Remove System RMR Cancellation

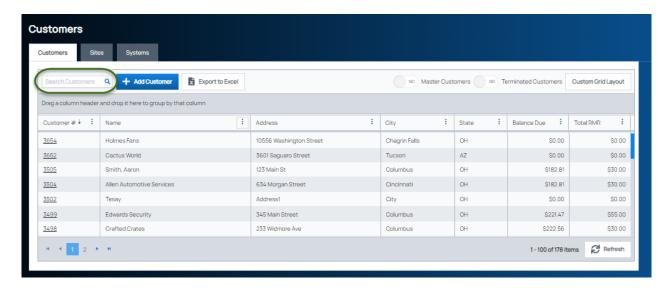
Last Modified on 05/05/2022 5:15 pm EDT

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.

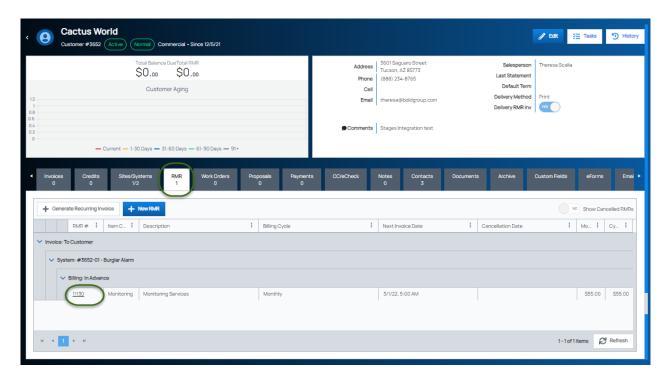
RMR records are attached to a Customer record, so you must first access the customer record.

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.



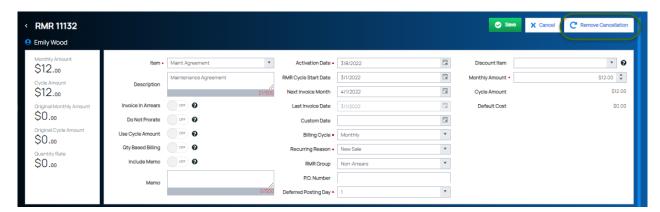
The Customer record will be displayed. Click on the RMR tab. A list of RMRs attached to the Customer will be listed in the grid area. Click on the hyperlink to the left of the RMR for which you want to remove a cancellation.



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



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.



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.



A confirmation message will be displayed. Click the Yes button to proceed with the removal of the cancellation.

