



The #1 Financial Software for Security Companies

Company Rate Change

Item Codes Using an Imported Customer List
Reference Guide

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PERENNIAL SOFTWARE

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About this Document

This Reference Document is for use by SedonaOffice customers only. This document is not intended to serve as an operating or setup manual. Its purpose is to provide an overview of the Company Rate Change program when an imported customer list is used.

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Advantages of Using An Imported List

The advantage of using an imported customer list is that users have the ability to remove customers who, for whatever reason, should not be part of the rate change. Using the results of a customer query builder, users may select everyone who should be included in a rate change or select only customers who should be excluded from a rate change.

An inclusion list will enable an audit to be performed comparing the list of customers that your company intends to receive the rate change against the results that Sedona returns based on information contained on their customer, system, and recurring records regarding the acceptable dates for a rate change and other criteria setup on the rate change details page.

An exclusion list may also be used in the rate change process, but the results presented by Sedona will not enable an audit to be performed since the customers returned will be all customers that Sedona considered eligible for the rate increase after *eliminating* all customers on the imported list.

Regardless of whether an inclusion or exclusion list is used, it is important to note that the rate increase will affect all item codes included in the rate increase for the customers regardless of what site they are appearing. It is not possible to exclude specific sites from a rate increase.

Rate Change Process

Performing a company rate change is a multi-step process, and allowing enough time for each step will be key to having an on time completion prior to implementation of the rate change.

Planning the Rate Change

During this time, consideration is made on which customers will be eligible for the rate change so that a customer query builder query can be built to capture the correct customers.

Refresh the Sandbox

It is absolutely imperative that all rate change work be performed in a refreshed sandbox to ensure that the results of the rate change are correct before proceeding to do a rate change in production. SedonaOffice Support can send you the directions for updating (refreshing) your sandbox. **Only after the results have been successfully tested in the Sandbox, should the rate change be done in production.**

Building the Customer Query

A customer query will be built to correctly capture all customers eligible for the rate change.

Executing the Customer Query

During this phase, the customer query builder is created and run to capture all customers eligible for the rate change along with the necessary fields displayed to perform an audit on the results after file has been run through the Company Rate Change program.

Exporting the Results to a .CSV file

The data returned from the customer query must be exported into a .CSV file so that it can be opened in Excel to begin the development of several worksheets.

Development of Excel Worksheets

Three worksheets will be developed in Excel which will be used to further filter out customers who are not to be included in the rate change. Worksheets based on customers who will be included in a rate change will have a worksheet containing a calculation for the monthly increase that will be audited against after the list is imported into the rate change program.

Editing the Excel Worksheets

When a spreadsheet has been developed for all customer who are to be included in a rate change, users will need to review the worksheet and delete any customers who, for any reason, should not be included in the rate change.

Setup of the Rate Change Record in the Company Rate Change Program

The details of the rate change are entered into the Company Rate Change Program including the setup, selection of branches, items which will receive the rate change, and the import of the final Excel worksheet. If an inclusion list of customers is imported, Sedona will compare all customers on the imported list against rate change information held on the customer, system, and recurring records to determine if a rate change is permitted. It will also compare the list to the criteria on the detail record of the company. If the imported list is an exclusion list, it will compare it against all customers who are not on the imported list for the criteria.

Auditing the Results

When the imported list is an “inclusion list” an audit of the results returned by the Company Rate Change Program is done against an excel worksheet to identify any customers who were on the imported list but dropped from the results. This can happen either because they did not meet some or all of the criteria defined on their customer record, system, or recurring record for rate increases and/or did not meet the setup criteria on the Company Rate Change page.

Posting the Rate Change

The rate change is posted. The system will cancel the current recurring line using the date the day before the next cycle date and will setup new recurring using the new rate.

Planning the Rate Change

When considering which customers to include in a rate change, it is important to know the answers to the following questions. If your company is creating a list of customers that will be included in the rate change, the questions for inclusion should be answered. For customers who are creating a list of all customers to be excluded from the rate change, the questions for exclusion should be answered.

For Customers Who Will Be Included In the Rate Change

- Which item codes will be included in the rate increase?
- Will the increase only be for residential customers, commercial customers, or both?
- Will only standard customers receive the rate increase or will this impact subaccounts of a Master account?
- Will the increase affect all customers that have the RMR line or only those that have a monthly minimum dollar amount? If so, what is the dollar amount? Example: if you may have some customers for whom you charge a very low rate, such as \$1.00 per month and do not want to increase those recurring lines. If you enter \$1.01 as the RMR minimum as part of your query, those recurring lines less than \$1.01 will be excluded from the rate change.
- Should the increase only affect customers with a monthly rate up to a certain amount? Example: Most of your customers have a monthly rate of 29.95 but a few that are above that amount and you do not want to increase those that are currently above 29.95 per month. If you enter \$29.95 as the RMR maximum as part of your query, those recurring lines greater than \$29.95 will be excluded from the rate change.
- Should new customers receive an increase? If not, from what starting date on the RMR line or contract date should the rate increase begin?
- If customers have received rate increases in the past, from what date forward should the customer be included in the rate increase?

For Customers Who Will Be Excluded From The Rate Change

- Which item codes will be included in the rate increase?
- Will only standard customers receive the rate increase or will this impact subaccounts of a Master account?
- Should new customers be excluded from the increase? If so, from what start date on the RMR line or contract would the exclusion begin?
- If customers have received rate increases in the past, from what date forward should the customer be excluded in the rate increase?

Building the Customer Query

Creating a Query To Include Customers In A Rate Change

Using the answers to the questions above, create a customer query builder query to define the customers who should be included in the rate increase. In our example, the rate increase will begin February 1, 2017 and include every month through January 31, 2018.

In the example below, the query is asking for a list of customers who have all of the following in common (Group 1).

- Customer must have active RMR
- Customer cannot be cancelled
- Customer cannot be a subaccount of a master account
- The RMR start date must be less than or equal to 01/31/2016
- The last rate increase must be less than or equal to 01/31/2016

Of the customers meeting the above criteria, they must also have at least one of the following RMR types (Group 2):

- CCTV Monitoring
- Carbon Monoxide Monitoring
- Fire Monitoring
- Open/Close Reports

For each customer meeting the required criteria, we want columns defining the customer name, site name, item code, and monthly amount. The monthly amount is very important to have for the excel spreadsheets that will be used for audit reconciliation. We are not looking for the cycle frequency – the monthly amount will be used in the rate increase program.

The screenshot shows the 'Customer Query Builder' window with the following configuration:

Fields to Display	Field	Relation	Criteria	And/Or	Group	Order By	A/D
Customer_Number	RMR_Active	=	Y	And	1		
Customer_Name	Customer_Status	<>	CANC	And	1		
Site_Name	Master_Account	=	N/A	And	1		
Item_Code	Cycle_Start_Date	<=	01/31/2016	And	1		
Monthly_Amount	Last_Rate_Increase_Date	<=	01/31/2016	And	1		
	Item_Code	=	CCTV Monitoring	Or	2		
	Item_Code	=	Carbon Monoxide	Or	2		
	Item_Code	=	Fire Monitoring	Or	2		
	Item_Code	=	OCRPT	And	2		

At the bottom, there is a checkbox for 'Distinct rows' and a 'Criteria Rows' field set to 300.

Creating a Query To Exclude Customers In A Rate Change

Using the answers to the questions above, create a customer query builder query to define the customers who should not be included in the rate increase. In our example, the rate increase will begin February 1, 2017 and include every month through January 31, 2018.

In the example below, the query is asking for a list of customers who have all of the following in common (Group 1).

- Customer must have active RMR
- Customer cannot be cancelled
- Customer cannot be a subaccount of a master account
- The RMR start date must be greater than or equal to 01/31/2016
- The last rate increase must be greater than or equal to 01/31/2016

Of the customers meeting the above criteria, they must also have at least one of the following RMR types (Group 2):

- CCTV Monitoring
- Carbon Monoxide Monitoring
- Fire Monitoring
- Open/Close Reports

For each customer meeting the required criteria, we want columns defining the customer name, site name, item code, and monthly amount. We are not looking for the cycle frequency – the monthly amount will be used in the rate increase program.

The screenshot shows the 'Customer Query Builder' window. On the left is a tree view of available fields. The main area is a table with columns: Field, Relation, Criteria, And/Or, Group, Order By, and A/D. The table contains the following criteria:

Field	Relation	Criteria	And/Or	Group	Order By	A/D
RMR_Active	=	Y	And	1		
Customer_Status	<>	CANC	And	1		
Master_Account	=	N/A	And	1		
Cycle_Start_Date	>=	01/31/2016	And	1		
Last_Rate_Increase_Date	>=	01/01/2016	And	1		
Item_Code	=	CCTV Monitoring	Or	2		
Item_Code	=	Carbon Monoxide	Or	2		
Item_Code	=	Fire Monitoring	Or	2		
Item_Code	=	OCRPT	And	2		

Below the table, there are checkboxes for 'Distinct rows' and 'Criteria Rows: 300'. At the bottom, there is a section for 'RMR as of:' with a date field set to 5/1/2017 and a 'SQL' button.

Executing The Customer Query

Run the Customer Query created in the Build Customer Query section above. Ensure that the RMR As Of Date represents the first day that the rate change will take effect (to ensure that customers who have cancelled their RMR as of the last day of the previous month are excluded from the results. Remove the checkmark next to Distinct Rows. We will need to see each recurring line for a customer.

Running the Query To Include Customers

In the example below, there are 163 recurring lines that are eligible for the rate change. If a customer has more than one recurring line that matches the criteria, each recurring line will be listed for the customer. For example, G.I. Joes Army & Navy has Open Close Reports at two different sites causing them to appear twice on the report. The City of Flint has both Carbon Monoxide and Fire Monitoring resulting in their appearing twice on the list.

Customer Query Builder C:\Users\Annet\Documents\Rate Change For Documentation.sql

Fields to Display	Field	Relation	Criteria	And/Or	Group	Order By	A/D
Customer_Number	RMR_Active	=	Y	And	1		
Customer_Name	Customer_Status	<>	CANC	And	1		
Site_Name	Master_Account	=	N/A	And	1		
Item_Code	Cycle_Start_Date	<=	01/31/2016	And	1		
Monthly_Amount	Last_Rate_Increase_Date	<=	01/31/2016	And	1		
	Item_Code	=	CCTV Monitoring	Or	2		
	Item_Code	=	Carbon Monoxide	Or	2		
	Item_Code	=	Fire Monitoring	Or	2		
	Item_Code	=	OCRPT	And	2		

☐ Distinct rows Criteria Rows: 300

Customer_Number	Customer_Name	Site_Name	Item_Code	Mon
37202	Bundl New England	Bundl New England	OCRPT	
37328	County Yankee Grocer	County Yankee Grocer	OCRPT	
37411	Stephenson, Georgia	Georgia Stephenson	OCRPT	
37706	Wellfleet Marketplace	Wellfleet Marketplace	OCRPT	
37768	Ben & Jerrys Ice Cream	Ben & Jerrys Ice Cream	OCRPT	
37895	Nar Fuel Inc.	Nar Fuel Inc.	OCRPT	
38066	Moloney, Jeanette	Jeanette Moloney	OCRPT	
38096	True Value Hardware Of Yarmo	True Value Hardware Of Yarmo	OCRPT	
38103	Warren, Cornelius	Cornelius Warren	OCRPT	
38128	Cookes Seafood	Cookes Seafood	OCRPT	
38201	Veterinary Associates Of Cap	Veterinary Associates Of Cap	OCRPT	
38309	Bowers, Benjamin	Benjamin Bowers	OCRPT	
38312	Norris, Heath	Heath Norris	OCRPT	
38431	Ksj Enterprises Llc.	Ksj Enterprises Llc.	OCRPT	
38436	Jackson-Hewitt 1749	Jackson-Hewitt 1749	OCRPT	
38577	G.I. Joes Army & Navy	G.I. Joes Army & Navy	OCRPT	
38577	G.I. Joes Army & Navy	G.I. Joes Army & Navy	OCRPT	
388	Wagging Tails Pet Spa	Wagging Tails Pet Spa	Fire Monitoring	
38917	Hicks, Haley	Haley Hicks	OCRPT	
38929	Benson, Chris	Chris Benson	OCRPT	
39055	Windmill Liquors	Windmill Liquors	OCRPT	
39198	Hanson, Carina	Carina Hanson	OCRPT	
392	City of Flint	City of Flint	Carbon Monoxide	
392	City of Flint	City of Flint	Fire Monitoring	
39205	Carroll, Chelsea	Chelsea Carroll	OCRPT	
39213	Rockton Corporation	Rockton Corporation	OCRPT	
39279	Sauldino Rehabilitation Hospital:Childrens ...	Sauldino Rehabilitation Hospital:Childrens ...	OCRPT	

RMR as of: 163 Rows Returned

Running the Query To Exclude Customers

In the example below, there are 195 recurring lines that are not eligible for the rate change. If a customer has more than one recurring line that matches the criteria, each recurring line will be listed for the customer. For example, Spaulding Rehabilitation Hospital has 2 separate Open Close Reports causing them to appear multiple times in the list.

Customer Query Builder C:\Users\Annel\Documents\Rate Change Exclusion List For Documentation.sql

Fields to Display: Customer_Number, Customer_Name, Site_Name, Item_Code, Monthly_Amount

Field	Relation	Criteria	And/Or	Group	Order By	A/D
RMR_Active	=	Y	And	1		
Customer_Status	<>	CANC	And	1		
Master_Account	=	N/A	And	1		
Cycle_Start_Date	>=	01/31/2016	And	1		
Last_Rate_Increase_Date	>=	01/31/2016	And	1		
Item_Code	=	CCTV Monitoring	Or	2		
Item_Code	=	Carbon Monoxide	Or	2		
Item_Code	=	Fire Monitoring	Or	2		
Item_Code	=	OCRPT	And	2		

☐ Distinct rows Criteria Rows: 300

Customer_Number	Customer_Name	Site_Name	Item_Code	M
27582	Amvets Post #70	Amvets Post #70	OCRPT	
27603	Solon Mutual Fire I	Solon Mutual Fire I	OCRPT	
27788	French, Meagan	Meagan French	OCRPT	
27974	Azzaro Westland Llc	Azzaro Westland Llc	OCRPT	
28027	Westland Wine & Spirits	Westland Wine & Spirits	OCRPT	
28125	Snow & Jones	Snow & Jones	OCRPT	
28128	Rustys	Rustys	OCRPT	
28167	Science Research	Science Research	OCRPT	
28176	H.H. Snows & Sons	H.H. Snows & Sons	OCRPT	
28191	Marine Lumber	Marine Lumber	OCRPT	
28242	Tanner, Clarence	Clarence Tanner	OCRPT	
28280	Cleveland Public Schools	Cleveland Public Schools	OCRPT	
28326	Knight, Fiona	Fiona Knight	OCRPT	
28351	V.F.W. Hyannis	V.F.W. Hyannis	OCRPT	
28388	Fuller Electric Co.	Fuller Electric Co.	OCRPT	
28396	Chagrin Falls Honda	Chagrin Falls Honda	OCRPT	
28396	Chagrin Falls Honda	Chagrin Falls Honda	OCRPT	
28534	Box Lunch The/Wellfleet	Box Lunch The/Wellfleet	OCRPT	
28609	Welch, Brice	Brice Welch	Carbon Monoxide	
28624	Deli The	Deli The	OCRPT	
28710	Liberty Warehouse Liquors	Liberty Warehouse Liquors	OCRPT	
28929	Chagrin Falls Package Store	Chagrin Falls Package Store	OCRPT	
28967	Four Seas Ice Cream	Four Seas Ice Cream	OCRPT	
29075	Northside Marina/At Seuil	Northside Marina/At Seuil	OCRPT	
29297	Spaulding Rehabilitation Hospital	Spaulding Rehabilitation Hospital	OCRPT	
29297	Spaulding Rehabilitation Hospital	Spaulding Rehabilitation Hospital	OCRPT	
29299	Lake Fisherman Supply	Lake Fisherman Supply	OCRPT	

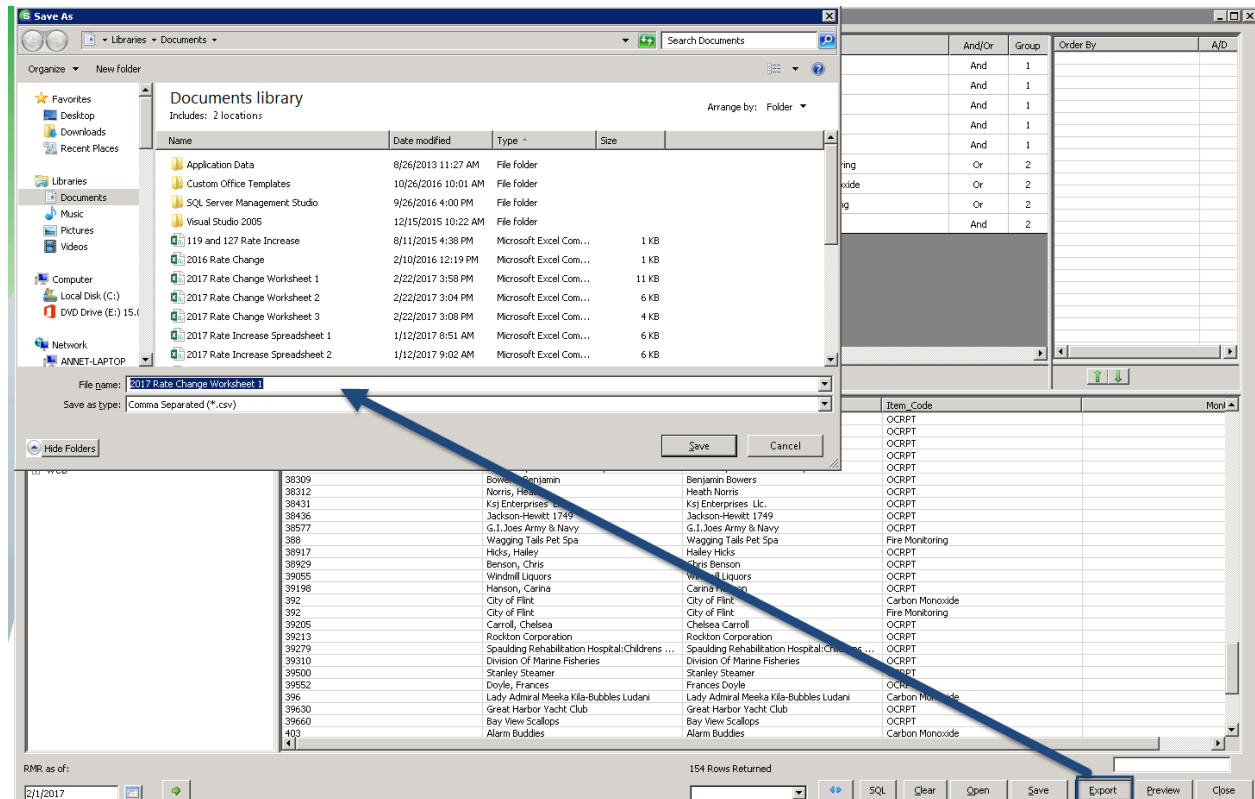
RMR as of: 2/1/2017 195 Rows Returned

SQL Clear Open Save Export Preview Close

Exporting The Results to A .CSV File

The data returned from the query is exported to a .csv file so that it can be opened in Excel. This is done by pressing the Export button on the bottom right-hand side of the screen. The name of the file should include the year of the rate change and Worksheet

1.

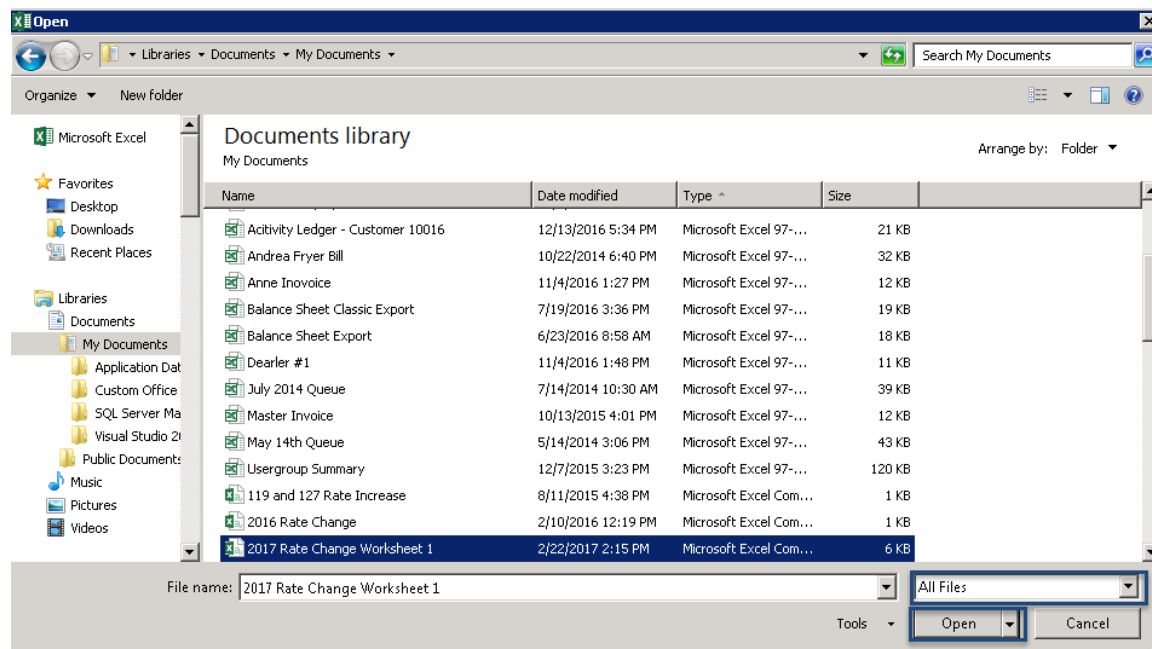


The system will respond with “Export Complete” when the file has been successfully created.

Development of Worksheets

Customers To Be Included In A Rate Change

Open Excel and search for the newly created worksheet. This file does not have a .xls extension, so using “All types” would be the appropriate type of file extension to include in the search. Highlight the file and click open.



Expand the columns so that all data can be seen.

	A	B	C	D	E	F	G	H
1	Customer_Number	Customer_Name	Site_Name	Item_Code	Monthly_Amount			
2	10012	Novi Transitional Learning	Novi Transitional Learning	Carbon Monoxide	\$11.00			
3	10012	Novi Transitional Learning	Novi Transitional Learning	Carbon Monoxide	\$12.00			
4	10031	Hoffman - Audi	Hoffman - Audi	OCRPT	\$46.75			
5	10064	City Cellars	City Cellars	Carbon Monoxide	\$165.00			
6	10197	Robbies Repair	Robbies Repair	OCRPT	\$20.50			
7	12141	Samuel Kaplan M.D.	Samuel Kaplan M.D.	Carbon Monoxide	\$35.00			
8	14057	Johnson, Lacey	Lacey Johnson	Carbon Monoxide	\$26.00			
9	15405	Hoffman Auto Group	Hoffman Auto Group	OCRPT	\$46.75			
10	15406	Hoffman - Honda	Hoffman - Honda	OCRPT	\$46.75			
11	15635	Leonard, Donald	Donald Leonard	Carbon Monoxide	\$30.00			
12	17429	Fusco Brothers	Fusco Brothers	OCRPT	\$23.77			
13	20321	Dutchpoint Credit Union	Dutchpoint Credit Union	OCRPT	\$20.00			
14	20385	Lucas, Adeline	Adeline Lucas	OCRPT	\$46.75			
15	213	Anne Terwilliger	Anne Terwilliger	Fire Monitoring	\$56.00			

Add a new column to this spreadsheet – Increase Amount or (in the event of a rate decrease) a Decrease Amount.

	A	B	C	D	E	F
1	Customer_Numb	Customer_Name	Site_Name	Item_Code	Monthly_Amount	Increase Amount
2	10012	Novi Transitional Learning	Novi Transitional Learning A	Carbon Monoxide	\$11.00	
3	10012	Novi Transitional Learning	Novi Transitional Learning A	Carbon Monoxide	\$12.00	
4	10031	Hoffman - Audi	Hoffman - Audi	OCRPT	\$46.75	
5	10064	City Cellars	City Cellars	Carbon Monoxide	\$165.00	
6	10197	Robbies Repair	Robbies Repair	OCRPT	\$20.50	
7	11351	Johns, Lydia	Lydia Johns	Carbon Monoxide	\$10.30	
8	11351	Johns, Lydia	Lydia Johns	Carbon Monoxide	\$51.50	
9	12141	Samuel Kaplan M.D.	Samuel Kaplan M.D.	Carbon Monoxide	\$35.00	
10	14057	Johnson, Lacey	Lacey Johnson	Carbon Monoxide	\$26.00	
11	15405	Hoffman Auto Group	Hoffman Auto Group	OCRPT	\$46.75	
12	15406	Hoffman - Honda	Hoffman - Honda	OCRPT	\$46.75	
13	15635	Leonard, Donald	Donald Leonard	Carbon Monoxide	\$30.00	
14	17429	Fusco Brothers	Fusco Brothers	OCRPT	\$23.77	
15	20321	Dutchpoint Credit Union	Dutchpoint Credit Union	OCRPT	\$20.00	
16	20385	Lucas, Adeline	Adeline Lucas	OCRPT	\$46.75	

Increase Amount/Decrease Amount

Position the cursor in F2. If the increase or decrease is done by a percentage, multiply column E by the percentage to get the monthly dollar increase/decrease.

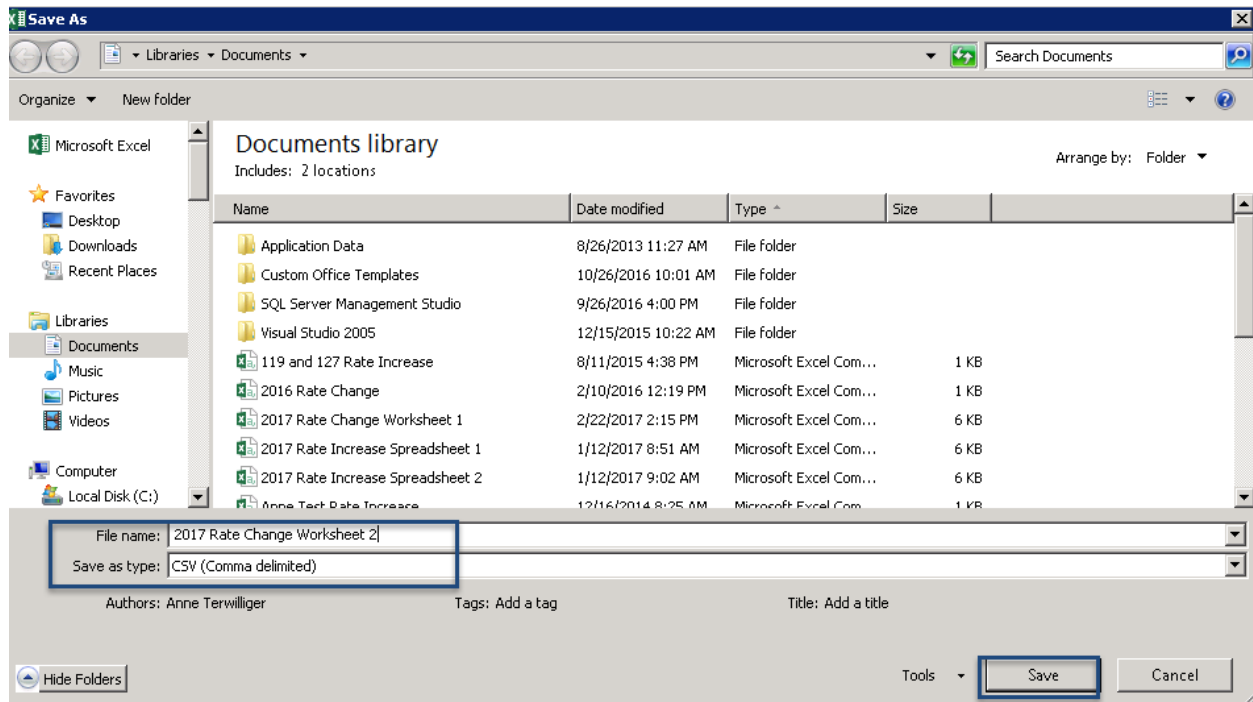
If the rate change is an increase or decrease is by a set dollar amount, add the monthly dollar increase/decrease into F2.

In the example below we will be doing a 2% increase.

Copy this formula from F2 to the end of your list and get a total.

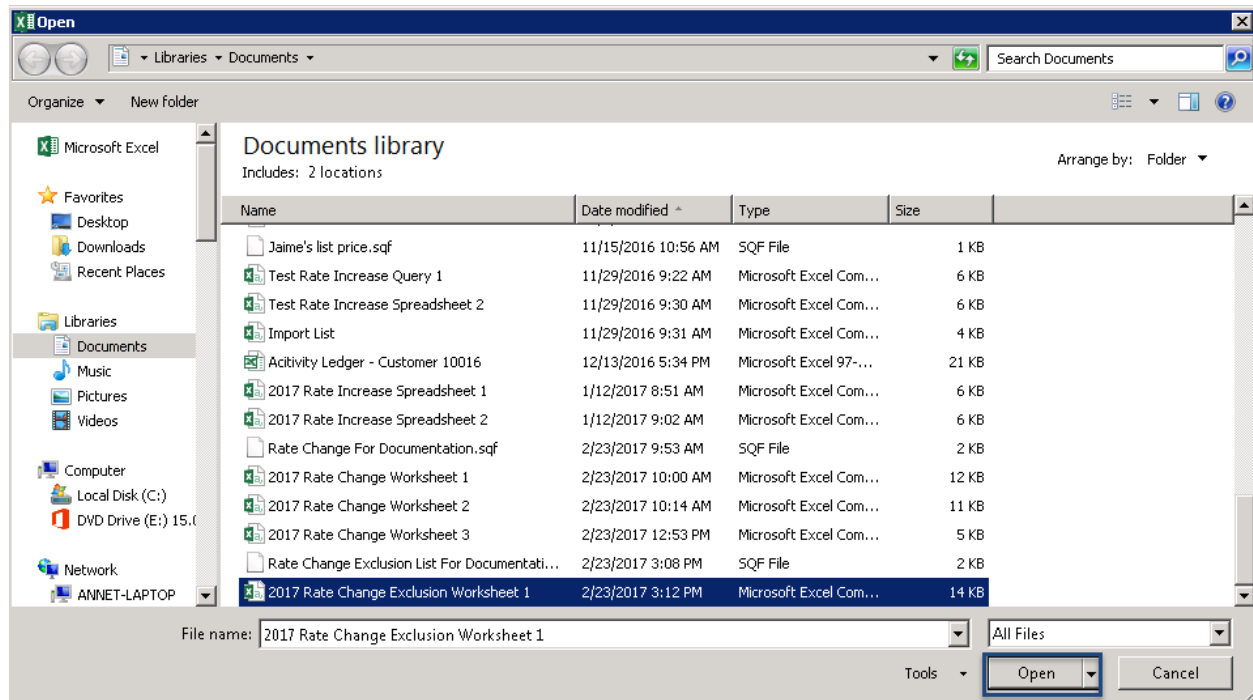
149	39630	Great Harbor Yacht Club	Great Harbor Yacht Club	OCRPT	\$23.33	\$0.47
150	39660	Bay View Scallops	Bay View Scallops	OCRPT	\$23.33	\$0.47
151	403	Alarm Buddies	Alarm Buddies	Carbon Monoxide	\$15.00	\$0.30
152	41106	Cochran, Neil	Neil Cochran	OCRPT	\$23.97	\$0.48
153	41106	Cochran, Neil	Neil Cochran	OCRPT	\$65.86	\$1.32
154	41170	Smartco Services Llc/ Burg	Smartco Services Llc/ Burg	OCRPT	\$15.00	\$0.30
155	4390	Dutch Point Credit	Dutch Point Credit Union	OCRPT	\$20.00	\$0.40
156	46543	Town Center Package Store	Town Center Package Store	OCRPT	\$30.00	\$0.60
157	46738	Spaulding Rehabilitation Hospital	Spaulding Rehabilitation Hospi	OCRPT	\$23.33	\$0.47
158	47090	Murphys Services Inc	Murphys Services Inc	OCRPT	\$23.97	\$0.48
159	47153	Cdp Fastener Group Inc	Cdp Fastener Group Inc	OCRPT	\$30.00	\$0.60
160	47204	Top Quality Seafood And Shellfish	Top Quality Seafood And Shell	OCRPT	\$23.97	\$0.48
161	47493	S & W Realty Trust	S & W Realty Trust	OCRPT	\$25.75	\$0.52
162	47573	Central Pizza	Central Pizza	OCRPT	\$17.35	\$0.35
163	5584	Livonia Country Club	Livonia Country Club	OCRPT	\$25.00	\$0.50
164	7708	Hoffman - Audi New London	Hoffman - Audi New London	OCRPT	\$46.75	\$0.94
165						
166				Total		\$88.10
167						

Save this worksheet with the name given before but modify it to state Worksheet 2 (e.g. 2017 Rate Increase Worksheet 2). This should be saved in the .csv format.



Customers To Be Excluded From A Rate Change

Open Excel and search for the newly created worksheet. This file does not have a .xls extension, so using “All types” would be the appropriate type of file extension to include in the search. Highlight the file and click open.



Proceed to the section in Editing Excel Worksheet for Customers To Be Excluded From A Rate Change.

Editing the Excel Worksheet

Customers To Be Included In A Rate Change

Worksheet #2 should now be edited to delete any customer that remains an exception to the customer rate change. All recurring lines for the customer should be removed from the spreadsheet to eliminate the customer from the rate change. *It is not possible to remove only select recurring lines on the spreadsheet.* The Company Rate Change program will automatically add the recurring back in at the time of the rate change. Either the customer is eligible for all of the rate increase or for none of the rate increase (in which case they need to come off the worksheet). Re-Save the updated worksheet and note the monthly increase total. This will be the number which will be audited against in the Company Rate Change program.

After removing several customers, our sample spreadsheet has been reduced to a total increase of \$81.97

140	39552	Doyle, Fra	Frances Di	OCRPT	\$14.33	\$0.29	
141	39630	Great Harl	Great Harl	OCRPT	\$23.33	\$0.47	
142	39660	Bay View	Bay View	OCRPT	\$23.33	\$0.47	
143	403	Alarm Buc	Alarm Buc	Carbon Mi	\$15.00	\$0.30	
144	41170	Smartco S	Smartco S	OCRPT	\$15.00	\$0.30	
145	4390	Dutch Poi	Dutch Poi	OCRPT	\$20.00	\$0.40	
146	46543	Town Cen	Town Cen	OCRPT	\$30.00	\$0.60	
147	46738	Spaulding	Spaulding	OCRPT	\$23.33	\$0.47	
148	47090	Murphys S	Murphys S	OCRPT	\$23.97	\$0.48	
149	47153	Cdp Faste	Cdp Faste	OCRPT	\$30.00	\$0.60	
150	47204	Top Qualit	Top Qualit	OCRPT	\$23.97	\$0.48	
151	47493	S & W Rea	S & W Rea	OCRPT	\$25.75	\$0.52	
152	47573	Central Pi	Central Pi	OCRPT	\$17.35	\$0.35	
153	5584	Livonia Cc	Livonia Cc	OCRPT	\$25.00	\$0.50	
154	7708	Hoffman -	Hoffman -	OCRPT	\$46.75	\$0.94	
155							
156				Total		\$81.97	
157							

Edit this newly saved worksheet to remove all columns except for A and B.

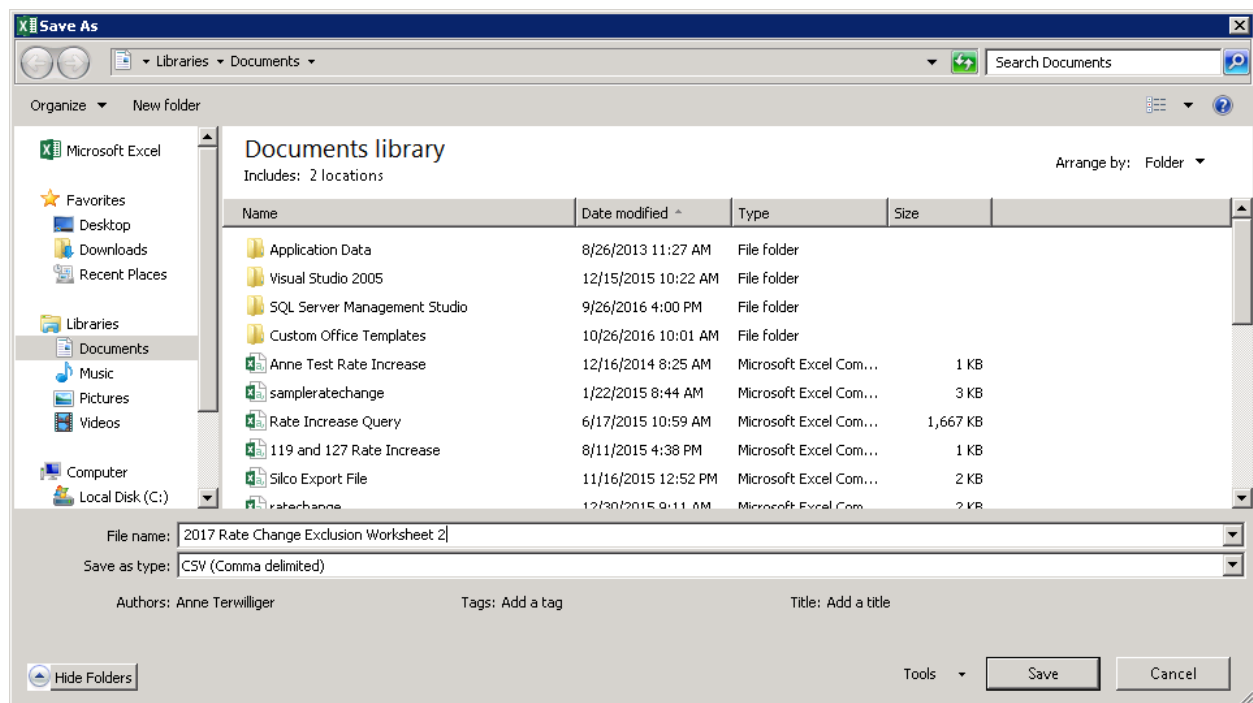
	A	B
1	Customer_Number	Customer_Name
2	10012	Novi Transitional Learning A
3	10012	Novi Transitional Learning A
4	10031	Hoffman - Audi
5	10064	City Cellars
6	10197	Robbies Repair
7	11351	Johns, Lydia
8	11351	Johns, Lydia
9	12141	Samuel Kaplan M.D.

Save this worksheet with the name given before but modify it to state Worksheet 3 (e.g. 2017 Rate Increase Worksheet 3). This should be saved in the .csv format.

Customers To Be Excluded From A Rate Change

Worksheet #1 should now be edited to add or remove any customer that should be excluded from the rate change. Customers that remain on the list who should actually be included in the rate change should be totally removed from the spreadsheet to eliminate the customer from the rate change. Any customers that did not appear on this list who should be excluded from the rate change need to be added to this spreadsheet. *It is not possible to add or remove only select recurring lines on the spreadsheet.*

The Company Rate Change program will automatically add the recurring back in at the time of the rate change. Either the customer is eligible for all of the rate increase or for none of the rate increase (in which case they need to come off the worksheet). Save this worksheet with the name given before but modify it to state Worksheet 2 (e.g. 2017 Rate Change Exclusion Worksheet 2). This should be saved in the .csv format.



Edit this newly saved worksheet to remove all columns except for A and B.

	A	B	C
1	Customer_Number	Customer_Name	
2	10401	Trinity Lutheran Church	
3	10511	Colon, Chad	
4	11589	Smiths Auto Body	
5	14057	Johnson, Lacey	
6	14228	Smith, Eva	
7	143	Hastings, Barbara	
8	148	Jones, Mary	
9	15342	Pope, Krista	

Save this worksheet with the name given before but modify it to state Worksheet 3 (e.g. 2017 Rate Increase Worksheet 3). This should be saved in the .csv format.

Navigate to the Company Rate Change program under Client Management in the Application Tree of your Sandbox database. Click on Company Rate Change to open the program.



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The Rate Change Record will then open. In the description field, enter the title for the rate change. Include the year of the rate change as part of the description.

Company Rate Change (SOUC 2017)

Description
2017 Rate Change

☒ Standard Customers
☐ Master Accounts
☐ Both

Setup Information
Branches
Items
Import List
Notes
Customers
Post Rate Change

Effective Date
01-Feb-17

Setup

☒ Use Item Codes
Increase By:
☒ RMR Amount

☒ Increase
-OR-
☐ Decrease
☒ Percentage
☐ Flat Amount
☐ Fixed Amount
☐ Set All Items
Amount
2%

☐ Use Recurring Renewal Dates
☐ Use Override Pctg Only

Effective Date is
Renewal Date
AND Recurring Rate Increase Date is equal to the Effective Date, Increase by
%
Update Rate Increase Date by
months

Next Cycle Date

Next Cycle Date

Customer Types

☒ Both
☐ Commercial
☐ Residential

RMR Minimum
RMR Maximum

Exclude Recurring Items

which have been rate increased within the last
0
days.
which have a contract start date within the last
0
days.

☐ Save As New Setup

Save
Close

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Setup Information

1. Effective Date – Select from the drop-down list the month and year the rate change will become effective.
2. Standard Customers/Master Accounts/Both – If the query returned only Standard Customers, place the radio button next to Standard Customers. If it only returned Master Accounts, click the Master Accounts radio button. If it returned both Standard and Master Accounts, place the radio button at Both.
3. Use Item Codes – select this option button.
 - a. Increase or Decrease – Most typically you will select the Increase button. If a rate decrease is being performed, select that radio button.
 - b. Percentage/Flat Amount/Fixed Amount – If the customer increase represented on the Excel worksheets is a percentage – click the radio button next to percentage. If it was for a flat dollar amount across the board, click that radio button. A fixed dollar amount will bring the customer up to the specific dollar designated on the Item tab regardless of what their current rate is today.
 - c. Set All Items / Amount – Select the checkbox, select all items, then enter the default percentage rate or flat dollar rate that will be used to increase or decrease the recurring lines. If the recurring line has an override percentage, that percentage is ignored when using this method.
4. Next Cycle Date – **If the rate change is to affect all customers over a year, do not make any entry into this field.** This is an exclusionary field. Putting information into this field tells SedonaOffice to only consider customers from your imported list whose next cycle date is (whatever is defined in this field).
5. Customer Types – select Both. The list that will be imported will be the only customers that the rate change program should consider.
6. RMR Minimum – Do not make any entries into this field. The customer query that was built will have determined whether to include/exclude customers on the basis of a dollar minimum.
7. RMR Maximum – Do not make any entries into this field. The customer query that was built will have determined whether to include/exclude customers on the basis of a dollar maximum.
8. Exclude Recurring Items - **Please ensure that 0 is entered into both of these fields as the customer query has determined which customer will be selected for the rate change.**
9. Save As New Setup (optional) – If this checkbox is selected, the selections made on the Setup Information will be saved and a new Company Rate Change record is automatically created with the same setup parameters for use as the basis for future rate changes.

Once all information is filled in, proceed to the Branches setup form.

Branches

Select which branches to include in the rate change. You may check the box All Branches located at the bottom of the form if you will be including all customer recurring in all branches. You must select at least one branch.

Once the branch selections have been made, proceed to the Items setup form

The screenshot shows the 'Company Rate Change (SOUC 2017)' window with the 'Branches' tab selected. The 'Description' field contains '2017 Rate Change'. The 'Standard Customers' radio button is selected. The 'Branches' tab is highlighted in the navigation bar. The main area displays a table with columns 'Include', 'Branch', and 'Description'. The 'Include' column has checkboxes for each branch. The 'Branch' column lists various branches, and the 'Description' column provides details for each. At the bottom, there is an 'All Branches' checkbox and a 'Save As New Setup' checkbox. The 'Save' and 'Close' buttons are at the bottom right.

Include	Branch	Description
<input type="checkbox"/>	ADI Integration	ADI Integration
<input type="checkbox"/>	Boss Systems	Boss Systems
<input type="checkbox"/>	Dons Test Branch	Dons Test Branch
<input type="checkbox"/>	MA-F-MAL	Master Account From Master Account List
<input checked="" type="checkbox"/>	MI	Michigan
<input type="checkbox"/>	National	National Accounts
<input type="checkbox"/>	NC	North Carolina
<input checked="" type="checkbox"/>	OH	Ohio
<input type="checkbox"/>	Rechenberg	Rechenberg
<input type="checkbox"/>	Spain	Spain
<input type="checkbox"/>	UK	United Kingdom
<input type="checkbox"/>	UMS	UMS

☐ All Branches

☐ Save As New Setup

Save Close

Items

The Items form will display a list of all the recurring type Invoice Item codes, their description and an amount column that will automatically be populated with the default percentage rate, flat dollar rate, or fixed rate that was entered on the Setup Information form. If there are invoice item codes that you do not want to rate increase or decrease, type in the rate of zero for these items. You may also change the rate on any item code to any percentage rate less than the default percentage rate. Press the Save button located at the bottom right of the Items form and re-open the rate change record to continue on to the Import List.

Company Rate Change (SOUC 2017)

Description: 2017 Rate Change

Standard Customers (selected)
Master Accounts
Both

Setup Information | Branches | **Items** | Import List | Notes | Customers | Post Rate Change

Item	Description	Amount
Alarmnet	Alarmnet	0%
Alarmnet Overages	Alarmnet Overages	0%
Carbon Monoxide	Carbon Monoxide Monitoring	2%
CCTV Monitoring	CCTV Monitoring	2%
Central Station Monitorin	Central Station Monitorin	0%
Code Change-SVC	Code Change-SVC	0%
Discount for Annual Payme	Discount for Annual Payme	0%
Elevator Inspection	Elevator Inspection	0%
Fire Monitoring	503	2%
INSP Cont	Inspection Contract	1%
INSP Fire Sprinkler	Inspection-Fire-Sprinklers	0%
INSP Fire System	Inspection-Fire System	0%
INSP Fire Waterflow	Inspection-Fire-Waterflow	0%
Inspection-Smoke/CO2	Inspection-Smoke / CO2 Detectors	0%
Intrusion Monitoring	502	0%
Invoicing Fee	Invoicing Fee	0%
Lease	Equipment/System Lease	0%
Line Fee	Line Fee	0%
Maint	Maintenance Agreement	0%
MAINT-NC	MAINT	0%
Mon-01 No Tax	Monitoring Services	0%
MON-DLR	Dealer Basic Monitoring	0%
Mon-Package A	Mon-Package A	0%
MON-Taxable	Monitoring	0%
OCLG	Open/Close Logging	0%
OCRPT	Open/Close Reports	2.00%

☐ Save As New Setup

Save Close

Process to the Import List tab.

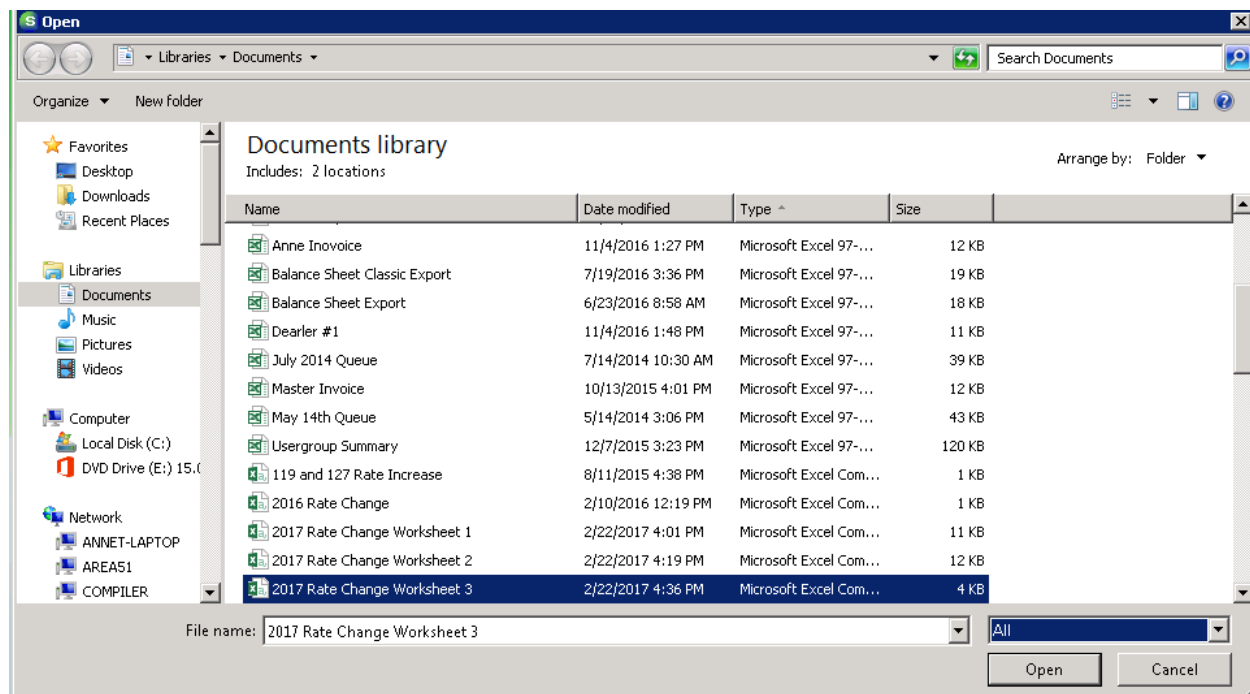
Import List

Customers Being Included In the Rate Change

The import list page is used to define whether the list imported will be used to “Include Imported Customers” or to “Exclude Imported Customers.” Select the “Include Imported Customers in the bottom left-hand corner of the screen and press the button to Import File.

The screenshot shows a software window titled "Company Rate Change (SOUC 2017)". At the top, there is a "Description" field containing "2017 Rate Change". To the right of this field are three radio buttons: "Standard Customers" (selected), "Master Accounts", and "Both". Below the description field is a tabbed interface with the following tabs: "Setup Information", "Branches", "Items", "Import List" (highlighted with a blue box), "Notes", "Customers", and "Post Rate Change". The "Import List" tab contains a large empty rectangular area. At the bottom of the window, there are two radio buttons: "Include Imported Customers" (selected and highlighted with a blue box) and "Exclude Imported Customers". To the right of these is a button labeled "Import File" (also highlighted with a blue box). At the very bottom of the window, there is a checkbox labeled "Save As New Setup" and two buttons labeled "Save" and "Close".

Select the location of the saved “2017 Rate Change Worksheet 3” using the file type “All”.
Click the Open button.



The customer numbers and names of all customers eligible for the rate increase will now populate on the screen as shown on Worksheet 3.

S Company Rate Change (SOUC 2017)

Description: 2017 Rate Change

☒ Standard Customers
☐ Master Accounts
☐ Both

Setup Information | Branches | Items | **Import List** | Notes | Customers | Post Rate Change

Customer_Nu...	Customer_Name
10012	Novi Transition...
10012	Novi Transition...
10031	Hoffman - Audi
10064	City Cellars
10197	Robbies Repair
11351	Johns, Lydia
11351	Johns, Lydia
12141	Samuel Kaplan ...
14057	Johnson, Lacey
15405	Hoffman Auto ...
15406	Hoffman - Honda
15635	Leonard, Donald
17429	Fusco Brothers
20321	Dutchpoint Cre...
20385	Lucas, Adeline
220	Jackson, Forrest
230	Peter Strachan
23549	Hart Mechanical...
24025	Land-Ho Harwic...
24060	Sophias One St...
24432	J.C.Higgins Inc...
24444	Doughboy Polic...
24821	Office Of The S...
26055	Vaughn, Gilbert
2658	MI Judicial
27791	Cummaquid Gol...
27974	Azzaro Westlan...

☒ Include Imported Customers
☐ Exclude Imported Customers

Import File

☐ Save As New Setup

Save Close

Once the Customer List has been imported, proceed to the Customers tab.

Customers Being Excluded From The Rate Change

The import list page is used to define whether the list imported will be used to “Include Imported Customers” or to “Exclude Imported Customers.” Select the “Exclude Imported Customers” in the bottom left-hand corner of the screen and press the button to Import File.

Company Rate Change (SUC 2017)

Description: 2017 Rate Change

☒ Standard Customers
☐ Master Accounts
☐ Both

Setup Information | Branches | Items | **Import List** | Notes | Customers | Post Rate Change

Customer No

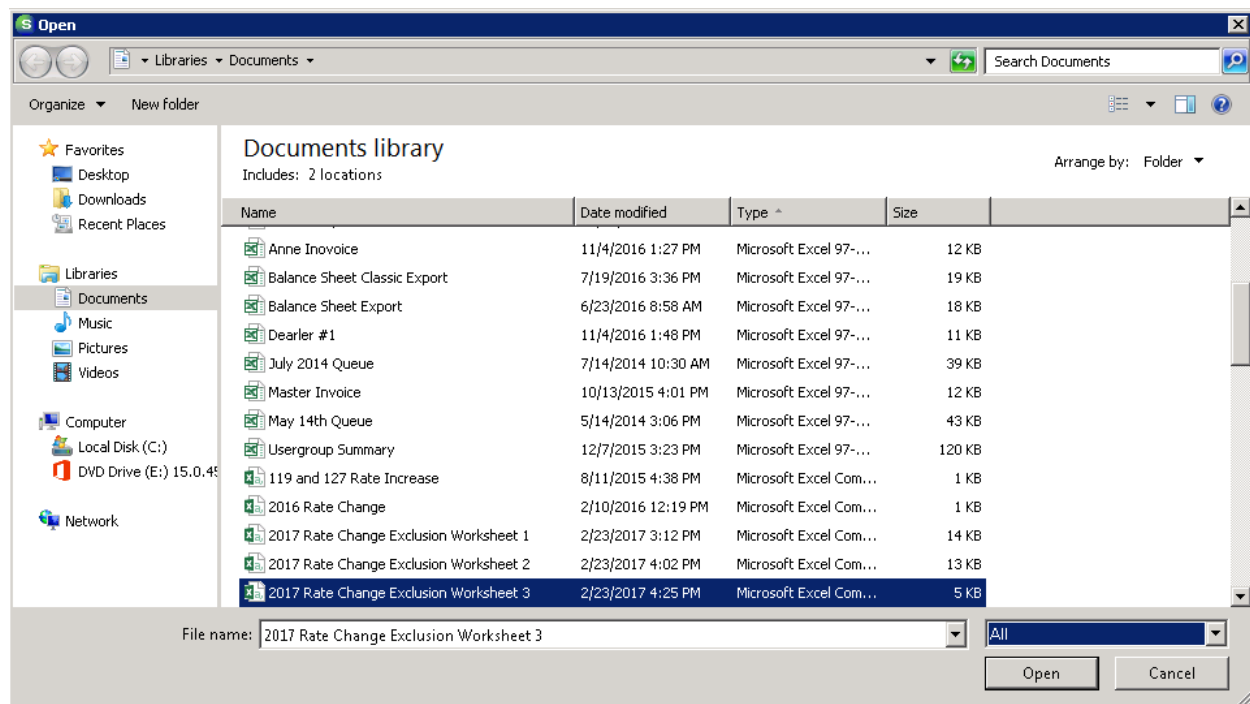
☐ Include Imported Customers
☒ **Exclude Imported Customers**

Import File

☐ Save As New Setup

Save Close

Select the location of the saved “2017 Rate Change Exclusion Worksheet 3” using the file type “All”. Click the Open button.



The customer numbers and names of all customers that should be excluded from the rate increase will now populate on the screen as shown on Worksheet 3.

S Company Rate Change (SOUC 2017)

Description: 2017 Rate Change Exclusion

☒ Standard Customers
☐ Master Accounts
☐ Both

Setup Information | Branches | Items | **Import List** | Notes | Customers | Post Rate Change

Customer_Nu...	Customer_Name
10401	Trinity Lutheran...
10511	Colon, Chad
11589	Smiths Auto Body
14057	Johnson, Lacey
14228	Smith, Eva
143	Hastings, Barbara
148	Jones, Mary
15342	Pope, Krista
15405	Hoffman Auto ...
15406	Hoffman - Honda
15635	Leonard, Donald
165	Blais, Jacqueline
165	Blais, Jacqueline
17429	Fusco Brothers
201	France, Frankie
20321	Dutchpoint Cre...
20385	Lucas, Adeline
220	Jackson, Forrest
23549	Hart Mechanical...
23552	Allied Building P...
23625	American Furnit...
23653	Kaycan Ltd #303
23962	South Coastal ...
24025	Land-Ho Harwic...
24060	Sophias One St...
24375	Randolph Sunoco
24432	J.C.Higgins Inc...

☐ Include Imported Customers
☒ Exclude Imported Customers

Import File

☐ Save As New Setup

Save Close

Proceed to the Customers tab.

Customers

Once all selections have been made on the Setup Information form, branch selections have been made on the Branches form, you have made any desired changes to the Items form, and the Customer List has been imported, navigate to the Customers form and press the Get Customers located at the bottom right.

The Customers form displays the customer number, site name, the Item code, the current monthly rate, the amount the recurring will be increased or decreased and a column displaying the new monthly rate that will go into effect when the rate change is posted.

When an imported list for customers being included in the rate change is used, only customers from the imported customer list that are eligible for a rate change will appear in the Customers List. A total for the proposed monthly rate increase or decrease is displayed at the bottom of the form. Sedona has measured the import list against the selection criteria on the Company Rate Change setup table, branch selections, and item code selections. Any customer that has not meet the set criteria will have been removed from the results list. If there are customers are on the results list, and you do not want to rate increase them, you would need to return to Worksheet 3 to remove the customer from the list. You would re-save Worksheet 3, and re-import the updated list into the Import tab. Go back to the Customer tab and select "Get Customers." The list should now populate without the customer that was just deleted from Worksheet 3. You may do this as many times as you desire until you have the desired list of customer recurring lines to rate increase or rate decrease.

SedonaOffice

File Edit View SedonaOffice Customer Query Tools Window Help

SOUC 2017

- Client Management
 - Cancellations
 - Collections
 - Company Rate Change
 - Customer Explorer
 - Customer Query Builder
 - EFT Customer
 - Manage Chain Accounts
 - Master Account Mgmt
- New Customer
- Accounts Receivable
- General Ledger
- Accounts Payable
- Inventory
- Job Management
- Payroll Interface
- Point Of Sale
- Sales Management
- Service
- General Documents
- SQL SQL Query Window
- Lock Table Maintenance
- Management Summary
- SedonaDashboard
- Report Manager
- SedonaSetup

Company Rate Change (SOUC 2017)

Description: 2017 Rate Change

Standard Customers
Master Accounts
Both

Setup Information | Branches | Items | Import List | Notes | **Customers** | Post Rate Change

Customer #	Site Name	Item	Current	Incre...	New
10012	Novi Transitional Learning A	Carbon Monoxide	11.00	0.22	11.22
10012	Novi Transitional Learning A	Carbon Monoxide	12.00	0.24	12.24
10031	Hoffman - Audi	OCRPT	46.75	0.94	47.69
10064	City Cellars	Carbon Monoxide	165.00	3.30	168.30
10197	Robbies Repair	OCRPT	20.50	0.41	20.91
11351	Lydia Johns	Carbon Monoxide	10.30	0.21	10.51
11351	Lydia Johns	Carbon Monoxide	51.50	1.03	52.53
12141	Samuel Kaplan M.D.	Carbon Monoxide	35.00	0.70	35.70
14057	Lacey Johnson	Carbon Monoxide	26.00	0.52	26.52
15405	Hoffman Auto Group	OCRPT	46.75	0.94	47.69
15406	Hoffman - Honda	OCRPT	46.75	0.94	47.69
15635	Donald Leonard	Carbon Monoxide	30.00	0.60	30.60
17429	Fusco Brothers	OCRPT	23.77	0.48	24.25
20321	Dutchpoint Credit Union	OCRPT	20.00	0.40	20.40
20385	Adeline Lucas	OCRPT	46.75	0.94	47.69
213	Test's Hideaway	Carbon Monoxide	25.00	0.50	25.50
213	Test's Hideaway	Fire Monitoring	35.00	0.70	35.70
220	Jackson, Forrest	Carbon Monoxide	32.00	0.64	32.64
230	Peter Strachan	Carbon Monoxide	110.00	2.20	112.20
23549	Hart Mechanical Inc	OCRPT	20.00	0.40	20.40
24025	Land-Ho Harwichport Llc	OCRPT	23.33	0.47	23.80
24060	Sophias One Stop Market	OCRPT	24.00	0.48	24.48
24444	Doughboy Police Supply	OCRPT	24.00	0.48	24.48
24821	Office Of The Superintendent	OCRPT	23.33	0.47	23.80
26055	Gilbert Vaughn	OCRPT	23.33	0.47	23.80
2658	MI Judicial	OCRPT	45.00	0.90	45.90
27791	Cummaquid Golf-Maint.77	OCRPT	23.33	0.47	23.80
27974	Azzaro Westland Llc	OCRPT	23.33	0.47	23.80
28027	Westland Wine & Spirits	OCRPT	23.33	0.47	23.80

Total Increase : \$80.44

Get Customers

Save As New Setup Save Close

When an imported list for customers being excluded from the rate change is used, only customers that are not on the exclusion list will appear in the Customers List. These are the customers who will receive the rate change. A total for the proposed monthly rate increase is displayed at the bottom of the form. This list has measured the import list against the selection criteria on the Company Rate Change setup table, branch selections, and item code selections. Any customer who does not meet the set criteria will be removed from the list.

If customers are on the list, and you do not want to rate increase them, you would need to return to Worksheet 3 to add the customer to the list. You would re-save Worksheet 3, and re-import the updated list into the Import tab. Go back to the Customer tab and select "Get Customers." The list should now populate without the customer that was just added to Worksheet 3. You may do this as many times as you desire until you have the desired list of customers to rate increase.

Auditing the Results

When an imported list has been used to Include Customers in a Rate Change, an audit of the totals may be performed so that the monthly totals presented can be checked against Worksheet 2.

When an imported list has been used to Exclude Customers from a rate change, an audit of the totals cannot be performed. The list used was to exclude customers only. There is not a worksheet that was created which would show the balance of customers chosen to receive the rate increase/decrease on the basis of exclusion list.

Begin the audit of those customers who will be included in the rate change by reviewing Worksheet #2 in Excel. In our example, the total monthly increase anticipated from that worksheet was \$81.97. The total increase that Sedona returned based on the imported list is \$80.44. Sedona has dropped one or more customers from the eligibility list most likely because there is an OK to Rate Increase date that is on one or more of these customer records which is later than the posting date of the rate change. To determine if this elimination is correct, you must identify which customers are involved.

Note: It will be important to set a reasonable dollar amount to investigate before determining that the difference between your worksheet and the monthly amount shown on Customers is acceptable. In our example, we are off by only \$1.53. This is a negligible amount which normally would not warrant an audit being performed. Your company must decide what the threshold will be for an acceptable difference.

Review the list of customers on Worksheet 2 against the list returned by Sedona. You can print the list of customers returned by Sedona by going to the Print Preview Button.

SedonaOffice

File Edit View SedonaOffice Customer Query Tools Window Help

SedonaOffice

SOUC 2017

- Client Management
 - Cancellations
 - Collections
 - Company Rate Change
 - Customer Explorer
 - Customer Query Builder
 - EFT Customer
 - Manage Chain Accounts
 - Master Account Mgmt
 - New Customer
- Accounts Receivable
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- Sales Management
- Service
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- Lock Table Maintenance
- Management Summary
- SedonaDashboard
- Report Manager
- SedonaSetup

Company Rate Change (SOUC 2017)

Description: 2017 Rate Change

Standard Customers
Master Accounts
Both

Setup Information | Branches | Items | Import List | Notes | **Customers** | Post Rate Change

Customer #	Site Name	Item	Current	Incre...	New
10012	Novi Transitional Learning A	Carbon Monoxide	11.00	0.22	11.22
10012	Novi Transitional Learning A	Carbon Monoxide	12.00	0.24	12.24
10031	Hoffman - Audi	OCRPT	46.75	0.94	47.69
10064	City Cellars	Carbon Monoxide	165.00	3.30	168.30
10197	Robbies Repair	OCRPT	20.50	0.41	20.91
11351	Lydia Johns	Carbon Monoxide	10.30	0.21	10.51
11351	Lydia Johns	Carbon Monoxide	51.50	1.03	52.53
12141	Samuel Kaplan M.D.	Carbon Monoxide	35.00	0.70	35.70
14057	Lacey Johnson	Carbon Monoxide	26.00	0.52	26.52
15405	Hoffman Auto Group	OCRPT	46.75	0.94	47.69
15406	Hoffman - Honda	OCRPT	46.75	0.94	47.69
15635	Donald Leonard	Carbon Monoxide	30.00	0.60	30.60
17429	Fusco Brothers	OCRPT	23.77	0.48	24.25
20321	Dutchpoint Credit Union	OCRPT	20.00	0.40	20.40
20385	Adeline Lucas	OCRPT	46.75	0.94	47.69
213	Test's Hideaway	Carbon Monoxide	25.00	0.50	25.50
213	Test's Hideaway	Fire Monitoring	35.00	0.70	35.70
220	Jackson, Forrest	Carbon Monoxide	32.00	0.64	32.64
230	Peter Strachan	Carbon Monoxide	110.00	2.20	112.20
23549	Hart Mechanical Inc	OCRPT	20.00	0.40	20.40
24025	Land-Ho Harwichport Llc	OCRPT	23.33	0.47	23.80
24060	Sophias One Stop Market	OCRPT	24.00	0.48	24.48
24444	Doughboy Police Supply	OCRPT	24.00	0.48	24.48
24821	Office Of The Superintendent	OCRPT	23.33	0.47	23.80
26055	Gilbert Vaughn	OCRPT	23.33	0.47	23.80
2658	MI Judicial	OCRPT	45.00	0.90	45.90
27791	Cummaquid Golf-Maint.77	OCRPT	23.33	0.47	23.80
27974	Azzaro Westland Llc	OCRPT	23.33	0.47	23.80
28027	Westland Wine & Spirits	OCRPT	23.33	0.47	23.80
Total Increase : \$80.44					

Get Customers

Save As New Setup

Save Close

Customer #	Site Name	Item	Current	Increase	New
10012	Novi Transitional Learning A	Carbon Monoxide	11.22	0.22	11.44
10012	Novi Transitional Learning A	Carbon Monoxide	12.24	0.24	12.48
10031	Hoffman - Audi	OCRPT	47.69	0.95	48.64
10064	City Cellars	Carbon Monoxide	168.30	3.37	171.67
10197	Robbies Repair	OCRPT	20.91	0.42	21.33
11351	Lydia Johns	Carbon Monoxide	10.51	0.21	10.72
11351	Lydia Johns	Carbon Monoxide	52.53	1.05	53.58
12141	Samuel Kaplan M.D.	Carbon Monoxide	35.70	0.71	36.41
14057	Lacey Johnson	Carbon Monoxide	26.52	0.53	27.05
15405	Hoffman Auto Group	OCRPT	47.69	0.95	48.64
15406	Hoffman - Honda	OCRPT	47.69	0.95	48.64
15635	Donald Leonard	Carbon Monoxide	30.60	0.61	31.21
17429	Fusco Brothers	OCRPT	24.25	0.49	24.74
20321	Dutchpoint Credit Union	OCRPT	20.40	0.41	20.81
20385	Adeline Lucas	OCRPT	47.69	0.95	48.64
213	Test's Hideaway	Carbon Monoxide	25.50	0.51	26.01
213	Test's Hideaway	Fire Monitoring	35.70	0.71	36.41
220	Jackson, Forrest	Carbon Monoxide	32.64	0.65	33.29
23549	Hart Mechanical Inc.	OCRPT	20.40	0.41	20.81
24025	Land-Ho Harwichport Lic	OCRPT	23.80	0.48	24.28
24060	Sophias One Stop Market	OCRPT	24.48	0.49	24.97
24444	Doughboy Police Supply	OCRPT	24.48	0.49	24.97
24821	Office Of The Superintendent	OCRPT	23.80	0.48	24.28
26055	Gilbert Vaughn	OCRPT	23.80	0.48	24.28
2658	Mi Judicial	OCRPT	45.90	0.92	46.82
27974	Azzaro Westland Lic	OCRPT	23.80	0.48	24.28
28027	Westland Wine & Spirits	OCRPT	23.80	0.48	24.28
28125	Snow & Jones	OCRPT	30.60	0.61	31.21
28128	Rustys	OCRPT	23.80	0.48	24.28
28167	Science Research	OCRPT	23.80	0.48	24.28

February 23, 2017 2:09:57 PM


This report may be saved to a .pdf, Excel, RTF, Text, or Other format.


For our example, we have discovered several customers who were listed on Worksheet #2 who were eliminated from the rate change. Here are some areas to look at when trying to understand why customers are eliminated:

- Are the customers that were eliminated part of the branch(s) that were chosen on the rate change program's Branch tab?
- Look at the customer record, the system record, and the recurring line to see if there is an entry in the OK to rate increase date field. If the date is later than the date you are posting the rate change, the customer will be dropped from the list. If you want them to be eligible for the rate change, remove the date or update it to a later date.
- If contract dates were used as part of your query, do all customers have contract dates on their system records? If they are missing contract dates, you will need to add them in.
- Do your customer numbers in SedonaOffice have leading zeros in front of the number? Did those leading zeroes appear on Worksheets 1, 2, and 3? If they did not, you will need to add them to Worksheet 3 so that Sedona recognizes the customer number.
- Did you accidentally mark a recurring item in the rate change Item tab as 0% when your query had included it for the rate change?
- Review the Company Rate Change setup tab. Did you make an entry to the Next Cycle Date field in error? This will return only those customers whose next cycle date is the one indicated.
- Did you inadvertently enter a value in the Exclude Recurring items based on a contract date or last rate change?
- Did you inadvertently enter a Next Cycle date (which will exclude all customers except for those whose Next Cycle Date is defined in this field)?

In our audit of the example data, there were 2 customer records which had an OK to rate increase date. One was on the system record and one was the recurring record. We also found one customer in a branch other than MI or OH.

System Record:


38128 6632166 Intrusion System (SOUC 2017)


Customer: 38128
Cooles Seafood

Address: 1120 Iyanough Road
Detroit, MI 48201

System Custom Fields Recurring Equipment Inspections Notes & Comments

System Information
System Account 6632166
System Type Intrusion
Panel Type D5C 832
Location 39365
Memo 36342
Monitored By SedonaSecurity
Receiver/Transmitter

Contract Information
Contract Form 5 Year
Contract Number 40948
Contract Date 1/17/2013
Contract Length 60 Renewal Months 60
OK to Rate Increase After 1/17/2018
Cycle P.O.
Cycle PO Expires

Secondary Information
System Account
Panel Type
Transmission Format

Service Information
Warranty One Year P & L
Warranty Start 7/31/2001
Service Level SVC Cont-Com
Primary Service Co MI-SVC Cont
Alt Service Co 1
Alt Service Co 2
Require PO

Critical Message
Expires On

☐ Inactive

C/S Info

U/D Info

Save

Close

38128 6632166 Intrusion System (SOUC 2017)

Customer: 38128
Cooles Seafood

Address: 1120 Iyanough Road
Detroit, MI 48201

System | Custom Fields | Recurring | Equipment | Inspections | Notes & Comments

System Information

System Account: 6632166

System Type: Intrusion

Panel Type: DSC 832

Location: 39365

Memo: 36342

Monitored By: SedonaSecurity

Receiver/Transmitter:

Contract Information

Contract Form: 5 Year

Contract Number: 40948

Contract Date: 1/17/2013

Contract Length: 60 Renewal Months: 60

OK to Rate Increase After: 1/17/2018

Cycle P.O.:

Cycle PO Expires:

Secondary Information

System Account:

Panel Type:

Transmission Format:

Service Information

Warranty: One Year P & L

Warranty Start: 7/31/2001

Service Level: SVC Cont-Com

Primary Service Co: MI-SVC Cont

Alt Service Co 1:

Alt Service Co 2:

Require PO: ☐

Critical Message

Expires On:


☐ Inactive


C/S Info


U/D Info


Save

Close


Recurring Edit 388 (SOUC 2017)



Site and System


 Wagging Tails Pet Spa
 458 Canton Center Road
 Canton, MI 48187



 Wagging Tails Pet Spa
 458 Canton Center Road
 Canton, MI 48187

System 987
 Intrusion

Panel Type


Recurring Setup

Royalties / Commissions Escalations


Recurring Information

Recurring Item Fire Monitoring

Description 503

Sub Item Of

Bill Cycle Monthly

Renewal

Rate Increase 2/23/2018

Override % 0

PO Number

PO Expires

Reference

Memo

RMR Amount \$1.03

Cycle Amount \$1.03



Next Cycle November 2016

Recurring Start 1/1/2016

Recurring End

Invoice Group # 0

Save Close

 Customer # <input type="text" value="3652"/>		Midtown Tire Warehouse 310 Locust Street Detroit, MI 48201	
Customer Name <input type="text" value="Midtown Tire Warehouse"/>			
Additional Name <input type="text"/>			
<div>Setup Information New field Bill To Master Account Setup Items</div>			
Customer Status	<input type="text" value="AR"/>	Blanket P.O.	<input type="text"/>
Customer Type	<input type="text" value="Commercial"/>	P.O. Expire Date	<input type="text"/>
Old Customer ID	<input type="text"/>	Customer Since	<input type="text" value="10/12/1992"/>
Terms	<input type="text" value="Due On Receipt"/>	Chain Account	<input type="text"/>
Tax Exempt #	<input type="text"/>	Customer Group	<input type="text" value="MI"/>
ABN	<input type="text"/>	Customer Group 2	<input type="text" value="MI"/>
OK to Increase	<input type="text"/>	Branch	<input type="text" value="National"/>
Salesperson	<input type="text" value="Matt.Miller"/>	No Collections	<input type="checkbox"/>
		Part Pricing Level	<input type="text" value="None"/>
Master Account Information		Invoice Printing	
<input type="checkbox"/> Is Master Account		<input checked="" type="checkbox"/> Print Cycle Invoices	
Master Acct <input type="text"/>		<input checked="" type="checkbox"/> Print Statements	
		<input checked="" type="checkbox"/> Print Site Info on Invoices	
		<input type="checkbox"/> Separate Cycle Invoice for Each Site	
		<input checked="" type="checkbox"/> Charge Late Fees	
Critical Message			
Expires On <input type="text"/>			
<input type="text"/>			
		<input type="button" value="Save"/>	<input type="button" value="Close"/>

We have now accounted for the difference between our spreadsheets and the Company Rate Change program monthly increase. We are now ready to enter notes and post the rate change.

Notes

The Notes form is provided to track information regarding this rate change. 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, press 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 rate change is posted.

The screenshot shows a software window titled "Company Rate Change (SOUC 2017)". At the top, there is a "Description" field containing "2017 Rate Change". To the right of this field are three radio buttons: "Standard Customers" (which is selected), "Master Accounts", and "Both". Below these elements is a tabbed interface with the following tabs: "Setup Information", "Branches", "Items", "Import List", "Notes" (which is the active tab), "Customers", and "Post Rate Change". The "Notes" tab contains a large, empty text area for adding notes. Below this text area is a smaller text input field labeled "Add Notes" containing the text "2017 rate change was approved by Jack Jones. |". To the right of this field is an "Add Notes" button. At the bottom left of the window is a checkbox labeled "Save As New Setup". At the bottom right are "Save" and "Close" buttons.

Post Rate Change

Important Note


You must first perform a backup of your database BEFORE posting the Rate Increase batch. Once a Rate Increase batch has been posted, it cannot be reversed. 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.

**Once a Rate Change Batch has been posted,
it Cannot be reversed.**

Company Rate Changes should be posted after the cycle invoicing has been posted for the month prior to the Effective of the rate change. For example, if the Rate Change Effective date is 02/01/2017, do not post the rate change until the January 2017 cycle invoicing batch(s) have been posted.

After making a backup copy of your database, you will be ready to post the rate change. Posting the rate change will mark the end date each recurring line being increased to one day prior to 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 a 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 being posted.
- Post – Once an RMR reason code has been selected and the invoice memo has been entered (optional), press the Post button located in the center of the form. After pressing the post button, a message will be displayed confirming you are ready to post; press the Yes button to proceed with the posting process.


Company Rate Change (SOUC 2017)

Description
2017 Rate Change

☒ Standard Customers
☐ Master Accounts
☐ Both

Setup Information
Branches
Items
Import List
Notes
Customers
Post Rate Change

RMR Reason
Rate Increase

Invoice Memo
This invoice reflects a 2% rate increase which is allowable according to the terms of your contract.


Post

Before posting any rate increase, it's always best to have a backup of your database. If you post this increase and you make a mistake, you'll have no way to reverse this posting. So, be sure to fall back on if you make RMR changes in error.

☐ Save As New Setup

Save
Close

Post Rate Change


Are you sure that you wish to POST this rate change to the customer records?

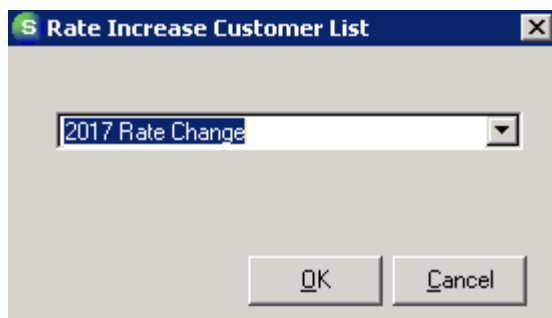
Yes
No
Cancel

Reports

Rate Increase Report

The Rate Increase Report is list of all customers that were posted in the rate change. It may be found in Report Manager under Client Manager.

The user will asked to select the specific rate change for the report.



The report will provide details of all items increased for each customer, the dollar amount of the increase, and the new dollar amount. The report is organized in alphabetical order by customer number (e.g. not numeric order).

2/23/2017

Rate Increase Customer List

Page # 1

14:27

2017 Rate Change

<u>Customer #</u>	<u>Site Name</u>	<u>Item</u>	<u>Current</u>	<u>Increase</u>	<u>New</u>
10012	Novi Transitional Learning A	Carbon Monoxide Monitoring	11.00	0.22	11.22
		Carbon Monoxide Monitoring	12.00	0.24	12.24
		Site Total	23.00	0.46	23.46
		Customer Total	23.00	0.46	23.46
10031	Hoffman - Audi	Open/Close Reports	46.75	0.94	47.69
		Site Total	46.75	0.94	47.69
		Customer Total	46.75	0.94	47.69
10064	City Cellars	Carbon Monoxide Monitoring	165.00	3.30	168.30
		Site Total	165.00	3.30	168.30
		Customer Total	165.00	3.30	168.30
10197	Robbies Repair	Open/Close Reports	20.50	0.41	20.91
		Site Total	20.50	0.41	20.91
		Customer Total	20.50	0.41	20.91
10248-8	Paul Johansen	Open/Close Reports	55.55	1.11	56.66
		Site Total	55.55	1.11	56.66
		Customer Total	55.55	1.11	56.66
104	SpongeBob SquarePants	Carbon Monoxide Monitoring	50.50	1.01	51.51
		Carbon Monoxide Monitoring	100.00	2.00	102.00
		Site Total	150.50	3.01	153.51
		Customer Total	150.50	3.01	153.51
10401	Trinity Lutheran Church	CCTV Monitoring	200.00	4.00	204.00
		Site Total	200.00	4.00	204.00
		Customer Total	200.00	4.00	204.00
10511	Chad Colon	503	125.40	2.51	127.91
		Site Total	125.40	2.51	127.91
		Customer Total	125.40	2.51	127.91
11351	Lydia Johns	Carbon Monoxide Monitoring	10.30	0.21	10.51
		Carbon Monoxide Monitoring	51.50	1.03	52.53
		Site Total	61.80	1.24	63.04
		Customer Total	61.80	1.24	63.04