Issue Check in QuickBooks

816 TDO KB September 2, 2025 Quickbooks, TDO software 9.19K

Overview

Any time money is moving out of your checking account, you MUST click the issue check in QB box, even if you are not actually printing a check. These debits will fall under one of 4 basic categories.

Details

1. Patient is due a refund. (Note: If patient has a guarantor listed, check will print to guarantor)

a. From TDO Ledger – Debit Adjustment, enter amount and click issue check in QB box. Reason "patient refund"

b. In QB – Print the check as is.

2. Insurance is due a refund (or someone other than patient/guarantor)

a. From TDO Ledger – Debit Adjustment, enter amount and click issue check in QB box.

i. **Reason** is "Refund to Insurance"

ii. **Reference** is "Refund to (Insurance Company Name)"

b. In QB – Open check from bank register or customer center.

i. Change the payee name to the insurance company (or other entity) and print check.

ii. Change name back to patient's name, in the memo field write "Check was issued to (Insurance Company Name)".

iii. Click Save and Close.

3. Returned Check Payment

a. From TDO Ledger – Debit Adjustment, enter amount and click issue check in QB box.

i. **Reason** is "NSF Check" or "Returned Check"

ii. **Reference** is "NSF Check" or "Returned Check"

b. In QB – Open Check from bank register or customer center.

i. Unclick “To Be Printed” box. Enter EFT in check field to indicate the money was electronically transferred out of your bank account.

ii. Click Save and Close

4. Refund to a credit card

a. From TDO Ledger – Debit Adjustment, enter amount and click issue check in QB box.

i. **Reason** is “Refunded to Credit Card”

ii. **Reference** is “Refunded to (Visa/Master/ETC)”

b. In QB – Open Check from bank register or customer center.

i. Unclick “To Be Printed” box. Enter “CCR w/DEP” in check field to indicate the money was electronically transferred out of your credit card merchant account.

ii. Click Save and Close

c. When you do the credit card deposit for that date, in the memo field put “VMC Deposit w/CCR” so you are reminded to click off both when you reconcile that month

** It is very important to use the issue check in QB box in TDO any time money is moving. If you forget to click the box it will not generate the debit in the checking account that is required for the balance to match.

NEVER create a check in QB because it is missing after the sync. That creates a duplicate debit on the patient chart and will generate a mismatch. Transactions created in QB do not transfer back to TDO.

Online URL: https://kb.tdo4endo.com/article.php?id=816