

Remove System RMR Cancellation

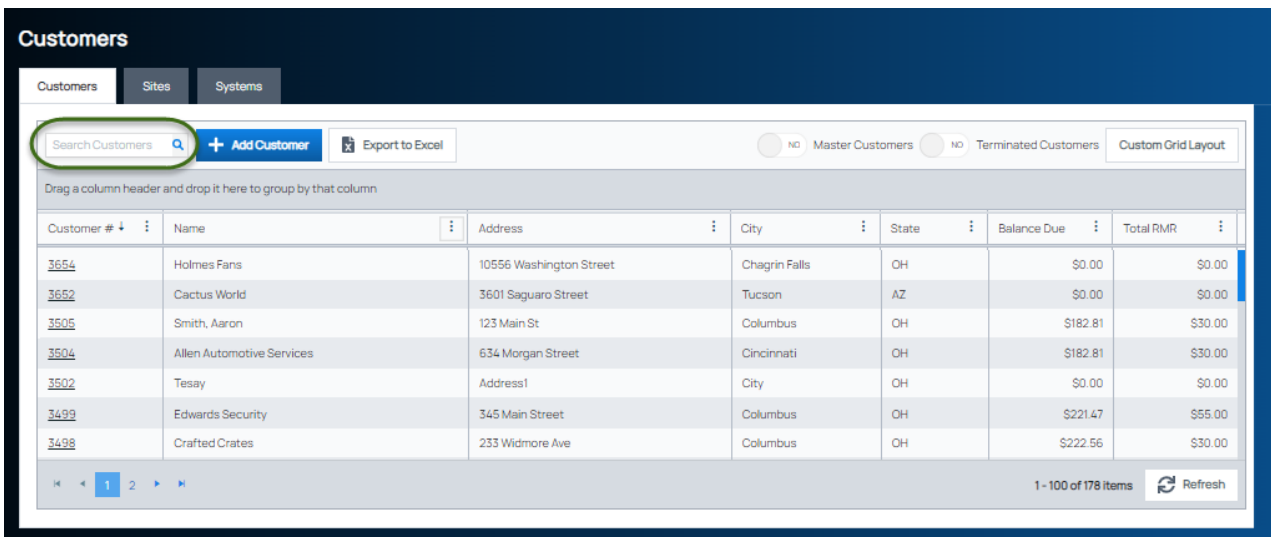
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You can to remove an RMR cancellation only if the original cancellation date has not passed and you have permissions to edit RMR.

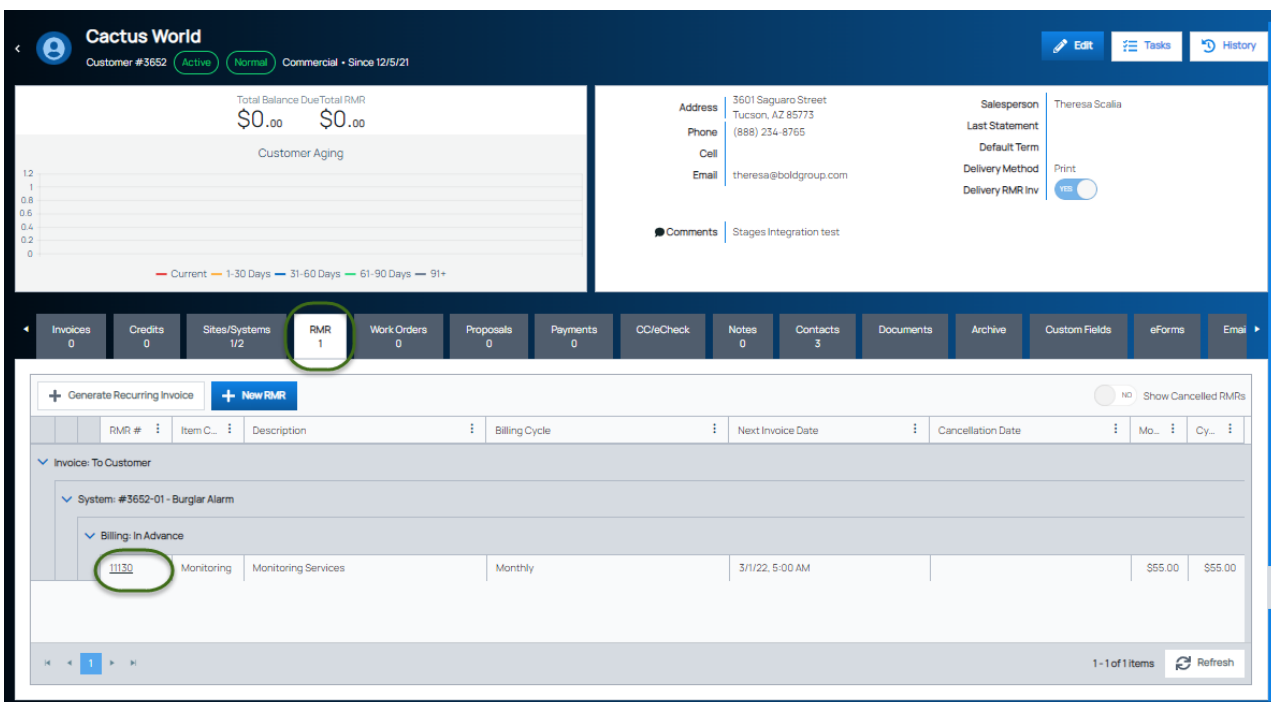
RMR records are attached to a Customer record, so you must first access the customer record.

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.

RMR 11131 Edit History

Emily Wood

Monthly Amount \$35.00	Cycle Amount \$35.00	Original Monthly Amount \$0.00	Item Monitoring Services	Activation Date March 7, 2022	RMR Group Non-Arrears
Original Cycle Amount \$0.00	Quantity Rate \$0.00		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 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.

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 opens. Select the appropriate Recurring Reason for removing the cancellation, and then click 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