

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.

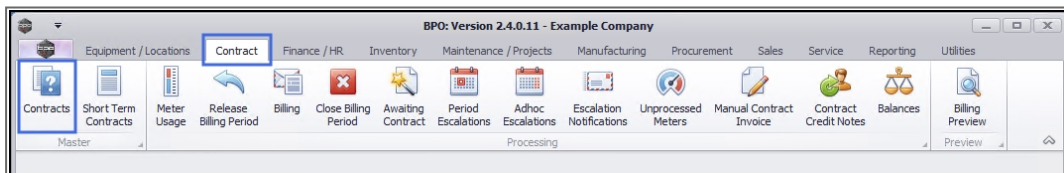
A customer may be put on **Suspend** for a variety of reasons, for example:

- awaiting contract amendment approval

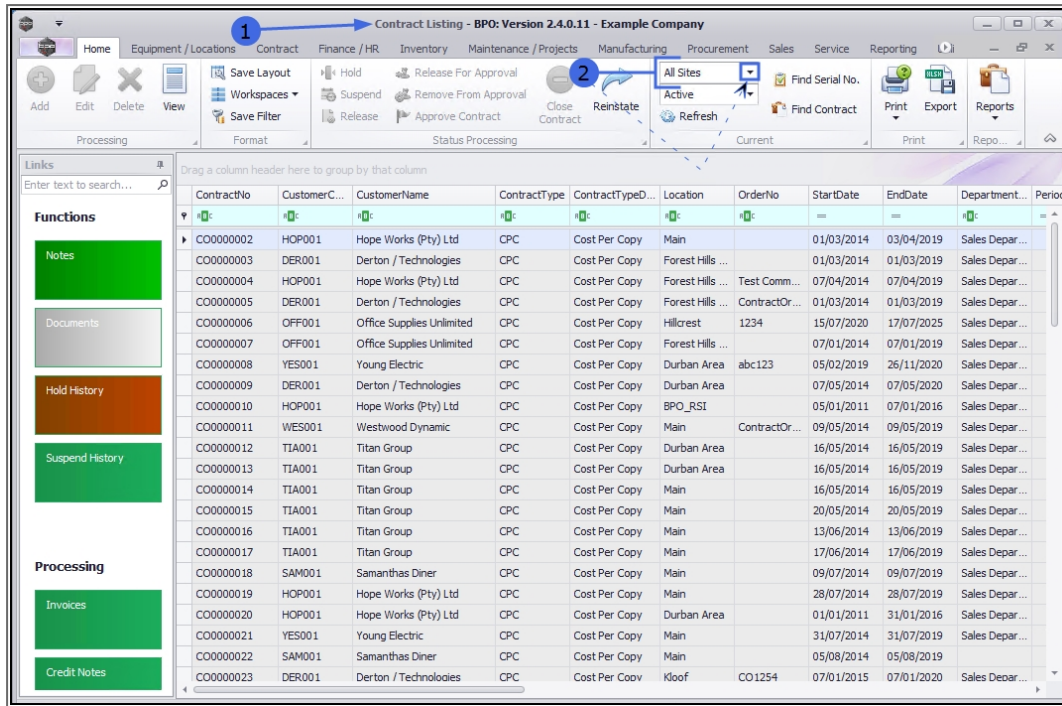
The Suspend History of a Customer may be viewed from the **Contract Listing** screen.

Refer to [Suspend a Contract](#) and [Reinstate a Suspended Contract](#) for more information on the Suspension process.

Ribbon Access: *Contract > Contracts*



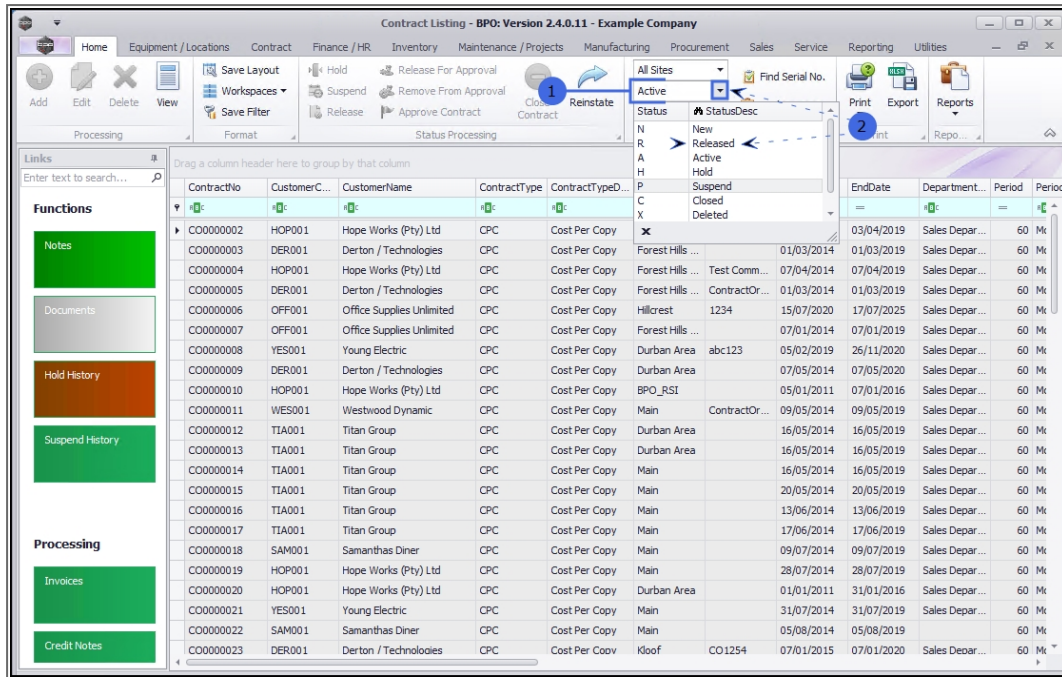
1. The **Contract Listing** screen will be displayed.
2. Select the **Site** that you wish to work in.



1. This screen defaults to the **Active** status.
2. Select a different **status** from the drop-down menu, if required.

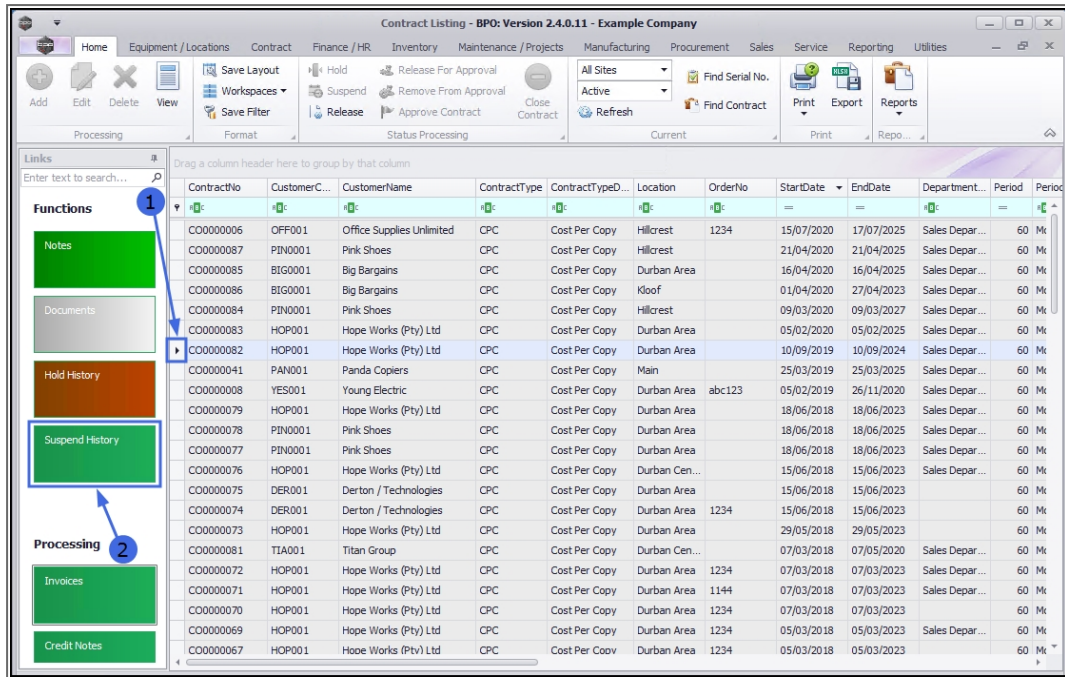
■ **Notes:**

- 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.



VIEW SUSPEND HISTORY

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



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.

SuspendDate	SuspendTime	EmployeeName	Reason	EstRelease...	ReleaseDate	ReleaseTime
02/03/2021	12:58:09	Abigail Milne	Re-negotiation of contract in progress.	04/03/2021	01/01/1900	00:00:00

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