How to Change Billing from Subaccount to Billing to Master

Last Modified on 09/13/2024 4:56 pm EDT

How to bill subaccounts is different for every customer. This document will go over how to change billing the subaccount to billing the master. Document uses examples from SedonaOffice version 6.2.0.16.

Overview

The easiest way to tell if a master account is actually being billed for all the subaccount is to click on Sub Account under Customer Information and look in the right bottom frame for the subaccount list.

O 649 Dealer 995 (Master Account)									
Dealer 998 (Master Account) Counter Information if a Sub Accounts Payment Options Bill To Sub Accounts Countest Contests Contests Activity Ledger Adviny Ledger	Dealer 995 1235 Rockszke Road Garfield Heights, OH 44125			Balance Due: Master RMR : Master RAR : Customer Type: Customer Type: Salesperson: Last Payment Rec'd: # of Disp Last 1 Days	(\$4,397.29) \$306.50 \$3,678.00 Residential 6/6/2022 Auto \$6,200.00 0	(10/2023)			
Collections	Customer #	Site Name	Branch	Address	City	Master RMR	Sub RMR	Master RAR	Sub RAR
- Contacts	995-1	D995 - Sub1	Manitou Def	ault 1235 Rockside Road	Garfield Hei	55.50	3.00	666.00	36.00
E Credit Memos	995-2	D995 - Sub2	Manitou Def	ault 1235 Rockside Road	Garfield Hei	96.00	0.00	1152.00	0.00
-E Credit Auto	995-3	D995 - Sub3	OH	1235 Rockside Road	Garfield Hei	50.00	0.00	600.00	0.00
E Deferred Income (Unposted)	995-4	D995 - Sub4	OH	1235 Rockside Rd	Garfield Hei	105.00	0.00	1260.00	0.00
- Documents		Total				\$306.50	\$3.00	\$3,678.00	\$36.00
EFT History	1	10000							

There are four columns – if amounts are in the Master RMR/RAR then that subaccount is being billed in the master account. If the amounts are in the Sub RMR/RAR then the amounts are being billed at the subaccount level.

Steps:

1. To move the RMR from the Subaccount to the Master Account – Click on the subaccount from the list – Click into the System Recurring and open the RMR.

995-1 D995 - Sub1 (Sub Account of 649)	S Recurring Edit 995-1
D995 - Sub1 Outomer Information Descent Sub Accounts Payment Options Bill To Desc - Sub1	Site and System D995 - Sub 1 D295 - Sub 1 D295 - Sub 1 D235 Rockside Road Bldg A - 100 Garfield Heights, OH 44125
Gontacts Gontacts Gontacts Contacts Contacts Credit Memos	System 995-1 Fire and Burg Event Monitoring Panel Type RAD-6412 Stepse Royalties / Commissions Escalations
Documents	Recurring Information Recurring Item OCRPT
⊕-≫ Jobs ⊕- 🔁 Notes	Description Rate Increase
Recurring Recurring History	Sub Item Of Override % O Bill Cycle Monthly

- 1. Make sure the Receivable to Master is Checked and the Bill To address displayed is the Master Address Click Save once done.
- 1. If service tickets are also to be billed at the Master then will need to right click on the site Edit site click on the Bill To Box Select the Master Bill To Address

3 995-1 D995 - Sub1 (Sub Account of 649)											
D995 - Sub1	🕒 995-1 (995-1) D995 - Sub1			83	Bala	Balance Due: Total Active RMR : Total Active RAR : Customer Type: Customer Since:					
Other Sub Accounts Payment Options Bill To Bill To	Oustomer # 995-1 Name D995 - Sub1		D995 - Sub 1 1235 Rockside Road Bidg A - 100					Tota Cust Cust			
Contacts	Site Custom Fields Systems	🗿 Bill To				-	· 🗆	×			
(995-1) D995 - Sub1	Site Name and Address	Name D995 - Sub 1	Address 1 1235 Rockside Road	City Garfield Heights	State	Zip Code 44125	Is Primary	Master, Sub			
Credit Memos	Site Number 995-1	Dealer 995	1235 Rockside Road	Garfield Heights	OH	44125	Y	Master			

(this site is using the subaccount Bill To for service invoices) – Click Save after any adjustments

1. To verify the changes, go back into the Master account - Click on the subaccounts and look at the list again to see if any were missed