

Discount RMR Lines in SedonaOffice

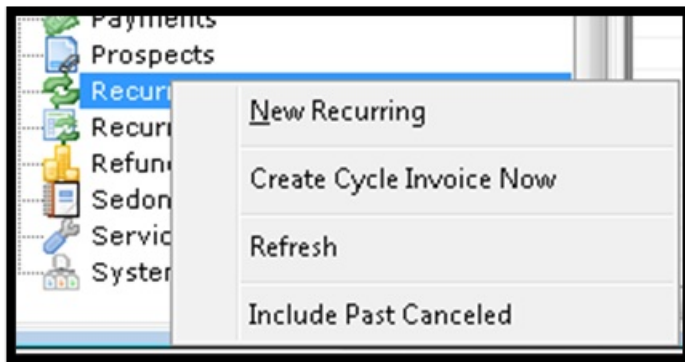
12/29/2023 4:49 pm EST

SedonaOffice does not provide discount functionality. At this time, discounting a customer can be achieved with the use of an RMR Item.

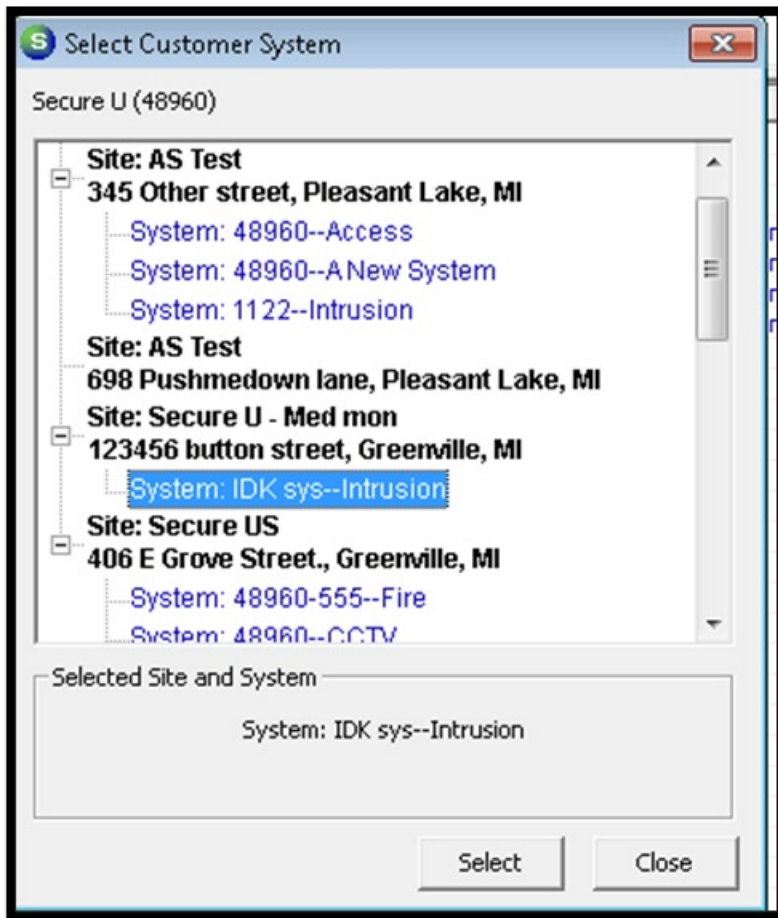
To discount a specific item on your customer:

Go to your Customer Account. Go to Recurring.

Right click on Recurring. Click new Recurring.



Select the System the Recurring is for.



In the New Recurring screen, select the item you want to discount for your customer.

Select the Bill Cycle.

In the RMR amount, enter the amount you would like to discount the RMR item for. For example, the RMR item I've selected to create a discount of \$1, so this will be entered into the RMR Amount field as -1.00.

Then select your Next Cycle Date and the Reason for Add.

New Recurring Item48960

Site and System

Secure U - Med mon
123456 button street
Greenville, MI 48838

AS Test
454 Notest lane
Pleasant Lake, MI 49272

System IDK sys
Intrusion

Panel Type

Recurring Setup | Royalties/Commissions | Changes | Escalations

Recurring Item Alarm.Com

Description Alarm.Com Monitoring

Sub Item Of

Bill Cycle Monthly

Renewal

Rate Increase

Override %

PO Number

PO Expires

Reference

RMR Amount -1.00

Cycle Amount -1.00

Enter as Monthly Amt Only

Comments

Next Cycle Date 01-May-23

Reason for Add Account Test123

Recurring Start 5/1/2023

Use Today as Default

Invoice Group None

Memo

Save Close

Click Save.

When you view the Recurring on your Customer's Site, you will see the discount item.

Item Code	System	Cycle	Group	RMR	Cycle Amt	Next Cycle	Cycle Start	Cycle End
Contracted Services	A New System	M	0 - None	\$45.00	\$45.00	5/1/2023	1/27/2023	
Contracted Services	A New System	M	0 - None	\$25.00	\$25.00	5/1/2023	1/27/2023	
RMR Discount	Access	M	0 - None	(\$10.00)	(\$10.00)	4/1/2023	4/1/2023	
Alarmnet	Intrusion	M	0 - None	\$2.50	\$2.50	5/1/2023	1/1/2023	
Alarmnet Overages	N/A	M	0 - None	\$25.00	\$25.00	5/1/2023	4/1/2023	
Permit	N/A	M	0 - None	\$200.00	\$200.00	5/1/2023	3/1/2023	
	Total			\$272.50				

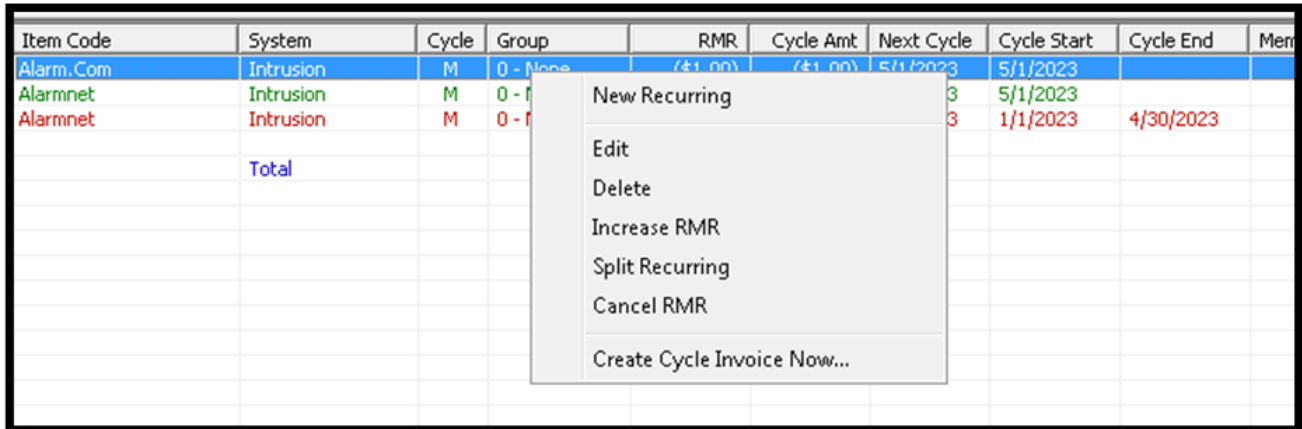
As an RMR item, the discount can continue indefinitely. If you have a future end date in mind for the discount, then you

can create a future cancellation date on the RMR item.

To set a future cancellation date on the RMR item:

Right click on the RMR item you wish to cancel.

Click on Cancel RMR.



Item Code	System	Cycle	Group	RMR	Cycle Amt	Next Cycle	Cycle Start	Cycle End	Mem
Alarm.Com	Intrusion	M	0 - None	(+1.00)	(+1.00)	5/1/2023	5/1/2023		
Alarmnet	Intrusion	M	0 - f			3	5/1/2023		
Alarmnet	Intrusion	M	0 - f			3	1/1/2023	4/30/2023	
	Total								

In the Recurring Cancellation window, select your RMR reason and the date you wish to cancel the RMR for.

You can set the Cycle Ending Date to whenever you wish. If you want to end it today then enter; then select today's date.

If you'd like to continue the discount for several years, you can set the Cycle Ending Date for a future date. In the example below, I've set the cancellation date for 4/30/2024.

Recurring Cancellation 48960

Site and System

Site: Secure U - Med mon
123456 button street
Greenville, MI 48838

System: IDK sys
Intrusion

Panel Type:

Recurring Information

Item: Alarm.Com

Sub Item Of:

Bill Cycle: Monthly

RMR Amount: (\$1.00)

Cycle Amount: (\$1.00)

Next Cycle Date: 5/1/2023

RMR Tracking

RMR Reason: Account Test123

Cycle Ending Date: 4/30/2024

Reduce RMR: 1.00

Comments:

Save Close

Save.

Once Saved, the RMR item will appear in Red and will display the Cycle End date you've selected.

Item Code	System	Cycle	Group	RMR	Cycle Amt	Next Cycle	Cycle Start	Cycle End	Memo
Alarm.Com	Intrusion	M	0 - None	(\$1.00)	(\$1.00)	5/1/2023	5/1/2023	4/30/2024	
Alarmnet	Intrusion	M	0 - None	\$5.00	\$5.00	5/1/2023	5/1/2023		
Alarmnet	Intrusion	M	0 - None	\$2.50	\$2.50	5/1/2023	1/1/2023	4/30/2023	
Total				\$1.50					