

DrChrono Payments: Merchant IDs

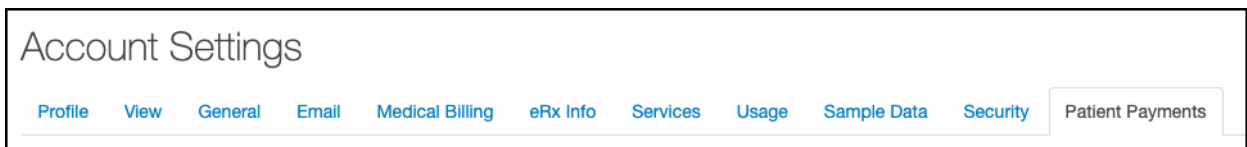
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When setting up your account to process credit card payments utilizing DrChrono Payments, you will need to set which merchant ID the payments will be processed under.

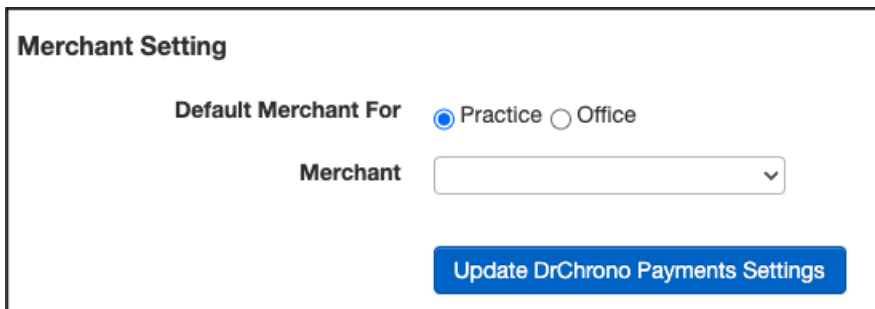
With DrChrono Payments, you can set the Merchant ID for the entire practice or an office within your practice group.

Setting for Entire Practice

1. Navigate to **Account > Provider Settings**
2. Select the **Patient Payments** tab



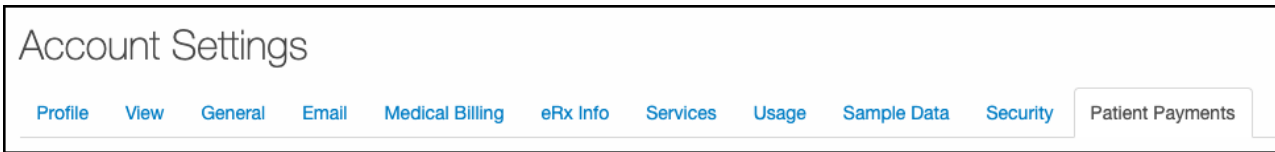
3. Under the DrChrono Payments Heading, select the radio button for Practice. Your merchant ID can be selected from the drop-down menu.

A screenshot of the 'Merchant Setting' form. The title 'Merchant Setting' is at the top left. Below it is the text 'Default Merchant For' followed by two radio buttons: 'Practice' (which is selected) and 'Office'. Below this is a label 'Merchant' followed by a drop-down menu. At the bottom right of the form is a blue button labeled 'Update DrChrono Payments Settings'.

Setting for a specific office

1. Navigate to **Account > Provider Settings**

2. Select the **Patient Payments** tab



3. Under the DrChrono Payments Heading, select the radio button for Office.

The offices associated with your DrChrono Account will appear in a list on the left. From the drop-down under Default Merchant, you can select the correct Merchant ID for each office.

The screenshot shows the 'Merchant Setting' form. At the top, there is a heading 'Merchant Setting'. Below it, there is a section 'Default Merchant For' with two radio buttons: 'Practice' (unselected) and 'Office' (selected). Below this, there is a table with two columns: 'Office' and 'Default Merchant'. The table has three rows, each with a drop-down menu in the 'Default Merchant' column. At the bottom of the form, there is a blue button labeled 'Update DrChrono Payments Settings'.

Multiple Merchant IDs

If your practice uses multiple Merchant IDs in DrChrono, it's important to designate one as the **Default Merchant ID** for **Patient Statement Payments made through the statement link**. This ensures that all [statement payments](#) are deposited into the correct account, while reconciliation still applies to the right patients and appointments.

A default Merchant ID acts as the "deposit destination" for all payments submitted through patient statement links. Even with multiple merchant accounts within an account, DrChrono ensures that:

- **Seamless Deposits** – All patient statement link payments flow into the designated default account.
- **Smooth Reconciliation** – Payments filter back to the correct patients and appointments, ensuring accurate records, regardless of which merchant account is set as the default.
- **Required Setup** – A default Merchant ID must be selected in the account settings for statement payments to be activated via the link.

How to Select Your Default Merchant ID

1. Navigate to **Account Settings > Patient Payments > Merchant Settings.**

Account Settings

Profile View General Email Medical Billing eRx Info Services Usage Sample Data Security **Patient Payments** Receipt Options

Month-end close

General

Require balance Require an outstanding patient balance for credit card payments

DrChrono Payments

Merchant List [Enroll Additional DrChrono Payments Merchant Account](#)

Enter Merchant ID to Manually Activate [Activate Merchant](#)

Merchant ID	Display name
156526	Test Merchant

[Text-to-Pay Display Fields](#)

[Update Display Names](#)

Merchant Setting

Default Merchant For Practice Office Statements

Merchant

Merchant Sharing Enabled

[Update DrChrono Payments Settings](#)

2. From the list of available merchant accounts, select the Merchant ID you'd like to use as the **Default Statement Merchant ID.**
3. Save your changes by pressing **Update DrChrono Payments Settings.**

Once this is set, all statement link payments will be deposited into that account moving forward.
