

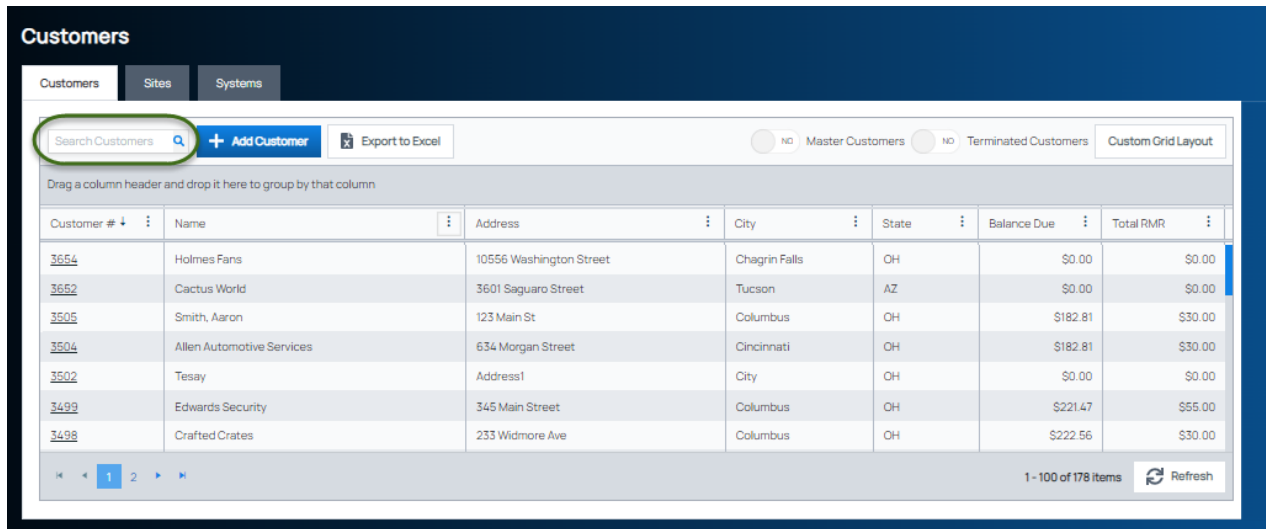
Cancel Site RMR

Last Modified on 05/01/2022 6:24 am EDT

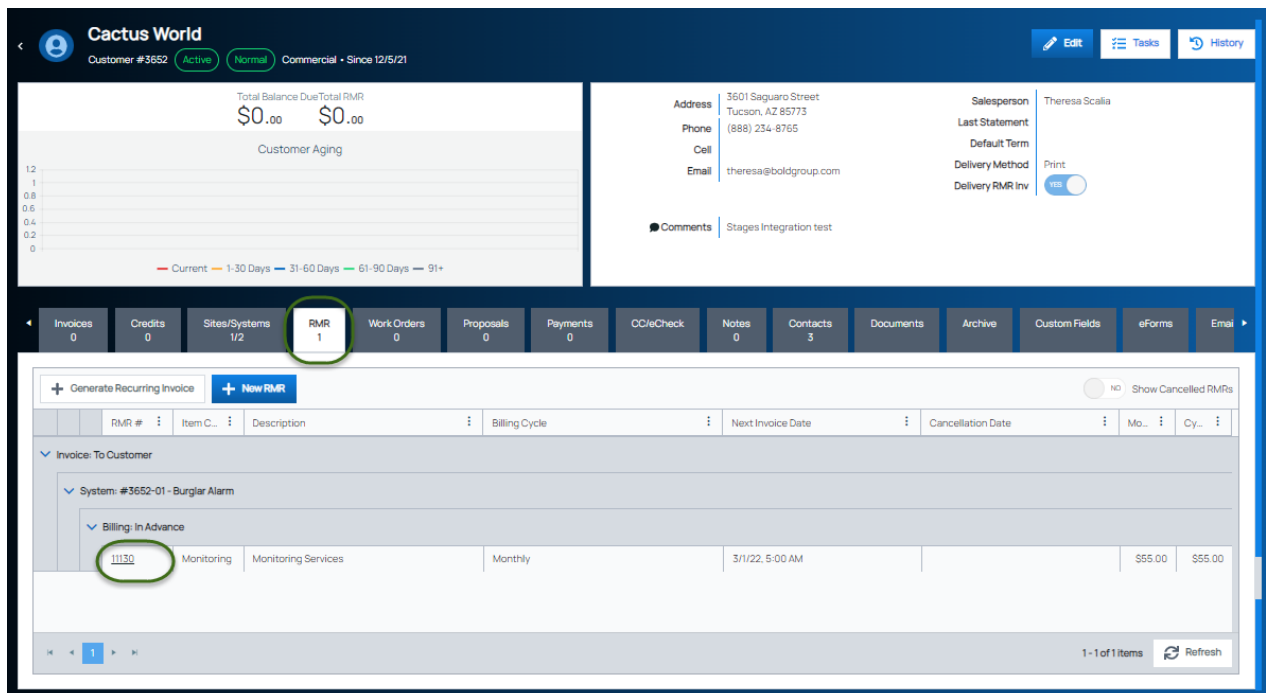
A User is able to cancel an RMR record only if the User has permissions to edit RMR.

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: Accounts Receivable> Customers.

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



The Customer record will be displayed. Click on the RMR tab. A list of RMR's attached to the Customer will be listed in the grid area. Click on the hyperlink to the left of the RMR you want to cancel.



The RMR record will be displayed. Click on the Edit button located at the upper right of the page.

RMR 11131

Emily Wood

Monthly Amount \$35.00	Cycle Amount \$35.00	Original Monthly Amount \$0.00
Original Cycle Amount \$0.00	Quantity Rate \$0.00	

Item Monitoring	Activation Date March 7, 2022	RMR Group Non-Arrears
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 will be displayed 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

Emily Wood

Monthly Amount \$12.00	Item Maint Agreement	Activation Date 3/7/2022	Discount Item
Cycle Amount \$12.00	Description Maintenance Agreement	RMR Cycle Start Date 3/1/2022	Monthly Amount \$12.00
Original Monthly Amount \$0.00	Invoice In Arrears <input type="radio"/> OFF	Next Invoice Month 3/1/2022	Cycle Amount \$12.00
Original Cycle Amount \$0.00	Do Not Prorate <input type="radio"/> OFF	Last Invoice Date	Default Cost \$0.00
Quantity Rate \$0.00	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	

Save | Cancel | **Cancel RMR** | Delete

The RMR Cancel form will be displayed. Enter the date on which the RMR will end. 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 will be displayed. 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