

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

CONTRACTS

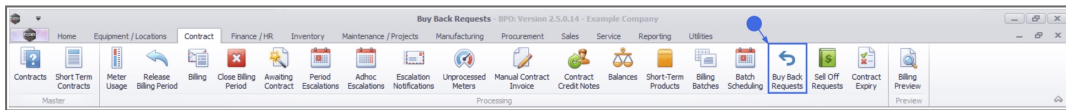
BUY BACK REQUESTS – DECLINE

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.

If you find the Buy Back Request has been created in error or is no longer valid in the situation you can Decline the request.

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.

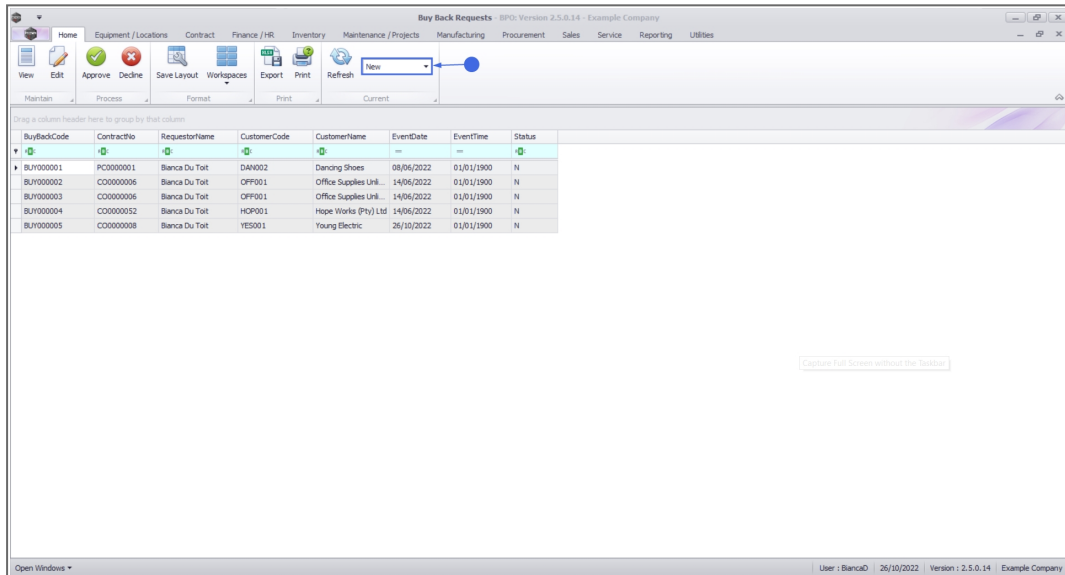
Status filter options:

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.

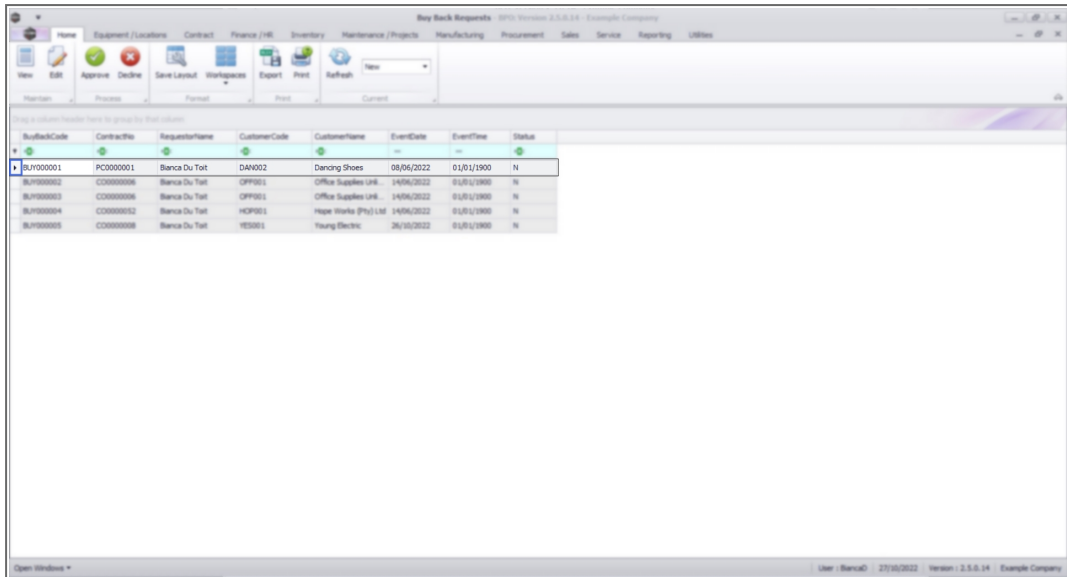


The screenshot shows the 'Buy Back Requests' application window. The status filter dropdown is set to 'New'. The table below displays the following data:

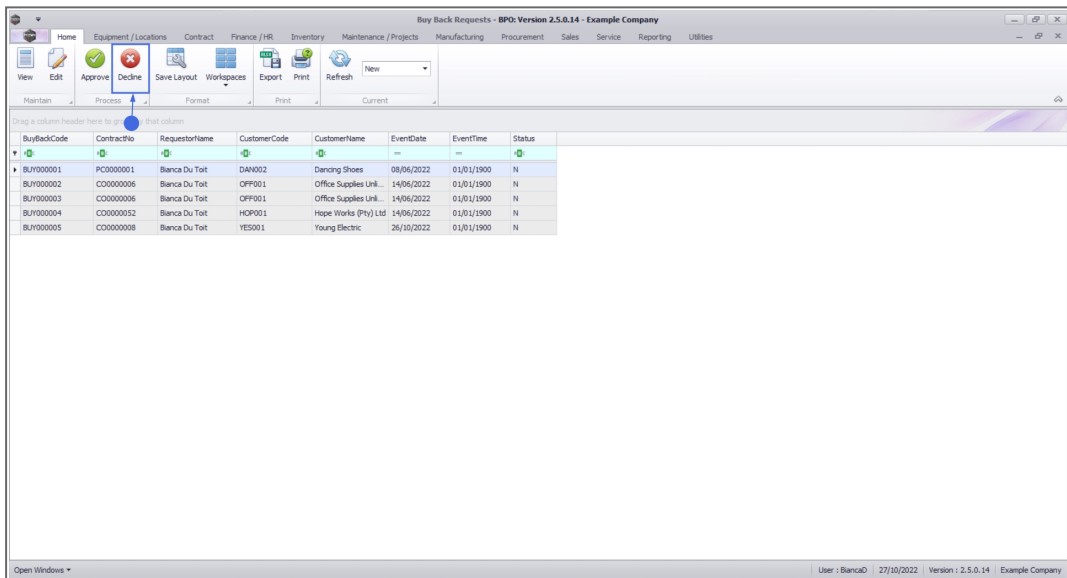
BuyBackCode	ContractNo	RequestorName	CustomerCode	CustomerName	EventDate	EventTime	Status
BLU000001	PC0000001	Blanca Du Toit	DAN002	Dancing Shoes	08/06/2022	01/01/1900	N
BLU000002	CO0000006	Blanca Du Toit	OFF001	Office Supplies Unit...	14/06/2022	01/01/1900	N
BLU000003	CO0000006	Blanca Du Toit	OFF001	Office Supplies Unit...	14/06/2022	01/01/1900	N
BLU000004	CO0000052	Blanca Du Toit	HCP001	Hope Works (Pty) Ltd	14/06/2022	01/01/1900	N
BLU000005	CO0000008	Blanca Du Toit	YES001	Young Electric	26/10/2022	01/01/1900	N

DECLINE BUY BACK REQUEST

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

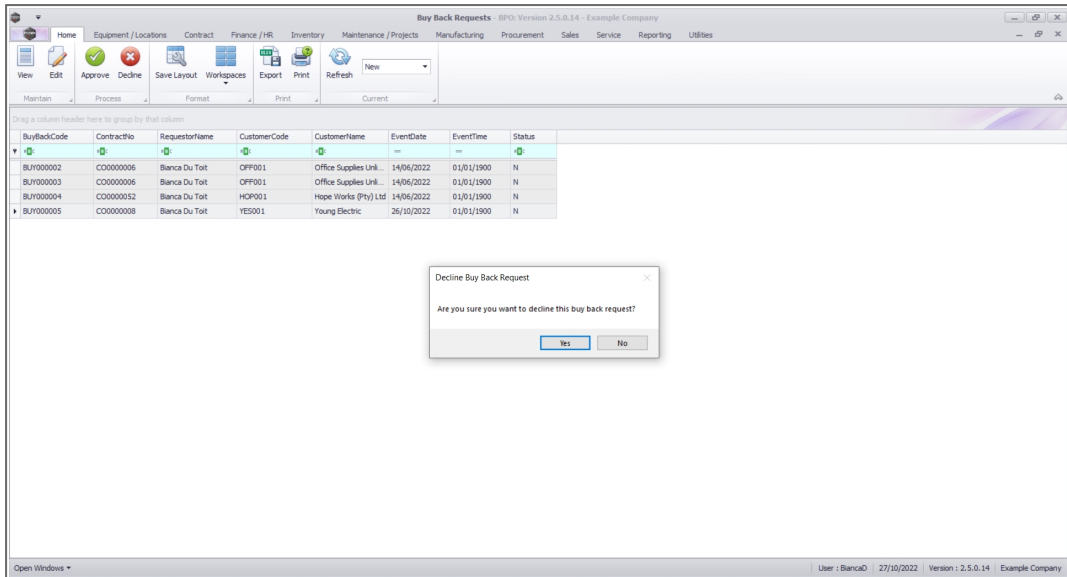


- Click on the **Decline** button.

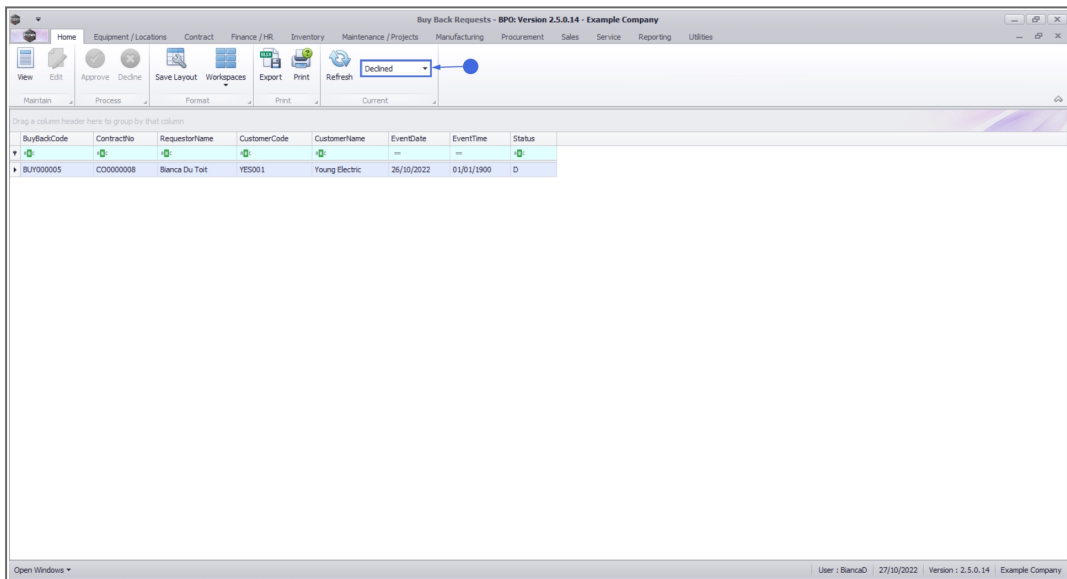


The **Decline Buy Back Request** message box will come up, asking: **Are you sure you want to decline this buy back request?**

- Click on the **Yes** button.



The Buy Back Request will be declined and can be found by selecting the **Declined** status.



Related Topics

- [Contract Expiry](#)
- [Buy Back Requests Intro](#)
- [View Buy Back Request Details](#)
- [Edit a Buy Back Request](#)



Decline Buy Back Request

- [Decline Buy Back Request](#)
- [Print Buy Back Request](#)

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