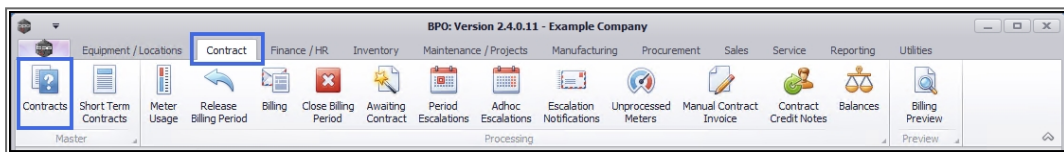


CONTRACT

REMOVE ITEM (CUSTOMER ASSET)

Follow the process below to remove a Customer Asset from a Contract and place it in the Customer warehouse. If required, this Customer Asset can then be bought back by the company.

Ribbon Access: *Contract > Contracts*



The ***Contract Listing*** screen will be displayed.

1. In the ***Contract Listing*** screen ensure the correct ***Site*** is selected and the ***Status*** is set to ***Active***.
2. Select the ***row*** of the contract that you wish to remove a customer asset (machine) from.

Note: To make sure you have selected a ***customer asset*** linked to the contract - read [Introduction to Assets](#).

3. Click on ***Edit***.

Contract Listing - BPO: Version 2.1.0.46 - Example Company

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

Processing 3

Durban 1
Active

Find Serial No. Find Contract
Print Export Reports

Links
Enter text to search

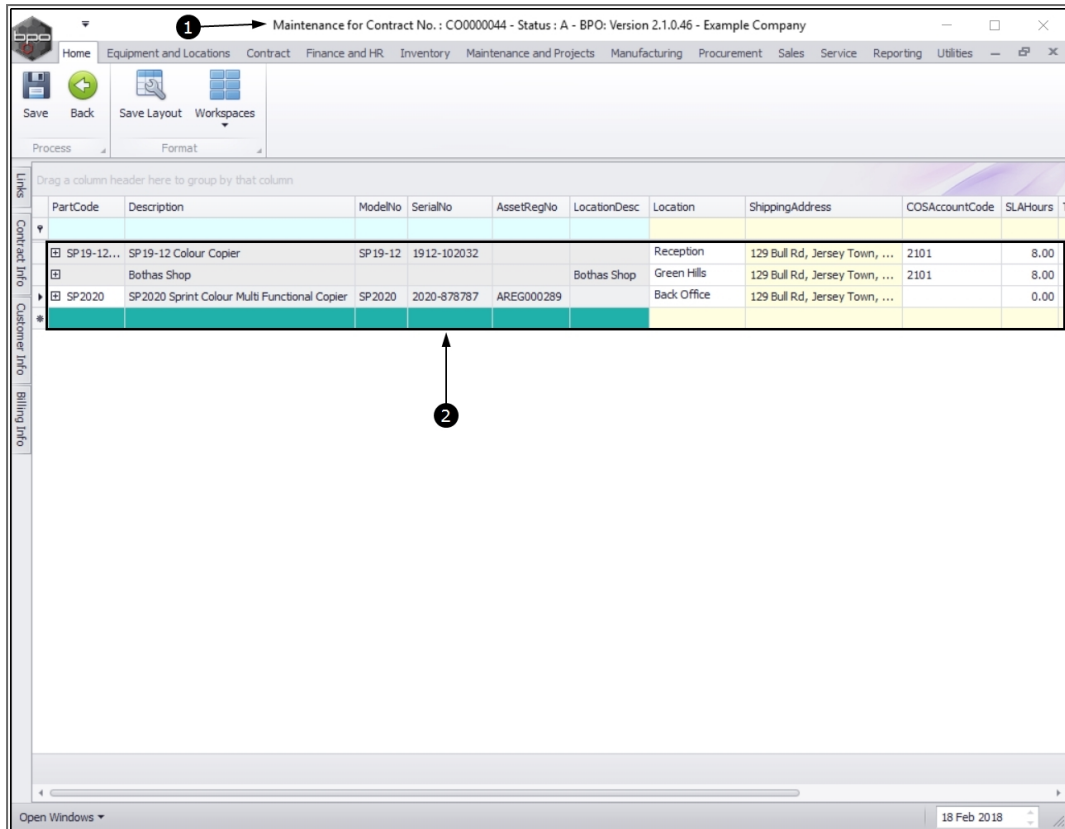
Functions
Notes
Documents
Hold History
Suspend History

Processing
Invoices
Credit Notes

ContractNo	ContractType	Location	CustomerCode	CustomerName	ContractTypeDesc	OrderNo	StartDate	EndDate	DepartmentName
CO0000010	CPC	BPO_RSI	HOP001	Hope Works	Cost Per Copy		05 Jan 2011	07 Jan 2016	Sales Department
CO0000011	CPC	Main	WES001	Westwood Dynamic	Cost Per Copy	ContractOrderNo	09 May 2014	09 May 2019	Sales Department
CO0000014	CPC	Main	TIA001	Titan Group	Cost Per Copy		16 May 2014	16 May 2019	Sales Department
CO0000016	CPC	Main	TIA001	Titan Group	Cost Per Copy		13 Jun 2014	13 Jun 2019	Sales Department
CO0000018	CPC	Main	SAM001	Samanthas Diner	Cost Per Copy		09 Jul 2014	09 Jul 2019	Sales Department
CO0000019	CPC	Main	OFF001	Office Supplies Unlimited	Cost Per Copy		28 Jul 2014	28 Jul 2019	Sales Department
CO0000020	CPC	Main	HOP001	Hope Works	Cost Per Copy		01 Jan 2011	31 Jan 2016	Sales Department
CO0000028	CPC	Main	HAC001	Hack PC - IT Shop	Cost Per Copy		29 Jun 2015	29 Jun 2020	Sales Department
PC0000001	PRE	Kloof	DAN002	Dancing Shoes	Prepaid Contract	test	23 Mar 2016	23 Mar 2021	Sales Department
CO0000031	CPC	Durban Area	YES001	Young Electric	Cost Per Copy		24 Mar 2016	24 Mar 2021	Sales Department
CO0000038	CPC	Main	SAM001	Samanthas Diner	Cost Per Copy		23 Jun 2016	23 Jun 2021	Sales Department
CO0000041	CPC	Main	PAN001	Panda Copiers	Cost Per Copy		05 Jul 2016	05 Jul 2021	Sales Department
CO0000042	CPC	Main	HOP001	Hope Works	Cost Per Copy		07 Sep 2016	07 Sep 2021	Technical
CO0000043	CPC	Main	HOP001	Hope Works	Cost Per Copy		01 Aug 2016	07 Sep 2021	Sales Department
CO0000044	CPC	Main	BOT001	Bothas Networking Inc	Cost Per Copy		25 Oct 2016	25 Oct 2021	Sales Department
CO0000060	CPC	BPO_RSI	HOP001	Hope Works	Cost Per Copy		16 Feb 2018	16 Feb 2023	Technical

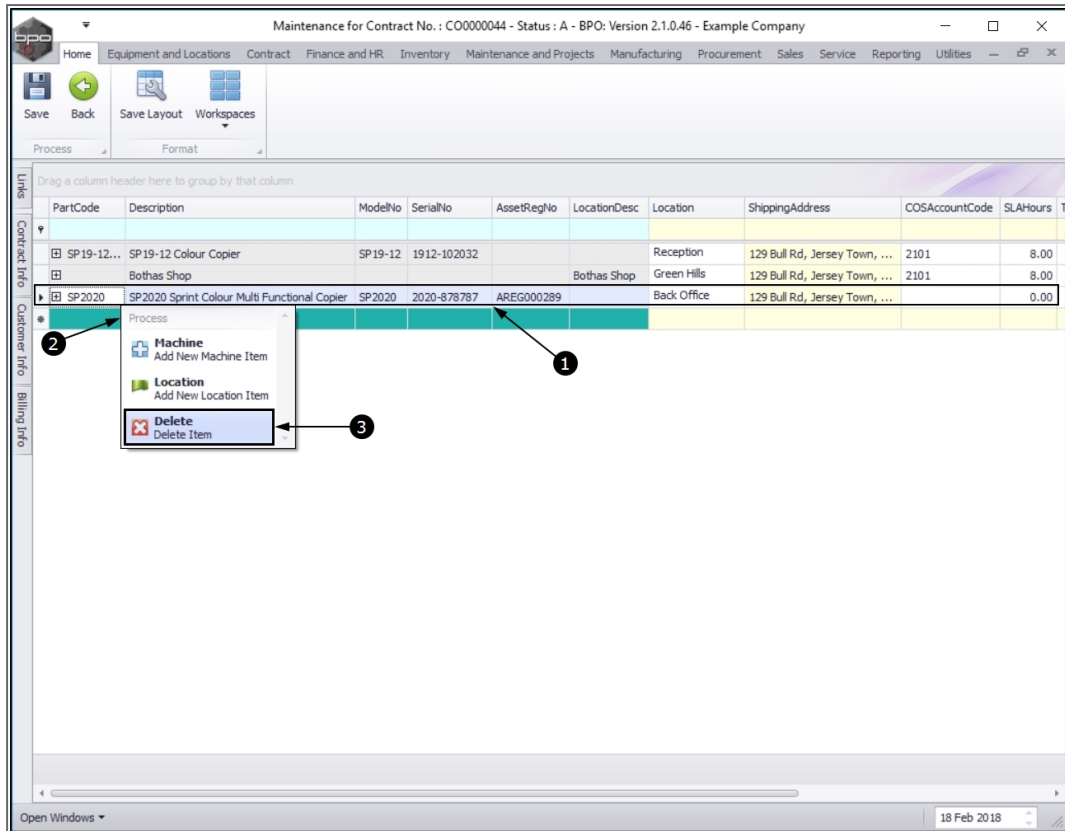
Open Windows 18 Feb 2018

1. The **Maintenance for Contract No.: []** will be displayed.
2. Here you can view all the machines linked to this contract.

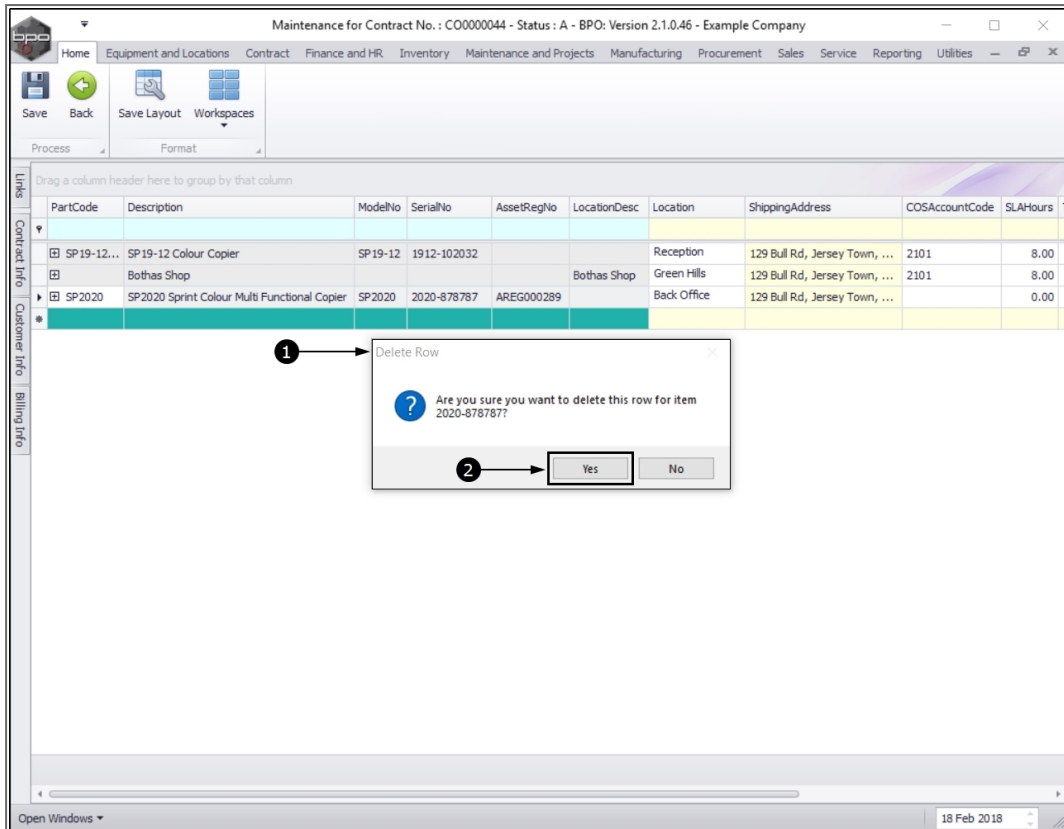


SELECT CUSTOMER ASSET TO REMOVE

1. **Right click** in the row of the customer asset / machine that you wish to remove from this contract.
2. A **Process** menu will pop up.
3. Select **Delete** - Delete Item.



1. A **Delete Row** message box will pop up with the following prompt:
 - *Are you sure you want to delete this row for item []?*
2. Click on **Yes**.

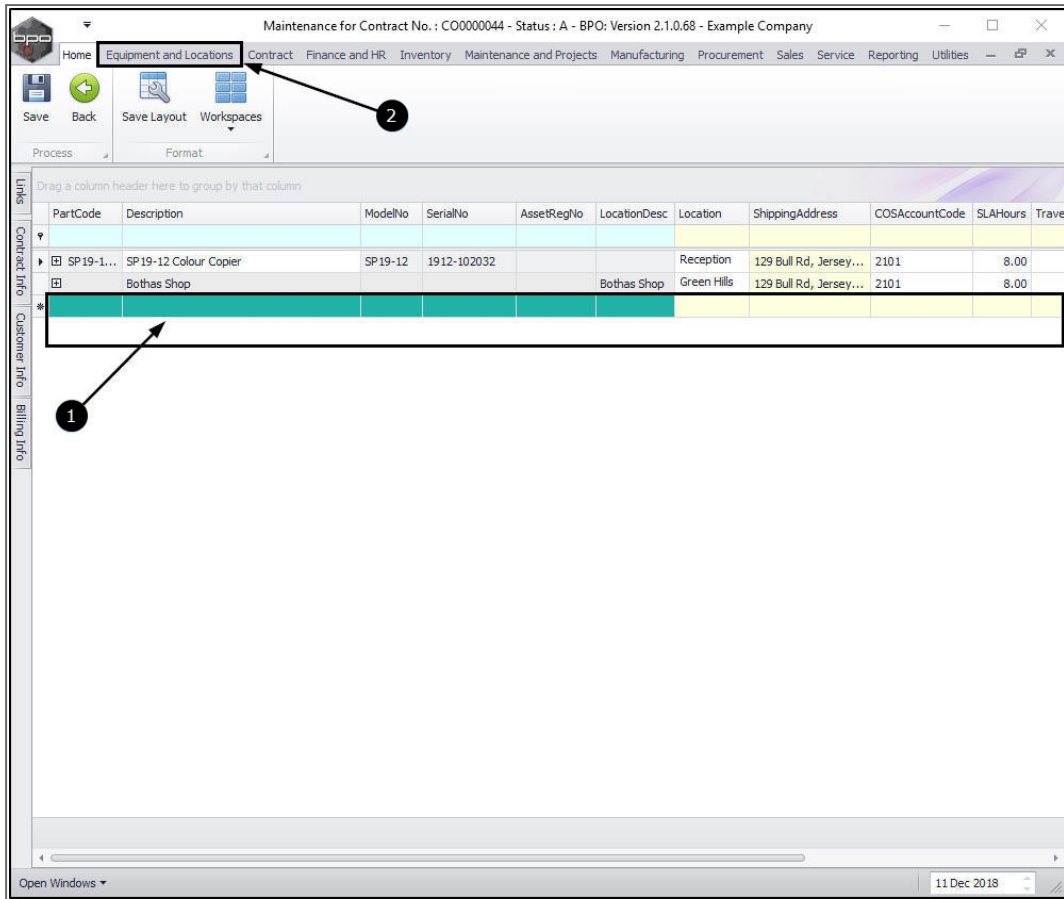


1. The selected item will be removed from the **Parts** data grid

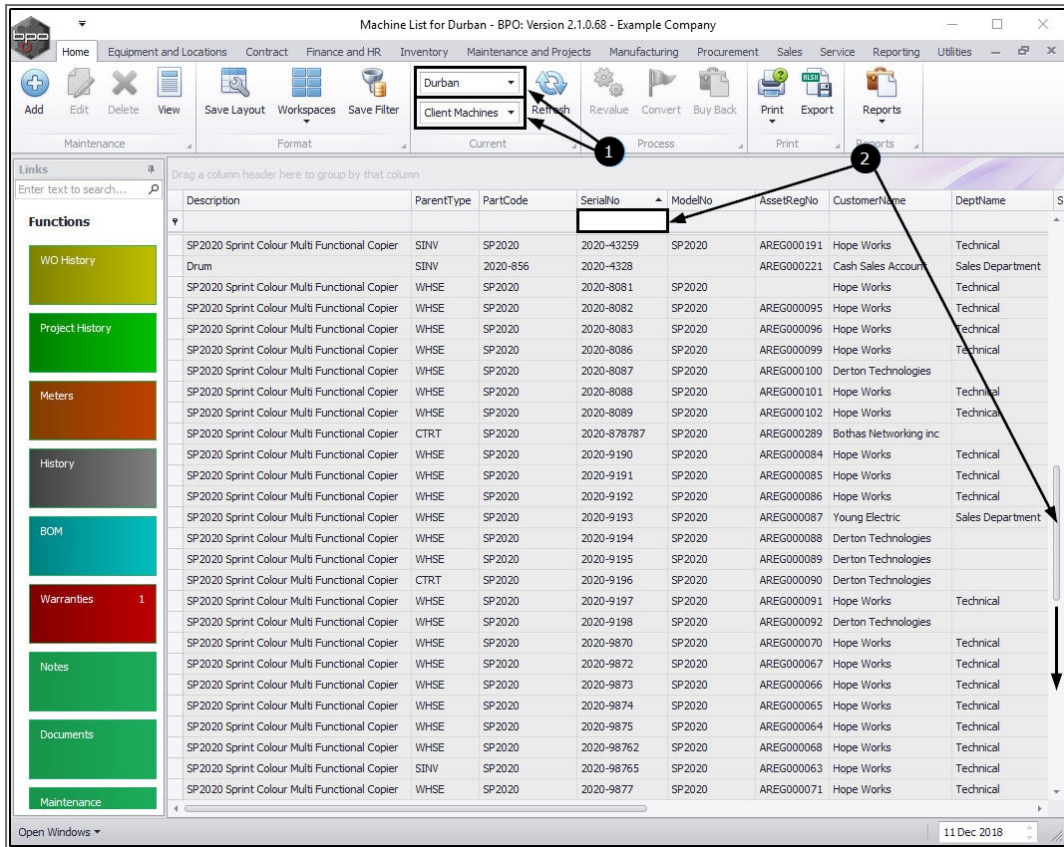
VIEW CUSTOMER ASSET CONTRACT STATUS

Note: This customer asset will remain linked to the 'Contract' parent type in the *Machine List for []* screen.

2. To view this, click on the **Equipment and Locations** ribbon tab and then the **Assets** button to navigate to the *Machine List for []* screen.



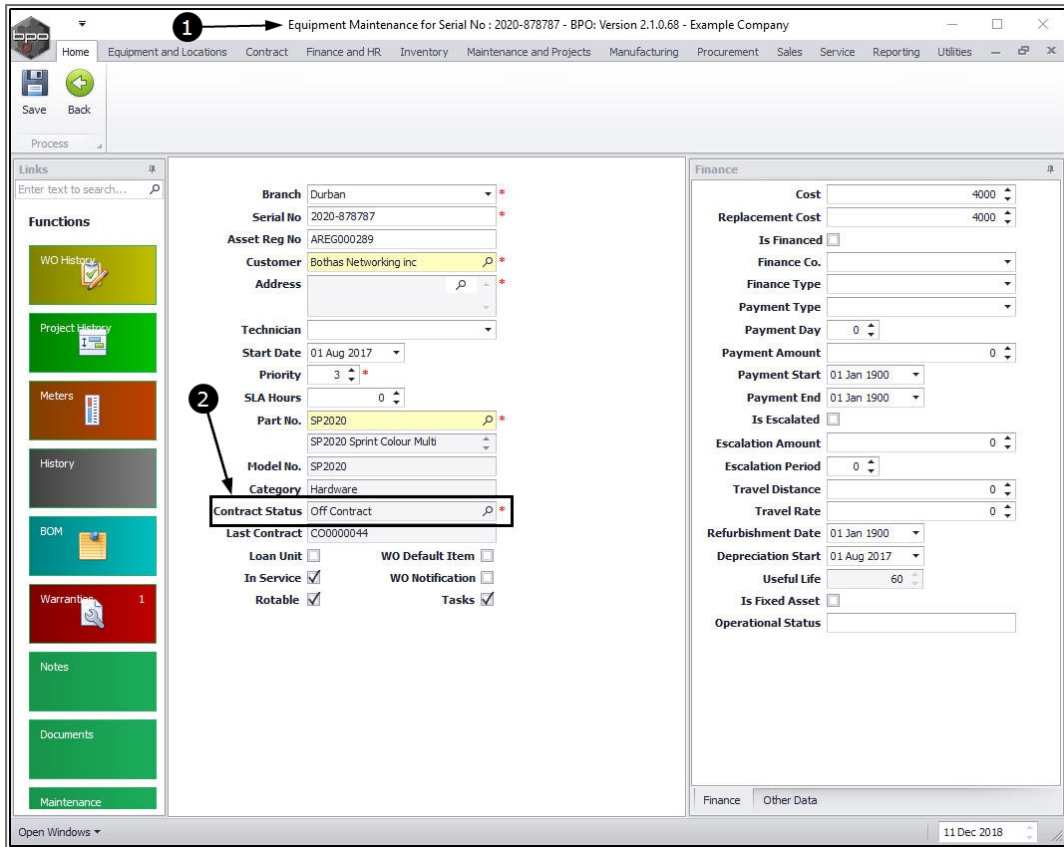
1. In the **Machine List for []** screen, ensure that you have selected the correct **site** and that the **status** is set to **Client Machines**.
2. Use the **scroll bar** or the **filter row** in the **Serial No** column to search for the customer asset / client machine that you have removed from contract.



1. Once you have found the customer asset / client machine,
2. you will see that its **Parent Type** is still listed as **CTRT** - Contract.
3. Click on **Edit**.

Description	ParentType	PartCode	SerialNo	ModelNo	AssetRegNo	CustomerName	DeptName
SP2020 Sprint Colour Multi Functional Copier	SINV	SP2020	2020-43259	SP2020	AREG000191	Hope Works	Technical
Drum	SINV	2020-856	2020-4328	SP2020	AREG000221	Cash Sales Account	Sales Department
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-8081	SP2020	AREG000095	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-8082	SP2020	AREG000096	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-8086	SP2020	AREG000099	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-8087	SP2020	AREG000100	Derton Technologies	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-8088	SP2020	AREG000101	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-8089	SP2020	AREG000102	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	CTRT	SP2020	2020-878787	SP2020	AREG000289	Bothas Networking inc	
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-9190	SP2020	AREG000084	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-9191	SP2020	AREG000085	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-9192	SP2020	AREG000086	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-9193	SP2020	AREG000087	Young Electric	Sales Department
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-9194	SP2020	AREG000088	Derton Technologies	
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-9195	SP2020	AREG000089	Derton Technologies	
SP2020 Sprint Colour Multi Functional Copier	CTRT	SP2020	2020-9196	SP2020	AREG000090	Derton Technologies	
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-9197	SP2020	AREG000091	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-9198	SP2020	AREG000092	Derton Technologies	
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-9870	SP2020	AREG000070	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-9872	SP2020	AREG000067	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-9873	SP2020	AREG000066	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-9874	SP2020	AREG000065	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-9875	SP2020	AREG000064	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-9876	SP2020	AREG000068	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	SINV	SP2020	2020-98765	SP2020	AREG000063	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE	SP2020	2020-9877	SP2020	AREG000071	Hope Works	Technical

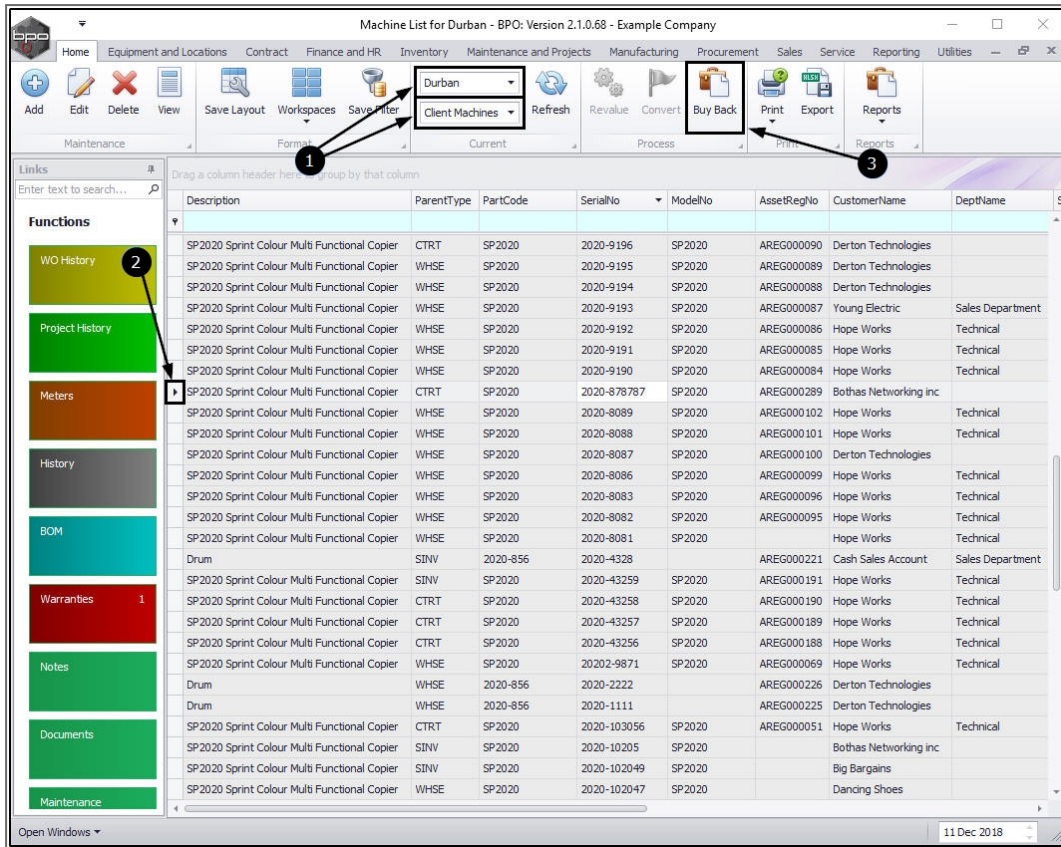
1. The **Equipment Maintenance for Serial No: []** screen will be displayed.
2. Here you can see that the **Contract Status** is now **Off Contract**.



BUY BACK CUSTOMER ASSET

Before the contract asset buy back process is initiated, the customer asset must first be removed from contract (see above process) and be placed in the Customer Asset warehouse.

1. In the **Machine List for [] screen**, ensure that the correct **site** has been selected and the **status** has been set to **Client Machines**.
2. Select the **row** of the customer asset / client machine that you wish to buy back.
3. Click on **Buy Back**.

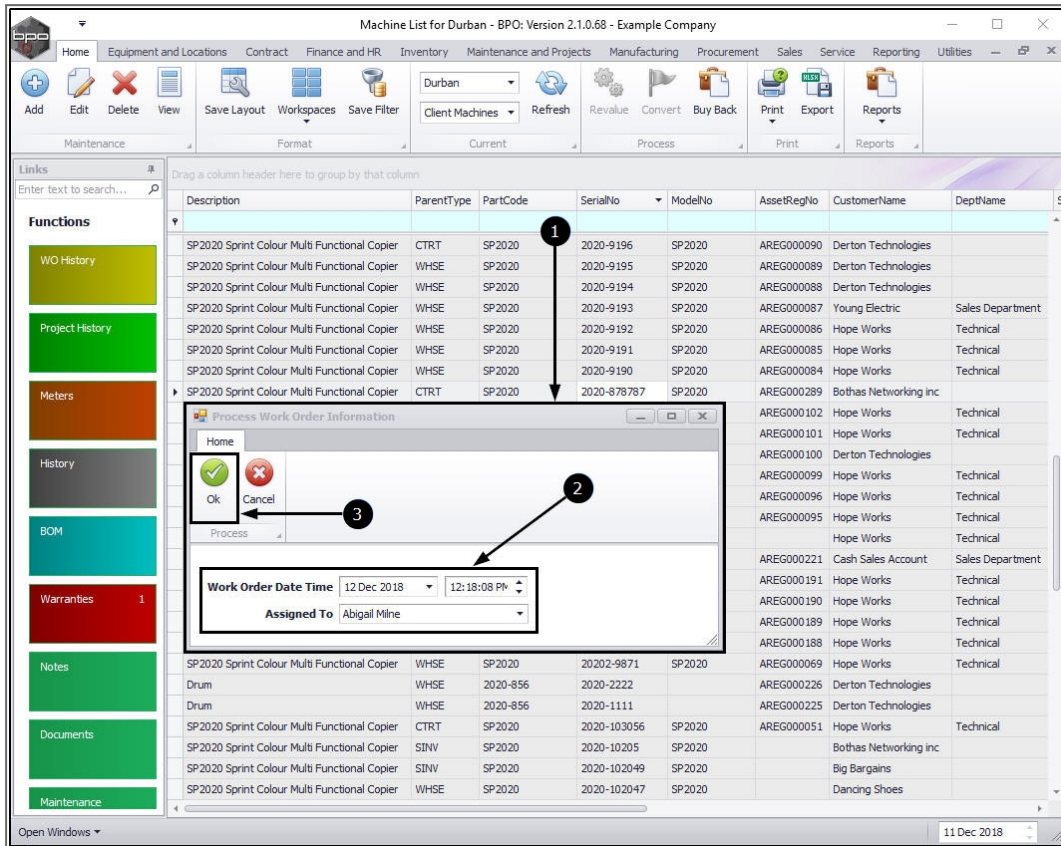


BUY BACK DETAILS

1. A **Process Work Order Information** pop up screen will appear.
2. **Work Order Date and Time:** This will be populated with the current date and time.
 - **Date:** You can either type in or click on the drop-down arrow and use the calendar function to select an alternative date if required.
 - **Time:** You can either type in or use the directional arrows to select an alternative time if required.

Assigned To: This will be populated with the person currently logged on to the system. You can click on the drop-down arrow and select an alternative person if required.

- When you have finished editing this message box as required, click on **Ok**.



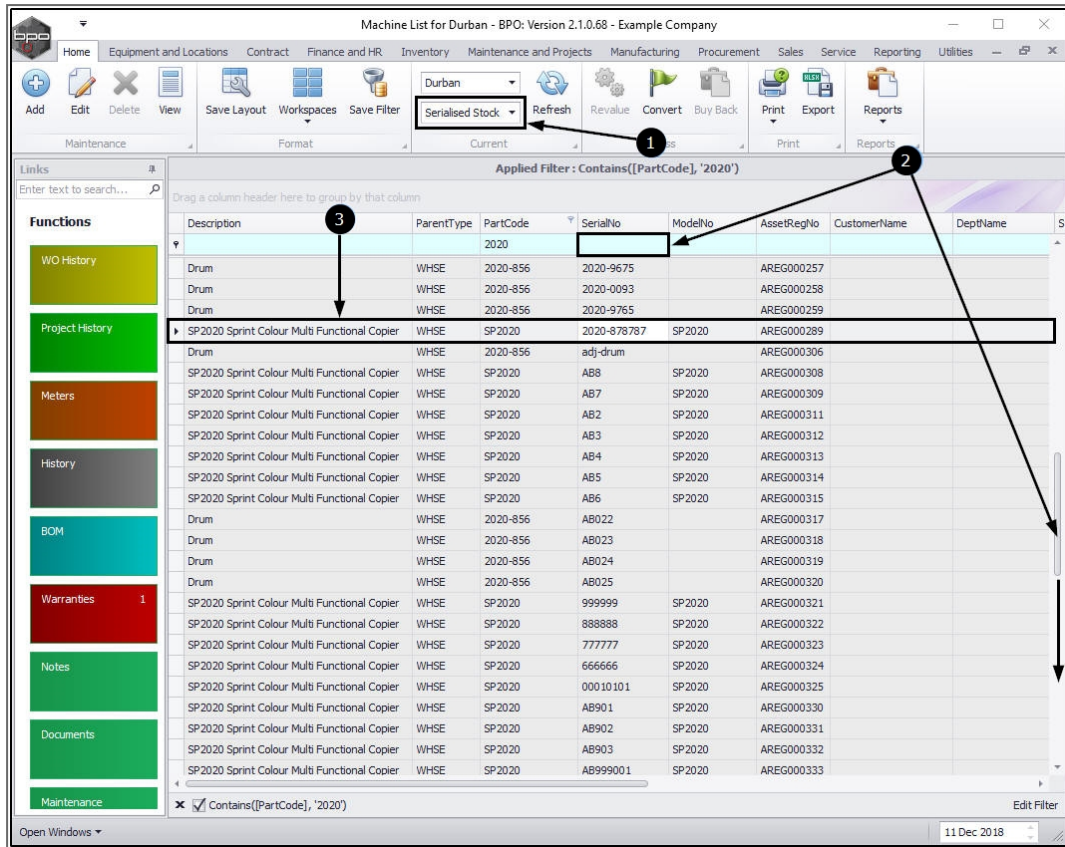
BUY BACK PRICE

- An *Input the buy back price for serial no. []* screen will pop up.
- Transaction Date:** This will be populated with the current date and time.
 - You can either type in or click on the drop-down arrow and use the calendar function to select an alternative date if required.

Buy Back Price: Either type in or use the arrow indicators to select a price for this customer asset/ client machine that you wish to buy back.

Description	ModelNo	AssetRegNo	CustomerName	DeptName		
SP2020 Sprint Colour Multi Functional Copier	SP2020	AREG000070	Hope Works	Technical		
SP2020 Sprint Colour Multi Functional Copier	SP2020	AREG000092	Derton Technologies			
SP2020 Sprint Colour Multi Functional Copier	WHSE SP2020	2020-9197	SP2020	AREG000091	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	CTRT SP2020	2020-9196	SP2020	AREG000090	Derton Technologies	
SP2020 Sprint Colour Multi Functional Copier	WHSE SP2020	2020-9195	SP2020	AREG000089	Derton Technologies	
SP2020 Sprint Colour Multi Functional Copier	WHSE SP2020	2020-9194	SP2020	AREG000088	Derton Technologies	
SP2020 Sprint Colour Multi Functional Copier	WHSE SP2020	2020-9193	SP2020	AREG000087	Young Electric	Sales Department
SP2020 Sprint Colour Multi Functional Copier	WHSE SP2020	2020-9192	SP2020	AREG000086	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE SP2020	2020-9191	SP2020	AREG000085	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE SP2020	2020-9190	SP2020	AREG000084	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE SP2020	2020-8089	SP2020	AREG000102	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE SP2020	2020-8088	SP2020	AREG000101	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE SP2020	2020-8087	SP2020	AREG000100	Derton Technologies	
SP2020 Sprint Colour Multi Functional Copier	WHSE SP2020	2020-8086	SP2020	AREG000099	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE SP2020	2020-8083	SP2020	AREG000096	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE SP2020	2020-8082	SP2020	AREG000095	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE SP2020	2020-8081	SP2020		Hope Works	Technical
Drum	SINV	2020-856	2020-4328	AREG000221	Cash Sales Account	Sales Department
SP2020 Sprint Colour Multi Functional Copier	SINV SP2020	2020-43259	SP2020	AREG000191	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	CTRT SP2020	2020-43258	SP2020	AREG000190	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	CTRT SP2020	2020-43257	SP2020	AREG000189	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	CTRT SP2020	2020-43256	SP2020	AREG000188	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	WHSE SP2020	20202-9871	SP2020	AREG000069	Hope Works	Technical
Drum	WHSE	2020-856	2020-2222	AREG000226	Derton Technologies	
Drum	WHSE	2020-856	2020-1111	AREG000225	Derton Technologies	
SP2020 Sprint Colour Multi Functional Copier	CTRT SP2020	2020-103056	SP2020	AREG000051	Hope Works	Technical
SP2020 Sprint Colour Multi Functional Copier	SINV SP2020	2020-10205	SP2020		Bothas Networking inc	

1. With the screen **status** now set to **Serialised Stock**,
2. you can use the **filter row** in the **Serial No** column or the **scroll bar** to search for
3. and find the bought back asset, which has now become a serialised stock item.



When you have completed the above process, close the **Machine List for []** screen, and open the **Purchase Requisition** listing screen to continue with the next step in the buy back process:

- [Link the Supplier](#) ('Buy Back' supplier/Finance House) to the purchase Requisition, with a 0.01 unit cost (or settlement value)
- [Release Requisition for Approval](#)
- [Approve Requisition](#)
- [Print Purchase Order](#)
- [GRN Stock](#)
- [Raise Supplier Invoice](#)
- [Accept Supplier Invoice](#)

Note: The *Buy Back Configuration* set up on your company will determine the number of steps you need to do during the buy back process.

MNU.112.065

