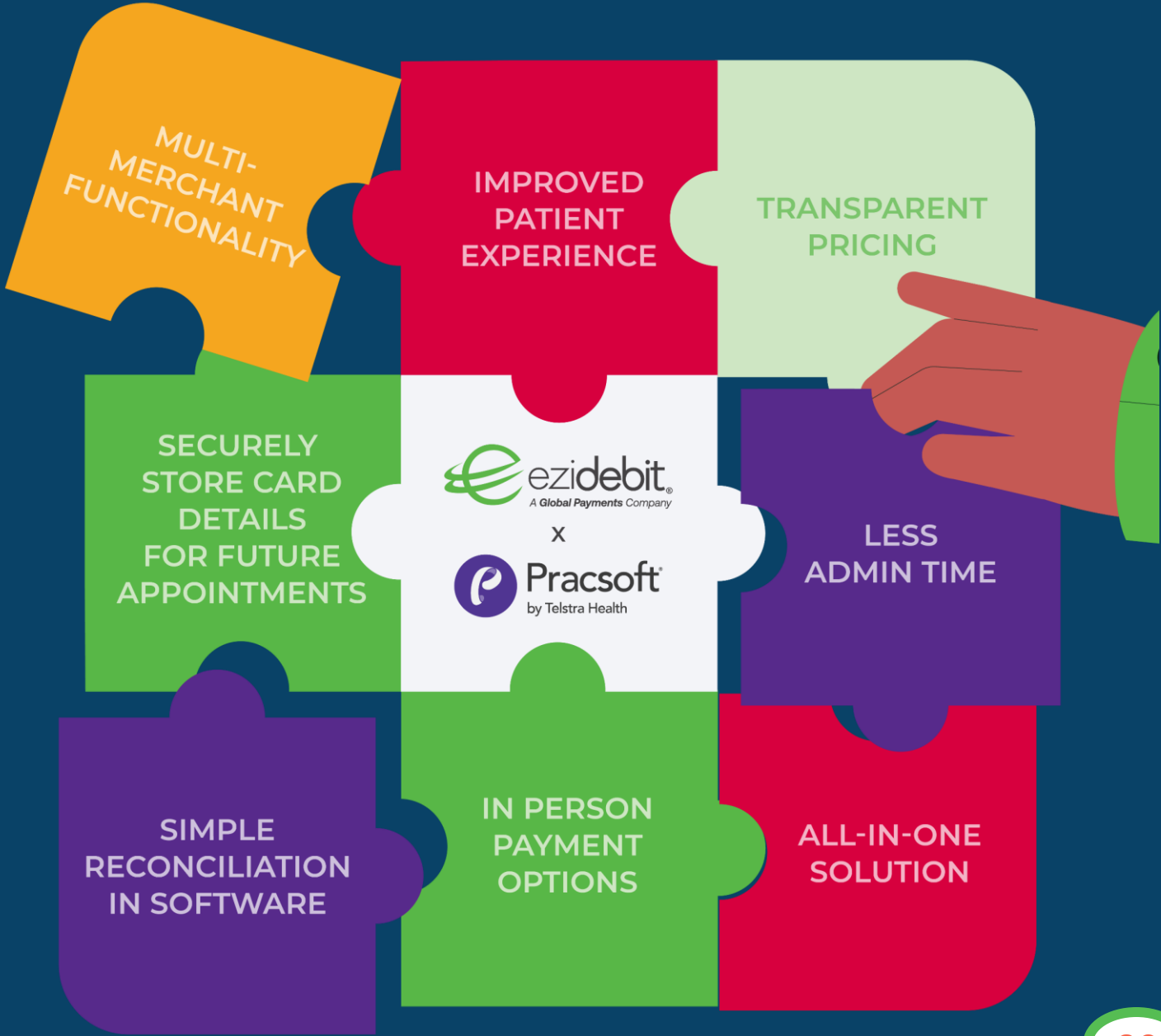
For Australian practices, by a trusted payments partner

For more than 27 years, Ezidebit has helped 60,000+ businesses across Australia and New Zealand simplify and secure their cash flow with flexible payment methods and powerful cloud-based reporting. Backed by the powerhouse Global Payments, Ezidebit delivers market-leading payment solutions tailored to your practice.

We have partnered with Telstra Health MedicalDirector Pracsoft to provide integrated payment solutions that meet your practice needs and enhance your patient experience. From our foundational Direct Debit service to a full suite of modern payment solutions, we provide everything an Australian practice needs to get paid:

Get Started with Ezidebit Today!!!

Built directly into your Pracsoft software to help you write and get things done effortlessly.

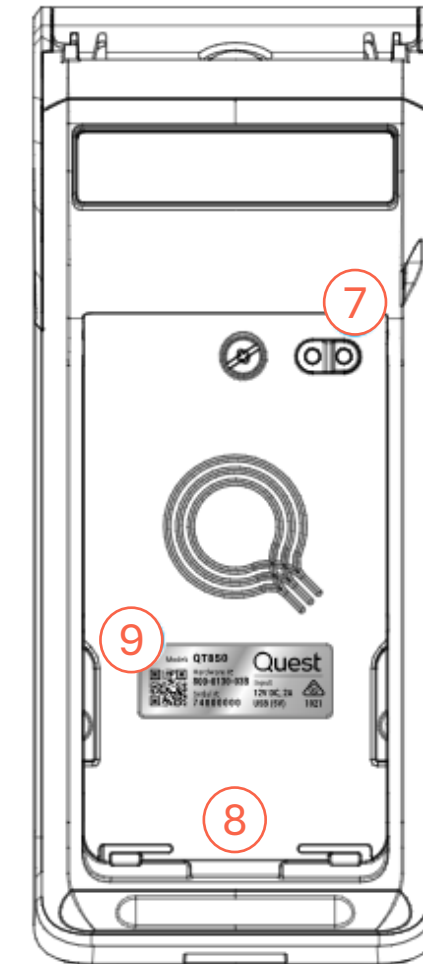
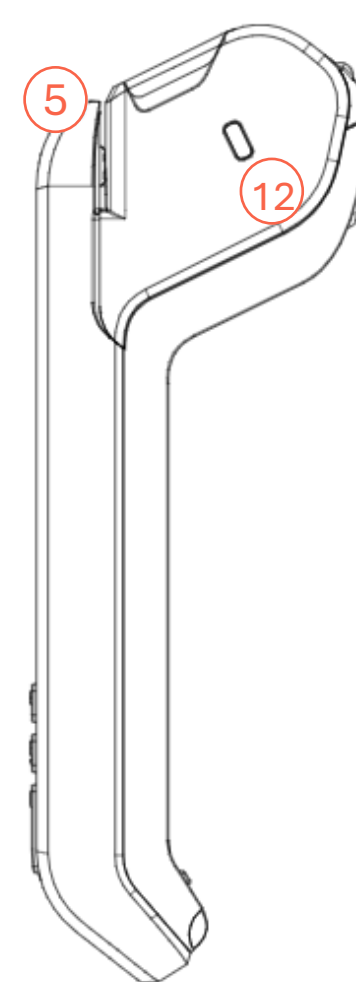
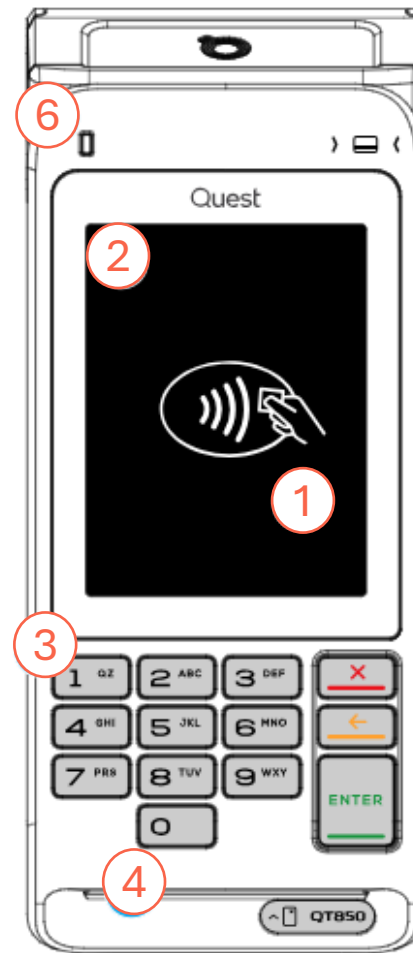
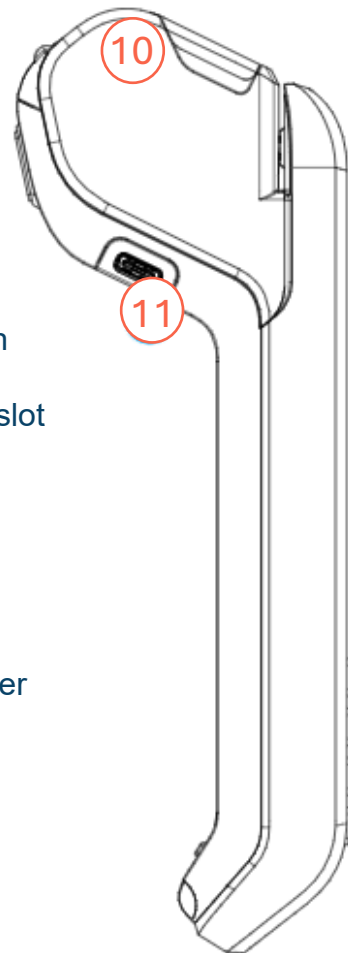


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Reduce the Risk of Cybercrime
Online & Offline Payments Security
Frequently Asked Questions 30-33
Additional Resources
Ezidebit Help & Support
MedicalDirector Support
 A Global Payments Company

Terminal Hardware Components

QT850 Support Guide [Click Here](#)

1. Contactless Payment Tap Zone (onscreen)
2. 3.5" Colour Display with Glass Touch Panel
3. Tactile Keypad (use ENTER button to turn on terminal)
4. Smart Card reader with an illuminated entry slot
5. Magnetic Swipe Channel
6. Status Light
7. Charging Contacts (for charging via dock)
8. Back cover removal clips (for accessing Battery and SIM card slot)
9. Serial Label
10. Printer Paper Roll Access (for replacing printer rolls)
11. USB-C Charging Slot
12. Kensington Security Cable Slot



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**Terminal Hardware
Components**

Reduce the Risk of
Cybercrime

Online & Offline
Payments Security

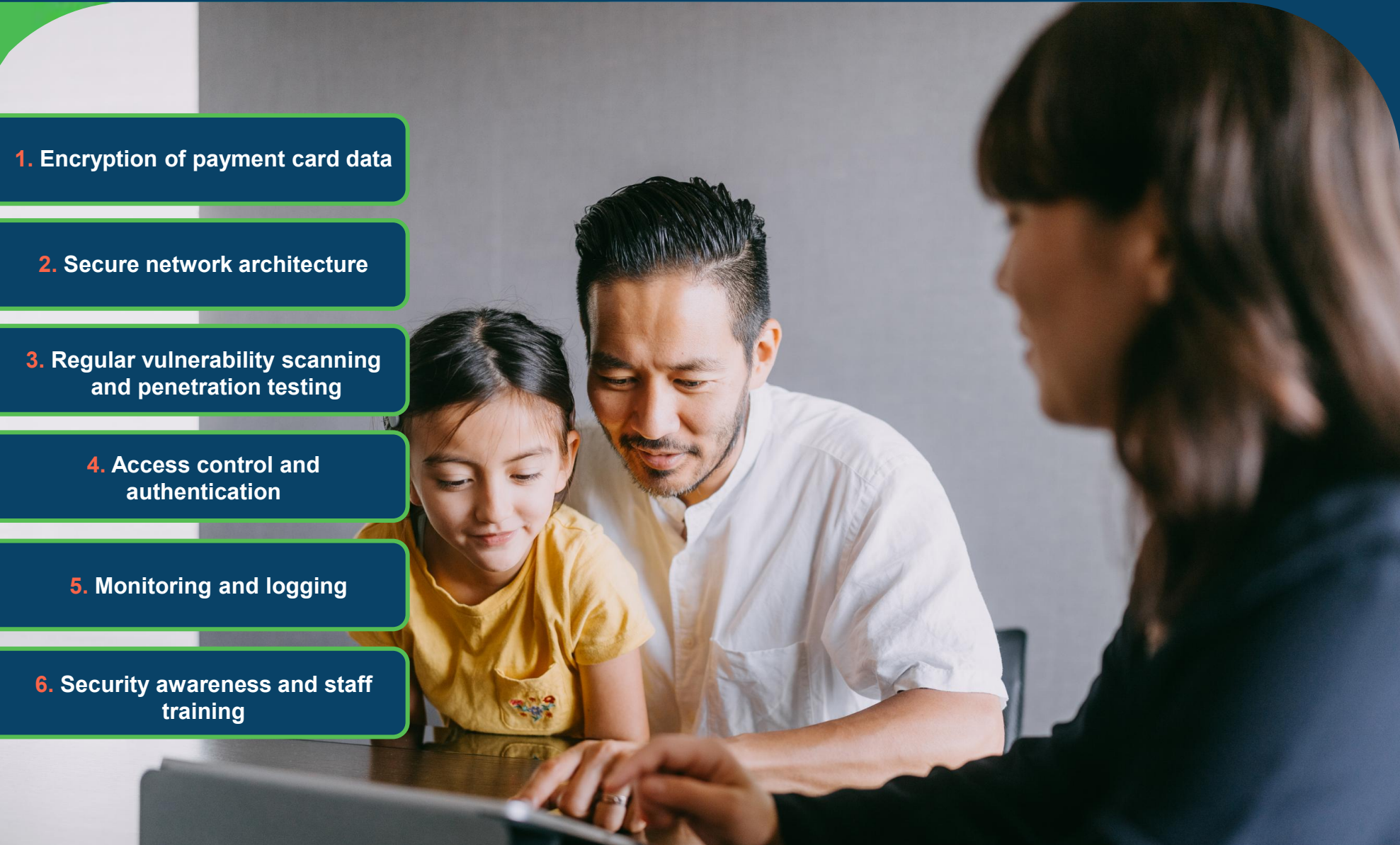
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Reduce the Risk of Cybercrime



1. Encryption of payment card data

2. Secure network architecture

3. Regular vulnerability scanning and penetration testing

4. Access control and authentication

5. Monitoring and logging

6. Security awareness and staff training

PCI DSS Compliance

Build and maintain a secure network

- 1. Install and maintain a firewall configuration to protect cardholder data.
- 2. Do not use vendor-supplied defaults for system passwords and other security parameters.

Protect cardholder data

- 3. Protect stored cardholder data.
- 4. Encrypt transmission of cardholder data across open, public networks.

Maintain a vulnerability management program

- 5. Use and regularly update anti-virus software or programs.
- 6. Develop and maintain secure systems and applications.

Implement strong access control measures

- 7. Restrict access to cardholder data by practice need-to-know.
- 8. Assign a unique ID to each person with computer access.
- 9. Restrict physical access to cardholder data.

Regularly monitor and test networks

- 10. Track and monitor all access to network resources and cardholder data.
- 11. Regularly test security systems and processes.

Maintain an information security policy

- 12. Maintain a policy that addresses information security for employees and contractors.

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Maximise Online & Offline Payments Security

Do you still jot down customer credit card details on a piece of paper before entering them into your point-of-sale (POS) system? Or do you store them without considering security on a spreadsheet?

It can be easy to overlook old habits and business methods when it comes to securely processing card payments. The problem is, you could be putting yourself at risk of a costly data breach.

To help you avoid the worst-case scenario, here are four ways to maximise payment security online and offline:

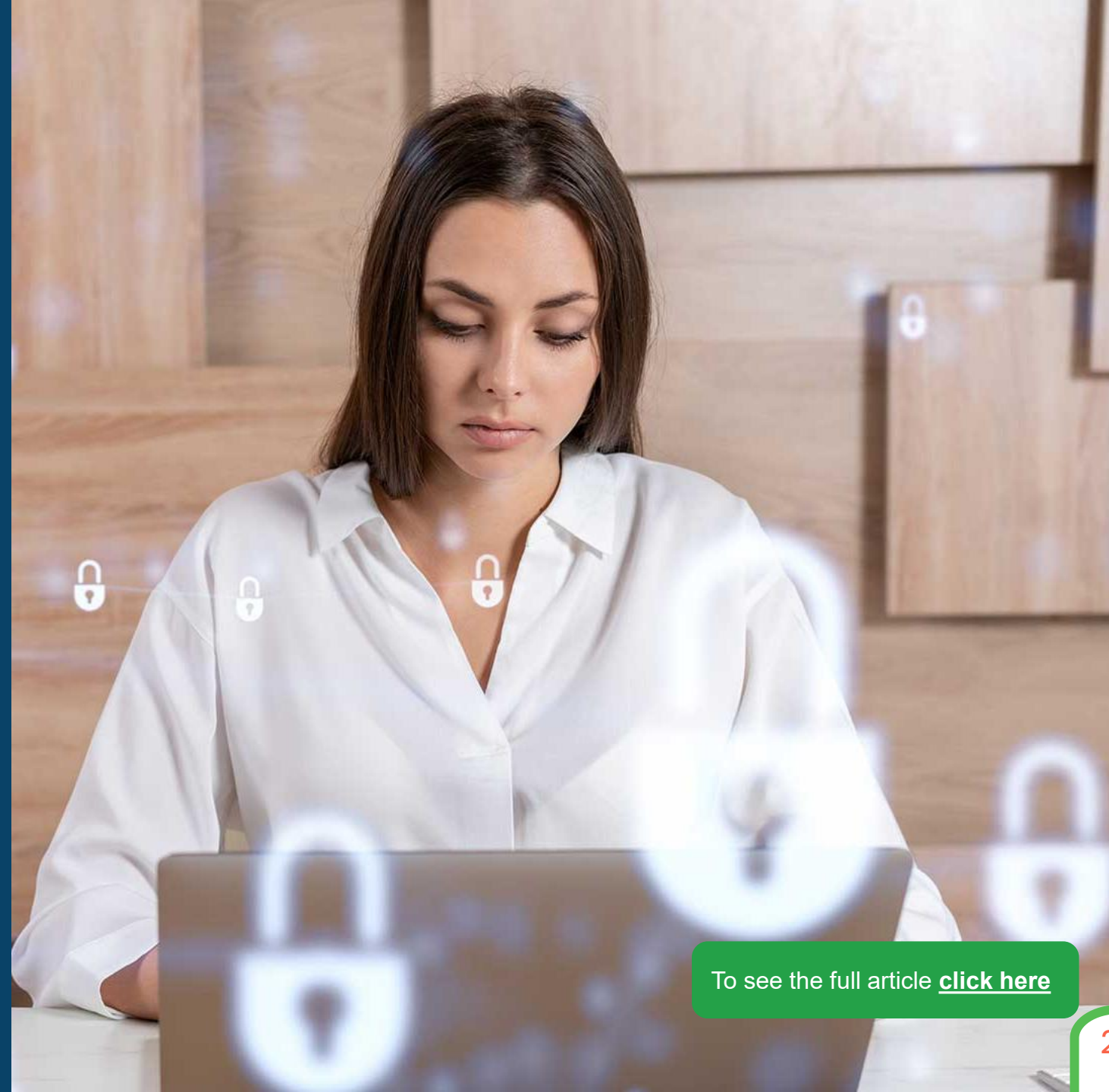
1. Know your PCI DSS obligations as a service provider
2. Select a reliable payments provider for secure payment solutions
3. Leverage Ezidebit's robust payment technology to protect cardholder data
4. Maintain an information security policy

Leverage Ezidebit's payment technology to protect cardholder data

Cybercriminals are getting crafty with their sophisticated hacking strategies. Although security technologies are also evolving alongside this new wave of threats. The short of it: your business must be leveraging the latest in payment security innovation to fight off fraudsters.

Network tokenisation removes sensitive card data from the entire payment process, converting it into a random string of characters that has no meaningful value to cybercriminals.

These credentials are then stored centrally by Visa and Mastercard. This means any changes to the payment information are automatically updated across the network. This reduces the rate of declined transactions and makes life easier for your customers.



To see the full article [click here](#)

Frequently Asked Questions

Q:Dose Ezidebit support Easyclaims?

A:Ezidebit terminals do not currently support Easyclaim or Patient Claims functionality. However, you can easily process claims directly in **MedicalDirector Pracsoft**:

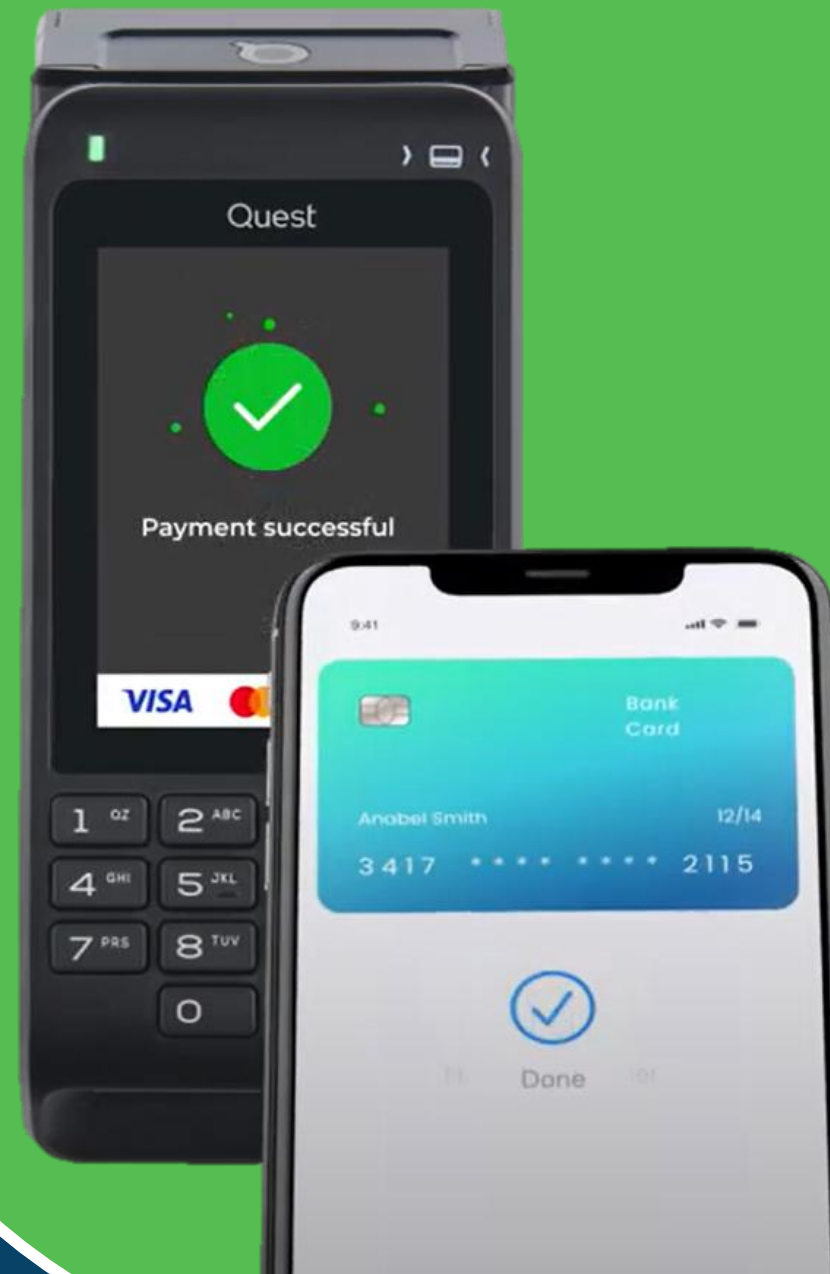
- For **Patient Claims** (Full or Gap payments):
Navigate to **via Patient file > Accounts tab > select account > Transmit Patient Claim and/or Processing > Online Patient Claims > Send Patient Claims**.
- For an **Easyclaim equivalent**:
Use Pracsoft by selecting **Invoice to Bulk Bill** when recording a visit.
For detailed steps, refer to [Sending Bulk Claims to Medicare](#).

Q:Can multiple providers share one terminal?

A:Yes. Ezidebit supports multi-merchant settlements, so payments made on a shared terminal are deposited directly into each provider's own bank account.

Q: Will patient payment data remain secure?

A: Yes. Patient payment data is stored by Ezidebit securely in Australia. Data held in the highest level of PCI compliance, level 1 payment protection. Ezidebit's PCI compliance is reviewed annually by a qualified security assessor, and they conduct numerous security checks and tests throughout the year.



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Recording Visit

Ezidebit Payment
Request Window

Receipt & Transmit
Claim

MOTO Payments

Pay Later via
Payments & Receipts

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How to Refund a
Payment 21-22

Ezidebit Built-in
Reports

Ezidebit Transaction
Logs

Frequently Asked Questions

Q: Can Tyro continue to be used for processing payments?

A: Yes.

Q: Are there any limitations or conflicts when using Tyro alongside Esidebit/other payment integrations?

A: No, they can have as many payment types and integrations that are linked with payment types.

Q: If a patient opts to save their card details, are these details viewable to the practice?

A: Only the last 4 digits of the card, expiration date.

Q: How is card security maintained when saved card details are used for payments?

A: Card details are converted to tokens and only the last 4 digits of their card are shown, including their expiry date.

Q: How do we record a consent change (opting out) in the patient's record?

A: There is a tick box located in the window as they process the payment via Esidebit Terminal.

Q: Can patients choose within their record to opt in or out of saving their card token when they are not physically onsite?

A: No, Patient's do not have access to their Patient Records as this is kept in Pracsoft - They will need to contact the Practice to opt in/out.

Q: Do patients manually sign a form granting authority to debit their card?

A: This is up to the Practice if they want to make customers consent this via a Form, otherwise the tick box of consent is located on the window when transaction is being done.

Q: Why is Esidebit listed as a separate option from EFTPOS Auto in payment configuration?

A: EFTPOS Auto is primary integrated with Tyro, Esidebit is a new Payment type with a configured Terminal.

Q: Are we to expect reporting issues because Esidebit does not fall under the EFTPOS Auto category?

A: No, but you are most likely going to get questions on how to enable this via the Global Settings.

Q: Can saved patient card details be used for Esidebit payments?

A: We don't have any saved patient card details prior to Esidebit.



Q: What happens when 'Yes' is selected for using stored card details with Esidebit payments?

A: Card details will be token-ized, will only show the last 4 digits + Expiration

Q: What happens to scheduled or recurring payments when API keys rotate every 90 days?

A: There is no recurring payments or scheduled payments

Q: How should payments be handled if the selected terminal becomes unreachable mid-transaction (e.g., network outage, terminal offline)?

A: Reach out to Esidebit team

Frequently Asked Questions

Q: What is tokenisation?

A: Tokenisation is where a customer's payment card information is transposed into a random string of characters (called a token) that has no relevant value if breached. As soon as a transaction is initiated; the card data remains as a token until it reaches the bank. Ezidebit uses tokenisation in our payment processing to secure data.

Q: How does Ezidebit tokenisation work?

A: Currently, tokenisation is already available to all Ezidebit clients as a feature to taking payments. These payment tokens are securely stored in Ezidebit's systems and are only relevant to Ezidebit's transaction processing. If a card expires, the token may be invalid, and the client then needs to contact the customer for new payment details.

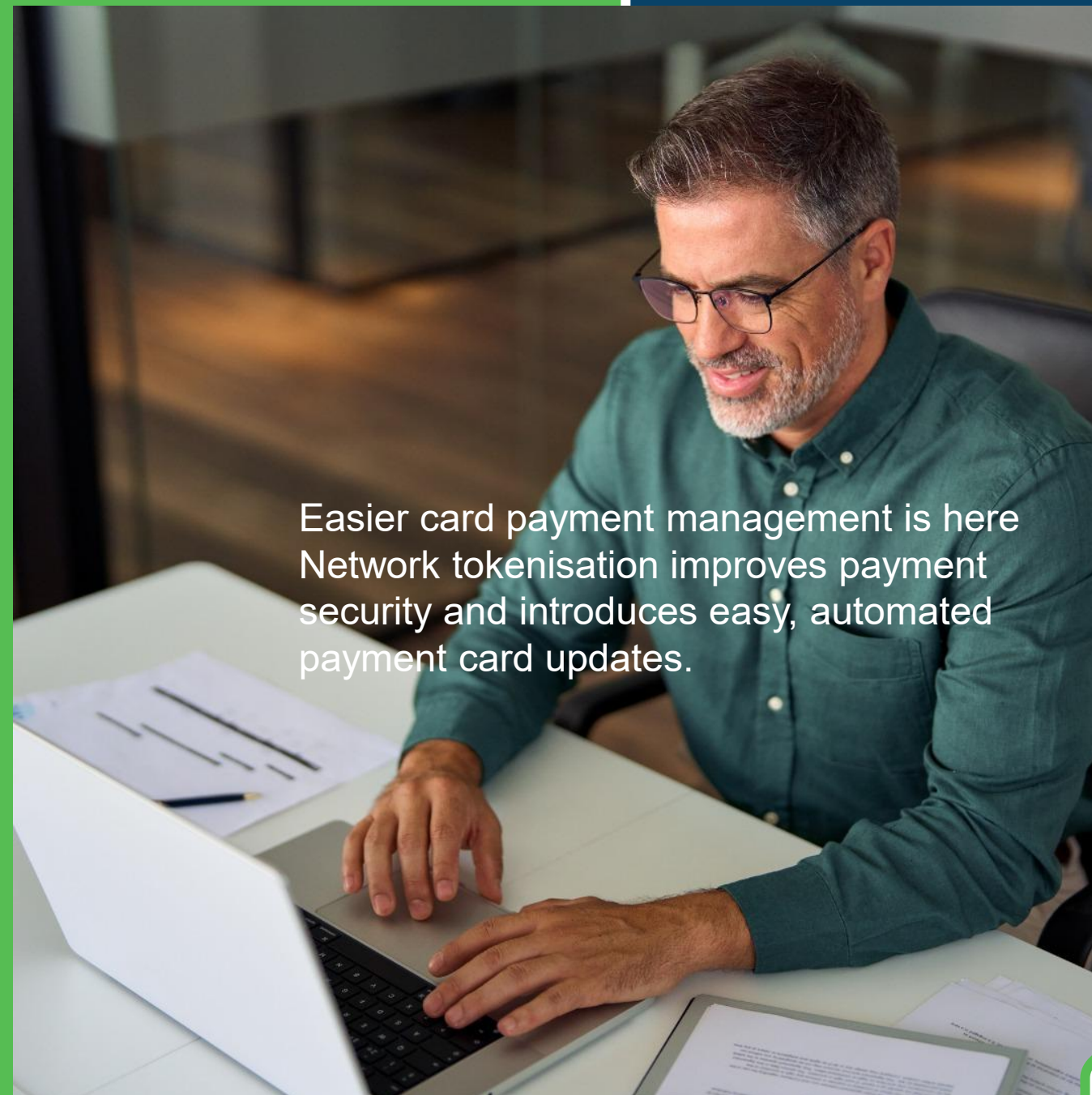
Q: What is network tokenisation?

A: Network tokenisation extends the benefit of using tokens. A customer's card credentials such as the Primary Account Number (PAN) and expiry date are replaced with a unique network token, which enables automatic card detail updates when changes occur to allow payments to continue. This includes when a bank issues new cards to customers due to expiry or if a card is lost or stolen. This means Ezidebit merchants no longer need to seek out the new payment card details from their customers.

Q: Who can benefit from using network tokenisation?

A: Network tokenisation will add value for any businesses that take recurring payments, where declined transactions occur as result of updates in their customer card payment information e.g. expiry date, lost/stolen cards.

Merchants using real-time online payments can still benefit from automatic updates to stored cards on file for single purchases. There will be improved cart conversions from the updating of expired cards, in addition to greater security and trusted transactions.



Easier card payment management is here
Network tokenisation improves payment
security and introduces easy, automated
payment card updates.

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Q: How is my money protected?

A:All customer payments are deposited into a Trust Account before being transferred directly into your nominated bank account. As an Australian Financial Service Licensee, we are required to have our company independently audited and reviewed each year.

Q: Does Ezidebit have an Australian Financial Services Licence?

A:Yes. We were the first direct debit provider licensed by the Australian Securities and Investment Commission (ASIC) as an Australian Financial Services Licensee (AFSL No. 315388).

Q: Can I review my customers' payment history?

A:Yes. You are able to view your customers payment schedule and history, including all previous successful or failed payments within EziOnline.

Q: How do I apply for an Ezidebit account?

A:Get in touch with us and we'll help tailor a solution with a mix of our products to suit your business' needs. Then you simply need to fill in an online application, and we'll work with you to get the account established and ready to use.

Q: How can I use Ezidebit?

A: Ezidebit offers the following payment methods: Direct Debit, Real Time Credit Card Payments, BPAY, and Integrated payments within a software.

For more [Frequently Asked Questions](#) visit Ezidebit website.



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Ezidebit

Legal & Compliance Policies

- [Financial Services Guide & Product Disclosure Statement](#)
- [Target Market Determination](#)
- [Client Service Agreement Terms and Conditions](#)
- [Privacy Statement](#)
- [Application compliance requirements](#)
- [PCI DSS Compliance and Data Security](#)
- [Vulnerability Disclosure Policy](#)
- [Credit Card Fraud Protection Guide](#)
- [System Status](#)

Blog

- [How to keep your customers information secure when taking payments online](#)
- [4 ways to maximise online and offline payments security](#)
- [Network tokenisation explained & why it's good for your business](#)



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Ezidebit Help & Support

Ezidebit have a dedicated team to help support you with your payment's integration. If you have any questions, please contact us via **1300 763 256** or support@ezidebit.com.au



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ezidebit
A Global Payments Company

Your MedicalDirector Support Team

Support 7 days a week

At Telstra Health, we understand that running your practice efficiently is important. **We're here to support you**, so that you can continue to support your patients.

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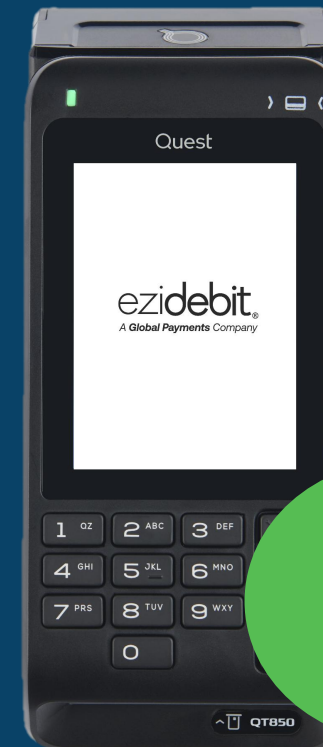
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Thank you



Kylie Goodwin
Practice Consultant
Telstra Health | MedicalDirector



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