

# Incorrect Bill To on Cycle Invoices in SedonaOffice

01/03/2024 4:41 pm EST

You might see a case where the user is saying that the Bill To is not correct. Invoices that are generated by RMR cycling will go to a Bill To that is defined on the RMR line itself. This will default to the Primary RMR Bill To that is selected, not to what is selected on the Site.

Example:

\*\*\* Invoice Payments Received - Accounting Data Locked \*\*\*

Customer ID: 11090 Category: Monitoring A/R Account: 1100 Tag Group: State of Massachusetts

Invoice # 98498 2/1/2023 - 1/31/2024

Bill To: Eaglehead Cove  
c/o Empire Condominium Professional  
33 Lyman St Suite 210  
Westborough, MA 01581

Site Address: 192 Boston Post Road Sudbury, MA 01776

Invoice Date: 1/1/2023 Aging Date: 1/1/2023

Branch: Main P.O. Number:

Warehouse: Term: Net 30

Invoice Type: Cycle Bill

Salesperson: N/A Posting Date: 1/1/2023

Items: \$660.00

| Item                  | Site                  | Exempt                   | Months | Rate  | Amount | Memo              |
|-----------------------|-----------------------|--------------------------|--------|-------|--------|-------------------|
| Fire Alarm Monitoring | Fire Alarm Monitoring | <input type="checkbox"/> | 12     | 55.00 | 660.00 | Annual monitoring |

Description: Recurring

Contact:

Memo:

Sub Total: 660.00

Tax: 0.00

Total: 660.00

Balance Due: 0.00

☒ Complete

☐ Add to Print Queue

☐ Add to Email Queue

Invoice List Save Close

## Resolution

Go to the RMR line and change the Bill To on the line itself.

First find the RMR line itself:

49856 Jerry Seinfeld

**Jerry Seinfeld**  
541 Comedy Lane  
New York, NY 10001

Balance Due: \$82.00  
Last Statement Date: Never  
Total Active RMR : \$35.50  
Total Active RAR : \$426.00  
Customer Type: Residential  
Customer Since: 2/2/2023  
Salesperson: Amy Bartimus  
# of Disp Last 30 Days 1

| Item Code      | System           | Cycle    | Group           | RMR            | Cycle Amt      | Next Cycle      | Cycle Start      | Cycle End | Site                  |
|----------------|------------------|----------|-----------------|----------------|----------------|-----------------|------------------|-----------|-----------------------|
| Alarm.Com      | Intrusion        | M        | 0 - None        | \$3.00         | \$3.00         | 6/1/2023        | 2/1/2023         |           | Apartment             |
| Alarmnet       | Intrusion        | M        | 0 - None        | \$2.50         | \$2.50         | 6/1/2023        | 2/1/2023         |           | Apartment             |
| <b>MON-DLR</b> | <b>Intrusion</b> | <b>M</b> | <b>0 - None</b> | <b>\$15.00</b> | <b>\$15.00</b> | <b>6/1/2023</b> | <b>3/20/2023</b> |           | <b>Jerry Seinfeld</b> |
| Total          |                  |          |                 |                | <b>\$35.50</b> |                 |                  |           |                       |

**Recurring**

Then, select the Bill To in the top right:

Recurring Edit 49856

**Site and System**

Apartment  
1234 Comedy Blvd  
New York, NY 10001

System 49856-1  
Intrusion

Panel Type

Jerry Seinfeld  
541 Comedy Lane  
New York, NY 10001

Recurring Setup | Royalties / Commissions | Escalations

**Recurring Information**

Recurring Item: MON-DLR  
Description: Dealer Basic Monitoring  
Sub Item Of:  
Bill Cycle: Monthly

Renewal  
Rate Increase  
Override % 0  
PO Number  
PO Expires  
Reference  
Memo

RMR Amount: \$15.00  
Cycle Amount: \$15.00  
Next Cycle: June 2023  
Recurring Start: 3/20/2023  
Recurring End:  
Invoice Group: None

Save Close

This will give you the Bill To options, select the correct Bill To and save.