Running the TDO > QuickBooks Sync

74 TDO KB September 5, 2025 Quickbooks 9.38K

Overview

These are basic instructions and best practices on how to use your TDO QuickBooks integration application. Please also see this article.

Detailed Instructions

Daily Sync:

1. Open QB

2. Log In

3. Run a QB Backup

4. Make sure all windows inside of QB are closed and minimize the QB window

5. From TDO: Administrative > QuickBooks Synchronization

6. Click “OK” through the three pop-ups regarding the backup 1

7. When the sync is complete, make your deposits in QB under Banking > Make Deposits

  a. Click all of the payments that will deposit together (e.g., all cash and check payments will be one deposit, credit cards a second deposit, care credit a third deposit, etc.)

  b. Update memo field to indicate the deposit type, then “Save and New” to make the next deposit or “Save and Close” when you are done

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Once every 2 weeks OR if there are any mismatched or unbalanced accounts:

1. Open QB

2. Log In

3. Run a QB Backup

4. Make sure all windows inside of QB are closed and minimize the QB window

5. From desktop or start menu, open the TDO QB icon

a. Select doctor('s) name from the drop-down and click load

b. Click “OK” through the three pop-ups regarding the backup[1]

c. When the load completes, click Sync All

i. If there are any patients that do not match after sync all, click the “Sort by Warnings” button at the bottom to sort the mismatched accounts to the top

ii. Click the box “Force all Transactions” and double click each line that is highlighted in red, yellow or green[2]

6. When the sync is complete, make your deposits in QB under Banking > Make Deposits

a. Click all of the payments that will deposit together (e.g. all cash and check payments will be one deposit, credit cards a second deposit, care credit a third deposit, etc.)

b. Update memo field to indicate the deposit type, then “Save and New” to make the next deposit or “Save and Close” when you are done

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Once a month, review QB reports > memorized reports > TDO Reports:

1. In TDO, go to Reporting Tools > Financial > Credit Balances – Print this report

2. In QB, go to Reports > Memorized Reports > TDO Reports and choose “Reports > Financial > Credit Balances (Match to TDO, apply credits) *These 2 reports should match each other.*

3. If these reports do not match, start from the oldest (90+ days) transactions and up to the newest transactions. You need to apply the oldest credits to the oldest invoices.

a. If there is a payment on the QB report that does not show on the TDO report, double-click the payment and click “Auto Apply” and then “Save and Close”. If the button shows as “Un-apply” when you open, click that first, then click “Auto Apply” and then “Save and Close”. This means the payment was partially applied and needs to be unlinked from the first invoice and reallocated to apply to multiple invoices.

b. If it is a credit memo that shows double, click the credit memo and from the top choose Use Credit To > Apply to invoice. Click done and then save and close.

Important General Notes:

1. **Nothing patient related is ever done in QB**, it's always done in TDO and sent to QB. It will not sync from QB back to TDO. If you are expecting to see a check entry after running the sync, and it is not there, you will need to go back to TDO to void and repost the debit adjustment with the box clicked for issue check in QB, and then run the sync again. If a payment is missing you are expecting to see, enter it in TDO and run the sync again, do not just adjust the deposit to add that amount.

2. If you void a payment in TDO, **you must also remove that payment in QB**. The sync cannot pull out a payment. Don't deposit money you did not receive. If you have already deposited the payment in QuickBooks, you must first delete the deposit from your bank register, then delete the payment from the customer center. If the payment was during an already reconciled period, it should not be voided in TDO.

3. Following step 4 (both sync methods) is critical to the process. If there are windows open in QuickBooks when running the sync, the process can create duplicate credit memos and payments with no payment type associated. In order to correct this in the event you run the sync with Windows open, you must go into the customer center and delete the payments with no payment type and all but the last of the credit memos (the last one is the one that has an ID sent back to TDO). Keep in mind this also applies if you are using QuickBooks in multi-user mode and someone has the company file open on another machine when you are running the sync from your workstation.

Footnotes:

1. If you do not do step 3, then you should follow these prompts. Please keep in mind that if you are allowing TDO to do these backups, there is no verification like QB does with their backups and you will need to manually delete the old backups off of your server.

2. An account not matching indicates that there was something voided or back-dated on that patient's chart. If you are unsure of why the account is not matching, please research the account before forcing