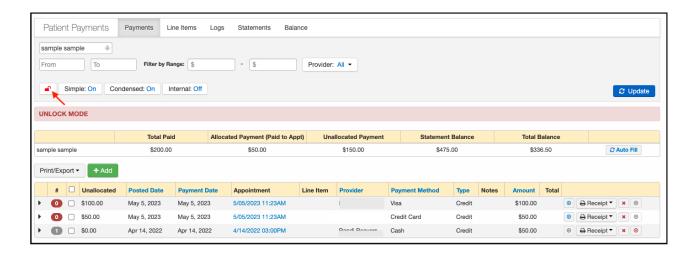
## Month End Close: Patient Payment Screen

Last modified on 12/10/2024 8:09 am EST

When transactions have been frozen in the account for a certain date, the ability to delete or unallocate a patient payment will not be available. However, any dates that are not within a frozen period, will be able to be updated, changed, or deleted.

## 1. Navigate to Billing > Patient Payments



More information regarding unlock mode when charges are not frozen can be foundhere.