

How to Verify and Correct What Subaccounts are Billing to the Master Account

09/12/2024 5:43 pm EDT

This document goes over the quickest way to see what Subaccounts are not billing to the Master account and then how to make the correction. The steps below are for any SedonaOffice version 6.2.0.x and forward.

Overview:

The steps below show how to correct a Subaccount not billing to the Master account. However, you can use the same steps to move the Subaccount billing to the Master to billing the RMR to that Subaccount, just reverse the correction steps.

Steps:

Verify -

1. Open Master Account
2. Click on Sub Accounts in the customer tree
3. In the right bottom pane there will be a list of all subaccounts

The screenshot shows the 'Sub Accounts' list for Dealer 995. The list is highlighted with a red box, and red arrows point to the 'Master RMR' and 'Sub RMR' columns.

Customer #	Site Name	Branch	Address	City	Master RMR	Sub RMR	Master RAR	Sub RAR
995-1	D995 - Sub1	Marlboro Default	1225 Rockside Road	Garfield Heights	22.00	2.00	150.00	24.00
995-2	D995 - Sub2	Marlboro Default	1225 Rockside Road	Garfield Heights	48.00	0.00	0.00	0.00
995-3	D995 - Sub3	OH	1225 Rockside Road	Garfield Heights	80.00	0.00	600.00	0.00
995-4	D995 - Sub4	OH	1225 Rockside Rd	Garfield Heights	0.00	100.00	0.00	1000.00
Total					\$150.00	\$102.00	\$1,812.00	\$1,024.00

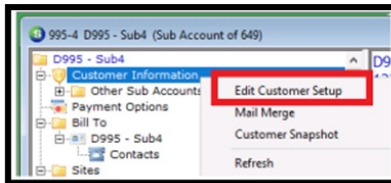
4. The RMR that is listed will be either in Master RMR/RAR or Sub RMR/RAR

Correct -

1. To move RMR that is showing billing to the Sub RMR instead of the Master RMR will need to verify what BillTo is showing on that RMR line specifically.
2. Double click on the Subaccount in the Master/Subaccount list to be changed

Dealer 995 1235 Rockside Road Garfield Heights, OH 44125				Balance Due: (\$4,397.29) Master RMR : \$151.00 Master RAR : \$1,812.00 Customer Type: Residential Customer Since: 6/6/2022 Salesperson: Auto Last Payment Rec'd: \$6,200.00 (10/10/2023) # of Disp Last 1 Days: 0				
Customer #	Site Name	Branch	Address	City	Master RMR	Sub RMR	Master RAR	Sub RAR
995-1	9955 - Sub1	Manitou Default	1235 Rockside Road	Garfield Heights	53.00	2.00	636.00	24.00
995-2	9955 - Sub2	Manitou Default	1235 Rockside Road	Garfield Heights	48.00	0.00	576.00	0.00
995-3	9955 - Sub3	OH	1235 Rockside Road	Garfield Heights	50.00	0.00	600.00	0.00
995-4	9955 - Sub4	OH	1235 Rockside Rd	Garfield Heights	0.00	100.00	0.00	1200.00
Total					\$151.00	\$102.00	\$1,812.00	\$1,224.00

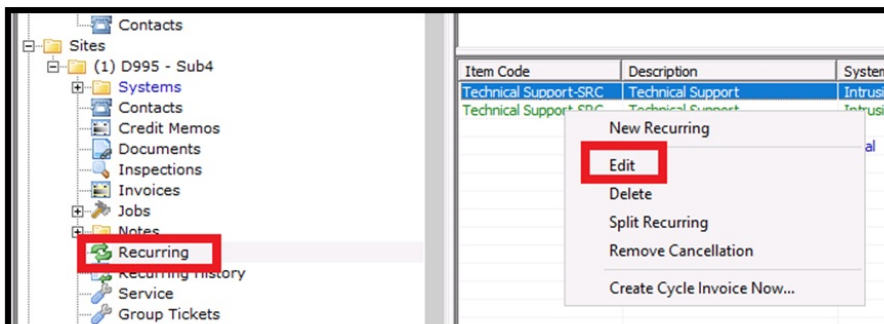
3. If you want all sites on this sub to bill to the master then once the subaccount opens – right click on Customer – click on Edit Customer Setup.



4. Verify All Sub Account Invoices billed to Primary Master option is checked. This step is not required, but will help new sites on this sub default as billed to master.

- **NOTE:** The Bill to Primary Master checkbox is a default for new sub accounts and does not actually control where RMR gets billed to

5. Click on Sites – Recurring – The right click on the RMR to be changed and select Edit



6. Verify the BillTo for the RMR – Make sure to select Receivable to Master if it is not selected – then Save the record

Recurring Edit 995-4

Site and System

D995 - Sub4
1235 Rockside Rd
Garfield Heights, OH 44125

System 649-2
Intrusion

Panel Type

Dealer 995
1235 Rockside Road
Garfield Heights, OH 44125

☒ Receivable to Master

**** When clicking on the option, that should change the BillTo information to the Master BillTo**

7. After saving any changes done – Go back into the Master account and refresh the Subaccount list

8. The Subaccount should now show in the Master RMR column instead of the Sub RMR column

Dealer 995 (Master Account)

Dealer 995
1235 Rockside Road
Garfield Heights, OH 44125

Balance Due: (\$4,397.29)
Master RMR: \$151.00
Master RAR: \$1,812.00
Customer Type: Residential
Customer Since: 6/6/2022
Salesperson: Auto
Last Payment Rec'd: \$6,200.00 (10/10/2023)
of Drop Last 1 Days: 0

Customer #	Site Name	Branch	Address	City	Master RMR	Sub RMR	Master RAR	Sub RAR
995-1	D995 - Sub1	Meritco Default	1235 Rockside Road	Garfield Hts.	53.00	2.00	636.00	24.00
995-2	D995 - Sub2	Meritco Default	1235 Rockside Road	Garfield Hts.	46.00	0.00	576.00	0.00
995-3	D995 - Sub3	OH	1235 Rockside Road	Garfield Hts.	50.00	0.00	600.00	0.00
995-4	D995 - Sub4	OH	1235 Rockside Rd	Garfield Hts.	305.00	0.00	1200.00	0.00
Total					\$254.00	\$2.00	\$3,012.00	\$24.00