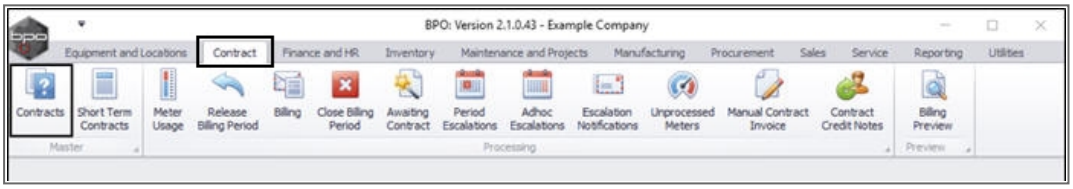
CONTRACT

SUSPEND A CONTRACT

A contract is suspended due to company reasons (not customer). In this suspended state, the system will allow Call logging, but the customer will ***not*** be included in the month end billing.

Ribbon Access: *Contract > Contracts*



The ***Contract Listing*** screen will be displayed.

- Select the ***Site*** that you wish to work in.
    - In this image ***Durban*** has been selected.

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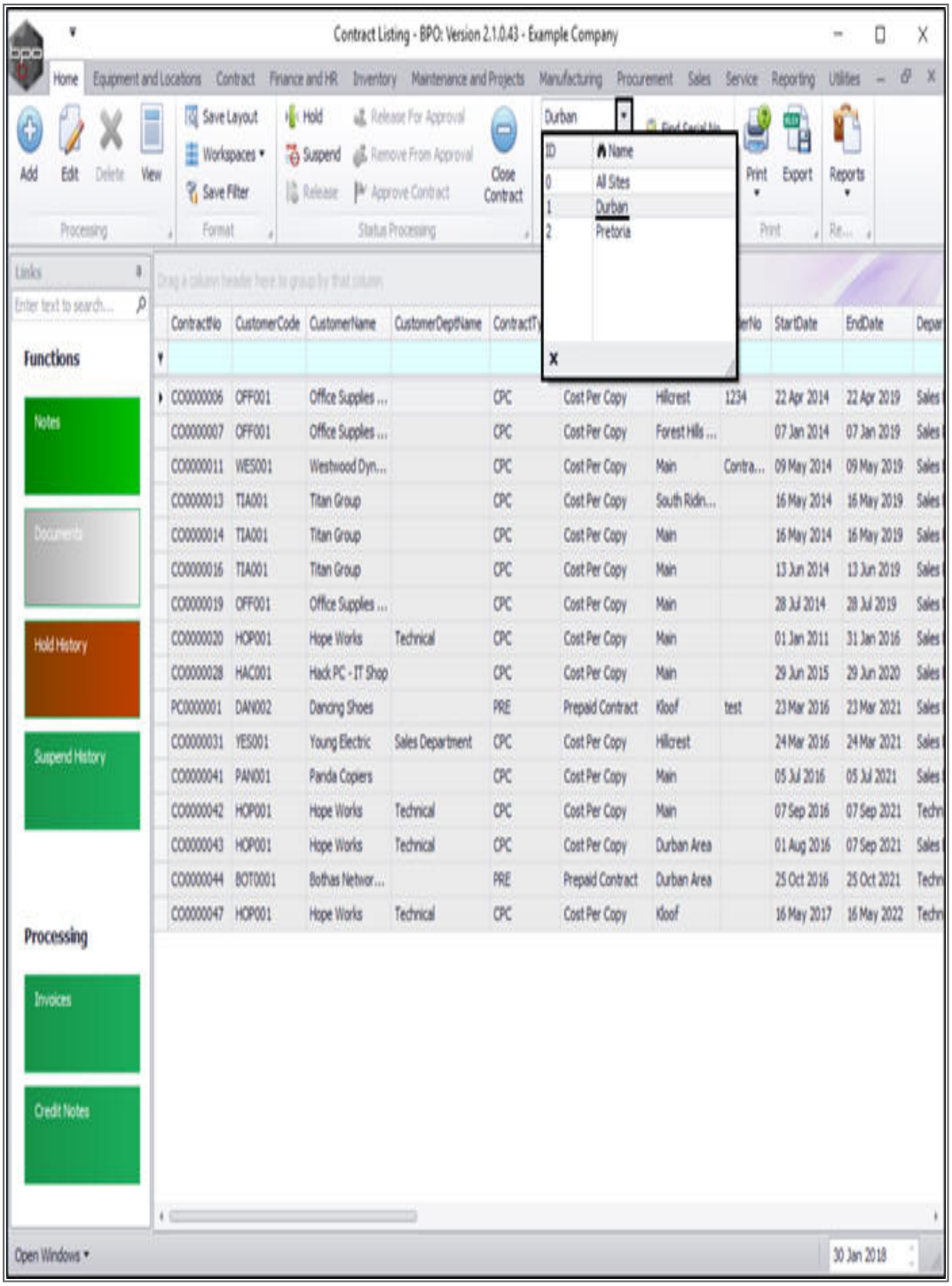

- Upon opening, this screen will default to the ***Active*** status, listing all the ***Active*** contracts for the selected site.

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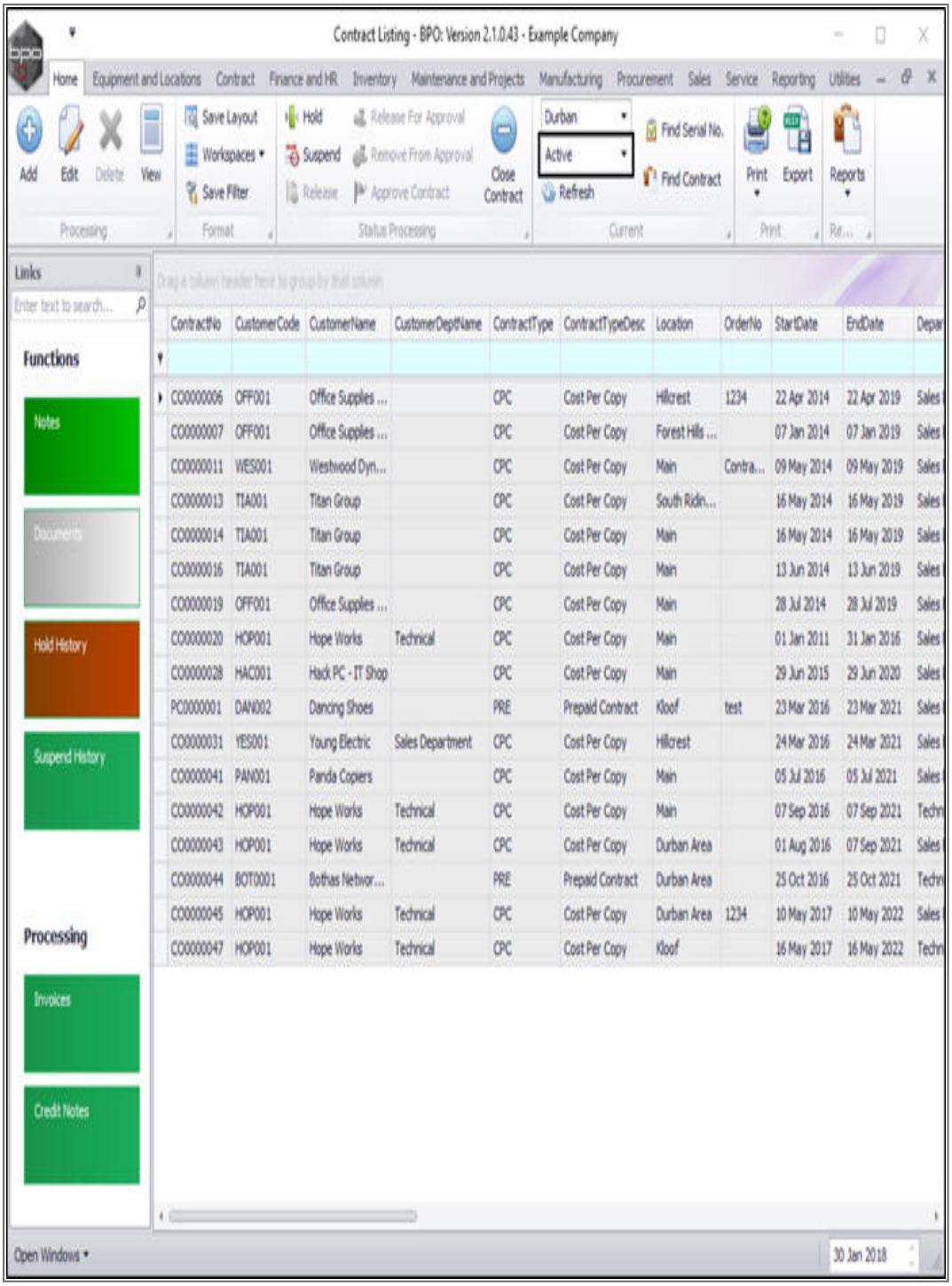
- **Note:** A contract can only be placed on ***Suspend*** from this status.



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SELECT THE CONTRACT

- Click on the ***row selector*** in front of the ***contract*** you wish to place on suspend.

SUSPEND THE CONTRACT

- Click on ***Suspend***.

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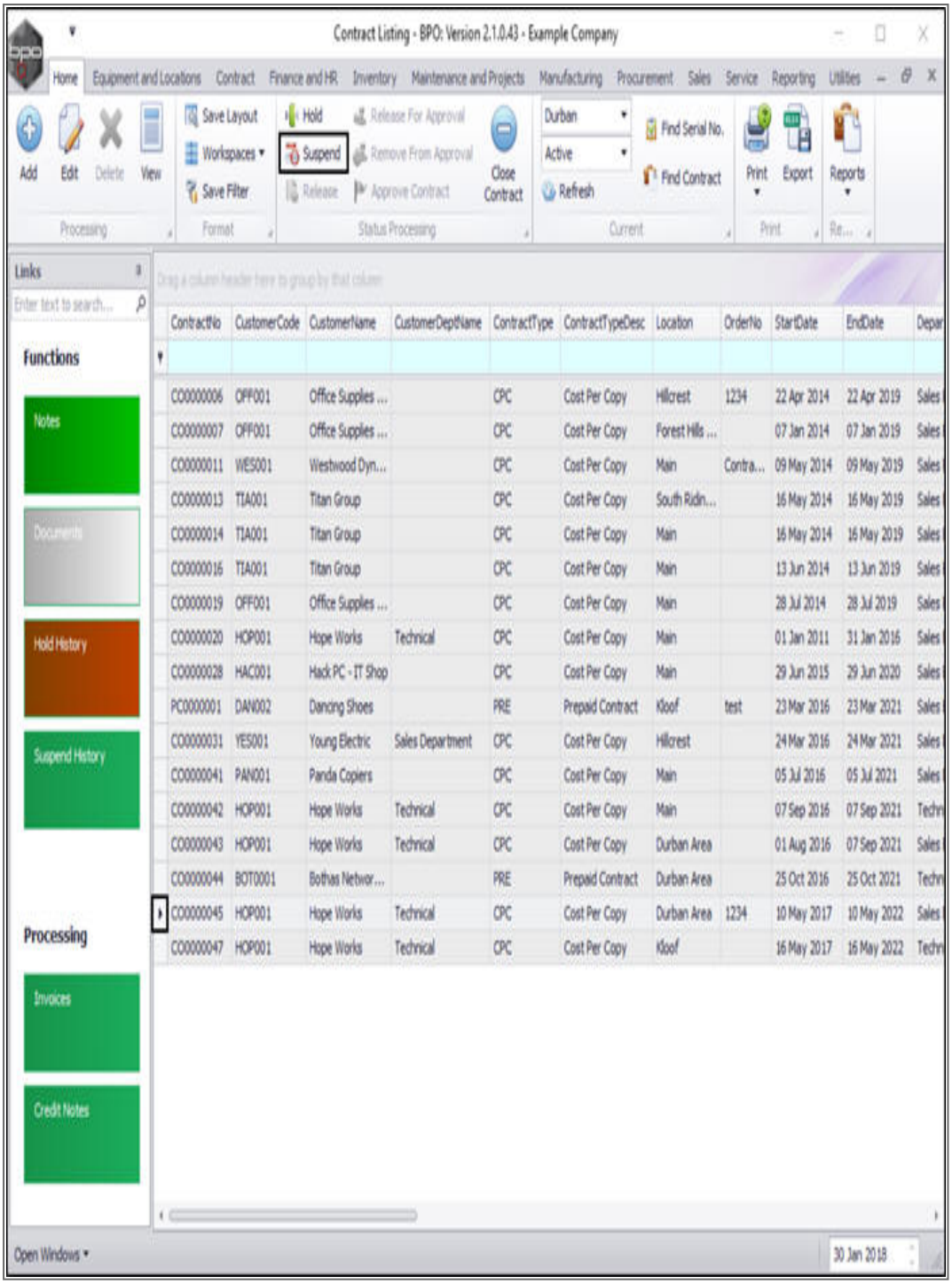

ADD SUSPENSION DETAILS

The ***Contract on Hold: []*** screen will be displayed.

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- **Date and Time:** This will auto populate with the current date.
    - You can type in, or click on the drop-down arrow and use the calendar function to select an ***alternative*** date.
    - You can type in, or use the arrow indicators to select an ***alternative*** time.
- **Reason:** Type in the reason for putting this contract on suspend.
- **Est. Release Date:** This will auto populate **48** hours after the suspend date.
    - You can type in, or click on the drop-down arrow and use the calendar function to select an alternative release date.
    - You can type, in or use the arrow indicators to select an alternative release time.
- **Employee:** Select the employee who has requested to place this contract on suspend.

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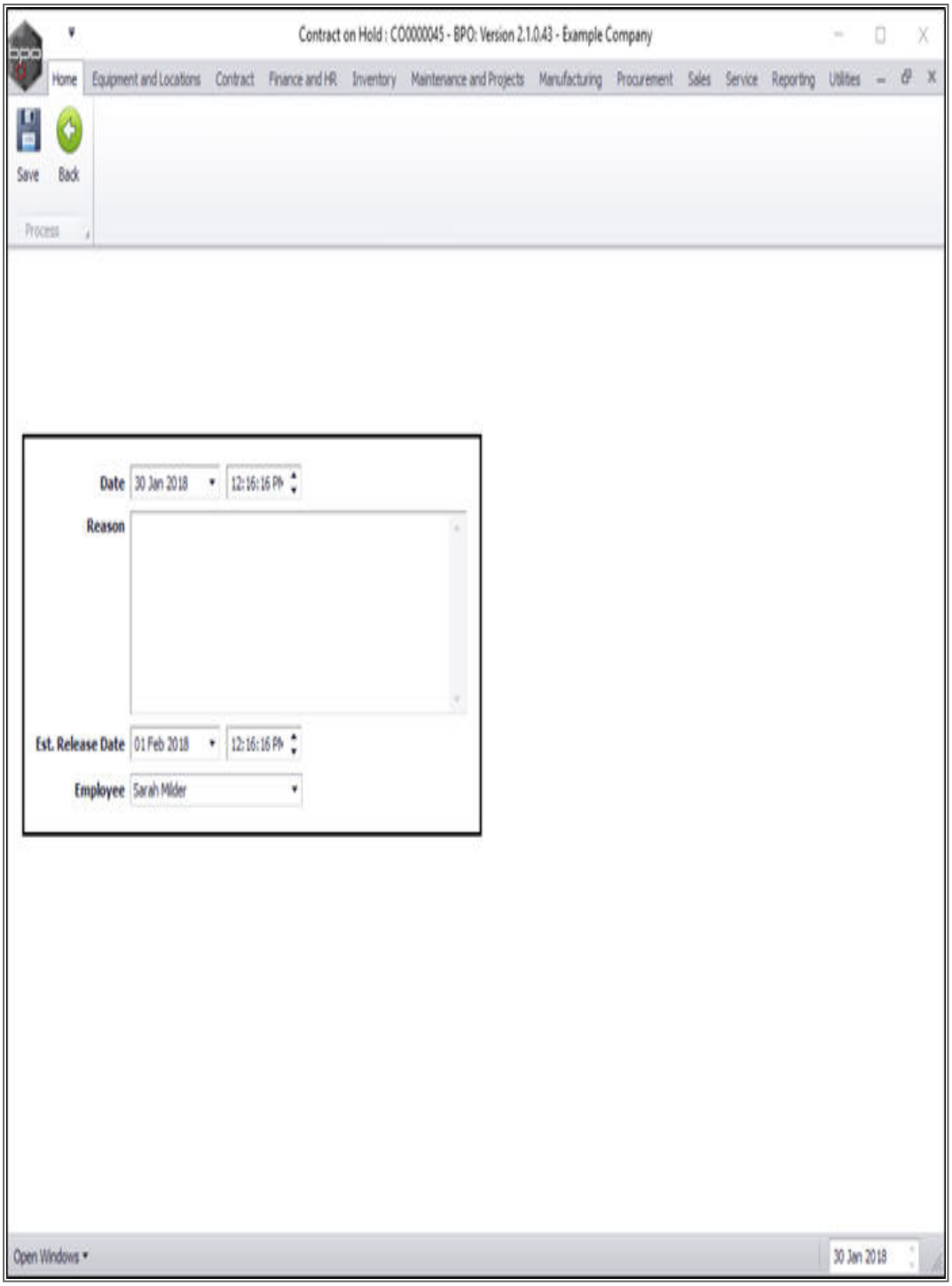

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SAVE SUSPENSION

- When you have finished adding details in this screen, click on ***Save***.

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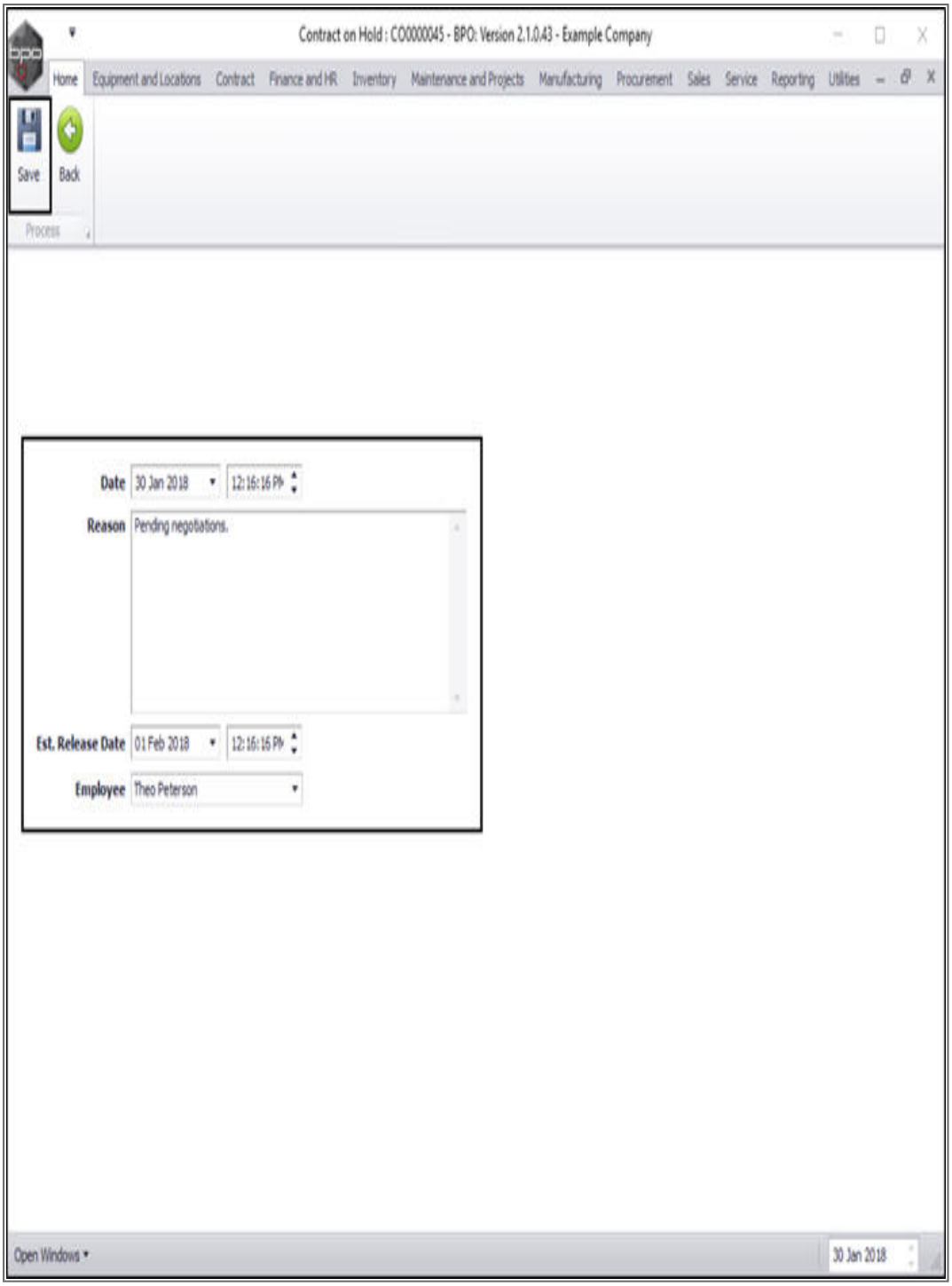

- You will return to the ***Contract Listing*** screen.
- A ***Customer Processing*** message box will pop up informing you that;

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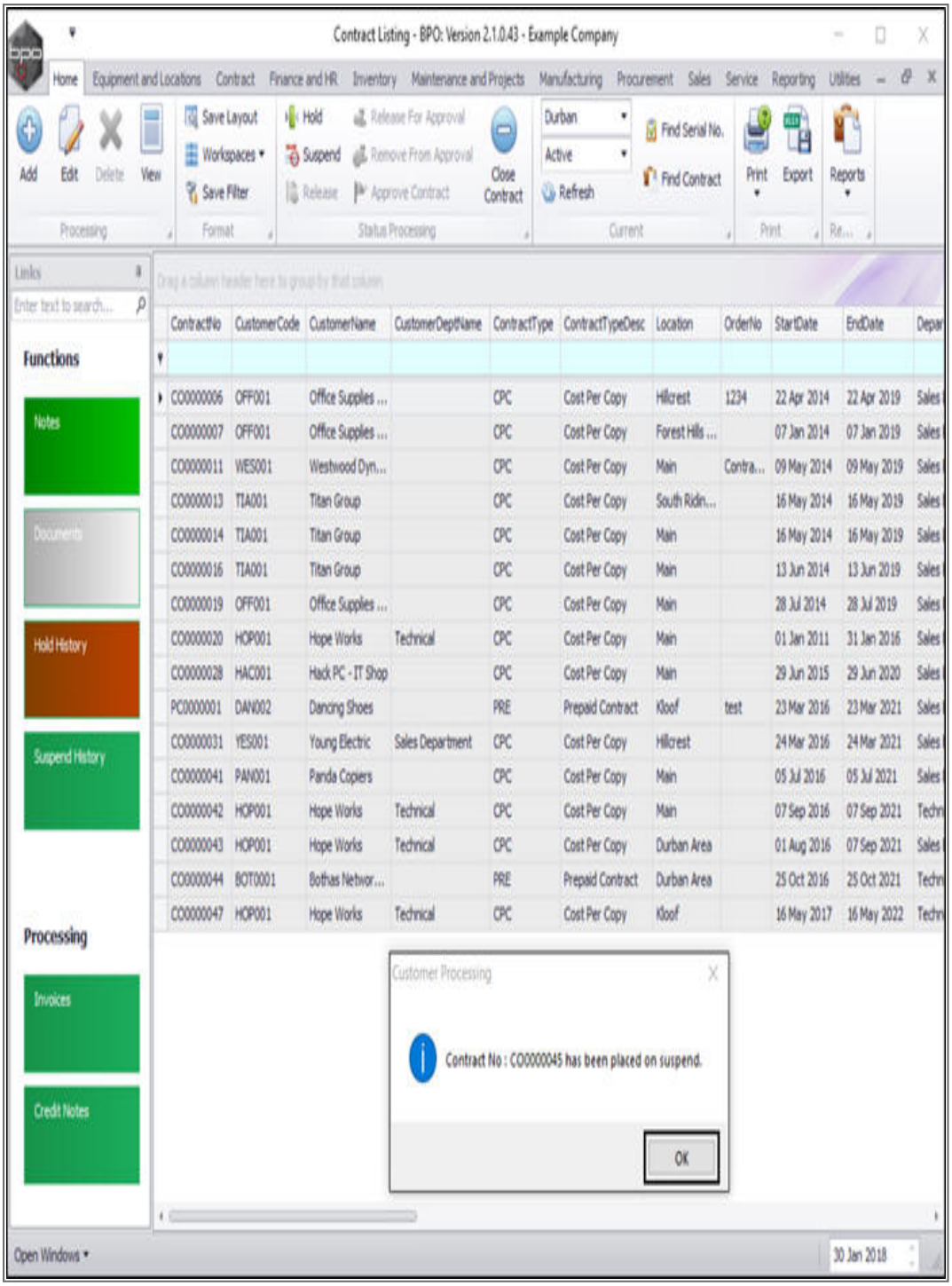
- ***Contract No: [ ] has been placed on suspend.***

- Click on ***Ok***.



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- This contract will have ***moved*** from the ***Active*** status to the ***Suspend*** status.

VIEW CONTRACT IN SUSPEND STATE

- Select the ***Suspend*** status.

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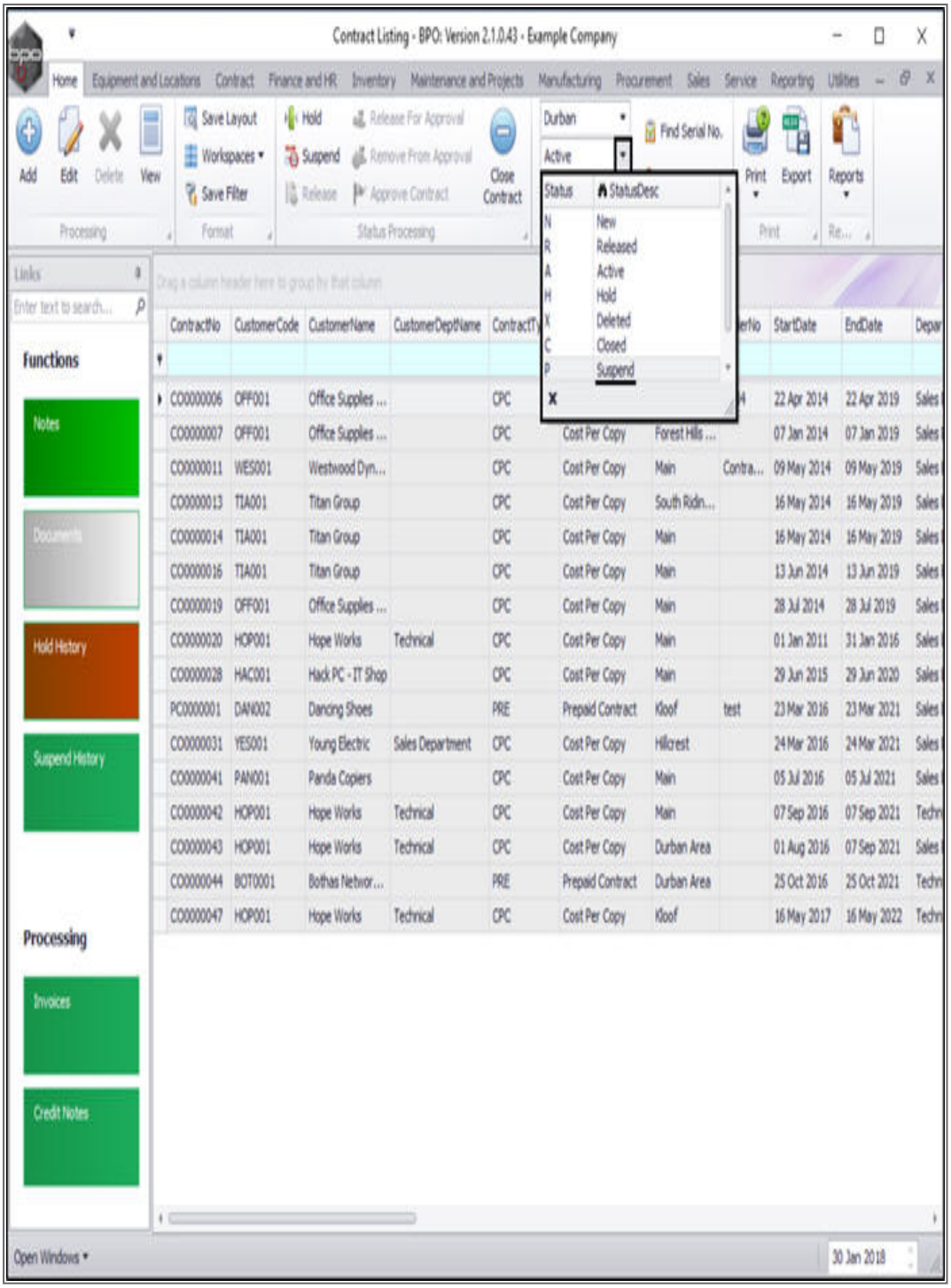

- You can now view the contract in the Contract Listing screen where the status is set to ***Suspend***.

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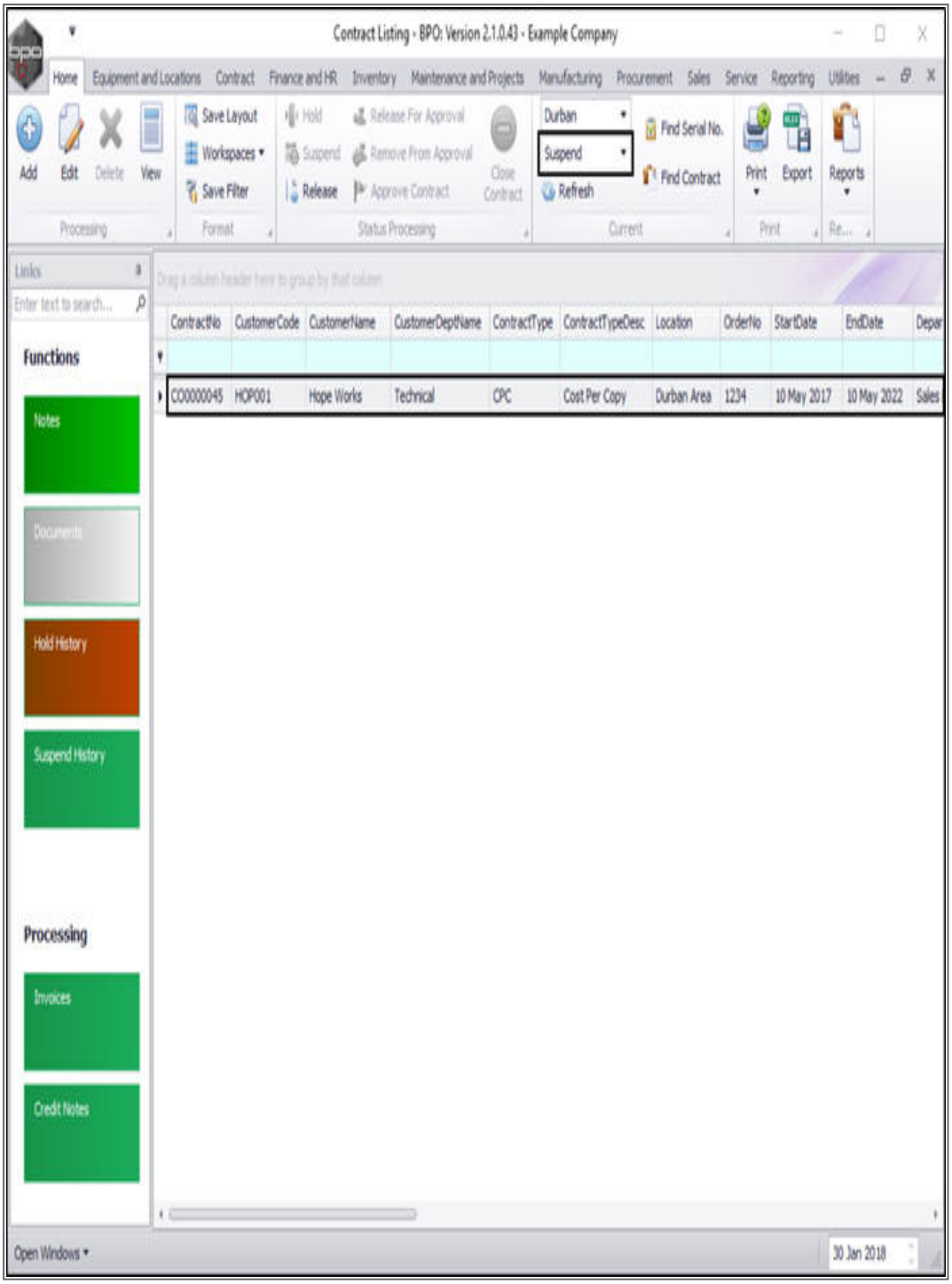

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