

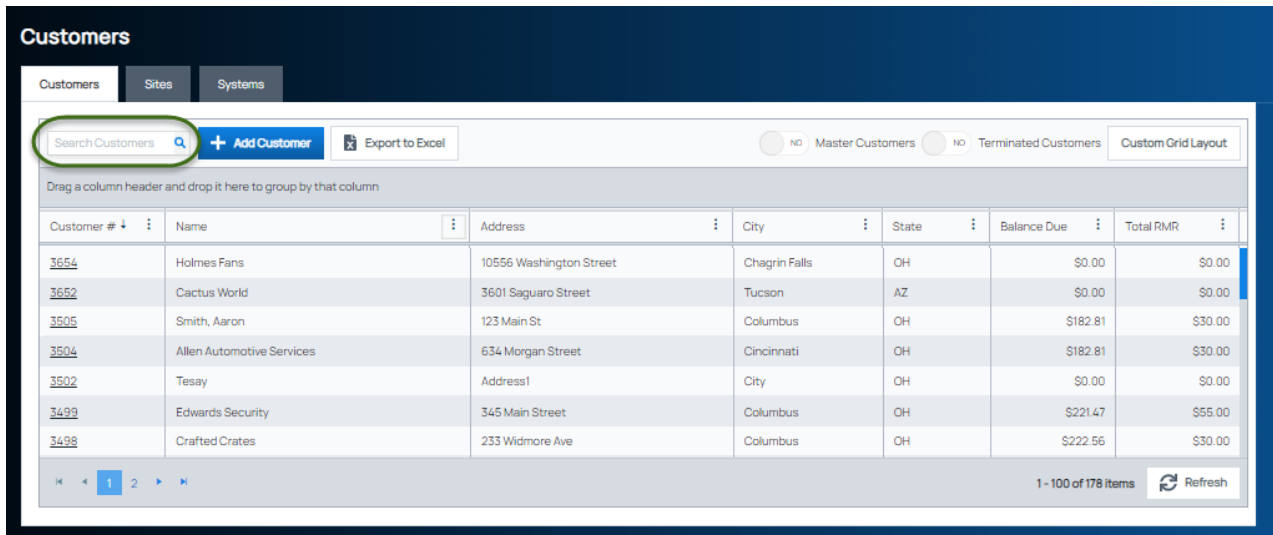
# Cancel Site RMR

Last Modified on 12/13/2024 4:44 pm EST

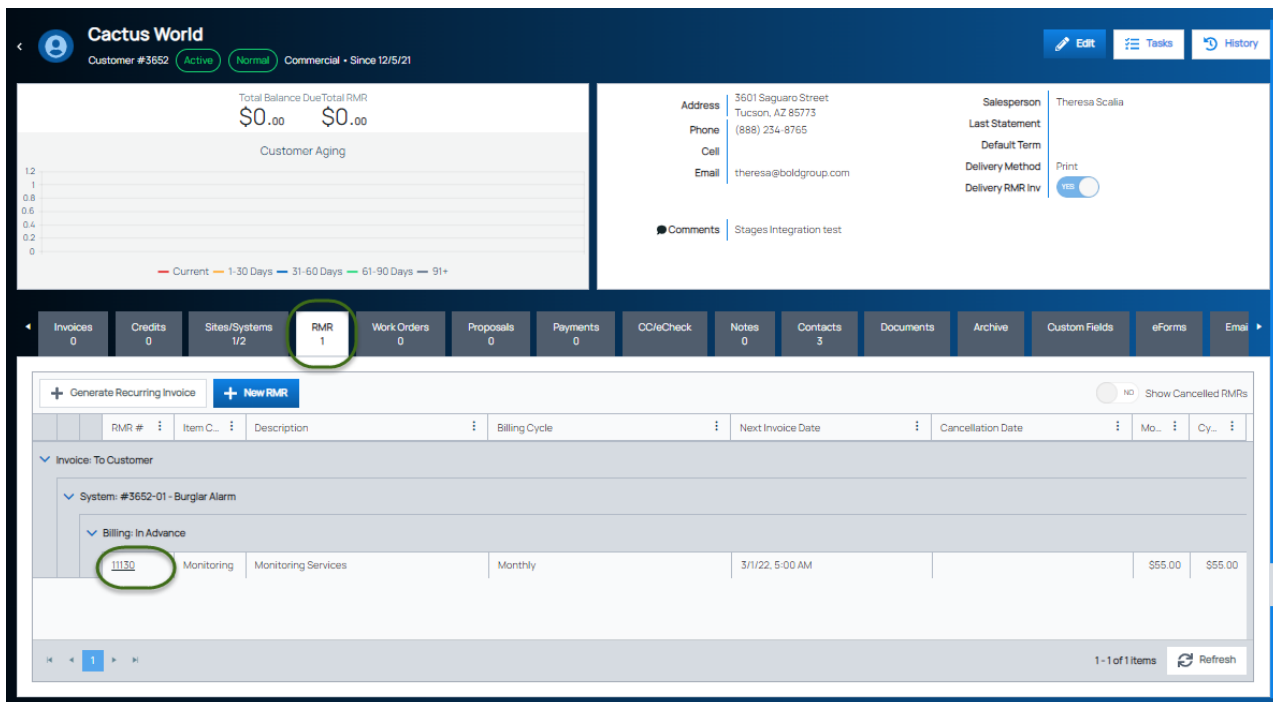
A User is able to cancel an RMR record only if the User has permissions to edit RMR.

RMR records are attached to a Customer record, so you must first access the customer record. From the main menu, arrive at the Customers list with this path: CRM > Customers.

The Customers list opens. Locate the Customer in the list, and then click on the hyperlink in the Customer # column to open the customer record.



The Customer record opens. Click on the RMR tab. A list of RMRs attached to the customer is listed in the grid area. Click on the hyperlink to the left of the RMR you want to cancel.



The RMR record opens. Click the Edit button located at the upper right of the page.

**RMR 11131** Edit History

Emily Wood

Monthly Amount <b>\$35.00</b>	Cycle Amount <b>\$35.00</b>	Original Monthly Amount <b>\$0.00</b>	Item Monitoring Services	Activation Date March 7, 2022	RMR Group Non-Arrears
Original Cycle Amount <b>\$0.00</b>	Quantity Rate <b>\$0.00</b>		Description Monitoring Services	RMR Cycle Start Date March 1, 2022	P.O. Number -
			Invoice In Arrears <input type="radio"/> NO	Next Invoice Date March 1, 2022	Deferred Posting Day 1
			Do Not Prorate <input type="radio"/> NO	Last Invoice Date	Discount -
			Use Cycle Amount <input type="radio"/> NO	Cancellation Date	
			Qty Based Billing <input type="radio"/> NO	Custom Date	
			Include Memo <input type="radio"/> NO	Billing Cycle Monthly	

Tracking Custom Fields Royalties/Commissions

The RMR record opens in edit mode. Once the RMR record is in edit mode, click the Cancel RMR button located at the upper right of the page.

**RMR 11132** Save Cancel Cancel RMR Delete

Emily Wood

Monthly Amount <b>\$12.00</b>	Item Maint Agreement	Activation Date 3/7/2022	Discount Item
Cycle Amount <b>\$12.00</b>	Description Maintenance Agreement	RMR Cycle Start Date 3/1/2022	Monthly Amount \$12.00
Original Monthly Amount <b>\$0.00</b>	Invoice In Arrears <input type="radio"/> OFF	Next Invoice Month 3/1/2022	Cycle Amount \$12.00
Original Cycle Amount <b>\$0.00</b>	Do Not Prorate <input type="radio"/> OFF	Last Invoice Date	Default Cost \$0.00
Quantity Rate <b>\$0.00</b>	Use Cycle Amount <input type="radio"/> OFF	Custom Date	
	Qty Based Billing <input type="radio"/> OFF	Billing Cycle Monthly	
	Include Memo <input type="radio"/> OFF	Recurring Reason New Sale	
	Memo	RMR Group Non-Arrears	
		P.O. Number	
		Deferred Posting Day 1	

The RMR Cancel form opens. Enter the ending date for the RMR. Select a Recurring Reason for the cancellation.

When finished, click the Save button at the bottom of the form.

**RMR Cancel**

Cancellation Date: 3/31/2022

Recurring Reason: Canc-Unhappy with Service

Save Cancel

A confirmation message opens. Click the Yes button to proceed with the cancellation.

**Please confirm**

You are canceling this RMR in the Future, the RMR item will be invoiced through the cancellation date of 3/31/2022. Are you sure this is what you would like to do?

Yes No

