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

CONTRACT

BALANCES

Contract balances are unused service hours / support time from a client's contractual agreement. The services hours are included in a contract as the quantity of a craft inclusion linked to a contract item. The service hours are consumed when time logged by an employee with a craft linked to a contract item as a craft inclusion is reviewed as SLA.

Ribbon Access: Contract > Balances
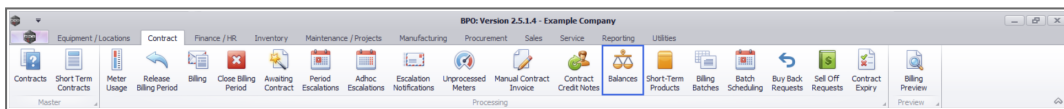
SERVICE ACCOUNT BALANCES SCREEN

- In this screen, all contracts with crafts linked as craft inclusions will be displayed in this screen.
- If an item has transactions, the **Transactions** docking panel will auto expand showing the underlying transactions.

CONTRACT DETAILS PANEL

- **ContractNo**: This shows the contract number.
- **CustomerCode**: This shows the customer code.
- **CustomerName**: This shows the customer description.
- **SLAType**: This shows the type of the contract inclusion linked to the contract item.
- **SLADesc**: This shows the description of the contract inclusion linked to the contract item.
- **Code**: This shows the craft code.
- **Description**: This shows the craft description.
- **Quantity**: This shows the <u>remaining</u> number of unused service or support hours.

TRANSACTIONS PANEL

- **Code**: This shows the craft code.
- **Comment**: This shows the comment about the selected transaction.
- **ContractNo**: This shows the contract number.
- **Description**: This shows the craft description.
- **DocNo**: This shows the document number linked to the selected transaction.
- **Quantity**: This shows either the debited or credited service or support hours depending on the type of transaction selected .
- **SLADesc**: This shows the description of the contract inclusion linked to the contract item.
- **SLAType**: This shows the type of the contract inclusion linked to the contract item.
- **SourceType**: This shows the type of transaction.
- **TrxDate**: This shows the transaction date.

- To close the Transaction panel, click on the **Collapse** button.

ADJUST SERVICE ACCOUNT BALANCE

- Initially, all balances will reflect as **zero** in the **Service Account Balances** screen.
- The contract manager should then adjust each balance to match the corresponding craft inclusion quantity in the **Contracts**

screen. It is recommended that this should be done for <u>all</u> balances at once.
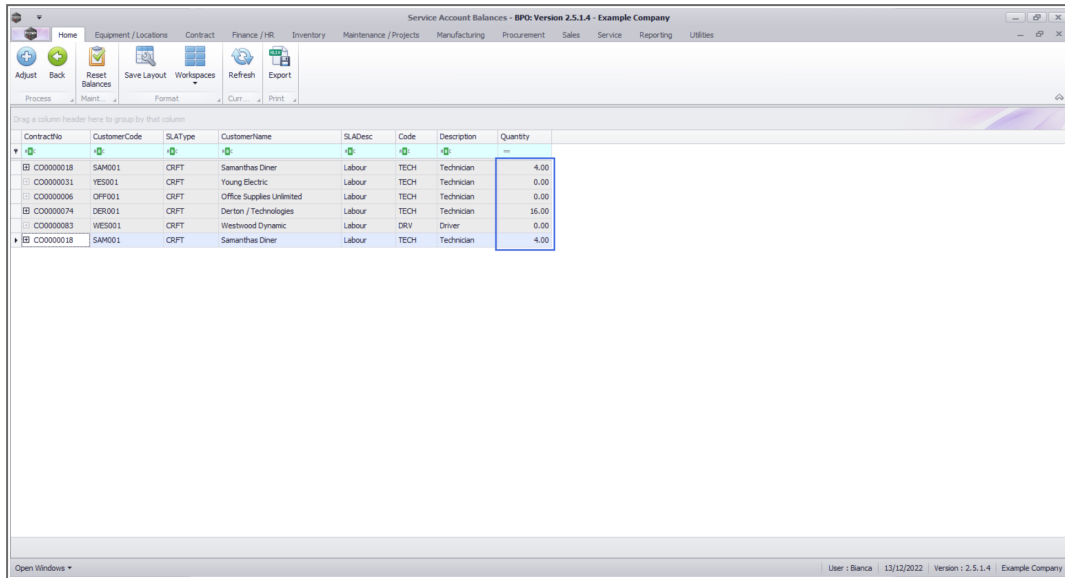
- To adjust the **Quantity**, click on the row selector in front of the item you would like to adjust the balance for.
- Click on **Adjust**.
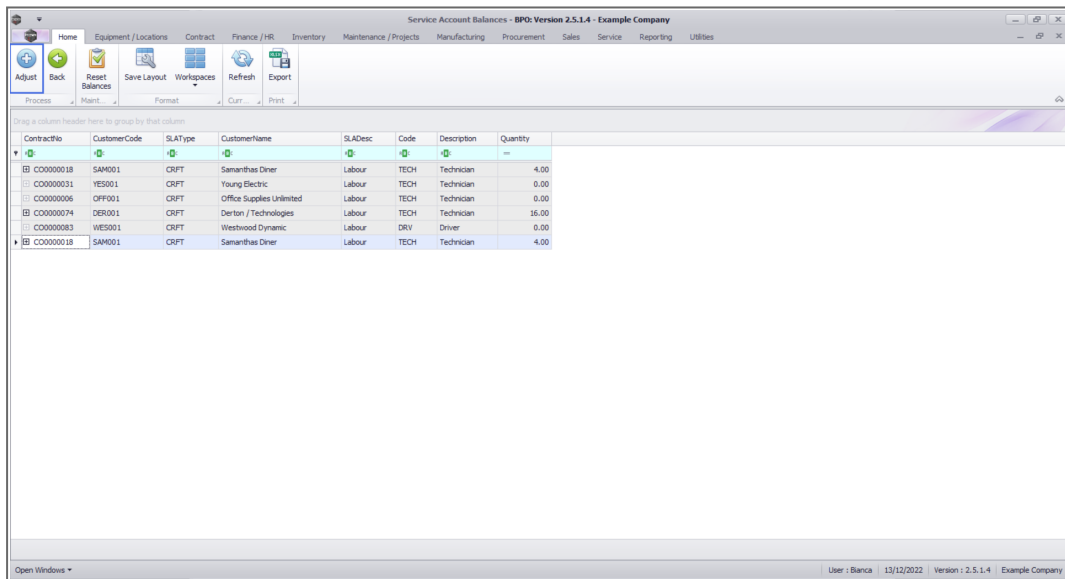
The *Service Account Balance Adjustment* screen will be displayed.

- **Contract No**: This will auto populate with the contract number and cannot be changed.
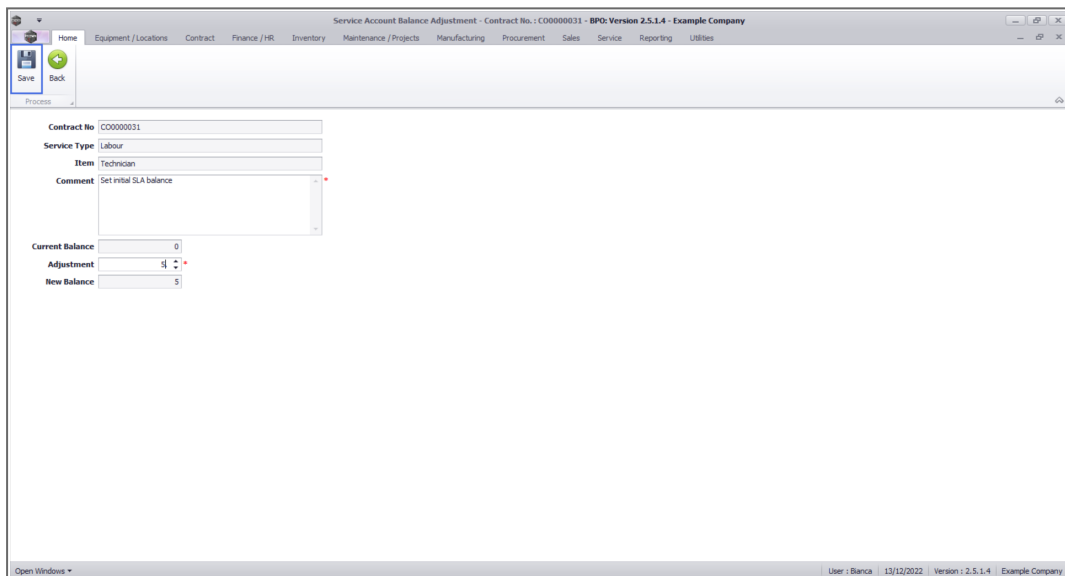- **Service Type**: This will auto populate with the service type and cannot be changed.
- **Item**: This will auto populate with the item and cannot be changed.
- **Comment**: Type in the relevant comment.
- **Current Balance**: This will auto populate with the current quantity and cannot be changed.
- **Adjustment**: Type in the number of hours you would like the current quantity to be adjusted by.
- **New Balance**: This will auto populate with the new balance.
- When you are done, click on **Save**.

- You will return to the **Service Account Balances** screen.
- A **Service Account Processing** message will pop up telling you;
  - The contract service account balance has been adjusted successfully.
- Click on **OK**.
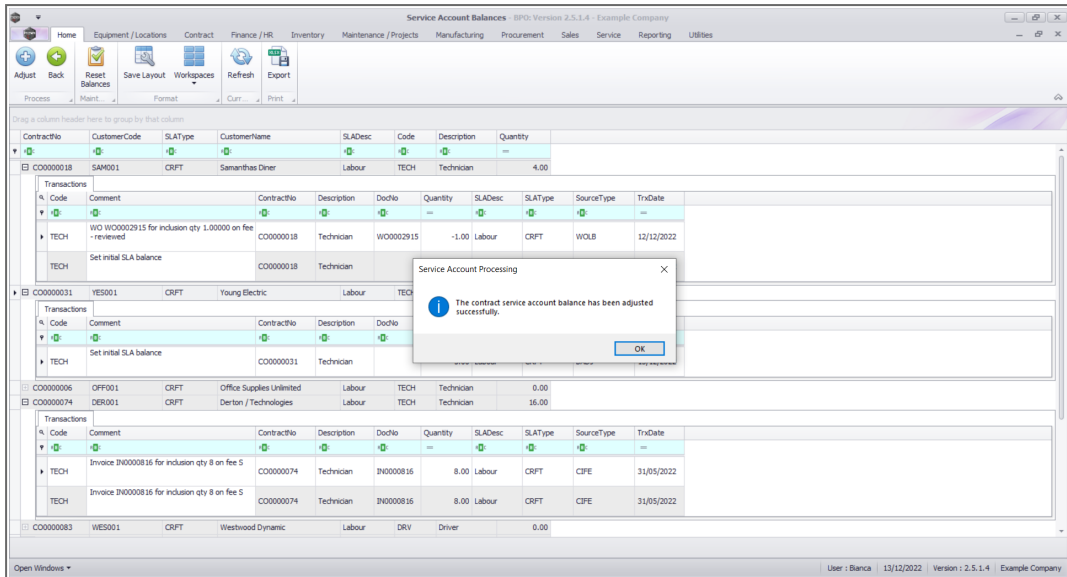
1. The **Quantity** will now reflect the adjustment made in the prior steps.
2. The adjustment transactional record will now be displayed in the **Transactions** panel.
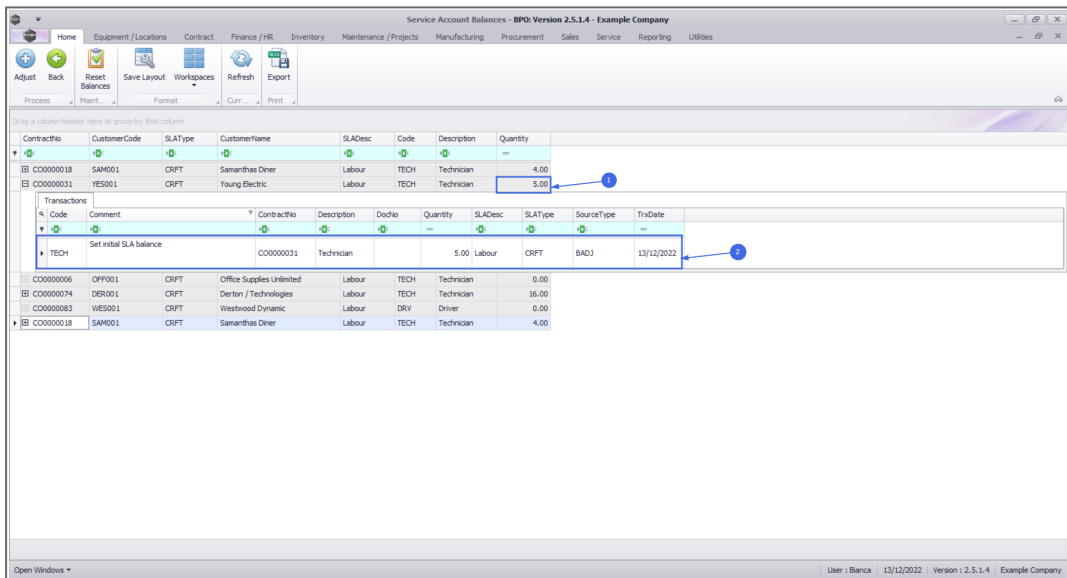
EFFECT OF TIME REVIEW ON SERVICE ACCOUNT BALANCES

- If time is reviewed and apportioned as SLA on an item in the Time Review screen, this will reduce the service account balance (unused service / support hours) of the item.
- In this image, contract - **CO0000031** , craft - **Technician** with an initial **Quantity** of **5** will be used as an example.

- After logging 1 hour technician time against the work order and then reviewed and allocated as SLA in the Time Review screen , the **Quantity** is now **4**.

- To view the individual transactions, click on the **Expand** button.

- The **Transactions** panel will be displayed.
- From the Transactions panel, all the transactions linked to the selected item can be viewed.
- In this example,

1. Initially the **Quantity** was **5** hours.
2. **2** hours were then allocated as SLA in the Time Review screen against work order - **DWO0002915** linked to the selected item.
3. Therefore in this case, the **Quantity** is now (**5** - **1**) = **4** hours.
   - **Note**: A negative (-) sign in the Quantity field shows that time was spent / consumed.

RESET BALANCES

- Balances can be **reset** after every billing cycle to include the new service hours for the current billing cycle. The balances can be **cumulative** or can **expire** at the end of each billing cycle depending on the contractual agreement.
- For example, if a client has a monthly contract with **6** support or service hours included in the contract (as a craft inclusion), after the monthly billing run, the service hours balance has to be **reset** to include the **6** hours for the new month.
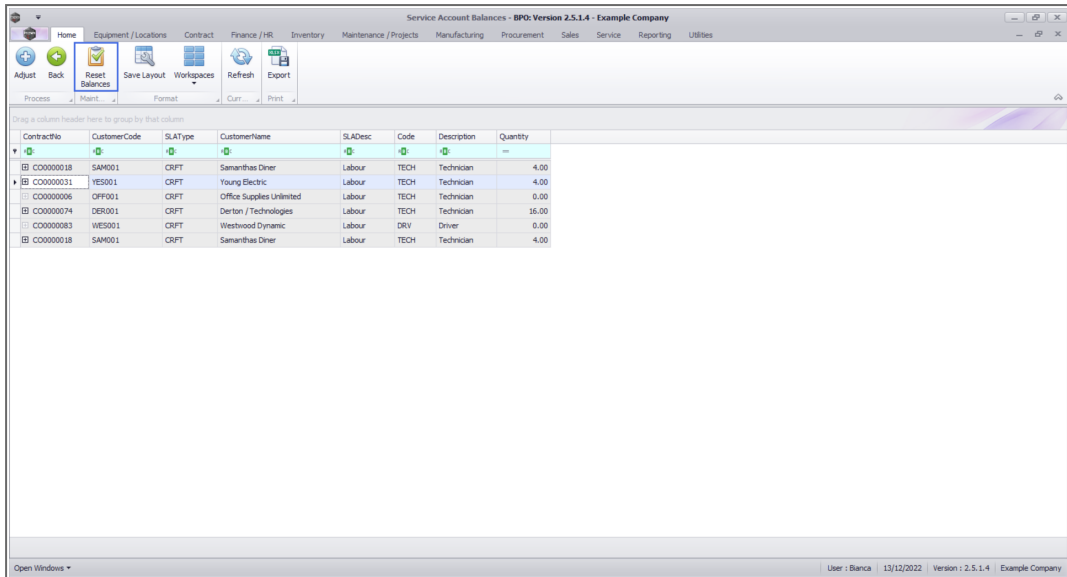
- If the services hours are **cumulative**, then the unused hours from the previous month will be **carried over** to the new month. The total balance for the new month will then be the summation of unused hours from the previous month and the current month's hours.

- If the service hours are <u>not</u> cumulative, it means the unused hours from the previous month will fall away and <u>only the current month's hours</u> will be considered.

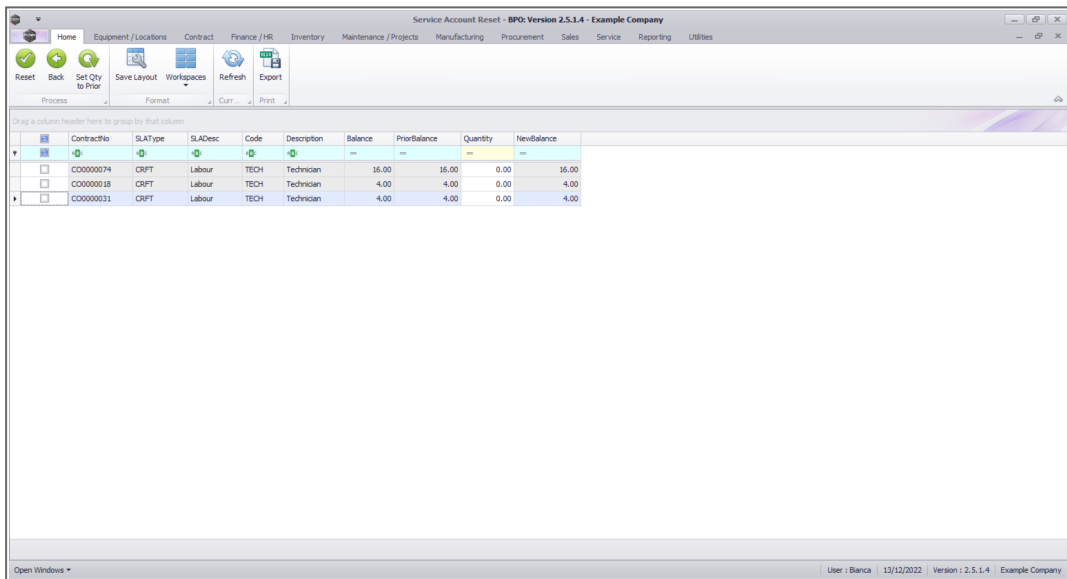- This works only on items with linked transactions (where the *Expand* button is not greyed out).

- Click on **Reset Balances**.

- The **Service Account Reset** screen will be displayed.
- All items with linked transactions will be displayed in this screen.

- Select the item you wish to **reset** the quantity (balance) for.

- **Note** that you can multi-select items.

- You can either reset the items manually or set the quantity to prior.
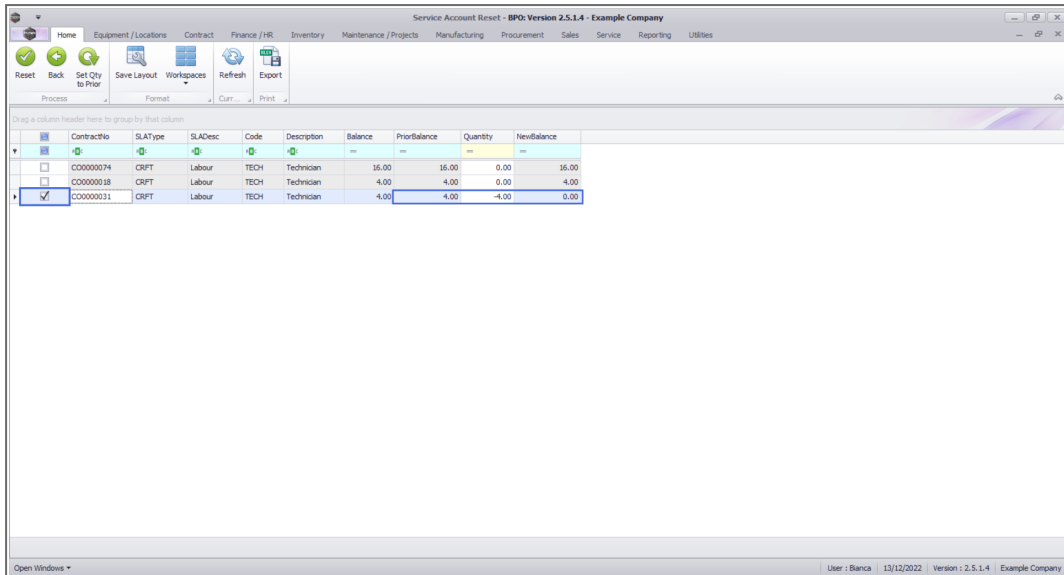
SET QUANTITY TO PRIOR

- Click on **Set Qty to Prior**.

- The **New Balance** field will be auto populated with the prior quantity.
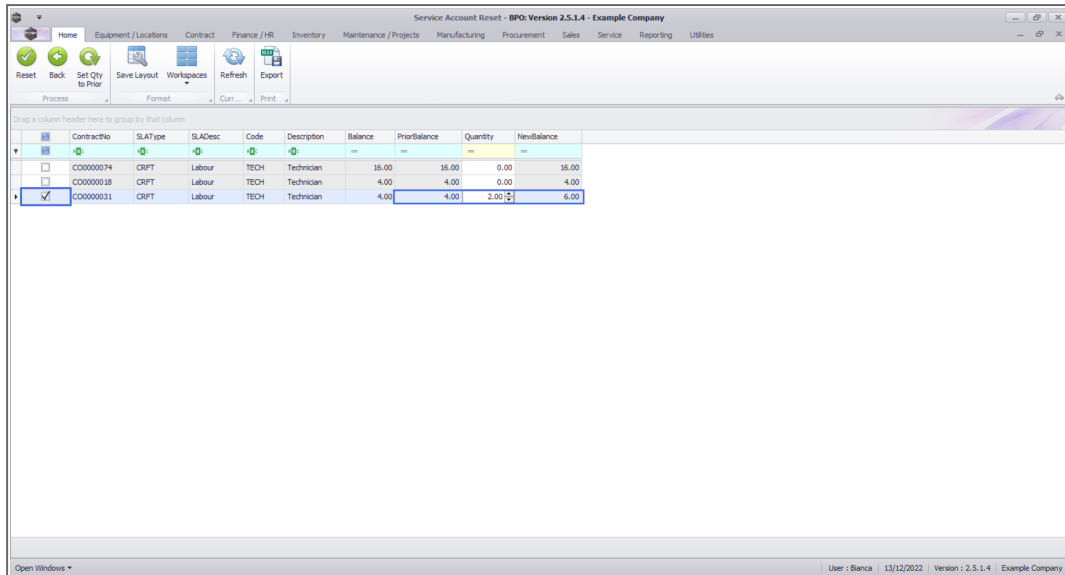- In the image below, the New Balance is **zero** because only one billing run has been done and this is the first time the balance reset process is being done.
- After the next billing run, the reset to prior transaction will be non-zero but will take value of the **Prior Balance**.

  - **Note**: If you had multi selected items, all the selected fields will be auto adjusted accordingly.

SETTING THE QUANTITY MANUALLY

- In the **Quantity** field of the selected item, type in the amount of hours you would like to reset the current quantity by.
- The **New Balance** field will auto-adjust to reflect the value that has been typed in the **Quantity** field.
- **New Balance** = **Prior Balance** + **Quantity**
- In this image, **2** has been typed in as the **Quantity** and the **New Balance** = **4**+ **2** = **6**.

  - **Note**: If you had multi selected items, type in the desired quantity on each selected item.

RESETTING ITEMS

1. When you are done, click on **Reset**.

2. A **Service Account Reset** message will pop up asking you;

   ○ **Are you sure you want to reset the selected service account balances?**

3. Click on **Yes.**

   ▪ **Note**: For the purpose of this manual, the item where the quantity was set manually will be used going forth as an example.

1. The **Balance**, **Prior Balance** and **New Balance** fields will now display the new value.
2. The **Quantity** field will now display as **0**.
3. Click on **Back**.

You will return to the **Service Account Balances** listing screen

1. The <u>new value</u> will now be displayed in the **Quantity** field.
2. The reset transactional record will now be displayed in the **Trans-actions** panel.

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