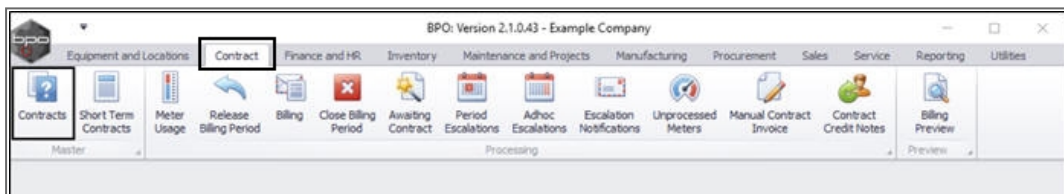


# CONTRACT

## RELEASE A SUSPENDED CONTRACT

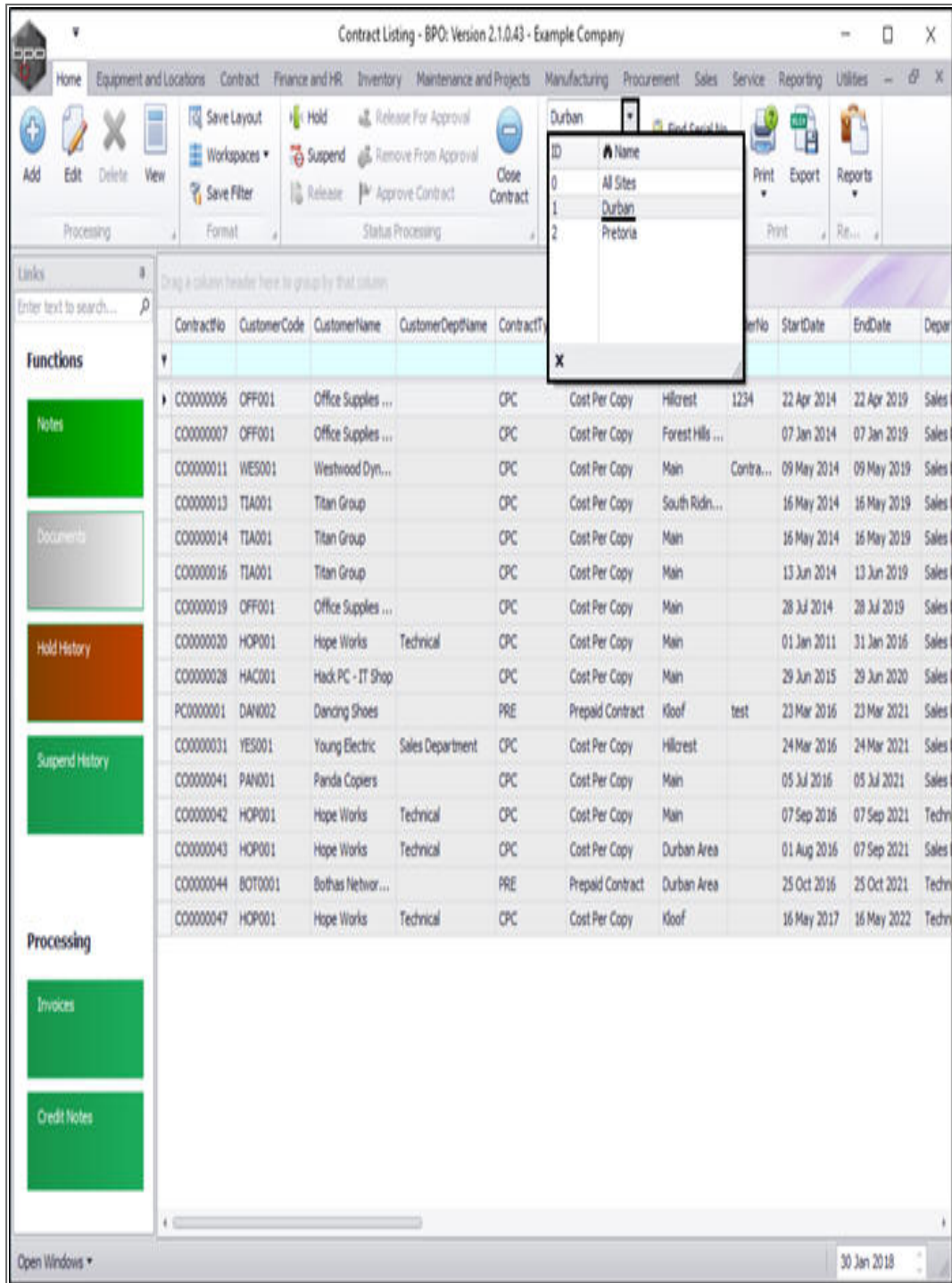
When a contract is **suspended**, the system will allow Call logging, but the customer will not be included in the month end billing. The contract will remain in the Suspend status until removed by an administrator. This process will enable you to **reinstate** the suspended contract so that the system will re-activate 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.



- 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 **Suspend** status.

The screenshot shows the 'Contract Listing - BPO: Version 2.1.0.43 - Example Company' application. The interface includes a menu bar with options like Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. A toolbar contains various actions such as Add, Edit, Delete, View, Save Layout, Hold, Release For Approval, Suspend, Remove From Approval, Release, Approve Contract, and Close Contract. A dropdown menu is open over the 'Status' column of a table, showing options: New, Released, Active, Hold, Deleted, Closed, and Suspend. The 'Suspend' option is highlighted. The table below has columns for ContractNo, CustomerCode, CustomerName, CustomerDeptName, ContractType, Status, StatusDesc, UserNo, StartDate, EndDate, and Department.

ContractNo	CustomerCode	CustomerName	CustomerDeptName	ContractType	Status	StatusDesc	UserNo	StartDate	EndDate	Department
CO000006	OFF001	Office Supples ...		CPC				22 Apr 2014	22 Apr 2019	Sales
CO000007	OFF001	Office Supples ...		CPC	Cost Per Copy	Forest Hills ...		07 Jan 2014	07 Jan 2019	Sales
CO000011	WES001	Westwood Dyn...		CPC	Cost Per Copy	Main	Contra...	09 May 2014	09 May 2019	Sales
CO000013	TIA001	Titan Group		CPC	Cost Per Copy	South Ridn...		16 May 2014	16 May 2019	Sales
CO000014	TIA001	Titan Group		CPC	Cost Per Copy	Main		16 May 2014	16 May 2019	Sales
CO000016	TIA001	Titan Group		CPC	Cost Per Copy	Main		13 Jun 2014	13 Jun 2019	Sales
CO000019	OFF001	Office Supples ...		CPC	Cost Per Copy	Main		28 Jul 2014	28 Jul 2019	Sales
CO000020	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Main		01 Jan 2011	31 Jan 2016	Sales
CO000028	HAC001	Hack PC - IT Shop		CPC	Cost Per Copy	Main		29 Jun 2015	29 Jun 2020	Sales
PC000001	DAN002	Dancing Shoes		PRE	Prepaid Contract	Koof	test	23 Mar 2016	23 Mar 2021	Sales
CO000031	YES001	Young Electric	Sales Department	CPC	Cost Per Copy	Hillcrest		24 Mar 2016	24 Mar 2021	Sales
CO000041	PAN001	Panda Copiers		CPC	Cost Per Copy	Main		05 Jul 2016	05 Jul 2021	Sales
CO000042	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Main		07 Sep 2016	07 Sep 2021	Techn
CO000043	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Durban Area		01 Aug 2016	07 Sep 2021	Sales
CO000044	BOT0001	Bothas Networ...		PRE	Prepaid Contract	Durban Area		25 Oct 2016	25 Oct 2021	Techn
CO000047	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Koof		16 May 2017	16 May 2022	Techn

All the **suspended** contracts linked to the selected **Site**, will be listed in this screen.

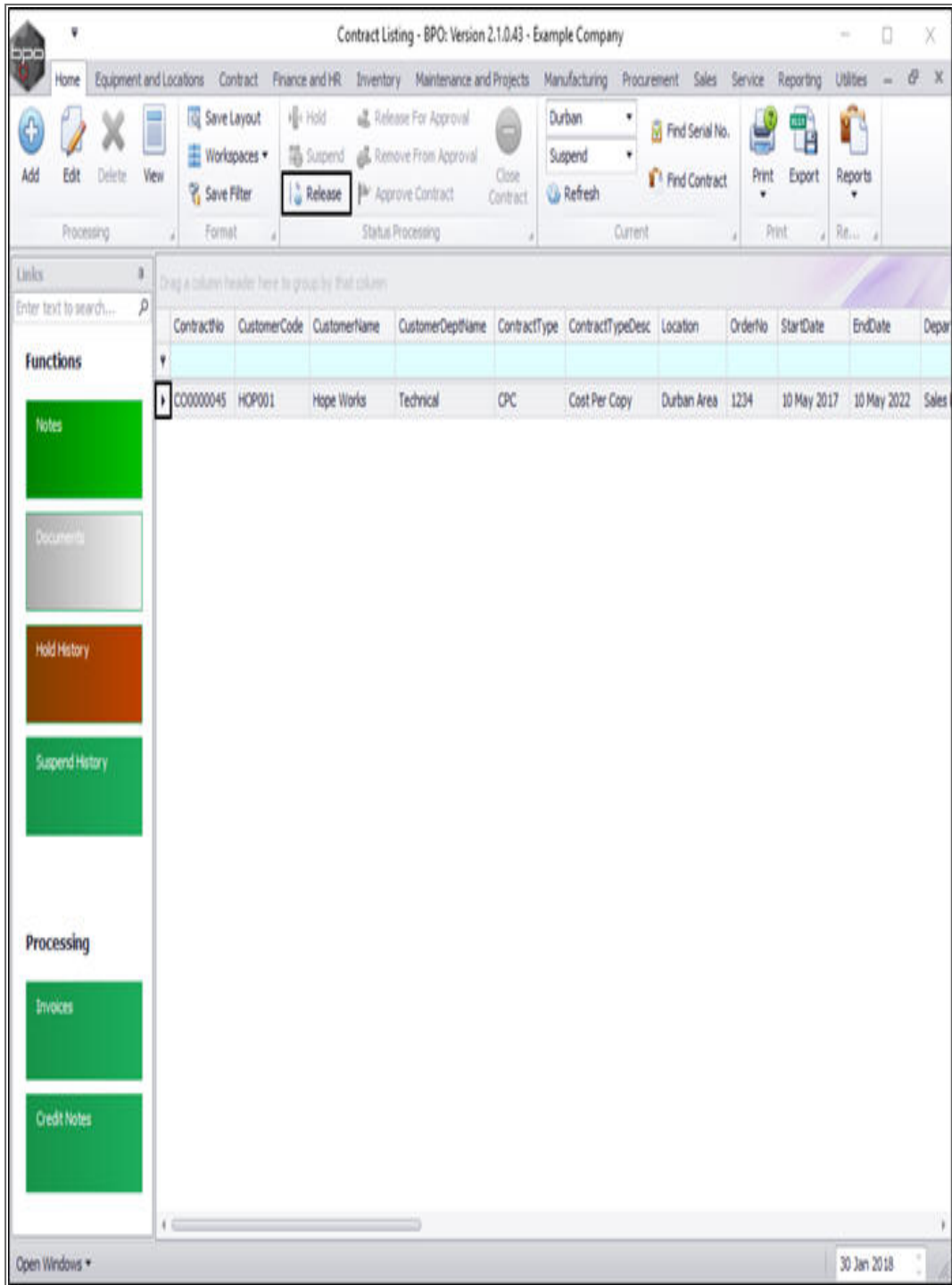
Select the Contract

- Select the **row** of the contract you wish to **release** from suspension.

## **RELEASE THE CONTRACT**

---

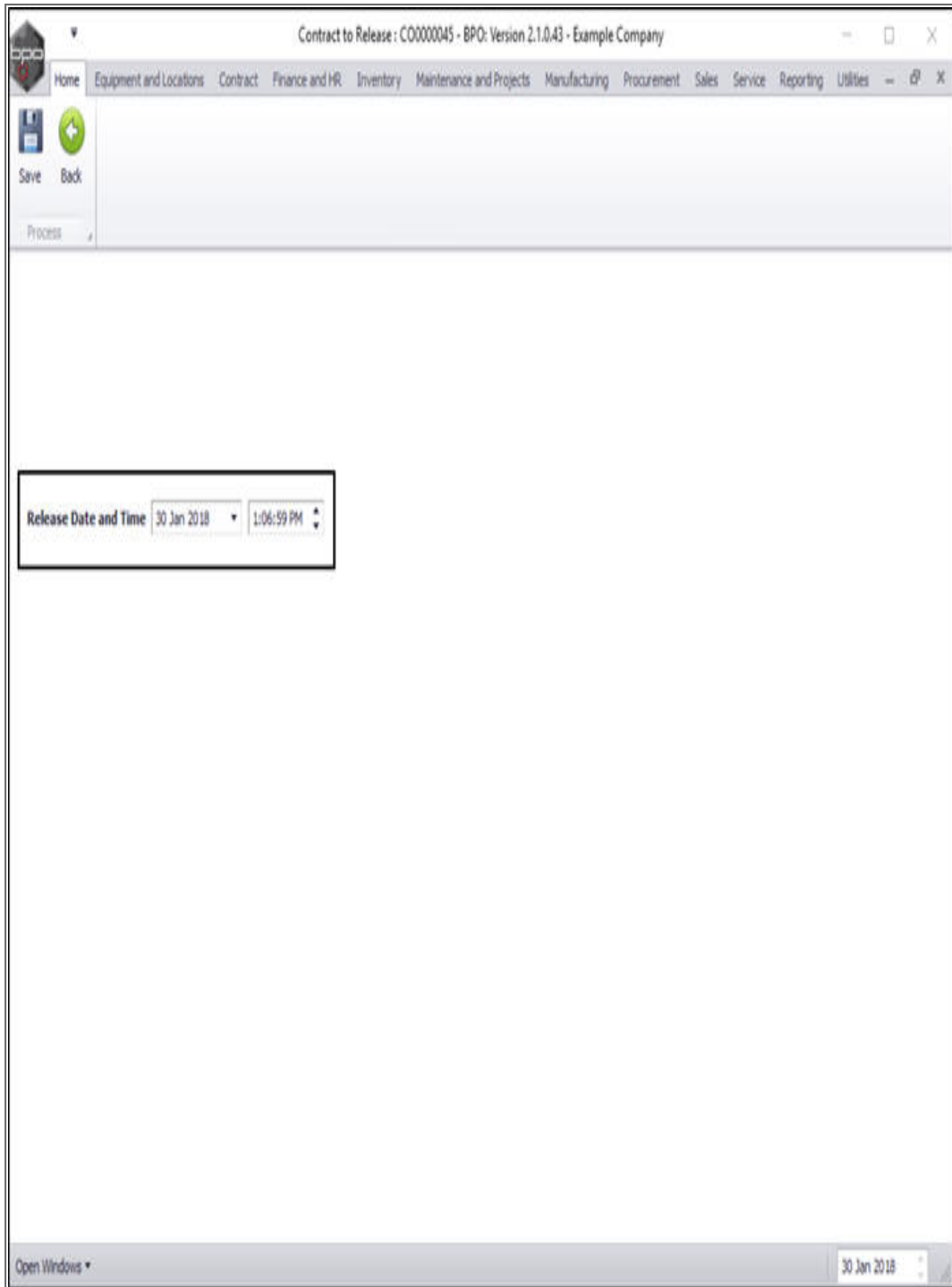
- Click on **Release**.



## ADD RELEASE DETAILS

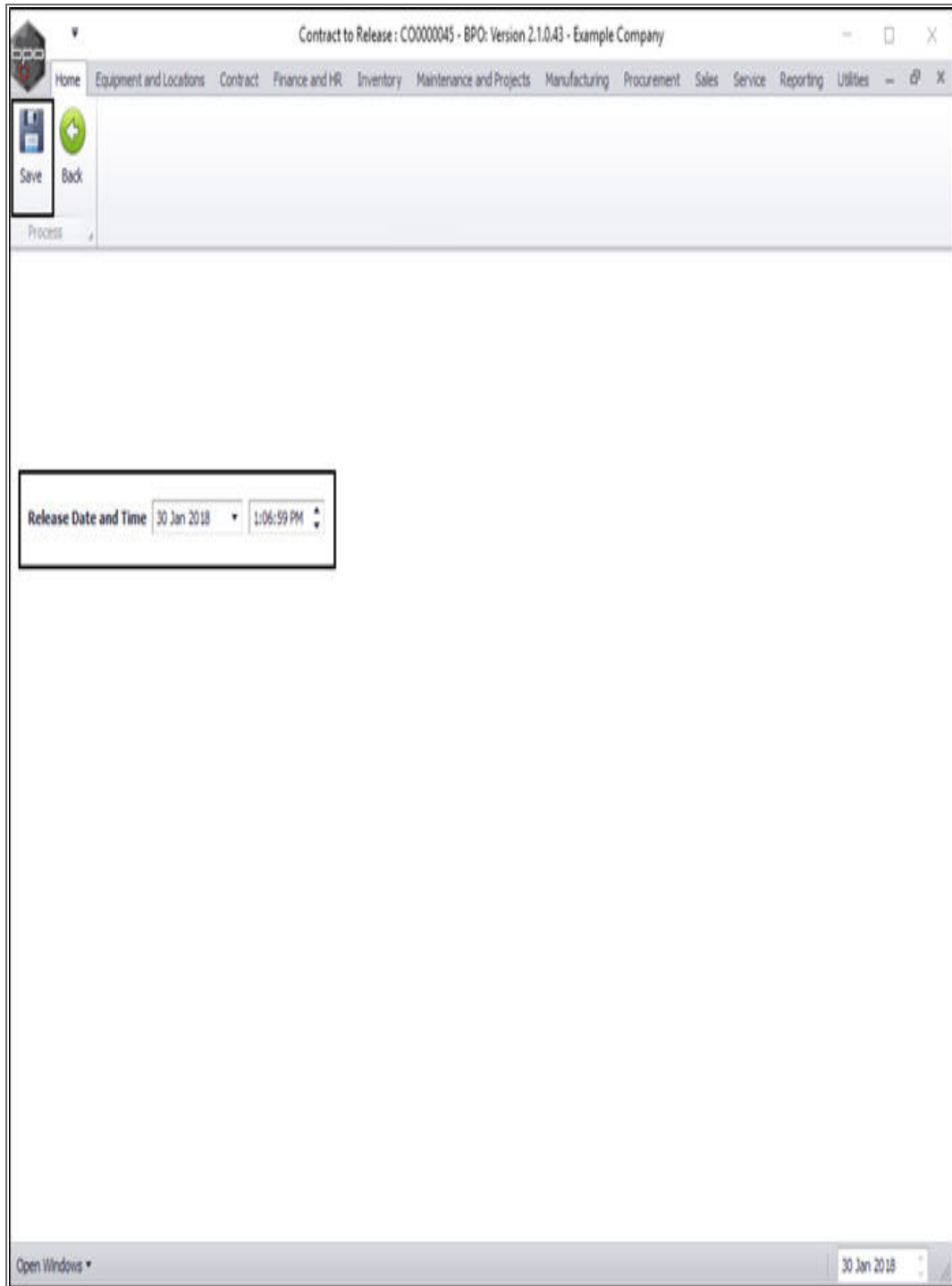
The ***Contract to Release: []*** screen will be displayed.

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



## SAVE RELEASE DETAILS

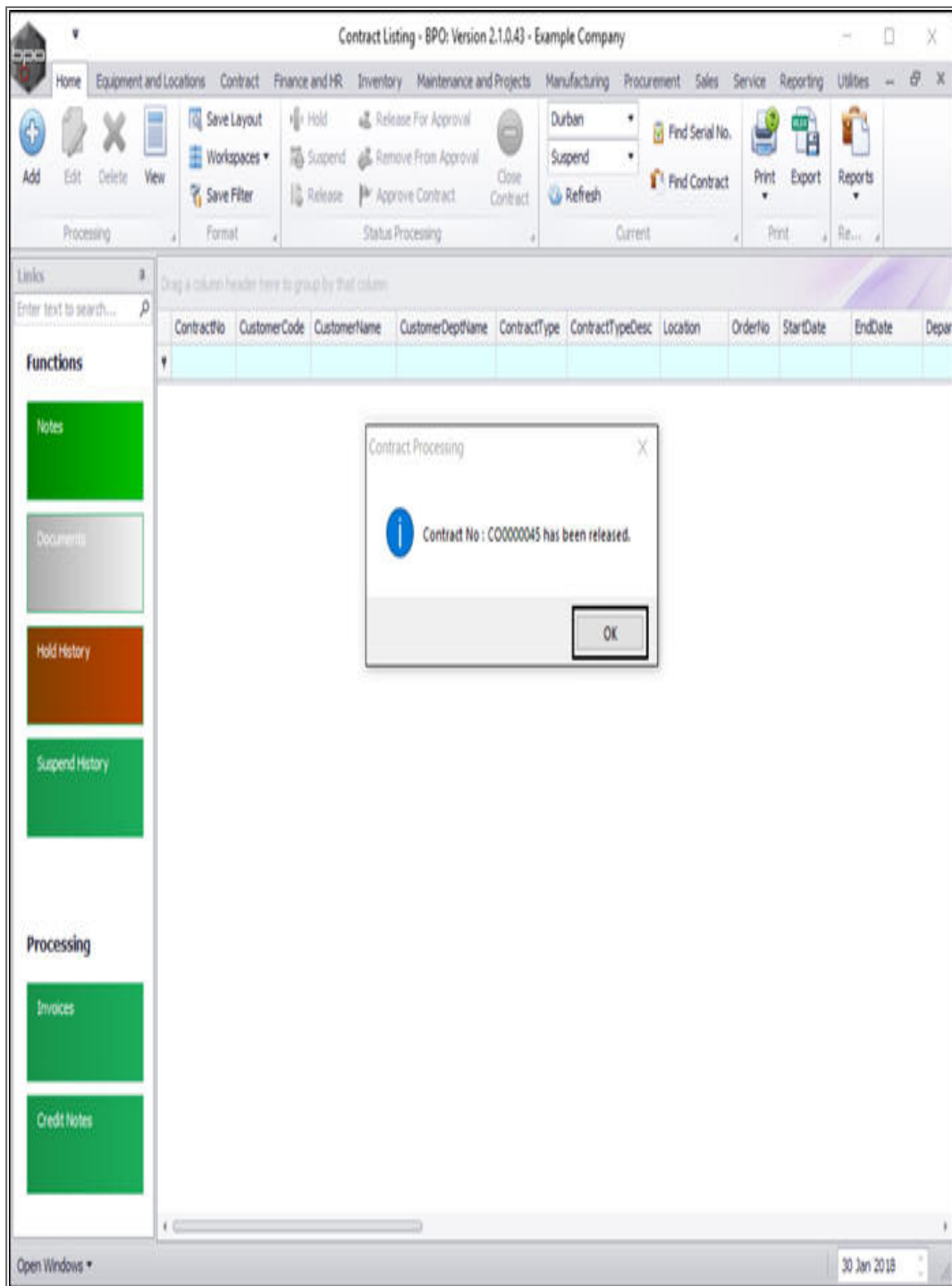
- When you have selected your date and time, click on **Save**.



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

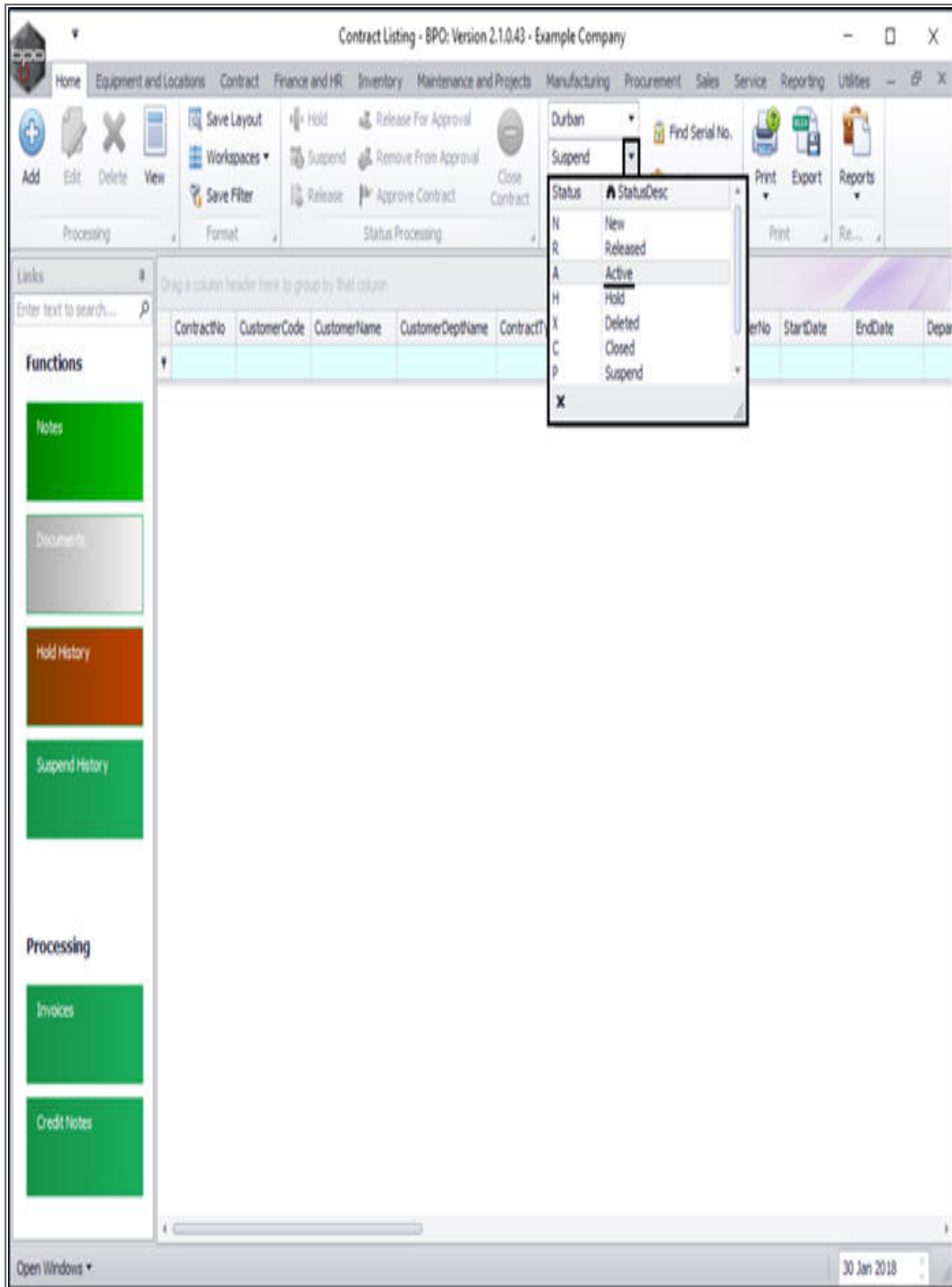


- A ***Contract Processing*** message box will pop up informing you that;
  - ***Contract No: [] has been released.***
- Click on ***OK***.



## 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**.

Contract Listing - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit Delete View Save Layout Workspaces Save Filter Hold Release For Approval Suspend Remove From Approval Release Approve Contract Close Contract Refresh Find Serial No. Find Contract Print Export Reports

Processing Format Status Processing Current Print Re...

Links

Enter text to search...

Drag a column header here to group by that column

ContractNo	CustomerCode	CustomerName	CustomerDeptName	ContractType	ContractTypeDesc	Location	OrderNo	StartDate	EndDate	Depr
CO000006	OFF001	Office Supples ...		CPC	Cost Per Copy	Hilcrest	1234	22 Apr 2014	22 Apr 2019	Sales
CO000007	OFF001	Office Supples ...		CPC	Cost Per Copy	Forest Hills ...		07 Jan 2014	07 Jan 2019	Sales
CO000011	WES001	Westwood Dyn...		CPC	Cost Per Copy	Main	Contra...	09 May 2014	09 May 2019	Sales
CO000013	TIA001	Titan Group		CPC	Cost Per Copy	South Ridn...		16 May 2014	16 May 2019	Sales
CO000014	TIA001	Titan Group		CPC	Cost Per Copy	Main		16 May 2014	16 May 2019	Sales
CO000016	TIA001	Titan Group		CPC	Cost Per Copy	Main		13 Jun 2014	13 Jun 2019	Sales
CO000019	OFF001	Office Supples ...		CPC	Cost Per Copy	Main		28 Jul 2014	28 Jul 2019	Sales
CO000020	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Main		01 Jan 2011	31 Jan 2016	Sales
CO000028	HAC001	Hack PC - IT Shop		CPC	Cost Per Copy	Main		29 Jun 2015	29 Jun 2020	Sales
PC000001	DAN002	Dancing Shoes		PRE	Prepaid Contract	Kloof	test	23 Mar 2016	23 Mar 2021	Sales
CO000031	YES001	Young Electric	Sales Department	CPC	Cost Per Copy	Hilcrest		24 Mar 2016	24 Mar 2021	Sales
CO000041	PAN001	Panda Copiers		CPC	Cost Per Copy	Main		05 Jul 2016	05 Jul 2021	Sales
CO000042	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Main		07 Sep 2016	07 Sep 2021	Techn
CO000043	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Durban Area		01 Aug 2016	07 Sep 2021	Sales
CO000044	BOT001	Bothas Networ...		PRE	Prepaid Contract	Durban Area		25 Oct 2016	25 Oct 2021	Techn
CO000045	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Durban Area	1234	10 May 2017	10 May 2022	Sales
CO000047	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Kloof		16 May 2017	16 May 2022	Techn

Open Windows

30 Jan 2018

MNU.112.030