

Viewing Remit to Addresses on SedonaOffice Invoices

05/31/2024 9:13 am EDT

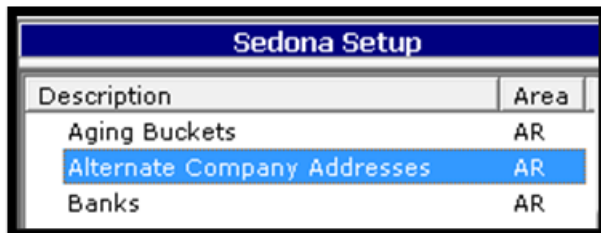
Adding Remit Address:

Description of Issue:

The Remit address does not appear on invoices.

Resolution:

The first thing to check is to confirm that the Remit Address is set up in the Alternate Company information. Go to SedonaSetup. Go to Alternate Company Addresses in the AR area.



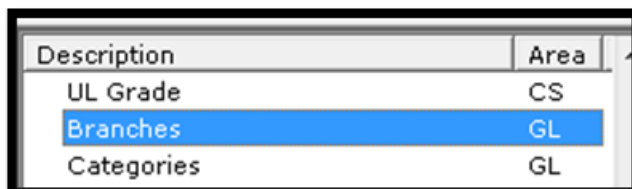
A screenshot of the 'Sedona Setup' application window. It features a table with two columns: 'Description' and 'Area'. The 'Alternate Company Addresses' row is highlighted in blue.

Description	Area
Aging Buckets	AR
Alternate Company Addresses	AR
Banks	AR



A screenshot showing two side-by-side forms. The left form is titled 'Alternate Company Information' and contains fields for Name (123 Test), Address 1 (123 Main), Address 2, Address 3 (48404), Phone 1, and Phone 2. The right form is titled 'Alternate Remit To Information' and is highlighted with a red border; it contains fields for Name (456 Test), Address 1 (456 Main), Address 2, Address 3 (49252), Phone 1, and Phone 2.

If the Alternate Remit to Information is blank, then add the remit to address. If the Alternate Remit To address has already been filled in and it is still not appearing on invoices, go to SedonaSetup. Go to Branches in the GL area. Has the address been added as a Branch?



A screenshot of the 'Sedona Setup' application window. It features a table with two columns: 'Description' and 'Area'. The 'Branches' row is highlighted in blue.

Description	Area
UL Grade	CS
Branches	GL
Categories	GL

Branch Edit Inactive

Branch: 123 test Invoice Address: 17

Description: 123 test 123 Test
123 Main
48404

GL Code: 99

Merchant Id: 210778

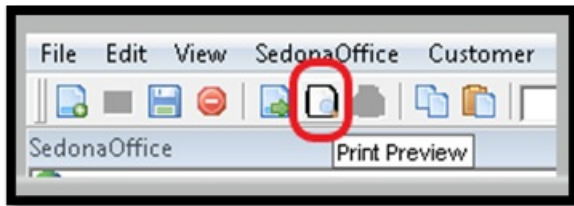
Email Template: Sedona Office Invoice Test

From: Sedona Email

Email: SedonaEmail@SedonaOffice.Com

Apply New Delete

If the alternate address and branch have been setup in Sedona Setup and you are still not seeing the remit address on the invoice, then the next step is to check the Printing Preferences. In the invoice you're working in, go into the Print Preview and when the Print Preferences screen comes up, go into the format tab. There is a checkbox labeled Hide remittance address. If it is checked, then remove the check mark.



Printing Preferences

Form: Bridgestone Standard

Printer: CutePDF Writer

Paper | **Format** | Item Detail | Statement Detail | Late Fees | Custom

Title: (Default Form Title)

Hide Customer Number

Use Term Code (in place of due date)

Contract Info: (None)

Scanline Style: (None)

Scanline Prefix:

Show Invoice Subtotal

Show overview message

Show Overview phone numbers

Use resolution note in place of invoice memo for service invoices

Show Company Name in Footer

Hide remittance address

Only print remittance coupon on first page

Do not show this again

OK Cancel

Removing a Remit Address:

Description of Issue:

We need to remove the Remit Address from an invoice.

Resolution:

In the invoice you're working in, go into the Print Preview and when the Print Preferences screen comes up, go into the format tab. There is a checkbox labeled Hide remittance address. If the box is unmarked, then check the box.

