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.

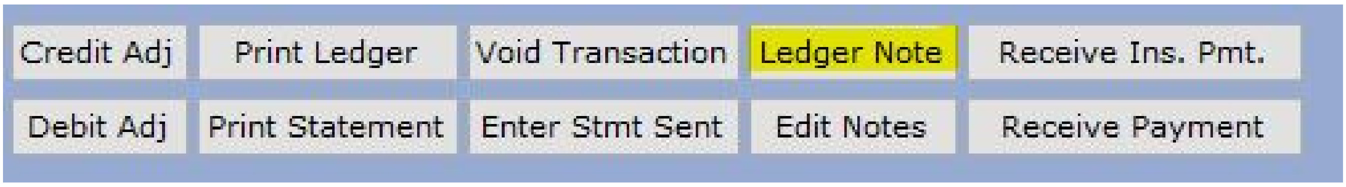
Running Balance in the Ledger

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

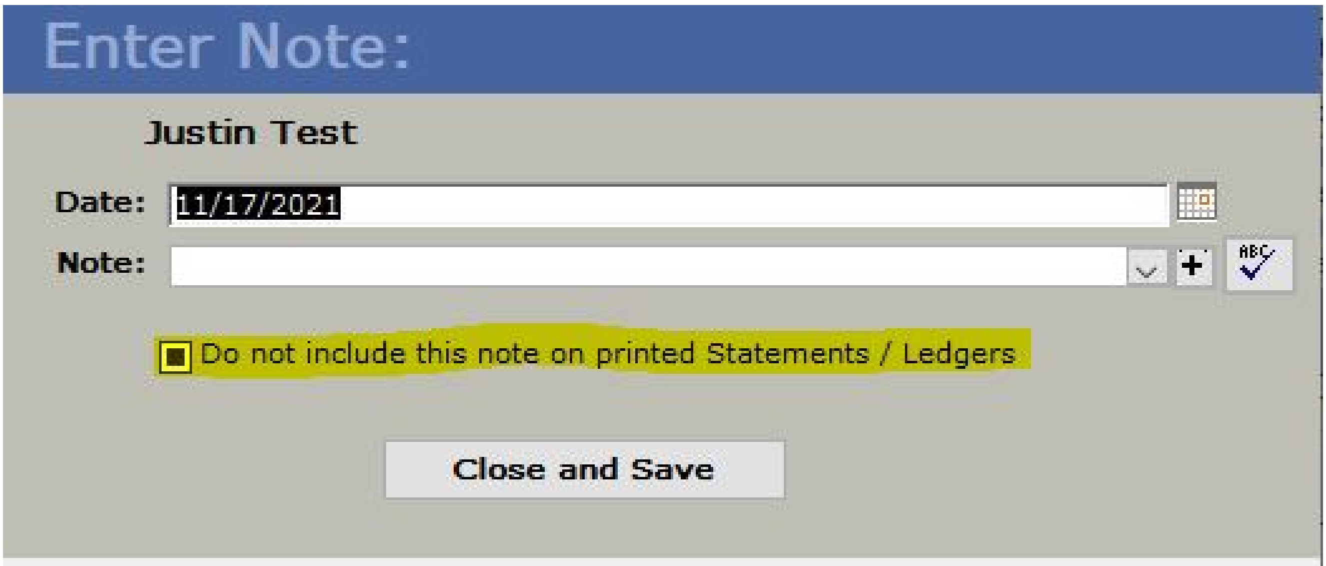
Detailed Instructions

Click the Ledger Note button to open the note form.



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.



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

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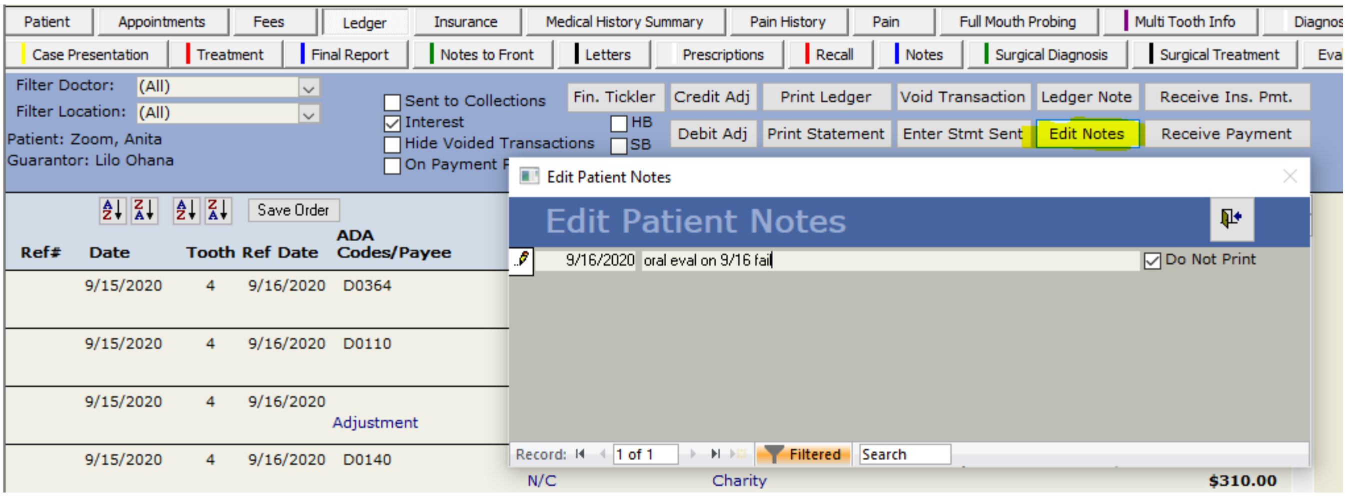
Edit Ledger Notes

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



Entering a Ledger Note Video Guide

Taking a Payment and Refund

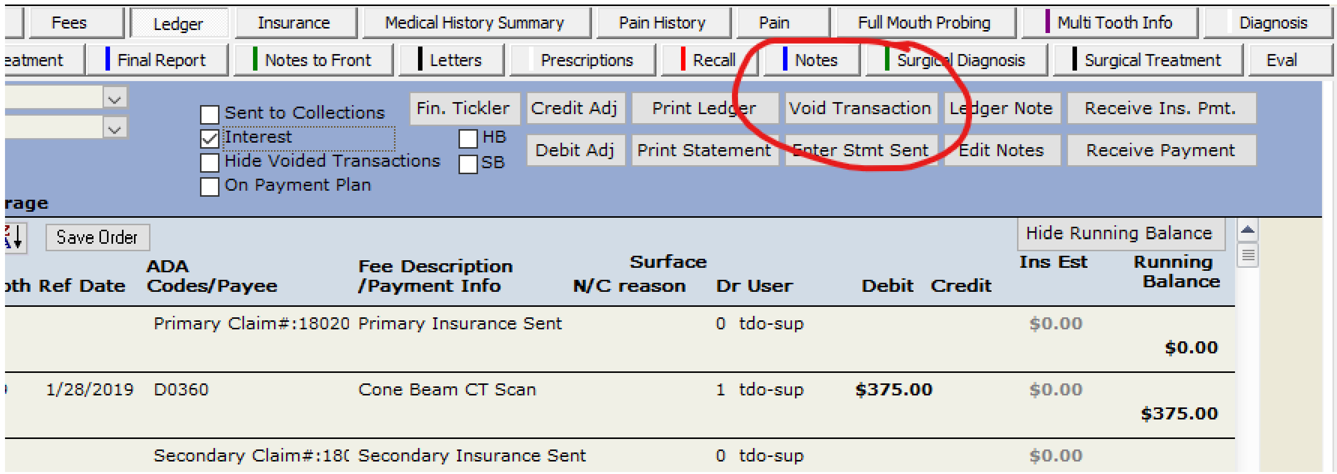
[How to Receive Payment and Issue Refund]

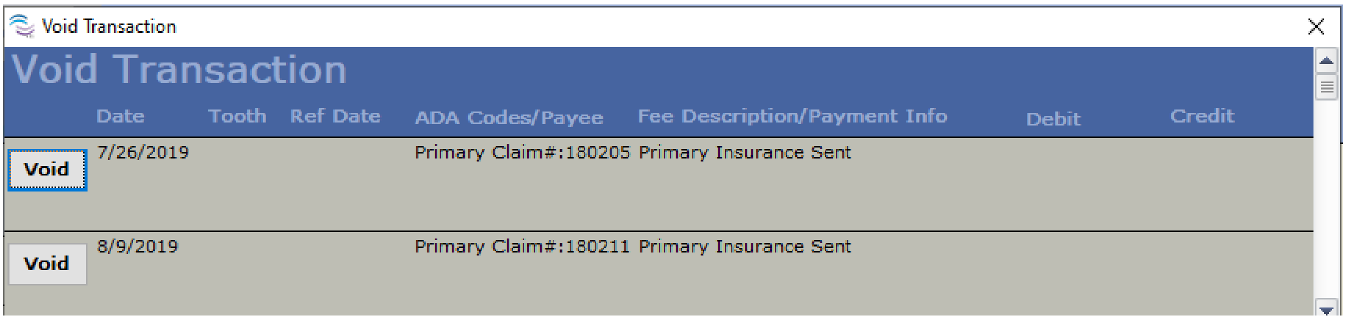
Voiding a Transaction

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

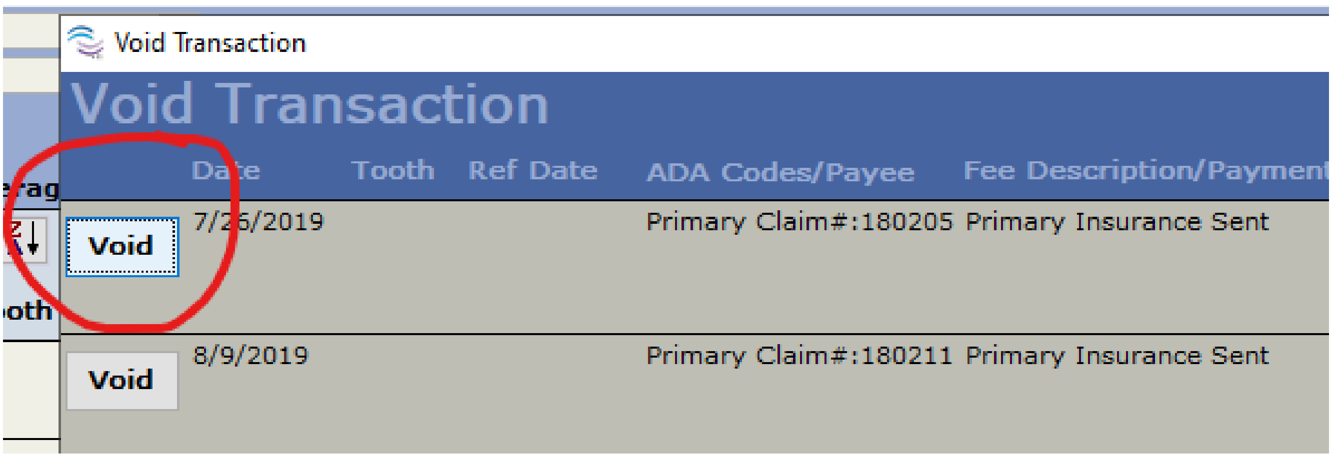
Detailed Instructions

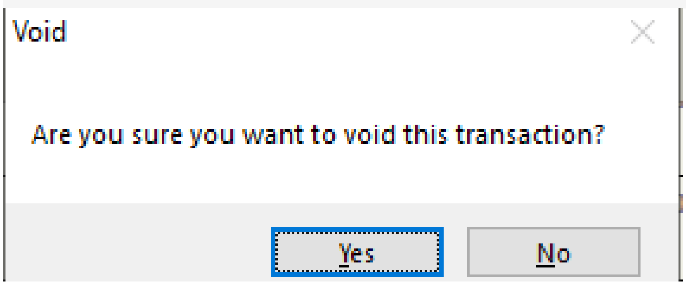
To void a transaction, click the Void Transaction button in the Ledger Tab.





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.

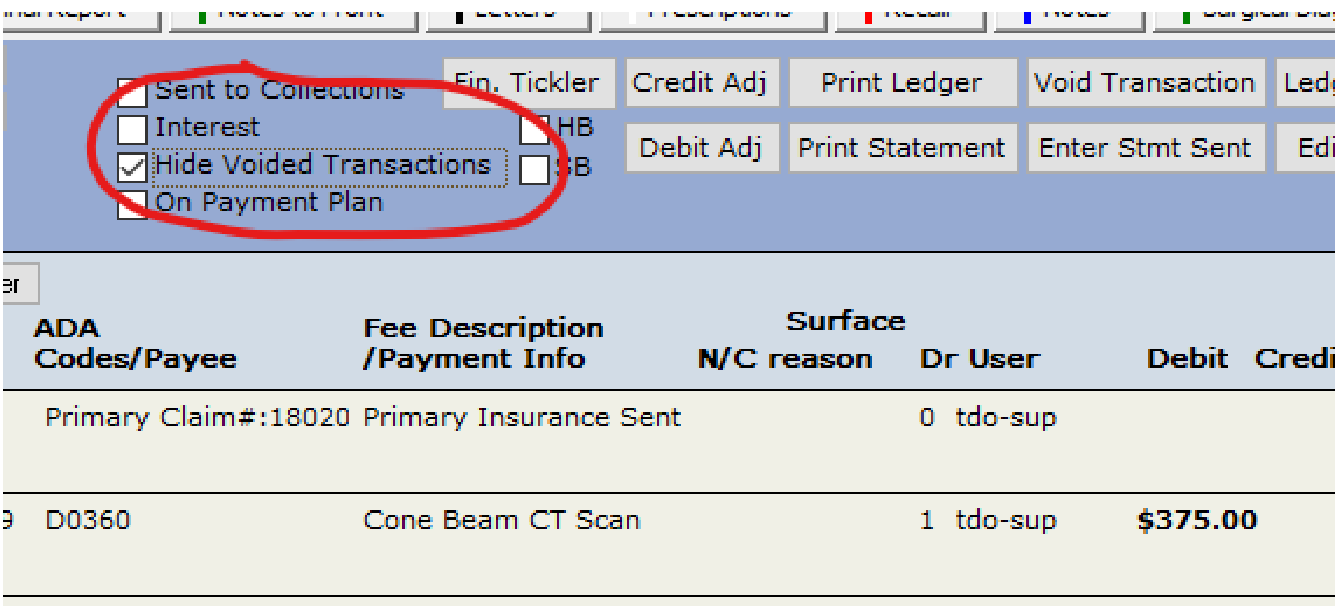




Please note: The Voided transaction will still appear on the patient's ledger but it will be in light gray and will not print on any statements.

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



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.

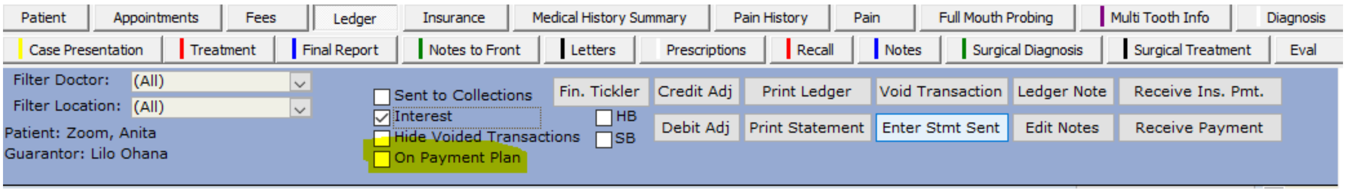
When you are done filling out the Adjustment form, click the Ok button and you will see the adjustment on the ledger.

Payment Plan Option on Ledger

This feature is implemented in 12.365.

Detailed Instructions

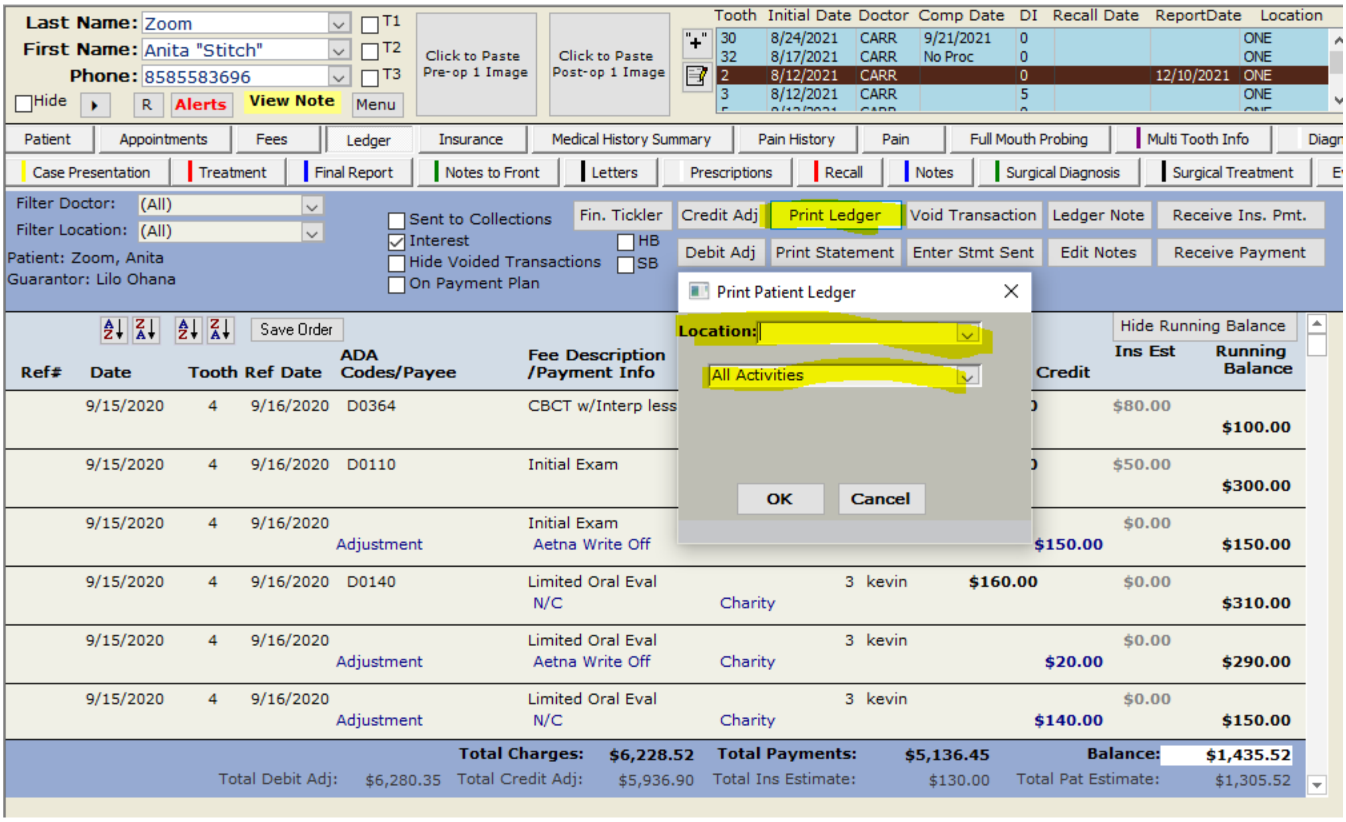
The “On Payment Plan” checkbox is located in the patient’s Ledger page



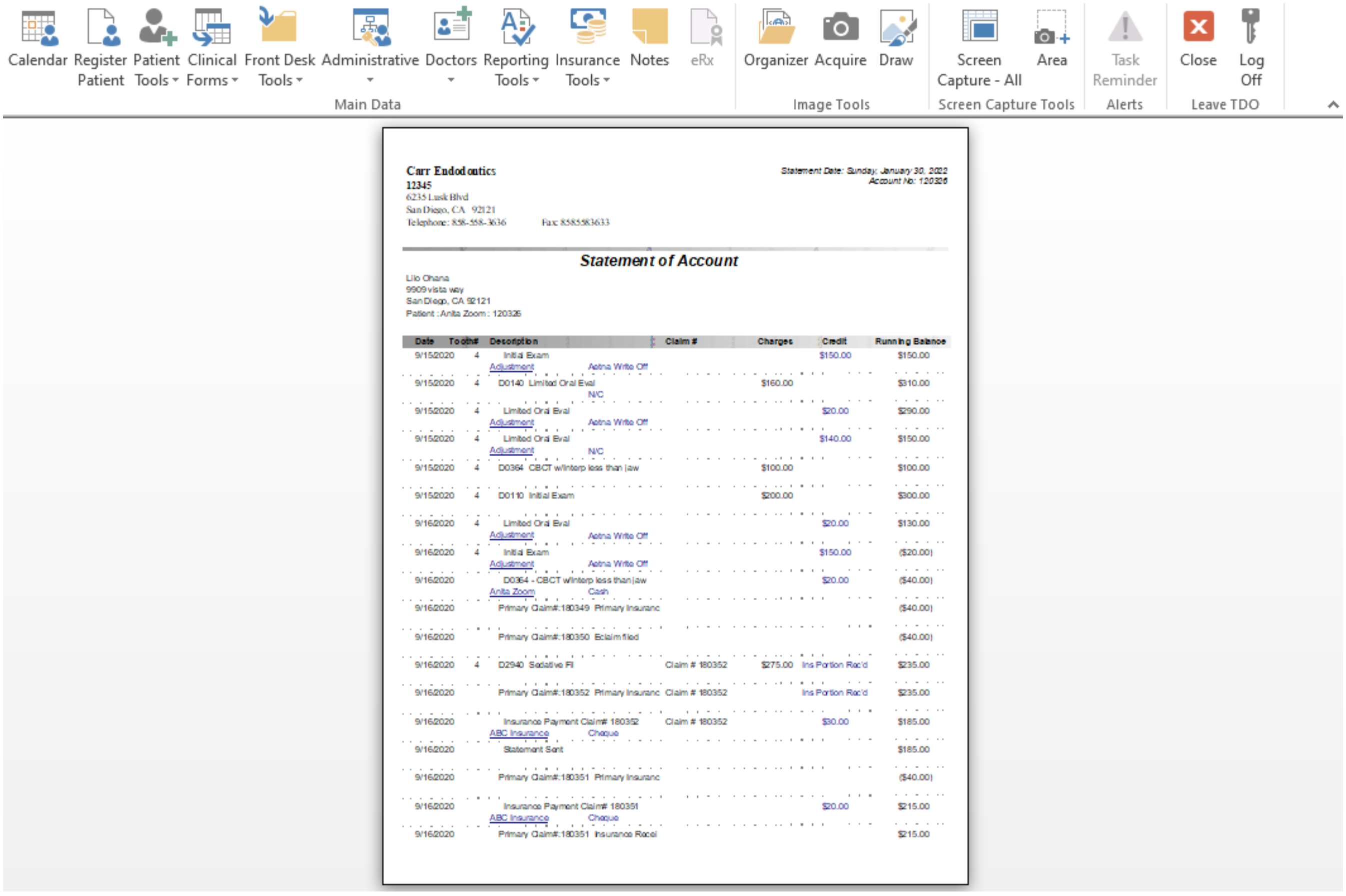
Users can check this box to indicate the patient is on "Payment Plan".

Printing the Patients Ledger

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



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



Carr Endodontics
12345
6235 Lusk Blvd
San Diego, CA 92121
Telephone: 858-558-3636 Fax: 8585583633

Statement Date: Sunday, January 30, 2022
Account No: 120326

Statement of Account

Lilo Ohana
9909 vista way
San Diego, CA 92121
Patient : Anita Zoom : 120326

Date	Tooth#	Description	Claim #	Charges	Credit	Running Balance
9/15/2020	4	Initial Exam Adjustment Aetna Write Off			$150.00	$150.00
9/15/2020	4	D0140 Limited Oral Eval N/C		$160.00		$310.00
9/15/2020	4	Limited Oral Eval Adjustment Aetna Write Off			$20.00	$290.00
9/15/2020	4	Limited Oral Eval Adjustment N/C			$140.00	$150.00
9/15/2020	4	D0364 CBCT w/interp less than jaw		$100.00		$100.00
9/15/2020	4	D0110 Initial Exam		$200.00		$300.00
9/16/2020	4	Limited Oral Eval Adjustment Aetna Write Off			$20.00	$130.00
9/16/2020	4	Initial Exam Adjustment Aetna Write Off			$150.00	($20.00)
9/16/2020		D0364 - CBCT w/interp less than jaw Anita Zoom Cash			$20.00	($40.00)
9/16/2020		Primary Claim#:180349 Primary Insuranc				($40.00)
9/16/2020		Primary Claim#:180350 Eclaim filed				($40.00)
9/16/2020	4	D2940 Sedative Fil	Claim # 180352	$275.00	Ins Portion Rec'd	$235.00
9/16/2020		Primary Claim#:180352 Primary Insuranc	Claim # 180352		Ins Portion Rec'd	$235.00
9/16/2020		Insurance Payment Claim# 180352 ABC Insurance Cheque	Claim # 180352		$30.00	$185.00
9/16/2020		Statement Sent				$185.00
9/16/2020		Primary Claim#:180351 Primary Insuranc				($40.00)
9/16/2020		Insurance Payment Claim# 180351 ABC Insurance Cheque			$20.00	$215.00
9/16/2020		Primary Claim#:180351 Insurance Recei				$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.

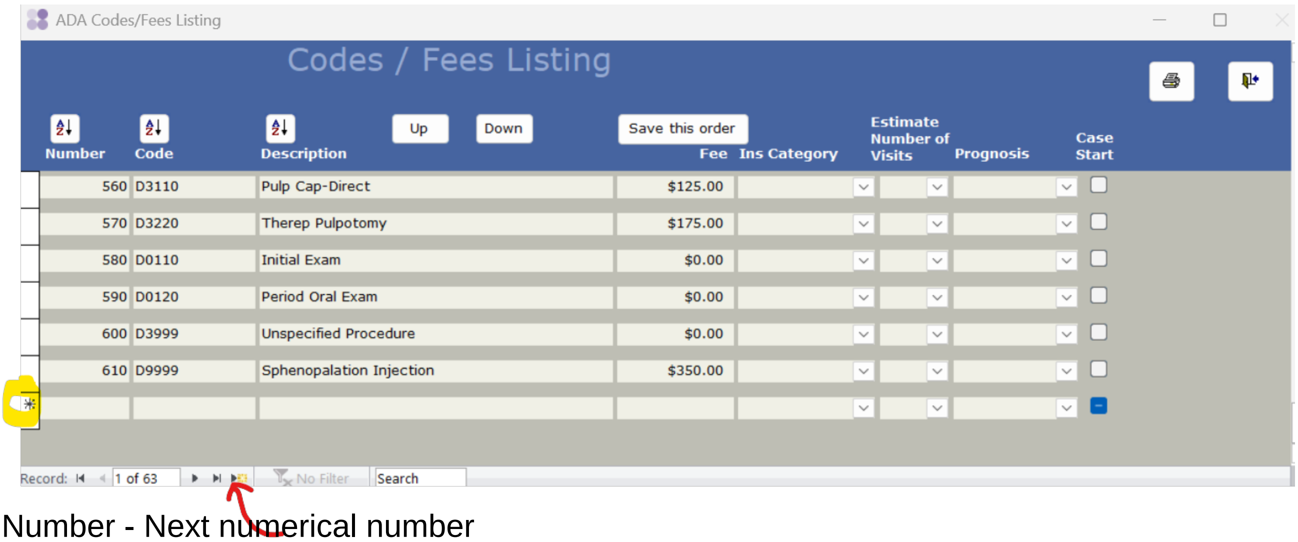
Print a Patient's Ledger Video

Filter Ledger by Doctor

Sorting options in the Ledger Video

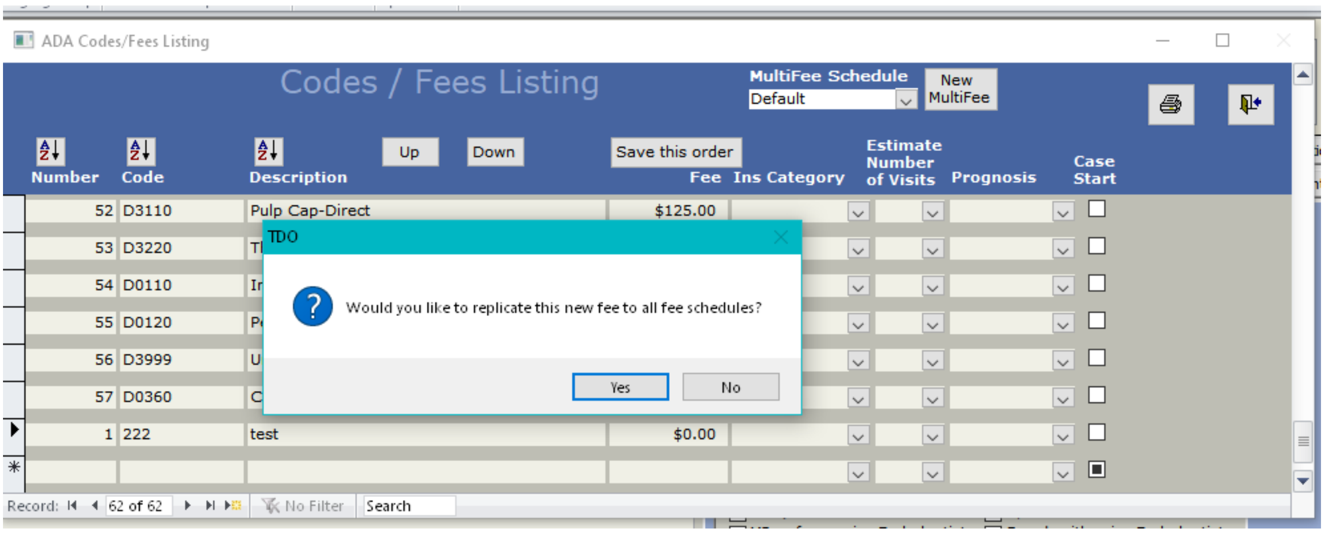
New TDO user bringing balance from the previous software.

Create a fee for the balance forward.
Setup - Program Setup - Fee Listing/ADA Codes
Add a blank new Record



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.



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