

Remove System RMR Cancellation

Last Modified on 05/05/2022 5:15 pm EDT

A User is able to remove an RMR cancellation only if the original cancellation date has not passed, and 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.

Customer #	Name	Address	City	State	Balance Due	Total RMR
3654	Holmes Fans	10566 Washington Street	Chagrin Falls	OH	\$0.00	\$0.00
3652	Cactus World	3601 Saguro Street	Tucson	AZ	\$0.00	\$0.00
3505	Smith, Aaron	123 Main St	Columbus	OH	\$182.81	\$30.00
3504	Allen Automotive Services	634 Morgan Street	Cincinnati	OH	\$182.81	\$30.00
3502	Tesay	Address1	City	OH	\$0.00	\$0.00
3499	Edwards Security	345 Main Street	Columbus	OH	\$221.47	\$55.00
3498	Crafted Crates	233 Widmore Ave	Columbus	OH	\$222.56	\$30.00

The Customer record will be displayed. Click on the RMR tab. A list of RMRs attached to the Customer will be listed in the grid area. Click on the hyperlink to the left of the RMR for which you want to remove a cancellation.

RMR #	Item C...	Description	Billing Cycle	Next Invoice Date	Cancellation Date	Mo...	Cy...
11130	Monitoring	Monitoring Services	Monthly	3/1/22, 5:00 AM		\$55.00	\$55.00

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

RMR 11131 Edit History

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 Remove Cancellation button located at the upper right of the page.

RMR 11132 Save Cancel Remove Cancellation

Emily Wood

Monthly Amount \$12.00	Item	Maint Agreement	Activation Date	3/8/2022	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	4/1/2022	Cycle Amount	\$12.00
Original Cycle Amount \$0.00	Do Not Prorate	<input type="radio"/> OFF	Last Invoice Date	3/1/2022	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		

The Remove RMR Cancellation form will be displayed. 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 will be displayed. 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