



ezyVet & CareCredit Integration Questions

1. What is the ezyVet and CareCredit integration?

With the CareCredit integration, you can now add CareCredit as a payment method within ezyVet. You no longer need to open a new web browser window to log in to your CareCredit account. Instead, you can stay logged in, look up client accounts, and process transactions directly in ezyVet, making it easy to offer CareCredit as a financial option to your clients.

2. What are the benefits of the CareCredit integration?

The integration allows you to process purchases or refunds directly from ezyVet. Purchases can be processed in person or sent to a pet owner by email or text.

No more:

- Switching to a browser and navigating to CareCredit webpage.
- Logging in to CareCredit with credentials you or your staff may not remember.
- Typing in pet owner information to search for their CareCredit account.
- Typing in the payment amount.
- Remembering to mark it as paid in ezyVet.
- End of day balancing CareCredit transactions.

3. Why did we build the ezyVet and CareCredit integration?

To help you save time, increase efficiency, and enable access to care.

CareCredit is directly accessible within ezyVet, which keeps your CareCredit account logged in while automatically retrieving patient's account information – without needing to open separate browsers.

The integration reduces manual errors by automatically recording payments within the patient record. It also helps save valuable staff time by enabling you to send CareCredit transactions to clients via email or text.

4. How will the integration help you?

Currently, CareCredit transactions are processed outside ezyVet and require manual processes and reconciliation for every transaction.

Being able to easily provide CareCredit increases the likelihood of staff members discussing this financial option with clients, enabling a lifetime of care for their pets.

5. Why should I use the CareCredit integration?

If you want to easily offer CareCredit as a potential financial solution for your clients without spending the extra time opening browsers to access the CareCredit website to process a transaction, then you should turn on the integration and process transactions directly from ezyVet.

6. How much does the integration cost?

There is no cost for practices to utilize this integration. Practices enrolled in CareCredit can enable the integration for free.

7. What should I do with my existing CareCredit payment type?

Before you set up the new CareCredit payment type, it is recommended that you change the name of the existing payment type to “Offline CareCredit.” This will allow any transaction that was processed outside of the integration to be manually entered.

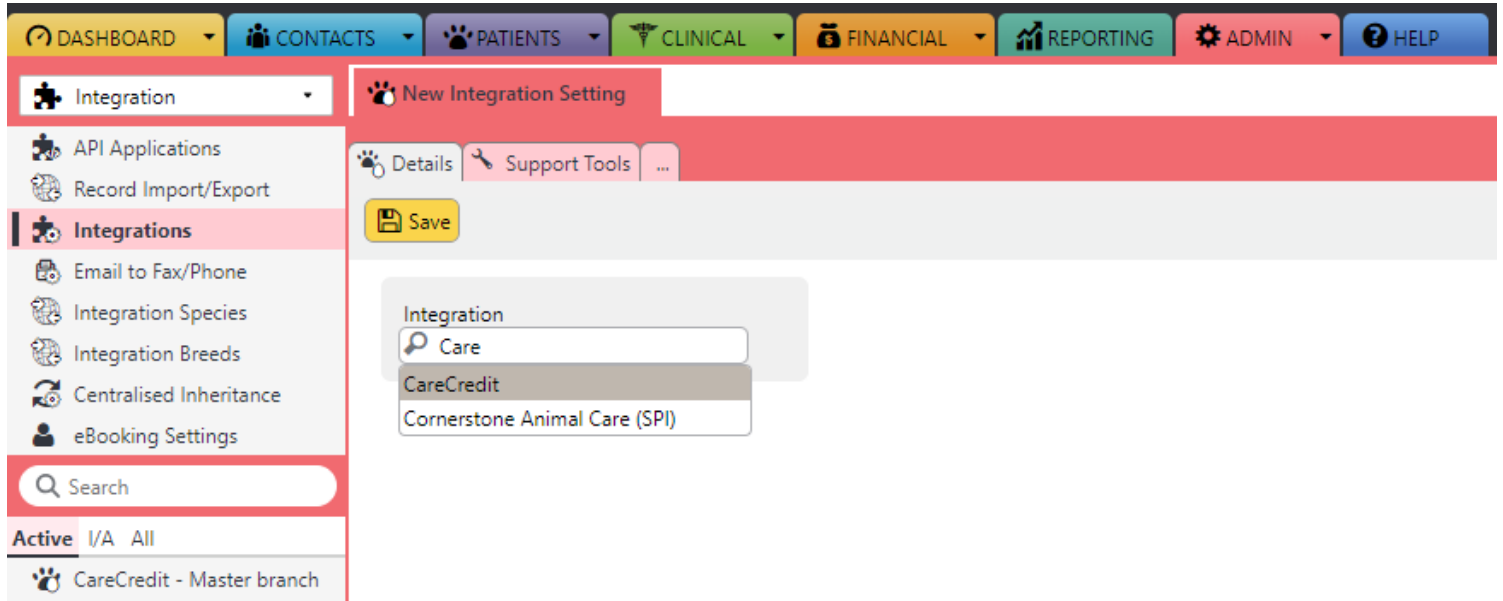
8. How do I set up the ezyVet & CareCredit integration?

First, you’ll need your CareCredit Merchant Number, which can be found in the CareCredit Provider Center:

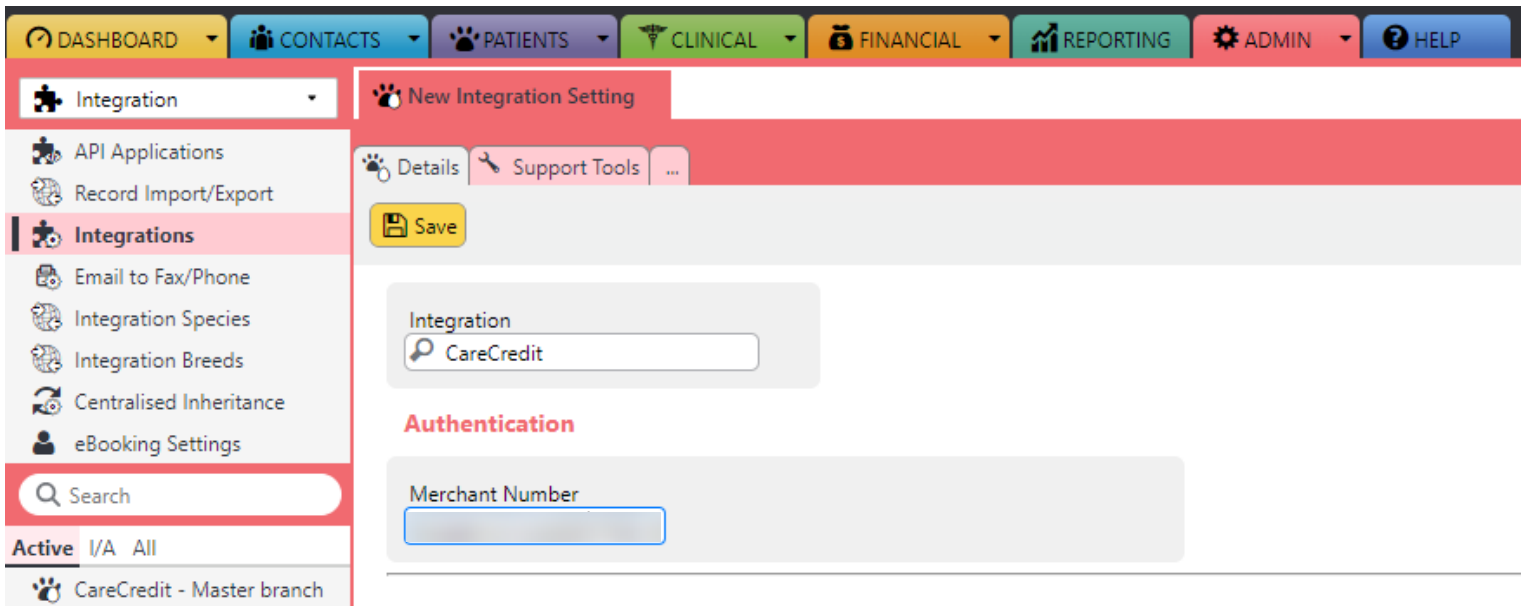
The screenshot shows the CareCredit Provider Center interface. At the top, there is a navigation bar with the CareCredit logo (tagline: "Making care possible...today.") and the text "PROVIDER CENTER". To the right of the logo are links for "Transactions", "Applications", "Reports", "Resources & Settings" (highlighted with a red box and a '1'), and "Support".

The main content area is titled "Practice Info". Below the title, there is a paragraph: "Listed below is the current business contact information on file for your practice. Updates on this page will update where statements, important program updates and notices are sent." Below this paragraph, there are two input fields: "MERCHANT NUMBER" (highlighted with a red box and a '3') and "PROVIDER NAME:". Below these fields, there is a note: "Changes of Ownership or Legal Account Information cannot be processed via the web. Please contact your Account Manager and Provider Services will be happy to assist you with this process." Below the note, there is a section titled "Address" with two sub-sections: "PRACTICE LOCATION" and "MAILING ADDRESS". Below these sub-sections, there are two input fields for the respective addresses. Below the input fields, there is a note: "Practice Location is the physical street address where your office resides (used for your practice locator)." To the right of the main content area, there is a navigation menu with the following items: "Resources", "Practice Info" (highlighted with a red box and a '2'), "Provider Locator", "Manage Promotions", "Manage Users", "Manage Devices", "Online Payments", "Dispute Documentation Requests", "Order Supplies", "Demo", and "Promote & Advertise".

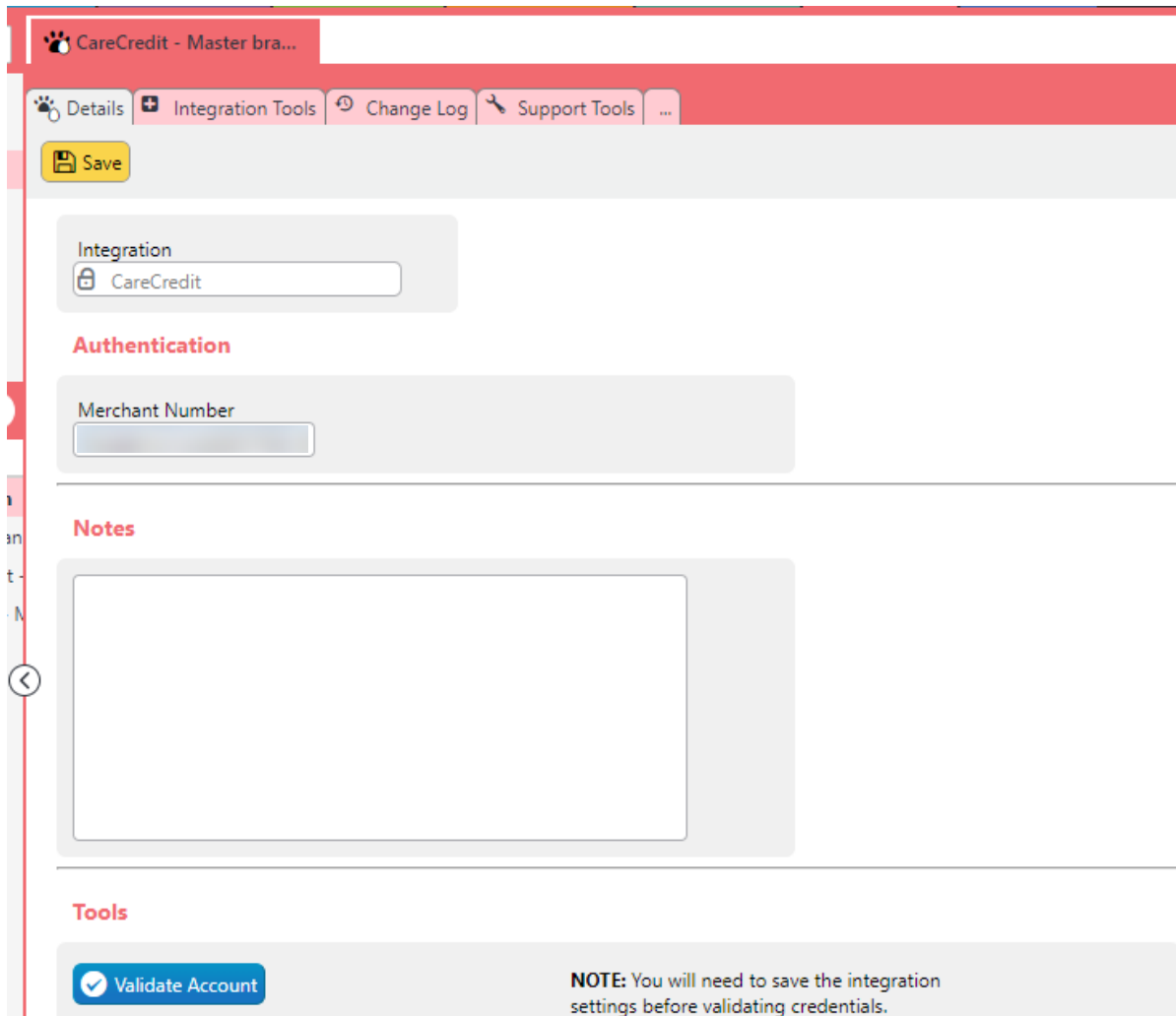
- a) In your ezyVet site, go to Admin > Integration > New Integration Setting, and search for "CareCredit."



- b) Input your clinic's CareCredit Merchant Number and select **Save** - see example below.



c) Select **Validate Account** button to double check your Merchant Number.



CareCredit - Master bra...

Details Integration Tools Change Log Support Tools ...

Save

Integration
CareCredit

Authentication

Merchant Number

Notes

Tools

Validate Account

NOTE: You will need to save the integration settings before validating credentials.

d) Create a new CareCredit payment method.

Go to Admin > Financial > Payment Methods, create a new payment method with the following configuration:

Name: CareCredit.

Method: Manual Card Entry.

Hosted Payment Integration: CareCredit (refer to step A for more information).

The screenshot displays the 'New Payment Method' configuration interface. The top navigation bar includes 'DASHBOARD', 'CONTACTS', 'PATIENTS', 'CLINICAL', 'FINANCIAL', 'REPORTING', 'ADMIN', and 'HELP'. The left sidebar shows the 'Financial' menu with 'Payment Methods' selected. The main form area is titled 'New Payment Method' and includes a 'Save' button. The configuration fields are as follows:

- Name:** CareCredit
- Associated Account:** 120-Electronic cards clearing acco
- Type:** Bank
- Method:** Manual Card Entry (selected)
- Hosted Payment Integration:** CareCredit - Master branch

e) Select **Save**, then the CareCredit default payment icon will be displayed.

The screenshot displays a web application interface for configuring a payment method. At the top, a navigation bar includes tabs for DASHBOARD, CONTACTS, PATIENTS, CLINICAL, FINANCIAL, REPORTING, ADMIN, and HELP. A left sidebar menu is open to the 'Financial' section, with 'Payment Methods' selected. The 'CareCredit' option is highlighted in the list. The main content area shows the 'CareCredit' configuration page with tabs for Details, Change Log, and Support Tools. A yellow 'Save' button is visible. The 'Payment Method' form includes the following fields and options:

- Name:** CareCredit
- Associated Account:** 120-Electronic cards clearing acco
- Type:** Bank
- Method:** Manual Card Entry (selected), Terminal Payment, Remote Payment, ACH Payment, Other
- Hosted Payment Integration:** CareCredit - Master branch
- Uses Standard Payment Integration:** NO
- Uses Rounding:** NO
- Surcharge:** NO
- Image on Payment:** Choose file (No file chosen)

The CareCredit logo is displayed at the bottom of the form area. The sidebar shows a list of other payment methods, including AMEX, Bank Transfer, Cash, Cheque, Discover, Eftpos/Visa/Mastercard, Gap Only, ggv, Insurance Benefit, Manual, PayJunction Keyed, PayJunction Override Test, PayJunction Remote, Surcharge, Terminal, Trupanion, Vet Pay, Visa/Mastercard, Visa/Mastercard Mob, windcave keyed, and Windcave Remote. A 'Total: 22' indicator is at the bottom of the sidebar.

CareCredit Questions

For additional questions for CareCredit, please contact CareCredit directly. (Link down to CareCredit support section).

9. What is CareCredit?

CareCredit is a health and pet care credit card with flexible financing options that gives clients a way to pay over time. The CareCredit credit card can be used for routine veterinary appointments, grooming services, emergency pet care, or a variety of surgeries and treatments at veterinarian locations that accept the card. It helps to give pet owners the peace of mind needed to care for pets big and small.

10. How does CareCredit work?

1. Enroll to accept CareCredit.
2. Promote to your clients.
3. Your clients can apply, and cardholders can use it to pay.
4. You get paid in two business days.

11. Why would practices want a financing option like CareCredit?

CareCredit allows practices to offer promotional financing, allowing pet owners to give their pets care and pay over time. Practices receive payment in two business days without the risk of future non-payment (subject to the representations and warranties in the Agreement with Synchrony).

ezyVet has partnered with CareCredit to deliver a streamlined experience that will help veterinarian professionals reduce time taken to process a CareCredit payment and allow practices to offer financing options with less effort.

12. What type of fees are incurred when offering CareCredit?

After enrollment, you will only pay processing fees, which are based on a few factors, including which special financing options you offer and are chosen by your clients. There is no recurring annual fee for providers.

13. Do clients find value in CareCredit?

95% of Cardholders rate CareCredit “good” to “excellent” value. (CareCredit Cardholder Engagement Study, 2023).

14. What happens if a CareCredit Cardholder does not pay?

CareCredit payments to providers are non-recourse, even if a Cardholder delays payment or defaults with Synchrony (subject to the representations and warranties in the Agreement with Synchrony).

15. How long does it take to receive payment from CareCredit?

Practices receive payment within two business days.

16. How can a client add authorized users to their CareCredit credit card?

Clients can add authorized users to the account, which gives them the ability to use the account for medical expenses, by calling CareCredit at 800-859-9975 or by logging in to their account on www.carecredit.com and accessing the Services tab.

17. Can a client pay for someone else using their CareCredit credit card?

Clients can use their CareCredit credit card to pay any expense they choose, whether for themselves, their pet, or someone else. However, the one presenting payment must be the primary cardholder or an authorized user.

18. How can practices enroll with CareCredit?

Practices can apply to enroll with CareCredit by visiting:
www.carecredit.com/providers/contact-team/

19. Can I use the integration if I do not have CareCredit?

No, you cannot use the integration if you are not enrolled with CareCredit. If you are interested in learning more about CareCredit, please visit:
www.carecredit.com/providers/animal-healthcare/

20. How can a client apply?

Clients can easily apply on their own and get immediate credit decision by:

- Visiting www.carecredit.com.
- Calling: 855-844-0028 (Must be 21 or older to apply by phone).

21. Can clients use their card right away?

If approved, clients will receive their CareCredit card account number for immediate use. Their physical CareCredit credit card will arrive in the mail in 7-10 business days.

22. Can I apply on my client's behalf?

At your client's request, you can submit an application for them in the Provider Center.

This functionality is not available for providers in California who are prohibited under state law from submitting applications on behalf of clients for certain healthcare loans or lines of credit, including the CareCredit credit card.

23. If a client wants to see if they prequalify, what are the possible outcomes?

1. Clients are prequalified and can accept the offer and apply for the CareCredit credit card.
2. Clients are not prequalified and there is no impact on their credit score.

24. How can a client request a credit limit increase?

Cardholders can request a credit limit increase by logging in to their CareCredit account on carecredit.com and accessing the Services tab or calling Customer Service at 800-859-9975.

Questions & Support

25. Who should practices contact for questions regarding ezyVet?

For general ezyVet questions please see:

<https://docs.ezyvet.com/topics/root-topics/ezyvet-doc-portal-root-ezyvet.html>

26. Who should a practice contact for questions regarding their CareCredit account?

Contact your CareCredit Practice Development Manager or call 1-800-859-9975.

27. Who should practices contact with billing or technical support issues regarding CareCredit?

Practices should contact CareCredit:

· Phone: 1-800-859-9975 8 am-12 am EST (Monday to Friday), 10 am-6:30 pm EST (Saturday) · Email: <https://www.carecredit.com/providers/mail-form-support/>