

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

## CONTRACT

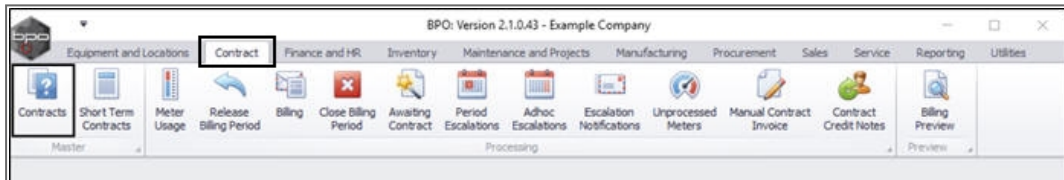
### SUSPEND A CONTRACT

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.

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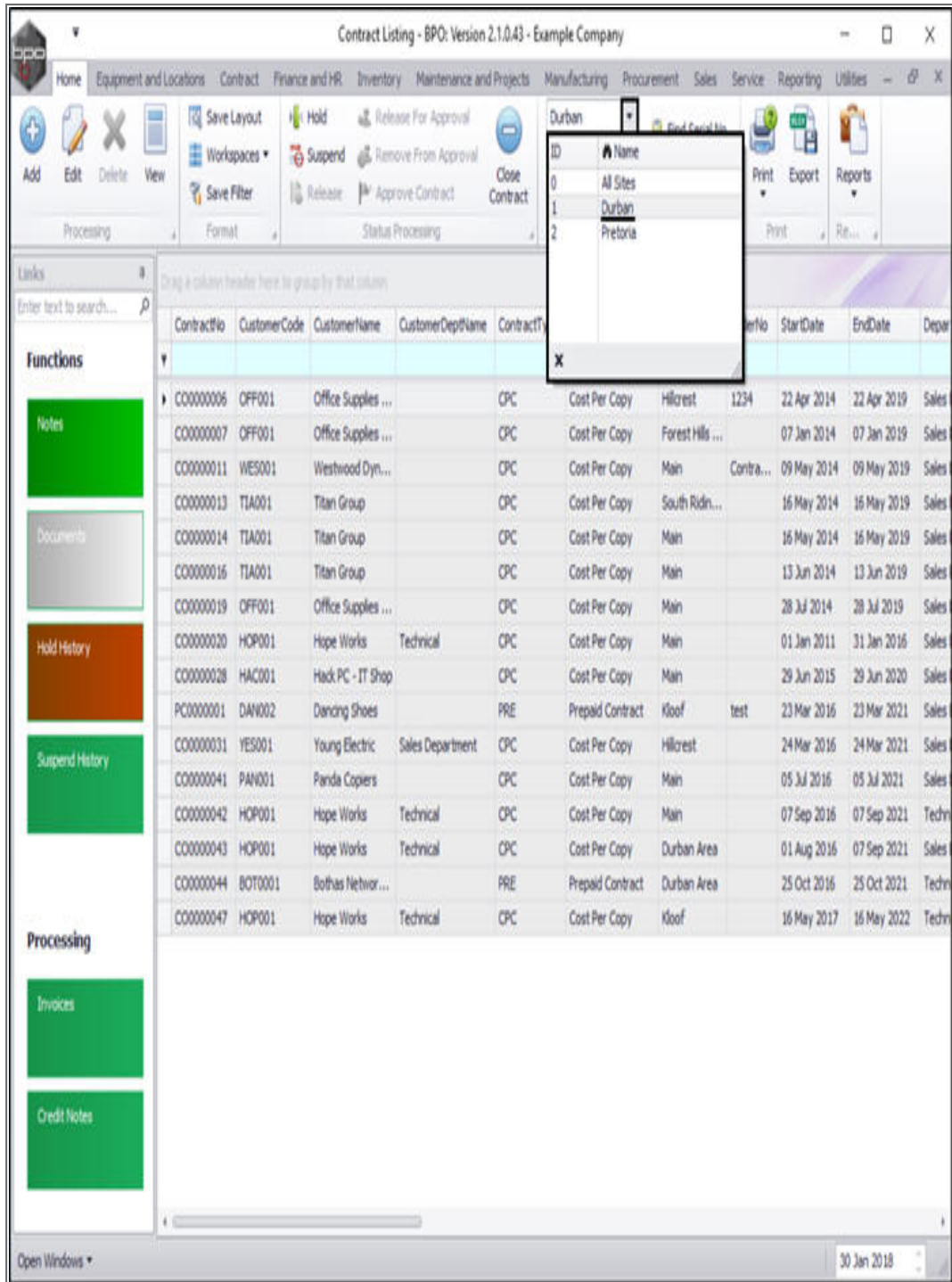
**Ribbon Access:** Contract > Contracts

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

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



- 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.

ContractNo	CustomerCode	CustomerName	CustomerDeptName	ContractType	ContractTypeDesc	Location	OrderNo	StartDate	EndDate	Depart
CO0000006	OFF001	Office Supples ...		CPC	Cost Per Copy	Hilcrest	1234	22 Apr 2014	22 Apr 2019	Sales
CO0000007	OFF001	Office Supples ...		CPC	Cost Per Copy	Forest Hills ...		07 Jan 2014	07 Jan 2019	Sales
CO0000011	WES001	Westwood Dyn...		CPC	Cost Per Copy	Main	Contra...	09 May 2014	09 May 2019	Sales
CO0000013	TIA001	Titan Group		CPC	Cost Per Copy	South Ridn...		16 May 2014	16 May 2019	Sales
CO0000014	TIA001	Titan Group		CPC	Cost Per Copy	Main		16 May 2014	16 May 2019	Sales
CO0000016	TIA001	Titan Group		CPC	Cost Per Copy	Main		13 Jun 2014	13 Jun 2019	Sales
CO0000019	OFF001	Office Supples ...		CPC	Cost Per Copy	Main		28 Jul 2014	28 Jul 2019	Sales
CO0000020	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Main		01 Jan 2011	31 Jan 2016	Sales
CO0000028	HAC001	Hack PC - IT Shop		CPC	Cost Per Copy	Main		29 Jun 2015	29 Jun 2020	Sales
PC0000001	DAN002	Dancing Shoes		PRE	Prepaid Contract	Kloof	test	23 Mar 2016	23 Mar 2021	Sales
CO0000031	YES001	Young Electric	Sales Department	CPC	Cost Per Copy	Hilcrest		24 Mar 2016	24 Mar 2021	Sales
CO0000041	PAN001	Panda Copiers		CPC	Cost Per Copy	Main		05 Jul 2016	05 Jul 2021	Sales
CO0000042	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Main		07 Sep 2016	07 Sep 2021	Techn
CO0000043	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Durban Area		01 Aug 2016	07 Sep 2021	Sales
CO0000044	BOT0001	Bothas Networ...		PRE	Prepaid Contract	Durban Area		25 Oct 2016	25 Oct 2021	Techn
CO0000045	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Durban Area	1234	10 May 2017	10 May 2022	Sales
CO0000047	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Kloof		16 May 2017	16 May 2022	Techn

### SELECT THE CONTRACT

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

### SUSPEND THE CONTRACT

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- Click on **Suspend**.

Contract Listing - BPO: Version 2.1.0.43 - Example Company

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

Save Layout Hold Release For Approval Durban Find Serial No. Find Contract Print Export Reports

Add Edit Delete View Workspaces Suspend Remove From Approval Active Refresh

Processing Format Status Processing Current Print Re...

Links  
Enter text to search...

Functions  
Notes  
Documents  
Hold History  
Suspend History

Processing  
Invoices  
Credit Notes

ContractNo	CustomerCode	CustomerName	CustomerDeptName	ContractType	ContractTypeDesc	Location	OrderNo	StartDate	EndDate	Depar
CO000006	OFF001	Office Suppl...		CPC	Cost Per Copy	Hilcrest	1234	22 Apr 2014	22 Apr 2019	Sales
CO000007	OFF001	Office Suppl...		CPC	Cost Per Copy	Forest Hills ...		07 Jan 2014	07 Jan 2019	Sales
CO000011	WIES001	Westwood Dyn...		CPC	Cost Per Copy	Main	Contra...	09 May 2014	09 May 2019	Sales
CO000013	TIA001	Titan Group		CPC	Cost Per Copy	South Ridn...		16 May 2014	16 May 2019	Sales
CO000014	TIA001	Titan Group		CPC	Cost Per Copy	Main		16 May 2014	16 May 2019	Sales
CO000016	TIA001	Titan Group		CPC	Cost Per Copy	Main		13 Jun 2014	13 Jun 2019	Sales
CO000019	OFF001	Office Suppl...		CPC	Cost Per Copy	Main		28 Jul 2014	28 Jul 2019	Sales
CO000020	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Main		01 Jan 2011	31 Jan 2016	Sales
CO000028	HAC001	Hack PC - IT Shop		CPC	Cost Per Copy	Main		29 Jun 2015	29 Jun 2020	Sales
PC000001	DAN002	Dancing Shoes		PRE	Prepaid Contract	Kloof	test	23 Mar 2016	23 Mar 2021	Sales
CO000031	YES001	Young Electric	Sales Department	CPC	Cost Per Copy	Hilcrest		24 Mar 2016	24 Mar 2021	Sales
CO000041	PAN001	Panda Copiers		CPC	Cost Per Copy	Main		05 Jul 2016	05 Jul 2021	Sales
CO000042	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Main		07 Sep 2016	07 Sep 2021	Techn
CO000043	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Durban Area		01 Aug 2016	07 Sep 2021	Sales
CO000044	BOT0001	Bothas Netver...		PRE	Prepaid Contract	Durban Area		25 Oct 2016	25 Oct 2021	Techn
CO000045	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Durban Area	1234	10 May 2017	10 May 2022	Sales
CO000047	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Kloof		16 May 2017	16 May 2022	Techn

Open Windows 30 Jan 2018

## 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.

Contract on Hold : CO000045 - BPO: Version 2.1.0.43 - Example Company

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

Save | Back

Process

Date: 30 Jan 2018 12:16:16 PM

Reason:

Est. Release Date: 01 Feb 2018 12:16:16 PM

Employee: Sarah Milder

Open Windows | 30 Jan 2018

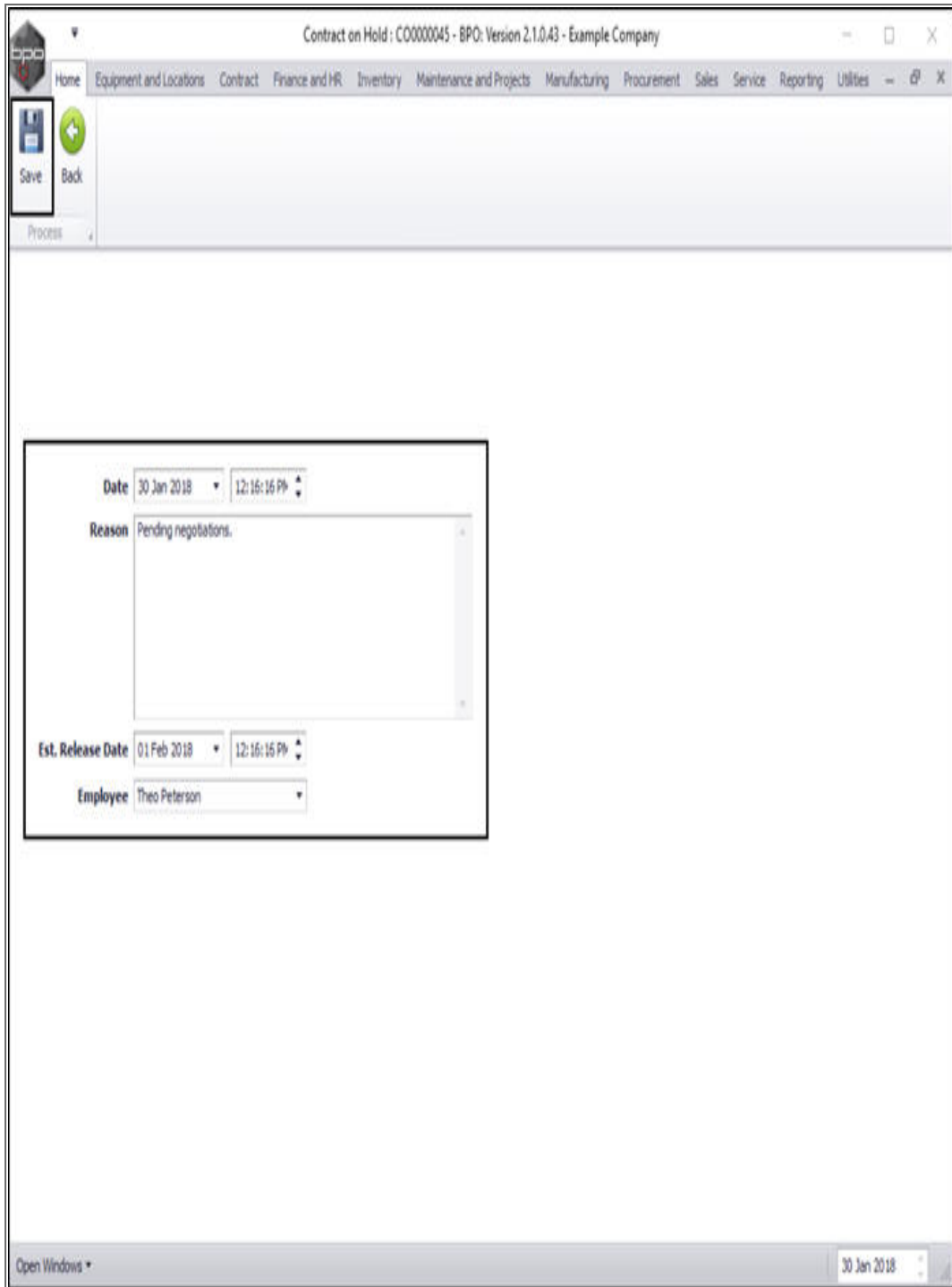


## **SAVE SUSPENSION**

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





- You will return to the **Contract Listing** screen.
- A **Customer Processing** message box will pop up informing you that;

- **Contract No: [ ] has been placed on suspend.**
- Click on **Ok.**

The screenshot shows the 'Contract Listing - BPO: Version 2.1.0.43 - Example Company' interface. The main window displays a table of contracts with columns: ContractNo, CustomerCode, CustomerName, CustomerDeptName, ContractType, ContractTypeDesc, Location, OrderNo, StartDate, EndDate, and Depart. A dialog box titled 'Customer Processing' is overlaid on the table, displaying an information icon and the message: 'Contract No : C0000045 has been placed on suspend.' with an 'OK' button.

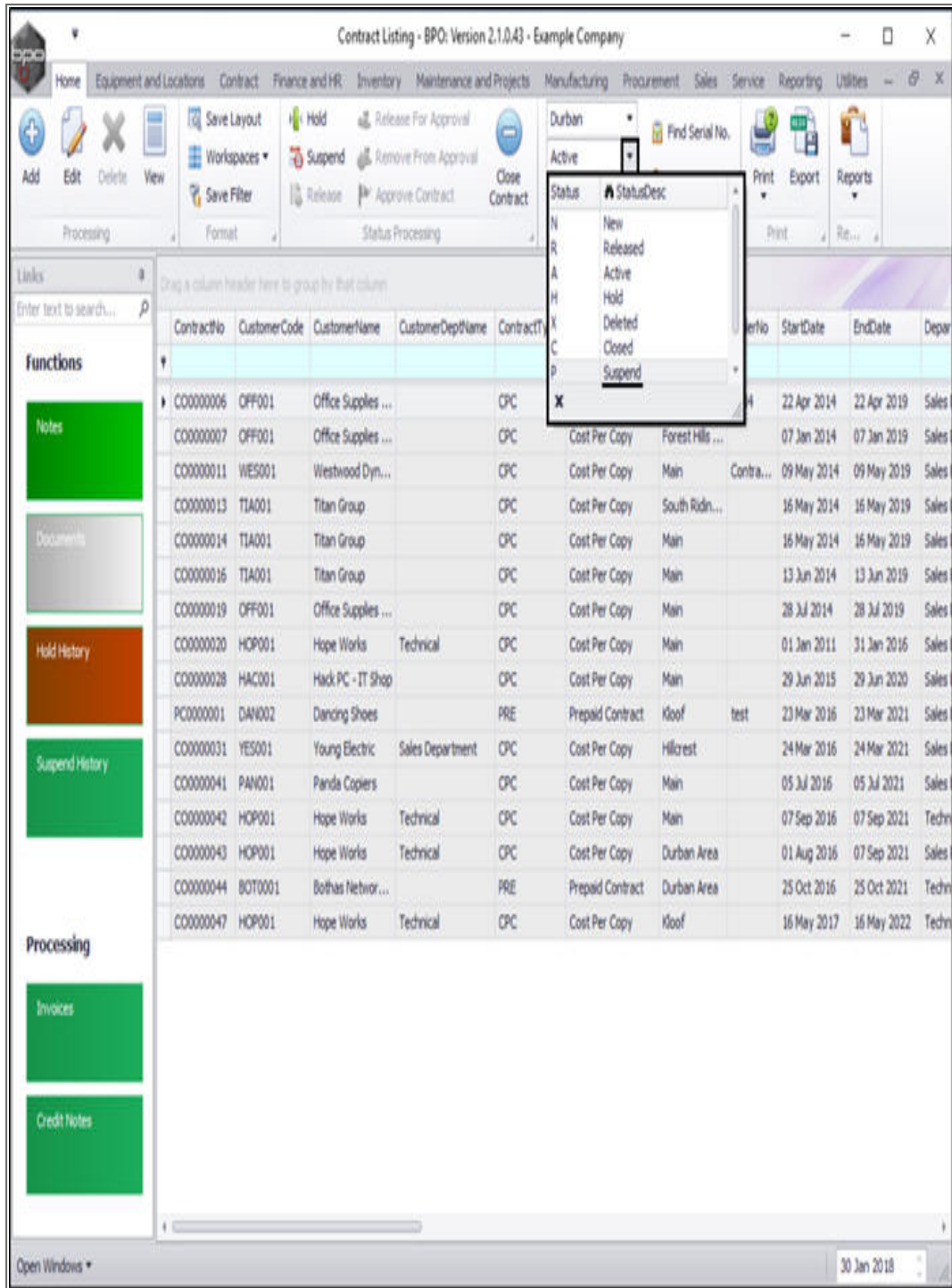
ContractNo	CustomerCode	CustomerName	CustomerDeptName	ContractType	ContractTypeDesc	Location	OrderNo	StartDate	EndDate	Depart
CO000006	OFF001	Office Suppl...		CPC	Cost Per Copy	Hilcrest	1234	22 Apr 2014	22 Apr 2019	Sales
CO000007	OFF001	Office Suppl...		CPC	Cost Per Copy	Forest Hills ...		07 Jan 2014	07 Jan 2019	Sales
CO000011	WES001	Westwood Dyn...		CPC	Cost Per Copy	Main	Contra...	09 May 2014	09 May 2019	Sales
CO000013	TIA001	Titan Group		CPC	Cost Per Copy	South Ridn...		16 May 2014	16 May 2019	Sales
CO000014	TIA001	Titan Group		CPC	Cost Per Copy	Main		16 May 2014	16 May 2019	Sales
CO000016	TIA001	Titan Group		CPC	Cost Per Copy	Main		13 Jun 2014	13 Jun 2019	Sales
CO000019	OFF001	Office Suppl...		CPC	Cost Per Copy	Main		28 Jul 2014	28 Jul 2019	Sales
CO000020	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Main		01 Jan 2011	31 Jan 2016	Sales
CO000028	HAC001	Hack PC - IT Shop		CPC	Cost Per Copy	Main		29 Jun 2015	29 Jun 2020	Sales
PC000001	DAN002	Dancing Shoes		PRE	Prepaid Contract	Kloof	test	23 Mar 2016	23 Mar 2021	Sales
CO000031	YES001	Young Electric	Sales Department	CPC	Cost Per Copy	Hilcrest		24 Mar 2016	24 Mar 2021	Sales
CO000041	PAN001	Panda Copiers		CPC	Cost Per Copy	Main		05 Jul 2016	05 Jul 2021	Sales
CO000042	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Main		07 Sep 2016	07 Sep 2021	Techn
CO000043	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Durban Area		01 Aug 2016	07 Sep 2021	Sales
CO000044	BOT0001	Bothas Networ...		PRE	Prepaid Contract	Durban Area		25 Oct 2016	25 Oct 2021	Techn
CO000047	HOP001	Hope Works	Technical	CPC	Cost Per Copy	Kloof		16 May 2017	16 May 2022	Techn

- This contract will have **moved** from the **Active** status to the **Suspend** status.

### **VIEW CONTRACT IN SUSPEND STATE**

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- Select the **Suspend** status.



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

The screenshot shows the 'Contract Listing' window in the CO3 BPO system. The title bar reads 'Contract Listing - BPO: Version 2.1.0.43 - Example Company'. The interface includes a top menu bar with options like Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. A toolbar below the menu bar contains various icons for actions such as Add, Edit, Delete, View, Save Layout, Workspaces, Save Filter, Hold, Release, Suspend, Remove From Approval, Release, Approve Contract, Close Contract, Refresh, Find Serial No., Find Contract, Print, Export, and Reports. A dropdown menu is open over the 'Suspend' icon, with 'Suspend' selected. The main area displays a table with columns: ContractNo, CustomerCode, CustomerName, CustomerDeptName, ContractType, ContractTypeDesc, Location, OrderNo, StartDate, EndDate, and Deper. A single row is visible with the following data: CO0000045, HOP001, Hope Works, Technical, CPC, Cost Per Copy, Durban Area, 1234, 10 May 2017, 10 May 2022, Sales. On the left side, there is a 'Functions' panel with buttons for Notes, Documents, Hold History, Suspend History, Invoices, and Credit Notes. The bottom status bar shows 'Open Windows' and the date '30 Jan 2018'.

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