Allegro Credit Guide

Sycle Private Practice

January 13, 2023
Revision 1.2

Table of Contents

1. Overview

Sycle's integration with Allegro Credit® allows clinics to choose Allegro as a Patient Financing partner. Allegro Credit offers patients term loans, which are loans with consistent monthly payments and a payoff date.

Summary of Instructions

Financing a patient's purchase with Allegro is a multistep process. This includes both applying for and funding with Allegro Credit.

Applying for Allegro Credit, page 2:

1. The clinic staff member clicks Allegro's **Apply Now** button on the *Purchase Summary* screen.
2. The clinic staff member enters the patient's data and reviews the finance offers with the patient. The patient's data goes through an approval process (including a *soft credit check*) to confirm eligibility.
3. The patient reviews the contract, accepts a *hard credit check*, (optionally) sets up AutoPay, and signs the contract.

Funding a Purchase with Allegro Credit, page 5:

1. After the purchased items have been delivered to the patient, the clinic staff member clicks Allegro's **Fund Application** button on the *Purchase Summary* screen.
2. If applicable, the clinic collects the down payment via the normal payment process until the purchase balance is zero.

Refunding with Allegro Credit, page 7 and Exchanging with Allegro Credit, page 9:

1. The application on the original invoice is returned and the payment refunded.
2. If an item is being exchanged, the equipment is exchanged from the *Patient Summary* screen and a new invoice is created.
3. If there are items on the original purchase that were not included in the exchange process and those items are to be funded by the Allegro payment, those items are added to the new invoice.
4. A new Allegro Credit application is created to fund the new invoice[1].
5. If the original invoice has an outstanding balance, the original invoice is either funded by an alternate payment method and/or the items on the original invoice are returned (e.g. if additional items from the original invoice were added to the new invoice in Step 3).

Each of these steps is detailed further in the relevant chapters. Not all activities are summarized here; refer to the Table of Contents for a full list of chapter titles.

[1]If this application is being performed within 90 days of the original loan application, the patient is not required to undergo a second credit check.

2. Applying for Allegro Credit

Applications are initiated from the *Purchase Summary* screen.

Before proceeding, ensure the following conditions are met:

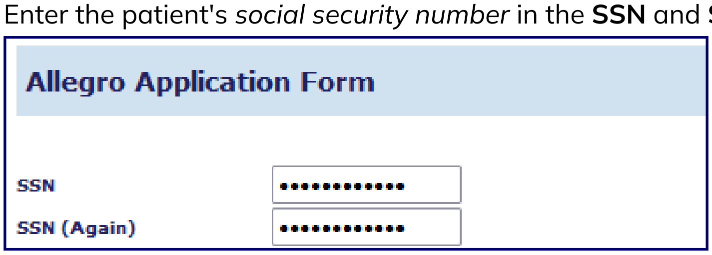
- the patient's identity has been confirmed via government-issued photo ID.
- a purchase on the invoice is pending payment.
- the pending payment total exceeds $850.

1. Click **[Apply Now]** to open the *Allegro Application Form*.

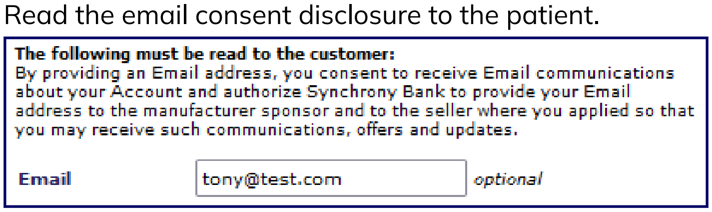
2. In the *Allegro Application Form* screen, do the following:

> Most of the patient data on this screen is automatically populated with the information from the patient's record in Sycle. Verify that this information matches the patient's government ID. If the patient's record is incomplete or contains discrepancies, some fields—in addition to those mentioned below—will need to be edited or filled manually.

   a. Enter the patient's *social security number* in the **SSN** and **SSN (Again)** fields.

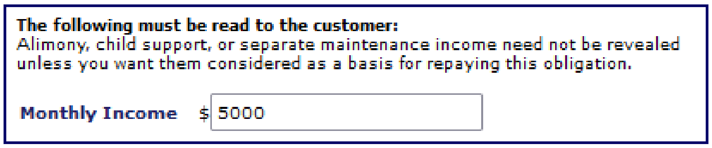


   b. Read the email consent disclosure to the patient.

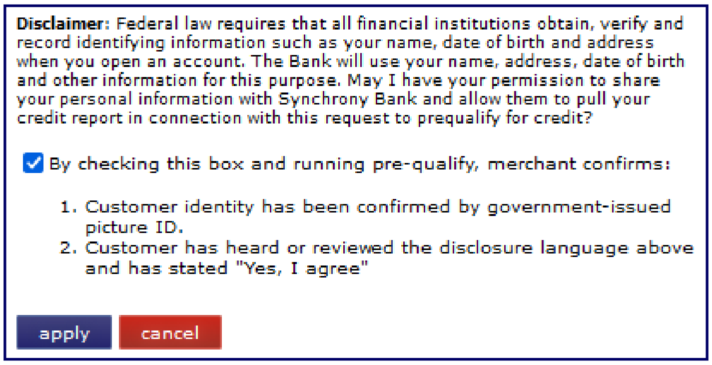


- If they consent, enter the patient's email address in the **Email** field (if not already present).
- If they do *not* consent, remove any existing email address from the **Email** field and leave the field blank.

c. Read the income disclosure to the patient and ask for their monthly income. Enter the value in the **Monthly Income** field.



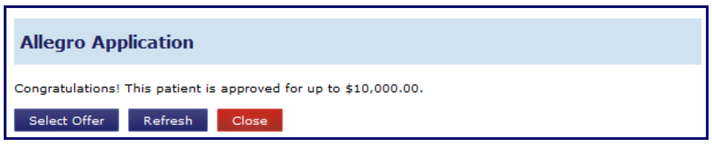
d. Read the credit pre-qualification disclaimer to the patient.



e. Review the listed conditions, then click the **box** to confirm the conditions are met.

f. Click **apply** to proceed with the application.

3. Click **Select Offer** to continue to the *Select Allegro Offer* screen.

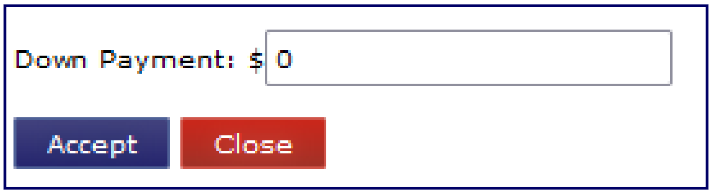


4. In the *Select Allegro Offer* screen, do the following:

a. Present the **Amount to be funded** value and the listed *Allegro Offers* to the patient.

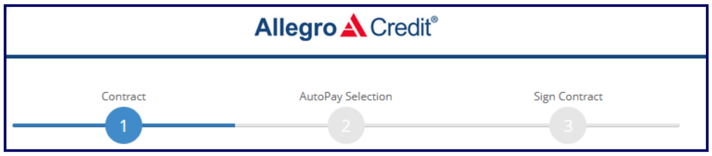
b. Select the **Allegro Offer** chosen by the patient.

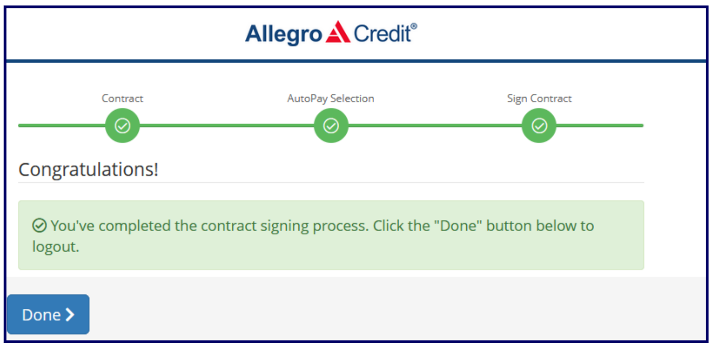
c. Enter the patient's desired down payment value in the **Down Payment** field.



d. Click **Accept** to continue.

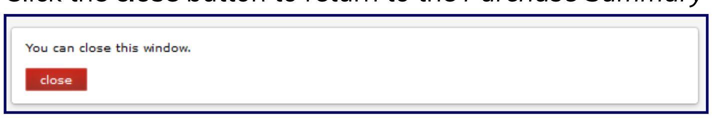
After clicking **Accept** on the *Select Allegro Offer* screen, you are navigated away from Sycle Private Practice to a section controlled entirely by Allegro. Here, the patient reviews the contract, (optionally) sets up AutoPay, and signs the contract. Instruct the patient to complete this section.





After the patient completes this section and signs the contract, you continue the process in Sycle Private Practice.

5. If the patient did not close the *Allegro Credit* screen, click **Done >** to close the screen and return to Sycle Private Practice.
6. Click the **close** button to return to the *Purchase Summary* screen.



The application is complete. When the item or service is delivered to the patient, you will submit the invoice for funding (see Funding a Purchase with Allegro Credit, page 5).

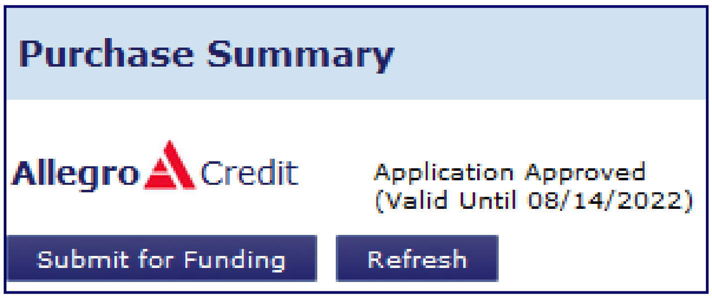
3. Funding a Purchase with Allegro Credit

After a patient has applied to and been approved for Allegro Credit, you can submit an invoice for funding from the *Purchase Summary* screen.

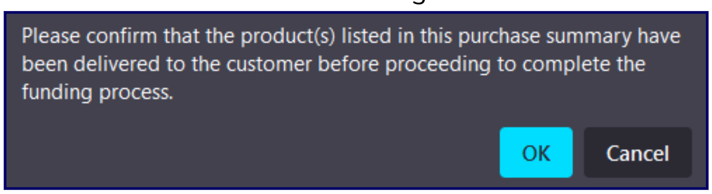
Before proceeding, ensure the following conditions are met:

- the invoice submitted for funding is the same invoice used to initiate the application.
- the product(s) or service(s) listed in the invoice have been delivered to the patient.

1. When the product(s) or service(s) listed in the *Purchase Summary* screen have been delivered to the patient, click **Submit for Funding**.



2. Click **OK** in the confirmation dialog box.



3. Click **OK** in the second confirmation dialog box.

The Allegro Credit section of the *Purchase Summary* screen shows that funding has been initiated[2], and the invoice shows the Allegro payment:

[2]When Allegro has processed the funding request, this section will show "Application Funded" and offer the **Return** option (see Refunding with Allegro Credit, page 7).

Qty	Item	Description	Unit Price	Amount	Order Tracking (Delivered)	Action
1	Accessory	Accessory: Dry and Store	$1,150.00	$1,150.00	Check In	edit delete return
	Payment	Allegro 06/16/2022		($650.00)		

Invoice Total	$1,150.00
Sales Tax	$0.00
Grand Total	**$1,150.00**
Insurance Payments	$0.00
Total Write-Offs	$0.00
Patient Payments	$650.00
Amount Due From Insurance	**$0.00**
Amount Due from Patient	**$500.00**

If the patient opted for a down payment during the application process, this amount remains due on the invoice.

4. If there is an **Amount Due from Patient**, collect this amount now.

Qty	Item	Description	Unit Price	Amount	Order Tracking (Delivered)	Action
1	Accessory	Accessory: Dry and Store	$1,150.00	$1,150.00	Check In	edit delete return
	Payment	Allegro 06/16/2022		($650.00)		
	Payment	Cash 06/16/2022 down payment		($500.00)		edit delete adjust

Invoice Total	$1,150.00
Sales Tax	$0.00
Grand Total	**$1,150.00**
Insurance Payments	$0.00
Total Write-Offs	$0.00
Patient Payments	$1,150.00
Amount Due From Insurance	**$0.00**
Amount Due from Patient	**$0.00**

4. Refunding with Allegro Credit

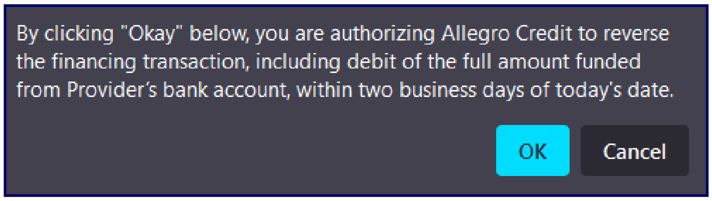
Processing a refund for an Allegro Credit purchase is *not* the same as processing a standard refund in Sycle. The usual refund button is not used to reverse an Allegro payment.

Refunds are initiated and processed on the *Purchase Summary* screen.

> ⚠ Partial / split refunds are not possible when refunding an Allegro Credit purchase. If equipment is being exchanged, perform the refund using the instructions in this chapter before proceeding to Exchanging with Allegro Credit, page 9.

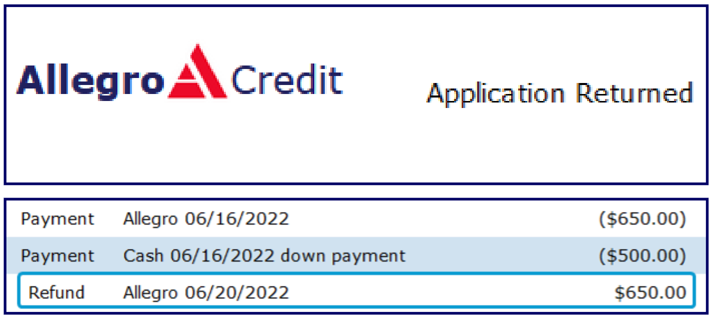
1. Click **Return**.

2. Click **OK** in the confirmation dialog box.

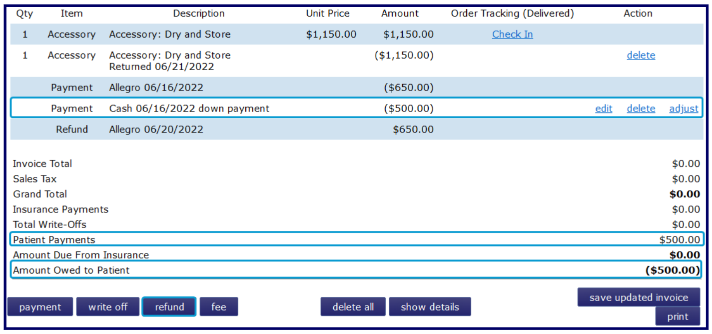


3. Click **OK** in the second confirmation dialog box.

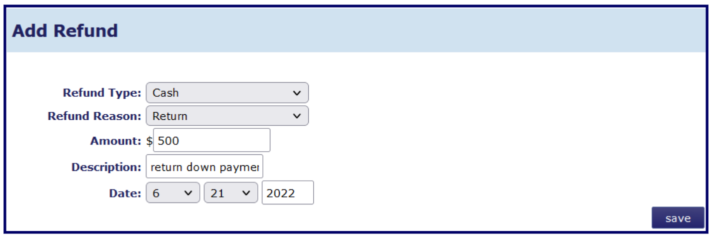
The invoice will now show the Allegro application as returned, and the Allegro payment as returned:



4. If applicable, process a refund for the patient's down payment.



a. Click **refund** to open the *Add Refund* screen.



b. Select a **Refund Type** and **Refund Reason**.

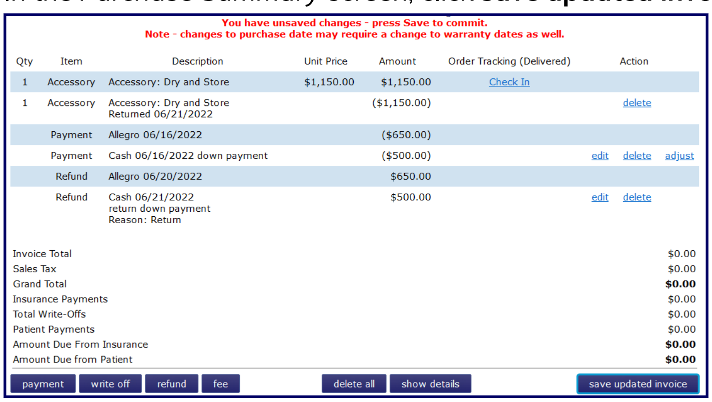
c. Enter the value of the refund in the **Amount** field.

d. Enter details of the refund in the **Description** field.

e. Enter the date of the return in the **Date** field.(This field defaults to the current date.)

f. Click **save** to close the *Add Refund* screen and return to the *Purchase Summary* screen.

g. In the *Purchase Summary* screen, click **save updated invoice**.



The refund process is complete. You can now proceed to balance the invoice by returning or exchanging items, and/or by processing payments.

If equipment is being exchanged, proceed to Exchanging with Allegro Credit, page 9.

5. Exchanging with Allegro Credit

Exchanging an item funded with Allegro Credit is a multipart process that requires steps to be performed under multiple invoices.

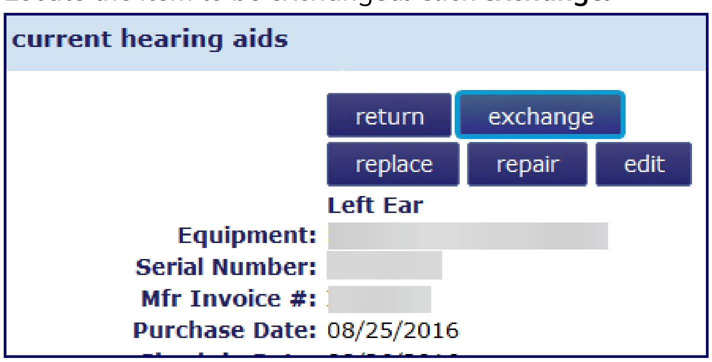
This process involves reversing the original loan transaction (debiting the clinic's account) and issuing a new loan transaction (funding the clinic's account). If this is done within 90 days of the original loan application, the patient is not required to undergo a second credit check and the clinic does not incur any transaction fees for the reversal.

To exchange an item purchased with Allegro Credit:

1. Process a refund for the Allegro Credit application on the original purchase (in the *Purchase Summary* screen).

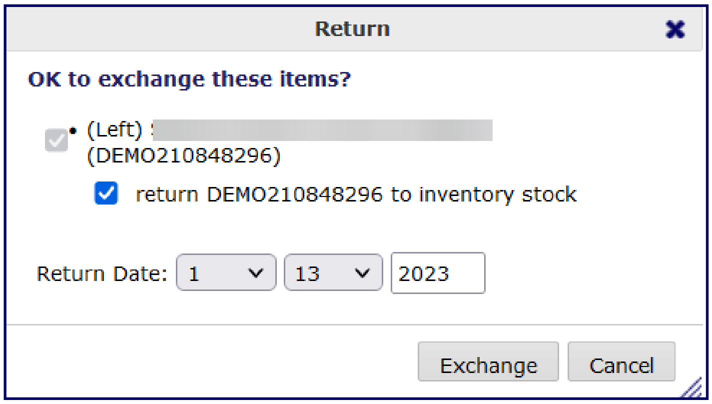
   Follow the conditions and instructions in the previous chapter (Refunding with Allegro Credit, page 7).

2. On the *Patient Summary* screen, navigate to the patient's current equipment.
3. Locate the item to be exchanged. Click **exchange**.

   Exchanges can only be performed on current hearing aids and current receivers.

4. In the *Return* window, confirm that the equipment being returned is selected. If the equipment is being returned to inventory, enable (or leave enabled) the **return [device serial] to inventory stock** flag. If needed, set the **Return date** field to the correct date. Click **Exchange**.



After clicking **Exchange**, a new purchase is created. When the new *Purchase Summary* screen appears, the *Purchase* window opens automatically.

5. In the *Purchase* window, select the new equipment and fill in the relevant fields. Click **Exchange**.
6. If needed, add any additional items to the purchase. If there were additional items on the original purchase that are being retained by the patient and are to be funded by the Allegro payment, add those items to the purchase now.
7. Initiate and complete the application process for Allegro Credit.

> Follow the conditions and instructions in the Applying for Allegro Credit chapter (page 2).

> If this application is being performed within 90 days of the original loan application, the patient is not required to undergo a second credit check.

8. Submit the new invoice for funding.

> Follow the conditions and instructions in the Funding a Purchase with Allegro Credit chapter (page 5).

9. If the original invoice has an outstanding balance, either process payment for that balance or mark the items as "Returned" (e.g. if additional items from the original invoice were added to the new invoice in Step 6).

6. Allegro Setup

Configuration for Allegro Credit in Sycle consists of entering the clinic's *API key* in the *Edit Clinic* screen. API keys are assigned to a clinic by Allegro.

6.1. Prerequisites

Clinics require an API key from Allegro. If you already have an API key, proceed directly to Configuration, page 12.

The method of obtaining an API key differs between prospective and existing Allegro merchant partners.

6.1.1. New or Prospective Allegro Merchant Partners

Clinics that are not existing Allegro merchant partners need to sign up as a merchant partner with Allegro Credit. The API key is provided in the onboarding package provided by Allegro.

Clinics can sign up as a merchant partner on allegrocredit.com. This process takes approximately ten business days.

Once you have an API key from Allegro, configure Sycle Private Practice by following the instructions under Configuration, page 12.

6.1.2. Existing Allegro Merchant Partners

Existing Allegro merchant partners will need to obtain their API key by contacting Allegro at activateallegro@syf.com.

The body of this email should include the information below. If you are applying for multiple clinics, include the information for all clinics. If possible, send the email from the email address associated with your Allegro Credit account.

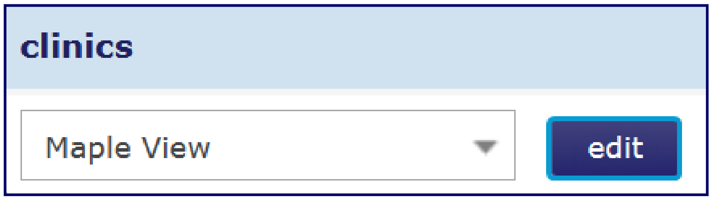
- **Sycle Version**: Sycle Private Practice
- **Allegro Dealer Code/ID**:
- **Address(es)**:
- **Store Name(s)**:

Allegro will typically provide an existing merchant partner with an API key within approximately 24 business hours

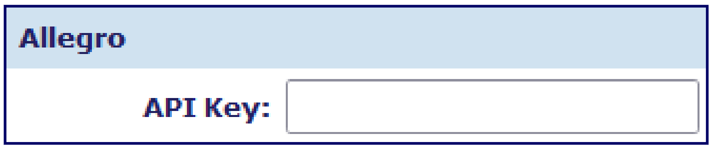
Once you have an API key from Allegro, configure Sycle Private Practice by following the instructions under Configuration, page 12.

6.2. Configuration

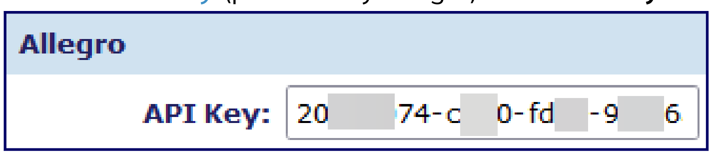
1. Navigate to the *Administration* screen.
2. Navigate down the screen and find the *Clinics* section. Select your clinic and click **Edit**.



3. On the *Edit Clinic* screen, navigate down the page to the *Allegro* section.



4. Enter the *API key* (provided by Allegro) in the **API Key** field.



> ⚠ If you are copying the API key from your device's clipboard, ensure there are no empty spaces at the start or at the end of the key after pasting it in the API Key field.

5. At the bottom of the *Edit Clinic* screen, click **save**.

Allegro is configured and ready to use. Proceed to Applying for Allegro Credit, page 2 to begin using Allegro Credit.

Appendix A. Glossary

The following terms are used in this document:

application programming interface key (API key)	A unique identifier and secret token that authenticates requests associated with your clinic(s).
hard credit check	An inquiry into a patient's credit report that affects their credit score.
soft credit check	An inquiry into a patient's credit report that does not affect their credit score.

Appendix B. Document Revision History

Rev #	Date	Description
1.2	2023-01-13	• Changes to *Overview* chapter to reflect the new exchange workflow. • Removed requirement to mark items as returned prior to the refund process from the *Refunding with Allegro Credit* chapter. • *Exchanging with Allegro Credit* chapter revised. Rather than returning all items on the original invoice and manually adding the items to a new invoice, the instructions now lead with using the exchange functionality within Sycle Private Practice. The return method is still used for items on the original invoice that were not included in the exchange process.
1.1	2022-12-15	• Added summary of refund/exchange to *Overview* chapter. • *Exchanging with Allegro Credit* chapter added. • *Refunding with Allegro Credit* chapter updated with links to *Exchanging with Allegro Credit* chapter.
1.0	2022-09-19	• *Configuring Allegro Credit* chapter updated with instructions for obtaining API key. • Document classification changed to "Public." Removed "Confidential" label and *Legal Notice*.
0.2	2022-08-02	• Added glossary. • Expanded notes in *Applying for Allegro Credit* chapter to include the need to verify that the patient information on the application — imported into Allegro from Sycle — matches information on the patient's government ID. • Changed all textual and glossary references for "merchant ID" to "API key."
0.1	2022-07-27	Initial document creation.