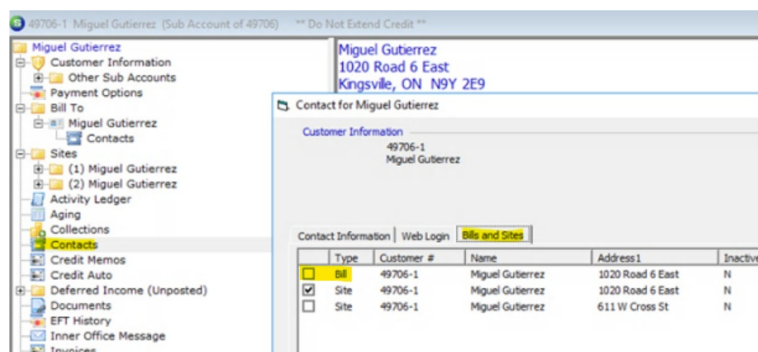


Can't see invoices in SedonaWeb

12/17/2025 1:16 pm EST

A standard reply for customers reporting that a SedonaWeb user can't see invoices/payment methods in SedonaWeb 2.0:

I have your case here about the customers who cannot see bills the way they expect to in SedonaWeb. This is most likely because their contact does not have the proper permissions. Please go into SedonaOffice - search for the specific customer and/or sub account the customer cannot see bills for - double click on the specific contact - navigate to the Bills and Sites tab - check the box for any bill to addresses this customer should be able to see invoices and payment information for.



If you want future customers to have invoice and payment permissions by default then you will want to adjust the setting in your API host login preferences, screenshot below:

Name	Description	Value
About Page	About page	true
About Page Content		To view th
Ach Transaction's Customer Number	Ach Transaction's Customer Number	000000
Allow Unresolved Service Tickets	Allow Unresolved Service Tickets	1
AP Account Code	AP Account Code	210100
Append Resolution Notes	Append Resolution Notes	1
AR Account Code	AR Account Code	110110
Avoid Resolution Notes	Avoid Resolution Notes	0
Base URL	Location of SedonaWeb application	abc
Bill Contact for New Accounts	Sets up the new account as a bill contact	true
Branch Code	default on APCheck and APBill, branchCode cannot be N/A	N/A
Build Equipment Record	Build Equipment Record	0