

# CONTRACT

## **SUSPEND HISTORY**

When a contract is **suspended**, the system will allow Call logging, but the Customer will not be included in the month end billing.

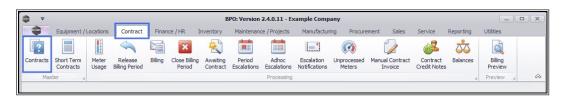
A customer may be put on **Suspend** for a variety of reasons, for example:

• awaiting contract amendment approval

The Suspend History of a Customer may be viewed from the *Contract Listing* screen.

Refer to <u>Suspend a Contract</u> and <u>Reinstate a Suspended Contract</u> for more information on the Suspension process.

Ribbon Access: Contract > Contracts



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



#### Suspend History

₽ =		1-		Contract Listing - BF	0: Version 2.4.	0.11 - Example (	Company					X
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		CO000002	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Main		01/03/2014	03/04/2019	Sales Depar	
Notes		CO000003	DER001	Derton / Technologies	CPC	Cost Per Copy	Forest Hills		01/03/2014	01/03/2019	Sales Depar	
		CO000004	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Forest Hills	Test Comm	07/04/2014	07/04/2019	Sales Depar	
		CO000005	DER001	Derton / Technologies	CPC	Cost Per Copy	Forest Hills	ContractOr	01/03/2014	01/03/2019	Sales Depar	
Documents		CO000006	OFF001	Office Supplies Unlimited	CPC	Cost Per Copy	Hillcrest	1234	15/07/2020	17/07/2025	Sales Depar	
		CO000007	OFF001	Office Supplies Unlimited	CPC	Cost Per Copy	Forest Hills		07/01/2014	07/01/2019	Sales Depar	
		CO000008	YES001	Young Electric	CPC	Cost Per Copy	Durban Area	abc123	05/02/2019	26/11/2020	Sales Depar	
Hold History		CO000009	DER001	Derton / Technologies	CPC	Cost Per Copy	Durban Area		07/05/2014	07/05/2020	Sales Depar	
		CO0000010	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	BPO_RSI		05/01/2011	07/01/2016	Sales Depar	
		CO000011	WES001	Westwood Dynamic	CPC	Cost Per Copy	Main	ContractOr	09/05/2014	09/05/2019	Sales Depar	
Suspend History		CO000012	TIA001	Titan Group	CPC	Cost Per Copy	Durban Area		16/05/2014	16/05/2019	Sales Depar	
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		CO000014	TIA001	Titan Group	CPC	Cost Per Copy	Main		16/05/2014	16/05/2019	Sales Depar	
		CO000015	TIA001	Titan Group	CPC	Cost Per Copy	Main		20/05/2014	20/05/2019	Sales Depar	
		CO000016	TIA001	Titan Group	CPC	Cost Per Copy	Main		13/06/2014	13/06/2019	Sales Depar	
		CO000017	TIA001	Titan Group	CPC	Cost Per Copy	Main		17/06/2014	17/06/2019	Sales Depar	
Processing		CO000018	SAM001	Samanthas Diner	CPC	Cost Per Copy	Main		09/07/2014	09/07/2019	Sales Depar	
Invoices		CO000019	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Main		28/07/2014	28/07/2019	Sales Depar	
an occa		CO000020	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Durban Area		01/01/2011	31/01/2016	Sales Depar	
		CO000021	YES001	Young Electric	CPC	Cost Per Copy	Main		31/07/2014	31/07/2019	Sales Depar	
		CO000022	SAM001	Samanthas Diner	CPC	Cost Per Copy	Main		05/08/2014	05/08/2019		
Credit Notes		CO000023	DER001	Derton / Technologies	CPC	Cost Per Copy	Kloof	CO1254	07/01/2015	07/01/2020	Sales Depar	

- 1. This screen defaults to 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* suspended, select the *Suspend* Status from this menu.
- If the contract you wish to view is now *active* again, you can select the *Active* Status to view the reasons for the suspended period.



#### Suspend History

<b>•</b>				Contract Listing	- BPO: Version	2.4.0.11 - Exam	ple Company	Y					
Home Equipme	ent /	Locations C	ontract Finar	ice / HR Inventory M	laintenance / Proj	ects Manufact	uring Proc	urement Sales	Service	Reporting	Utilities	- 8	1
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		CO000002	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	×	Deleted	*	03/04/2019	Sales Depar	60	M
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		CO0000004	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Forest Hills .	Test Comm	07/04/2014	07/04/2019	Sales Depar	60	N
		CO000005	DER001	Derton / Technologies	CPC	Cost Per Copy	Forest Hills .	ContractOr	01/03/2014	01/03/2019	Sales Depar	60	M
Documents		CO000006	OFF001	Office Supplies Unlimited	CPC	Cost Per Copy	Hillcrest	1234	15/07/2020	17/07/2025	Sales Depar	60	N
		CO000007	OFF001	Office Supplies Unlimited	CPC	Cost Per Copy	Forest Hills .		07/01/2014	07/01/2019	Sales Depar	60	M
		CO000008	YES001	Young Electric	CPC	Cost Per Copy	Durban Area	a abc123	05/02/2019	26/11/2020	Sales Depar	60	M
Hold History		CO000009	DER001	Derton / Technologies	CPC	Cost Per Copy	Durban Area	a	07/05/2014	07/05/2020	Sales Depar	60	M
		CO0000010	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	BPO_RSI		05/01/2011	07/01/2016	Sales Depar	60	M
		CO0000011	WES001	Westwood Dynamic	CPC	Cost Per Copy	Main	ContractOr	09/05/2014	09/05/2019	Sales Depar	60	N
Suspend History		CO0000012	TIA001	Titan Group	CPC	Cost Per Copy	Durban Area	3	16/05/2014	16/05/2019	Sales Depar	60	N
Suspend history		CO000013	TIA001	Titan Group	CPC	Cost Per Copy	Durban Area	3	16/05/2014	16/05/2019	Sales Depar	60	N
		CO0000014	TIA001	Titan Group	CPC	Cost Per Copy	Main		16/05/2014	16/05/2019	Sales Depar	60	D N
		CO0000015	TIA001	Titan Group	CPC	Cost Per Copy	Main		20/05/2014	20/05/2019	Sales Depar	60	N
		CO0000016	TIA001	Titan Group	CPC	Cost Per Copy	Main		13/06/2014	13/06/2019	Sales Depar	60	N
		CO0000017	TIA001	Titan Group	CPC	Cost Per Copy	Main		17/06/2014	17/06/2019	Sales Depar	60	N
Processing		CO0000018	SAM001	Samanthas Diner	CPC	Cost Per Copy	Main		09/07/2014	09/07/2019	Sales Depar	60	D N
Invoices		CO0000019	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Main		28/07/2014	28/07/2019	Sales Depar	60	N
Invoices		CO0000020	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Durban Area	a	01/01/2011	31/01/2016	Sales Depar	60	D N
		CO0000021	YES001	Young Electric	CPC	Cost Per Copy	Main		31/07/2014	31/07/2019	Sales Depar	60	N
		CO0000022	SAM001	Samanthas Diner	CPC	Cost Per Copy	Main		05/08/2014	05/08/2019		60	N
Credit Notes		CO000023	DER001	Derton / Technologies	CPC	Cost Per Copy	Kloof	CO1254	07/01/2015	07/01/2020	Sales Depar	60	M

### **VIEW SUSPEND HISTORY**

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

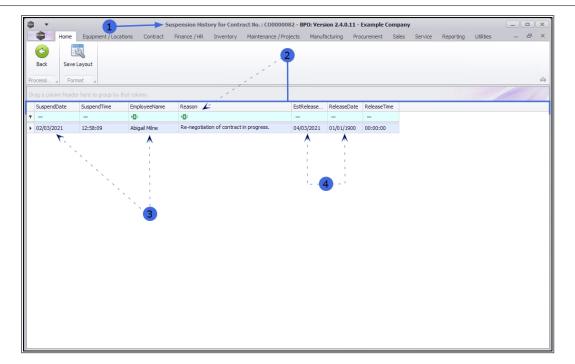


•					Contract Listing	- BPO: Version	2.4.0.11 - Exam	ple Company						
	Home Equ	ipment ,	Locations C	ontract Fina	nce / HR Inventory M	laintenance / Proj	ects Manufact	uring Procur	ement Sales	Service	Reporting	Utilities	- 8	1
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runc	uons	TH	CO0000006	OFF001	Office Supplies Unlimited	CPC	Cost Per Copy	Hilcrest	1234	15/07/2020	17/07/2025	Sales Depar		Mc
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			CO0000087	BIG0001	Big Bargains	CPC	Cost Per Copy	Durban Area		16/04/2020	21/04/2025	Sales Depar		D Mc
			CO0000085	BIG0001 BIG0001	Big Bargains	CPC	Cost Per Copy	Kloof		01/04/2020	27/04/2023	Sales Depar		D Mc
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Documents			CO0000084	HOP001	Hope Works (Ptv) Ltd	CPC	Cost Per Copy	Durban Area		05/02/2020	05/02/2025	Sales Depar		) Ma
			CO0000082	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Durban Area		10/09/2019	10/09/2024	Sales Depar		) Mc
			CO0000032	PAN001	Panda Copiers	CPC	Cost Per Copy	Main		25/03/2019	25/03/2025	Sales Depar		) Mo
Hold	History		C000000041	YES001	Young Electric	CPC	Cost Per Copy	Durban Area	abc123	05/02/2019	26/11/2020	Sales Depar		) M
			C00000079	HOP001	Hope Works (Ptv) Ltd	CPC	Cost Per Copy	Durban Area	abc125	18/06/2018	18/06/2023	Sales Depar		) Mc
			CO0000078	PIN0001	Pink Shoes	CPC	Cost Per Copy	Durban Area		18/06/2018	18/06/2025	Sales Depar		) M
Susp	end History		C00000078	PIN0001	Pink Shoes	CPC	Cost Per Copy	Durban Area		18/06/2018	18/06/2023	Sales Depar		) M
			CO0000076	HOP001	Hope Works (Ptv) Ltd	CPC	Cost Per Copy	Durban Cen		15/06/2018	15/06/2023	Sales Depar		) Ma
			CO0000075	DER001	Derton / Technologies	CPC	Cost Per Copy	Durban Area		15/06/2018	15/06/2023	Sales Depai		) M
			C00000074	DER001	Derton / Technologies	CPC	Cost Per Copy	Durban Area	1234	15/06/2018	15/06/2023			) M
			CO0000073	HOP001	Hope Works (Ptv) Ltd	CPC	Cost Per Copy	Durban Area	1201	29/05/2018	29/05/2023			) M
Proc	essing 🦒		CO0000081	TTA001	Titan Group	CPC	Cost Per Copy	Durban Cen		07/03/2018	07/05/2020	Sales Depar		) Ma
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Invo	pices		CO0000071	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Durban Area	1144	07/03/2018	07/03/2023	Sales Depar		D M
			CO0000070	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Durban Area	1234	07/03/2018	07/03/2023	cance bepon		) M
			CO0000069	HOP001	Hope Works (Ptv) Ltd	CPC	Cost Per Copy	Durban Area	1234	05/03/2018	05/03/2023	Sales Depar		D M
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The Suspension History for Contract No.: [] screen will open.

- 1. Here you can view a historical list of the *reasons* why the selected contract has been put on Suspend.
- 2. You can view the *date* the Suspend period started and the *employee* who initiated this suspend period.
- 3. The *Estimated Release Date* and *actual Release Date* are also captured.
- 4. Click on *Back* to return to the *Contract Listing* screen.





MNU.112.059

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