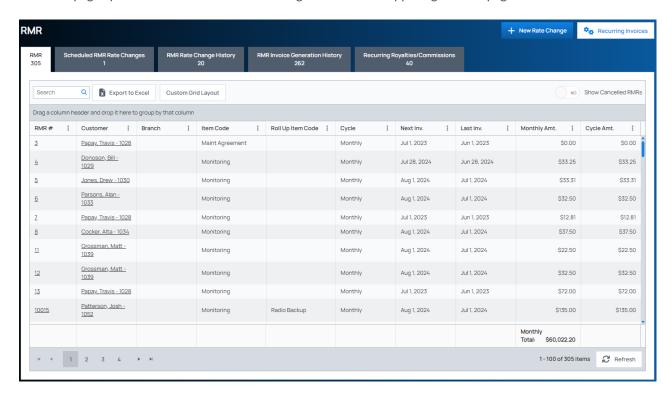# RMR Rate Changes

Last Modified on 03/27/2025 3:11 pm EDT

You can perform rate changes to active RMR and can increase RMR by a dollar amount or by a percentage. Using the Rate Change program provides the ability to perform what-if scenarios before making any final changes to the current RMR rate.

To perform or test an RMR Rate Change, from the main menu, arrive at the Rate Change page with this path: Accounts Receivable > RMR.
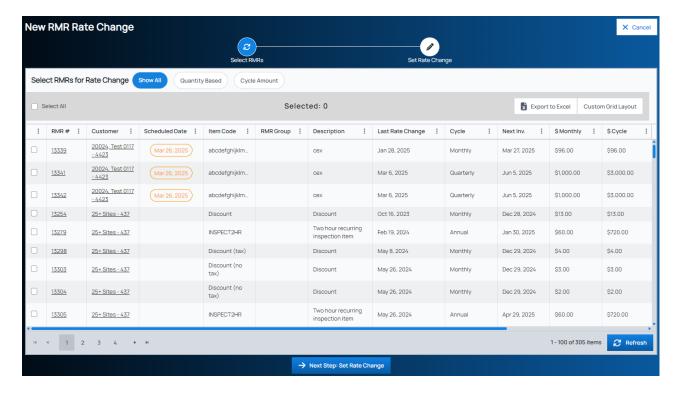
The RMR page opens. Click on the New Rate Change button at the upper right of the page.

The New RMR Rate Change page opens. The items listed in the grid are all active RMR records. Select RMR records with rates that you want to increase. Using the column filters will help narrow down the list of RMRs that you want to change the rate.

In the example below, we filtered on the Item Code column and selected just the Monitoring item. We also filtered on the Monthly column and selected where the amount equals $30.00. At the bottom of the page there is a count of RMRs that met the filter criteria. You can filter on multiple columns to arrive at the desired list of potential RMRs to increase.

If you want to increase the rate of all records in the grid, select the**Select All** checkbox at the upper left of the page. If only certain records are to be increased, select the checkbox to the left of each RMR to be included, and then click the **Next Step: Set Rate Change** button at the bottom of the page. The grid to select RMRs for rate change has a column called Scheduled Date that indicates any scheduled rate changes for that RMR. An RMR can have only one scheduled rate change at a time. You can apply a rate change immediately by leaving the Effective Date blank on an RMR that has one scheduled.

The Set Rate Change page opens.

- **Amount or Percent?**: Select Amount to change RMR by an exact monthly amount. Select Percent to change RMR by a percent each month.
- **Rate Change**: Enter the amount or percent for the rate change.
- **Reason**: Select the appropriate Recurring Reason code for the rate change.
- **Exclude RMRs?**: This switch is for excluding RMR from the rate change. Setting this switch to YES shows the next field.
- **Do not include RMRs that have had a rate change in the last 0 days**: This field is shown only if the Exclude RMRs switch is set to YES. Enter a number of days to exclude RMRs. For example, to exclude RMRs that have had a rate change in the last year, enter 365.
- **Effective Date**: If you enter a date, this is the date the RMR rate change will become effective. Using this allows you to schedule rate changes.

Once the information is filled in, the grid populates with the Old amount, the New amount, and the Change amount.

If there is a very long list of RMRs eligible for the rate change and you want to review this prior to applying the new rates, click the **Export to Excel** button. If you find that there are some RMRs on the list you want to exclude from the rate change, click the **Previous Step** button, and clear the checkbox of the RMRs to remove them from the list. After any changes have been made, click the **Next Step: Set Rate Change** button at the bottom of the page.

If you leave the Rate Change page without applying the Rate Changes, you will need to fill in the Set Rate Change fields again.

If you are satisfied with the RMRs to rate change, click the **Apply Rate Change** button at the bottom of the page. When the process finishes, the RMRs selected will display the new rate.

New RMR Rate Change

Select RMRs ⟶ Set Rate Change

Set Rate Change

Amount or Percent? •	Amount ▾
Rate Change •	0.000
Reason •	▾
Exclude RMRs?	NO
Effective Date	Effective Date 📅

Old Total **$1013** ⟶ New Total **$1013**

Selected: 11

📊 Export to Excel

RMR #	Customer	Scheduled Date	Item Code	Cycle	RMR Cycle Start Date	Old $	New $	Change $
13254	25+ Sites - 437		Discount	Monthly	12/28/2024 7:00:00 PM	13	13	0
13298	25+ Sites - 437		Discount (tax)	Monthly	12/29/2024 7:00:00 PM	4	4	0
13303	25+ Sites - 437		Discount (no tax)	Monthly	12/29/2024 7:00:00 PM	3	3	0
13312	25+ Sites - 437		Discount (no tax)	Monthly	12/29/2024 7:00:00 PM	0	0	0
13313	25+ Sites - 437		Discount (tax)	Monthly	12/29/2024 7:00:00 PM	3	3	0

|◀ ◀ **1** ▶ ▶|

1 - 11 of 11 items   🔄 Refresh

← Previous Step   ✔ Apply Rate Change