

Subaccounts not Cycling with the Master in SedonaOffice

01/03/2024 4:34 pm EST

If you see the next cycle date is not updating on an RMR line, check to see if the customer is a sub account. If it is, then the RMR line that's not updating might have the wrong Receivable to Master setting. RMR lines that have the Receivable to Master box checked will cycle as part of master cycle invoicing, and RMR lines that do not have this box checked will cycle with standard cycle invoicing.

Users sometimes run into a situation where the RMR line is pointed to the master account's bill to address, but the Receivable to Master box is not checked. When this happens the RMR line will not cycle.

The screenshot displays a table of RMR lines and a dialog box for editing recurring items.

Item Code	System	Cycle	Group	RMR	Cycle Am	Next Cycle	Cycle Start	Cycle End	Memo
Monitoring - Base	CCTV	M	0 - None	\$17.95	\$17.95	4/1/2023	11/1/2016		
Monitoring - Cell	CCTV	M	0 - None	\$10.00	\$10.00	4/1/2023	11/1/2016		
Service Cntr - Security	CCTV	M	0 - None	\$10.00	\$10.00	2/1/2023	8/1/2022		
Total				\$37.95					

The 'Recurring Edit 3515-6' dialog box shows the following details:

- Site and System:** Medure, Matthew _Jill, 5263 Tallulah Lake Ct, Jacksonville, FL 32224
- System:** SF0163-0629, CCTV
- Recurring Setup:** Royalties / Commissions | Escalations
- Recurring Information:**
 - Recurring Item: Monitoring - Cell
 - Description: Cellular/GSM/IP Monitoring
 - Sub Item Of: [Empty]
 - Bill Cycle: Monthly
 - RMR Amount: \$10.00
 - Cycle Amount: \$10.00
 - Next Cycle: April 2023
 - Recurring Start: 11/1/2016
 - Recurring End: [Empty]
 - Invoice Group: None
- Other Fields:** Renewal (10/31/2019), Rate Increase (11/1/2017), Override % (0), PO Number, PO Expires, Reference, Memo.

The 'Receivable to Master' checkbox is currently unchecked.

Resolution:

Enable the "Receivable to Master" checkbox.