

The logo for Welio, featuring the word "welio" in a white, lowercase, sans-serif font. The letter "o" is stylized with a dark teal circular element on its right side.

better together

User guide

RECONCILING WELIO PAYMENTS

V1.2.0 - MAY 2021



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Welio acts as the conduit for the video appointment and the payment gateway at the end but does not replace your usual billing process in your PMS. The billing needs to put the item number in the PMS the payment receipted off in the PMS and the patients claim for the Medicare rebate sent via online claiming.

The following will take you through the steps of receipting off payments in Best Practice and then reconciling them with payments from Stripe with your PMS into Xero accounting software where you use a third party such as Surgical Partners to push them through from Best Practice.

1. Receipt payment off in Patient Management System (PMS)

You will automatically be sent a CSV report each day to your nominated bookkeeping email account with all Welio transactions for the day before and a failed payments report so you can easily identify if any patient payments were not successful. Failed payments do not occur very frequently and are immediately flagged in the Welio dashboard by a yellow triangle. In this case, reception can know to contact the patient and get over the phone payment (in the same way they would for a telehealth consult conducted over the phone. To be sure payments have gone through before receipting them off in the PMS, we recommend putting the billing on hold until you get confirmation that the payment was successful.

Upon confirmation of successful payment, we recommend identifying individual payments by receipting all Welio payments off in the PMS with a unique payment reference. This is especially useful for practices who reconcile all payments from their PMS with their accounting software (e.g. Xero)

As an example, for Best Practice Users, this would look like the following:



Payment details -

Total of services: 78.00 Pay full amount Pay gap Location: Fiveways Surgery Payment date: 1/06/2021

Cash: EFT: Credit card: Direct credit: 78.00

Cheque details:

Cheque No.	Drawer	Bank	Branch	Amount	Add	Edit	Delete
------------	--------	------	--------	--------	-----	------	--------

Cheques total: 0.00

Payment reference: JD01JLJ

Outstanding items: Gap: 39.25 Payment total: 78.00 Allocate Auto Allocate

Invoice	Date	Doctor	MBS Item	Description	Fee	GST	Total	Paid	Owing	Pay now
<input checked="" type="checkbox"/> 127...	01/06/2021	Associate Professor...	91800	Covid-19 GP Telehealth attendanc...	78.00	0.00	78.00	0.00	78.00	78.00

Amount tendered: Change: Balance owing: 0.00

Print Medicare claim form Send via Patient Claiming

Print receipt Process Cancel

2. Reconcile in Xero

Reconciling in Xero requires you to access your Stripe Account to ensure you accurately reconcile the correct Welio payments with your PMS receipts.

1. Log on to you Stripe account
2. Click on Payments
3. Click on the payment amount that matches the amount you want to reconcile in Xero. This will open up a new tab in your browser



Activity

AMOUNT	EXTERNAL ACCOUNT	DESCRIPTION	STATEMENT DESC.	INITIATED	EST. ARRIVAL
\$381.65	Paid NAB **** 8530	po_1J2nJABs2sV46hSnz0tvshUS		16 Jun, 11:12 am	16 Jun
\$152.66	Paid NAB **** 8530	po_1J2QpZBs2sV46hSnix7fN0aQ		15 Jun, 11:12 am	15 Jun
\$228.99	Paid NAB **** 8530	po_1J0yngBs2sV46hSnFyWo0BIw		11 Jun, 11:04 am	11 Jun
\$152.66	Paid NAB **** 8530	po_1J0cVBBs2sV46hSnnwm99mnn		10 Jun, 11:16 am	10 Jun
\$142.84	Paid NAB **** 8530	po_1J0G40Bs2sV46hSn2ab95vib		9 Jun, 11:18 am	9 Jun

[View all payouts](#)

4. Scroll down and you will see the individual payment amounts that make up the total and the respective dates that the payments were processed by Welio.

Transactions						Export
TYPE	GROSS	FEE	TOTAL	DESCRIPTION	DATE	
Payment	\$76.33	\$0.00	\$76.33	py_1J0ftuBs2sV46hSnIXq8erR4	10/06/2021	
Payment	\$76.33	\$0.00	\$76.33	py_1J0bXzBs2sV46hSn3sQhqvtB	10/06/2021	

Remember the payments are what has been billed less the merchant fee.

5. In Xero, click on Match on the right-hand side. You can search for the payments by date or amount e.g., for payments receipted off in your PMS on 10th June, in the 'Search by name or reference' type 10 Jun. This will bring up all payments that were receipted off in your PMS on 10 Jun. Alternatively search by amount (\$). Look for the Welio payments, identified by their unique payment reference number i.e. 'AS21JB'. Once you have ticked all the corresponding payments that make up the amount received from Stripe, you will notice a deficit amount, i.e. the amount received from Stripe is slightly less than the transactions receipted off in your PMS. This amount is the merchant fee.

The screenshot shows a payment entry in Xero for 15 Jun 2021 with a value of 152.66. The entry is identified as 'STRIPE_JfmBopXpHDU STRIPE FI...'. To the right of the entry is an 'Options' dropdown menu. Below the entry is a 'Find & Match' button.



Options ▾ Match Discuss

15 Jun 2021
STRIPE_JfmPDpXpHDU STRIPE FI...
Interbank Credit
More details

152.66

Find & select matching transactions below

1. Find & select matching transactions ?

Show Spent Items
 Show AUD items only

Search by name or reference Search by amount

10 jun

Go

Clear search

Date	Name	Reference	Spent	Received
<input checked="" type="checkbox"/>	10 Jun 2021	Dr Adeline S Ng	AL10AN DIRECT CREDI... AL10AN DIRECT CREDI...	78.00 AUD
<input checked="" type="checkbox"/>	10 Jun 2021	Dr Janet Brodie	RN10JB DIRECT CREDI... RN10JB DIRECT CREDI...	78.00 AUD

2. View your selected transactions. Add new transactions, as needed.

+ New Transaction ▾

<input checked="" type="checkbox"/>	10 Jun 2021	Dr Adeline S Ng	AL10AN DIRECT CREDI... AL10AN DIRECT CREDI...	78.00 AUD
<input checked="" type="checkbox"/>	10 Jun 2021	Dr Janet Brodie	RN10JB DIRECT CREDI... RN10JB DIRECT CREDI...	78.00 AUD

3. The sum of your selected transactions must match the money received. Make adjustments, as needed.

Subtotal 156.00 AUD + Adjustments ▾

Must match: Money Received **152.66 AUD** 156.00 AUD **Total is out by: -3.34**

Reconcile Cancel

6. To complete the reconciliation process, you will need to create a merchant fee transaction. To do this, click on +Adjustments. Bank fee. Enter Welio details as required. In the Total field, enter the total difference. Allocated the transaction to your merchant fee account code. For Reference, we recommend in the To field enter Stripe. Once you have entered these details, click on Save Transaction.

2. View your selected transactions. Add new transactions, as needed.

+ New Transaction ▾

<input checked="" type="checkbox"/>	10 Jun 2021	Dr Adeline S Ng	AL10AN DIRECT CREDI... AL10AN DIRECT CREDI...	78.00 AUD
<input checked="" type="checkbox"/>	10 Jun 2021	Dr Janet Brodie	RN10JB DIRECT CREDI... RN10JB DIRECT CREDI...	78.00 AUD

3. The sum of your selected transactions must match the money received. Make adjustments, as needed.

Subtotal 156.00 AUD + Adjustments ▾

Must match: Money Received **152.66 AUD** 156.00 AUD

Adjustments ▾
Bank Fee
Minor adjustment

Reconcile Cancel

- 7.



3. The sum of your selected transactions must match the money received. Make adjustments, as needed.

Subtotal				156.00 AUD	+ Adjustments
Include Bank Fees					
To	Description	Account	Tax Rate	Amount AUD	
Stripe	Welio	310.01 - Bank Merch	GST on Expenses	3.34	x
Must match: Money Received				152.66 AUD	152.66 AUD

[Reconcile](#) [Cancel](#)

8. The total amount received should now match the total amount receipted off on the right-hand side. Click on Reconcile to finalise the reconciliation.

NB – if you are having trouble matching the PMS receipts with the Stripe amount received, it is helpful to open your Welio dashboard and check the receipted payments for the corresponding payment dates. This will identify the names of the patients relating to the payments and you can then check your PMS to ensure they have been receipted off and they have been receipted off correctly (e.g., correct payment date, direct credit not eft and payment reference). If there are any errors in the way you have receipted them off, you may need to reverse the payment in your PMS and re-receipt if off. You will then be able to correctly reconcile the following day once it has been pushed back through to Xero.

3. Contact us

For more help or feedback about this reconciliation process, email your request to support@welio.com and one of our support staff will contact you as soon as possible.



Email support@welio.com

Phone 0459 927 732

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