

How to Use the Stripe Evidence Upload Tool

07/08/2024 7:44 pm EDT

To submit evidence to support a Stripe dispute, you need access the Stripe Evidence Upload Tool. Begin by hovering over the Billing tab and selecting OnPatient Payments. This will take you to the [Stripe Dashboard](#).

The screenshot shows the 'dr chrono' interface with the 'Billing' menu open. The 'onpatient Payments' option is highlighted in blue. The background shows a table with columns for 'Disputed' status, patient name, and 'Amount Charged'.

Disputed	Patient Name	Amount Charged
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

From the Stripe Dashboard, you can access the tool in two ways:

1. Click on the Payments tab and select the dispute from the status column for which you wish to upload evidence. Once selected, a Dispute Details screen will open where you can upload evidence for the dispute.

onpatient Payments Payments Deposits Disputes

From To Filter by Range: \$ - \$

Patient Status: All

Available: \$0.00 Pending: \$0.00

Update

Patient Payments Fee: 3.50% plus 35¢ per payment. Payouts to your bank account occur 2 days after the patient is charged

Export Internal

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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)

2. Click on the Disputes tab and select the Dispute ID for which you wish to upload evidence. Once selected, a Dispute Details screen will open where you can upload evidence for the dispute.

onpatient Payments Payments Deposits Disputes

From To Filter by Range: \$ - \$

Patient Status: All

Available: \$0.00 Pending: \$0.00

Update

Export Internal

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Dispute ID	Patient	Amount Disputed	Date of Payment	Date of Dispute	Due By	Status
dp_1CsaerDJcASkMGdZwVqgSty	Tom (Voldemort) M. Riddle	\$78.00	Jul 16, 2018	Jul 16, 2018	Jul 25, 2018	Under Review
dp_1CToZDJcASkMGdKopCTsw8	Tom (Voldemort) M. Riddle	\$55.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Under Review
dp_1CISuyDJcASkMGdGTESJD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Lost
dp_1CISuyDJcASkMGdGTESJD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1CISuyDJcASkMGdGTESJD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1CISuyDJcASkMGdGTESJD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1CISuyDJcASkMGdGTESJD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1CISuyDJcASkMGdGTESJD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1CISuyDJcASkMGdGTESJD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1CISuyDJcASkMGdGTESJD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1CISuyDJcASkMGdGTESJD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1CISuyDJcASkMGdGTESJD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1CISuyDJcASkMGdGTESJD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1CISuyDJcASkMGdGTESJD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
dp_1CISuyDJcASkMGdGTESJD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response

Once a dispute has been created, you have seven (7) calendar days to submit evidence. If the evidence submission deadline passes and you have not submitted any evidence, you will automatically lose the dispute.

To submit evidence for a dispute, please provide as many details as possible. All fields are not mandatory and may not apply to your case. Supported file formats for evidence upload are JPEG, PDF, and PNG and may have a max file size of 8MB.

onpatient Payments Payments Deposits Disputes Dispute Details

Internal

Dispute Evidence

	Amount	Date
Tom (Voldemort) M. Riddle Paid:	\$5.00	Jun 29, 2018
You Received:	\$4.06 (Application Fee = \$0.94)	Jun 29, 2018
Payment Disputed:		Jun 29, 2018

Submit Evidence Not Submitted

Please do not provide PHI in this form. Submissions may be routed to patient banks and other non-HIPAA compliant parties.

Please include as many details as possible. All fields are not mandatory and may not apply to your case.

Documentation

Product Description	<input type="text"/>
Customer Name	<input type="text" value="Tom Riddle"/>
Customer Email	<input type="text"/>
Customer Signature	<input type="text" value="Choose File"/> No file chosen
Billing Address	<input type="text" value="12345"/>
Customer IP address	<input type="text" value="208.185.20.222"/>
Receipt	<input type="text" value="Choose File"/> No file chosen
Customer Communication	<input type="text" value="Choose File"/> No file chosen

Any communication with the customer that you feel is relevant to your case, such as emails proving that they received or used the product or service.

Shipping Information

Providing shipping information for any physical products you sent will help prove the customer did indeed receive the items they purchased.

Package Carrier

Explore History (0)

Refund Information

Refund Policy	<input type="text" value="Choose File"/> No file chosen	Upload a copy of your refund policy here
	<input type="text" value="Why isn't the customer being refunded for this charge?"/>	

Cancellation Information

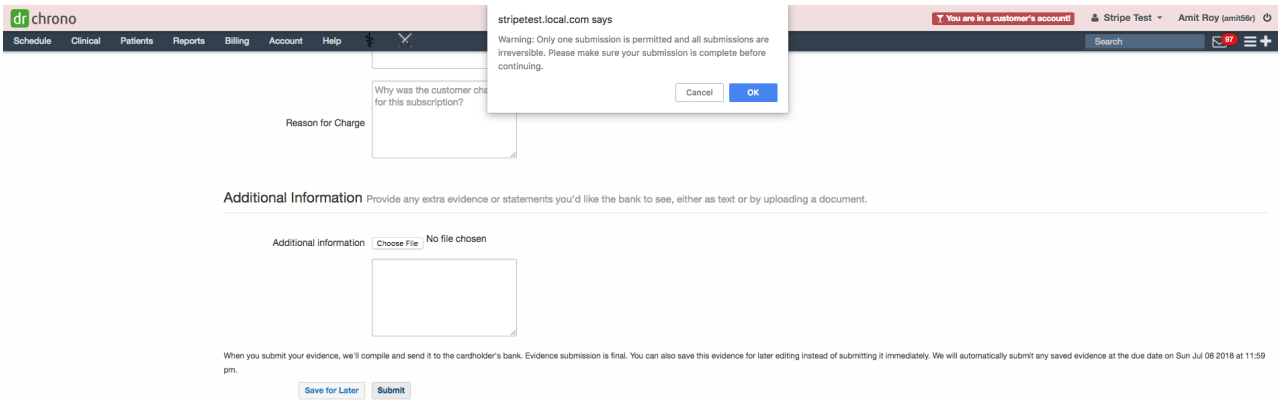
Cancellation Policy	<input type="text" value="Choose File"/> No file chosen	Upload a copy of your cancellation policy here, then explain how the customer was presented with this policy prior to purchase. For example, "the user was required to agree to our Terms of Service before signing up for my service".
	<input type="text" value="When was the customer shown the refund policy?"/>	
Reason for Charge	<input type="text" value="Why was the customer charged for this subscription?"/>	

Additional Information

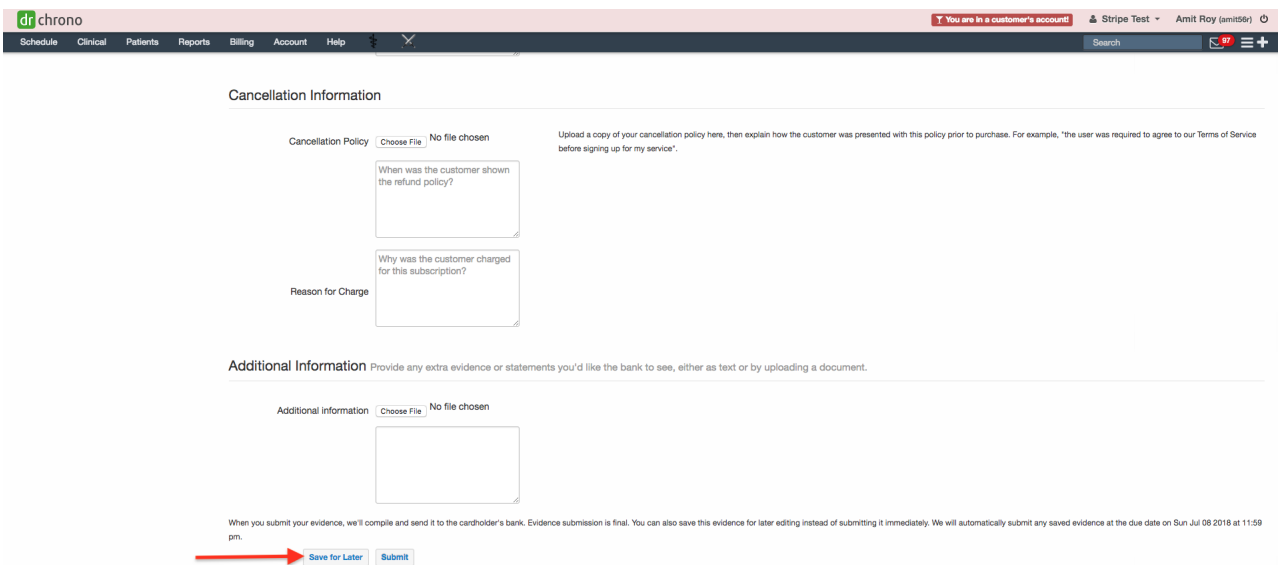
Provide any extra evidence or statements you'd like the bank to see, either as text or by uploading a document.

Additional information	<input type="text" value="Choose File"/> No file chosen
	<input type="text" value="test evidence"/>

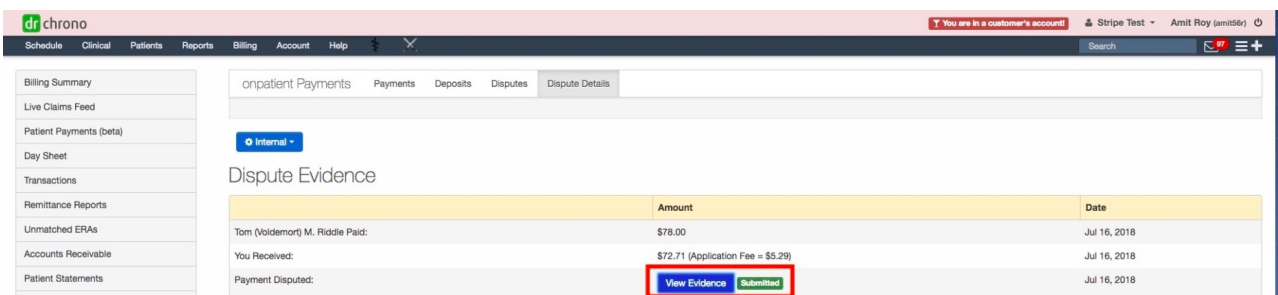
Please note that if you submit this form without any of the fields filled out your dispute will be denied. A warning message will appear upon clicking Submit to alert you to check your submission for completeness.



You can save evidence for later editing instead of submitting it immediately. This option is available by clicking Save for Later at the bottom of the evidence screen. We will automatically submit any saved evidence on the due date indicated.



Evidence submission is final. You may only submit evidence once per dispute. Once the evidence is submitted, a Submitted flag will appear in green and you are able to view the evidence that was submitted by clicking the blue View Evidence button.



DrChrono logs the status, username, and date in the Logs section at the bottom of the screen when any evidence has been saved for later or upon final submission.

Logs

Status	Username	Time
Under Review	amit56r (Amit Roy)	7/16/18 10:43 AM (-0700 UTC)
Needs Response	amit56r (Amit Roy)	7/16/18 10:41 AM (-0700 UTC)
Needs Response	amit56r (Amit Roy)	7/16/18 10:39 AM (-0700 UTC)

Explore History (0)

Once the evidence is submitted the disputed status will update to Under Review and you will also receive a notification in your Message Center confirming your submission.

The screenshot shows the DrChrono web interface. At the top, there is a navigation bar with tabs for Schedule, Clinical, Patients, Reports, Billing, Account, and Help. A user profile for 'Stripe Test' and 'Amit Roy (amit56e)' is visible in the top right. Below the navigation bar, there is a sidebar on the left with various categories like ALL MESSAGES, INCOMING MESSAGES, STARRED, FAX, LAB RESULTS, ERX, REFERRALS, CONTACTS, and ONPATIENT. The main content area displays a message titled 'Payment dispute evidence submitted for patient RITO000001'. The message is from 'drchrono' and dated 'Monday, July 16, 2018 1:43 PM'. It includes a 'Notes' section and a 'Stripe Test' section. The 'Stripe Test' section contains the following text: 'Evidence for the dispute on Tom Marvolo Riddle [RITO000001] in the amount of \$78.00 with a dispute date of July 16, 2018 was submitted on July 16, 2018 for review. For additional information purposes: There are multiple parties involved in the dispute process. Neither DrChrono nor Stripe are involved in deciding the outcome of this dispute, only the financial institution associated with the issuance of the credit card will review the material provided to confirm legitimacy of cardholder's authorization to incur the charge in question. After the patient's card issuer reviews the evidence and makes a final decision, you will be provided with such determination immediately. As the card issuer has final say, the decision to forward the evidence does not by itself guarantee a resolution in your favor. Jul 16, 1:43 p.m. Yours, The DrChrono team'.

On average, it takes 60-75 days after evidence is submitted for the patient's financial institution to review and deliver a verdict to Stripe after which you will receive a notification in your Message Center.