

INTERNAL: DrChrono Payments: FAQ

07/24/2024 5:45 pm EDT

- **Define PaySimple and DrChrono relationship**
 - PaySimple is a payments integration to DrChrono aka DrChrono payments, we are both owned by the same parent company. Payments Specialist has view/access to the back end of software where payments are plugged in.
- **Define backend processor relationship (WorldPay or Stripe)**
 - PaySimple is partnered with different credit card processors, currently, all DrChrono accounts will have their applications submitted to WorldPay or Stripe. You can tell which one is being used on the front CRM page.

DRCP Setting Enabled: **Yes**
DRCP Enrolled: **Yes**
Payment Processor: Worldpay
Enrollment Date: 05/04/2023
Past 30 days (\$): N/A % (\$ volume) processed through DrChrono Payments
Percentage Change (...): N/A % (\$ volume) change over previous 30 day period
Past 30 days (#): N/A % (# of transactions) processed through DrChrono Payments

- **Review underwriting and discuss the Risk Review Process**
 - Underwriting is known as the process WorldPay goes through to determine the legitimacy of a business and any “risk” associated with that business based on documentation ie; bank statements, tax id, etc.
 - Your business is underwritten for xxx \$ per month and a high ticket of xxx\$ does that sound correct? There aren’t limits, there is flexibility. The first 60-90 days are ideal to stay within these boundaries to avoid a risk review. There is less flexibility with a high ticket amount (>10%).
 - A risk review happens when an account's credit card processing is flagged as possibly fraudulent or risky. WP will reach out to the merchant and request additional documentation and more than likely will put a hold on their account until documentation is submitted, reviewed, and approved.
 - Funding hold- hold of deposits but still can process transactions
- **Provide information on POCs should a Risk Review occur**
 - The client can handle directly with WorldPay or if they need additional help/ have questions they should reach out to the Payments Specialist ie; Shelby Kenyon or the PaySimple Care Team.
 - WP risk: 800-667-9624 or RSChVantiv.Risk@fisglobal.com
 - Shelby: shelby.kenyon@drchono.com or 720-446-4389
 - PS Care: care@paysimple.com or 800-466-0992, option 2