

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

CONTRACT

ESCALATION NOTIFICATIONS

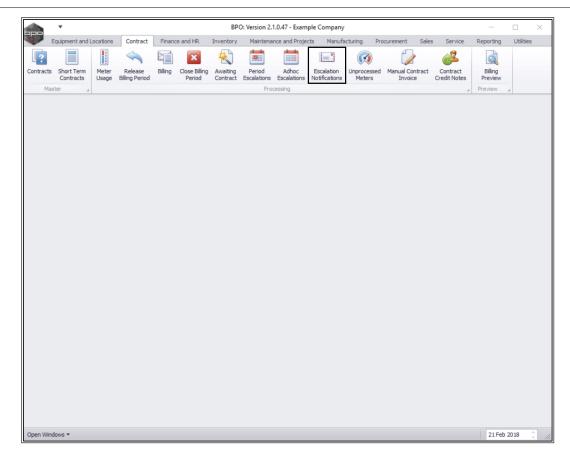
The **Escalation Notification Service** must be installed, configured and running for this functionality.

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





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.



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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 <u>not</u> wish to notify the customer of any escalation.
- 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**.



	ContractNo	ContractType	ContractTypeDesc	CustomerCode	CustomerName	EscalationPeriod	MonthsDue	LastNotification	EscalationRate		/	
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1	CO0000019	CPC	Cost Per Copy	OFF001	Office Supplies Unlimited	5	1		5.00			
1	CO0000020	CPC	Cost Per Copy	HOP001	Hope Works	5	1		5.00			
1	CO0000022	CPC	Cost Per Copy	SAM001	Samanthas Diner	6	2	03 Mar 2015	5.00			
1	CO0000041	CPC	Cost Per Copy	PAN001	Panda Copiers	5	1		5.00			
1	CO0000042	CPC	Cost Per Copy	HOP001	Hope Works	7	3		5.00			
1	CO0000043	CPC	Cost Per Copy	HOP001	Hope Works	7	3		5.00			
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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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E]	ContractNo	ContractType	ContractTypeDesc	CustomerCode	CustomerName	EscalationPeriod	MonthsDue	LastNotification	EscalationRate	
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F		CO0000016	CPC	Cost Per Copy	TIA001	Titan Group	5	1		5.00	
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E		CO0000019	CPC	Cost Per Copy	OFF001	Office Supplies Unlimited	5	1		5.00	
Đ		CO000020	CPC	Cost Per Copy	HOP001	Hope Works	5	1	03 Feb 2019	5.00	
±		CO000022	CPC	Cost Per Copy	SAM001	Samanthas Diner	6	2	03 Feb 2019	5.00	
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Ð	\checkmark	CO0000043	CPC	Cost Per Copy	HOP001	Hope Works	7	3	03 Feb 2019	5.00	

- 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.





ESCALATION NOTIFICATION LETTER (PAGE 2 EXAMPLE)

- 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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	Company Logo (Escalation Notification Example Company StreetNo and Road Name PO Box 1234 Area New Town City D urban South Africa South Africa 0000 1234 Reg No.: 00000003sa4521 Fax No.: 03112 4545 VATNo.: 00000 Tel No.: 03112 4567	
	Hope Works PO Box 7452 Forest Hills New Town Durban South South Africa ATTACHMENT TO PRICE INCREASE MO	TIFICATION- EQUIPMENT LISTING	
	All rates quoted exclude VAT	Contract No.: CO0000043 Effective Month: 7 Account No.: HOP001	
	Model No.: ZN122 Serial No.: 12-98765 Tag No.: AREG00061 Location : Reception	Contact : Mandy Jefferson Contact No. : 0315551224 Customer : Hope Works Address : Pict 91 Las Road Forast Hills New Town Durban South	
The second s	Charge Description	Old Charge Rate % New Charge	0
	Fees	250.00 5.00 262.50	
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Page 2 of 2		100%	· · · · ·

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