

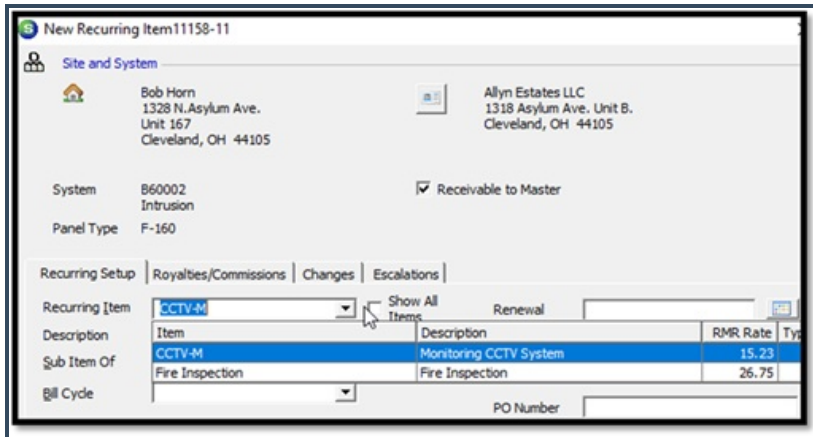
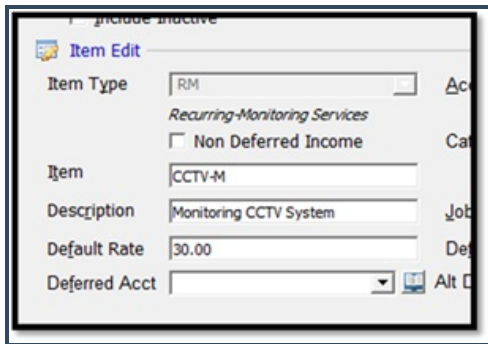
Different Cost for Recurring on Master Customer Sub Account

07/16/2025 5:53 pm EDT

Issue:

When trying to add a new recurring record, the rate is not what shows in the Items setup.

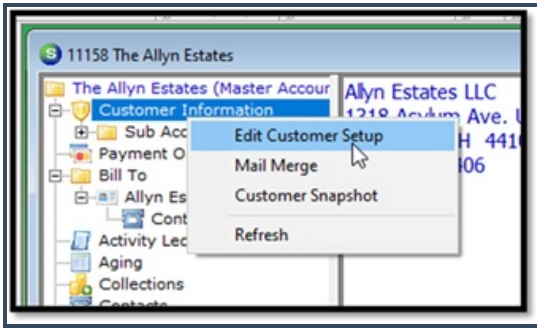
What can cause this to happen?



Resolution:

The Master Account can have Services and Rates defined. You can see these rates by opening the Master Customer Account.

Right-click on the customer information folder and select "Edit Customer Setup".



Select the Master Account Setup tab, then select Setup Services and Rates.

These can be edited from here if needed.

