

# Remove Site RMR Cancellation

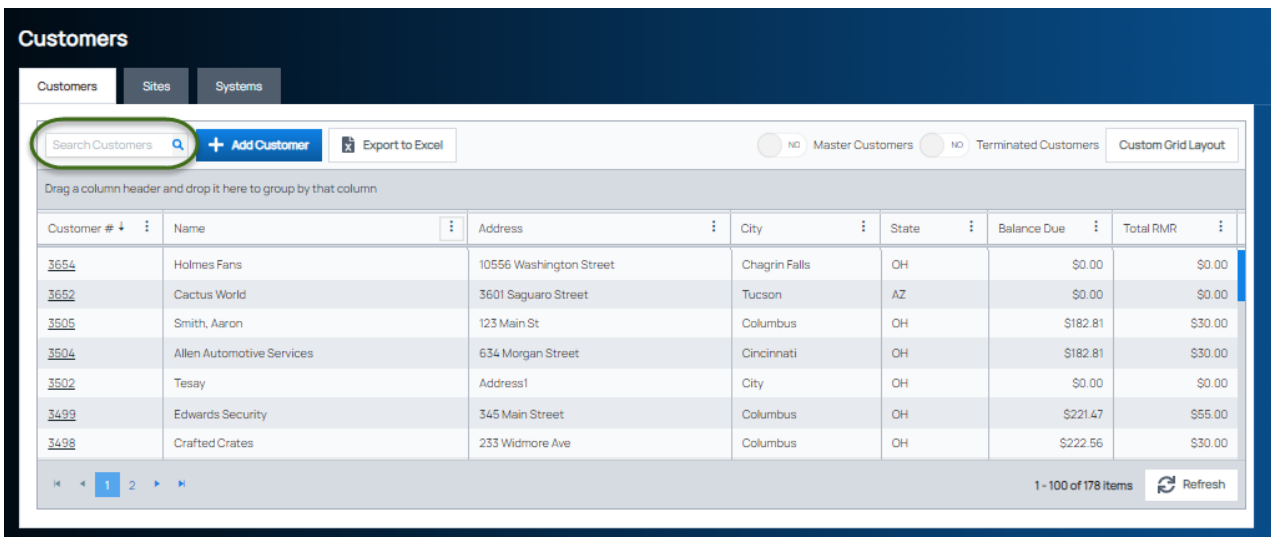
Last Modified on 12/13/2024 4:55 pm EST

You remove an RMR cancellation only if the original cancellation date has not passed, and you have permissions to edit RMR.

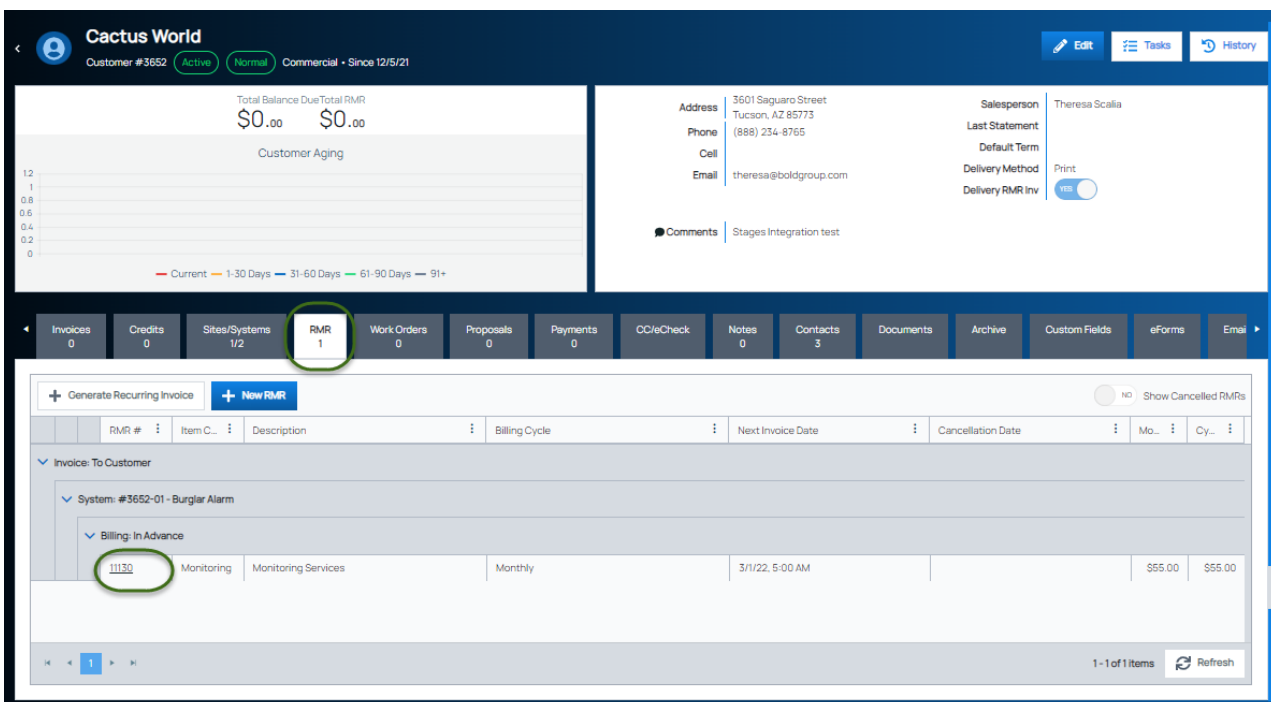
RMR records are attached to a Customer record, so you must first access the customer record.

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 for which you want to remove a cancellation.



The RMR record opens. Click on 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 Remove Cancellation button located at the upper right of the page.

**RMR 11132** Save Cancel Remove Cancellation

Emily Wood

Monthly Amount <b>\$12.00</b>	Item Maint Agreement	Activation Date 3/8/2022	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 4/1/2022	Cycle Amount \$12.00
Original Cycle Amount <b>\$0.00</b>	Do Not Prorate <input type="radio"/> OFF	Last Invoice Date 3/1/2022	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 Remove RMR Cancellation form opens. Select the appropriate Recurring Reason for removing the cancellation, and then click on the Save button at the bottom of the form.

**Remove RMR Cancellation**

Recurring Reason: Customer Request

Save Cancel

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

**Please confirm**

Removing the cancellation date will make this RMR active again. Are you sure you want to do this?

Yes No