

FOR INTERNAL USE ONLY



LET EVERY CLIENT KNOW YOU HAVE AN EASY FINANCING SOLUTION

When clients have a way to pay, they can accept the care you recommend.



On average, CareCredit cardholders who opened their account at a veterinary office used their card 5.37 times per year for veterinary services in 2017.

That's why it's important to let *all* of your clients know you accept the CareCredit credit card to help their pets get the care they need.

Promotional Financing Options accepted by NVA

Promotional Financing Options	Merchant Fee	Min Purchase
Standard Account Terms	1.90%	\$0.01
6 Months No Interest if Paid in Full (Deferred Interest)	2.25% NEW	\$200
12 Months No Interest if Paid in Full (Deferred Interest)	7.15% NEW	\$200
24 Month Fixed Pay/Reduced APR	2.50%	\$1,000
36 Month Fixed Pay/Reduced APR	2.50%	\$1,000
48 Month Fixed Pay/Reduced APR	2.50%	\$1,000
60 Month Fixed Pay/Reduced APR	2.50%	\$2,500

QUICK TIP:

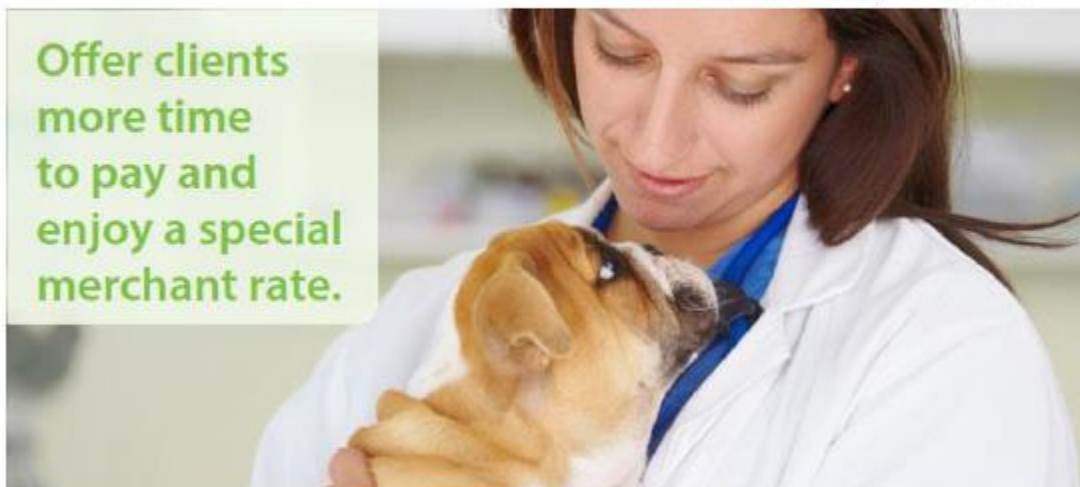
Clients can apply from their mobile device, through your practice management software, online, or via phone (must be 21+ years old).

For more helpful advice and resources to help pets get the care you recommend, contact Julie Karcher at 480-707-4978 or jkarcher@carecredit.com





Offer clients more time to pay and enjoy a special merchant rate.



CareCredit is dedicated to helping NVA Hospitals quickly rebound during these challenging times. That's why we're giving you the opportunity to offer your clients a financing option with a longer promotional period at a special merchant rate.



From May 1-August 31, 2020, NVA Hospitals will receive the same rate on the **12 Month No Interest if Paid in Full Financing Option** as you currently pay on the **6 Month option**.

[See Your Special Rate](#)

All sales must be completed by August 31, 2020 to receive this special rate.

This reduces your NVA Preferred Partner merchant rate to 2.25% on both the **6 and 12 Month option**.

Questions or need further assistance?

Contact your Practice Development Manager at (800) 859-9975 option 1, then 6
Manage your promotional financing options in [Provider Center](#).

CareCredit Pay My Provider

CareCredit's Pay My Provider website allows you to accept payment from patients and clients online 24/7 – even when your office is closed.

They get to take advantage of promotional financing options* you select. You receive payment within 2 business days.

Getting Started

Log in to the CareCredit Provider Center at www.carecreditprovidercenter.com today to update your profile and confirm your Pay My Provider settings.

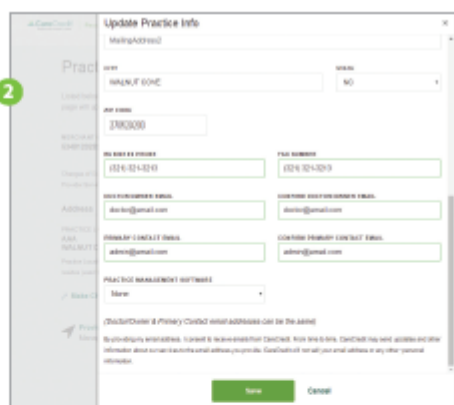
Verify Your Practice Information

Verify your practice information is current so patients and clients can easily find you.

- 1 Click **Resources & Settings** in the top menu, then click **Practice Info**.
- 2 Click **Make Changes** link to update the **primary contact email** where you will receive payment notifications, and any **addresses** associated with your practice.

Verify Your Provider Locator Information

- 3 Click **Resources & Settings** in the top menu, then click **Provider Locator**.
- 4 Verify the **Provider Locator Information** is correct or make changes as needed.



* 6 Month promotional financing is always available for purchases of \$200 or more. Other options may be de-selected or customized. Log into your account at www.carecreditprovidercenter.com to manage your promotions.



CareCredit Pay My Provider

Choose Promotional Financing Options

Next, choose the promotional financing options to display on Pay My Provider.

- 1 In the **Resources & Settings** menu, select **Manage Promotions**.
- 2 Select the promotions you'd like to make available to your customers and the thresholds at which they appear.
- 3 When done, click **Save**.



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CareCredit Pay My Provider

Manage Payment Notifications

Choose how often you'd like to be alerted when a payment is received online.

- 1 In the **Resources & Settings** menu, select **Pay My Provider**.
- 2 Under the **Managing Payment Notifications** section, verify the correct primary contact email address is displayed. Here you can update your email address or send a test email.
- 3 Under the **Payment Notification Frequency** section, select real-time or daily payment notifications.
- 4 When done, click **Save**.



Real-Time Payment Notification



Once-a-Day Payment Notification

CareCredit Pay My Provider

Send Patients and Clients Your Payment Link

Now that you have updated your settings, it's time to let patients or clients know you accept payments online. Your custom pay link allows them to make an online payment directly to you using their CareCredit credit card.

- 1 To use the Custom Pay Link, click the **Copy Link** button and paste the URL on your statements, emails, social channels or website.

For example: "Pay your outstanding balance with CareCredit at www.carecredit.com/Pay/xxxxxx!"

- 2 If you prefer to use a button instead of a text link, click **Create Custom Pay Now Button**.

Note: CareCredit limits volume and frequency of payment that can be accepted online via a consumer device. Please contact your account manager for questions.

The screenshot shows the 'Pay My Provider' configuration page in the CareCredit provider center. The page has a navigation bar at the top with links for 'PROVIDER CENTER', 'Transactions', 'Applications', 'Reports', 'Resources & Settings', 'Support', and 'Admin/Owner User'. The main heading is 'Pay My Provider'. Below this, there is a sub-heading: 'Customers can now pay you online and take advantage of the CareCredit promotional financing options (purchase). Learn about how Pay My Provider works.' The page is divided into several sections:

- Accepting Online Payment:** A toggle switch is turned on, labeled 'Accept online payments through Pay My Provider at this location'.
- Helping Customers Find You:** A sub-heading 'Customers can pay you in two ways:' is followed by a numbered step '1. Custom Pay Link'. The text says 'Put your personalized payment link on your website, statements, social channels, emails or texts so customers can pay you online.' Below this, the 'YOUR CUSTOM PAY LINK' is shown as 'https://www.carecredit.com/Pay/7288771' with a 'Copy Link' button.
- NEED MORE OPTIONS?:** A sub-heading 'Create a custom "Pay Now" button for your website' is followed by the text 'Order from Pay My Provider applies like stamps, stickers & statement inserts'.
- 3. Pay My Provider Search Results:** A toggle switch is turned on, labeled 'Allow customers to search for your location on Pay My Provider'.
- Managing Payment Notifications:** A sub-heading 'DELIVER REMINDER NOTIFICATIONS TO:' is followed by links for 'Email Notifications', 'Send Text Email', and 'Update Contact Email'.
- SENDING CUSTOMER NOTIFICATIONS:** A sub-heading 'How Often: Selected payment confirmation emails for each online payment received' is followed by a radio button selection for 'Daily: one single email notification for all online payments received the prior day'.
- Manage Your Promotions:** A sub-heading 'To customize your financing options, visit the Manage Promotions page.'

At the bottom of the page, there are two buttons: 'Save' and 'Cancel'.

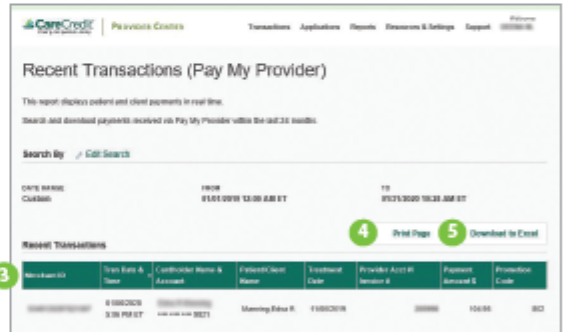
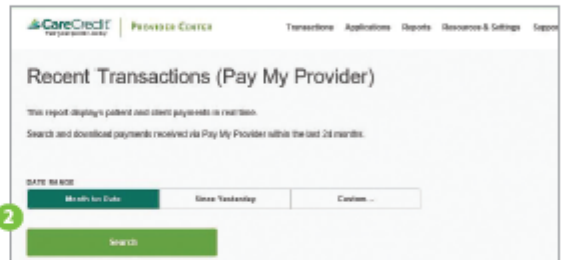
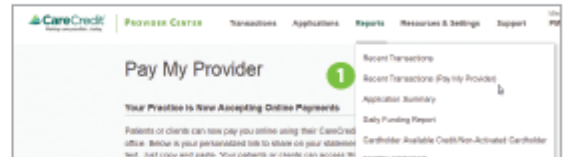
CareCredit Pay My Provider

Transaction Reporting

Use the **Recent Transaction (Pay My Provider)** report to view online payments received and export data for reconciliation.

Note: This report lists patient or client payments in real-time.

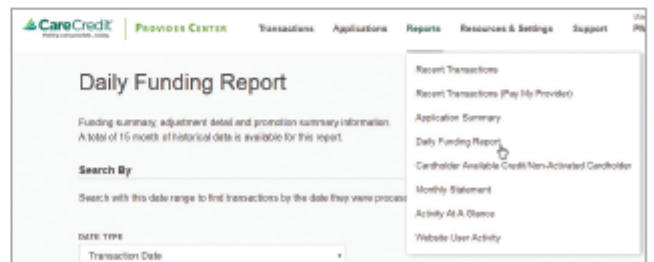
- 1 In carecreditprovidercenter.com under the **Reports** menu, click **Recent Transactions (Pay My Provider)**.
- 2 Next select the desired report period. You can select **Month To Date**, **Since Yesterday** or a **Custom Date Range**.
After selecting the report period, click **Search** to generate the report.
- 3 Click the column headings to sort the report.
- 4 Click **Print Page** to print a copy of the report.
- 5 Or, click **Download to Excel** to export the report.



Daily Funding Report

The Daily Funding Report lists all transactions for the period you specify. Payments received via Pay My Provider are funded to your account and appear in this report within 2 business days.

Transactions that came through Pay My Provider will have the letter P at the end of the Promo ID. Click the **Promo ID link** to open the report details.



CareCredit Pay My Provider

Turning Pay My Provider On/Off

To start or stop accepting online payments from your patients and clients via Pay My Provider, follow the steps below.

- 1 In the **Resources & Settings** menu, select **Pay My Provider**.
- 2 When you are accepting payments online, the toggle next to **Accept Online Payments through Pay My Provider** will display **Yes**.
- 3 To **stop** accepting online payments change the toggle to **No** and click **Save**.

