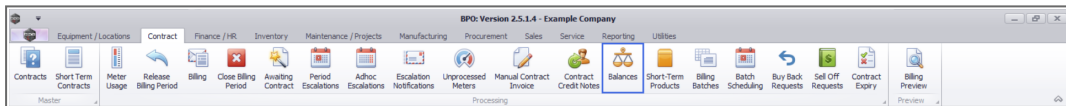


CONTRACT

BALANCES

Contract balances are unused service hours / support time from a client's contractual agreement. The services hours are included in a contract as the quantity of a **craft inclusion** linked to a contract item. The service hours are consumed when time logged by an employee with a craft linked to a contract item as a **craft inclusion** is **reviewed as SLA**.

Ribbon Access: *Contract > Balances*



SERVICE ACCOUNT BALANCES SCREEN

- In this screen, all contracts with crafts linked as **craft inclusions** will be displayed in this screen.
- If an item has transactions, the **Transactions** docking panel will auto expand showing the underlying transactions.

Service Account Balances - BPO: Version 2.5.1.4 - Example Company

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

Adjust | Back | Refresh Balances | Save Layout | Workspaces | Refresh | Export

Process | Maint. | Format | Curr. | Print

Drag a column header here to group by that column

ContractNo	CustomerCode	SLAType	CustomerName	SLADesc	Code	Description	Quantity
CO0000018	SAH001	CRFT	Samanthas Diner	Labour	TECH	Technician	4.00
CO0000031	YES001	CRFT	Young Electric	Labour	TECH	Technician	0.00
CO0000006	OFF001	CRFT	Office Supplies Unlimited	Labour	TECH	Technician	0.00
CO0000074	DER001	CRFT	Derton / Technologies	Labour	TECH	Technician	16.00

Code	Comment	ContractNo	Description	Docto	Quantity	SLADesc	SLAType	SourceType	TrnDate
TECH	Invoice IN0000816 for inclusion qty 8 on fee 5	CO0000074	Technician	IN0000816	8.00	Labour	CRFT	CIFE	31/05/2022
TECH	Invoice IN0000816 for inclusion qty 8 on fee 5	CO0000074	Technician	IN0000816	8.00	Labour	CRFT	CIFE	31/05/2022

Code	Comment	ContractNo	Description	Docto	Quantity	SLADesc	SLAType	SourceType	TrnDate
WO	WO00002915 for inclusion qty 1.00000 on fee -reviewed	CO0000018	Technician	WO0002915	-1.00	Labour	CRFT	WOLB	12/12/2022
TECH	Set initial SLA balance	CO0000018	Technician		5.00	Labour	CRFT	BADJ	12/12/2022

Open Windows | User: Bianca | 13/12/2022 | Version: 2.5.1.4 | Example Company

CONTRACT DETAILS PANEL

- **ContractNo:** This shows the contract number.
- **CustomerCode:** This shows the customer code.
- **CustomerName:** This shows the customer description.
- **SLAType:** This shows the type of the contract inclusion linked to the contract item.
- **SLADesc:** This shows the description of the contract inclusion linked to the contract item.
- **Code:** This shows the craft code.
- **Description:** This shows the craft description.
- **Quantity:** This shows the remaining number of unused service or support hours.

Service Account Balances - BPO: Version 2.5.1.4 - Example Company

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

Adjust | Back | Refresh Balances | Save Layout | Workspaces | Refresh | Export

Process | Maint. | Format | Curr. | Print

Drag a column header here to group by that column

ContractNo	CustomerCode	SLAType	CustomerName	SLADesc	Code	Description	Quantity
CC0000018	SAH001	CRFT	Samanthas Diner	Labour	TECH	Technician	4.00
CC0000031	YES001	CRFT	Young Electric	Labour	TECH	Technician	0.00
CC0000006	OFF001	CRFT	Office Supplies Unlimited	Labour	TECH	Technician	0.00
CC0000074	DER001	CRFT	Derton / Technologies	Labour	TECH	Technician	16.00

Code	Comment	ContractNo	Description	DocNo	Quantity	SLADesc	SLAType	SourceType	TrxDate
TECH	Invoice IN0000816 for inclusion qty 8 on fee 5	CC0000074	Technician	IN0000816	8.00	Labour	CRFT	CIFE	31/05/2022
TECH	Invoice IN0000816 for inclusion qty 8 on fee 5	CC0000074	Technician	IN0000816	8.00	Labour	CRFT	CIFE	31/05/2022
CC0000083	WES001	CRFT	Westwood Dynamic	Labour	DRV	Driver			0.00
CC0000018	SAH001	CRFT	Samanthas Diner	Labour	TECH	Technician			4.00

Code	Comment	ContractNo	Description	DocNo	Quantity	SLADesc	SLAType	SourceType	TrxDate
TECH	WO W00002915 for inclusion qty 1.00000 on fee -reviewed	CC0000018	Technician	W00002915	-1.00	Labour	CRFT	WOLB	12/12/2022
TECH	Set initial SLA balance	CC0000018	Technician		5.00	Labour	CRFT	BADJ	12/12/2022

Open Windows | User: Bianca | 13/12/2022 | Version: 2.5.1.4 | Example Company

TRANSACTIONS PANEL

- **Code:** This shows the craft code.
- **Comment:** This shows the comment about the selected transaction.
- **ContractNo:** This shows the contract number.
- **Description:** This shows the craft description.
- **DocNo:** This shows the document number linked to the selected transaction.
- **Quantity:** This shows either the debited or credited service or support hours depending on the type of transaction selected .
- **SLADesc:** This shows the description of the contract inclusion linked to the contract item.
- **SLAType:** This shows the type of the contract inclusion linked to the contract item.
- **SourceType:** This shows the type of transaction.
- **TrxDate:** This shows the transaction date.

ContractNo	CustomerCode	SLAType	CustomerName	SLADesc	Code	Description	Quantity
CO0000018	SAM001	CRFT	Samanthas Diner	Labour	TECH	Technician	4.00
CO0000031	YES01	CRFT	Young Electric	Labour	TECH	Technician	0.00
CO0000006	OFF001	CRFT	Office Supplies Unlimited	Labour	TECH	Technician	0.00
CO0000074	DER001	CRFT	Derton / Technologies	Labour	TECH	Technician	16.00

Code	Comment	ContractNo	Description	DocNo	Quantity	SLADesc	SLAType	SourceType	TrxDate
TECH	Invoice IN0000816 for inclusion qty 8 on fee 5	CO0000074	Technician	IN0000816	8.00	Labour	CRFT	CIFE	31/05/2022
TECH	Invoice IN0000816 for inclusion qty 8 on fee 5	CO0000074	Technician	IN0000816	8.00	Labour	CRFT	CIFE	31/05/2022

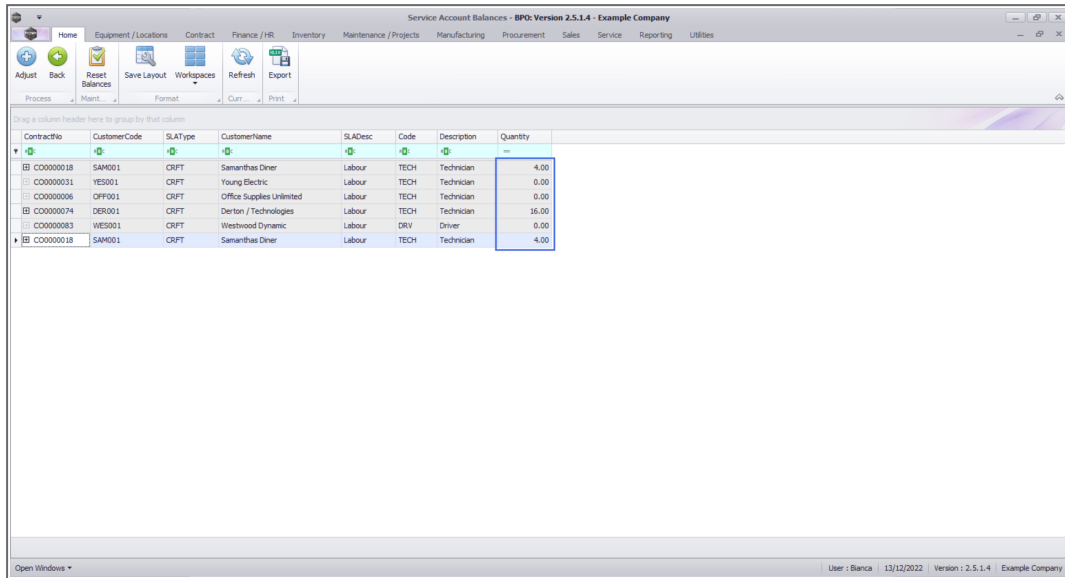
- To close the Transaction panel, click on the **Collapse** button.

ContractNo	CustomerCode	SLAType	CustomerName	SLADesc	Code	Description	Quantity
CO0000018	SAM001	CRFT	Samanthas Diner	Labour	TECH	Technician	4.00
CO0000031	YES01	CRFT	Young Electric	Labour	TECH	Technician	0.00
CO0000006	OFF001	CRFT	Office Supplies Unlimited	Labour	TECH	Technician	0.00
CO0000074	DER001	CRFT	Derton / Technologies	Labour	TECH	Technician	16.00

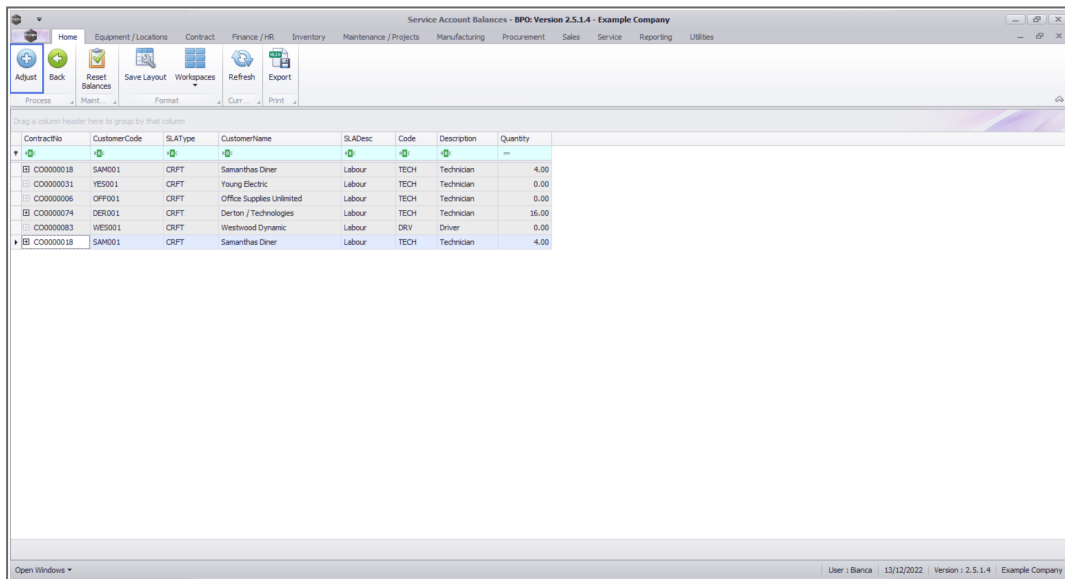
ADJUST SERVICE ACCOUNT BALANCE

- Initially, all balances will reflect as **zero** in the **Service Account Balances** screen.
- The contract manager should then adjust each balance to match the corresponding craft inclusion quantity in the **Contracts**

screen. It is recommended that this should be done for all balances at once.

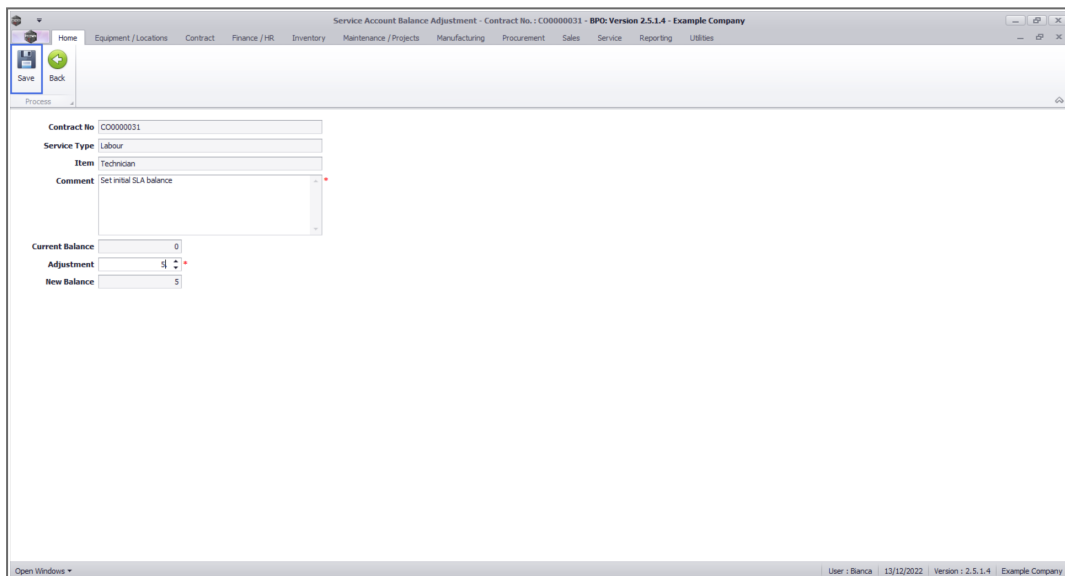


- To adjust the **Quantity**, click on the row selector in front of the item you would like to adjust the balance for.
- Click on **Adjust**.



The **Service Account Balance Adjustment** screen will be displayed.

- **Contract No:** This will auto populate with the contract number and cannot be changed.
- **Service Type:** This will auto populate with the service type and cannot be changed.
- **Item:** This will auto populate with the item and cannot be changed.
- **Comment:** Type in the relevant comment.
- **Current Balance:** This will auto populate with the current quantity and cannot be changed.
- **Adjustment:** Type in the number of hours you would like the current quantity to be adjusted by.
- **New Balance:** This will auto populate with the new balance.
- When you are done, click on **Save**.

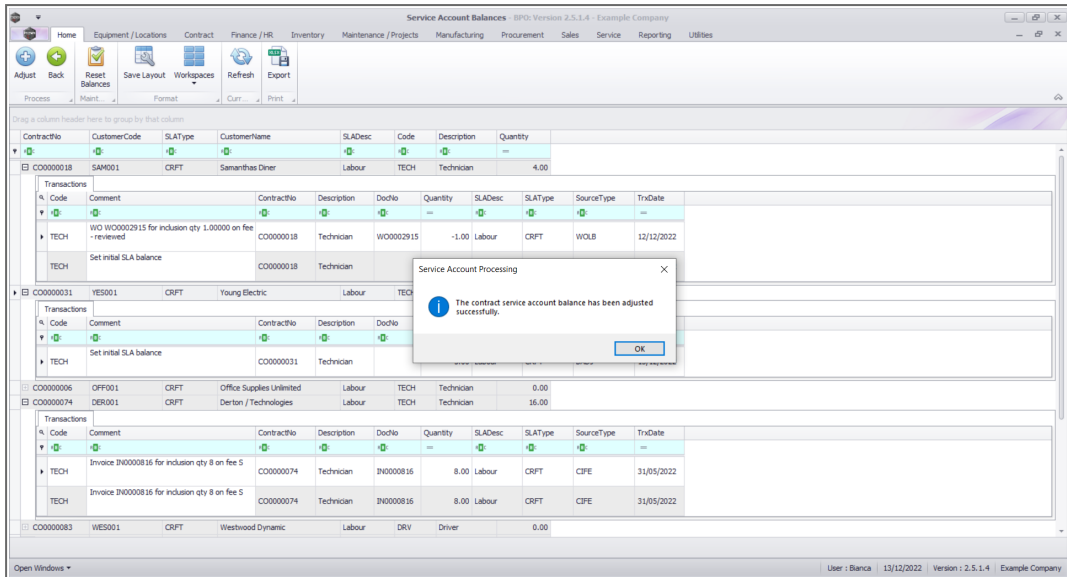


The screenshot displays a web-based form titled "Service Account Balance Adjustment - Contract No.: CC0000031 - BPO: Version 2.5.1.4 - Example Company". The form contains the following fields:

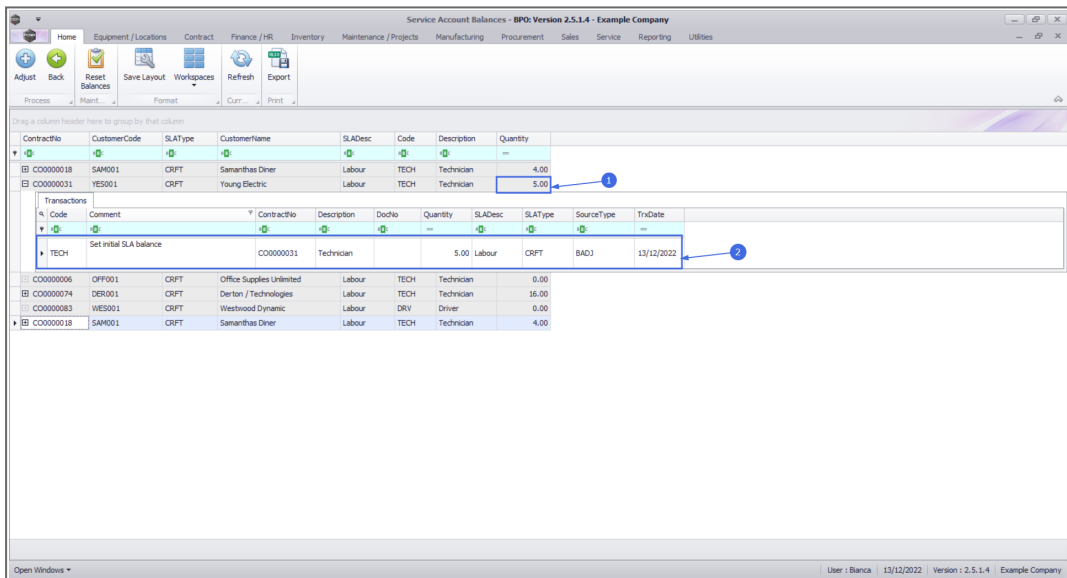
- Contract No:** CC0000031
- Service Type:** Labour
- Item:** Technician
- Comment:** Set initial SLA balance
- Current Balance:** 0
- Adjustment:** 5
- New Balance:** 5

The interface includes a navigation menu at the top with options like Home, Equipment/Locations, Contract, Finance/HR, Inventory, Maintenance/Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. A status bar at the bottom indicates the user is Bianca, the date is 13/12/2022, and the version is 2.5.1.4.

- You will return to the **Service Account Balances** screen.
- A **Service Account Processing** message will pop up telling you;
 - **The contract service account balance has been adjusted successfully.**
- Click on **OK**.

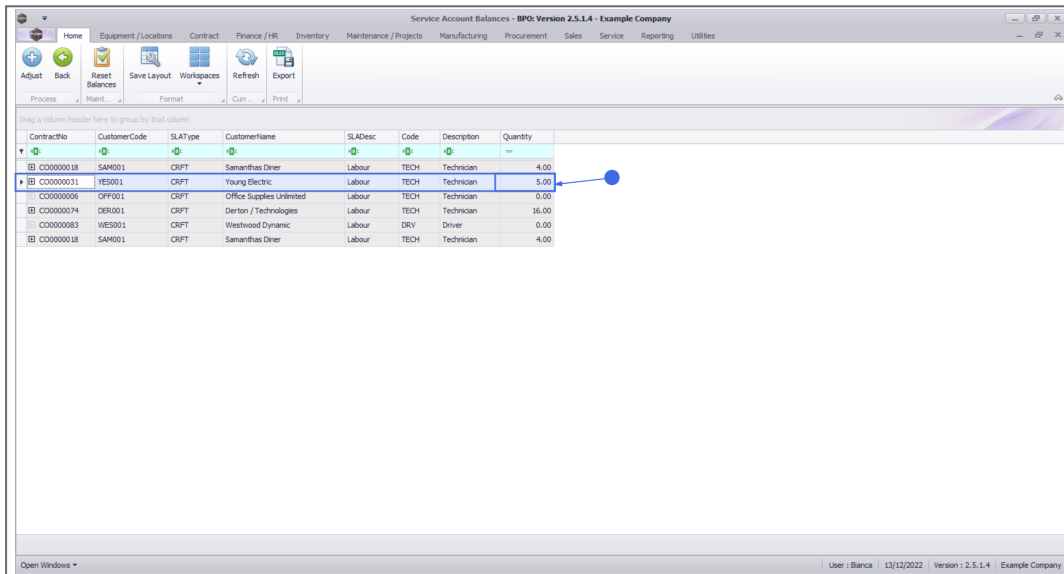


1. The **Quantity** will now reflect the adjustment made in the prior steps.
2. The adjustment transactional record will now be displayed in the **Transactions** panel.



EFFECT OF TIME REVIEW ON SERVICE ACCOUNT BALANCES

- If time is reviewed and apportioned as **SLA** on an item in the **Time Review** screen, this will reduce the service account balance (unused service / support hours) of the item.
- In this image, contract - **CO000031** , craft - **Technician** with an initial **Quantity** of **5** will be used as an example.



ContractNo	CustomerCode	SLAType	CustomerName	SLADesc	Code	Description	Quantity
CO0000018	SAM001	CRFT	Samanthas Diner	Labour	TECH	Technician	4.00
CO0000031	HE901	CRFT	Young Electric	Labour	TECH	Technician	5.00
CO0000006	OFF001	CRFT	Office Supplies Unlimited	Labour	TECH	Technician	0.00
CO0000074	DER001	CRFT	Derton / Technologies	Labour	TECH	Technician	16.00
CO0000083	WES001	CRFT	Westwood Dynamic	Labour	DRV	Driver	0.00
CO0000018	SAM001	CRFT	Samanthas Diner	Labour	TECH	Technician	4.00

- After **logging 1** hour technician time against the work order and then reviewed and allocated as **SLA** in the **Time Review** screen , the **Quantity** is now **4**.

ContractNo	CustomerCode	SLAType	CustomerName	SLADesc	Code	Description	Quantity
CO0000018	SAM001	CRFT	Samanthas Diner	Labour	TECH	Technician	4.00
CO0000031	YES001	CRFT	Young Electric	Labour	TECH	Technician	4.00
CO0000006	OFF001	CRFT	Office Supplies Unlimited	Labour	TECH	Technician	0.00
CO0000074	DER001	CRFT	Derton / Technologies	Labour	TECH	Technician	16.00
CO0000083	WES001	CRFT	Westwood Dynamic	Labour	DRV	Driver	0.00
CO0000018	SAM001	CRFT	Samanthas Diner	Labour	TECH	Technician	4.00

- To view the individual transactions, click on the **Expand** button.

ContractNo	CustomerCode	SLAType	CustomerName	SLADesc	Code	Description	Quantity
CO0000018	SAM001	CRFT	Samanthas Diner	Labour	TECH	Technician	4.00
CO0000031	YES001	CRFT	Young Electric	Labour	TECH	Technician	4.00
CO0000006	OFF001	CRFT	Office Supplies Unlimited	Labour	TECH	Technician	0.00
CO0000074	DER001	CRFT	Derton / Technologies	Labour	TECH	Technician	16.00
CO0000083	WES001	CRFT	Westwood Dynamic	Labour	DRV	Driver	0.00
CO0000018	SAM001	CRFT	Samanthas Diner	Labour	TECH	Technician	4.00

- The **Transactions** panel will be displayed.
- From the Transactions panel, all the transactions linked to the selected item can be viewed.
- In this example,

1. Initially the **Quantity** was **5** hours.
2. **2** hours were then allocated as **SLA** in the **Time Review** screen against work order - **DWO0002915** linked to the selected item.
3. Therefore in this case, the **Quantity** is now **(5 - 1) = 4** hours.
 - **Note:** A negative (-) sign in the Quantity field shows that time was spent / consumed.

The screenshot shows the 'Service Account Balances - BPO: Version 2.5.1.4 - Example Company' window. It features a toolbar with buttons like 'Adjust', 'Back', 'Reset Balances', 'Save Layout', 'Workspaces', 'Refresh', and 'Export'. Below the toolbar is a table with columns: ContractNo, CustomerCode, SLAType, CustomerName, SLADesc, Code, Description, and Quantity. The table shows a balance of 4.00 for contract C00000031. Below this is a 'Transactions' section with columns: Code, Comment, ContractNo, Description, Docto, Quantity, SLADesc, SLAType, SourceType, and TrxDate. A transaction with Code 'TECH' and Comment 'Set initial SLA balance' shows a quantity of 5.00. Another transaction with Code 'TECH' and Comment 'WO W00002915 for inclusion qty 1.00000 on fee -reviewed' shows a quantity of -1.00. A third transaction with Code 'TECH' and Comment 'WO W00002915 for inclusion qty 1.00000 on fee -reviewed' shows a quantity of -1.00. The bottom status bar shows 'User : Bianca | 13/12/2022 | Version : 2.5.1.4 | Example Company'.

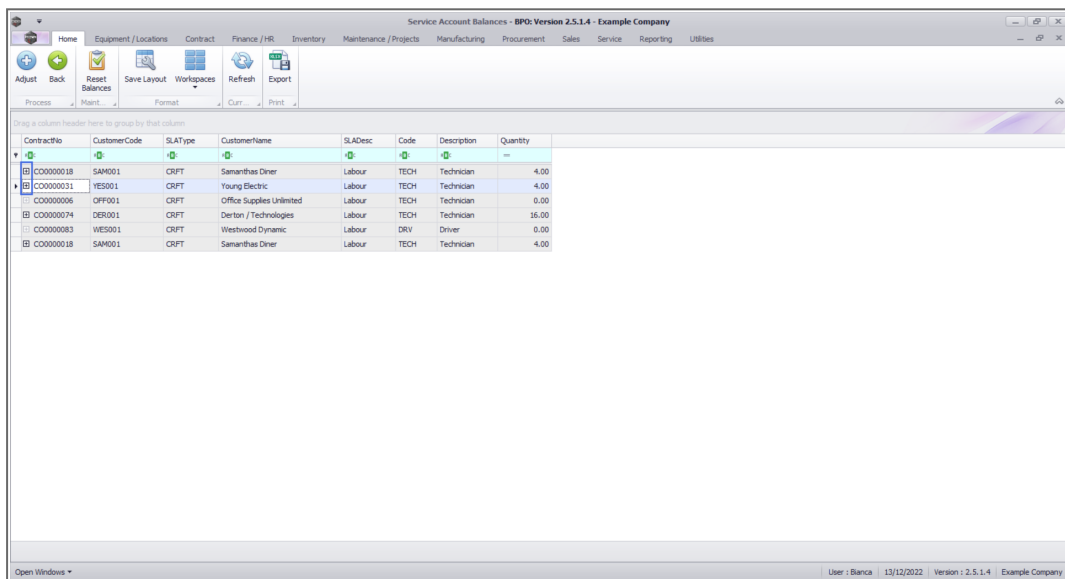
ContractNo	CustomerCode	SLAType	CustomerName	SLADesc	Code	Description	Quantity
C00000018	SAM001	CRFT	Samanthas Diner	Labour	TECH	Technician	4.00
C00000031	YES001	CRFT	Young Electric	Labour	TECH	Technician	4.00

Code	Comment	ContractNo	Description	Docto	Quantity	SLADesc	SLAType	SourceType	TrxDate
TECH	Set initial SLA balance	C00000031	Technician		5.00	Labour	CRFT	BADJ	13/12/2022
TECH	WO W00002915 for inclusion qty 1.00000 on fee -reviewed	C00000031	Technician	WO0002915	-1.00	Labour	CRFT	WOLB	13/12/2022

RESET BALANCES

- Balances can be **reset** after every billing cycle to include the new service hours for the current billing cycle. The balances can be **cumulative** or can **expire** at the end of each billing cycle depending on the contractual agreement.
- For example, if a client has a monthly contract with **6** support or service hours included in the contract (as a craft inclusion), after the monthly billing run, the service hours balance has to be **reset** to include the **6** hours for the new month.

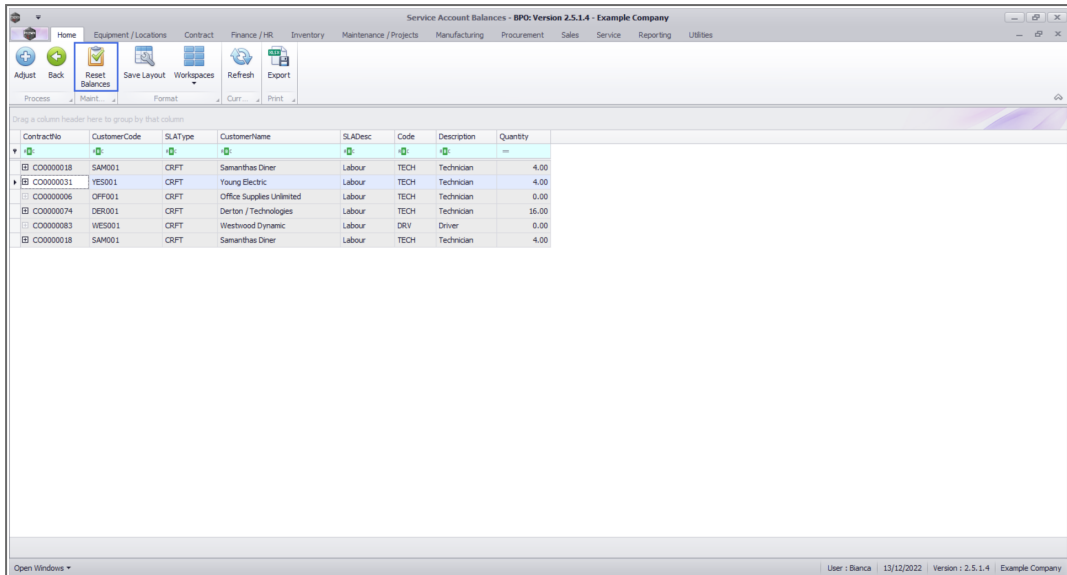
- If the services hours are ***cumulative***, then the unused hours from the previous month will be ***carried over*** to the new month. The total balance for the new month will then be the summation of unused hours from the previous month *and* the current month's hours.
- If the service hours are not cumulative, it means the unused hours from the previous month will fall away and only the current month's hours will be considered.
- This works only on items with linked transactions (where the ***Expand*** button is not greyed out).



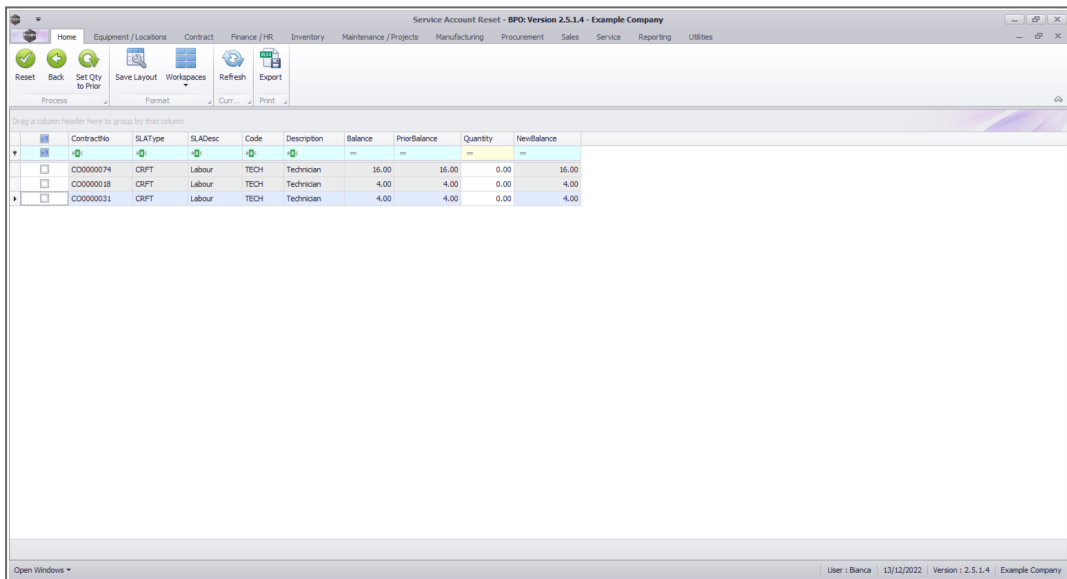
The screenshot shows the 'Service Account Balances' window with the following table:

ContractNo	CustomerCode	SLAType	CustomerName	SLADesc	Code	Description	Quantity
CC0000018	SAK001	CRFT	Samanthas Diner	Labour	TECH	Technician	4.00
CC0000031	YES001	CRFT	Young Electric	Labour	TECH	Technician	4.00
CC0000006	OFF001	CRFT	Office Supplies Unlimited	Labour	TECH	Technician	0.00
CC0000074	DER001	CRFT	Derton / Technologies	Labour	TECH	Technician	16.00
CC0000083	WES001	CRFT	Westwood Dynamic	Labour	DRV	Driver	0.00
CC0000018	SAK001	CRFT	Samanthas Diner	Labour	TECH	Technician	4.00

- Click on **Reset Balances**.



- The **Service Account Reset** screen will be displayed.
- All items with linked transactions will be displayed in this screen.



- Select the item you wish to **reset** the quantity (balance) for.

ContractNo	SLAType	SLADesc	Code	Description	Balance	PriorBalance	Quantity	NetBalance
<input type="checkbox"/>	CO0000074	CRFT	Labour	TECH Technician	16.00	16.00	0.00	16.00
<input type="checkbox"/>	CO0000018	CRFT	Labour	TECH Technician	4.00	4.00	0.00	4.00
<input checked="" type="checkbox"/>	CO0000031	CRFT	Labour	TECH Technician	4.00	4.00	0.00	4.00

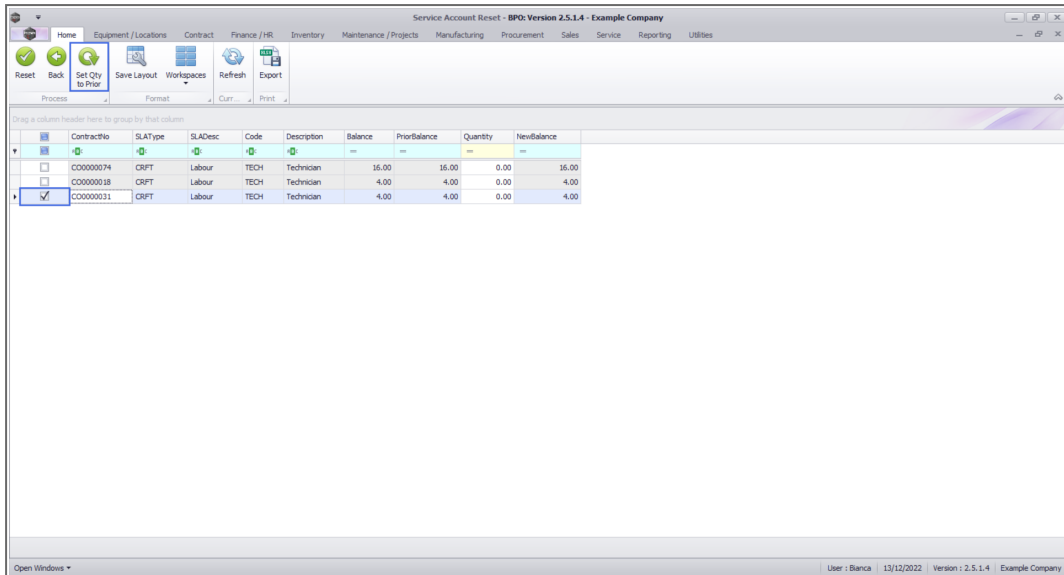
- **Note** that you can multi-select items.

ContractNo	SLAType	SLADesc	Code	Description	Balance	PriorBalance	Quantity	NetBalance
<input checked="" type="checkbox"/>	CO0000074	CRFT	Labour	TECH Technician	16.00	16.00	0.00	16.00
<input checked="" type="checkbox"/>	CO0000018	CRFT	Labour	TECH Technician	4.00	4.00	0.00	4.00
<input type="checkbox"/>	CO0000031	CRFT	Labour	TECH Technician	4.00	4.00	0.00	4.00

- You can either **reset the items manually** or **set the quantity to prior**.

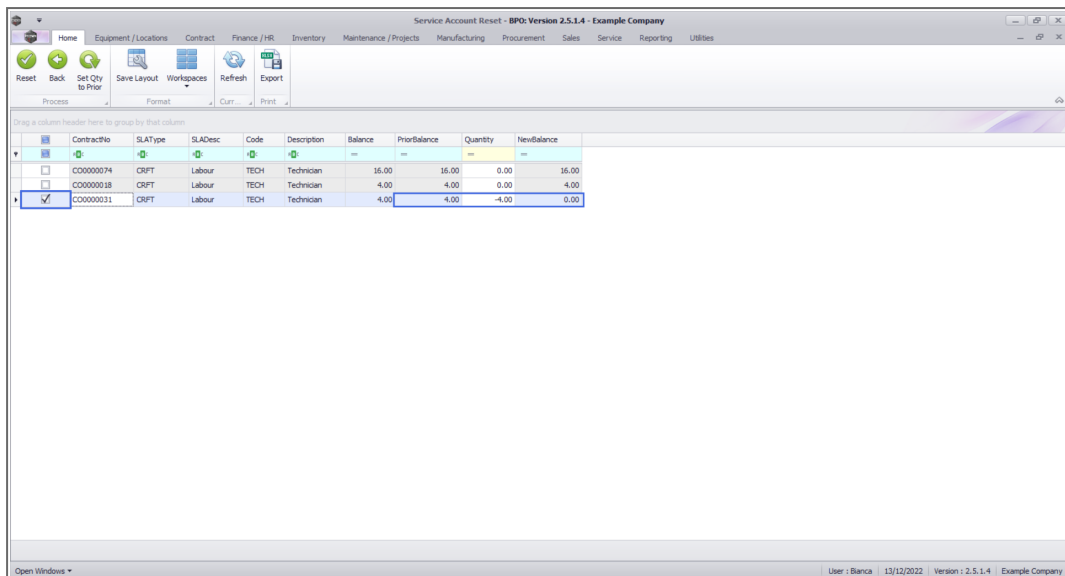
SET QUANTITY TO PRIOR

- Click on ***Set Qty to Prior***.



ContractNo	SLA Type	SLA Desc	Code	Description	Balance	PriorBalance	Quantity	NewBalance
CO0000074	CRFT	Labour	TECH	Technician	16.00	16.00	0.00	16.00
CO0000018	CRFT	Labour	TECH	Technician	4.00	4.00	0.00	4.00
CO0000031	CRFT	Labour	TECH	Technician	4.00	4.00	0.00	4.00

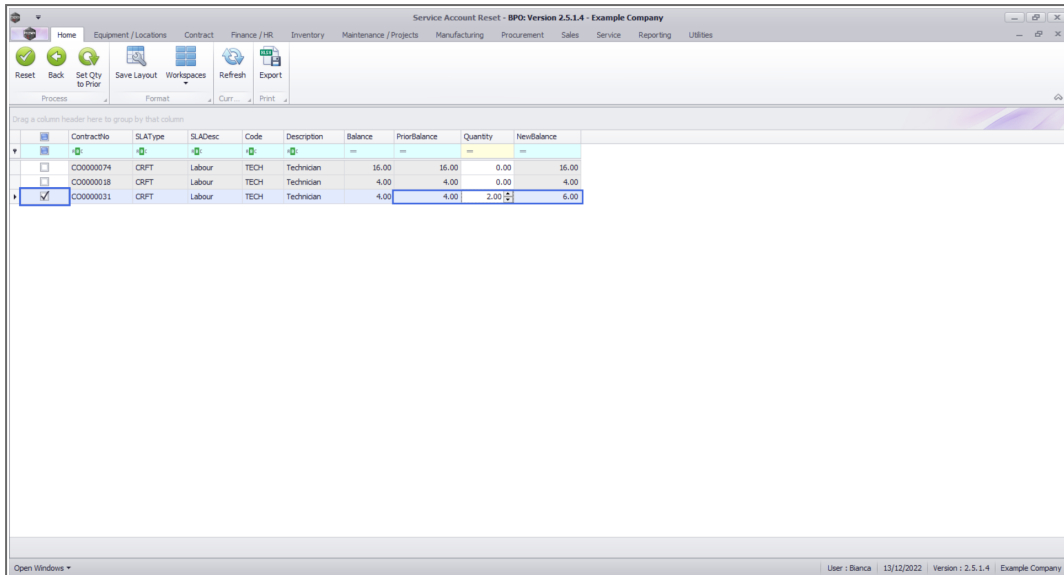
- The **New Balance** field will be auto populated with the prior quantity.
- In the image below, the New Balance is **zero** because only one billing run has been done and this is the first time the balance reset process is being done.
- After the next billing run, the reset to prior transaction will be non-zero but will take value of the **Prior Balance**.
 - **Note:** If you had multi selected items, all the selected fields will be auto adjusted accordingly.



ContractNo	SLAType	SLADesc	Code	Description	Balance	PriorBalance	Quantity	NewBalance
CO0000074	CRFT	Labour	TECH	Technician	16.00	16.00	0.00	16.00
CO0000018	CRFT	Labour	TECH	Technician	4.00	4.00	0.00	4.00
CO0000031	CRFT	Labour	TECH	Technician	4.00	4.00	-4.00	0.00

SETTING THE QUANTITY MANUALLY

- In the **Quantity** field of the selected item, type in the amount of hours you would like to reset the current quantity by.
- The **New Balance** field will auto-adjust to reflect the value that has been typed in the **Quantity** field.
- **New Balance = Prior Balance + Quantity**
- In this image, **2** has been typed in as the **Quantity** and the **New Balance = 4 + 2 = 6**.
 - **Note:** If you had multi selected items, type in the desired quantity on each selected item.



ContractNo	SLAType	SLADesc	Code	Description	Balance	PriorBalance	Quantity	NewBalance	
CO0000074	CRFT	Labour	TECH	Technician	16.00	16.00	0.00	16.00	
CO0000018	CRFT	Labour	TECH	Technician	4.00	4.00	0.00	4.00	
<input checked="" type="checkbox"/>	CO0000031	CRFT	Labour	TECH	Technician	4.00	4.00	2.00	6.00

RESETTING ITEMS

1. When you are done, click on **Reset**.
2. A **Service Account Reset** message will pop up asking you;
 - **Are you sure you want to reset the selected service account balances?**
3. Click on **Yes**.
 - **Note:** For the purpose of this manual, the item where the **quantity was set manually** will be used going forth as an example.

ContractNo	SLAType	SLADesc	Code	Description	Balance	PriorBalance	Quantity	NewBalance
CO0000074	CRFT	Labour	TECH	Technician	16.00	16.00	0.00	16.00
CO0000018	CRFT	Labour	TECH	Technician	4.00	4.00	0.00	4.00
CO0000031	CRFT	Labour	TECH	Technician	4.00	4.00	2.00	6.00

1. The **Balance**, **Prior Balance** and **New Balance** fields will now display the new value.
2. The **Quantity** field will now display as **0**.
3. Click on **Back**.

ContractNo	SLAType	SLADesc	Code	Description	Balance	PriorBalance	Quantity	NewBalance
CO0000074	CRFT	Labour	TECH	Technician	16.00	16.00	0.00	16.00
CO0000018	CRFT	Labour	TECH	Technician	4.00	4.00	0.00	4.00
CO0000031	CRFT	Labour	TECH	Technician	6.00	6.00	0.00	6.00

You will return to the **Service Account Balances** listing screen

1. The new value will now be displayed in the **Quantity** field.
2. The reset transactional record will now be displayed in the **Transactions** panel.

The screenshot shows the 'Service Account Balances' window. The main table displays account balances with columns for ContractNo, CustomerCode, SLAType, CustomerName, SLADesc, Code, Description, and Quantity. A red circle '1' points to the 'Quantity' field of a row for contract CO0000031, which now shows a value of 6.00. Below this is a 'Transactions' panel with columns for Code, Comment, ContractNo, Description, DocNo, Quantity, SLADesc, SLAType, SourceType, and TrxDate. A red circle '2' points to a transaction entry with Code 'TECH' and Comment 'Service Account Reset Initiated by Blanca', showing a quantity of 2.00.

ContractNo	CustomerCode	SLAType	CustomerName	SLADesc	Code	Description	Quantity
CO0000018	SAM001	CRFT	Samanthas Diner	Labour	TECH	Technician	4.00
CO0000031	YES001	CRFT	Young Electric	Labour	TECH	Technician	6.00

Code	Comment	ContractNo	Description	DocNo	Quantity	SLADesc	SLAType	SourceType	TrxDate
TECH	Set initial SLA balance	CO0000031	Technician		5.00	Labour	CRFT	BADJ	13/12/2022
TECH	Service Account Reset Initiated by Blanca	CO0000031	Technician		2.00	Labour	CRFT	BADJ	13/12/2022
TECH	WO W00002916 for inclusion qty 1.00000 on fee - reviewed	CO0000031	Technician	W00002916	-1.00	Labour	CRFT	WOLB	13/12/2022

MNU.112.054