

Can Different Billing Methods be Used for Inspection Records for Different Customers

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SedonaOffice is designed to support a variety of billing methods based on how each customer is set up and the services you provide.

For example, customers with inspection contracts may be billed using an RMR-linked Service Level, while non-contract customers can be billed using Time & Material (set up at the Service Level).

The screenshot shows a software window titled "System Inspections" with a blue header bar. The window contains the following information:

- Site:** Julia Roberts - Main House, 455 Pretty Woman Ave
- System:** 50845-13 Fire
- Tabs:** Detail | Equipment | Inspection Items | Reports
- Inspection Section:**
 - Description:** Fire Monitoring
 - Frequency:** Quarterly
 - Service Problem Code:** INSP-Fire-QT
 - Service Level:** INSP T&M-Res
 - Service Company:** ABC Service Provider
 - Last Inspection:** 5/15/2026
 - Next Inspection:** 7/1/2026
 - Next Inspection At:** Ticket Created (highlighted with a red box)
 - Recurring Item Link:** Fire Monitoring (highlighted with a red box)
 - Cycle Amount:** 100.00
- Service Tech:** (dropdown menu)
- Group Number:** 0
- Estimated Hours:** 0
- High Frequency Bypass:**
- Exclude from High Frequency Check:**
- Notes:** (text area)

At the bottom, there is a "Charges" section with a table:

Inspection Item	Amount
(dropdown)	0.00

Buttons at the bottom right: Save, Terminate, Cancel.

System Inspections

Site: Julia Roberts - Main House
455 Pretty Woman Ave

System: 50845-13
Fire

Detail | Equipment | Inspection Items | Reports

Inspection

Description: Quarterly Fire Inspection
 Frequency: Quarterly
 Service Problem Code: INSP-Fire-QT
 Service Level: Fire Inspection
 Service Company: ABC Service Provider
 Last Inspection: 5/15/2026
 Next Inspection: 7/1/2026
 Next Inspection At: Ticket Created

Service Tech: [Dropdown]
 Group Number: 0
 Estimated Hours: 0
 High Frequency Bypass: []
 Exclude from High Frequency Check: []

Notes: [Text Area]

Charges

Inspection Item: [Dropdown]
 Amount: 0.00

Save Terminate Cancel

Other customers may be billed a flat-rate Inspection Fee (set up as an Inspection Item on the Inspection Record) or a combination of recurring billing and additional inspection charges.

System Inspections

Site: Julia Roberts - Main House
455 Pretty Woman Ave

System: 50845
Fire

Detail | Equipment | Inspection Items | Reports

Inspection

Description: Fire Inspection
 Frequency: Quarterly
 Service Problem Code: INSP-Fire-QT
 Service Level: Fire Inspection
 Service Company: ABC Service Provider
 Last Inspection: []
 Next Inspection: 8/1/2026
 Next Inspection At: Ticket Created

Service Tech: [Dropdown]
 Group Number: 0
 Estimated Hours: 0
 High Frequency Bypass: []
 Exclude from High Frequency Check: []

Notes: [Text Area]

Charges

Inspection Item: **Inspection-Detectors
 Amount: 1500.00

Save Terminate Cancel

The billing method is determined by the Service Level and Inspection Record setup, allowing you to choose the workflow that best fits each customer's agreement and your business processes.

