

CONTRACT

HOLD HISTORY

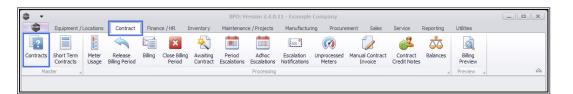
A customer may be put on **Hold** for a variety of reasons, for example:

- a credit check failure
- exceeding payment terms

The Hold History of a selected Contract may be viewed from the *Contract Listing* screen.

Refer to <u>Place a Contract on Hold</u> and <u>Release a Contract on Hold</u> for more information about placing a Contract on Hold.

Ribbon Access: Contract > Contracts



- 1. The *Contract Listing* screen will be displayed.
- 2. Select the *Site* that you wish to work in.



Þ =	1		Contract Listi	ing - BPO: Versie	on 2.4.0.11 - Exa	ample Compar	ny				_	
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	▶ CO000002	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Main		01/03/2014	03/04/2019	Sales Depar	60	Months
Notes	CO000003	DER001	Derton / Technologies	CPC	Cost Per Copy	Forest Hills		01/03/2014	01/03/2019	Sales Depar	60	Months
	CO0000004	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Forest Hills	Test Comm	07/04/2014	07/04/2019	Sales Depar	60	Months
	CO000005	DER001	Derton / Technologies	CPC	Cost Per Copy	Forest Hills	ContractOr	01/03/2014	01/03/2019	Sales Depar	60	Months
Documents	CO000006	OFF001	Office Supplies Unlimited	CPC	Cost Per Copy	Hilcrest	1234	15/07/2020	17/07/2025	Sales Depar	60	Months
	CO000007	OFF001	Office Supplies Unlimited	CPC	Cost Per Copy	Forest Hills		07/01/2014	07/01/2019	Sales Depar	60	Months
	CO000008	YES001	Young Electric	CPC	Cost Per Copy	Durban Area	abc123	05/02/2019	26/11/2020	Sales Depar	60	Months
Hold History	CO000009	DER001	Derton / Technologies	CPC	Cost Per Copy	Durban Area		07/05/2014	07/05/2020	Sales Depar	60	Months
	CO0000010	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	BPO_RSI		05/01/2011	07/01/2016	Sales Depar	60	Months
	CO0000011	WES001	Westwood Dynamic	CPC	Cost Per Copy	Main	ContractOr	09/05/2014	09/05/2019	Sales Depar	60	Months
Suspend History	CO0000012	TIA001	Titan Group	CPC	Cost Per Copy	Durban Area		16/05/2014	16/05/2019	Sales Depar	60	Months
	CO0000013	TIA001	Titan Group	CPC	Cost Per Copy	Durban Area		16/05/2014	16/05/2019	Sales Depar	60	Months
	CO0000014	TIA001	Titan Group	CPC	Cost Per Copy	Main		16/05/2014	16/05/2019	Sales Depar	60	Months
	CO0000015	TIA001	Titan Group	CPC	Cost Per Copy	Main		20/05/2014	20/05/2019	Sales Depar	60	Months
	CO0000016	TIA001	Titan Group	CPC	Cost Per Copy	Main		13/06/2014	13/06/2019	Sales Depar	60	Months
	CO0000017	TIA001	Titan Group	CPC	Cost Per Copy	Main		17/06/2014	17/06/2019	Sales Depar	60	Months
Processing	CO000018	SAM001	Samanthas Diner	CPC	Cost Per Copy	Main		09/07/2014	09/07/2019	Sales Depar	60	Months
Invoices	CO0000019	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Main		28/07/2014	28/07/2019	Sales Depar	60	Months
	CO000020	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Durban Area		01/01/2011	31/01/2016	Sales Depar	60	Months
	CO000021	YES001	Young Electric	CPC	Cost Per Copy	Main		31/07/2014	31/07/2019	Sales Depar	60	Months
	CO0000022	SAM001	Samanthas Diner	CPC	Cost Per Copy	Main		05/08/2014	05/08/2019		60	Months
Credit Notes	CO000023	DER001	Derton / Technologies	CPC	Cost Per Copy	Kloof	CO1254	07/01/2015	07/01/2020	Sales Depar	60	Months

- 1. This screen opens by default in the *Active* status.
- 2. Select a different *status* from the drop-down menu, if required.
 - Notes:
- If the contract you wish to view, is *currently* on Hold, select the *Hold* Status from this menu.



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	CO000028	HAC001	Hack PC - IT Shop	CPC	Cost F 🗙			29/06/2015	29/06/2020	Sales Depar	60	Months
Notes	CO000029	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Main		30/06/2015	30/06/2020	Sales Depar	60	Months
	CO000030	GRE001	Green Tea Supplies	CPC	Cost Per Copy	Pinetown		20/10/2015	20/10/2020	Sales Depar	60	Months
	CO000031	YES001	Young Electric	CPC	Cost Per Copy	Hillcrest		24/03/2016	24/03/2021	Sales Depar	60	Months
Documents	CO000032	NOM0001	Nomu Nivea	CPC	Cost Per Copy	Hillcrest		24/03/2016	24/03/2021	Sales Depar	60	Months
	CO000033	WES001	Westwood Dynamic	CPC	Cost Per Copy	Main		24/03/2016	24/03/2021	Sales Depar	60	Months
	CO000034	DAN002	Dancing Shoes	CPC	Cost Per Copy	Main		27/05/2016	27/05/2021	Sales Depar	60	Months
Hold History	CO000035	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Kloof		22/06/2016	22/06/2021	Sales Depar	60	Months
	CO000036	DAN002	Dancing Shoes	CPC	Cost Per Copy	Main		23/06/2016	23/06/2021	Sales Depar	60	Months
	CO000037	JUS001	Just In Time	CPC	Cost Per Copy			23/06/2016	23/06/2021	Sales Depar	60	Months
Suspend History	CO000038	SAM001	Samanthas Diner	CPC	Cost Per Copy	Main		23/06/2016	23/06/2021	Sales Depar	60	Months
	CO000039	TIA001	Titan Group	CPC	Cost Per Copy	Main		23/06/2016	23/06/2021	Sales Depar	60	Months
	CO0000040	YES001	Young Electric	CPC	Cost Per Copy	Main		01/06/2011	01/06/2016	Sales Depar	60	Months
	CO0000041	PAN001	Panda Copiers	CPC	Cost Per Copy	Main		25/03/2019	25/03/2025	Sales Depar	60	Months
	► CO0000042	HOP001	Hope Works (Pty) Ltd	PRE	Prepaid Contract	Main		07/09/2016	07/09/2021	Sales Depar	60	Months
Processing	CO0000043	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Main		01/08/2016	07/09/2021	Sales Depar	60	Months
	CO0000044	BOT0001	Bothas Networking inc	CPC	Cost Per Copy	Main		25/10/2016	25/10/2021	Sales Depar	60	Months
Invoices	CO0000045	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Durban Area	12345	10/05/2017	10/05/2022	Sales Depar	60	Months
	CO0000046	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Upper High		16/05/2017	16/05/2022		60	Months
	CO0000047	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Kloof		16/05/2017	16/05/2022		60	Months
	CO0000048	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Durban Area		16/05/2017	16/05/2022		60	Months
Credit Notes	CO0000049	HOP001	Hope Works (Ptv) Ltd	CPC	Cost Per Copy	Durban Area		16/05/2017	16/05/2022	Sales Depar	60	Months

VIEW HOLD HISTORY

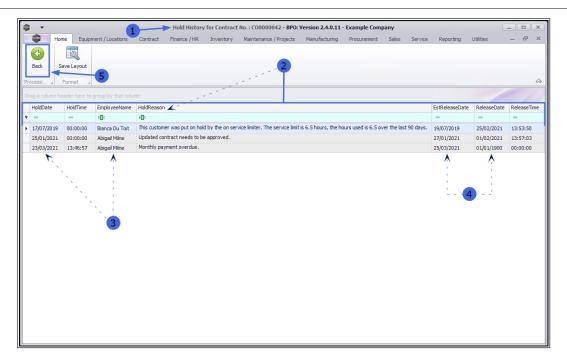
- Select the *row* of the *contract* where you wish to *view* the Hold History.
- 2. Click on the *Hold History* tile.



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inter text to bear china .	ContractNo	 CustomerC 	CustomerName	ContractType	ContractTypeD	Location	OrderNo	StartDate	EndDate	Department	Period	PeriodT
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	CO000028	HAC001	Hack PC - IT Shop	CPC	Cost Per Copy	Main		29/06/2015	29/06/2020	Sales Depar	60	Months
Notes	CO000029	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Main		30/06/2015	30/06/2020	Sales Depar	60	Months
2	CO0000030	GRE001	Green Tea Supplies	CPC	Cost Per Copy	Pinetown		20/10/2015	20/10/2020	Sales Depar	60	Months
	CO000031	YES001	Young Electric	CPC	Cost Per Copy	Hillcrest		24/03/2016	24/03/2021	Sales Depar	60	Months
Documents	CO000032	NOM0001	Nomu Nivea	CPC	Cost Per Copy	Hillcrest		24/03/2016	24/03/2021	Sales Depar	60	Months
	CO000033	WES001	Westwood Dynamic	CPC	Cost Per Copy	Main		24/03/2016	24/03/2021	Sales Depar	60	Months
	CO000034	DAN002	Dancing Shoes	CPC	Cost Per Copy	Main		27/05/2016	27/05/2021	Sales Depar	60	Months
Hold History	CO000035	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Kloof		22/06/2016	22/06/2021	Sales Depar	60	Months
	CO000036	DAN002	Dancing Shoes	CPC	Cost Per Copy	Main		23/06/2016	23/06/2021	Sales Depar	60	Months
	CO000037	JUS001	Just In Time	CPC	Cost Per Copy			23/06/2016	23/06/2021	Sales Depar	60	Months
Suspend History	CO000038	SAM001	Samanthas Diner	CPC	Cost Per Copy	Main		23/06/2016	23/06/2021	Sales Depar	60	Months
Suspendinatory	CO000039	TIA001	Titan Group	CPC	Cost Per Copy	Main		23/06/2016	23/06/2021	Sales Depar	60	Months
	CO0000040	YES001	Young Electric	CPC	Cost Per Copy	Main		01/06/2011	01/06/2016	Sales Depar	60	Months
	CO0000041	PAN001	Panda Copiers	CPC	Cost Per Copy	Main		25/03/2019	25/03/2025	Sales Depar	60	Months
	CO0000042	HOP001	Hope Works (Pty) Ltd	PRE	Prepaid Contract	Main		07/09/2016	07/09/2021	Sales Depar	60	Months
	CO0000043	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Main		01/08/2016	07/09/2021	Sales Depar	60	Months
Processing	CO0000044	BOT0001	Bothas Networking inc	CPC	Cost Per Copy	Main		25/10/2016	25/10/2021	Sales Depar	60	Months
Invoices	CO000045	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Durban Area	12345	10/05/2017	10/05/2022	Sales Depar	60	Months
ANOICED	CO0000046	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Upper High		16/05/2017	16/05/2022		60	Months
	CO0000047	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Kloof		16/05/2017	16/05/2022		60	Months
	CO0000048	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Durban Area		16/05/2017	16/05/2022		60	Months
Credit Notes	CO0000049	HOP001	Hope Works (Ptv) Ltd	CPC	Cost Per Copy	Durban Area		16/05/2017	16/05/2022	Sales Depar	60	Months

- 1. The Hold History for Contract No.: [] screen will open.
- 2. Here you can view a historical list of *reasons* why the selected contract has been put on Hold.
- 3. The *Date* the Hold period started and the *Employee* who initiated this Hold period is recorded.
- 4. The *Estimated Release Date* and *actual Release Date* are also captured.
- 5. Click on *Back* to return to the *Contract Listing* screen.





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