

We are currently updating our site; thank you for your patience.

CONTRACTS

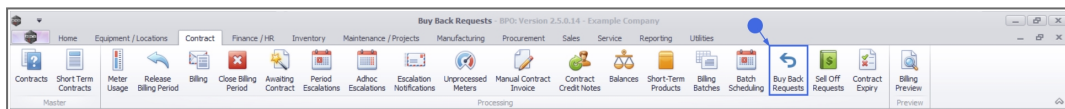
BUY BACK REQUESTS – VIEW

For expired contracts that remain active, you have the ability to buy back serial numbers that have been selected, if the selected items are customer assets.

This gives you a read only view of the Buy Back Request details.

Screen access:

Ribbon Select **Contract > Buy Back Requests**



The **Buy Back Requests** screen will be displayed.

Select the Site

Your employee user record should be linked to a default site. In this case, the site will auto populate with this default, otherwise the site must be manually selected.

Another site can be selected, if required, and if you have the security rights to access the site.

If **All Sites** displays here, then you do not have a default site configured on your user record, and need to select the required site.

Upon opening, this screen will default to the **New** status, listing all Buy Back Requests that still require processing.

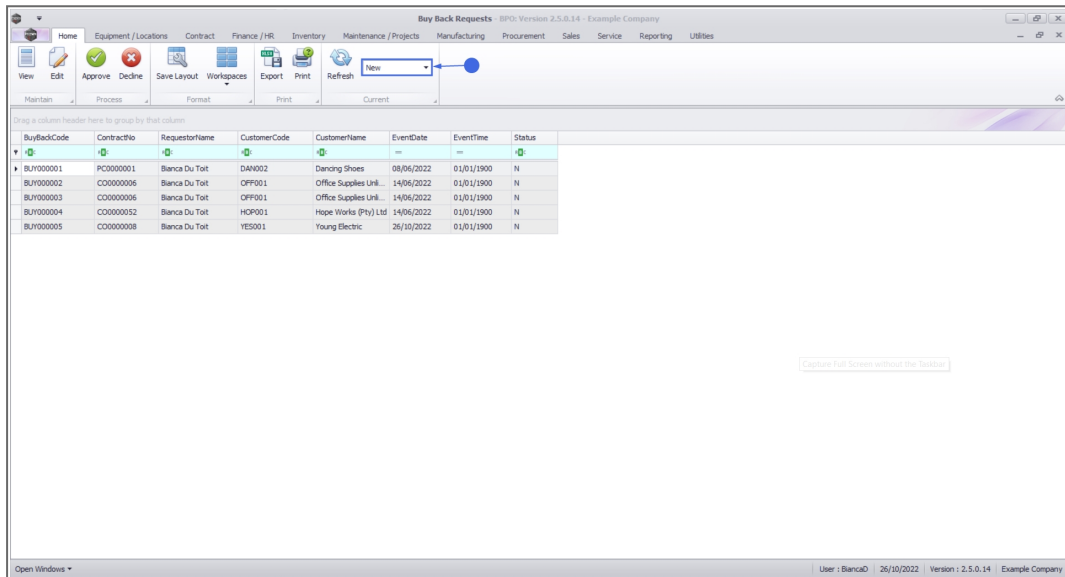
Status filter options:

New: Buy Back Requests that still require processing

Approved: Buy Back Requests that have been Approved

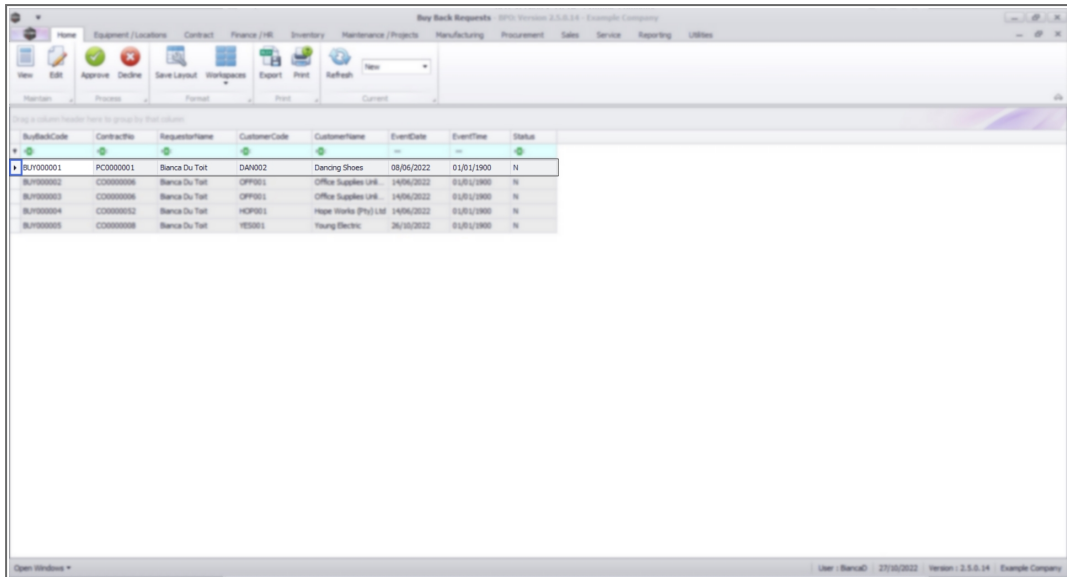
Declined: Buy Back Requests that have been Declined

Awaiting Contract Closure Approval: Buy Back Requests that have been approved, but Contract Closure Approval is required to complete the contract closure process.

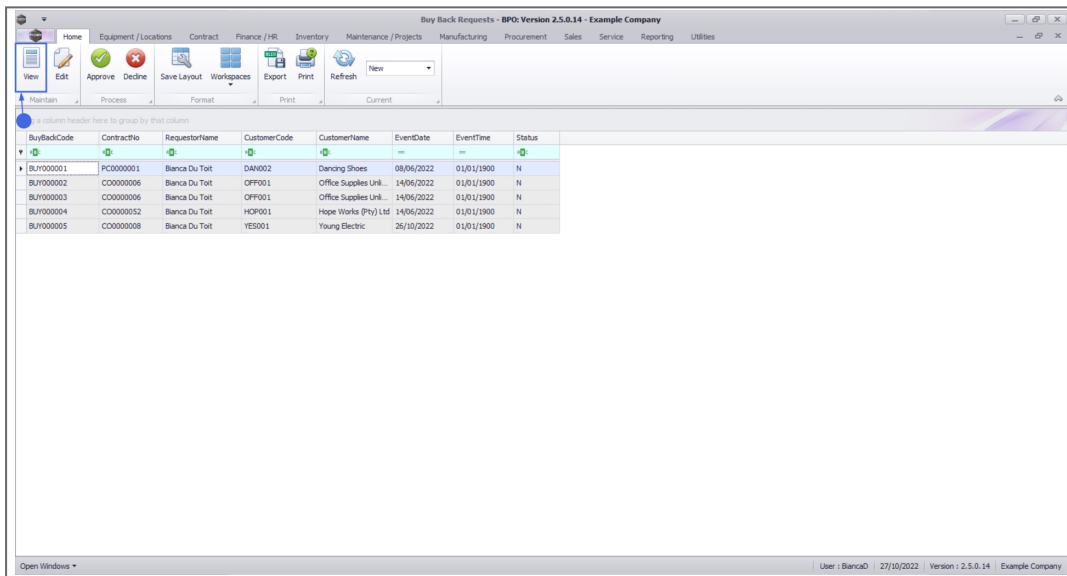


VIEW BUY BACK REQUEST

- Select the **row** of the **buy back request** that you wish to process.



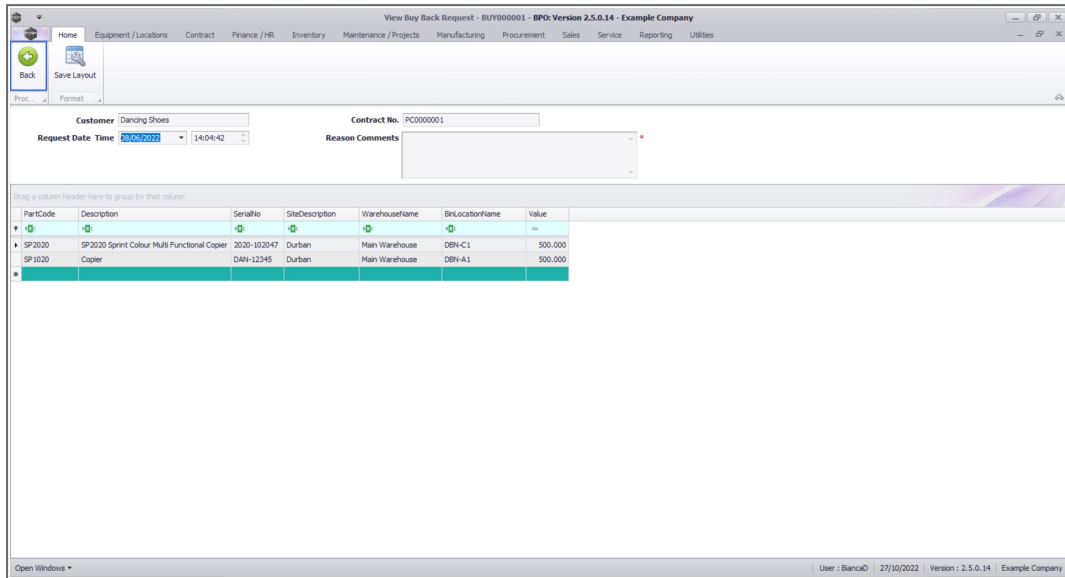
- Click on the **View** button.



You can view the following details related to the Buy Back Request:

- Customer Name, Buy Back Request Date, Contract Number, Reason for the Buy Back, and the item(s) to be bought back with the buy back value.
- Certain details can be changed by [editing the Buy Back Request](#).

- Click on the **Back** button to return to the Buy Back Request listing.



Related Topics

- [Contract Expiry](#)
- [Buy Back Requests Intro](#)
- [Edit a Buy Back Request](#)
- [Approve Buy Back Request](#)
- [Decline Buy Back Request](#)
- [Print Buy Back Request](#)

MNU.012.002