

Customer Terminations

Last Modified on 12/12/2022 6:05 am EST

Trice Imaging appreciates a very high customer satisfaction rate and as such churn is very low, approximately 2% a year. In the rare event that a customer wishes to terminate their contract with Trice, it is important to follow the correct termination procedure.

We track all terminations to monitor any potential trends and for regulatory and quality purposes. It is the responsibility of the Distributor to correctly record all terminations according to the instructions in this article. Contracts are terminated and documented in **Manage**.

To terminate a contract, select **Edit** in the Customer Details box.

Customer Details	
Status	Demo
Partner	
Tags	
Account Manager	
Commission Recipient	
Address	Trice Imaging, Inc. 1343 Stratford Court Del Mar, CA 92014 US
Billing Email	adrena@triceimaging.com
Current Storage Usage	1.82 GB
Created	2019-09-03 10:43:29 UTC
Updated	2022-11-03 12:36:43 UTC
Origin	Manage Signup Form
VAT	n/a
Notes	Termination Notes: 1. The date the termination was requested 2. The date the termination becomes effective 3. The reason for the termination
<input type="button" value="Edit"/>	

Once on the Editing Customer page, go to the **Status** dropdown menu and select **Terminated**.

Editing Customer

Name

Adrena Test Account

A short, yet descriptive, name for the customer.

Partner

Account manager

Commission recipient

Status

Demo - permanent demo, not for customers

- Demo - permanent demo, not for customers
 - Migrating - currently migrating, do not use or change
 - Paying - paying customer
 - Terminated - cancelled service, accounts are suspended
 - Trial - new or potential customer
 - Trial On Hold - trial pending, accounts are suspended
1. The date the termination was requested
 2. The date the termination becomes effective
 3. The reason for the termination

Update Customer

Destroy

Next go the **Notes** section of the page and record these 3 critical pieces of information used to document the Termination:

1. The date the customer gave notice to terminate
2. The date the termination becomes effective
3. The reason for the termination

Notes

Termination Notes:

1. The date the termination was requested
2. The date the termination becomes effective
3. The reason for the termination

It is a regulatory requirement that we capture this information upon Termination. Once the documentation has been properly completed, select **Update Customer**.

Any terminations will need to be discussed with your Trice Sales Manager during your monthly meetings. Terminations will also be documented on your quarterly self-assessments.

Note: Please do not ever delete the contract or delete/destroy the Customer. This is improper procedure. If you need further assistance, please contact your Trice Sales Manager.