Item Codes Method - Imported Customer List

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This Company Rate Change method describes how to set up and post a Company Rate Change batch using an imported list of customer numbers. There are two options to choose from when using an imported customer list. You may choose to include only the customers in the list or exclude them customers in the list. The same rules would apply as to which customers are excluded using the exclusion rules for contract dates and recently increased customers selected on the Setup Information form and for any customer, or systems with OK to increase dates that are greater than the rate change effective date, or recurring lines that have a rate increase date beyond the selected effective date for the rate change batch.

You may use the Percentage or Flat Amount option when using this method. Please refer to either the Flat Amount or Percentage and follow the instructions for the pages describing Setup Information, Branches, and Items. Once these three steps have been completed, continue with the steps below.

The example provided in this section is using an imported customer list with the percentage increase method.

Import List

The import file may contain several columns of information; however, the first column of this file must contain the customer number. This imported customer list may be used as the basis of customers to be included or excluded from the Company Rate Change batch. If using an imported customer list as the basis for including customers, only the customers on the list with eligible recurring lines will be included in the Company Rate Change batch. If selecting the option of excluding customers who are on the imported list, any recurring lines associated with a customer on the list will be excluded from the Company Rate Change batch.

From the Import List form click the Import File button located at the lower right of the form. Select the file from the directory and select Open.

Include Imported Customers – By selecting this option, only the customers on the list with eligible recurring lines will be included in the Company Rate Change batch.

Exclude Imported Customers - If selecting is option, any recurring lines associated with a customer on the list will be excluded from the Company Rate Change batch.

Once the Customer List has been imported proceed to the Notes form.

Notes

The Notes form is provided to track information regarding this rate change batch. Notes are permanent and may not be modified or deleted once saved. To enter a new note, type the note into the lower tier of the Notes form. Each note may be up to 256 characters long. When finished, click the Add Notes button located at the bottom of the form to save. Notes can be added at any time up until the time the batch is posted.

Customers

Once all selections have been made on the Setup Information form, Branch selections have been made on the Branches form, and you have made any desired changes to the Items form, navigate to the Customers form and click the Get Customers button located at the bottom right.

The Customer form displays the customer number, site name, Invoice Item code, the current monthly rate, the amount the recurring will be increased, and a column displaying the new monthly rate that will go into effect if the batch is posted. A total of all proposed rate increases is displayed at the bottom of the form.

A list of all recurring lines will be listed that are eligible for a rate increase according to your selection criteria from Setup Information, Branch selections, and Item code selections. You may review the list to make any further exclusion determinations. If recurring lines are on the list and you do not want to rate change them, you would need to enter a date in one of the evaluation date fields that would eliminate the customer recurring line(s) from the batch. After making changes to any customer, system, or recurring dates, you would then return to this Customer form and click the Get Customers button to refresh the list. You may do this as many times as you desire until you have the desired list of customer recurring lines to rate increase.

Once you are satisfied with the results and are ready to post the rate increases, proceed to the Post Rate Change form.

Post Rate Change

Once a Rate Change has been posted, it CANNOT be reversed. You must first perform a backup of your database BEFORE posting the Rate Increase Batch. If you post a batch and immediately find you have made an error, you will be able to restore your database to the original condition with your database backup. It is highly recommended that you use a Sandbox company to practice your rate increases before applying to your main company database.

Company Rate Change batches should be posted *after* the cycle invoicing has been posted for the month before the Effective Date of the rate change. For example, if the Rate Change Effective date is 04/01/2013, do not post the Rate Change Batch until the March 2013 cycle invoicing batch(es) have been posted.

After making a backup copy of your database, you will be ready to post the batch. Posting the batch will mark the end date of each recurring line being increased to one day before the Effective date of the Rate Change. The program then creates a new recurring line with the new rates that were posted.

RMR Reason – You must select an RMR Reason code from the drop-down list. Typically the Rate Increase reason code is selected.

Invoice Memo (optional) – You have the option of creating an invoice memo that will print on the next cycle invoice for all of the customers in the Company Rate Change batch being posted.

Post – Once an RMR reason code has been selected and the invoice memo has been entered (optional), click the *Post* button located in the center of the form. After clicking the post button, a message will be displayed confirming you are ready to post; click