

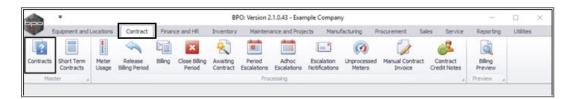
We are currently updating our site; thank you for your patience.

CONTRACT

SUSPEND A CONTRACT

A contract is suspended due to company reasons (not customer). In this suspended state, the system will allow Call logging, but the customer will **not** be included in the month end billing.

Ribbon Access: Contract > Contracts



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

- Select the **Site** that you wish to work in.
 - ° In this image **Durban** has been selected.



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• Upon opening, this screen will default to the **Active** status, listing all the **Active** contracts for the selected site.



 Note: A contract can only be placed on Suspend from this status.

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SELECT THE CONTRACT

• Click on the **row selector** in front of the **contract** you wish to place on suspend.

SUSPEND THE CONTRACT

• Click on Suspend.

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ADD SUSPENSION DETAILS

The Contract on Hold: [] screen will be displayed.



- Date and Time: This will auto populate with the current date.
 - You can type in, or click on the drop-down arrow and use the calendar function to select an **alternative** date.
 - You can type in, or use the arrow indicators to select an **alternative** time.
- **Reason:** Type in the reason for putting this contract on suspend.
- Est. Release Date: This will auto populate 48 hours after the suspend date.
 - You can type in, or click on the drop-down arrow and use the calendar function to select an alternative release date.
 - You can type, in or use the arrow indicators to select an alternative release time.
- **Employee:** Select the employee who has requested to place this contract on suspend.



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SAVE SUSPENSION

• When you have finished adding details in this screen, click on **Save**.

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University Maintenance and Projects Manufacturing Procurement Sales Service Reporting Ublics - Date 30 Jan 2018 • 1216:1579 • -	1	C	8				ompany	.0.43 - Example (0000045 - BPO: Version 2.1	in Hold : CO	Contract				۲	
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- You will return to the **Contract Listing** screen.
- A **Customer Processing** message box will pop up informing you that;

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[°] Contract No: [] has been placed on suspend.

• Click on Ok.

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	-	C00000011		Westwood Dyn		CPC	Cost Per Copy	Main	Contra		09 May 2019	Sale
		C00000013	TIA001	Titan Group		OPC	Cost Per Copy	South Ridn		16 May 2014	16 May 2019	Sale
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		C00000016	TIA001	Titan Group		OPC	Cost Per Copy	Main		13 Jun 2014	13 Jun 2019	Sale
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• This contract will have **moved** from the **Active** status to the **Suspend** status.

VIEW CONTRACT IN SUSPEND STATE

• Select the **Suspend** status.

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Processing		C0000047	HOP001	Hope Works	Technical	CPC	Cost Per	Сору	Kloof		16 May 2017	16 May 2022	Ted

• You can now view the contract in the Contract Listing screen where the status is set to **Suspend**.



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