

BILLINK FAQs

Here are some of the most frequently asked questions we get about Billink remote payments in Socrates:

What exactly is Billink?

Billink, pronounced Blink, provides online payments functionality in Socrates. Simply put, you can send your patients a text message containing a link where they can pay you online. The payment is automatically recorded in your system, the funds go to the practice bank account and the patient and practice receive automatically generated receipts. It is designed to save you time and make the payments process as simple as possible for you and your patients.

How much does it cost?

Standard Transactions

3.25% + VAT per transaction

For all Cards

Micro Transactions (Transactions of €20 or less)

Flat transaction fee of €0.72 + VAT (€0.89 total charge)

For all Cards

SMS

€0.065 + VAT per SMS sent (€0.08 total charge)

To any network

Remittance charges

Zero.

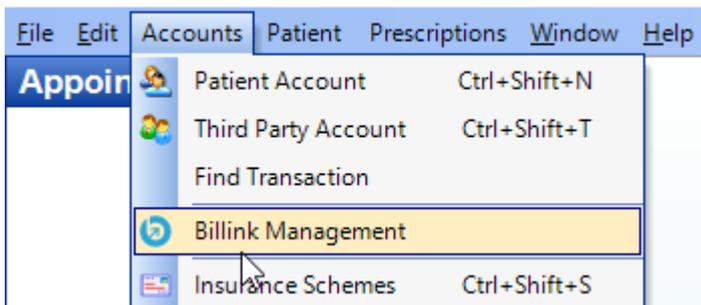
Subscription charges

Zero.

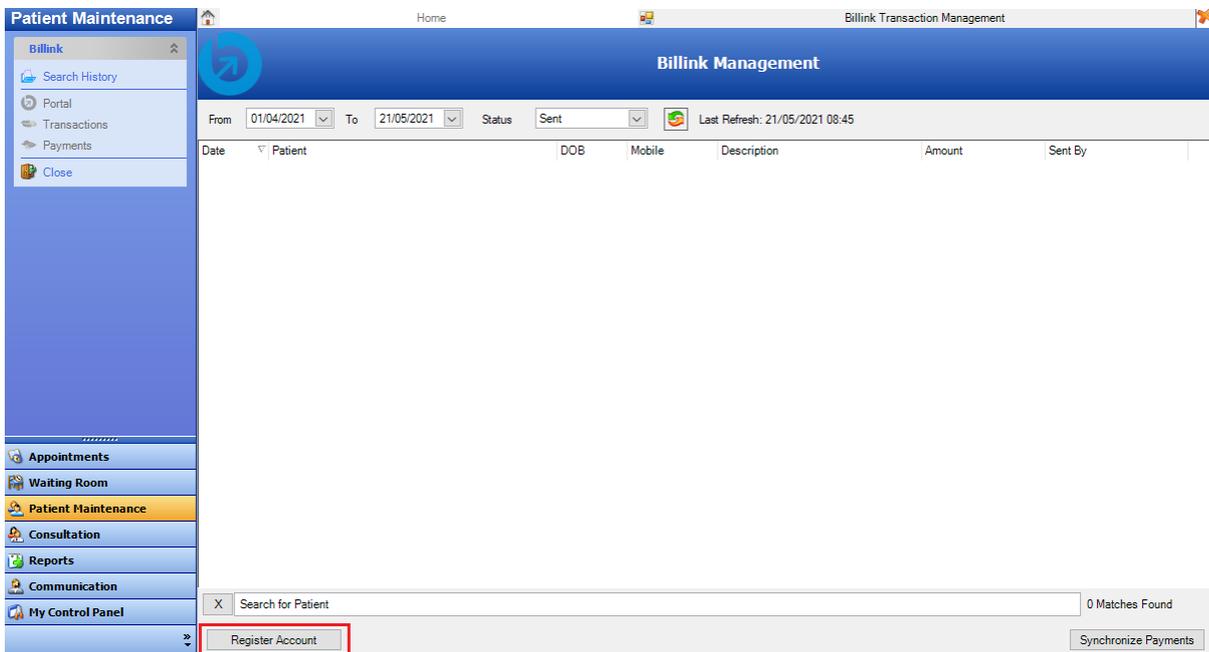
Please note there are no sign-up, monthly, or remittance charges for Billink. You simply pay for the texts that are sent and the successful payments.

How do I sign-up to Billink?

Click **Billink Management** menu item in the Accounts main menu or click the Blue B icon on the top right hand side of your Socrates screen at any stage.



Click **Register Account** button to create a Billink account.



You'll need to enter basic information about you and the practice but most importantly you'll need the practice bank account details so that the Billink Team can send you your money directly to your account. This process will take less than 10 minutes and then you're ready to start sending Billinks.

How long does it take to become activated?

Not long, as soon as you complete your onboarding you can start sending Billinks straight away. The Billink Team will contact you for further documentation should you reach a certain payment threshold for anti-fraud purposes. If your account has not been activated please email Billink directly on contact@billinksupport.com.

How much does Billink cost to use?

Billink charges a flat transaction fee of 3.25% + VAT on all successful payments through the system. Signing up to Billink is totally free and, unlike other, non-integrated, service providers there are no fixed costs like monthly account fees or remittance charges etc.

When does a practice get paid?

Remittance to the practice bank account is set to occur weekly (every Monday morning). There are no additional remittance charges from Billink. For practices with high volumes that would prefer daily pay-outs to their practice bank account please contact contact@billinksupport.com and they can facilitate this.

What else can Billink do?

- **Send Automatic SMS Payment Reminders** - in the Billink Dashboard you can now toggle a setting on/off that will automatically send your patients a reminder text message if they have not paid you after 24 hours from the initial Billink being sent. Research shows that text messages achieve a 98% open rate on average and reminders have been shown to result in faster payments to your practice.
- **Payment Reconciliation** - You can now drill into each batch payment you receive from Billink to your nominated practice bank account by clicking on the eye icon beside each payment. This section allows you to complete a full reconciliation between the Billink payments your received and the amounts sent to your practice bank account.

- **Manual Resends** - All unpaid Billinks have a 'resend' button which means you can click to automatically resend a Billink to a patient who has not yet paid. This means that you can resend a Billink with a single click. To avoid accidental re-clicks you have to exit the page and come back in again to resend it to the same number more than once!
- **Billink Message Open Tracking** - claims of 'I never got that' are now officially a thing of the past! Billink has added in functionality that allows you to see exactly when the message was sent, viewed and paid by the patient. You will also be able to see these details for all resent Billink and automatic reminders

Can Billinks be cancelled?

Yes. Billinks can be cancelled with a single click from within the Billink Dashboard in Socrates.

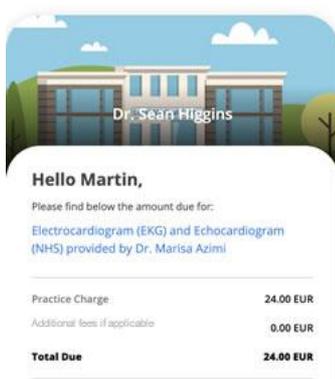
Can Billinks be Refunded?

Yes, refunds can also be managed from within the Billink Dashboard in Socrates.

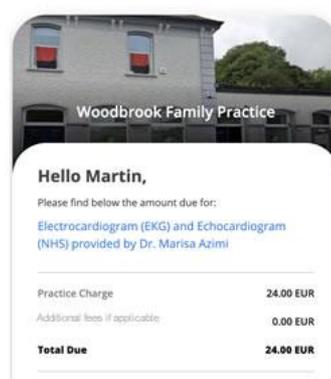
Can I customise or update my payments window?

Yes, you can add your own practice image from within the Billink Dashboard – see example below:

Default Background



Customised Background



Please don't hesitate to contact Billink if you have any questions or suggestions – email contact@billinksupport.com.