RMR

Last Modified on 11/08/2016 10:08 pm EST

Accessing RMR Page

To access RMR information at a dealer level select "RMR" at the top of the page.

The RMR page will appear with a complete listing of your active RMR.

New Rate Change

If you would like to increase or decrease your RMR rates for customers click "New Rate Change" in the upper left corner of the page.

Select Parameters

Select the paremeters for the rate change



Use Cycle Amount

Check this box if you would like to adjust recurring items by cycle amount (instead of monthly amount).

Percentage

If you would like to adjust recurring items by a percentage instead of a dollar amount.

Rate Change

Enter the amount you wish to adjust the recurring items by. Enter a negative amount to decrease rates.

Reason

Select the reason for the rate change from the dropdown box.

Select Recurring Items

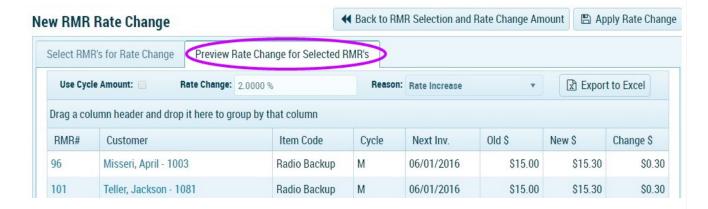
Select which recurring items you would like to change by checking the boxes to the left of each RMR.

If you would like to change all of your RMR rates click "Select All" on the left side of the page.

Preview Rate Change

Click "Preview Rate Change for Selected RMRs" to continue.

This will bring you to the Preview Rate Change for Selected RMRs tab where you can view details about the rate change before you confirm it.



Export to Excel

You can download an excel file of this preview to your documents click "Export to Excel" on the right side of the page.

Make Changes

Click "Back to RMR Selection and Rate Change Amount" If you wish to make any adjustments to the current rate changes.

Apply Rate Change

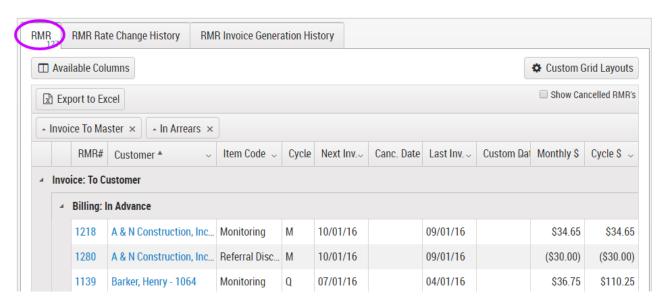
Click "Apply Rate Change" on the upper right side of thepage to confirm changes. Once you click "Ok" the changes cannot be undone.



This will take you back to the RMR tab.

RMR tab

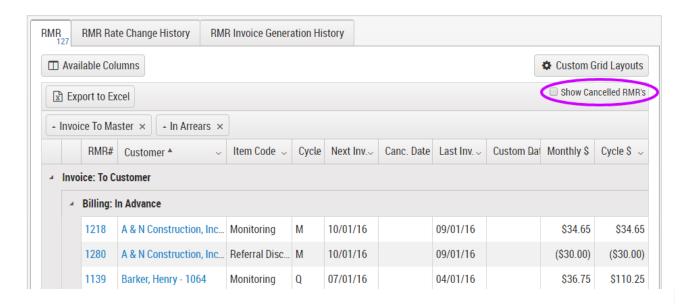
This tab shows you a list of all your active recurring items.



You can sort recurring items using custom grid layouts if you wish.

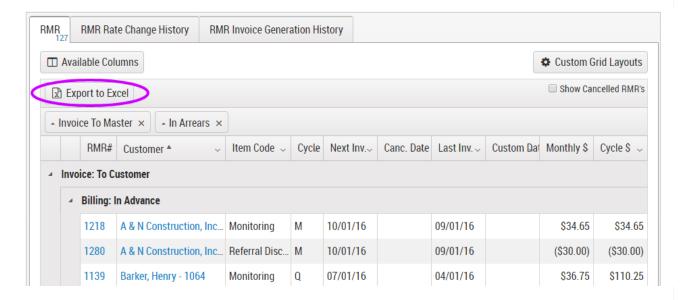
Show Cancelled RMRs

Check"Show Cancelled RMRs" to view canceled recurring items.



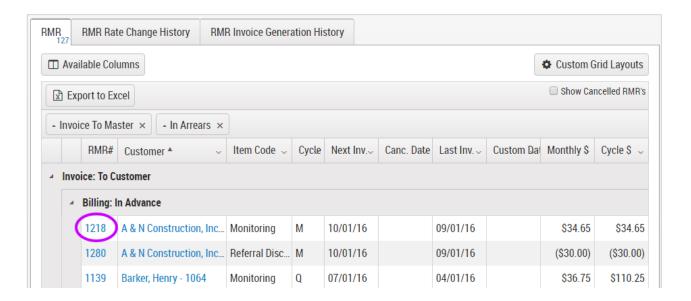
Export to Excel

Click "Export to Excel" if you wish to download an excel file of your recurring items to your documents.



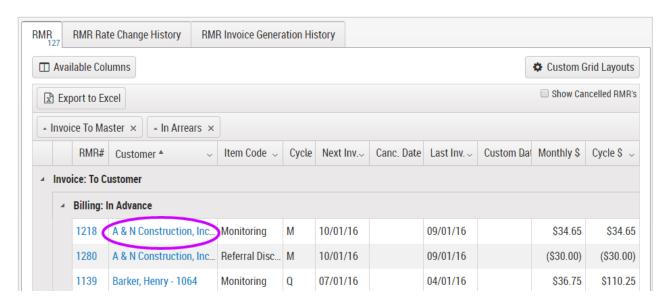
RMR Details

To view the RMR Details Page click the blue "RMR#" hyperlink to the left of the recurring item.



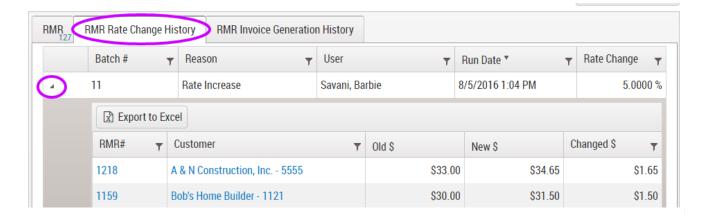
Customer Manager Page

To view the Customer Manager Page linked to an RMR click the blue "Customer" hyperlink on the left side of the page.



RMR Rate Change History Tab

This tab shows a list of past RMR rate changes. To view which recurring items were changed in each batch click the black arrow to the left of the rate change.



RMR Invoice Generation History

The RMR Invoice Generation Tab provides a list of invoices generated from your recurring items. Click the black arrow to the left to view invoices in each batch.

