

Unable to pull in customer for company rate change

04/29/2024 10:57 am EDT

When a user goes to complete a company rate change, they may reach out regarding a discrepancy in the customers that are being pulled onto the list. When you look at the recurring line of the customer, check the cycle start date. It should stand out, as the line should be green. An RMR line that hasn't begun cycling can't be rate increased. This is because of the Effective Date. The line isn't effective until it has begun to cycle.

Item Code	Description	System	Cycle	Group	RMR	Cycle Amt	Next Cycle	Cycle Start	Cycle End
2 YR Recurring					0 -	\$50.00			
Burg Monitoring	Burg Monitoring	Intrusion	A	0 - None	\$50.00	\$600.00	10/1/2024	10/1/2022	
Alarm.Com	Alarm.Com Monitoring	Fire	M	0 - None	\$3.00	\$3.00	11/1/2023	2/10/2022	
Carbon Monoxide II	Carbon Monoxide Monitoring II	Fire	M	0 - None	\$10.00	\$10.00	11/1/2023	1/17/2022	
Fire Monitoring	503	Fire	M	0 - None	\$25.00	\$25.00	11/1/2023	9/1/2021	
NSP Fire Sprinkler	Inspection-Fire-Sprinklers	Fire	Q	0 - None	\$150.00	\$450.00	10/1/2023	2/1/2022	
NSP Fire System	Inspection-Fire System	Fire	Q	0 - None	\$150.00	\$450.00	10/1/2023	2/1/2022	
Fire - Monitoring	Fire - Monitoring	Fire Sprinkler	M	0 - None	\$15.00	\$15.00	11/1/2023	11/1/2022	
Alarm.Com	Alarm.Com Monitoring	Intrusion	M	0 - None	\$3.00	\$3.00	11/1/2023	1/1/2022	
Alarmnet	Alarmnet	Intrusion	M	0 - None	\$2.50	\$2.50	1/1/2024	11/9/2023	
NON-Taxable	Monitoring	Intrusion	M	0 - None	\$20.00	\$20.00	11/1/2023	1/1/2022	
Alarmnet	Alarmnet	N/A	M	0 - None	\$2.50	\$2.50	1/1/2024	1/1/2024	
Alarmnet	Alarmnet	N/A	M	0 - None	\$2.50	\$2.50	1/1/2024	1/1/2024	
Total					\$431.00				