

# CONTRACT

## **RELEASE FROM HOLD**

When a contract is placed on **Hold**, the system will prevent call logging, but the customer will still be included in the month end billing.

When the Hold reason has been *resolved*, e.g., payment has been made, then the contract will need to be **released** from Hold and put back into the **Active** status.

Ribbon Access: Contract > Contracts



The *Contract Listing* screen will be displayed.

- Select the *Site*.
  - In this example, *Durban* has been selected.



#### Release from Hold

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



Click on the drop-down *arrow* in the *status* field and select the *Hold* status.

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## **SELECT CONTRACT**

The screen will now display all contracts in the selected Site that are sitting in the *Hold* status.

- If there is *more than one contract* in this listing screen, ensure that the *row* of the contract that you wish to release is selected.
- Click on *Release*.

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#### Release from Hold

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### **ADD RELEASE DETAILS**

The *Contract to Release: []* screen will be displayed.



- **Release Date and Time:**This will auto populate with the current date and time.
  - **Date:** Either type in or click on the drop-down arrow and use the calendar function to select an alternative release date.
  - **Time:** Either type in or use the arrow indicators to select an alternative release time.



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## **SAVE RELEASE DETAILS**

• When you have selected your date and time, click on *Save*.



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The contract will be *removed* from the Contract Listing screen where the status is set to *Hold*.



- A *Contract Processing* message box will pop up informing you that;
  - Contract No: [] has been released.
- Click on OK.



#### Release from Hold





## **VIEW RELEASED CONTRACT IN ACTIVE STATE**

• Select the *Active* status.





• You can now view the *released* contract in the Contract Listing screen where the status is set to *Active*.

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