

Ledger - Training guide

885 [TDOKB1](#) April 10, 2026 [New User resources](#), [TDO software](#) 14.12K

Overview

TDO's Ledger Tab will break down the patients fee's, write-offs, payment, insurance status (pending or resolved), and categorize by Doctor and locations

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Ledger Totals

At the bottom of the ledger, there will be the totals collected and charged from the assigned Credits and Debits.

Running Balance in the Ledger

Entering a Ledger Note

This can be used to add a description for a bulk payment, write-off, a change to collection status, or any other desired reason

Detailed Instructions

Click the Ledger Note button to open the note form.

Credit Adj	Print Ledger	Void Transaction	Ledger Note	Receive Ins. Pmt.
Debit Adj	Print Statement	Enter Stmt Sent	Edit Notes	Receive Payment

Enter your note (There is a maximum 30-character limit). You can keep a list of your frequently used notes by clicking the + next to the drop-down box to make entry faster.

Click the Do Not Include box if you would not like the note to be included on printed statements.

Enter Note:

Justin Test

Date:

Note:

☐ Do not include this note on printed Statements / Ledgers

Close and Save

Click Close and Save when you are finished and the note will show on the patient's ledger.

If you would like to change a note that was entered on a patient's ledger, or change it's print options, click the Edit Notes button and you can make any changes necessary

Edit Ledger Notes

Click Edit Notes to pull up all ledger notes added onto the patient's Ledger Tab, select and modify as needed

The screenshot shows a dental software interface with a top navigation bar containing tabs like Patient, Appointments, Fees, Ledger, Insurance, Medical History Summary, Pain History, Pain, Full Mouth Probing, Multi Tooth Info, and Diagnosis. Below this is a sub-navigation bar with tabs like Case Presentation, Treatment, Final Report, Notes to Front, Letters, Prescriptions, Recall, Notes, Surgical Diagnosis, and Surgical Treatment. The 'Notes' tab is selected. On the left, there are filters for Doctor (All) and Location (All), and patient information (Zoom, Anita; Guarantor: Lilo Ohana). A table of ledger entries is displayed with columns: Ref#, Date, Tooth, Ref Date, and ADA Codes/Payee. The entries are for 9/15/2020, tooth 4, with ADA codes D0364, D0110, and D0140. The 'Edit Notes' button is highlighted in the top navigation bar. The 'Edit Patient Notes' window is open, showing a table with columns: Ref#, Date, Tooth, Ref Date, and ADA Codes/Payee. The first entry is 9/16/2020, oral eval on 9/16 fail, with a checkbox for 'Do Not Print'.

Ref#	Date	Tooth	Ref Date	ADA Codes/Payee
9/15/2020	4	9/16/2020	D0364	
9/15/2020	4	9/16/2020	D0110	
9/15/2020	4	9/16/2020		Adjustment
9/15/2020	4	9/16/2020	D0140	

Entering a Ledger Note Video Guide

Taking a Payment and Refund

[How to Receive Payment and Issue Refund](#)

Voiding a Transaction

If you enter a transaction by mistake or make a wrong entry you can void any transaction that has not been filed with insurance.

Detailed Instructions

To void a transaction, click the Void Transaction button in the Ledger Tab.

Fees Ledger Insurance Medical History Summary Pain History Pain Full Mouth Probing Multi Tooth Info Diagnosis

Final Report Notes to Front Letters Prescriptions Recall Notes Surgical Diagnosis Surgical Treatment Eval

☐ Sent to Collections
☒ Interest
☐ Hide Voiced Transactions
☐ On Payment Plan

Fin. Tickler Credit Adj Print Ledger Void Transaction Ledger Note Receive Ins. Pmt.

Debit Adj Print Statement Enter Stmt Sent Edit Notes Receive Payment

Save Order

Tooth	Ref Date	ADA Codes/Payee	Fee Description /Payment Info	Surface N/C reason	Dr User	Debit	Credit	Ins Est	Running Balance
			Primary Claim#:18020 Primary Insurance Sent	0	tdo-sup			\$0.00	\$0.00
	1/28/2019	D0360	Cone Beam CT Scan	1	tdo-sup	\$375.00		\$0.00	\$375.00
			Secondary Claim#:18021 Secondary Insurance Sent	0	tdo-sup			\$0.00	

Hide Running Balance

Void Transaction

Date	Tooth	Ref Date	ADA Codes/Payee	Fee Description/Payment Info	Debit	Credit
7/26/2019			Primary Claim#:180205	Primary Insurance Sent		
8/9/2019			Primary Claim#:180211	Primary Insurance Sent		

Any charge can be voided except one already filed with insurance.

If it is attached to a claim, you will not be able to see it in the transaction window as an option to void.

If you need to void a transaction that has been filed with insurance, you must first void the insurance claim, then you will be able to void the transaction.

Find the transaction you wish to void and click the 'Void' button (located on the left of the transaction). Once voided, it cannot be undone. Transactions must be recreated to get it back on the ledger.

Void Transaction

Date	Tooth	Ref Date	ADA Codes/Payee	Fee Description/Payment Info
7/26/2019			Primary Claim#:180205	Primary Insurance Sent
8/9/2019			Primary Claim#:180211	Primary Insurance Sent

Void

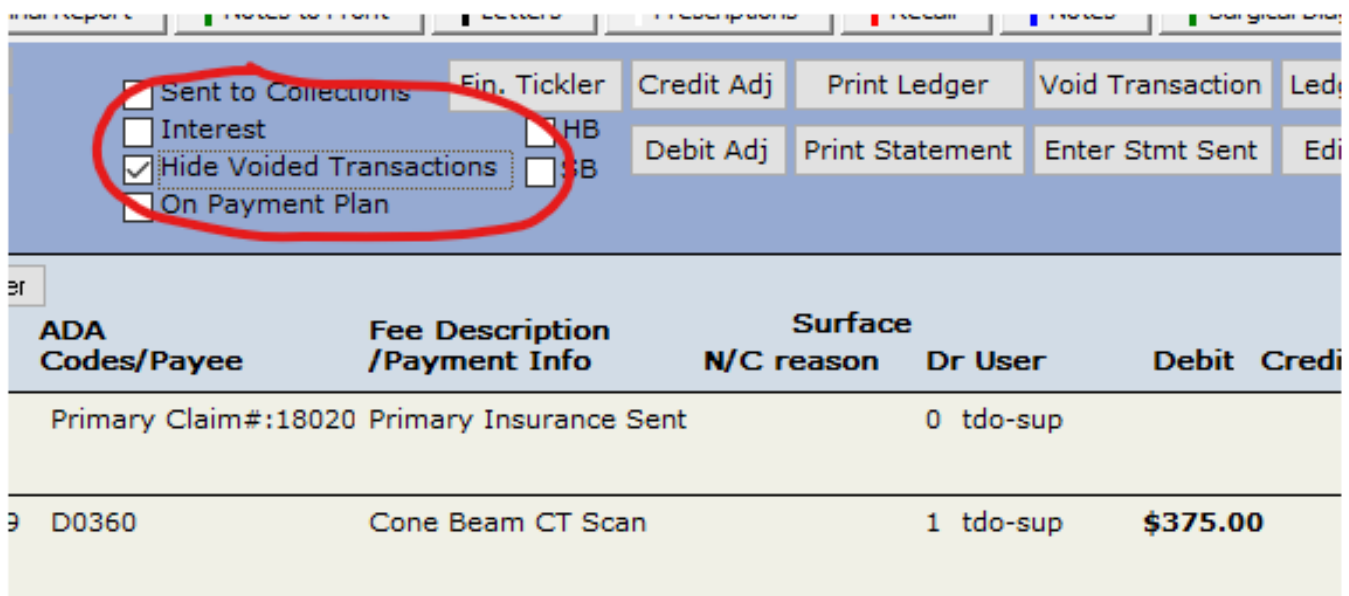
Are you sure you want to void this transaction?

Yes No

Please note: The Voided transaction will still appear on the patient's ledger but it will be in light gray and will not print on any statements.

The reason for the void shows on the patient's ledger as well as the person logged in when the transaction was voided.

If you do not wish to see these transactions at all, you can select the Hide Voided Transactions check box at the top of the ledger



The screenshot shows a software interface with a top navigation bar containing tabs like 'Main Report', 'Notes to Print', 'Ledger', 'Prescriptions', 'Recum', 'Notes', and 'Billing and Billing'. Below the navigation bar is a control panel with several checkboxes and buttons. A red circle highlights the 'Hide Voided Transactions' checkbox, which is currently checked. Other checkboxes include 'Sent to Collections', 'Interest', and 'On Payment Plan'. Buttons include 'Fin. Tickler', 'Credit Adj', 'Print Ledger', 'Void Transaction', 'Debit Adj', 'Print Statement', 'Enter Stmt Sent', and 'Edit'. Below the control panel is a table with the following columns: 'ADA Codes/Payee', 'Fee Description /Payment Info', 'Surface N/C reason', 'Dr User', 'Debit', and 'Credit'. The table contains two rows of data. The first row shows 'Primary Claim#:18020' and 'Primary Insurance Sent' with a debit of 0 and user 'tdo-sup'. The second row shows 'D0360' and 'Cone Beam CT Scan' with a debit of \$375.00 and user 'tdo-sup'.

ADA Codes/Payee	Fee Description /Payment Info	Surface N/C reason	Dr User	Debit	Credit
Primary Claim#:18020	Primary Insurance Sent		0 tdo-sup		
D0360	Cone Beam CT Scan		1 tdo-sup	\$375.00	

Note: Users logged in with 'staff' level security access will not be able to do voids. Only Manager or Full Access has the privilege to Void Transactions

Voiding a Transaction on the Ledger Video

Debit and Credit Adjustments

Detailed Instructions:

To make an adjustment to a patient's account, open the patient's Ledger tab and click either the 'Credit Adjustment' or 'Debit Adjustment' button depending on the type of adjustment.

Note: A credit adjustment is typically used when you want to give the patient a discount which will reduce their balance. A debit adjustment is usually only used for patient refunds and balance forwards when transferring balances from another system. A credit adjustment takes away from the patient's balance, and a debit adjustment adds to the patient's balance.

The current date will be entered automatically but you may change this date if necessary. Enter the adjustment amount (always a positive number), reason for the adjustment, and reference the adjustment to a specific charge if desired.

The doctor who receives the adjustment will default to the doctor for the most recent charge. You can change the doctor manually as well.

To change the list of adjustment reasons, click the + and it will bring up the edit form. Or you may right click on the combo box and select Edit List.

When you are done filling out the Adjustment form, click the Ok button and you will see the adjustment on the ledger.

Payment Plan Option on Ledger

This feature is implemented in 12.365.

Detailed Instructions

The “On Payment Plan” checkbox is located in the patient’s Ledger page

Patient	Appointments	Fees	Ledger	Insurance	Medical History Summary	Pain History	Pain	Full Mouth Probing	Multi Tooth Info	Diagnosis
Case Presentation	Treatment	Final Report	Notes to Front	Letters	Prescriptions	Recall	Notes	Surgical Diagnosis	Surgical Treatment	Eval
Filter Doctor: (All)	Filter Location: (All)	☐ Sent to Collections ☒ Interest ☐ Hide Voided Transactions ☒ On Payment Plan Fin. Tickler HB SB Credit Adj Debit Adj Print Ledger Print Statement Void Transaction Enter Stmt Sent Ledger Note Edit Notes Receive Ins. Pmt. Receive Payment								
Patient: Zoom, Anita Guarantor: Lilo Ohana										

Users can check this box to indicate the patient is on "Payment Plan".

Printing the Patients Ledger

- Click "Ledger."
- Click "Print Ledger."
- Select the activity range from the drop down list.
 - Location

Last Name: ☐ T1
 First Name: ☐ T2
 Phone: ☐ T3
☐ Hide

Tooth	Initial Date	Doctor	Comp Date	DI	Recall Date	ReportDate	Location
30	8/24/2021	CARR	9/21/2021	0			ONE
32	8/17/2021	CARR	No Proc	0			ONE
2	8/12/2021	CARR		0		12/10/2021	ONE
3	8/12/2021	CARR		5			ONE

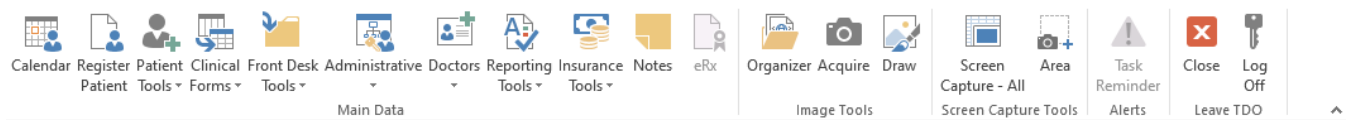
Filter Doctor: (All) ☐ Sent to Collections ☐ Fin. Tickler ☐ Interest ☐ HB ☐ Hide Voided Transactions ☐ SB ☐ On Payment Plan

Patient: Zoom, Anita
 Guarantor: Lilo Ohana

Location:

Ref#	Date	Tooth	Ref Date	ADA Codes/Payee	Fee Description /Payment Info	Credit	Ins Est	Running Balance
9/15/2020	4	9/16/2020	D0364	CBCT w/Interp less		\$80.00		\$100.00
9/15/2020	4	9/16/2020	D0110	Initial Exam		\$50.00		\$300.00
9/15/2020	4	9/16/2020		Initial Exam Adjustment Aetna Write Off		\$0.00		\$150.00
9/15/2020	4	9/16/2020	D0140	Limited Oral Eval N/C	Charity	\$160.00	\$0.00	\$310.00
9/15/2020	4	9/16/2020		Limited Oral Eval Adjustment Aetna Write Off	Charity	\$20.00	\$0.00	\$290.00
9/15/2020	4	9/16/2020		Limited Oral Eval Adjustment N/C	Charity	\$140.00	\$0.00	\$150.00
Total Charges:					\$6,228.52	Total Payments:	\$5,136.45	Balance: \$1,435.52
Total Debit Adj:					\$6,280.35	Total Credit Adj:	\$5,936.90	Total Ins Estimate: \$130.00
						Total Pat Estimate:	\$1,305.52	

- Enter beginning date and end dates if needed.
- Click "OK."



Carr Endodontics
11345
6235 Lusk Blvd
San Diego, CA 92121
Telephone: 858-558-3636 Fax: 858-558-3633

Statement Date: Sunday, January 30, 2022
Account No: 120306

Statement of Account

Lito Chana
9909 Vista Way
San Diego, CA 92121
Patient: Anita Zoom - 120306

Date	To/From	Description	Claim #	Charges	Credit	Running Balance
9/15/2020	4	Initial Exam			\$150.00	\$150.00
		Adjustment				
		Aetna Write Off				
9/15/2020	4	D0140 Limited Oral Eval		\$160.00		\$310.00
		Adjustment				
		NIC				
9/15/2020	4	Limited Oral Eval			\$20.00	\$290.00
		Adjustment				
		Aetna Write Off				
9/15/2020	4	Limited Oral Eval			\$140.00	\$150.00
		Adjustment				
		NIC				
9/15/2020	4	D0354 CBCT withtop less than jaw		\$100.00		\$100.00
		Adjustment				
		NIC				
9/15/2020	4	D0110 Initial Exam		\$200.00		\$300.00
		Adjustment				
		Aetna Write Off				
9/16/2020	4	Limited Oral Eval			\$20.00	\$130.00
		Adjustment				
		Aetna Write Off				
9/16/2020	4	Initial Exam			\$150.00	(\$20.00)
		Adjustment				
		Aetna Write Off				
9/16/2020		D0354 CBCT withtop less than jaw			\$20.00	(\$40.00)
		Adjustment				
		NIC				
9/16/2020		Primary Claim#180349 Primary Insuranc				(\$40.00)
		Adjustment				
		NIC				
9/16/2020		Primary Claim#180350 Reimitted				(\$40.00)
		Adjustment				
		NIC				
9/16/2020	4	D2940 Salvage PI	Claim # 180352	\$275.00	Ins Portion Paid	\$235.00
		Adjustment				
		NIC				
9/16/2020		Primary Claim#180352 Primary Insuranc	Claim # 180352		Ins Portion Paid	\$235.00
		Adjustment				
		NIC				
9/16/2020		Insurance Payment Claim# 180352	Claim # 180352	\$30.00		\$185.00
		Adjustment				
		NIC				
9/16/2020		Statement Sent				\$185.00
		Adjustment				
		NIC				
9/16/2020		Primary Claim#180351 Primary Insuranc				(\$40.00)
		Adjustment				
		NIC				
9/16/2020		Insurance Payment Claim# 180351			\$20.00	\$215.00
		Adjustment				
		NIC				
9/16/2020		Primary Claim#180351 Insurance Ractl				\$215.00

- Press Control + P on your Keyboard to pull up the print menu
- With the mouse, right click and "Print" may also work as a option.

Print a Patient's Ledger Video

Filter Ledger by Doctor

Sorting options in the Ledger Video

New TDO user bringing balance from the previous software.

Create a fee for the balance forward.

Setup - Program Setup - Fee Listing/ADA Codes

Add a blank new Record

ADA Codes/Fees Listing

Codes / Fees Listing

Number	Code	Description	Fee	Ins Category	Estimate Number of Visits	Prognosis	Case Start
560	D3110	Pulp Cap-Direct	\$125.00				☐
570	D3220	Therap Pulpotomy	\$175.00				☐
580	D0110	Initial Exam	\$0.00				☐
590	D0120	Period Oral Exam	\$0.00				☐
600	D3999	Unspecified Procedure	\$0.00				☐
610	D9999	Sphenopalation Injection	\$350.00				☐
							☐

Record: 1 of 63

Number - Next numerical number

Suggestion for Code - BAL FOR

Description - Balance Forward from previous software

Fee - 0.00

Leave the rest of the fields blank. To save, click on the row above.

To delete a row. Click on the far left gray box and hit delete on the keyboard.

You will get this message if you use Multifee Schedule. Just click Yes.

ADA Codes/Fees Listing

Codes / Fees Listing

MultiFee Schedule
Default

Number	Code	Description	Fee	Ins Category	Estimate Number of Visits	Prognosis	Case Start
52	D3110	Pulp Cap-Direct	\$125.00				☐
53	D3220	Therap Pulpotomy					☐
54	D0110	Initial Exam					☐
55	D0120	Period Oral Exam					☐
56	D3999	Unspecified Procedure					☐
57	D0360	Crown Cap-Direct					☐
1	222	test	\$0.00				☐
*							☐

Record: 62 of 62

Fee tab - Choose the Code you just created and manually add the balance forward for the patient in the Original Fee field.

Note - The reason not to do a debit adjustment for any balance forward is because debit adjustments come off receipts, and it will reduce the net payments for the day posted. This is reflected in the reports. The fee will reflect in Production in the reports, and can be itemized to see this.

Online URL: <https://kb.tdo4endo.com/article.php?id=885>