

DrChrono Payments: Voiding a payment

09/18/2024 9:47 am EDT

If you need to reverse a patient credit card payment processed through DrChrono Payments, there are two ways to do it.

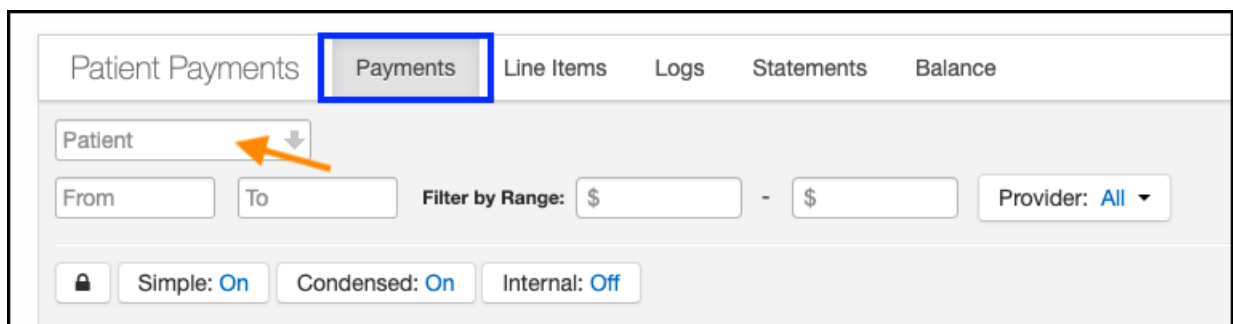
If you are reversing a credit card payment that was processed **the same day**, you have the option to **Void** the payment. The void payment option will void the entire amount of the payment.

If you need to refund only a portion of the payment, you will need to wait until the payment processes, and then issue a refund. Typically it takes around 24 hours for the payment to fully process.

If you are reversing the payment **outside of the same day** it was processed or you need to return only a portion of the paid amount, you will need to **refund** the payment/amount.

Here are the steps to void a patient payment:

1. Navigate to **Billing > Patient Payments**
2. Ensure you are on the **Payments tab**
3. Select the patient whose payment you are voiding
4. Click **update** on the right side of the screen.



5. Scroll down and identify the payment you would like to void.

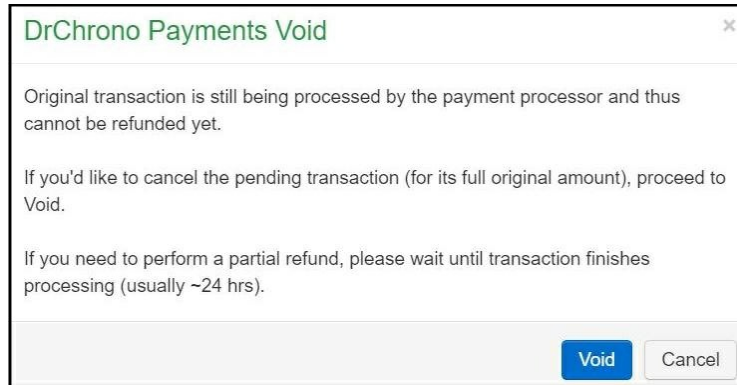
6. Click on the **Void** button on the right of the screen. (under the blue arrow)

A screenshot of the DrChrono Payments interface showing a table of payments. The table has columns for '#', 'Unallocated', 'Posted Date', 'Payment Date', 'Appointment', 'Line Item', 'Payment Method', 'Type', 'Notes', 'Amount', and 'Total'. The first row shows a payment of \$0.00 on Mar 27, 2023, for appointment J9002. The 'Void' button is highlighted with a blue arrow.

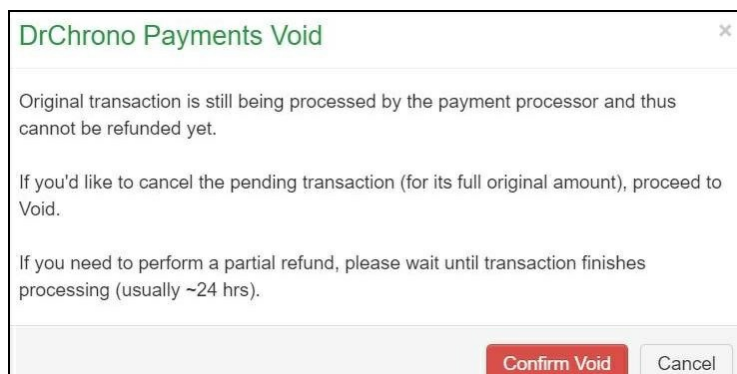
#	Unallocated	Posted Date	Payment Date	Appointment	Line Item	Payment Method	Type	Notes	Amount	Total
0	<input type="checkbox"/>	Mar 27, 2023	Mar 27, 2023	11/16/2022 08:30AM	J9002	DrChrono Payments	Credit		\$6.00	

7. Once selected, you will see this message. This is to let you know that the transaction is still pending and that proceeding will cancel the entire payment amount.

8. To continue, click the blue **Void** button.



9. The system will then ask you to confirm that you want to void the entire paid amount. To confirm click the red **Confirm Void** button.



After confirming, the entire payment will be refunded to the patient's credit card. A reverse posting will show in the patient's account to document the full or partial refund.
