# Remove System RMR Cancellation

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You can to remove an RMR cancellation only if the original cancellation date has not passed and you have permissions to edit RMR.
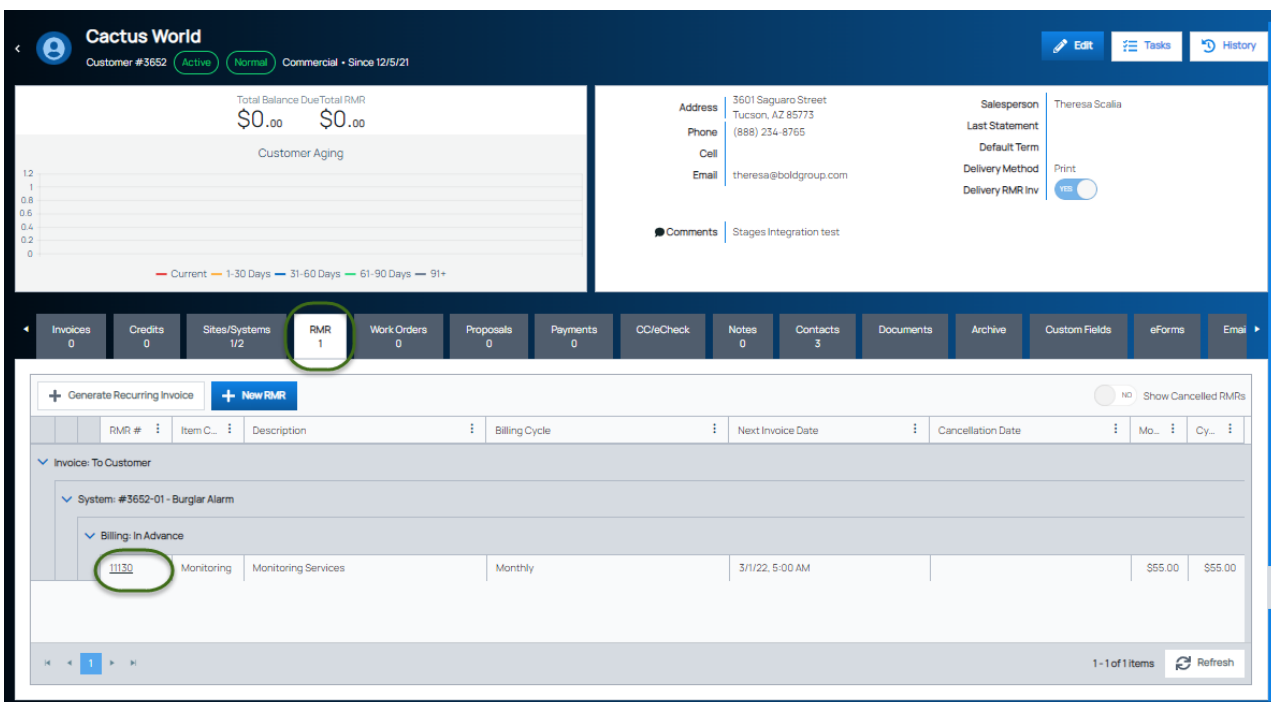
RMR records are attached to a Customer record, so you must first access the customer record.

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.
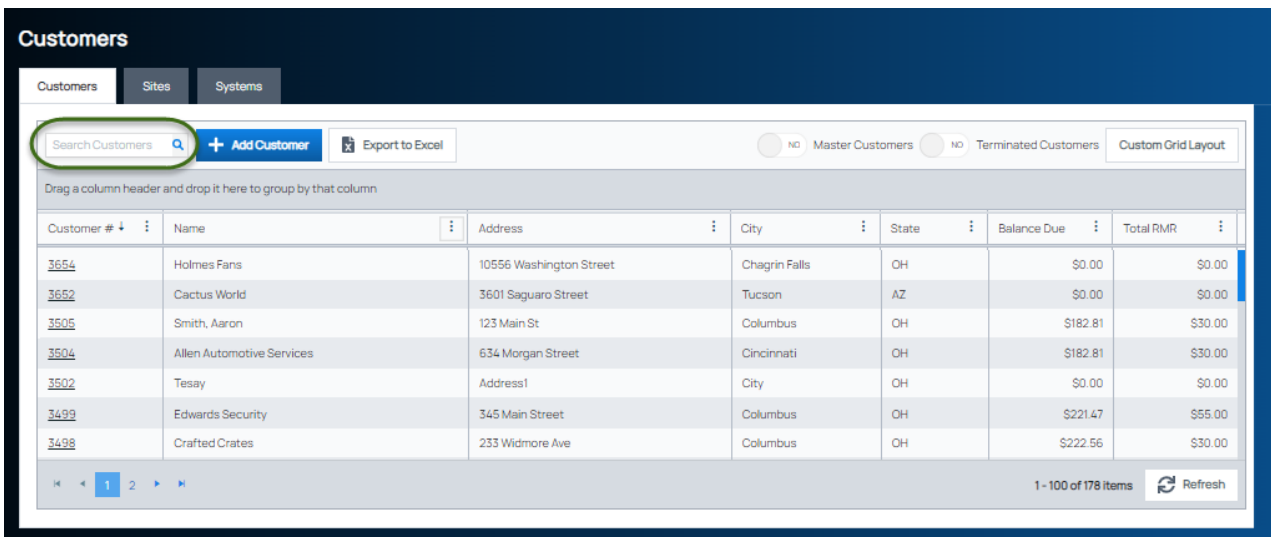
The Customer record opens. Click on the RMR tab. A list of RMRs attached to the Customer is shown in the grid area. Click on the hyperlink to the left of the RMR for which you want to remove a cancellation.

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

The RMR record is 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.

The Remove RMR Cancellation form opens. Select the appropriate Recurring Reason for removing the cancellation, and then click the **Save** button at the bottom of the form.

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