

# RMR Cancellation %

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The RMR Cancellation % Report will print recurring lines cancelled for a calendar year by month. The report is grouped by Residential and Commercial customer types; within the customer type group totals are printed by RMR Reason Code. The last column will print the percentage of the total cancellations by reason code. The last page of the report will print totals by Reason Code for all branches and all customer types.

This report has a branch option; if multiple branches are selected, a new report will print for each unique branch. Once the desired options have been selected on the report options form, click the OK button to display the report in Print Preview mode.

## Report Selections

- Branch - The default is to display data for All Branches. If the data for only certain Branches is desired, you may highlight the first Branch, then depress the CTRL key and highlight additional Branches within the list.
  - Hide Inactive Branches - If data is not to be listed for inactive Branches, select this option.
  - Show Each Branch - If this option is selected, a new page will begin with each unique Branch. Totals are printed after all data is printed for a Branch. The last page of the report will print Totals by Branch and a Grand Total for all Branches.

## Options

- Show Reporting Items - When this option is selected, recurring lines cancelled with an RMR Reason Code that is not the NR Reason Type (non-reporting) will be included on the report.
- Show Non-Reporting Items - When this option is selected, recurring lines cancelled with an RMR Reason Code with a reason type of NR (non-reporting type) will be included on the report.
- Calendar Year - Select the desired calendar year for the report.

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