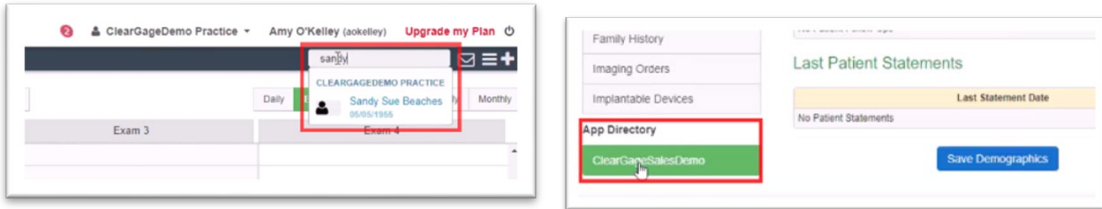


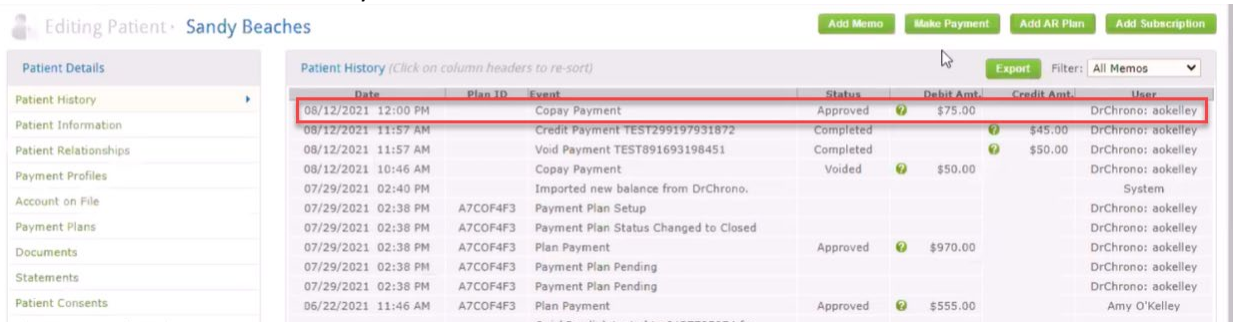
DrChrono – Processing Voids and Credits (Refunds)

If you need to void a payment or credit/refund a payment, keep in mind that Voids can only be processed the same day of the transaction, while full or partial credits can be processed within 6 months of the date of the original transaction.

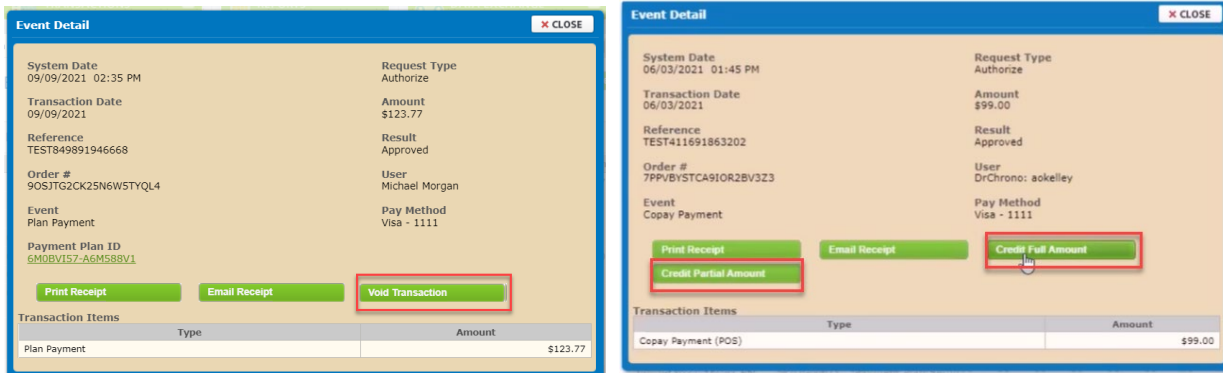
1. Locate the patient in DrChrono and Click the ClearGage App directory button to launch ClearGage.



2. Select the transaction you want void or credit



3. If it is today's transaction, you will see a Void Transaction button. If it is a past transaction, you will see a Credit Full Amount button and a Credit Partial Amount button



4. Make your selection and add a detailed note.

Transaction Amount	\$123.77
Notes	<input type="text"/>

You can see the voided or credited transaction from the patient history page.