

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

CONTRACTS

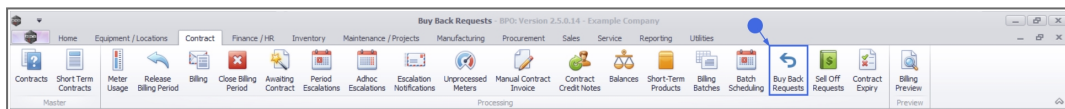
BUY BACK REQUESTS – EDIT

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.

You can edit certain Buy Back Request details before Approval.

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.

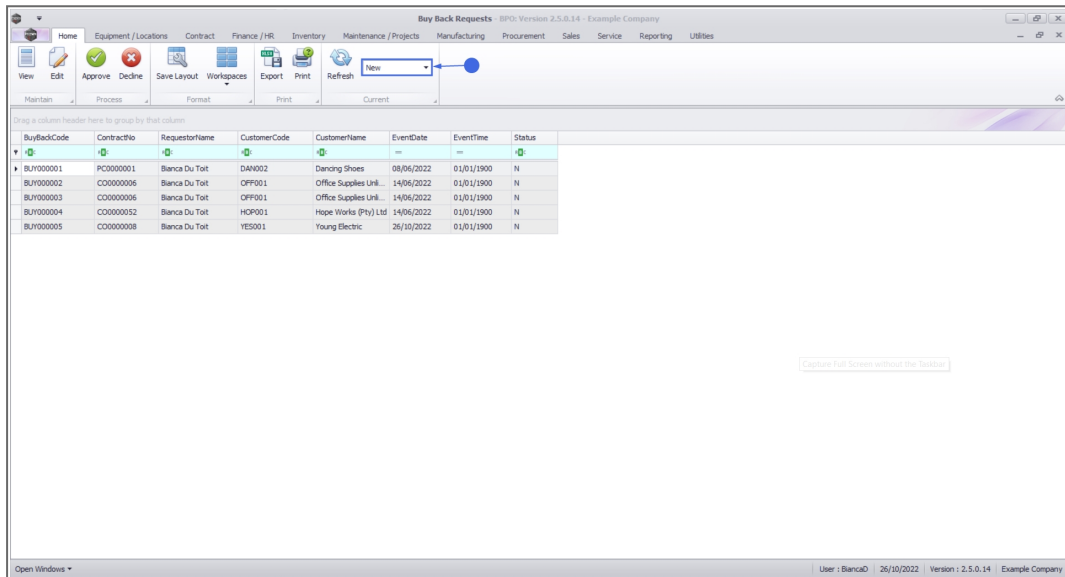
Status filter options:

New: Buy Back Requests that still require processing

Approved: Buy Back Requests that have been Approved

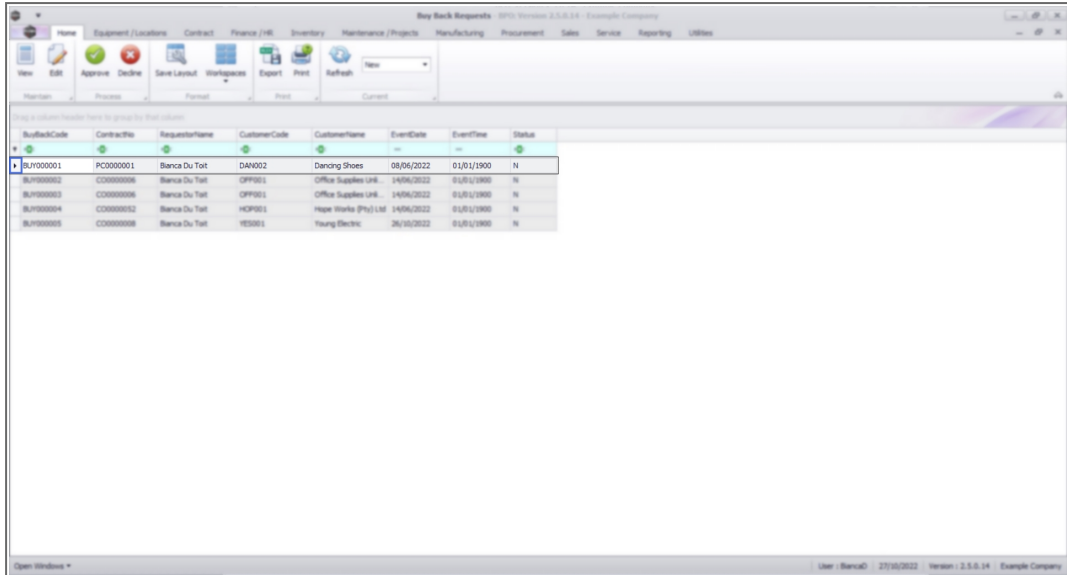
Declined: Buy Back Requests that have been Declined

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

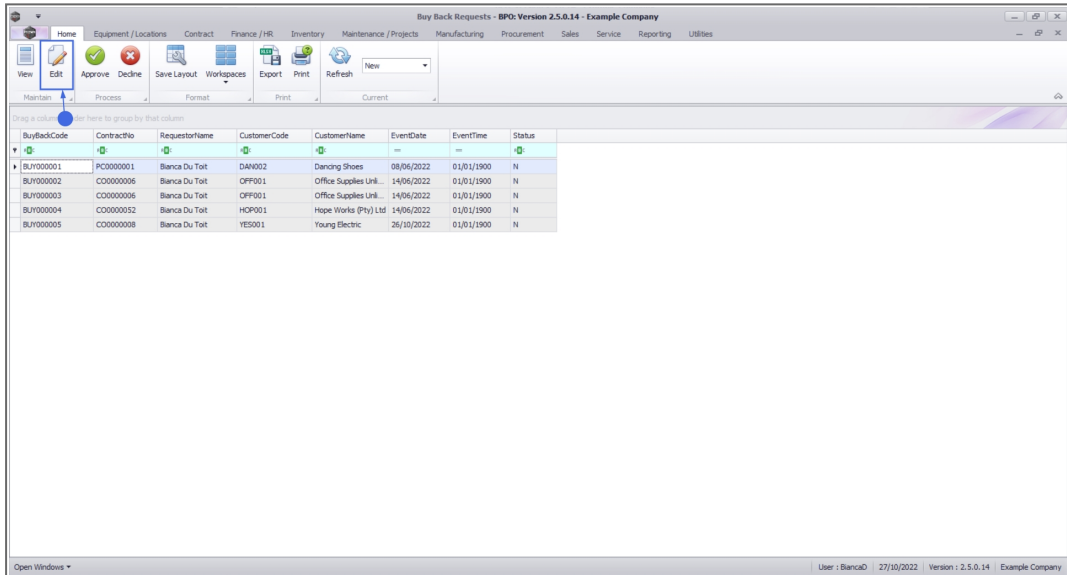


EDIT BUY BACK REQUEST

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



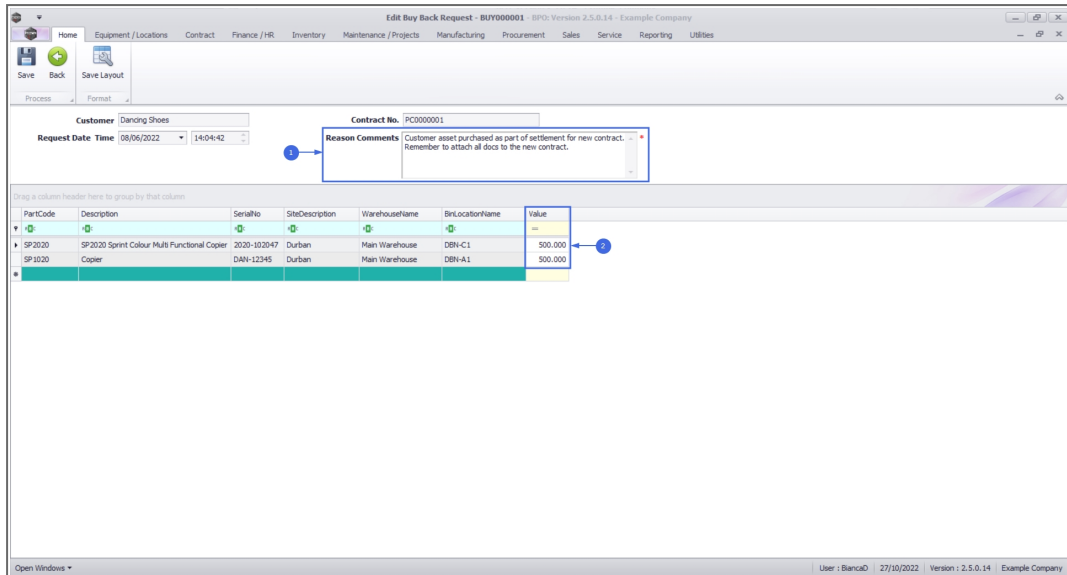
- Click on the **Edit** button.



EDIT DETAILS

You can make changes to:

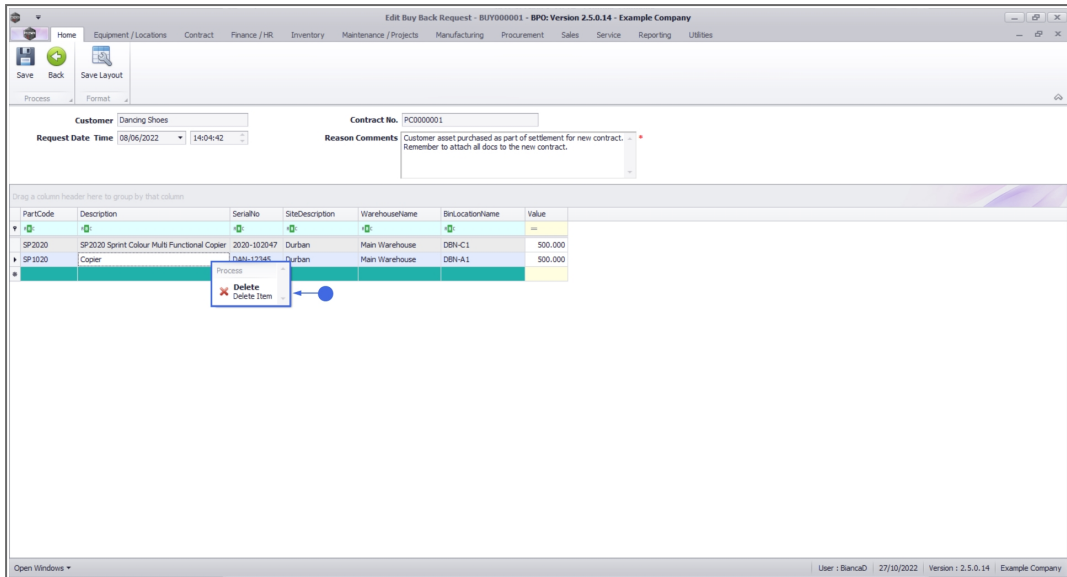
- The **Reason Comments** and
- Line item **Values**.



REMOVE ASSETS

You can also remove an item, if there are multiple lines and one or more lines should not have been included in the buy back. Ensure you have at least one item on the request. If none of these items should be bought back, then Decline the Buy Back Request.

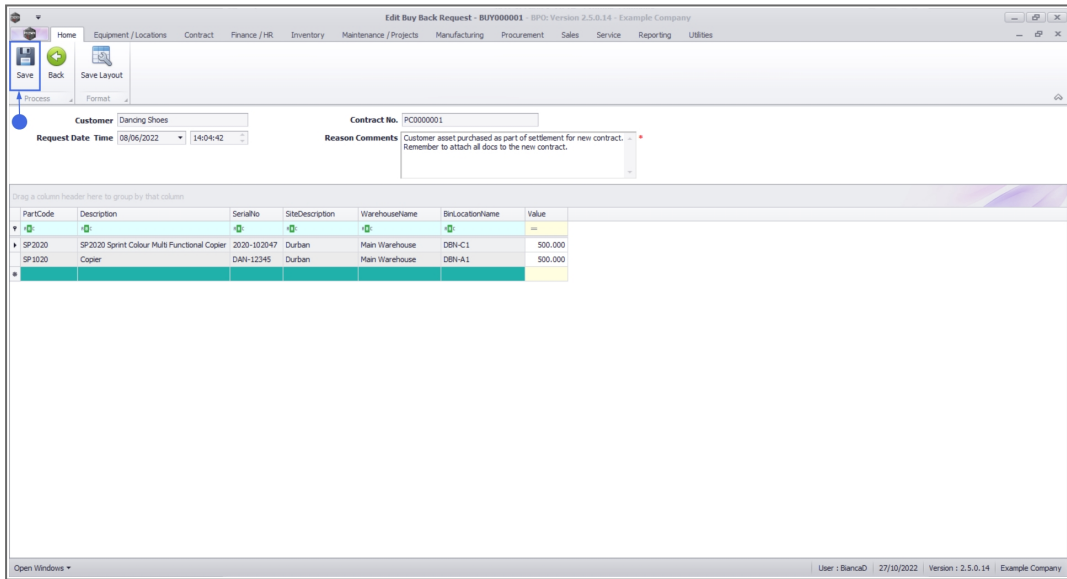
- Select the asset that must be removed.
- Right click and select Delete Item from the context menu.



SAVE BUY BACK REQUEST

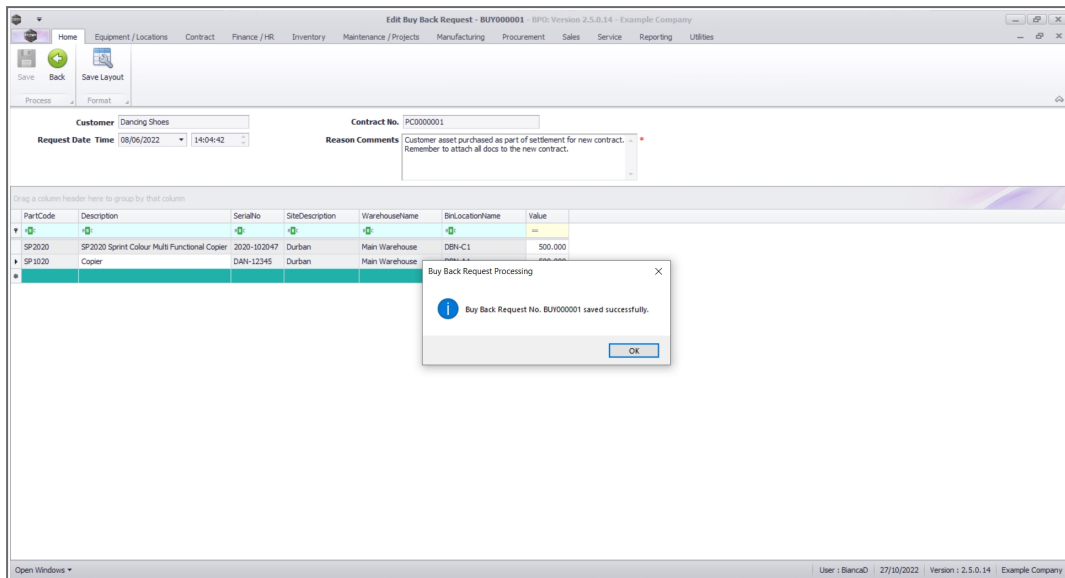
Once you have made all required changes:

- Click on the **Save** button.



The **Buy Back Request Processing** message box will come up noting: **Buy Back Request No [buy back request number] saved successfully.**

- Click on the **Ok** button.



You will return to the Buy Back Request listing.

Related Topics

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

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