Invoices: how to override the bill-to on orders and charges (walkthrough).

Redirect who receives the invoice for an order's charges to a different billing company, in bulk or by default per customer, without changing the operational customer on the order.

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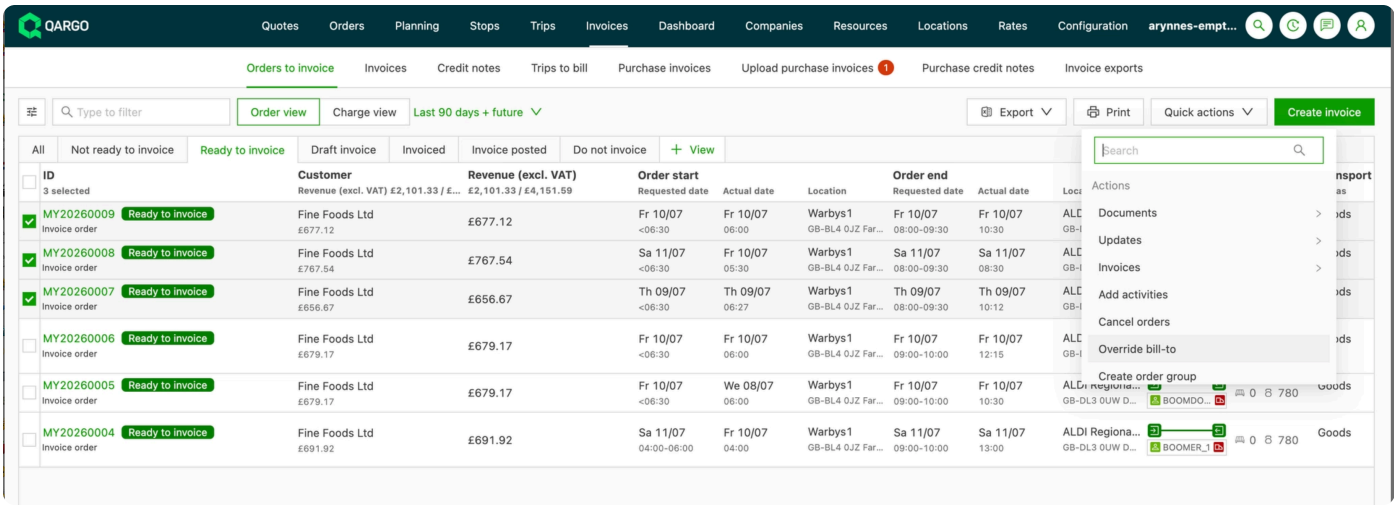
Prerequisites

- The billing company that should receive the invoices must already exist as a customer in Qargo.
- The billing company's currency must match the currency of the charges being redirected. Mixed-currency selections are blocked.

Use cases

- A shared rate card where wait-time charges across several customers must all be invoiced to one central billing entity, rather than edited charge by charge after the fact.
- Operations where the party placing the order differs from the party receiving the invoice, such as a holding company or a separate legal entity within the same group.
- A separate billing entity needs to be set, distinct from the operational customer, instead of duplicating customer records.

Set a default bill-to on a customer

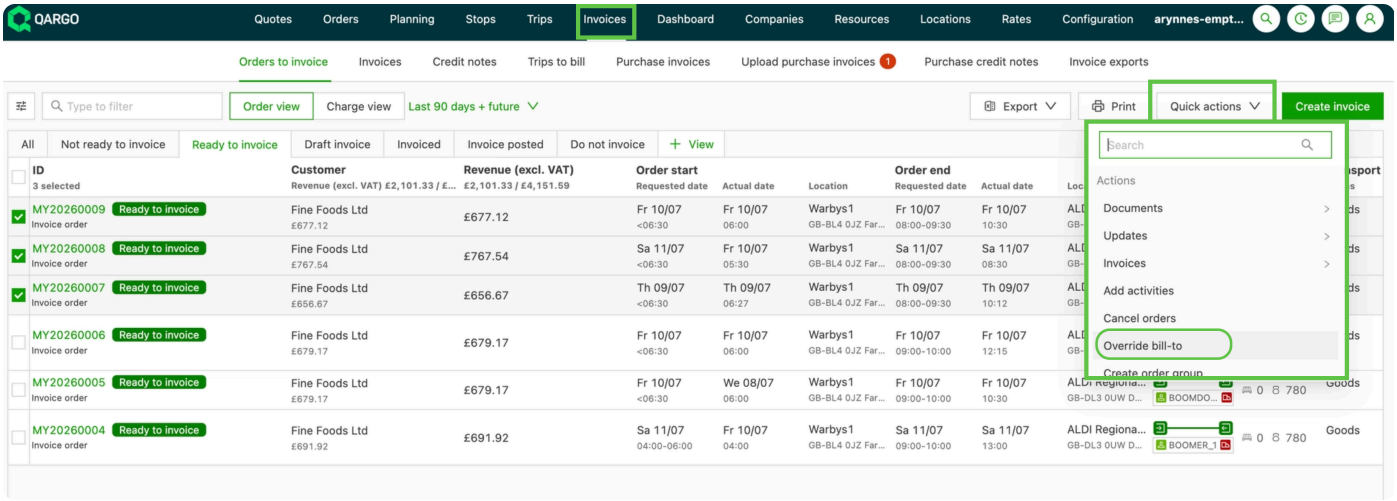


1. **Navigate** to **Companies** and open the relevant customer under **Customers**.
2. **Locate** the **Billing config** section on the customer detail page.
3. **Select** the billing company in the **Default bill-to** field.
4. **Save** the customer.

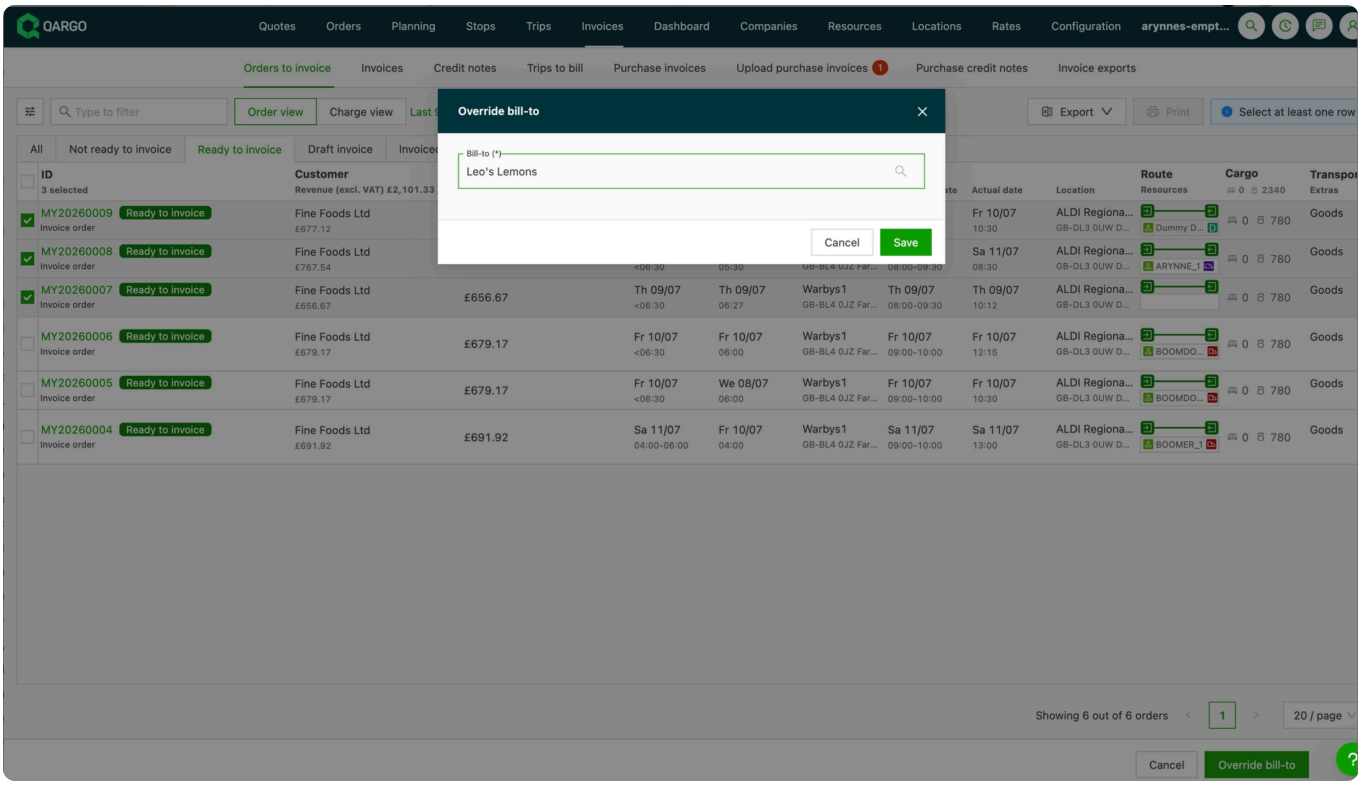
Once a **Default bill-to** is set, charges on new orders for that customer are pre-assigned to the chosen billing company.

> 📚 The **Default bill-to** applies to new orders only. Existing orders are not updated retroactively

Override the bill-to on orders in bulk



1. **Navigate** to **Invoices** and open **Orders to invoice**.
2. **Select** the orders whose charges should be redirected.
3. **Open Quick actions** and **click Override bill-to**.
4. **Confirm** the order selection by clicking the **Override bill-to** button that appears at the bottom of the list.
5. **Select** the billing company in the **Bill-to (*)** field of the **Override bill-to** dialog.



6. **Click Save** to reassign all charges on the selected orders to the chosen company.

All charge types on the selected orders are redirected to the chosen billing company in one step.

‼️ If the selected orders contain charges in more than one currency, the override is blocked with an error. Select orders that share a single currency and try again.
Charges that are already added to an invoice, posted, or canceled cannot be rerouted. The override applies only to charges that have not yet been invoiced.

Set the bill-to on a single charge

1. **Open** the order from **Invoices** or **Orders**.
2. **Locate** the **Order revenue** section and **click** the edit (pencil) icon on the charge to redirect.
3. **Select** the billing company in the **Customer (*)** field of the **Edit charge** dialog's **Billing** section.
4. **Click Save**.

📚 The billing company on a single charge is set from the **Customer (*)** field in the **Edit charge** dialog. The bulk **Override bill-to** action applies the same change across many orders at once.

Troubleshooting

Issue	Resolution
The **Override bill-to** action is blocked with a currency error	The selected orders contain charges in more than one currency. Reselect orders that share a single currency.
Some charges were not redirected by the bulk override	Charges already on an invoice, posted, or canceled cannot be rerouted. Only not-yet-invoiced charges are updated.
A new order did not pick up the expected billing company	Confirm a **Default bill-to** is set in the customer's **Billing config**. The default applies to new orders only, not existing ones.
Revenue reports still show the operational customer rather than the billing company	Revenue reporting attributes revenue to the order's operational customer, not the bill-to company. This is expected behavior in this release.