

CONTRACT

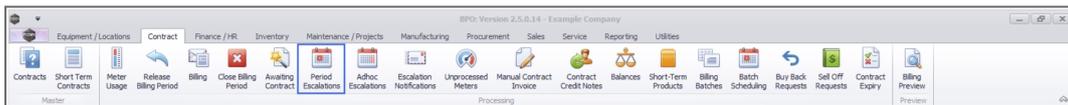
PERIOD ESCALATIONS

Period Escalations are run on a monthly basis during the month end billing run.

Escalation period and amount is determined by the contract item fee / meter setup details.

You will run escalations for the **upcoming** month, at the **end** of the current month.

Ribbon Select *Contract > Period Escalations*



The *Period Escalation Processing* screen will be displayed.

Upon opening, this processing screen displays a list of contract billing periods with processing and count columns for Fee and Meter charges.

▮

VIEW FEES AND METERS

Fees and Meters will be marked as follows:

1. **Green** - Financial Months that have been processed.
2. **Yellow** - Available Financial Month yet to process.
3. **Red** - Unprocessed Financial Months that cannot be processed yet.

Periodic Escalation Processing - BPO: Version 2.5.1.4 - Example Company

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

Back Save Layout

Process... Format

Drag a column header here to group by that column

Month	Year	FeeProcessed	MeterProcessed	NoFeeItems	NoMeterItems
March	2022	Yes	Yes	3	4
April	2022	Yes	Yes	0	0
May	2022	No	No	2	2
June	2022	No	No	2	9
July	2022	No	No	4	3
August	2022	No	No	8	6
September	2022	No	No	1	0
October	2022	No	No	4	6
November	2022	No	No	1	0
December	2022	No	No	0	0
January	2023	No	No	2	2
February	2023	No	No	1	0

User : Bianca 20/02/2023 Version : 2.5.1.4 Example Company

1. The **No Fee Items** column will show you the number of contract item **fees** that are to be escalated in the relevant billing period.
2. The **No Meter Items** column will show you the number of contract item **meters** that are to be escalated in the relevant billing period.

Periodic Escalation Processing - BPO: Version 2.5.1.4 - Example Company

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

Back Save Layout

Process... Format

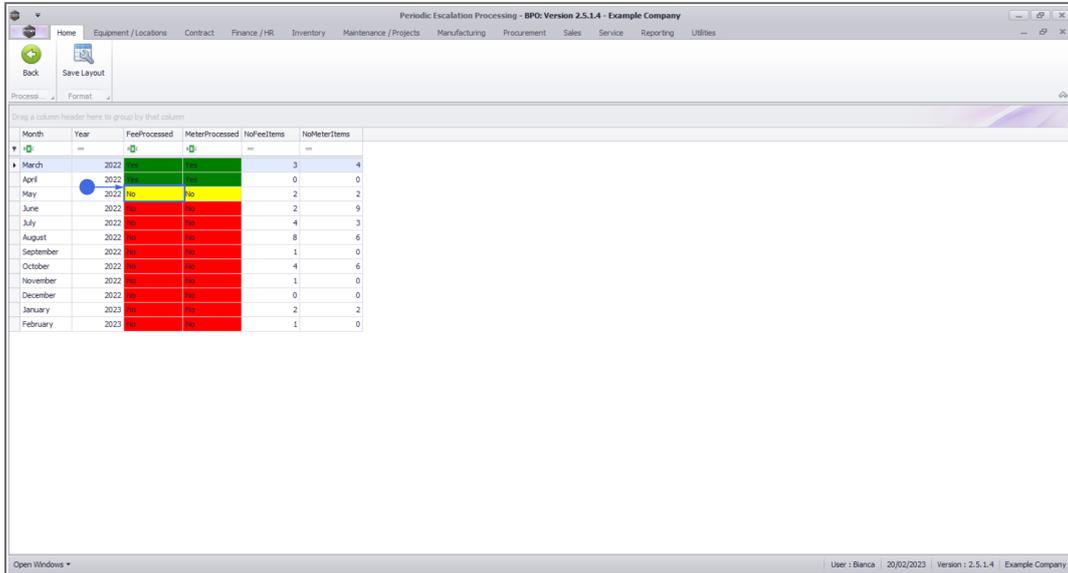
Drag a column header here to group by that column

Month	Year	FeeProcessed	MeterProcessed	NoFeeItems	NoMeterItems
March	2022	Yes	Yes	3	4
April	2022	Yes	Yes	0	0
May	2022	No	No	2	2
June	2022	No	No	2	9
July	2022	No	No	4	3
August	2022	No	No	8	6
September	2022	No	No	1	0
October	2022	No	No	4	6
November	2022	No	No	1	0
December	2022	No	No	0	0
January	2023	No	No	2	2
February	2023	No	No	1	0

User : Bianca 20/02/2023 Version : 2.5.1.4 Example Company

FEE PROCESSING

- Double click on the **available** processing period for **Fee Processed** (i.e. the yellow **No** text box in the **Fee Processed** column).

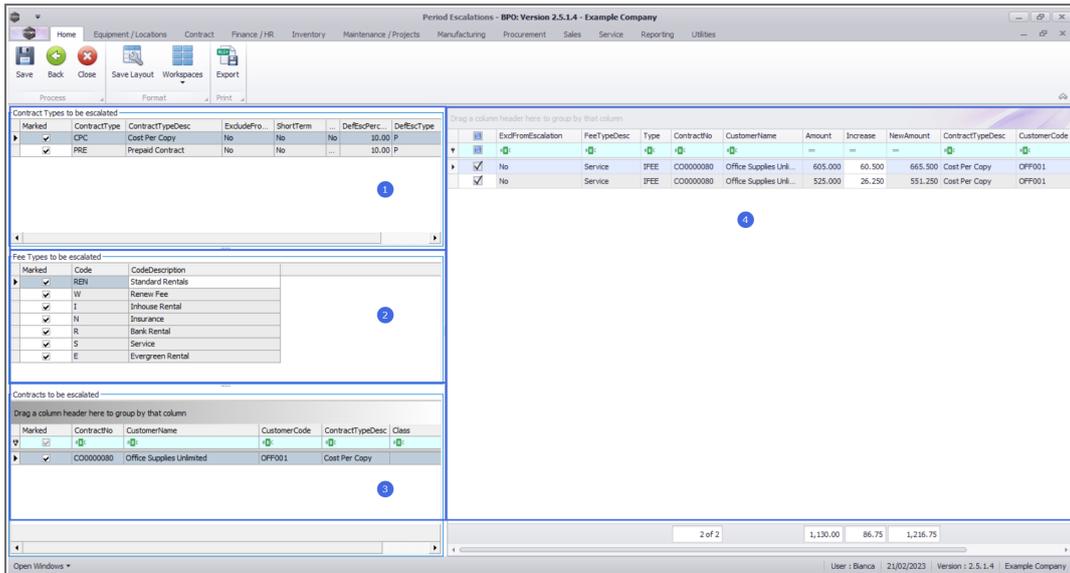


Month	Year	FeeProcessed	MeterProcessed	NoFeeItems	NoMeterItems
March	2022	Yes	Yes	3	4
April	2022	No	Yes	0	0
May	2022	Yes	Yes	2	2
June	2022	Yes	Yes	2	9
July	2022	Yes	Yes	4	3
August	2022	Yes	Yes	8	6
September	2022	Yes	Yes	1	0
October	2022	Yes	Yes	4	6
November	2022	Yes	Yes	1	0
December	2022	Yes	Yes	0	0
January	2023	Yes	Yes	2	2
February	2023	Yes	Yes	1	0

The 'Period Escalations' for Fees screen

The **Period Escalations** (for fees) screen will be displayed. This screen is divided into **4** frames:

1. **Contract Types to be escalated.**
2. **Fee Types to be escalated.**
3. **Contracts to be escalated.**
4. **Contract Items Charges** frame: where contract items that meet the requirements selected in frames **1**, **2** and **3** are displayed.



User Defined Fields

The inclusion of User Defined Fields is to provide more information within the Asset, Contract, Customer and Location modules so that associated work/processes can be carried out more efficiently. It will serve as connective tissue between contracts and call center functions to improve call center performance by having readily accessible information.

Version Compatibility¹

Contract **Class** and **Category**, as defined on the contract, can be useful when filtering for contracts that you need to escalate.

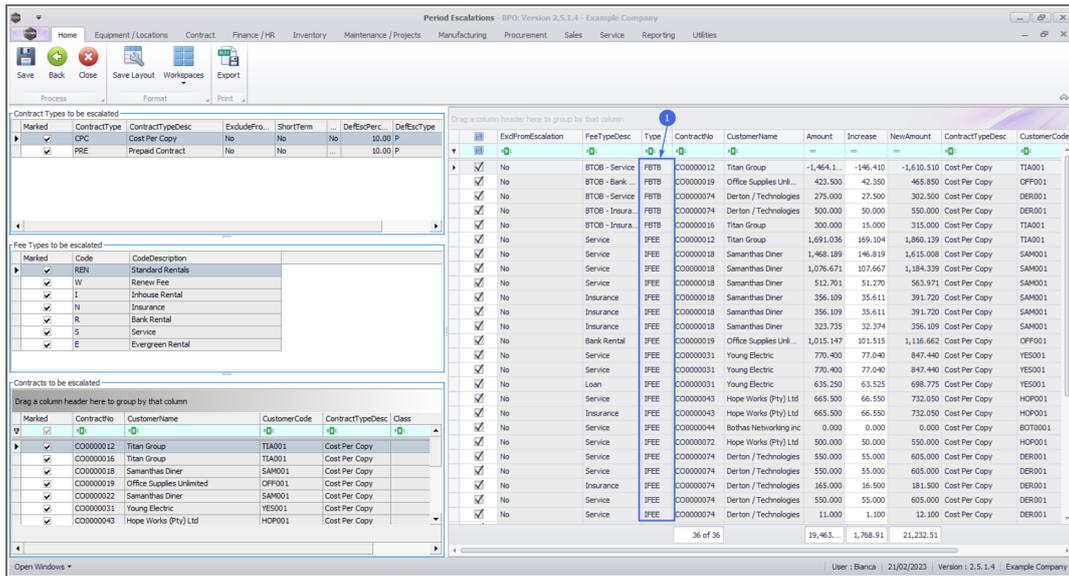
¹ BPO2 v2.5.0.8 or higher. " Add Interest Rate " on page 2

Mark Items to be Escalated

- You can use the **Marked** check boxes to select the **Contract Types**, **Fee Types**, **Contracts** and **Contracts Items** that you wish to escalate.

- Each contract item meter charge will be listed individually, as follows:

- **Item Fee (IFEE)**
- **Item Fee Back to Back (FBTB)**



In the Linked Contract Item Charges Listing frame, look at the **Amount**, **Increase** and **New Amount** columns.

- **Amount:** This is the amount of the fee that is being charged.
- **Increase:** This is the amount by which this fee will increase when the periodic escalation set on the contract is applied. (This can either be a **Percentage** or a **Flat Amount**).
 - In this image, the amount already set up on the system is a 10% escalation.
- **New Amount:** This is the new amount of the fee once the increase has been added. (Amount + Increase = New Amount)

Review these amounts to make sure they are correct, individual changes to the **Increase** amount can be made if required.

SAVE FEE ESCALATIONS

- Click on **Save**.

1. A **Run Period Escalations** message will pop asking you;
 - **Are you sure you want to process this escalation?**
2. Click on **Yes**.

1. You will return to the **Period Escalations Processing** screen.
2. The **Fee Processed** colour will change from yellow to **green** for the processed period.

METER PROCESSING

1. In the *Period Escalation Processing* screen,
2. Double click on the *available* processing period for *Meter Processed* (i.e. the yellow **No** text box in the *Meter Processed* column).

The 'Period Escalations' for Meters screen

The *Period Escalations* (for meters) screen will be displayed. This screen is divided into **4** frames:

1. **Contract Types to be escalated**
2. **Fee Types to be escalated**
3. **Contracts to be escalated**
4. **Contract Items** frame: where contract items that meet the requirements selected in frames **1**, **2** and **3** are displayed.

- You can use the **Marked** check boxes to select the **Contract Types, Fee Types, Contracts, Contracts Items** that you wish to escalate.

- Each contract item meter charge will be listed individually, as follows:
 - **Item Meter Minimum Billing (IMTR)**
 - **Item Meter Cost per Copy (MTCH)**

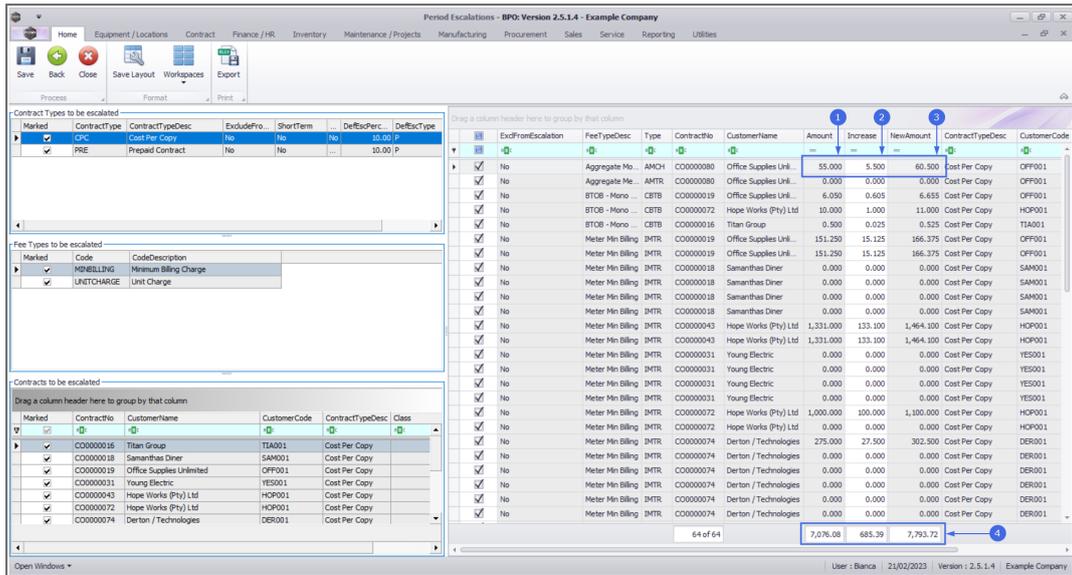
- **Item Meter Back to Back Minimum Billing (MBTB)**
- **Item Meter Back to Back Cost per Copy (CBTB)**
- **Item Aggregate Meter Minimum Billing (AMTR)**
- **Item Aggregate Meter Cost per Copy (AMCH)**

The screenshot shows the 'Period Escalations - BPO: Version 2.5.1.4 - Example Company' window. It features a main data table with columns: ExclFromEscalation, FeeTypeDesc, Type, ContractNo, CustomerName, Amount, Increase, NewAmount, ContractTypeDesc, and CustomerCode. A blue circle highlights the 'Amount' column header. Below the main table, there are three smaller panels: 'Contract Types to be escalated', 'Fee Types to be escalated', and 'Contracts to be escalated'. The 'Contracts to be escalated' panel shows a list of contracts with columns: Marked, ContractNo, CustomerName, CustomerCode, ContractTypeDesc, and Class.

In the Linked Contract Item Charges Listing frame, look at the **Amount**, **Increase** and **New Amount** columns.

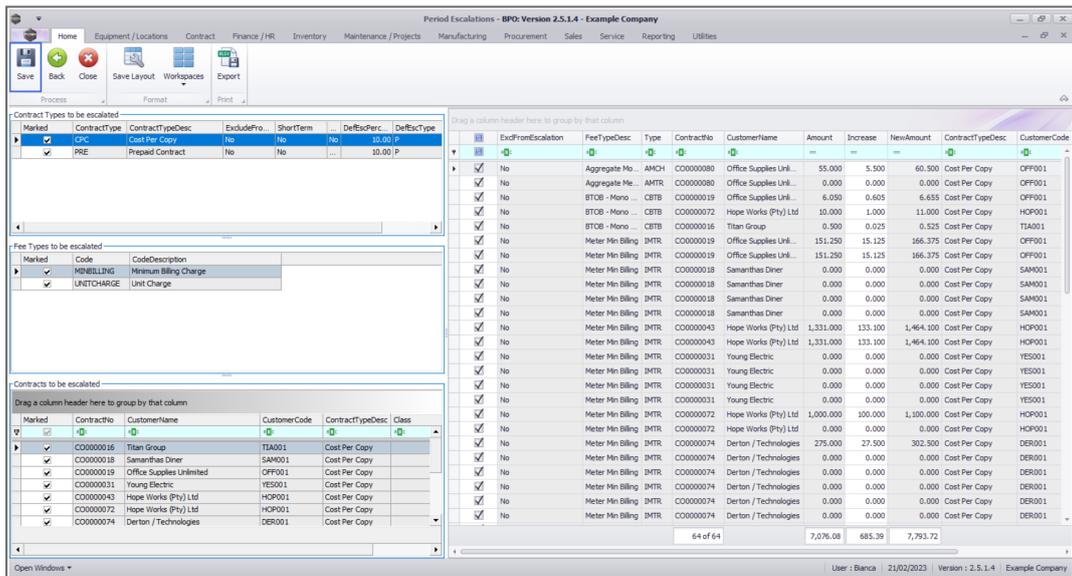
- **Amount:** This is the amount of the fee that is being charged.
- **Increase:** This is the amount by which this fee will increase when the periodic escalation set on the contract is applied. (This can either be a **Percentage** or a **Flat Amount**).
 - In this image, the amount already set up on the system is a 10% escalation.
- **New Amount:** This is the new amount of the fee once the increase has been added. (Amount + Increase = New Amount)

Review these amounts to make sure they are correct, individual changes to the **Increase** amount can be made if required.

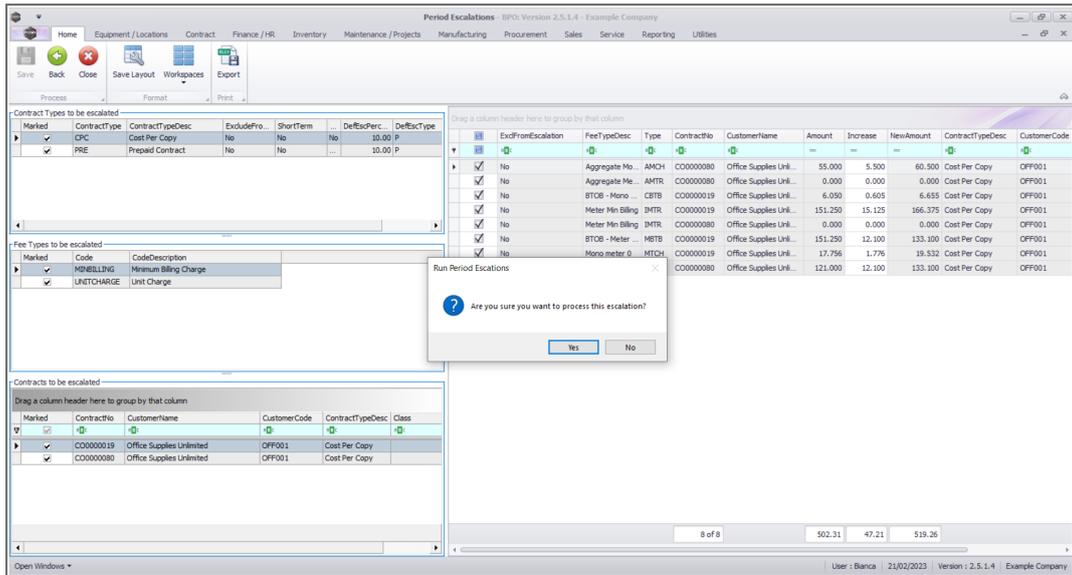


Save Meter Escalations

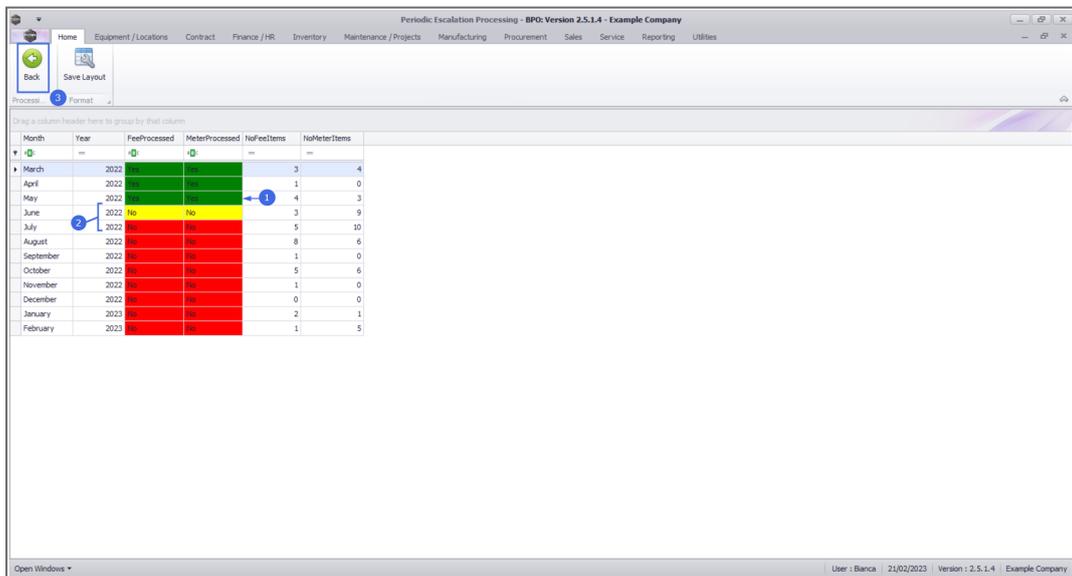
- Click on **Save**.



1. A **Run Period Escalations** message will pop asking you;
 - **Are you sure you want to process this escalation?**
2. Click on **Yes**.



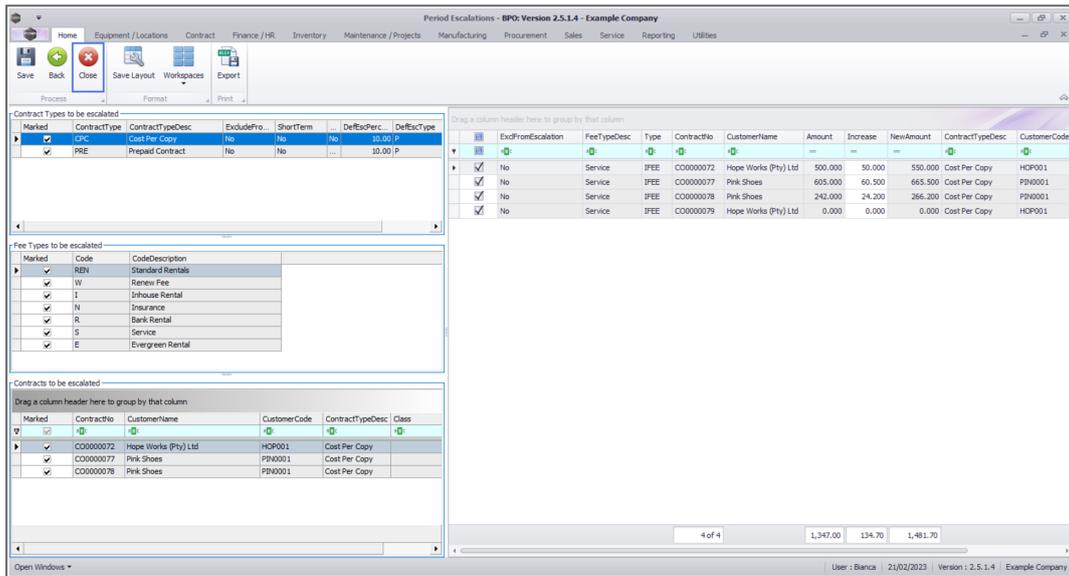
- The **Meter Processed** colour will change from **yellow** to **green** for the processed period.
- Period Escalation processing for the upcoming month will now be complete.
- Click on **Back** to exit this screen.



IMPORTANT NOTES

CLOSING OFF AN ESCALATION WITHOUT ESCALATING CONTRACTS

- In the *Period Escalation* screen, click on **Close** if you want to close off a fee/meter escalation **without** escalating your contracts.



- An *Escalation Processing* message will pop up asking you;
 - Are you sure you want to close the period and not perform the escalations? This action will uncheck all the items.*
- Click on **Yes**.

Escalation Processing

Are you sure you want to close the period and not perform the escalations? This action will uncheck all the items.

Yes No

1. All the contract items to be escalated will be **unchecked**.

Contract Types to be escalated

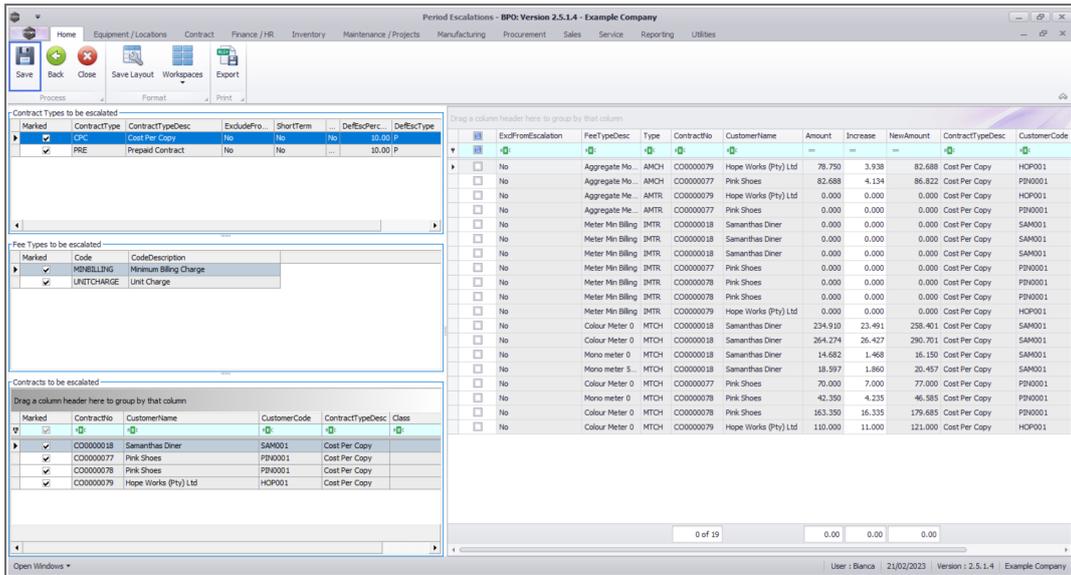
Marked	ContractType	ContractTypeDesc	ExcludeFromEscalation	ShortTerm	DeEscPerC	DeEscType
<input checked="" type="checkbox"/>	CPC	Cost Per Copy	No	No	10.00	P
<input type="checkbox"/>	PRE	Prepaid Contract	No	No	10.00	P

Contracts to be escalated

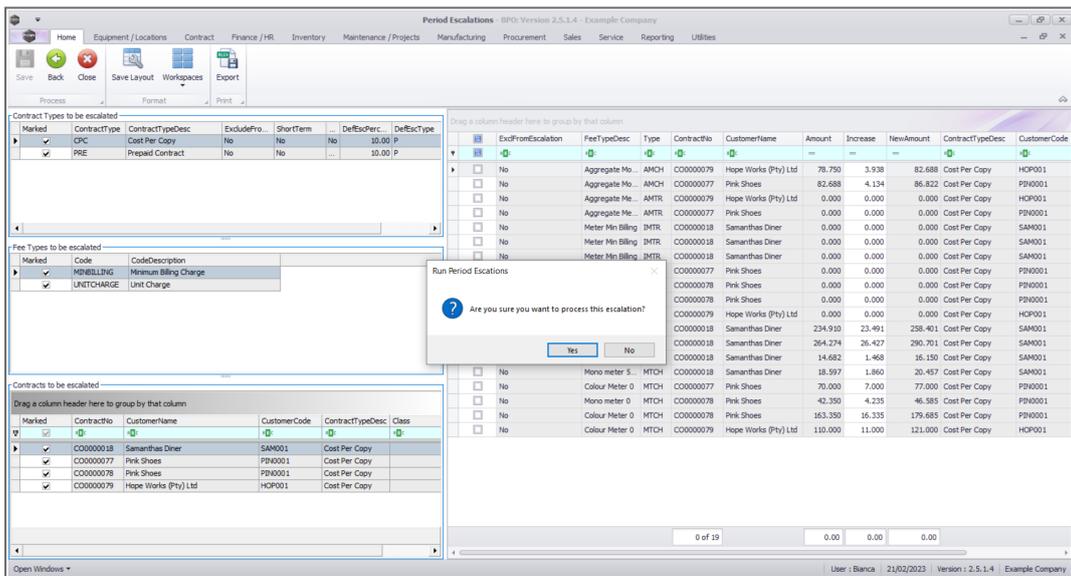
Marked	ContractNo	CustomerName	CustomerCode	ContractTypeDesc	Class
<input type="checkbox"/>	CO000018	Samanthas Diner	SAM001	Cost Per Copy	
<input type="checkbox"/>	CO000077	Pink Shoes	PN0001	Cost Per Copy	
<input type="checkbox"/>	CO000078	Pink Shoes	PN0001	Cost Per Copy	
<input type="checkbox"/>	CO000079	Hope Works (Pty) Ltd	HOP001	Cost Per Copy	

Save Unescalated Contracts

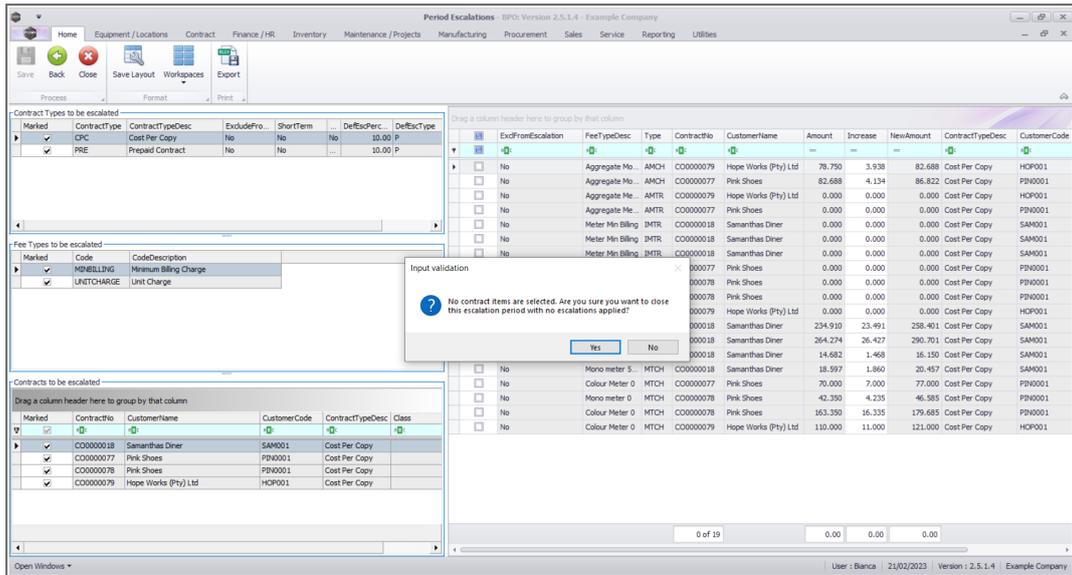
1. Click on **Save**.



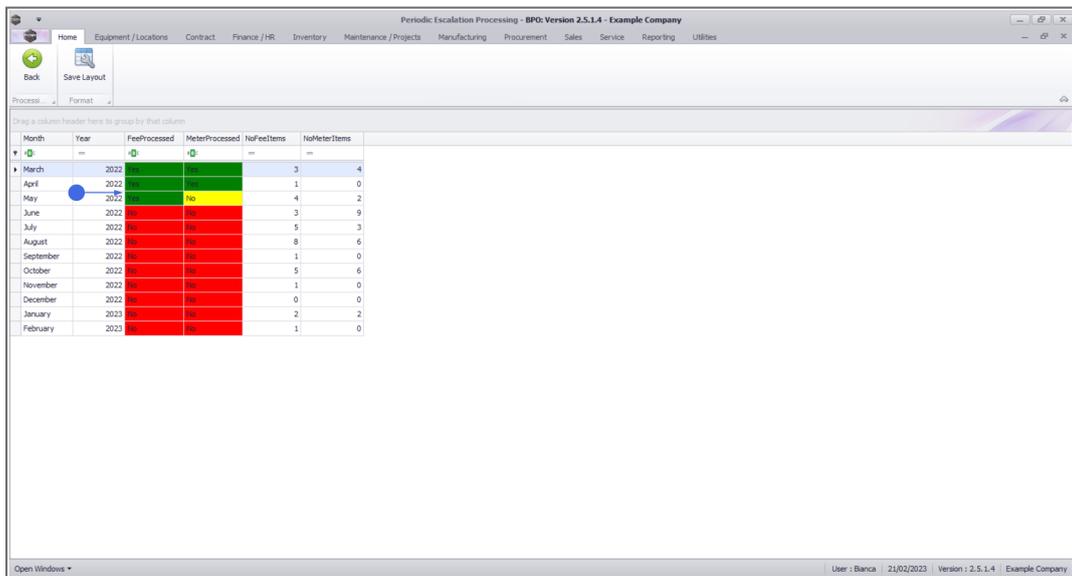
1. A **Run Period Escalations** message will pop up asking you;
 - **Are you sure you want to process this escalation?**
2. Click on **Yes**.



1. An **Input validation** message will pop up asking you;
 - **No contract items are selected. Are you sure you want to close this escalation period with no escalations applied?**
2. Click on **Yes**.



1. You will return to the **Periodic Escalation Processing** screen.
2. The **Fee/Meter Processed** colour will change to **green** for the processed period.
 - In this image, the **Fee processed** changed colour to **green**.



NO FEES OR METERS TO PROCESS

If the period you are processing has **no** fees and or meter to process;

Periodic Escalation Processing - BPO: Version 2.5.1.4 - Example Company

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

Back | Save Layout

Process: | Format: |

Drag a column header here to group by that column

Month	Year	FeeProcessed	MeterProcessed	NoFeeItems	NoMeterItems
March	2022	Yes	Yes	3	4
April	2022	Yes	Yes	1	0
May	2022	Yes	Yes	4	3
June	2022	Yes	Yes	3	9
July	2022	No	No	0	10
August	2022	No	No	8	6
September	2022	No	No	1	0
October	2022	No	No	5	6
November	2022	No	No	1	0
December	2022	No	No	0	0
January	2023	No	No	2	1
February	2023	No	No	5	5

User : Bianca | 21/02/2023 | Version : 2.5.1.4 | Example Company

1. an **Escalation Processing** message box will pop up asking;
 - **No items exist to be escalated. Do you wish to close this escalation period type?**
2. Click on **Yes**.

Periodic Escalation Processing - BPO: Version 2.5.1.4 - Example Company

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

Back | Save Layout

Process: | Format: |

Drag a column header here to group by that column

Month	Year	FeeProcessed	MeterProcessed	NoFeeItems	NoMeterItems
March	2022	Yes	Yes	3	4
April	2022	Yes	Yes	1	0
May	2022	Yes	Yes	4	3
June	2022	Yes	Yes	3	9
July	2022	No	No	0	10
August	2022	No	No	8	6
September	2022	No	No	1	0
October	2022	No	No	5	6
November	2022	No	No	1	0
December	2022	No	No	0	0
January	2023	No	No	2	1
February	2023	No	No	5	5

Escalation Processing

No items exist to be escalated. Do you wish to close this escalation period type?

Yes No

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