

How to Use the Stripe Dispute Dashboard

07/08/2024 7:40 pm EDT

When a Stripe dispute (also known as a chargeback) is created, a notification is sent to your Message Center to alert you of the newly filed dispute.

The screenshot displays the DrChrono dashboard interface. At the top, the navigation bar includes tabs for Schedule, Clinical, Patients, Reports, Billing, Account, and Help. A notification banner at the top right indicates 'You are in a customer's account!' and shows the user 'Stripe Test' and 'Amit Roy (amit56)'. The main content area features a message titled 'Patient Payment Dispute Was Initiated Today' with a 'Create task' button. The message is from 'drchrono' and dated 'Monday, July 16, 2018 1:38 PM'. It includes a link to 'View associated patient: Tom (Voldemort) M. Riddle' and an 'Audit Log' link. Below the message is a 'Notes' section with an 'Add' button. The main body of the message contains the following text:

We are writing to inform you that your patient, Tom Marvolo Riddle [RIT0000001], has filed a credit card payment dispute. The cardholder disputed this charge with their bank and the bank has returned the payment to them. This disputed amount and a \$15.00 fee will be deducted from your account within a day. You may be able to recover your funds by responding to the dispute.

PATIENT NAME
Tom Marvolo Riddle [RIT0000001]

DISPUTE AMOUNT
\$78.0

YOU MUST RESPOND BY THE DATE LISTED BELOW OR THE DISPUTE WILL RESULT IN A DEFAULT JUDGEMENT IN FAVOR OF THE DISPUTING PARTY.
July 25, 2018

IF YOU WOULD LIKE TO COUNTER THE DISPUTE WE SUGGEST YOU PROVIDE THE FOLLOWING MATERIAL:

- 1) Copy of receipt
- 2) Date and timestamp of appointment
- 3) Email communications
- 4) Additional guidance on how to respond to a dispute can be found [here](#)

Click here to [View-and-Respond](#)

We realize how frustrating this can be and we're here to help with any step along the way. Just reply to ruth@drchrono.com if you have questions.

Best,
The DrChrono Team

The message is signed 'Stripe Test' and dated 'Jul 16, 1:38 p.m.'.

To view the details of a filed dispute, hover over the **Billing** tab and select **OnPatient Payments** to access the Stripe Dashboard.

The screenshot shows the dr chrono interface with the Billing menu open. The menu is divided into several sections: BILLING, BUSINESS INTELLIGENCE, CODING, and ENROLLMENTS. The 'onpatient Payments' option is highlighted in blue. To the right, a table displays a list of payments, with several marked as 'Disputed'.

	Amount Charged
	\$78.00
	\$55.00
	\$5.00
	\$10.00
Disputed ⓘ Tom (Voldemort) M. Riddle	\$39.00
Disputed ⓘ Tom (Voldemort) M. Riddle	\$29.00
Disputed ⓘ Tom (Voldemort) M. Riddle	\$2.00
Disputed ⓘ Tom (Voldemort) M. Riddle	\$5.00
Disputed ⓘ Tom (Voldemort) M. Riddle	\$89.00
Disputed ⓘ Tom (Voldemort) M. Riddle	\$23.00
Disputed ⓘ Tom (Voldemort) M. Riddle	\$12.00
Disputed ⓘ Tom (Voldemort) M. Riddle	\$12.00

The first tab you will see is the **Payments** tab. This tab includes a listing of all your recent Stripe payments including those that are in dispute. The details of any disputed charge are accessible by clicking on the status of the dispute.

The screenshot shows the 'onpatient Payments' tab in the dr chrono interface. It features a navigation bar with 'Payments', 'Deposits', and 'Disputes'. Below the navigation bar, there are filters for 'From', 'To', and 'Filter by Range'. A table below displays a list of payments with columns for Status, Patient, Amount Charged, Processing Fees, Amount Collected, Date of Payment, and Payout Date. The table shows a mix of 'Disputed' and 'Paid' statuses.

Status	Patient	Amount Charged	Processing Fees	Amount Collected	Date of Payment	Payout Date
Disputed ⓘ	Tom (Voldemort) M. Riddle	\$78.00	\$3.08	\$74.92	Jul 16, 2018	N/A (disputed)
Disputed ⓘ	Tom (Voldemort) M. Riddle	\$55.00	\$2.27	\$52.73	Jun 29, 2018	N/A (disputed)
Disputed ⓘ	Tom (Voldemort) M. Riddle	\$5.00	\$0.52	\$4.48	Jun 29, 2018	N/A (disputed)
Disputed ⓘ	Tom (Voldemort) M. Riddle	\$10.00	\$0.70	\$9.30	Jun 29, 2018	N/A (disputed)
Disputed ⓘ	Tom (Voldemort) M. Riddle	\$39.00	\$1.71	\$37.29	Jun 28, 2018	N/A (disputed)
Disputed ⓘ	Tom (Voldemort) M. Riddle	\$29.00	\$1.36	\$27.64	Jun 28, 2018	N/A (disputed)
Disputed ⓘ	Tom (Voldemort) M. Riddle	\$2.00	\$0.42	\$1.58	Jun 28, 2018	N/A (disputed)
Disputed ⓘ	Tom (Voldemort) M. Riddle	\$5.00	\$0.52	\$4.48	Jun 27, 2018	N/A (disputed)
Disputed ⓘ	Tom (Voldemort) M. Riddle	\$89.00	\$3.46	\$85.54	Jun 26, 2018	N/A (disputed)
Disputed ⓘ	Tom (Voldemort) M. Riddle	\$23.00	\$1.15	\$21.85	Jun 26, 2018	N/A (disputed)
Disputed ⓘ	Tom (Voldemort) M. Riddle	\$12.00	\$0.77	\$11.23	Jun 26, 2018	N/A (disputed)
Disputed ⓘ	Tom (Voldemort) M. Riddle	\$12.00	\$0.77	\$11.23	Jun 26, 2018	N/A (disputed)
Disputed ⓘ	Tom (Voldemort) M. Riddle	\$10.00	\$0.70	\$9.30	Jun 26, 2018	N/A (disputed)
Disputed ⓘ	Draco Malfoy	\$2.00	\$0.42	\$1.58	Jun 26, 2018	N/A (disputed)
Disputed ⓘ	Draco Malfoy	\$2.00	\$0.42	\$1.58	Jun 26, 2018	N/A (disputed)
Disputed ⓘ	Draco Malfoy	\$2.00	\$0.42	\$1.58	Jun 26, 2018	N/A (disputed)

To view all of your active disputes, select the **Disputes** tab. This tab includes a listing of each dispute by Dispute ID number.

Dispute ID	Patient	Amount Disputed	Date of Payment	Date of Dispute	Due By	Status
dp_1C0ae8DJcASkMGDwQvgSHy	Tom (Voldemort) M. Riddle	\$78.00	Jul 16, 2018	Jul 16, 2018	Jul 25, 2018	Under Review
dp_1C1o2dDJcASkMGDkexpCTsw8	Tom (Voldemort) M. Riddle	\$55.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Under Review
dp_1C8uyDJcASkMGDGT6BJDX	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Lost
dp_1C8uyDJcASkMGDGT6BJDX	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1C8uyDJcASkMGDGT6BJDX	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1C8uyDJcASkMGDGT6BJDX	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1C8uyDJcASkMGDGT6BJDX	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1C8uyDJcASkMGDGT6BJDX	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1C8uyDJcASkMGDGT6BJDX	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1C8uyDJcASkMGDGT6BJDX	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1C8uyDJcASkMGDGT6BJDX	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1C8uyDJcASkMGDGT6BJDX	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
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dp_1C8uyDJcASkMGDGT6BJDX	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1C8uyDJcASkMGDGT6BJDX	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1C8uyDJcASkMGDGT6BJDX	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response

Dispute ID numbers are clickable and will reveal additional dispute details. The Disputes tab also displays the date a dispute was filed along with the due date for submitting evidence to support the disputed charge. Instructions for using our Evidence Upload Tool can be found [HERE](#).

Status is indicated beside each dispute and may include one of the following:

- Needs Response (Dispute requires evidence.)
- Under Review (The patient's financial institution is reviewing the evidence submitted.)
- Lost
- Won

Any time the status of a dispute changes or if you are approaching the deadline to provide evidence for a dispute, a notification is sent to your Message Center to alert you.

	From	Title	Associated patient	Assigned to	Assigned by	Workflow	Created	Updated
<input type="checkbox"/>	drchrono	Payment dispute evidence submitted for patient RIT0000001	Tom (Voldemort) M. Riddle				July 16, 2018, 1:43 p.m.	July 16, 2018, 1:44 p.m.
<input type="checkbox"/>	drchrono	Patient Payment Dispute Was Initiated Today	Tom (Voldemort) M. Riddle				July 16, 2018, 1:39 p.m.	July 16, 2018, 1:40 p.m.
<input type="checkbox"/>	drchrono	Payment Dispute was Lost	Draco Malloy				July 16, 2018, 1:39 p.m.	July 16, 2018, 1:40 p.m.
<input type="checkbox"/>	drchrono	Payment Dispute was Lost	Draco Malloy				July 16, 2018, 1:39 p.m.	July 16, 2018, 1:39 p.m.
<input type="checkbox"/>	drchrono	Payment Dispute was Lost	Draco Malloy				July 16, 2018, 1:39 p.m.	July 16, 2018, 1:39 p.m.
<input type="checkbox"/>	drchrono	Payment Dispute was Lost	Tom (Voldemort) M. Riddle				July 16, 2018, 1:38 p.m.	July 16, 2018, 1:39 p.m.
<input type="checkbox"/>	drchrono	Payment Dispute was Lost	Tom (Voldemort) M. Riddle				July 16, 2018, 1:38 p.m.	July 16, 2018, 1:38 p.m.
<input type="checkbox"/>	drchrono	Payment Dispute was Lost	Tom (Voldemort) M. Riddle				July 16, 2018, 1:39 p.m.	July 16, 2018, 1:39 p.m.
<input type="checkbox"/>	drchrono	Payment Dispute was Lost	Tom (Voldemort) M. Riddle				July 16, 2018, 1:39 p.m.	July 16, 2018, 1:39 p.m.
<input type="checkbox"/>	drchrono	Payment Processed for Tom (Voldemort) M. Riddle in the amount of \$78.00 via drchrono billing center	Tom (Voldemort) M. Riddle				July 16, 2018, 1:38 p.m.	July 16, 2018, 1:38 p.m.
<input type="checkbox"/>	drchrono	Payment dispute evidence submitted for patient RIT0000001	Tom (Voldemort) M. Riddle				June 29, 2018, 5:07 p.m.	June 29, 2018, 5:07 p.m.
<input type="checkbox"/>	drchrono	Patient Payment Dispute Was Initiated Today	Tom (Voldemort) M. Riddle				June 29, 2018, 5:07 p.m.	June 29, 2018, 5:07 p.m.
<input type="checkbox"/>	drchrono	Payment Processed for Tom (Voldemort) M. Riddle in the amount of \$55.00 via drchrono billing center	Tom (Voldemort) M. Riddle				June 29, 2018, 5:06 p.m.	June 29, 2018, 5:06 p.m.
<input type="checkbox"/>	drchrono	Payment Dispute was Won	Tom (Voldemort) M. Riddle				June 29, 2018, 5:05 p.m.	June 29, 2018, 5:05 p.m.
<input type="checkbox"/>	drchrono	Payment Dispute was Lost	Tom (Voldemort) M. Riddle				June 29, 2018, 5:02 p.m.	June 29, 2018, 5:02 p.m.
<input type="checkbox"/>	drchrono	Payment dispute evidence submitted for patient RIT0000001	Tom (Voldemort) M. Riddle				June 29, 2018, 5:01 p.m.	June 29, 2018, 5:01 p.m.
<input type="checkbox"/>	drchrono	Reminder to Provide Evidence for Dispute	Tom (Voldemort) M. Riddle				June 29, 2018, 4:47 p.m.	June 29, 2018, 4:47 p.m.
<input type="checkbox"/>	drchrono	Patient Payment Dispute Was Initiated Today	Tom (Voldemort) M. Riddle				June 29, 2018, 4:47 p.m.	June 29, 2018, 4:47 p.m.
<input type="checkbox"/>	drchrono	Warning: Dispute window closing	Tom (Voldemort) M. Riddle				June 29, 2018, 4:45 p.m.	June 29, 2018, 4:45 p.m.
<input type="checkbox"/>	drchrono	Patient Payment Dispute Was Initiated Today	Tom (Voldemort) M. Riddle				June 29, 2018, 4:45 p.m.	June 29, 2018, 4:45 p.m.

Once a dispute is initiated, the disputed amount will be immediately returned to the patient/cardholder from your Stripe account balance.

If the dispute is won by the practice, your Stripe account will be incremented with the disputed amount.

If the dispute is lost, the card issuer's decision is final and the patient's/cardholder's payment remains refunded. A \$15 dispute fee will also be applied to your DrChrono invoice upon losing a dispute.