CONTRACT

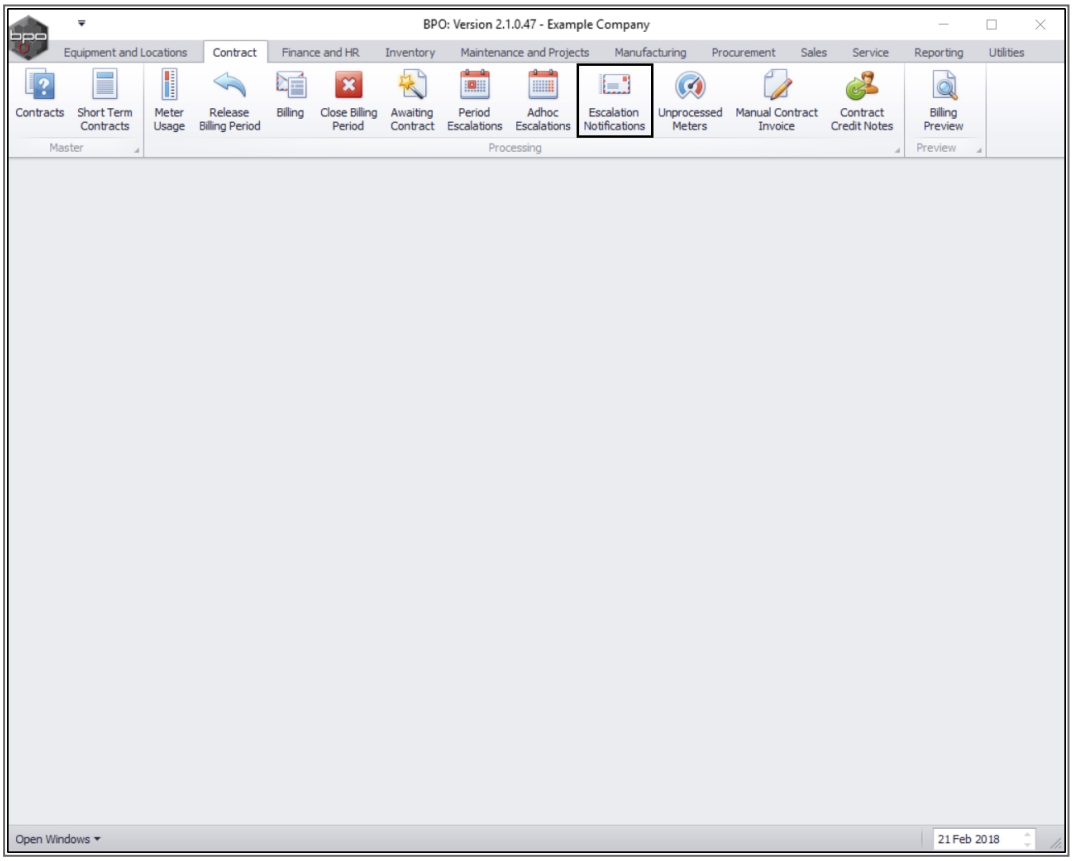
ESCALATION NOTIFICATIONS

The **Escalation Notification Service** must be installed, configured and running for this functionality.

The escalation notification screen lists all contracts due for escalations in **3** months time.

The Notification is sent to the Customer Invoice Delivery method contact person, configured on the Customer.

Ribbon Access: *Sales > Orders*



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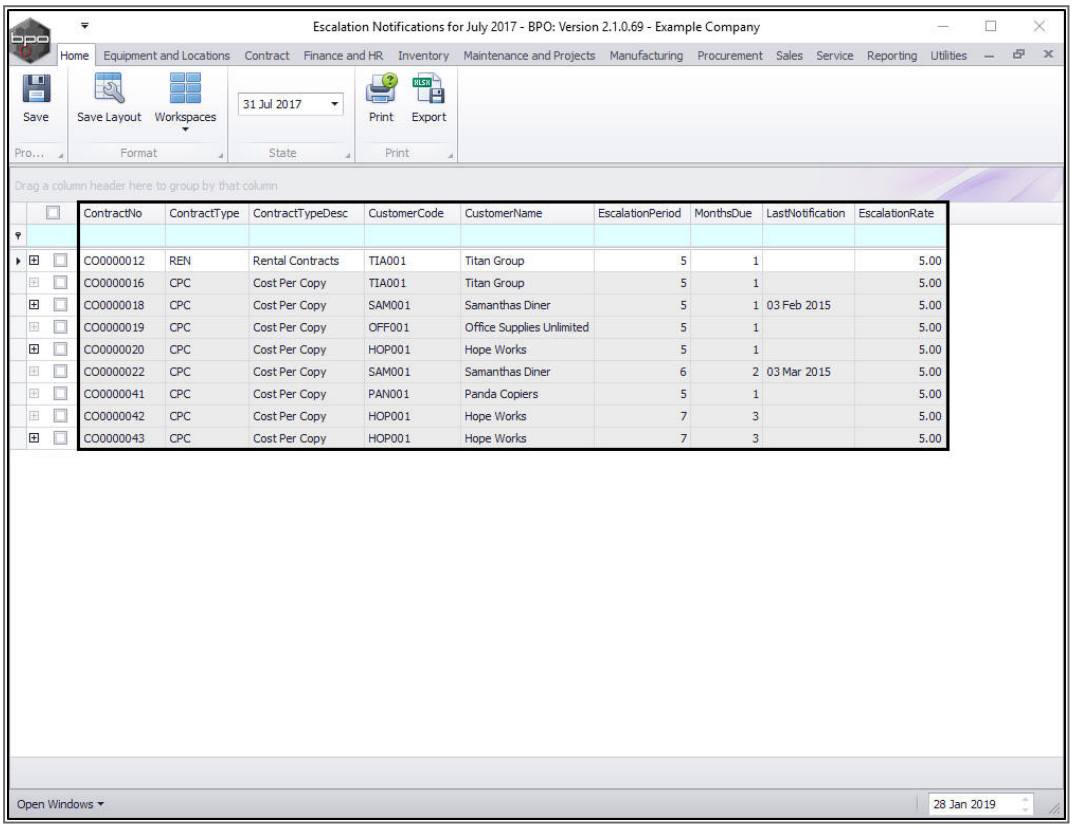
The ***Escalation Notifications for [ ]*** screen will be displayed.

NOTIFICATION SCREEN OVERVIEW

This screen will list ***all*** the contracts that are due to escalate in **3** months time.



SELECT CONTRACTS FOR NOTIFICATION

1. Click on the ***check box*** in the row of the ***contract*** where you wish to notify customers of any escalation.
2. Un-tick the check box in the row of the contract where you do not wish to notify the customer of any escalation.

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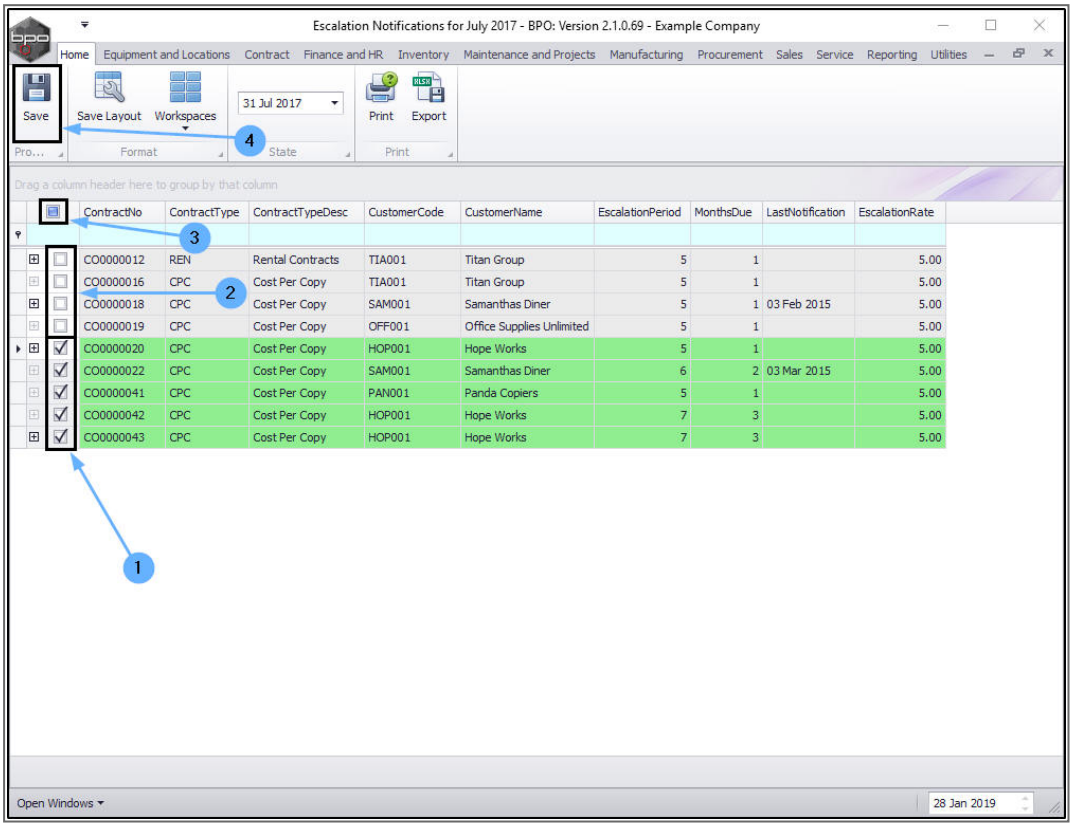
3. You can also tick the ***Select All*** check box if you wish to notify customers for ***all*** contracts on the list or ***un-tick*** this check box if you do not wish to notify any customers.
4. When you have made your selections, click on ***Save***.



NOTIFICATION QUEUE

- A ***Notification Process*** message box will pop up informing you that;
    - ***The escalation notifications have been saved to the Notification queue for processing.***
- Click on ***OK***.

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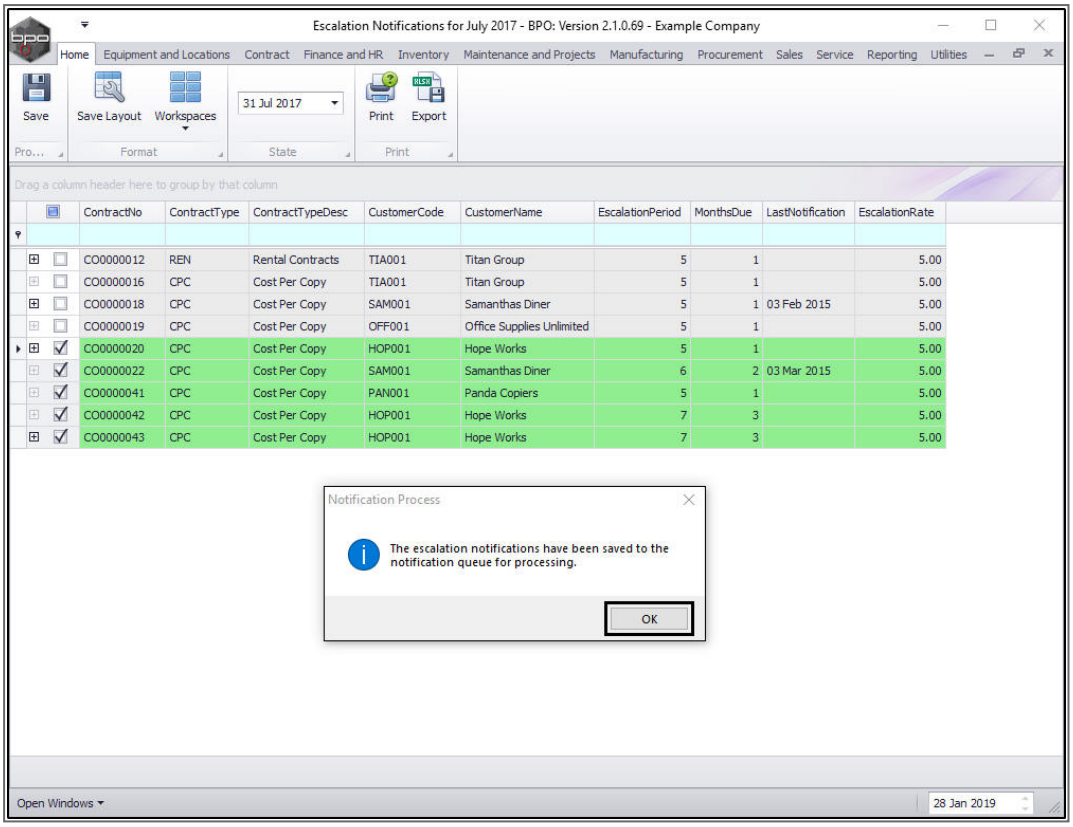

The ***Escalation Notifications*** screen will refresh.

1. ***All*** the check boxes will be cleared.
2. The ***Last Notification*** column will be updated to display the date that the notification(s) were sent to the Notification queue.

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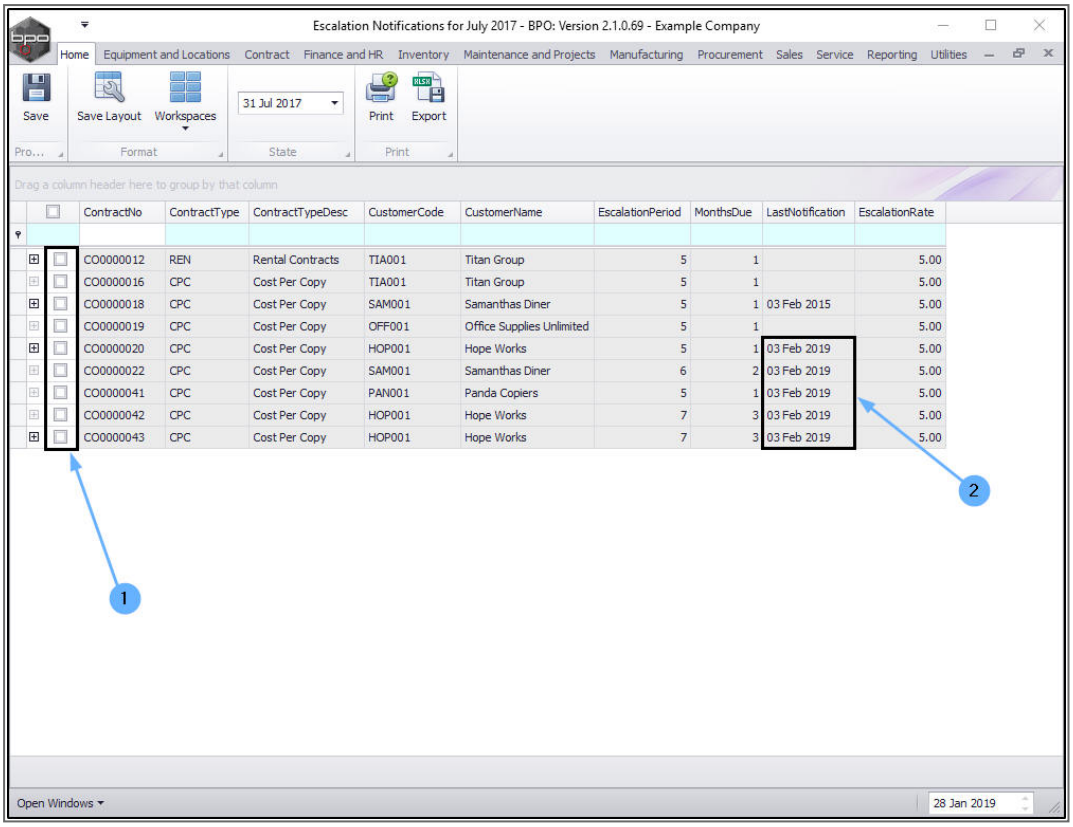

PRINT THE ESCALATION NOTIFICATION LETTER

1. Select the ***row*** of the ***Contract No.*** where you wish to view the ***Notification letter***.
2. Click on ***Print***.

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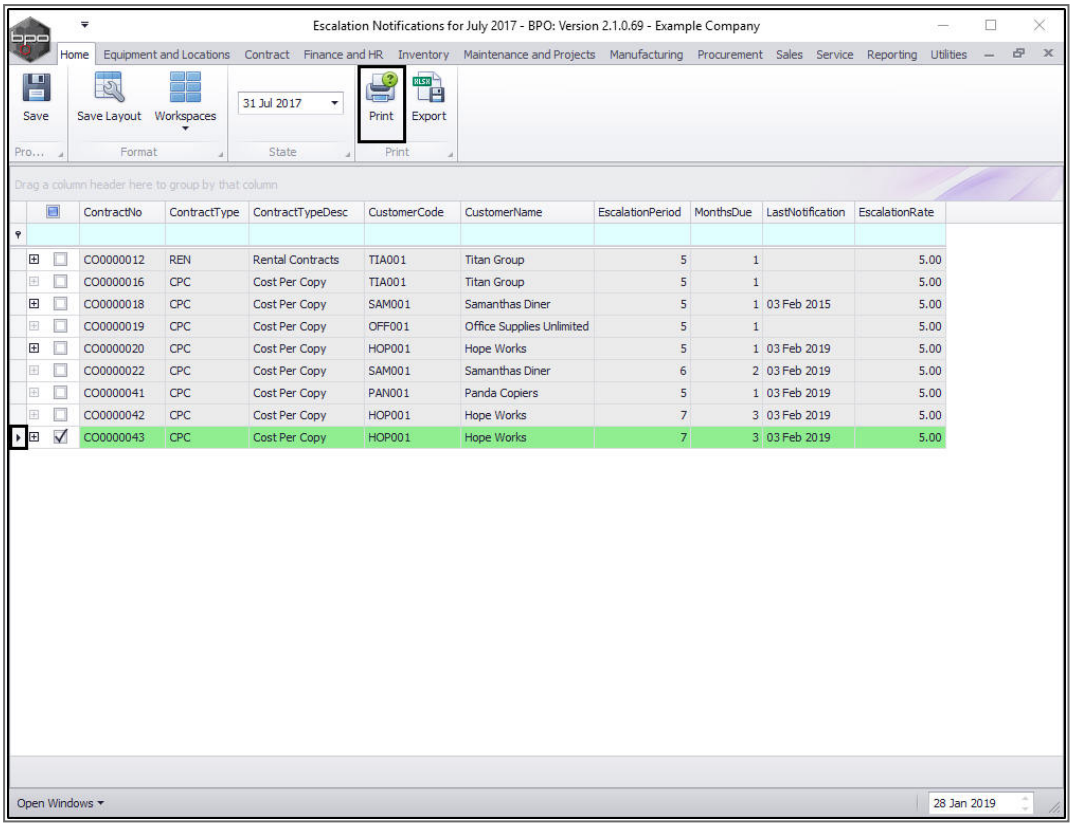

- A ***Report Generation*** message box will pop up asking;
    - ***Do you want to view the escalation notification of [ ]?***
- Click on ***Yes***.

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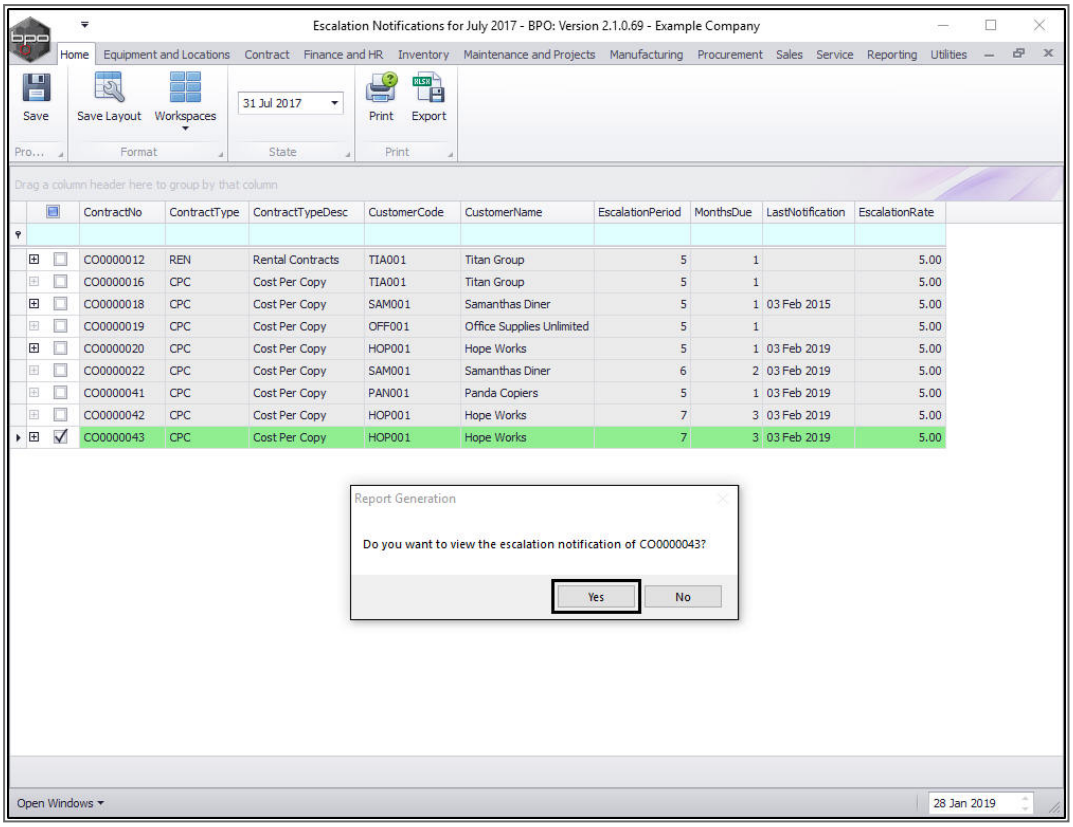

ESCALATION NOTIFICATION LETTER (PAGE 1 EXAMPLE)

The ***Report Preview*** screen will be displayed.

1. From here you can ***View***, ***Print***, ***Export*** or ***Email*** the Escalation Notification.

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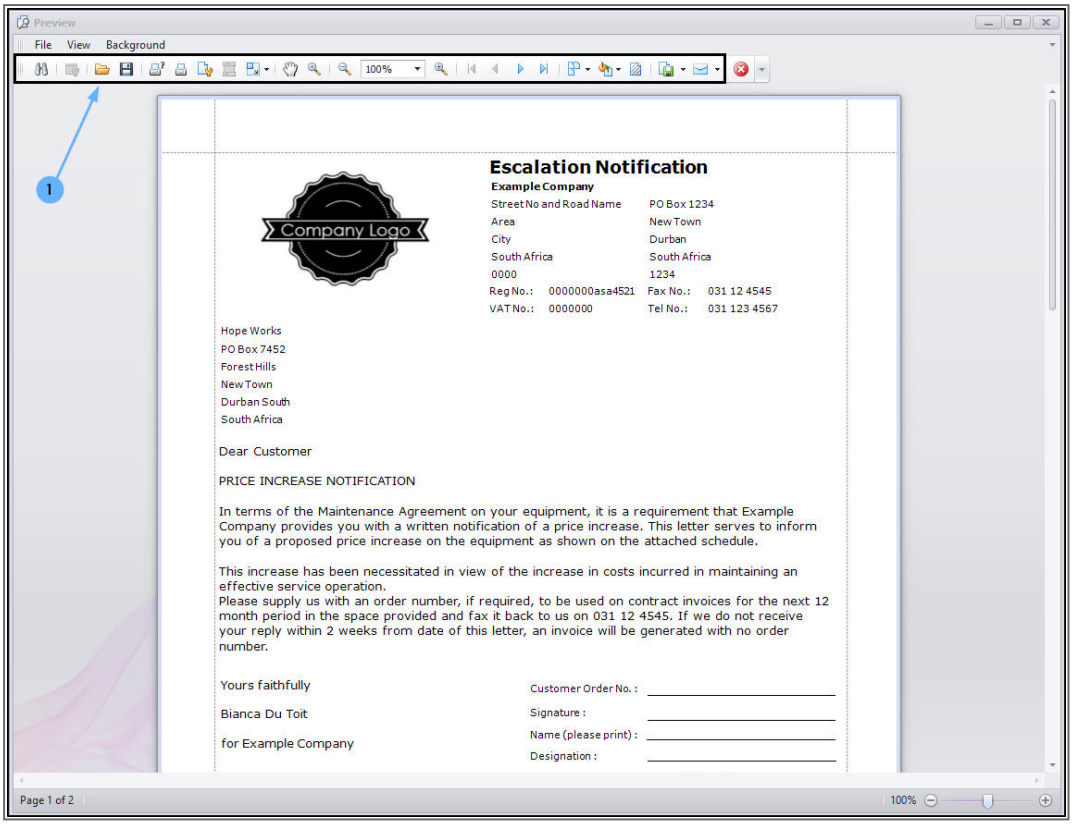

ESCALATION NOTIFICATION LETTER (PAGE 2 EXAMPLE)

2. In this second page, you can view the ***Charge Description***, as well as the ***Old Charge*** amount and the ***New Charge*** amount.
3. ***Close*** the screen when you are done.

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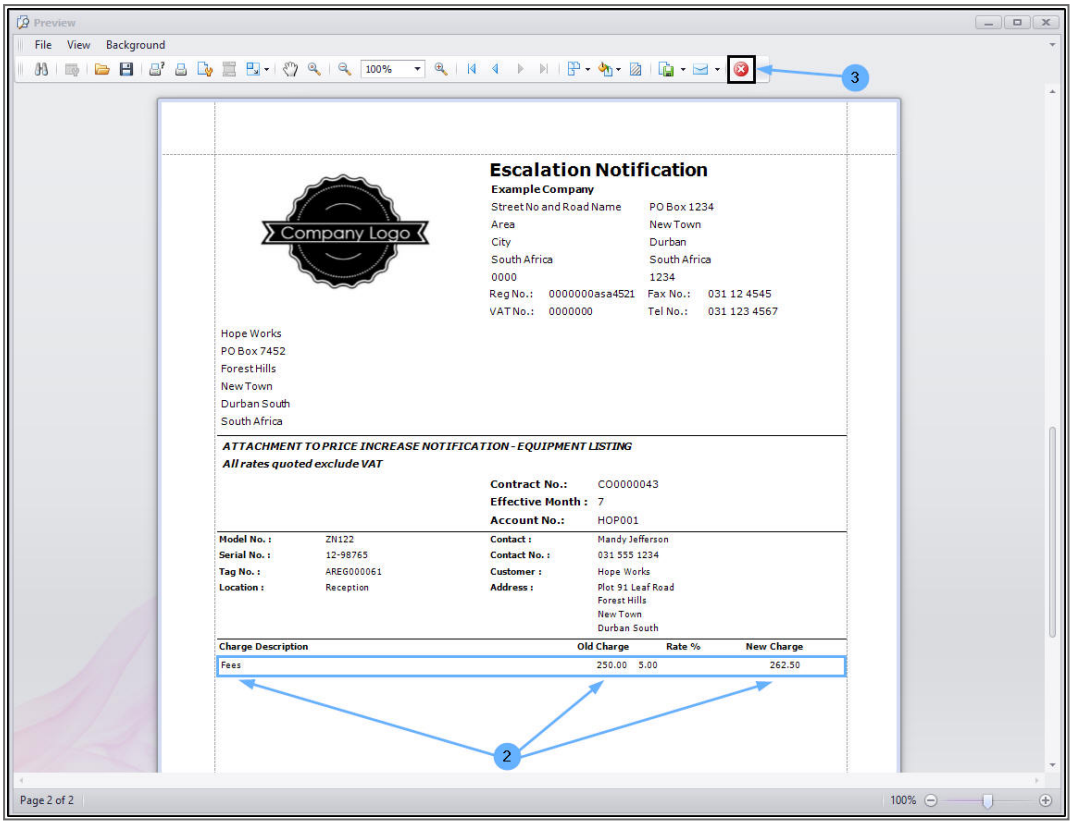

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