TDOxQB sync - Ledger page - Provider Payment Transfers with QB

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Overview

This article is for the TDO QuickBooks sync. If a payment is recorded for the wrong provider, location, or patient, you will need to deduct from the provider who was paid in error. The proper provider will need to get credit for the payment.

Not using QB sync? If you are not using the QB sync, please refer to this article: Ledger page - Provider Payment Transfers

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Provider Payment Transfers with QB

- **On the doctor who was paid in error or overpaid for their treatment**
    - In **TDO** - From the **Ledger page – Debit Adjustment**, enter the amount and click the **issue check in QB box**.
        - **Reason** is "Provider Transfer" or "Inter-doctor Transfer".
        - **Reference** is "Provider payment transfer".
        - **If you are using TDO Payments**, **uncheck** the box for **Issue Credit Card Refund**.
        - **If you are using TDO Payments**, **check** the box for **Issue Check in QuickBooks**.
- In **QB** - Open Check from bank register or customer center.
    - Unclick "To Be Printed" box. Enter PT or IDT in check field to indicate the money was a provider transfer or Inter-doctor transfer.
    - Click Save and Close.

- **On the doctor who was not paid or was underpaid for their treatment**
    - In **TDO –** From the **Ledger page – Receive Payment**, enter the amount and select either "Provider Transfer" for type of payment or whatever the original payment type was (this

is going to be an operational decision based on the frequency of this situation).
    - **If you are using TDO Payments**, **uncheck** the box for use **TDO Payment Services**.
  - In **QB –** Banking > Make Deposits. Select the payment and deposit it by itself with the memo “Provider Transfer”. This will offset the “check” from step 1 in QB.

Important

It is important to record these as a **debit adjustment** and a payment, not a credit adjustment, so that the adjusted receipts number is accurate when running reports. Most associates are paid on adjusted receipts, and if you record the payment as a credit adjustment, that money will never reflect in adjusted receipts.

Back Dating - Please note these transactions should be posted for the current system date and **not backdated to a previous date of service**.

Two payments will show on the deposit slip (**Reporting Tools** > **Reports by Date** > **Daily** or **Bank Deposit by Date**); this is correct. If the payment is recorded as a “Provider Transfer” type payment (which may need to be added as a payment type), then it will show in its own category, so they will be clear that it is not actual money going to the bank.

Transactions in TDO will reflect in QB after you next run the TDOQB sync. At that time, you can proceed with the QB portion of the instructions

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Where to find Cross Posting errors

To identify patients where cross-posting errors have occurred, please go to **Administrative** > **Ledger Adjustment Tool** or under **Cloud Reporting Tools** > **Patients** > **Ledger Adjustment Tool List** to get the list of patients and you will need to make the corrections in each chart.

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