6.2.22 Problem Billing Service Tickets to Sub Account

03/23/2026 2:45 pm EDT

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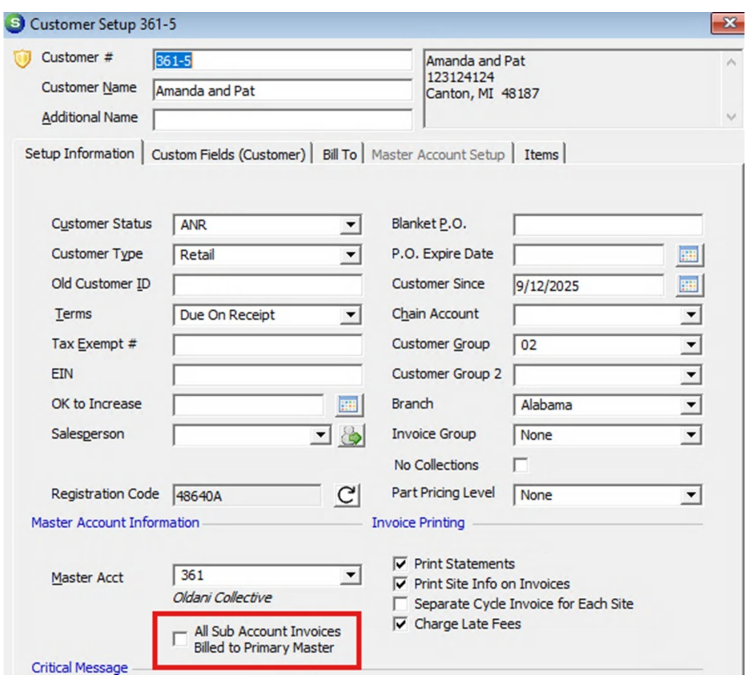
Issue - There is a defect identified in some versions through to 6.2.0.22 of SedonaOffice which is uncommon, but under certain circumstances causes service ticket invoices to go to the wrong customer.

Scenario - There are times when a sub account that normally bills to the master, also needs to be billed to the sub for one-off service work. In these scenarios, the sub account should have the default-all-invoices-to-master box checked, but then the sub account bill to address should be selected as an override on the service ticket. This override is not working.

If the box on the sub account customer edit is checked for “All Sub Account Invoices Billed to Primary Master,” then all service ticket invoices are forced to go to the master account. Development is working on a fix to restore the override so that service ticket invoices can be billed to the sub account even when the “All Sub Account Invoices Billed to Primary Master” box is checked.

Work Around – Until a fix is released you can work around this issue by following these steps:

1. Notice that you need to bill a sub-account service ticket invoice to the sub-account itself, and check your SedonaOffice version number to see if it is affected by the defect. Versions 6.2.22 and before are affected. For versions 6.2.23 and above, verify which version the defect is corrected in.
2. If you are on an affected version, navigate to the sub-account.
3. Right-click on Customer Information and select Edit.
4. Verify whether the All Sub Account Invoices Billed to Primary Master box is checked. If not, proceed as normal.
5. 

6. If the box is checked, then uncheck that box and Save.
7. Navigate back to the service ticket.
8. Select the appropriate sub-account bill to address and create the invoice.
9. Navigate back to the sub account.
10. Right-click on Customer Information and select Edit
11. Re-check the box for All Sub Account Invoices Billed to Primary Master and Save.