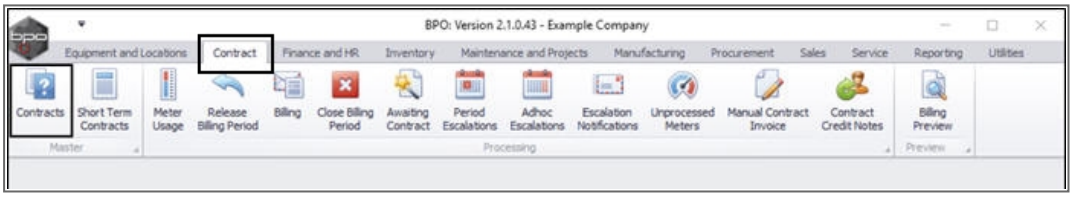
CONTRACT

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.

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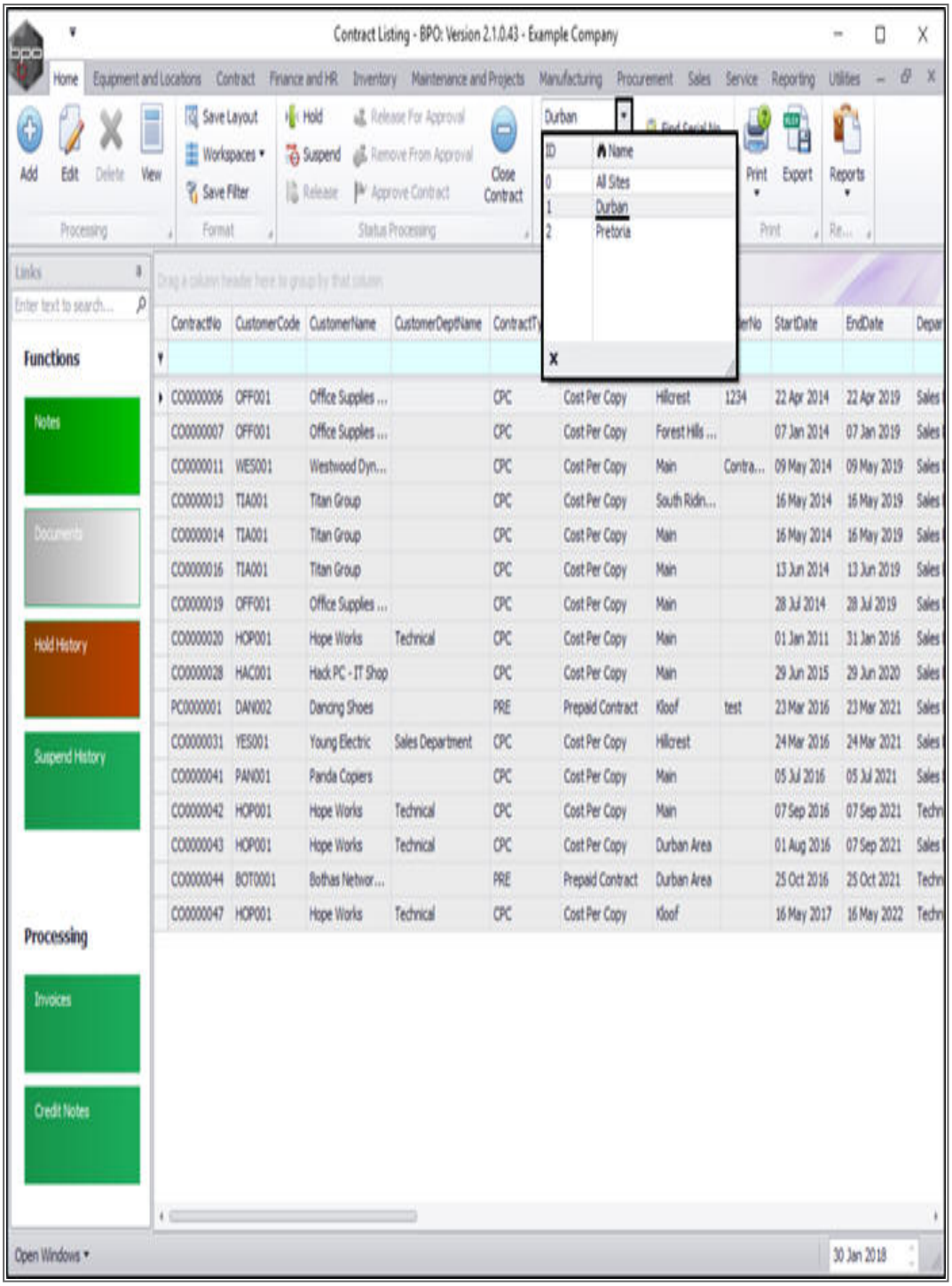

- Upon opening, this screen will default to the ***Active*** status, listing all the ***Active*** contracts for the selected site.

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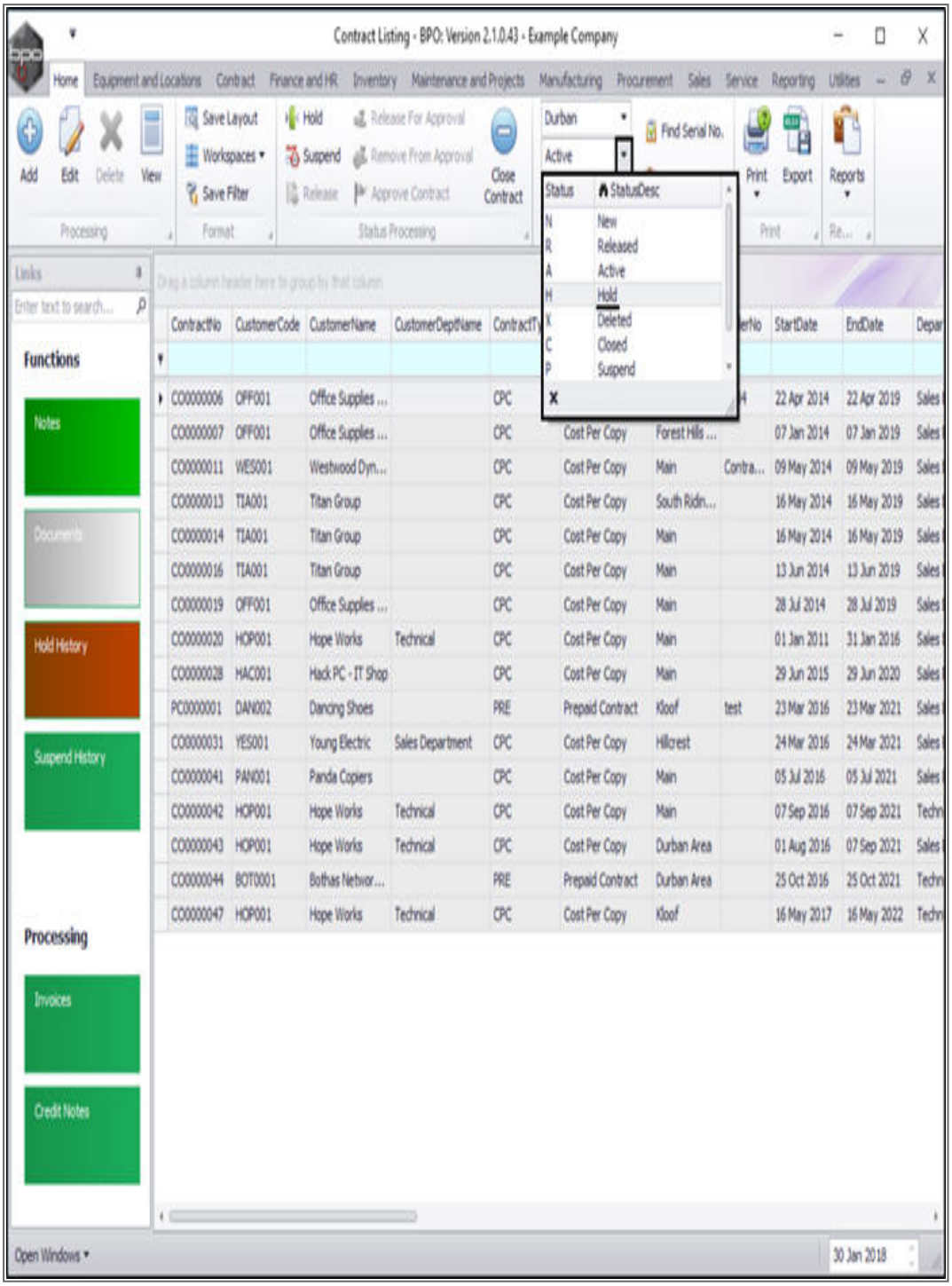
- Click on the drop-down ***arrow*** in the ***status*** field and select the ***Hold*** status.



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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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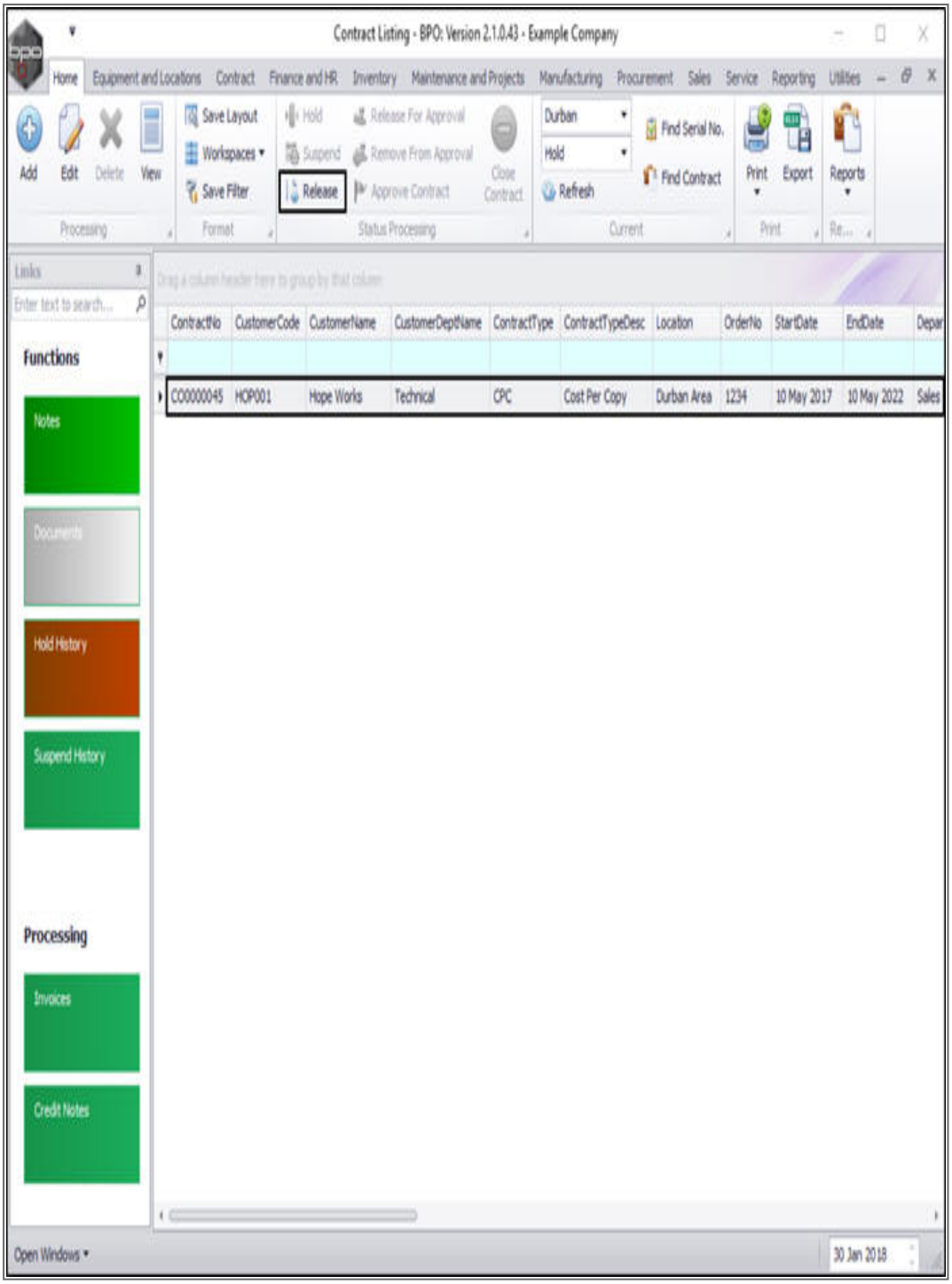

ADD RELEASE DETAILS

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

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- **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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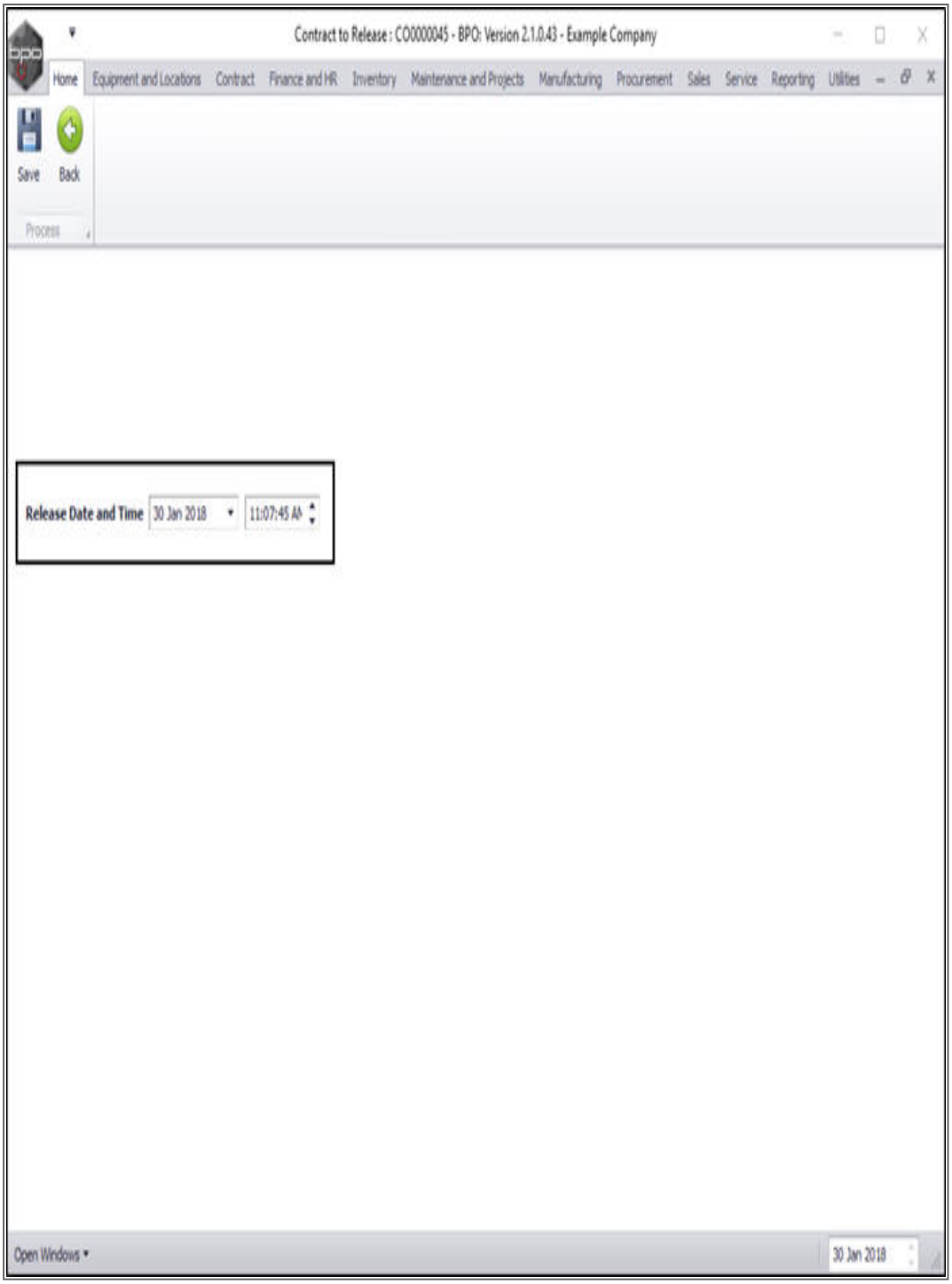

SAVE RELEASE DETAILS

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

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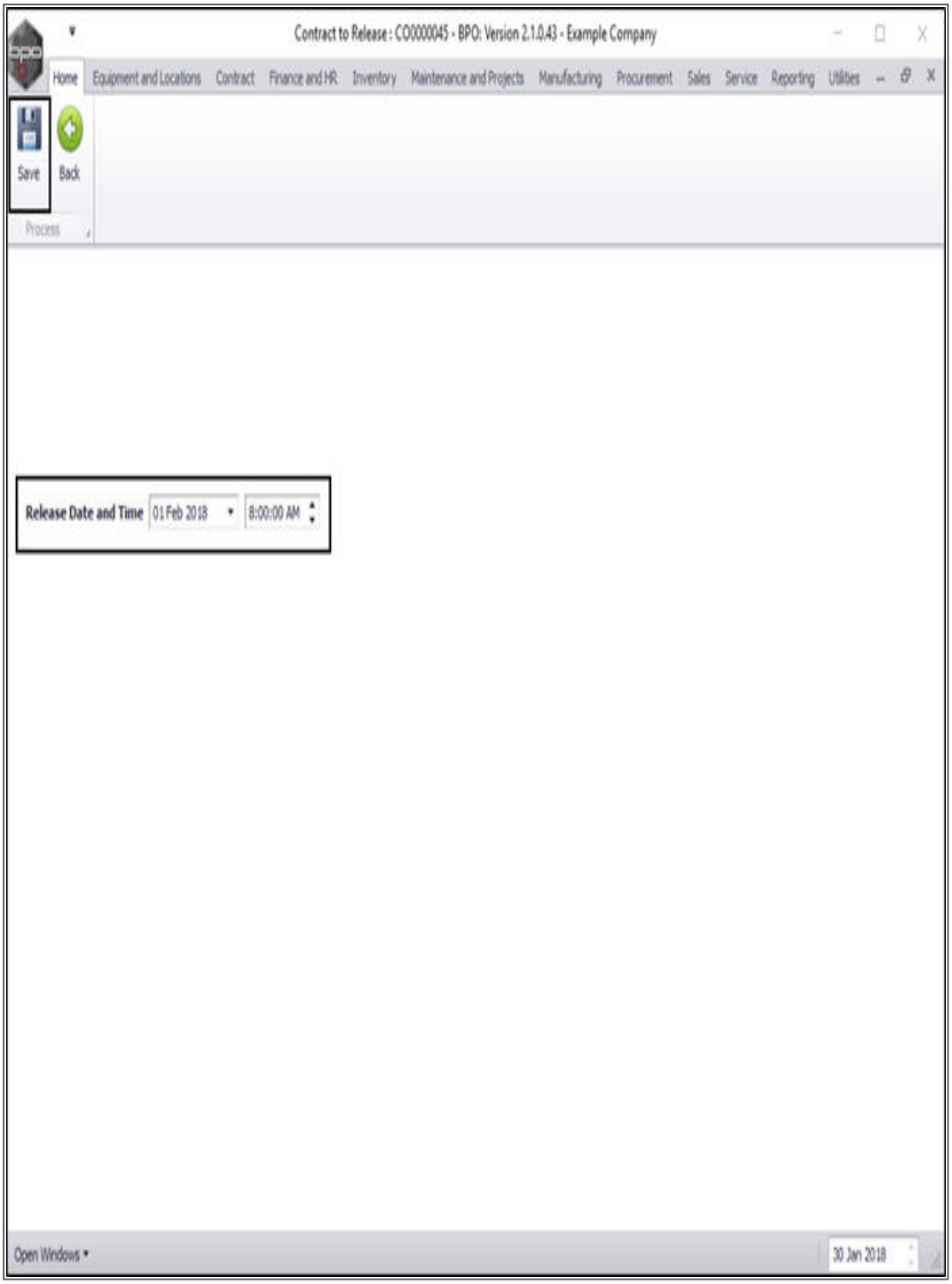

The contract will be ***removed*** from the Contract Listing screen where the status is set to ***Hold***.

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

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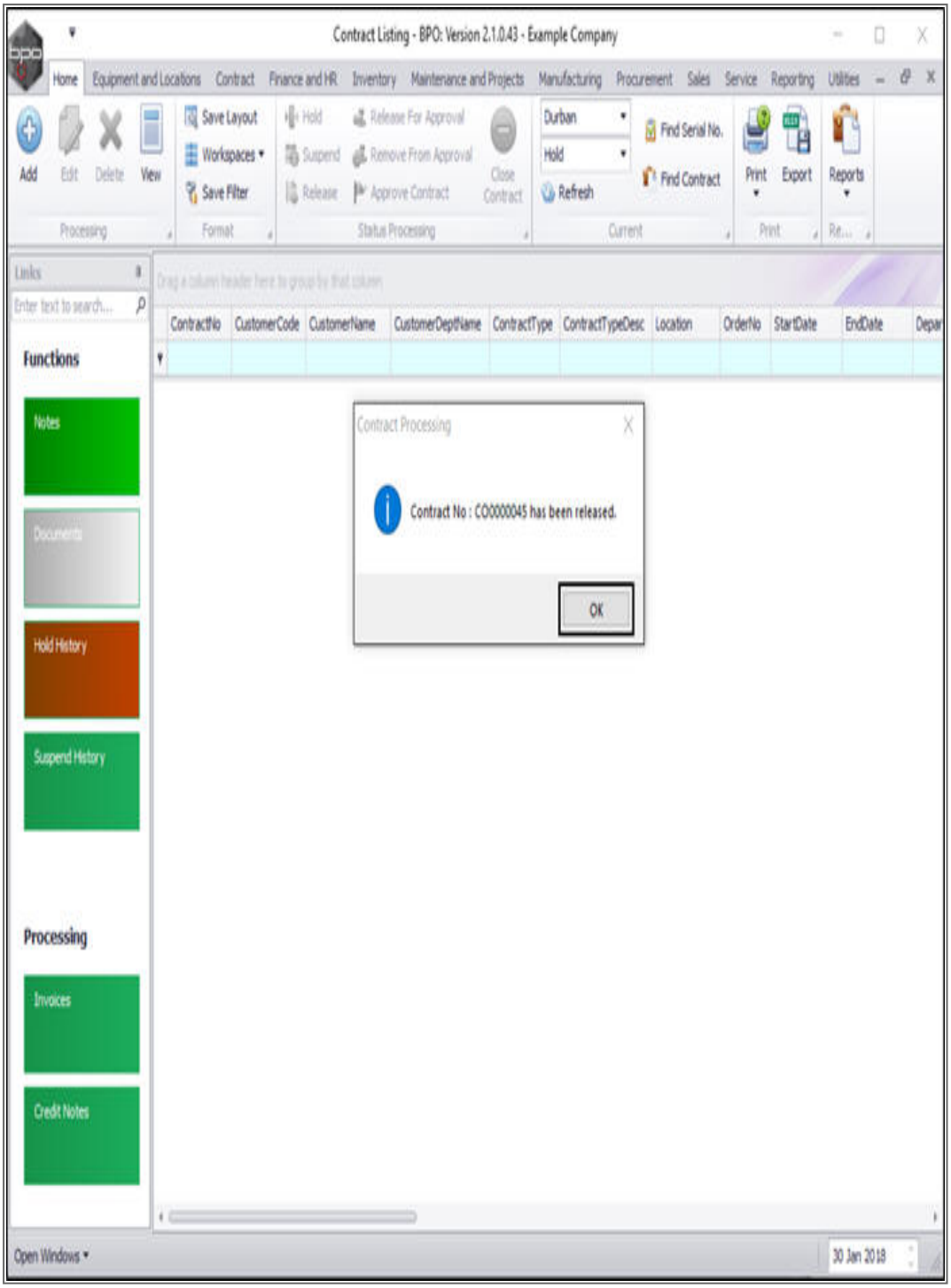

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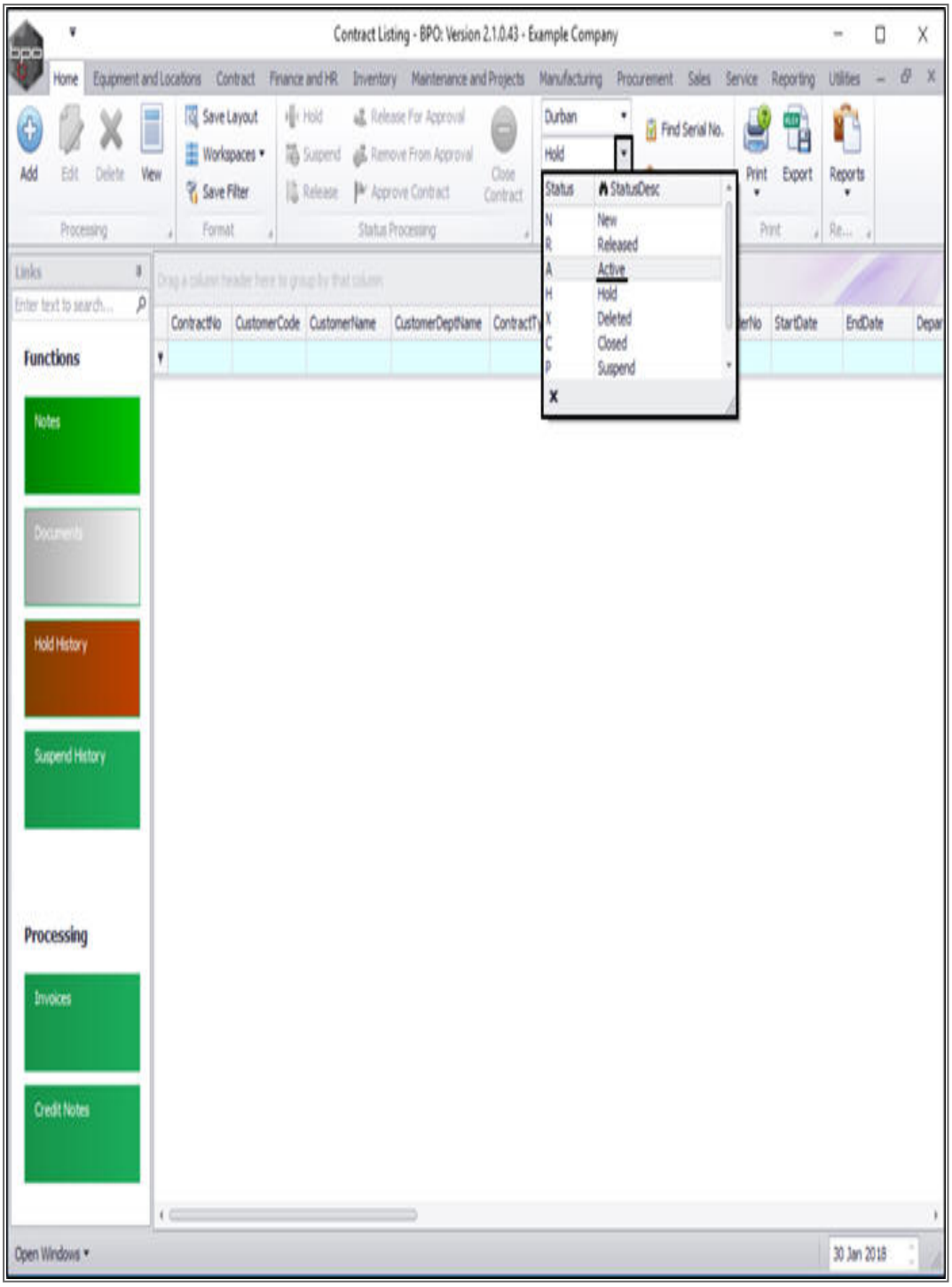
VIEW RELEASED CONTRACT IN ACTIVE STATE

- Select the ***Active*** status.



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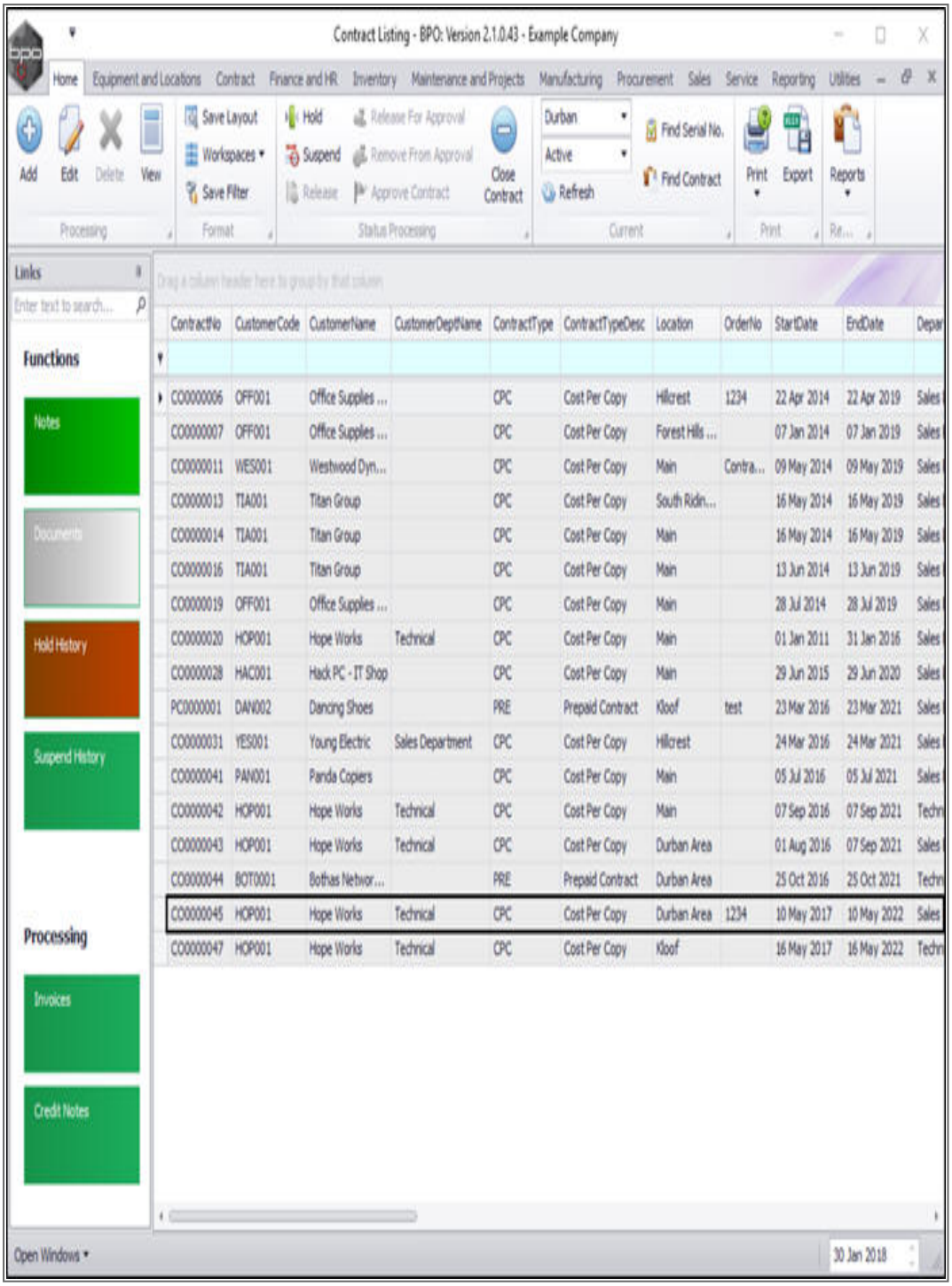
- You can now view the ***released*** contract in the Contract Listing screen where the status is set to ***Active***.



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