How to Receive Payment and Issue Refund

448 TDO KB December 5, 2025 New User resources 7.74K

Overview

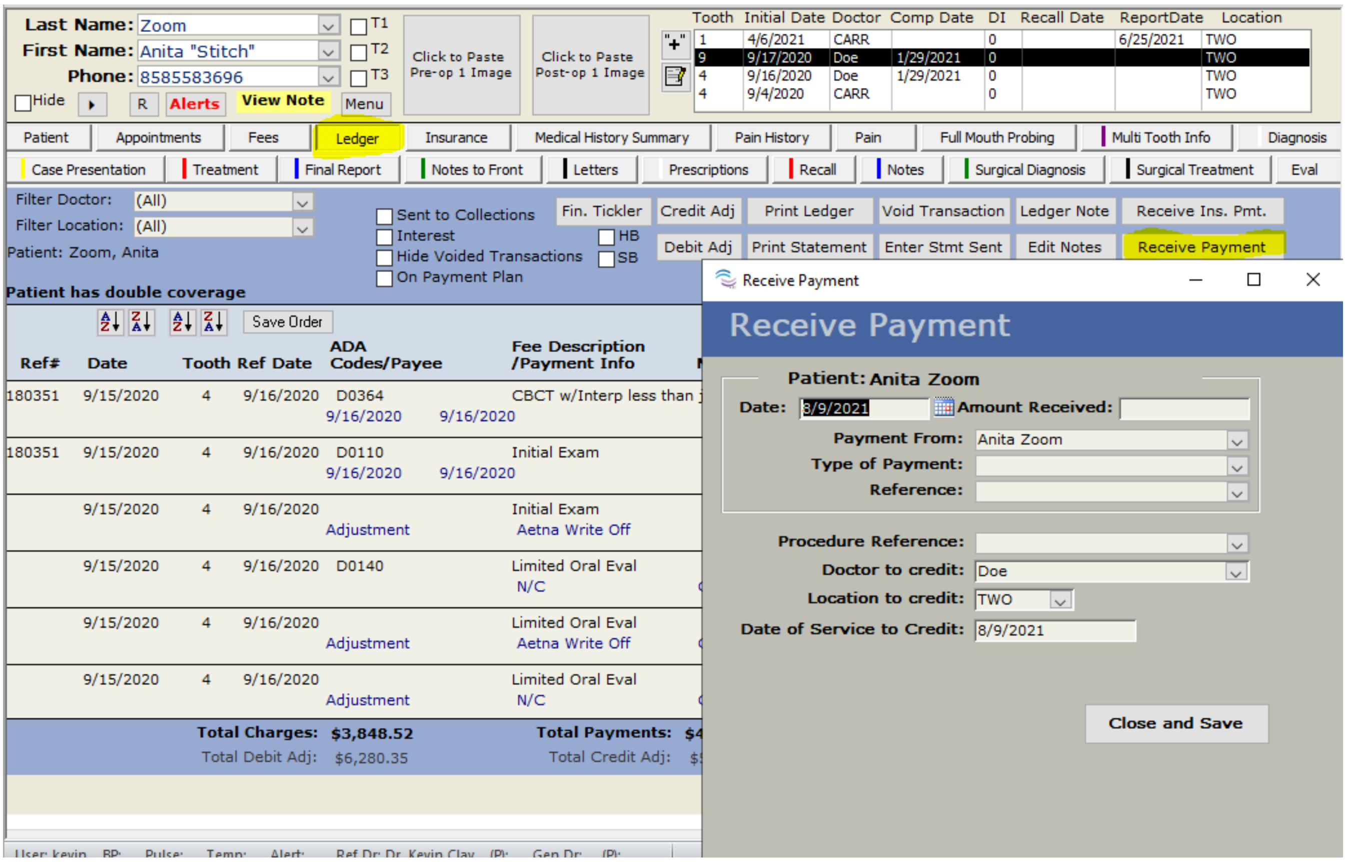
TDO allows users to document payments to the ledger and post refunds.

Detailed Instructions

Ledger>Receive Payment

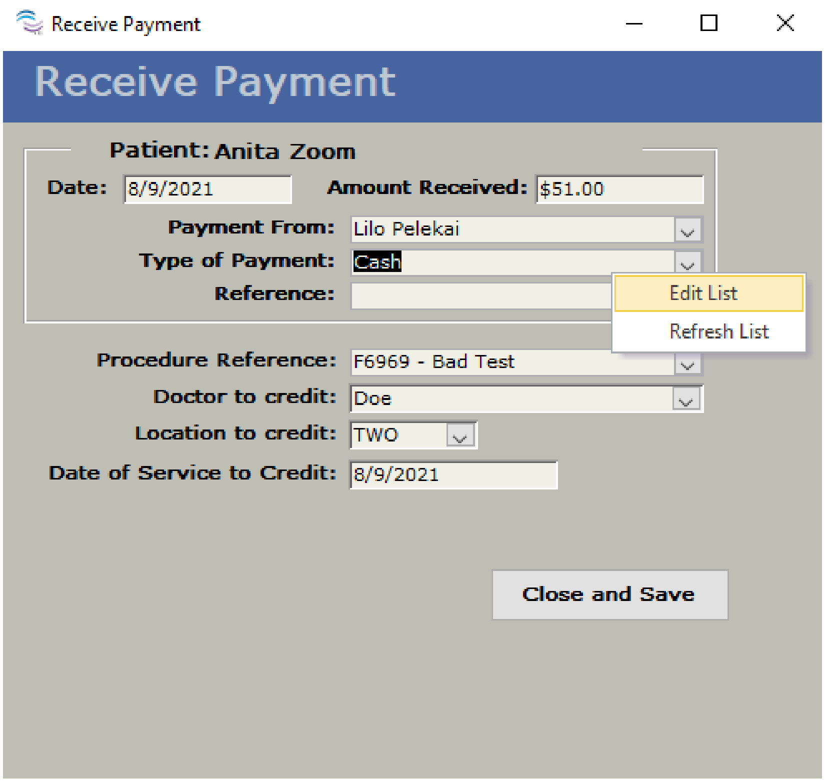
Amount Received: Enter the amount being received

Payment from: Patient (Default option) or Patient Guarantor if one is entered on the patient tab.



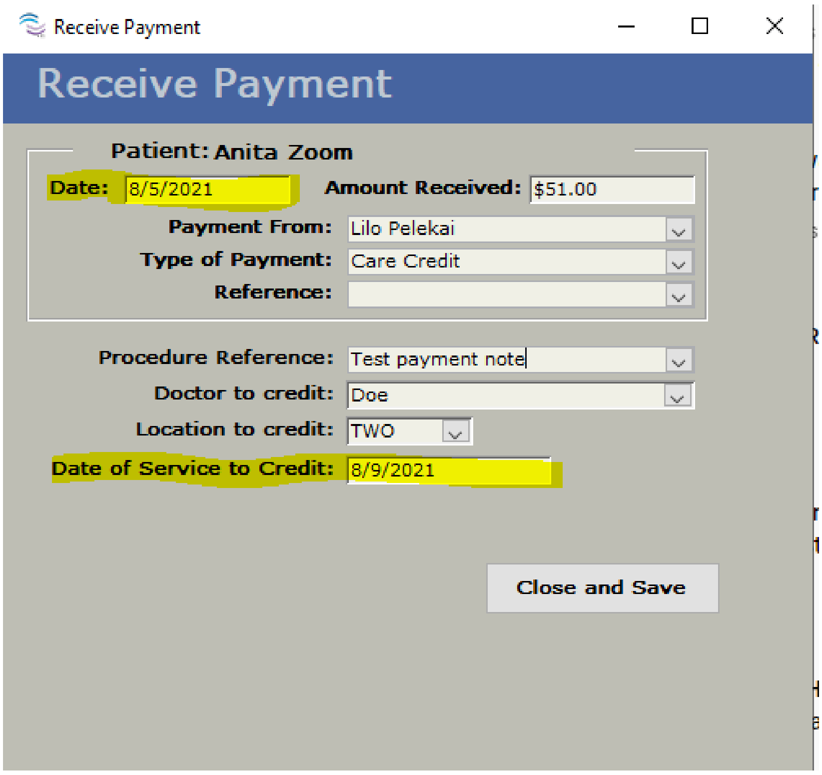
Type of Payment: Check, Cash, Credit Card, Debit/ATM/E-Check are all default payment types.

Additional options can be added by right-clicking this field and selecting Edit List to add an option.



Reference a list will only populate for 2 items

- Credit Card
    - Type of Credit Card: Visa, Mastercard, Discover, and American Express.
- Check
    - Check Number
- Type an additional note if desired
    - Test Payment
- Procedure Reference
    - Not Required
    - Can reference a Specific Procedure for payment
    - or add a brief notation like 'Test Payment'
- Doctor to Credit
    - Which Doctor was assigned to the patient to receive the payment
- Location to Credit
    - Location of where the patient was treated, and which location is receiving the payment
- Date of Service to Credit
    - Date needs to match the top Date to show when the transaction is taking place



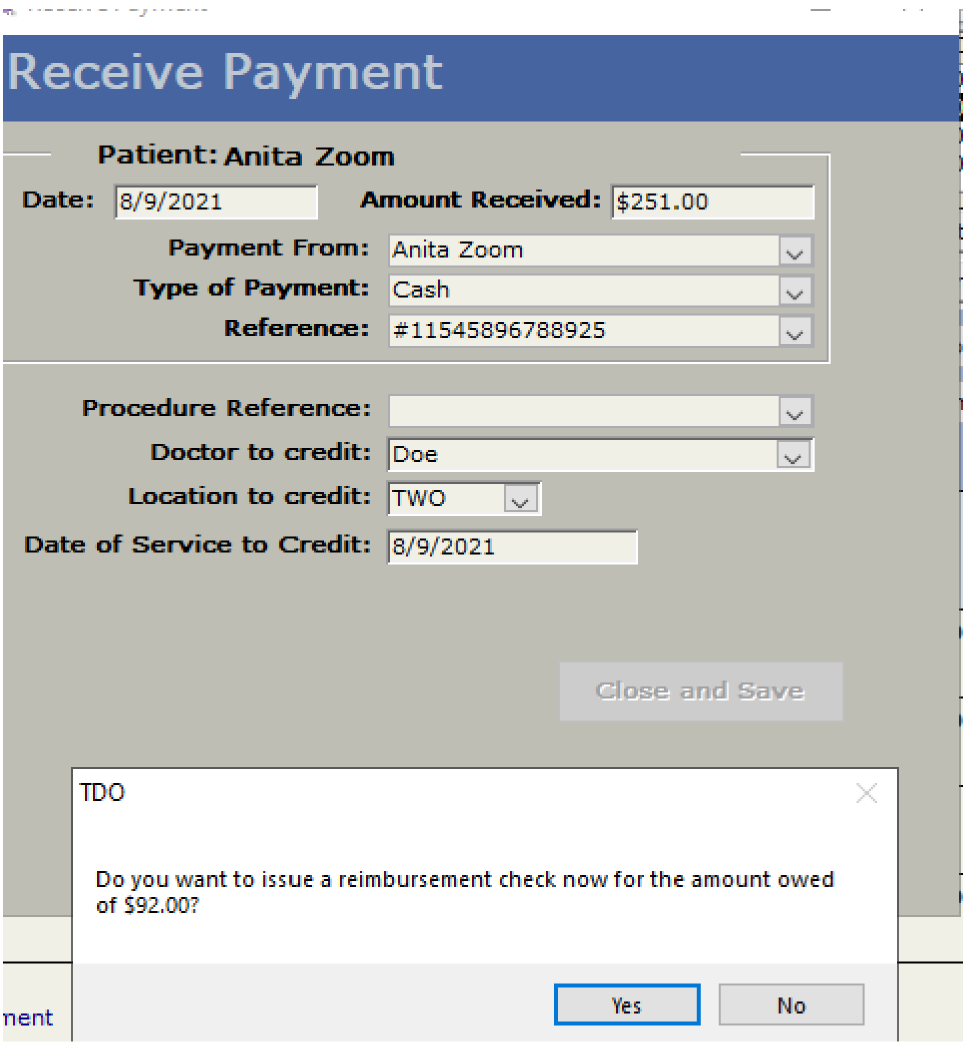
If you are back-dating a payment, make sure both dates are changed. The date that appears on the ledger is the one at the top of the Receive Payment window

- Close and Save

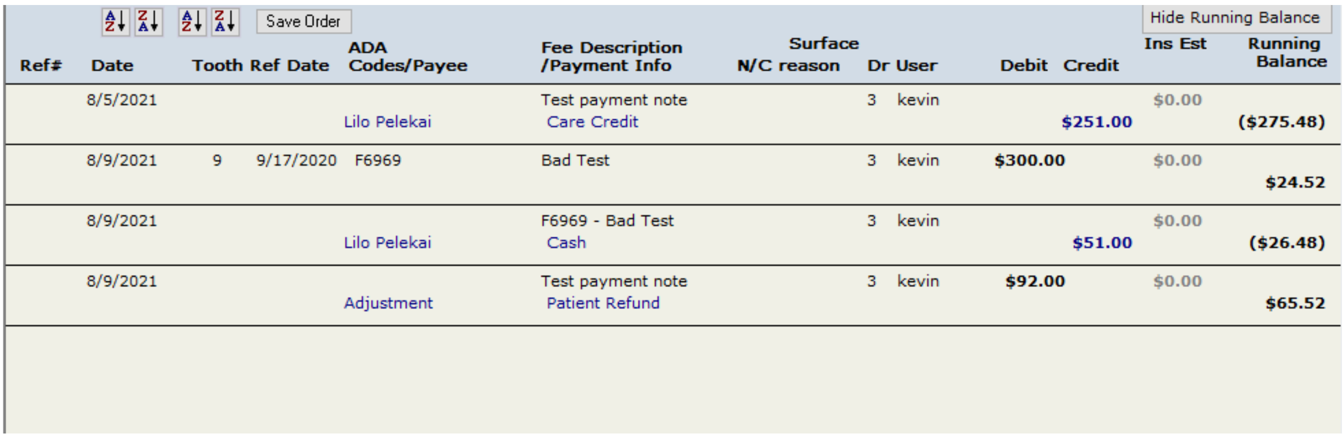
Payment will now be shown on your Ledger

Reimbursement Check Notification

If you post a payment that is more than what shows on the ledger for the patient's balance, you will receive a notification asking if you wish to write and post a Refund Check for the difference.



If you select 'Yes', an automatic Debit Adjustment for the difference will be added.



Ref#	Date	Tooth	Ref Date	ADA Codes/Payee	Fee Description /Payment Info	Surface N/C reason	Dr	User	Debit	Credit	Ins Est	Running Balance
	8/5/2021			Lilo Pelekai	Test payment note Care Credit		3	kevin		$251.00	$0.00	($275.48)
	8/9/2021	9	9/17/2020	F6969	Bad Test		3	kevin	$300.00		$0.00	$24.52
	8/9/2021			Lilo Pelekai	F6969 - Bad Test Cash		3	kevin		$51.00	$0.00	($26.48)
	8/9/2021			Adjustment	Test payment note Patient Refund		3	kevin	$92.00		$0.00	$65.52

If you Select 'No', the Payment will be added, and a balance will show of what is still owed.

Save Order | Hide Running Balance

Ref#	Date	Tooth	Ref Date	ADA Codes/Payee	Fee Description /Payment Info	Surface N/C reason	Dr	User	Debit	Credit	Ins Est	Running Balance
	6/10/2021			Adjustment	J01982 - Test Insufficient funds	kevin	3	kevin	$799.00		$0.00	$709.00
	6/10/2021			Adjustment	Posting Error	kevin	3	kevin		$799.00	$0.00	($90.00)
	8/9/2021	9	9/17/2020	F6969	Bad Test		3	kevin	$300.00		$0.00	$210.00
	8/9/2021			Lilo Pelekai	F6969 - Bad Test Cash		3	kevin		$51.00	$0.00	$159.00
	8/9/2021			Anita Zoom	Cash	#11545896788925	3	kevin		$251.00	$0.00	($92.00)

Total Charges: $1,595.00 **Total Payments: $3,218.45** **Balance: ($92.00)**

Total Debit Adj: $4,861.90 Total Credit Adj: $3,330.45 Total Ins Estimate: $0.00

Online URL: https://kb.tdo4endo.com/article.php?id=448