How to Verify and Correct What Subaccounts are Billing to the Master Account

Last Modified on 09/12/2024 5:43 pm EDT

This document goes over the quickest way to see what Subaccounts are not billing to the Master account and then how to make the correction. The steps below are for any SedonaOffice version 6.2.0.x and forward.
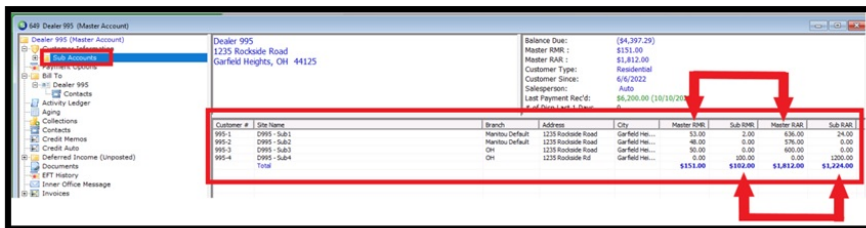
Overview:

The steps below show how to correct a Subaccount not billing to the Master account. However, you can use the same steps to move the Subaccount billing to the Master to billing the RMR to that Subaccount, just reverse the correction steps.
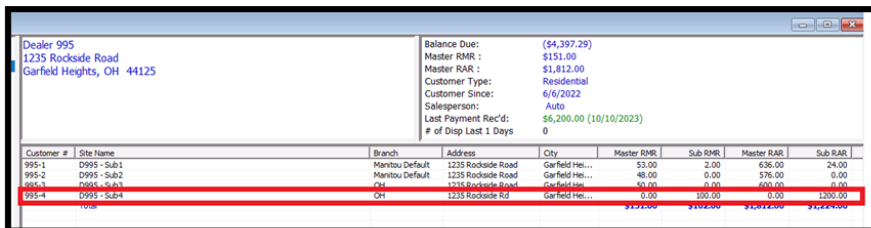
Steps:

Verify -

1. Open Master Account
2. Click on Sub Accounts in the customer tree
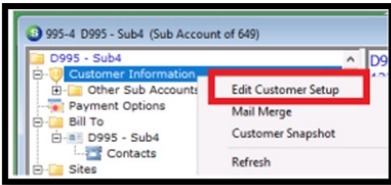3. In the right bottom pane there will be a list of all subaccounts

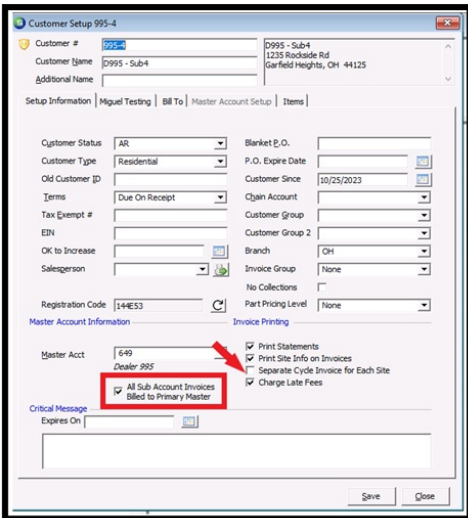4. The RMR that is listed will be either in Master RMR/RAR or Sub RMR/RAR

Correct -

1. To move RMR that is shows billing to the Sub RMR instead of the Master RMR will need to verify what BillTo is showing on that RMR line specifically.
2. Double click on the Subaccount in the Master/Subaccount list to be changed

3. If you want all sites on this sub to bill to the master then once the subaccount opens – right click on Customer – click on Edit Customer Setup.
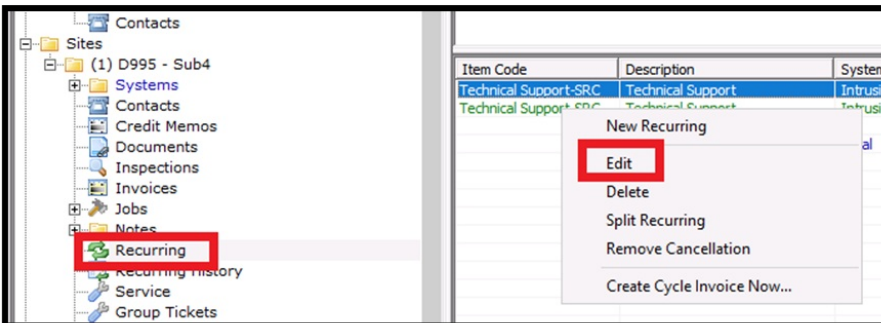
4. Verify All Sub Account Invoices billed to Primary Master option is checked. This step is not required, but will help new sites on this sub default as billed to master.
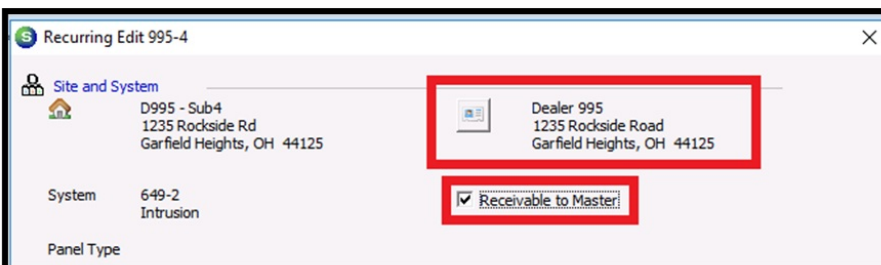

- *NOTE: The Bill to Primary Master checkbox is a default for new sub accounts and does not actually control where RMR gets billed to*

5. Click on Sites – Recurring – The right click on the RMR to be changed and select Edit

6. Verify the BillTo for the RMR – Make sure to select Receivable to Master if it is not selected – then Save the record

*** When clicking on the option, that should change the BillTo information to the Master BillTo*

7. After saving any changes done – Go back into the Master account and refresh the Subaccount list

8. The Subaccount should now show in the Master RMR column instead of the Sub RMR column