

Change Service Address

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Go to the "<http://wiki.smartbilling.ca>Customer Dashboard"<http://wiki.smartbilling.ca> page for the Customer whose Service Address has changed

If you are correcting a mistake on a Service address, do the following:

1. Click on the 'Locations' link
2. Click on the Service Address to correct
3. Make the correction and click on the [Save] button

If you are adding a new Service address, or if the customer is moving services from an existing Service Address to a new location, do the following:

1. Click on the 'Subscriptions' link
2. Click on the Subscriber whose Service Address has changed.
3. Click on [Edit]
4. Above the Service Address box, click on the link for 'New Address' (small blue print)
5. On the 'New Address' screen, define the new address
6. Click the [Save] button; the system will come back saying that the operation was successful
7. Go back to the Subscriber Edit screen, highlight & delete the previous Service Address, then enter the name of the new address and press [Save] again on the Subscriber screen.

Note that in order to track the date of the move, it is preferable to 'Close' the existing Subscription and create a 'New' Subscription with the same services and pricing.

Also note that the "<http://wiki.smartbilling.ca>Country-State"<http://wiki.smartbilling.ca> entry of the Service Address will determine the tax rate to apply