# TheraNest Ledger Training

Thera is like a bookkeeper, but she doesn't know exactly what she's doing – so you have to tell her exactly what to do.  Here are the essential EXACTS to tell Thera:

APPOINTMENT

WHO had the appointment.  (All the exacts on this page have to match this client name.)

| Client Name |
|---|

BILLING

That you want to charge the client

| New Invoice  (& Save) |
|---|

PAYMENT

That you ACCEPTed money *today* and exactly how much money you took from the client

| Save & Accept Payment |
|---|

Which sessions you want to pay for

| Check box next to "Service Date" (in the "Accept Payment" screen) |
|---|

WHAT form was the payment you took today?   (DOUBLE CHECK THIS!)

| Payment Method |
|---|

CREDIT

If the client had a credit and you want to use that credit to pay off their invoice, Thera needs to know which invoice you want to APPLY the money to?

| Apply to Invoices |
|---|

# Red Flags

1) No "Billed" oval on the appointment in the calendar view

| 1:00-2:00 | 1:00-2:00 |
|---|---|
| Kelley | Kelley |
| 90834: Individual Therapy S | 90834: Individual Therapy S |
| (720) 555-1234 (M) | (720) 555-1234 (M) |

     INCORRECT              CORRECT

2) No "Service type" on the appointment in the calendar view

| 1:00-2:00 | 1:00-2:00 |
|---|---|
| Kelley | Kelley |
| (720) 555-1234 (M) | 90834: Individual Therapy S |
|  | (720) 555-1234 (M) |

INCORRECT             CORRECT

3) The date and service type aren't a blue link in the invoice

| 1/25/2107 | --None--   ▼ |
|---|---|

INCORRECT

1/25/2017 90834:  Individual Therapy Session 45 minutes
CORRECT

4) Client has credit or debit (and shouldn't) OR Client doesn't have credit or debit (and should)

Jane Doe's Ledger. Balance due: $0.00   Client Credit:  $0.00

5) When you select "New Invoice" there are a few of "dates of services" popping up and you have to delete them every time.

1/1/2017 90834:  Individual Therapy Session 45 minutes        X
1/8/2017 90834:  Individual Therapy Session 45 minutes        X
1/15/2017 90834:  Individual Therapy Session 45 minutes     X
INCORRECT

# Correcting Mistakes / Trouble shooting

1) Reduce the shame – everyone makes mistakes!!!  You can also correct them!

2) Do some detective work.
    a. Go through the essentials on page 1
        i. Is anything missing or incorrect?
        ii. Is the client name correct?
        iii. Did you bill, accept payment, or apply credit to the client you saw?
        iv. Did you accept payment instead of apply?
        v. Did you enter the amount of money they gave you?
        vi. Did the payment pay off the correct invoice?
    b. "View Details" is helpful here to look at invoices and payments.
        i. View Details is a button on the right of each invoice and payment.

3) You may need to re-enter the appointment into the calendar with the correct client name or service.

4) You may need to invoice the client.

5) You may want to delete an incorrect invoice to make it correct.
    a. You'll have to "Unapply" any payments to the invoice first
        i. On the invoice – "Select an Action"  "View Details"
        ii. Scroll down to the bottom of the invoice – "Invoice Payments"
        iii. Select "Do not apply to this Invoice"
    b. *Unapply payments, don't delete them.*
    c. Use "Select an Action" drop down menu to "Delete" the invoice.

6) If you delete an invoice, make a new invoice with correct appointment
    a. Don't forget to apply the original payment to the new invoice
    b. *Apply* the original payment, don't *accept*
    c. When you make a new corrected invoice, it's helpful to date the invoice with the date of service (just to be clear).

7) You might have a "filter" checked that needs to be unchecked.
    a. Once you choose "New Invoice" the top of the invoice should say:

    Show        All Past        Unbilled Appointments

    Hide No shows, Rescheduled & Cancellations

8) Ask TheraNest (Bottom right smiley face)
    a. Don't be afraid, they are kind people.