

CONTRACTS

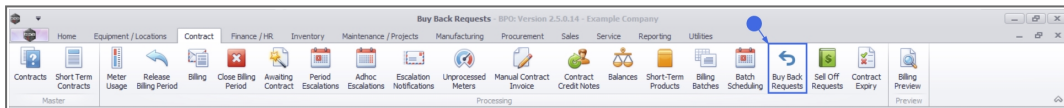
BUY BACK REQUESTS – DECLINE

For expired contracts that remain active, you have the ability to buy back serial numbers that have been selected, if the selected items are customer assets.

If you find the Buy Back Request has been created in error or is no longer valid in the situation you can Decline the request.

Screen access:

Ribbon Select *Contract > Buy Back Requests*



The **Buy Back Requests** screen will be displayed.

Select the Site

Your employee user record should be linked to a default site. In this case, the site will auto populate with this default, otherwise the site must be manually selected.

Another site can be selected, if required, and if you have the security rights to access the site.

If **All Sites** displays here, then you do not have a default site configured on your user record, and need to select the required site.

Upon opening, this screen will default to the **New** status, listing all Buy Back Requests that still require processing.

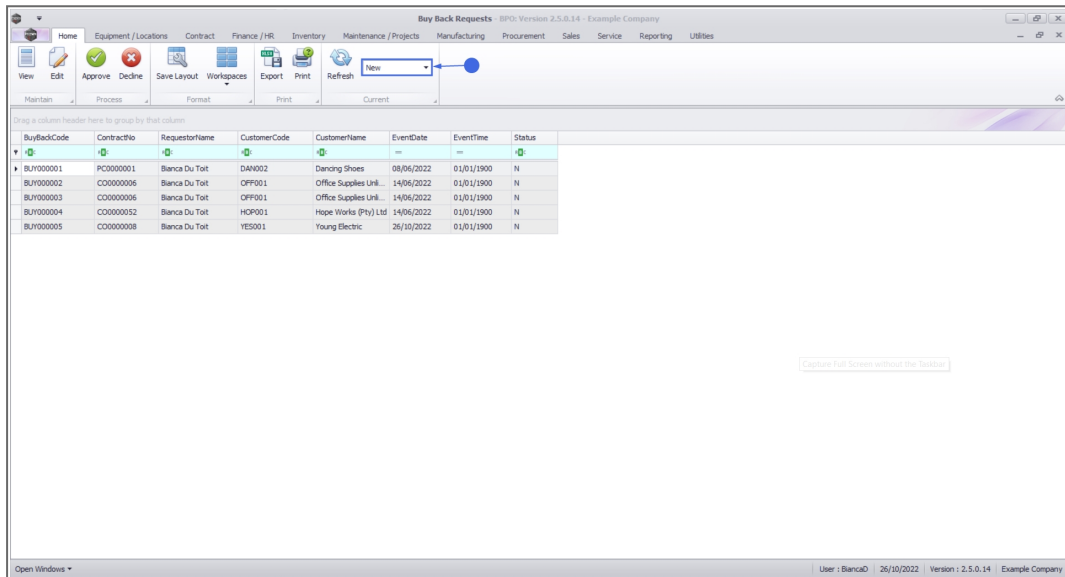
Status filter options:

New: Buy Back Requests that still require processing

Approved: Buy Back Requests that have been Approved

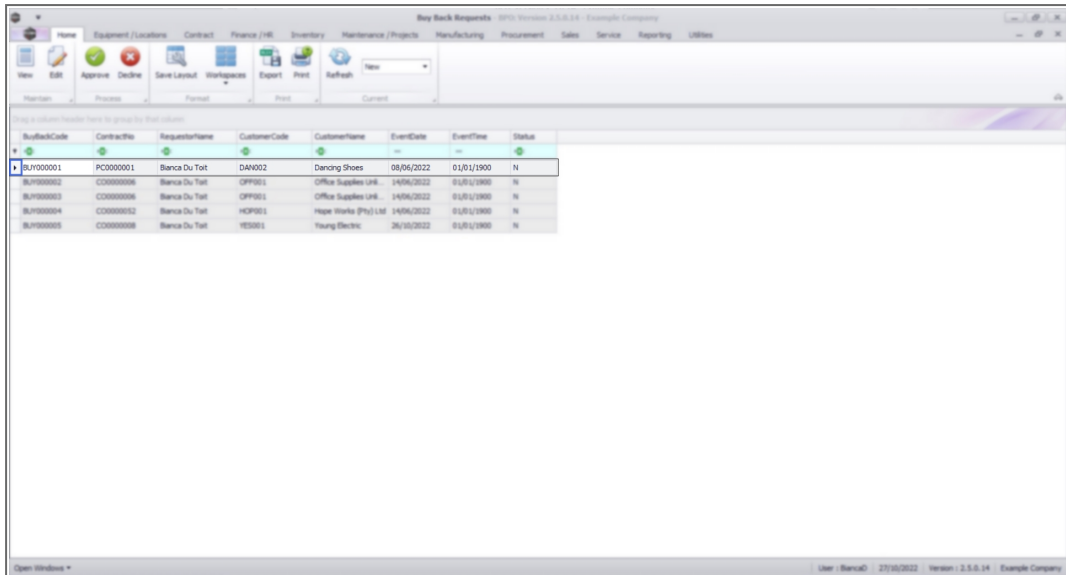
Declined: Buy Back Requests that have been Declined

Awaiting Contract Closure Approval: Buy Back Requests that have been approved, but Contract Closure Approval is required to complete the contract closure process.

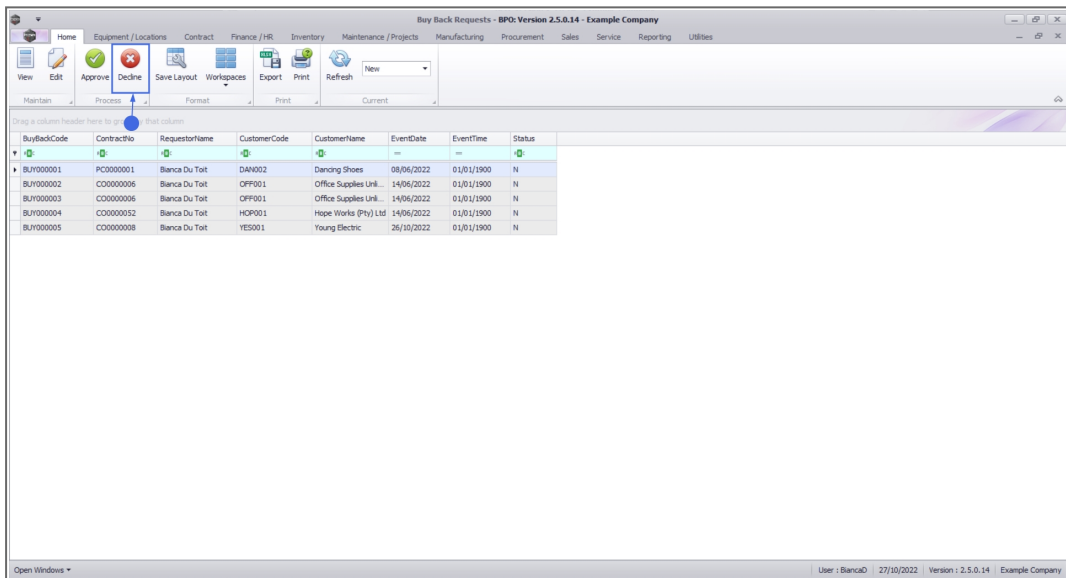


DECLINE BUY BACK REQUEST

- Select the **row** of the **buy back request** that you wish to process.

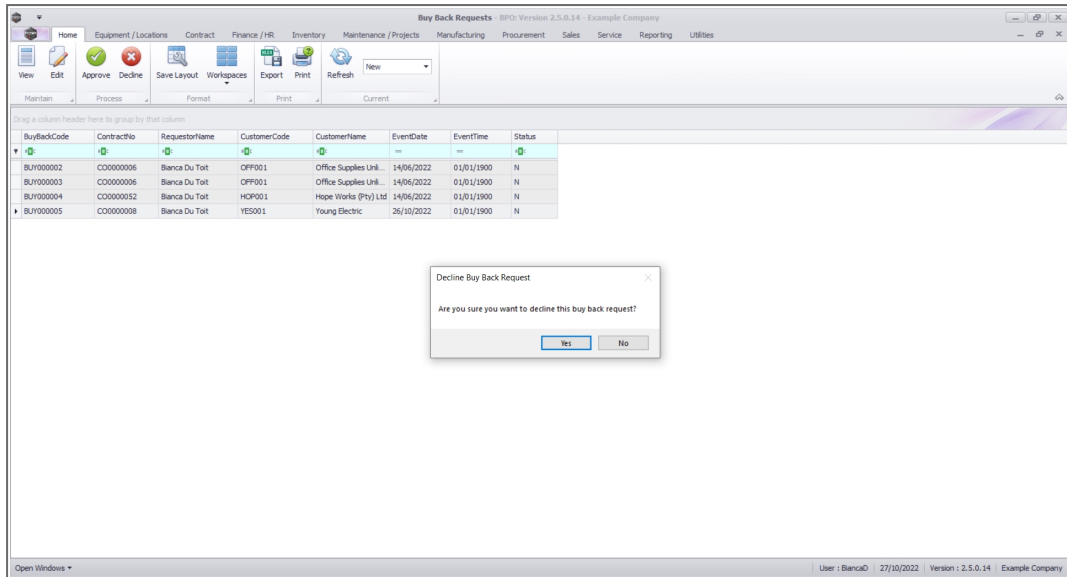


- Click on the **Decline** button.

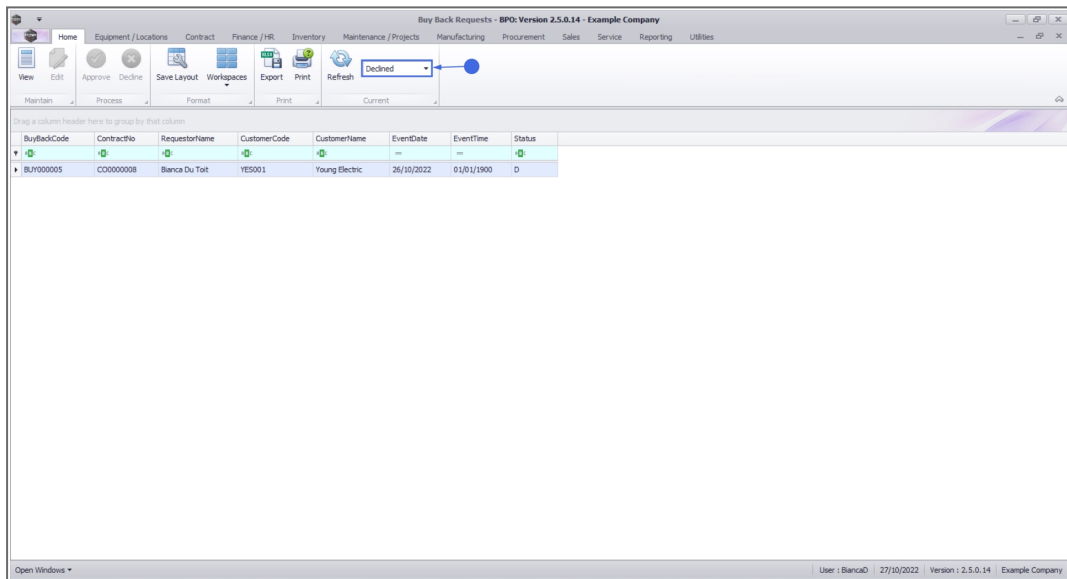


The **Decline Buy Back Request** message box will come up, asking: **Are you sure you want to decline this buy back request?**

- Click on the **Yes** button.



The Buy Back Request will be declined and can be found by selecting the **Declined** status.



Related Topics

- [Contract Expiry](#)
- [Buy Back Requests Intro](#)
- [View Buy Back Request Details](#)
- [Edit a Buy Back Request](#)



Decline Buy Back Request

- [Decline Buy Back Request](#)
- [Print Buy Back Request](#)

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