How to Set Up Customer Specific Service Level Pricing

To set up service level pricing specific to certain customers, follow the process below.

The only way to achieve customer specific service level pricing is to create customer specific service levels and assign those to the customers they are made for. There is no way to create a service level used by multiple customers but change the price to specifically suit certain customers.

To create a new service level:

1. Go to SedonaSetup.
2. Locate the Service Levels in the SV (Service) area.

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3. Click on Service Levels.
4. Create New.
5. Enter all relevant information needed to create the customer specific Service Level.

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6. Once all of the necessary information is entered, save it and then apply it to the Customer's System.

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