

What is a Master Account and How Does it Work?

This article explains what a Master Account is, and how to use it in the City Ledger.

Master Account

What is a Master Account?

If you have a company with multiple different branches, a Master Account can be used to tie these branches together so when you do a search for the Master Account, a list of all the corresponding branches appear as well. For example, Bank of the World is a City Ledger Account in the PMS. Many different branches of Bank of the World stay at your property and each branch has their own City Account under their own Branch name (ie: XYZ Bank, ABC Bank). By attaching the Bank of the World Master Account to each of these branches, when you do a search for Bank of the World, a list of all the branches will appear as well.

Important Note: Master Accounts are their own City Ledger Accounts: therefore the Master City Ledger Account must be created first, before any another City Ledger Accounts can be attached to it.

You can add a Master Account while you are creating the City Ledger Account, or after it has been created. If you are creating a new City Ledger Account, a Master Account is added via the **Billing Address & Master Account Setup** screen. If you are unsure how to create a City Account please see the article [How to Create a City Account](#) in the City Ledger Module.

Account Statistics | Account Details | Invoices | Notes | Credits

Main Information | Billing Address & Master Account Setup

Billing Address

Contact Name Use Billing Address on Invoices and Statements ☐
 Robert Powell


Address
 38465 Bay Street




Zip / Postal Code **City**
 M5T 1T4 Toronto

Country **State / Province**
 Canada Ontario

Master Account

Master Account not Selected

 Select Master Account

 Save  Cancel  Close

Adding a Master Account

If the City Account already exists, proceed to the **Account Details > Billing Address & Master Account Setup** tab of the City Ledger Account Master screen and select the **Edit Account** button located in the bottom left hand corner of the screen.

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 Robert Powell



Address
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Zip / Postal Code **City**
 M5T 1T4 Toronto

Country **State / Province**
 Canada Ontario

Master Account

Master Account not Selected

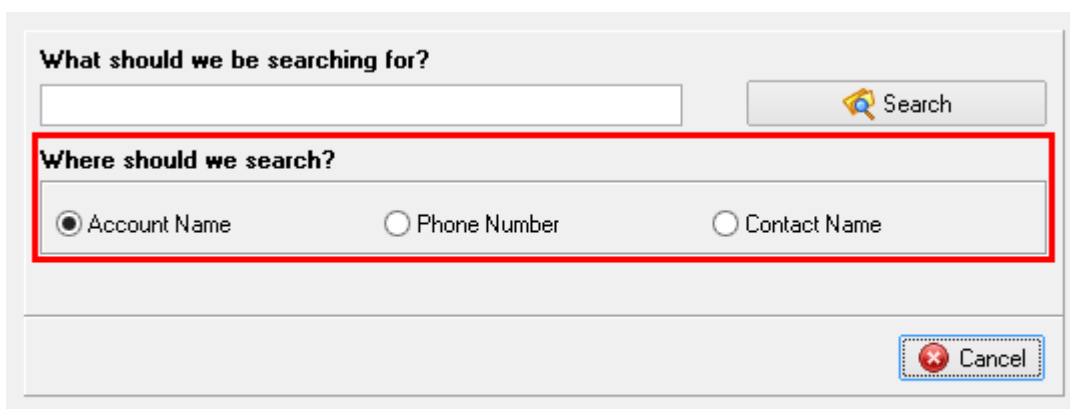
 Edit Account  Close

Select the **Select Master Account** button to add a Master Account.



The screenshot shows a dialog box titled "Master Account". Inside, the text "Master Account not Selected" is displayed in red. Below this text, a button labeled "Select Master Account" with a left-pointing arrow icon is highlighted with a red rectangular box. At the bottom of the dialog, there are three buttons: "Save" with a green checkmark icon, "Cancel" with a red X icon, and "Close" with a red X icon.

To search for a City Ledger Account, first select how you would like to search, ie: by Account Name, Phone Number or Contact Name. Ensure the correct dial is selected.



The screenshot shows a dialog box with two main sections. The first section, "What should we be searching for?", contains a text input field and a "Search" button with a magnifying glass icon. The second section, "Where should we search?", is highlighted with a red rectangular box and contains three radio button options: "Account Name" (which is selected), "Phone Number", and "Contact Name". A "Cancel" button with a red X icon is located at the bottom right of the dialog.

Next, enter your search criteria into the **What should we be searching for** box and select the **Search** button.



This screenshot is similar to the previous one, but the text "Bank of|" has been entered into the "What should we be searching for?" input field. The "Search" button and the "Where should we search?" section with the "Account Name" radio button selected remain the same. The "Cancel" button is still at the bottom right.

A list of City Accounts that match your search criteria will appear in a list below. Click on the desired City Account and press the **Select** button in the bottom right and corner of the screen.

What should we be searching for?

Bank of

Where should we search?

☒ Account Name ☐ Phone Number ☐ Contact Name

Bank of the World

Most Likely Matches

Account Name	City
Bank of the World	Zürich

The Master Account will now be attached to the City Account. Should you wish to remove the Master Account, simply select the **Remove Master Account** button.

Account Statistics | Account Details | Invoices | Notes | Credits

Main Information | Billing Address & Master Account Setup

Billing Address

Contact Name **Use Billing Address on Invoices and Statements** ☐

Address

Zip / Postal Code **City**

Country **State / Province**

Master Account

Bank of the World

City Ledger Account Search

Now, when doing a City Ledger Account Search for "Bank of the World", any attached accounts will also show up. The results will be displayed in a list of:

1. **Most Likely Matches** - displays the account name that is closest to your entered search terms
2. **Other Possible Matches** - shows accounts that are attached to the Master Account

What should we be searching for?

Bank of

Where should we search?

☒ Account Name ☐ Phone Number ☐ Contact Name

No Account Selected

Most Likely Matches 1

Account Name	City
Bank of the World	Zürich

Other Possible Matches 2

Account Name	City
Brookfield Fund Management	Toronto
Goliath National Bank	New York