

# DrChrono Payments: Voiding a payment

07/24/2024 2:05 pm EDT

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

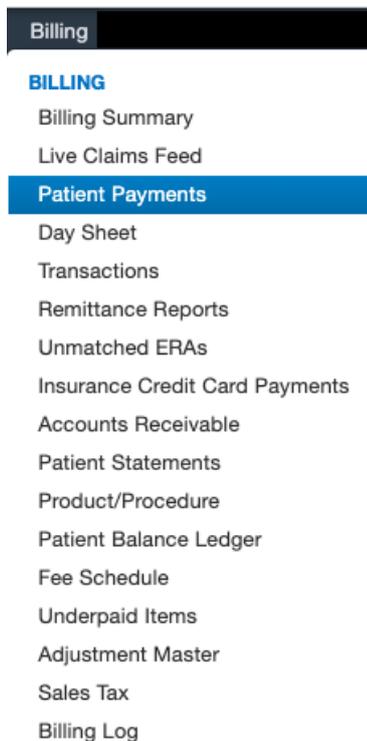
If you are reversing a credit card payment that was processed **the same day**, you have the option to **Void** the payment. The void payment option will void the entire amount of the payment.

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:

- Navigate to Billing > Patient Payments



- Ensure you are on the Payments tab, select the patient whose payment you are voiding, and click **update** on the right side of the screen.

Patient Payments **Payments** Line Items Logs Statements Balance

Patient 

From To Filter by Range: \$ - \$ Provider: All

Simple: On Condensed: On Internal: Off

- Scroll down and identify the payment you would like to void.
- Click on the Void button on the right of the screen. (under the blue arrow)

Print/Export + Add

| # | Unallocated              | Posted Date | Payment Date | Appointment  | Line Item          | Payment Method | Type              | Notes  | Amount | Total |  |
|---|--------------------------|-------------|--------------|--------------|--------------------|----------------|-------------------|--------|--------|-------|--|
| 1 | <input type="checkbox"/> | \$0.00      | Mar 27, 2023 | Mar 27, 2023 | 11/16/2022 08:30AM | J9002          | DrChrono Payments | Credit | \$6.00 |       |  Receipt Void |



- Once selected, you will this message. It is to let you know that the transaction is still pending and that proceeding will cancel the entire payment amount. To continue, click the **blue Void** button.

## DrChrono Payments Void

Original transaction is still being processed by the payment processor and thus cannot be refunded yet.

If you'd like to cancel the pending transaction (for its full original amount), proceed to Void.

If you need to perform a partial refund, please wait until transaction finishes processing (usually ~24 hrs).

**Void** Cancel

- 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.

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**Confirm Void** Cancel

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.

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