

# **BOLD** GROUP

**SedonaOffice**  
**Creating New**  
**Recurring**

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This guide provides information related to the functionality and setup of Recurring Lines in SedonaOffice. The information contained herein is an excerpt from the SedonaOffice OnlineHelp.

## Creating a New Recurring Line Overview

There are three methods for setting up Recurring Lines. The option selected for setting up the recurring lines depends on your company's own policies and procedures.

- Set up the recurring lines when initially creating a new customer.
- Set up recurring lines from a Customer Explorer record.
- Set up and activate recurring lines when invoicing an installation Job.

Recurring lines are typically created for positive amounts but may also be created for negative amounts to account for discounts to the customer. The total of positive and negative recurring lines cannot be less than zero.

In SedonaSetup there is a setting for the method your company will use for invoicing for recurring services; First Day of Month or Day of Service Start.

- If **First Day of Month** is selected, the customer's recurring charges will always be invoiced in full calendar months. For example, if the billing cycle is quarterly and the recurring start date is set to 06/15/2019 and the next cycle date is set to June 2019, the first cycle invoice will be generated for the pro-rated portion of the billing cycle; from 06/15/19 through 08/31/19. On the September 2019 cycle invoice the customer will be billed for the entire quarter.
- If **Day of Service** is selected, the customer's recurring charges will be billed starting on the date entered on the recurring line in conjunction with the Bill on Day field, then continue in this fashion. For example: the recurring start date is set to 06/15/2019 and the Bill on Day is set to 15. The customer's recurring invoice service period for a monthly cycle will be 06/15/2019 through 07/14/2019. The next month's invoice would cover 07/15/2019 through 08/14/2019 and so forth.

If the Bill on Day and the recurring start date are not the same day of the month, a prorated first invoice could occur.

### **Bill on Day is less than the recurring start date**

For example: the billing cycle is monthly, the recurring start date is set to 06/21/2019, the bill on day is set to 15 and the next cycle month is set to June 2019, the first cycle invoice will bill from 06/21/2019 to 07/14/2019.

### **Bill on Day is greater than the recurring start date**

For example: the billing cycle is monthly, the recurring start date is set to 06/15/2019, the bill on day is set to 21 and the next cycle month is set to June 2019, the first cycle invoice will bill from 06/21/2019 to 07/20/2019. In this situation, the customer would not be billed for the period of 06/15 – 06/20. If you want the customer to be invoiced beginning at 06/15/2019, then you would set the next cycle month to May 2019 (instead

of June 2019). The first cycle invoice would bill from 06/15/2019 to 07/20/2019.

## RMR Setup on a Job

In the situations below, the setup of RMR will be covered under the Job Management section of the OnlineHelp.

- A new System will be installed, and a new Job is going to be created for the installation and the Recurring Line(s). When the RMR is invoiced on a Job, the recurring lines will automatically be setup on the customer's account for future invoicing through the cycle billing process.
- If a System is already installed (Reactivation or Re-sign situation) and new Recurring will be activated through Job Invoicing.

## RMR Setup when creating a New Customer

In the situation below, refer to the New Customer RMR topic in the OnlineHelp for instructions on how to set up recurring while creating a new Customer.

- If this is a new customer and a new system and a Job will not be created for the installation, Recurring Lines may be setup during customer creation. If the User does not set up the recurring lines during customer creation, then follow the steps for setting up recurring from the Customer Explorer (below).

# RMR Setup from the Customer Explorer

In the situation below, continue to the following pages for instructions on setting up Recurring Lines from the Customer Explorer.

- If this is a System that is already installed (Takeover situation) and new Recurring will be activated and a Job will not be created for activating the System, the User will create the necessary Recurring Lines from the Customer Explorer.

When entering a new Recurring Line from the Customer Explorer, there are four data entry forms available:

Recurring Setup

Royalties/Commissions

Changes

Escalations

Once the information is entered on the Recurring Setup form the User has the option of using the *Changes* form to enter a future rate increase, future rate decreases or future cancellation for the Recurring Line. If a commission or royalty is going to be paid to a Salesperson or a Vendor each time the recurring line is billed to the customer, the User may set up this information on the Royalties/Commissions form. The optional Escalations form is used to set up a predefined rate increase schedule for the recurring line.

For detailed information for each data entry field on the New Recurring Setup, continue on to



# Recurring Setup

3. The *Recurring Setup* form will be displayed. Three optional forms, *Royalties/Commissions*, *Changes* and *Escalations* are contained on this form. Enter the information according to your company policies and procedures then click the *Save* button located at the lower right of the form.

The screenshot shows a software window titled "New Recurring Item2190". The window is divided into several sections. At the top, there is a "Site and System" section with contact information for Lindsay Wagner at 13331 Valley View Dr., San Clemente, CA 92672. Below this, the "System" is identified as "A10321 Intrusion" and the "Panel Type" is "UNKNOWN". A tabbed interface is present, with the "Recurring Setup" tab selected and circled in red. Other tabs include "Royalties/Commissions", "Changes", and "Escalations". The "Recurring Setup" section contains various input fields: "Recurring Item" (MON), "Description" (Monitoring), "Sub Item Of" (empty), "Bill Cycle" (Quarterly), "RMR Amount" (35.00), "Cycle Amount" (105.00), "Next Cycle Date" (01-May-14), "Reason for Add" (New RMR), "Recurring Start" (5/1/2014), and "Invoice Group #" (empty). There are also checkboxes for "Enter as Monthly Amt Only" (checked) and "Use Today as Default" (unchecked). On the right side, there are date pickers for "Renewal" (5/1/2019) and "Rate Increase" (5/1/2015), along with fields for "Override %", "PO Number", "PO Expires", "Reference", "Comments", and "Memo". At the bottom right, there are "Save" and "Close" buttons.

## Recurring Setup Form Data Entry Fields

**BillTo** – If the Customer has more than one BillTo record, clicking the *BillTo* button will open a list of all active BillTo records from which to make a selection. If the Customer has only one BillTo record, this will automatically be defaulted into the Recurring Setup form.

The screenshot shows a software window titled "New Recurring Item2190". The window contains a "Site and System" section with the following information:

- Customer: Lindsay Wagner, 13331 Valley View Dr., San Clemente, CA 92672
- System: A10321, Intrusion
- Panel Type: UNKNOWN

Below this information, there are several tabs: "Recurring Setup", "Royalties/Commissions", "Changes", and "Escalations". The "Recurring Setup" tab is highlighted with a blue circle. To the right of the customer information, there is a "BillTo" button, which is highlighted with a red circle. Below the tabs, there are input fields for "Recurring Item" (set to "MON") and "Renewal" (set to "5/1/2019").

**Recurring Item** – Choose the appropriate Recurring Item code that describes the type of service that will be invoiced to the Customer. Make a selection from the drop-down list by clicking the arrow to the right of the field. The Item Code does not print on the Customer's invoice. This field is required.

**Description** – This field will automatically default to the description associated with the Recurring Item code maintained in SedonaSetup/Invoice Items. The description may be overridden by the User and will only affect this one Recurring Line. The User may enter up to 50 characters of information into this field. The text in this field will print on the Customer's invoice. This field is required.

**Sub Item Of** – Select the Recurring Item to be used as a roll-up Recurring Item. If the Customer will be invoiced for multiple Recurring Lines and it is desired to group certain Recurring Lines together so that only one Recurring Item appears on the customer invoice, the User would assign the same Sub Item of Recurring Item to each recurring line that will be grouped together. This field is optional.

**Bill Cycle** – This field indicates how frequently the Customer will be invoiced for the Recurring Item. Select from one of the available choices: monthly, quarterly, semi-annual or annual. This field is required.

The screenshot shows the 'New Recurring Item2190' window. The 'Site and System' section displays customer information for Lindsay Wagner. The 'Recurring Setup' tab is active, showing the following fields:

Recurring Item	MON	Renewal	5/1/2019
Description	Monitoring	Rate Increase	5/1/2015
Sub Item Of		Override %	
Bill Cycle	Quarterly	PO Number	
RMR Amount	35.00	PO Expires	
Cycle Amount	105.00	Reference	

Additional options include a checked checkbox for 'Enter as Monthly Amt Only' and a 'Comments' field.



**RMR Amount** – If the Bill Cycle of monthly was selected in the previous field, enter the monthly charges for the recurring line. If a Bill Cycle other than monthly was selected in the Bill Cycle field, this field will be grayed out and the amount to invoice will be entered in the Cycle Amount field (next field below). If the Bill Cycle is not monthly, when the User enters an amount in the Cycle Amount field, the RMR Amount field will automatically fill in. This field is required.

**Cycle Amount** – If a Bill Cycle other than monthly was selected, this field will be available to enter the cycle amount. If the monthly charge for this service is \$25.00 per month, and the bill cycle selected was quarterly, the User would enter the Cycle Amount of \$75.00. This field is required.

**Next Cycle Date** – From the drop-down list, select the next cycle date that this recurring line will begin billing by clicking the arrow to the right of the field. If it is needed to back date the start of the recurring prior to the current accounting month, the User may go back as far as 12 months to begin billing. Scroll to the bottom of the Next Cycle Date list to locate and select older billing periods. This field is required.

The screenshot shows a software window titled "New Recurring Item2190". The window is divided into several sections. At the top, there is a "Site and System" section with contact information for Lindsay Wagner. Below this, there are fields for "System" (A10321 Intrusion) and "Panel Type" (UNKNOWN). The main section is titled "Recurring Setup" and contains several fields and tabs. The "Recurring Item" is set to "MON", "Description" is "Monitoring", and "Bill Cycle" is "Quarterly". The "RMR Amount" field is set to "35.00" and is highlighted with a red circle. The "Cycle Amount" field is set to "105.00" and is highlighted with a red rectangle. The "Next Cycle Date" field is set to "01-May-14" and is also highlighted with a red rectangle. The "Enter as Monthly Amt Only" checkbox is checked. Other fields include "Renewal" (5/1/2019), "Rate Increase" (5/1/2015), "Override %", "PO Number", "PO Expires", "Reference", "Comments", and "Memo". The "Reason for Add" is set to "New RMR" and "Recurring Start" is "5/1/2014". There are "Save" and "Close" buttons at the bottom right.

## Prorating Recurring

If it is your company policy to prorate recurring lines, the User will select the Month/Year that services begin, then in the RMR Start Date field enter the date you will begin billing for the recurring line. For example if the recurring is billed monthly and the services started on May 14, 2019 and the May 2019 cycle billing has already been generated, by entering the Next Cycle Date of May 2019 and the RMR Start Date of May 14, 2019, when the June 2019 cycle is generated, the customer will be invoiced for the period of May 14, 2019 through June 30, 2019.

Note: Some companies re-run the current cycle period once a day or once a week to pick up any new recurring that was activated after the main cycle batch was run.

**Reason for Add** – Select the RMR reason code from the drop-down list that identifies the reason for the creation of this Recurring Line. This field is required.

**RMR Start Date** – Enter the date that recurring services will begin billing for this Recurring Line. If it is your company policy to prorate Recurring Lines that start after the beginning of a normal billing cycle, this may be accomplished by entering the actual start date of the Recurring Line in this field and then selecting this same month/year in the Next Cycle Date field. This is a required field.

**Invoice Group#** – The Invoice Group Number will default to 0 when the recurring line is saved. If you need to separate some recurring lines into various groups to be invoiced at different times, you may create your own groups numbered from 1 to 9. Some customers may only be billed in arrears; creating a group for arrears billed customers is very common.

The screenshot shows the 'New Recurring Item' window with the following details:

- Site and System:** Lindsay Wagner, 13331 Valley View Dr., San Clemente, CA 92672. System: A10321 Intrusion. Panel Type: UNKNOWN.
- Recurring Setup Tab:**
  - Recurring Item: MON
  - Description: Monitoring
  - Sub Item Of: (empty)
  - Bill Cycle: Quarterly
  - Renewal: 5/1/2019
  - Rate Increase: 5/1/2015
  - Override %: (empty)
  - PO Number: (empty)
  - PO Expires: (empty)
  - Reference: (empty)
  - Comments: (empty)
  - Memo: (empty)
- Financial Fields:**
  - RMR Amount: 35.00
  - Cycle Amount: 105.00
  - Next Cycle Date: 01-May-14
  - Enter as Monthly Amt Only:
- Required Fields (highlighted in red):**
  - Reason for Add: New RMR
  - Recurring Start: 5/1/2014
  - Invoice Group #: (empty)

**Renewal** – This field is used in conjunction with the following field *Rate Increase* (date) by the Company Rate Change program within SedonaOffice to select recurring lines which are eligible for rate increases. If your company will not be using the Company Rate Change program, information entered into this field may be used for reporting purposes. This field is optional but recommended.

**Rate Increase** – This field is used in conjunction with the previous field *Renewal* (date) by the Company Rate Change program within SedonaOffice to select recurring lines which are eligible for rate increases. This date represents when the recurring line is eligible to be rate increased. If your company will not be using the Company Rate Change program, information entered into this field may be used for reporting purposes. This field is optional but recommended.

**Override %** – Information entered into this field is used by the Company Rate Change program. If a value is entered into this field, this will be the percentage by which this recurring line will be increased when using the Company Rate Change program. This field is optional.

The screenshot shows the 'New Recurring Item' form in SedonaOffice. The form is titled 'New Recurring Item2190' and is divided into several sections. The 'Site and System' section at the top shows the user's name, address, and system information. The 'Recurring Setup' section is highlighted with a blue circle and contains fields for 'Recurring Item' (MON), 'Description' (Monitoring), 'Sub Item Of', 'Bill Cycle' (Quarterly), 'RMR Amount' (35.00), 'Cycle Amount' (105.00), 'Next Cycle Date' (01-May-14), 'Reason for Add' (New RMR), 'Recurring Start' (5/1/2014), and 'Invoice Group #'. The 'Renewal', 'Rate Increase', and 'Override %' fields are highlighted with a red circle. The 'Renewal' field is set to 5/1/2019, the 'Rate Increase' field is set to 5/1/2015, and the 'Override %' field is empty. The 'Enter as Monthly Amt Only' checkbox is checked, and the 'Use Today as Default' checkbox is unchecked. The form has 'Save' and 'Close' buttons at the bottom right.

**PO Number** – If your customer has provided a purchase order number which needs to be printed on the cycle invoice, enter that number into this field. This field is optional.

**PO Expires** – If a PO Number was entered in the previous field and will expire on a particular date, you may enter the expiration date of the PO in this field. This field is optional.

**Note:** If a PO Expiration date is set up on the recurring line, this will not cause the customer to stop billing as of that date; this is for informational purposes only. We recommend that you generate the Cycle PO Expiration report every month so that you may contact your customers for a new PO Number prior to the expiration date of the current PO. This report is found on the Report Manager within the Client Management report listing.

The screenshot shows a software window titled "New Recurring Item2190". The window is divided into several sections. At the top, there is a "Site and System" section with contact information for Lindsay Wagner. Below this, there are fields for "System" (A10321 Intrusion) and "Panel Type" (UNKNOWN). The "Recurring Setup" tab is selected and highlighted with a blue circle. This tab contains various fields for configuring the recurring item, including "Recurring Item" (MON), "Description" (Monitoring), "Sub Item Of", "Bill Cycle" (Quarterly), "Renewal" (5/1/2019), "Rate Increase" (5/1/2015), "Override %", "RMR Amount" (35.00), "Cycle Amount" (105.00), "Next Cycle Date" (01-May-14), "Reason for Add" (New RMR), "Recurring Start" (5/1/2014), and "Invoice Group #". A red circle highlights the "PO Number" and "PO Expires" fields. Other fields include "Reference", "Comments", and "Memo". There are "Save" and "Close" buttons at the bottom right.

**Reference** – This is a free form text field to enter information specific to this recurring line. This field is for information purposes only and will only print on certain Custom Invoice forms. The User may enter up to 255 characters into this field. This field is optional.

**Comments** – This is a free form text field to enter comments specific to this recurring line. This field is for information purposes only and will only print on certain Custom Invoice forms. The User may enter up to 255 characters of information into this field. This field is optional.

**Memo** – The Memo field is used to enter information pertaining to the Recurring Line. This information prints on certain custom invoice printing forms. This field is typically used for internal company information. This information will not print on the customer invoice unless a custom invoice form that prints this field is selected during printing, or the printing option of "Show Item Memos" has been selected on the Printing Preference/Item Detail form. The User may enter up to 2,000 characters of information into this field. This field is optional.

The screenshot shows a software window titled "New Recurring Item2190". The window is divided into several sections. At the top, there is a "Site and System" section with contact information for Lindsay Wagner. Below this, there are fields for "System" (A10321 Intrusion) and "Panel Type" (UNKNOWN). The "Recurring Setup" tab is selected and highlighted with a blue circle. This tab contains various configuration fields: "Recurring Item" (MON), "Description" (Monitoring), "Sub Item Of" (empty), "Bill Cycle" (Quarterly), "RMR Amount" (35.00), "Cycle Amount" (105.00), "Next Cycle Date" (01-May-14), "Reason for Add" (New RMR), "Recurring Start" (5/1/2014), and "Invoice Group #" (empty). There are also checkboxes for "Enter as Monthly Amt Only" (checked) and "Use Today as Default" (unchecked). On the right side of the "Recurring Setup" tab, there are fields for "Renewal" (5/1/2019), "Rate Increase" (5/1/2015), "Override %", "PO Number", and "PO Expires". At the bottom right of the window, there are three text input fields: "Reference", "Comments", and "Memo", which are collectively highlighted with a red rounded rectangle. "Save" and "Close" buttons are located at the bottom right of the window.

# Royalties/Commissions Tab

The *Royalties/Commissions* form is used to set up commission amounts for a Salesperson or a Vendor. If a record is set up for either an Employee or an Accounts Payable Vendor, each time the recurring line is invoiced, the amount entered in setup will record an entry into a commissions table and will post amounts to the general ledger. When your company is ready to pay the commission/royalties, a report may be produced to determine the amounts to pay.

Continue on to the following pages for definitions of each data entry field on the *Royalties/Commissions* form.

The screenshot shows a software window titled "New Recurring Item2190". The window is divided into several sections:

- Site and System:** Contains contact information for Lindsay Wagner at 13331 Valley View Dr., San Clemente, CA 92672. It also lists System: A10321 Intrusion and Panel Type: UNKNOWN.
- Recurring Setup:** A tabbed interface with "Royalties/Commissions" selected. Below the tabs is a table with columns: Amount, Type, Name, Start, End.
- Royalty Information:** Contains fields for:
  - Monthly Amt: 3.00
  - Debit Acct: 591000 (COS - RMR Royalties)
  - Credit Acct: 248110 (Deferred RMR Royalties)
  - Post To General Ledger: checked
  - Deferred Royalty: checked
  - Employee Royalty: selected
  - Vendor Royalty: unselected
  - Employee: George Miller
  - Start Date: 5/1/2014
  - End Date: (empty)
  - Vendor: (empty)
  - Memo: (empty)

Buttons for "New", "Save", "Delete", "Save", and "Close" are visible at the bottom of the form.

## Data Entry Fields for the Royalties/Commissions form

### Recurring Royalty/Commission Setup for an Employee

**Amount** - Enter the monthly dollar amount of the Royalty. If the recurring line is being cycled quarterly and the User enters the amount of \$2.00, a Royalty will be generated for \$2.00 for each month in the service period, i.e. a total of \$6.00.

**Deferred Royalty** - If this option is selected, and the recurring line billing cycle is other than monthly, the Royalty amount will be divided up into monthly amounts for each month within the service period being cycle invoiced. For example, if a customer was cycled for the service period of October through December(quarterly), and the monthly Royalty amount is \$2.00, three Royalty records will be created for \$2.00 each; October, November and December.

**Employee Royalty** - Select this option.

**Employee** - From the drop-down list, select the name of the Employee to receive the Royalty.

**Post to General Ledger** - If the Royalty amount is to be posted to the General Ledger when cycle invoices are posted for this recurring line, select this option then select the GL Account Numbers to use for the debit and credit side of the transaction in the next two fields.

**Debit Account** - This field is only available if the *Post to General Ledger* option was selected. Select the GL Account Number for the Debit side of the Royalty. This is typically cost of goods sold or an expense account such as Recurring Royalties.

**Credit Account** - This field is only available if the *Post to General Ledger* option was selected. Select the GL Account Number for the Credit side of the Royalty. This is typically a liability account such as Deferred RMR Royalties. When checks are written to the employee, this GL Account should selected for the expense.



**Start Date** - Enter the date on which the Royalty will begin. This is typically the next cycle date for the recurring line. If the recurring line has never been invoiced and the first invoice will be prorated for a partial cycle, the Royalty will also be generated as a prorated amount. For example, if the next cycle date is 08/01/2019 and the recurring start date is 08/15/2019, the Royalty will be prorated for the period of 08/15/2019 through 08/31/2019.

**End Date** - If the Royalty will only be paid for a limited period of time, enter the last date for the Royalty. For example, if the Royalty will only be paid for the first year of services billed to the customer, and the start date was entered as 08/01/2019, then the end date would be set to 07/31/2020. If the Royalty is to be paid as long as the customer is actively being billed, do not enter a date into this field.

**Memo** - The User may enter up to 256 characters into this field; this is for information purposes only and does not print on any customer document.

The screenshot shows the 'Recurring Edit 2190' window with the following details:

- Site and System:** Lindsay Wagner, 13331 Valley View Dr., San Clemente, CA 92672. System: A10321 Intrusion. Panel Type: UNKNOWN.
- Recurring Setup:** Royalties / Commissions (selected tab).
- Royalty Information:**
  - Monthly Amt: 3.00
  - Defered Royalty
  - Employee Royalty (circled in red)
  - Vendor Royalty
  - Debit Acct: 591000 (COS - RMR Royalties)
  - Credit Acct: 248110 (Deferred RMR Royalties)
  - Employee: George Miller
  - Start Date: 5/1/2014
  - End Date: (empty)
  - Vendor: (empty)
  - Memo: (empty)
- Buttons:** New, Save, Delete, Save, Close.

## Data Entry Fields for the Royalties/Commissions form

### Recurring Royalty Setup for a Vendor

**Amount** - Enter the monthly dollar amount of the Royalty. If the recurring line is being cycled quarterly and the User enters the amount of \$2.00, a Royalty will be generated for \$2.00 for each month in the service period; i.e. a total of \$6.00.

**Deferred Royalty** - If this option is selected, and the recurring line billing cycle is other than monthly, the Royalty amount will be divided up into monthly amounts for each month within the service period being cycle invoiced. For example, if a customer was cycled for the service period of October through December(quarterly), and the monthly Royalty amount is \$2.00, three Royalty records will be created for \$2.00 each; October, November and December.

**Vendor Royalty** - Select this option.

**Vendor** - From the drop-down list, select the name of the Vendor to receive the Royalty.

**Post to General Ledger** - If the Royalty amount(s) is to be posted to the General Ledger when cycle invoices are posted for this recurring line, select this option then select the GL Account Numbers to use for the debit and credit side of the transaction in the next two fields.

**Debit Account** - This field is only available if the *Post to General Ledger* option was selected. Select the GL Account Number for the Debit side of the Royalty. This is typically an expense account such as Recurring Royalties.

**Credit Account** - This field is only available if the *Post to General Ledger* option was selected. Select the GL Account Number for the Credit side of the Royalty. This is typically a liability account such as Royalties Payable. When checks are written to the vendor, this GL Account is selected for the expense.

**Start Date** - Enter the date on which the Royalty will begin. This is typically the next cycle date for the recurring line. If the recurring line has never been invoiced and the first invoice will be prorated for a partial cycle, the Royalty will also be generated as a prorated amount. For example, if the next cycle date is 08/01/2019 and the recurring start date is 08/15/2019, the Royalty will be prorated for the period of 08/15/2019 through 08/31/2019.

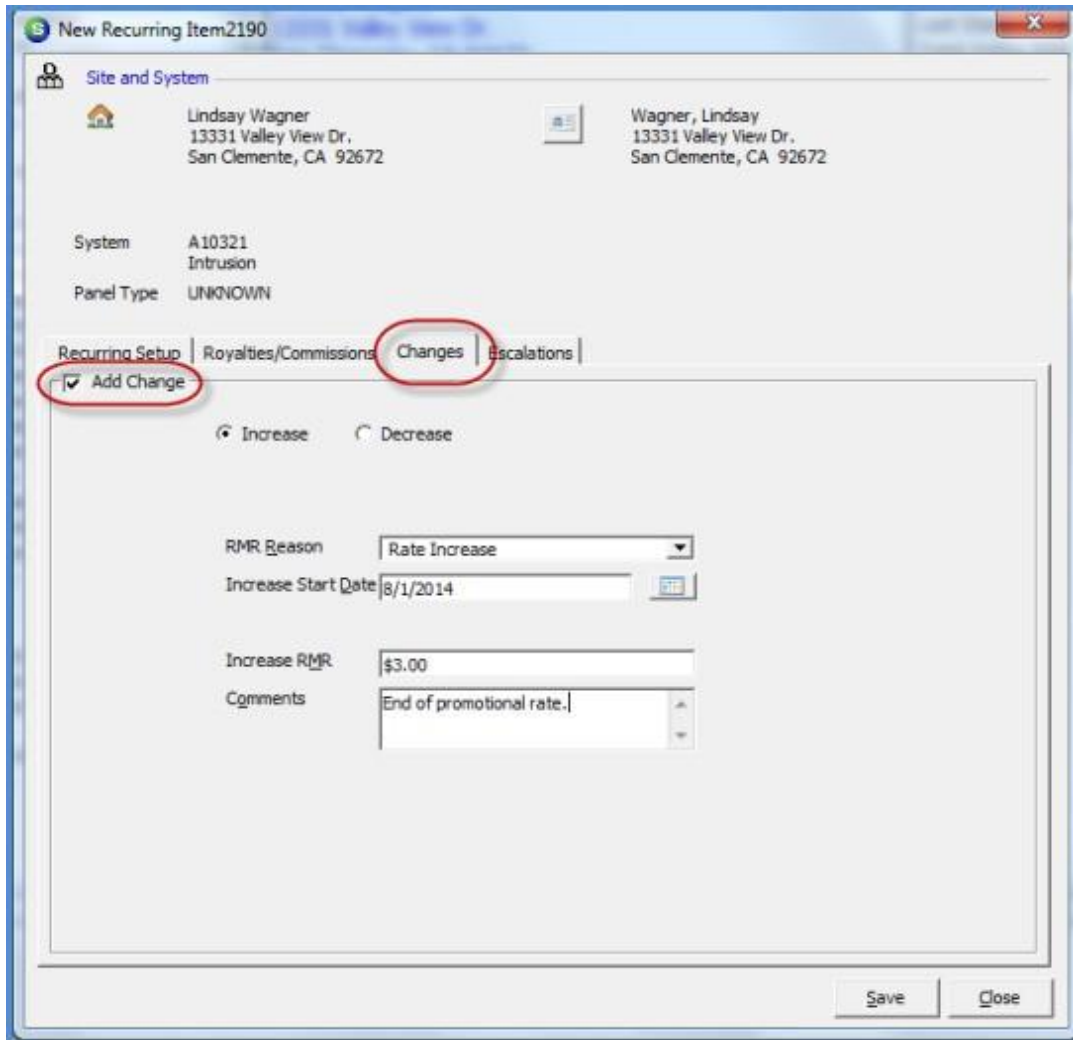
**End Date** - If the Royalty will only be paid for a limited period of time, enter the last date for the Royalty. For example, if the Royalty will only be paid for the first year of services billed to the customer, and the start date was entered as 10/01/2019, then the end date would be set to 09/30/2020. If the Royalty is to be paid as long as the customer is actively being billed, do not enter a date into this field.

The screenshot shows the 'Recurring Edit 2190' window. At the top, there are two address blocks for 'Lindsay Wagner' at '13331 Valley View Dr. San Clemente, CA 92672'. Below this, the 'System' is 'A10321 Intrusion' and the 'Panel Type' is 'UNKNOWN'. The 'Recurring Setup' tabs include 'Royalties / Commissions' (which is selected and circled in red) and 'Escalations'. A table with columns 'Amount', 'Type', 'Name', 'Start', and 'End' is currently empty. The 'Royalty Information' section contains several fields: 'Monthly Amt' is 5.00; 'Defered Royalty' is checked; 'Employee Royalty' is unselected; 'Vendgr Royalty' is selected and circled in red; 'Post To General Ledger' is checked; 'Debit Acct' is 591000 (COS - RMR Royalties); 'Credit Acct' is 248110 (Deferred RMR Royalties); 'Employee' is empty; 'Start Date' is 5/1/2014; 'End Date' is empty; 'Vendor' is Bentley Construction Company; and 'Memo' is empty. At the bottom, there are buttons for 'New', 'Save', 'Delete', 'Save', and 'Close'.

# Changes Tab

The *Changes* form is used to set up a future rate increase, future rate decrease or future cancellation for the Recurring Line. The Changes form is only available when initially creating a new recurring line. If nothing is entered on the form at that time, any changes for the recurring line must be handled manually.

Continue onto the following pages for definitions of each data entry field on the *Changes* form.



The screenshot shows a software window titled "New Recurring Item2190". The window is divided into several sections. At the top, there is a "Site and System" section with contact information for Lindsay Wagner at 13331 Valley View Dr., San Clemente, CA 92672. Below this, the "System" is identified as "A10321 Intrusion" and the "Panel Type" is "UNKNOWN". The "Changes" tab is selected and highlighted with a red circle. Within this tab, the "Add Change" checkbox is checked and also highlighted with a red circle. There are two radio buttons: "Increase" (selected) and "Decrease". Below these are several input fields: "RMR Reason" is a dropdown menu set to "Rate Increase"; "Increase Start Date" is a date field set to "8/1/2014"; "Increase RMR" is a text field set to "\$3.00"; and "Comments" is a text area containing "End of promotional rate.". At the bottom right of the window are "Save" and "Close" buttons.

# Data Entry Fields for the Changes form

## Future Rate Increase

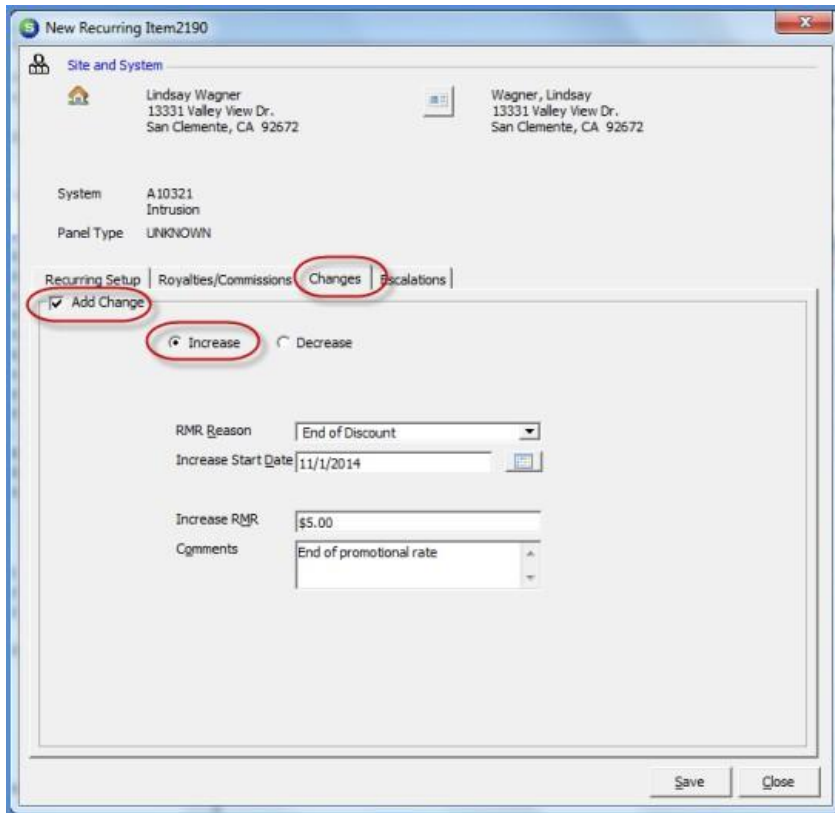
When creating a new recurring line, you have the option of setting up a future increase. This is typically used when a promotional rate is offered to the customer for a limited period of time.

**RMR Reason** - Select the RMR reason code from the drop-down list that identifies the reason for the Rate Increase of this Recurring Line. This field is required.

**Increase Start Date** - Enter the date on which Rate Increase will go into effect and begin billing for this Recurring Line.

**Increase RMR** - Enter the monthly amount of the increase. If the current rate is \$20.00 per month and the recurring line will increase to \$25.00 per month, enter the amount of \$5.00.

**Comments** - This is a free form text field to enter comments specific to this recurring line rate increase. This field is for information purposes only and will not print on the customer invoice. The User may enter up to 255 characters of information into this field. This field is optional. This comment is displayed in the RMR History record for the recurring line increase.



## Future Rate Decrease (Partial)

When creating a new recurring line, you have the option of setting up a future rate decrease that is a Partial or a Full decrease type. The Partial option would be used if you are setting up a rate reduction. The Full decrease would be used if the recurring line will stop billing as of a particular date.

A Partial Rate Decrease is typically used when a customer begins services at a higher than typical rate due to a credit score that is below the company's normally accepted rate. After a certain period of time, you may automatically decrease the rate for the customer.

**Decrease Type** - Select the *Partial* radio button to set up a Rate Decrease.

**RMR Reason** - Select the RMR reason code from the drop-down list that identifies the reason for the Rate Decrease of this Recurring Line. This field is required.

**Cycle Ending Date** - Enter the date on which Rate Decrease will go into effect and begin billing for this Recurring Line.

**Reduce RMR** - Enter the monthly amount of the decrease with a negative value. If the current rate is \$25.00 per month and the recurring line will decrease to \$20.00 per month, enter the amount of -5.00.

**Comments** - This is a free form text field to enter comments specific to this recurring line rate decrease. This field is for information purposes only and will not print on the customer invoice. The User may enter up to 255 characters of information into this field. This field is optional. This comment is displayed in the RMR History record for the recurring line decrease.

The screenshot shows a software window titled "New Recurring Item2190". It has a "Site and System" header with contact information for Lindsay Wagner. Below this, there are fields for "System" (A10321 Intrusion) and "Panel Type" (UNKNOWN). The main area is divided into tabs: "Recurring Setup", "Royalties/Commissions", "Changes", and "Escalations". The "Changes" tab is active, showing a "Recurring Setup" section with a checked "Add Change" checkbox. Below this are radio buttons for "Increase", "Decrease", "Full", and "Partial", with "Decrease" and "Partial" selected. Further down, there are fields for "RMR Reason" (Good Credit), "Cycle Ending Date" (4/30/2015), "Reduce RMR" ((\$5.00)), and "Comments" (Credit Score improvement after 1st year of service.). "Save" and "Close" buttons are at the bottom right.

## Future Rate Decrease (Full)

When creating a new recurring line, you have the option of setting up a future rate decrease that is a Partial or a Full decrease type. The Full decrease would be used if the recurring line will stop billing as of a particular date; basically this is considered a future cancellation.

**Decrease Type** - Select the *Full* radio button to set up a Full Decrease (cancellation).

**RMR Reason** - Select the RMR reason code from the drop-down list that identifies the reason for the Cancellation of this Recurring Line. This field is required.

**Cycle Ending Date** - Enter the date on which Cancellation will go into effect and stop billing for this Recurring Line.

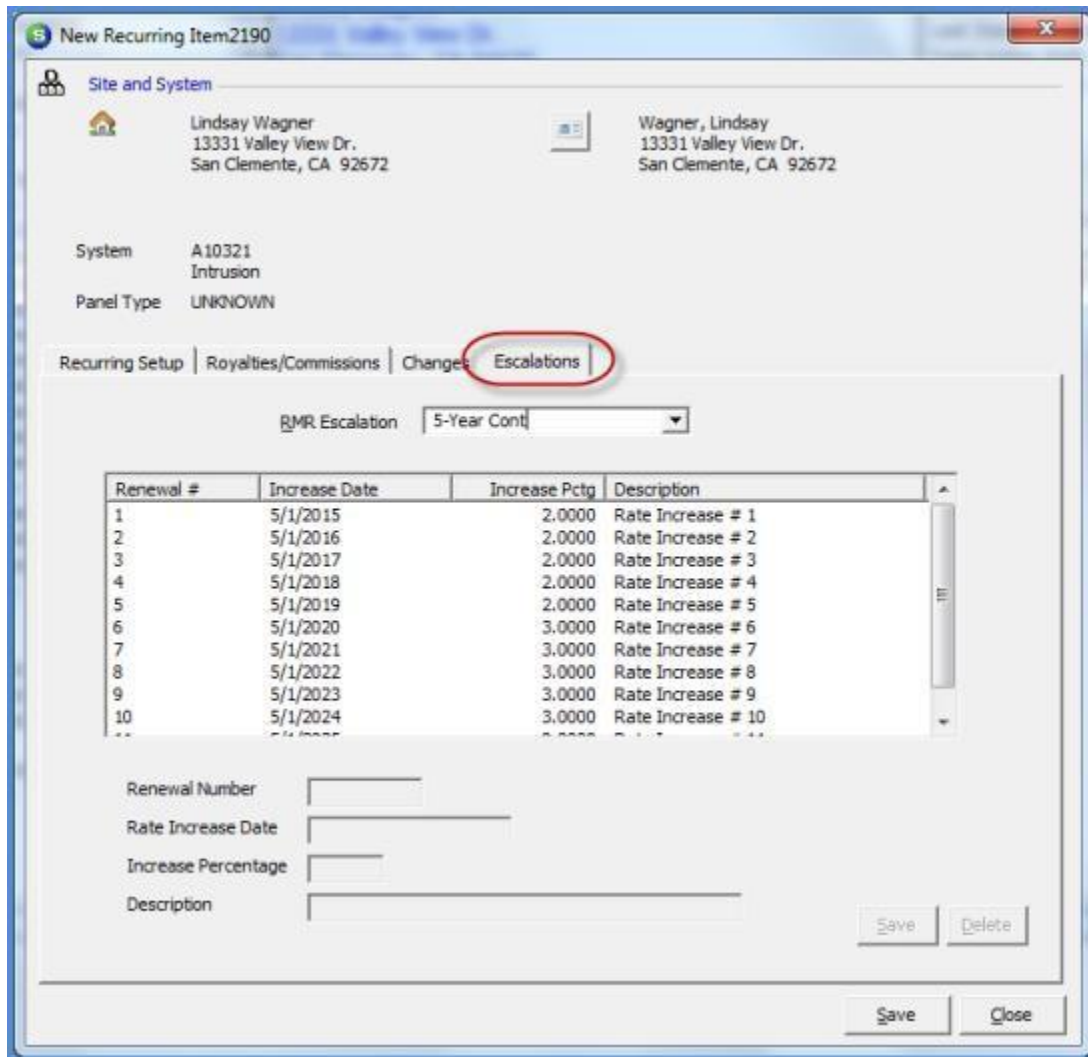
**Reduce RMR** - The amount field will automatically fill in; this amount may not be modified.

**Comments** - This is a free form text field to enter comments specific to this recurring line cancellation. This field is for information purposes only. The User may enter up to 255 characters of information into this field. This field is optional. This comment is displayed in the RMR History record for the recurring line cancellation.

The screenshot shows a software window titled "New Recurring Item2190". At the top, it displays "Site and System" information for Lindsay Wagner at 13331 Valley View Dr., San Clemente, CA 92672. Below this, it lists "System: A10321 Intrusion" and "Panel Type: UNKNOWN". The main area has four tabs: "Recurring Setup", "Royalties/Commissions", "Changes", and "Escalations". The "Changes" tab is active, and within it, the "Add Change" checkbox is checked. Under "Add Change", there are three radio button options: "Increase", "Decrease", and "Partial". The "Decrease" radio button is selected, and within its group, the "Full" radio button is also selected. Below these options, there are four input fields: "RMR Reason" with a dropdown menu showing "End of Contract"; "Cycle Ending Date" with a text box containing "4/30/2015" and a calendar icon; "Reduce RMR" with a text box containing "-25"; and "Comments" with a text area containing "Non renewing service-need new contract.". At the bottom right of the window are "Save" and "Close" buttons.

# Escalations Tab

The *Escalations* form is used to setup a schedule to be used for future rate increases and is used in conjunction with the Company Rate Change program. To be able to use this feature, you must first have at least one record setup in RMR Escalations setup table within SedonaSetup. If the User does not have the appropriate permissions, this option will not be available.





## Data Entry Fields for the Escalations form

The *Escalations* form is used to set up a schedule to be used for future rate increases. To be able to use this feature, you must first have at least one record in RMR Escalations setup table in SedonaSetup. Using the recurring escalations is optional.

If the User does not have the appropriate permissions, this option will not be available.

Within the *Escalations* form select the RMR Escalation Type from the drop-down list. Once an RMR Escalation type has been selected, the grid area will auto-fill with the preset Rate Increase schedule. This may be changed if necessary, by clicking on the row within the grid and then making any changes in the lower section of the form. If a modification is made, make certain to click the Save button located at the lower right of this form to save your change.

If you want to remove any of the rows, click on the row within the grid area then click the delete button.

The screenshot shows a software window titled "New Recurring Item2190". It contains a "Site and System" section with contact information for Lindsay Wagner. Below this is a tabbed interface with "Escalations" selected. A dropdown menu for "RMR Escalation" is set to "3-Year Cont". A table displays a schedule of rate increases from 2015 to 2024. At the bottom, there are input fields for "Renewal Number", "Rate Increase Date", "Increase Percentage", and "Description", along with "Save" and "Delete" buttons.

Renewal #	Increase Date	Increase Pctg	Description
1	5/1/2015	3.0000	Rate Increase # 1
2	5/1/2016	3.0000	Rate Increase # 2
3	5/1/2017	3.0000	Rate Increase # 3
4	5/1/2018	4.0000	Rate Increase # 4
5	5/1/2019	4.0000	Rate Increase # 5
6	5/1/2020	4.0000	Rate Increase # 6
7	5/1/2021	5.0000	Rate Increase # 7
8	5/1/2022	5.0000	Rate Increase # 8
9	5/1/2023	5.0000	Rate Increase # 9
10	5/1/2024	5.0000	Rate Increase # 10