



# Request a Miscellaneous Payment

Occasionally, payment is needed for an event that is not connected to the contracted study schedule. For example, a participant may be asked to come in for an unscheduled visit. That visit will need to be paid. Note that miscellaneous payments typically require secondary approval.

As a **Study Coordinator**, you can request payment for these unscheduled costs via the ClinCard portal.

## Steps:

1	From the <b>Lookup Participant</b> tab, locate the participant for which you wish to request a miscellaneous payment. See the Look Up a Participant quick guide for detailed instructions.
2	From the <b>Participant Information</b> page, click <b>Request Payment</b> from the right-hand menu.
3	From the <b>Milestone</b> dropdown menu (Required), select <b>Miscellaneous Payment</b> . The <b>Miscellaneous Payment</b> modal displays. Note that if your study is configured to allow reimbursements for expenses incurred, a warning will display at the top of the modal informing you that this modal is not intended to be used for requesting a reimbursement. That is a separate process for which you would refer to the Request a Reimbursement quick guide.
4	In the <b>Amount</b> field (Required), enter the payment value being requested.
5	In the <b>Notes</b> field (Required), enter an appropriate description for this miscellaneous payment (e.g., "unscheduled visit").
6	Click <b>Pay</b> . If the payment has been requested successfully, the following will occur: <ul style="list-style-type: none"> <li>a. A <b>success confirmation message</b> will display briefly at the top of the Participant Information page.</li> <li>b. The <b>Pending Payments</b> area of the Participant Information page will reflect the payment.</li> <li>c. The payment will also be reflected in the <b>Recent Activity</b> panel.</li> </ul> Once payment has been <b>approved</b> and <b>processed</b> for the payment request, the amount will be removed from the <b>Pending Payments</b> area of the Participant Information page and will be reflected in the <b>Card Balance</b> on that page.

## Frequently Asked Questions

What if there is no card assigned?	Check the participant's Audit History tab. A replacement card may already be in transit. The replacement card will need to be activated by the participant.
I am attempting to request a payment for a participant, but the Request Payment option is grayed out and I am seeing an error message.	If your program is configured for direct deposit, it is likely that for some reason, the participant's bank account has been put on hold, perhaps because it requires updating. Once the bank account has been updated, the hold will be removed, and the Request Payment link will once again be enabled.  It may also be that your study is in a Completed status or your participant's status is "Completed." If this is the case, you will not be able to use the Request Payment link.
Are miscellaneous payments taxable?	Yes, miscellaneous payments are considered income, and therefore, are taxable.

### Greenphire Support Site:

[Greenphire Support](#)

### Greenphire Support Lines:

**United States Toll Free:** 1-844-847-0107

**United Kingdom:** 0208-150-5470

**United States / Canada:** 1-215-609-4378

**International:** (+44) 208-150-6470