Increasing a Recurring Line

Last Modified on 01/09/2023 2:08 pm EST

Recurring Lines may be manually increased from the Customer Explorer. Follow the steps below for complete instructions.

1. Open the Customer Explorer record for which a recurring line will be increased.

2. From the Customer Tree highlight the Recurring option; in the Active Pane highlight the Recurring Line to be increased, right-click and select the Increase RMR option.

3. The Recurring Increase form will be displayed.

- Select the RMR Reason code for the rate increase from the drop-down list.
- Enter the Increase Start Date; this is the date the new recurring monthly rate will go into effect.
- In the Increase RMR field enter the monthly amount by which the recurring line will be increased. For example, if the current monthly rate is 49.00 and the new monthly amount will be increased to 50.00, then enter 1.00 in the Increase RMR field.
- You may enter detailed information into the Comments field for reference purposes. Any information entered into the Comments field is displayed when viewing the details of the RMR History record for the increased recurring line.

Click the Save button at the bottom of the form when finished.

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