

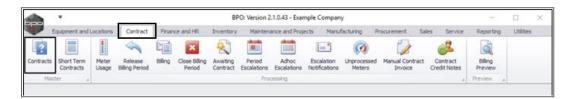
We are currently updating our site; thank you for your patience.

# 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.

#### Ribbon Access: Contract > Contracts



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

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



Functions         •         Image: Comparison of the Comparis	Add         End         Deck and the former         Support of the form Accrower Context         Code Context         D         Name         Protocol and Context	Dimension       Name       Print       Exports         0       All Sites       Print       Exports         1       Durban       Print       Exports       Print       Reports         2       Pretoria       Print       Export       Reports       Print       Reports         ContractTr       2       Pretoria       Print       StartDate       EndDate       Dep         X       Print       StartDate       EndDate       Dep date       Dep         CPC       Cost Per Copy       Hildrest       1234       22 Apr 2014       22 Apr 2019       Sale         CPC       Cost Per Copy       Forest Hils       07 Jan 2014       07 Jan 2019       Sale         CPC       Cost Per Copy       Main       Contract       16 May 2014       16 May 2019       Sale         CPC       Cost Per Copy       Main       Contract       16 May 2014       16 May 2019       Sale         CPC       Cost Per Copy       Main       Contract       13 Jan 2014       13 Jan 2019       Sale         CPC       Cost Per Copy       Main       23 Jai 2014       23 Jai 2019       Sale         CPC       Cost Per Copy       Main       23 Jai 2014
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• 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.

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	00045 HOP001	Hope Works	Technical	CPC	Cost Per Copy	Durban Area	1234	10 May 2017	10 May 2022	Sale
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## **SELECT THE CONTRACT**

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

## SUSPEND THE CONTRACT

• Click on Suspend.

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Final Data Statu ustomerCode CustomerName PF001 Office Supples . PF001 Office Supples . ES001 Westwood Dyn. (A001 Titan Group (A001 Titan Group PF001 Office Supples . CP001 Hope Works	CustomerDeptName	ContractType CPC CPC CPC CPC CPC CPC CPC CPC	ContractTypeDesc ContractTypeDesc Cost Per Copy Cost Per Copy Cost Per Copy Cost Per Copy Cost Per Copy	Hilcrest Porest Hils Main South Ridm	orderNo 1234 Contra	nt Ra StartDate 22 Apr 2014 07 Jan 2014 09 May 2014 16 May 2014	EndDate 22 Apr 2019 07 Jan 2019 09 May 2019	Dep Sale Sale
UstomerCode CustomerName PF001 Office Supples . PF001 Office Supples . ES001 Westwood Dyn. (A001 Titan Group IA001 Titan Group FF001 Office Supples .	CustomerDeptName	0PC 0PC 0PC 0PC 0PC	Cost Per Copy Cost Per Copy Cost Per Copy Cost Per Copy	Hilcrest Porest Hils Main South Ridm	1234	22 Apr 2014 07 Jan 2014 09 May 2014	22 Apr 2019 07 Jan 2019	Sale Sale
Office Supples           PF001         Office Supples           CES001         Westwood Dyn.           IA001         Titan Group           IA001         Titan Group           IA001         Titan Group           FF001         Office Supples.		0PC 0PC 0PC 0PC 0PC	Cost Per Copy Cost Per Copy Cost Per Copy Cost Per Copy	Hilcrest Porest Hils Main South Ridm	1234	22 Apr 2014 07 Jan 2014 09 May 2014	22 Apr 2019 07 Jan 2019	Sale Sale
Office Supples           (ES001         Office Supples           (A001         Titan Group           (A001         Titan Group		OPC OPC OPC OPC	Cost Per Copy Cost Per Copy Cost Per Copy	Forest Hills Main South Ridin		07 Jan 2014 09 May 2014	07 Jan 2019	Sal
Office Supples           (ES001         Office Supples           (A001         Titan Group           (A001         Titan Group		OPC OPC OPC OPC	Cost Per Copy Cost Per Copy Cost Per Copy	Forest Hills Main South Ridin		07 Jan 2014 09 May 2014	07 Jan 2019	Sale
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A001 Titan Group A001 Titan Group A001 Titan Group FF001 Office Supples		CPC CPC	Cost Per Copy	South Ridn	Contra		09 May 2019	Sale
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A001 Titan Group FF001 Office Supplies	**		Cost Per Copy	Mille			16 May 2019	Sale
FF001 Office Supples		OPC		Main		16 May 2014	16 May 2019	Sale
	+		Cost Per Copy	Main		13 Jun 2014	13 Jun 2019	Sale
OP001 Hope Works		CPC	Cost Per Copy	Main		28 Jul 2014	28 Jul 2019	Sale
	Technical	CPC	Cost Per Copy	Main		01 Jan 2011	31 Jan 2016	Sale
AC001 Hack PC - IT Sho	(p	CPC	Cost Per Copy	Main		29 Jun 2015	29 Jun 2020	Sale
AN002 Dancing Shoes		PRE	Prepaid Contract	Kloof	test	23 Mar 2016	23 Mar 2021	Sale
ES001 Young Electric	Sales Department	CPC	Cost Per Copy	Hildrest		24 Mar 2016	24 Mar 2021	Sale
AN001 Panda Copiers		CPC	Cost Per Copy	Main		05 Jul 2016	05 3.4 2021	Sale
OP001 Hope Works	Technical	CPC	Cost Per Copy	Main		07 Sep 2016	07 Sep 2021	Ted
OP001 Hope Works	Technical	CPC	Cost Per Copy	Durban Area		01 Aug 2016	07 Sep 2021	Sale
0T0001 Bothas Networ	,	PRE	Prepaid Contract	Durban Area		25 Oct 2016	25 Oct 2021	Ted
OP001 Hope Works	Technical	CPC	Cost Per Copy	Durban Area	1234	10 May 2017	10 May 2022	Sale
OP001 Hope Works	Technical	CPC	Cost Per Copy	Kloof		16 May 2017	15 May 2022	Ted
	Young Electric           W001         Panda Copiers           DP001         Hope Works           OP001         Hope Works           D70001         Bothas Networks           D70001         Hope Works	Young Electric         Sales Department           W001         Panda Copiers           OP001         Hope Works         Technical           OP001         Hope Works         Technical           OP001         Bothas Networ         Technical           OP001         Hope Works         Technical	E5001     Young Electric     Sales Department     CPC       NV001     Panda Copiers     CPC       0P001     Hope Works     Technical     CPC       0P001     Hope Works     Technical     CPC       0P001     Hope Works     Technical     CPC       0P001     Bothas Networ     PRE       0P001     Hope Works     Technical     CPC	Young Electric         Sales Department         CPC         Cost Per Copy           NV001         Panda Copiers         CPC         Cost Per Copy           OP001         Hope Works         Technical         CPC         Cost Per Copy           OP001         Hope Works         Technical         CPC         Cost Per Copy           OP001         Hope Works         Technical         CPC         Cost Per Copy           OP001         Bothas Networ         PRE         Prepaid Contract           OP001         Hope Works         Technical         CPC         Cost Per Copy	ES001         Young Electric         Sales Department         CPC         Cost Per Copy         Hildrest           NV001         Panda Copiers         CPC         Cost Per Copy         Main           OP001         Hope Works         Technical         CPC         Cost Per Copy         Main           OP001         Hope Works         Technical         CPC         Cost Per Copy         Main           OP001         Hope Works         Technical         CPC         Cost Per Copy         Durban Area           OP001         Bothas Networ         PRE         Prepaid Contract         Durban Area           OP001         Hope Works         Technical         CPC         Cost Per Copy         Durban Area	ES001     Young Electric     Sales Department     CPC     Cost Per Copy     Hildnest       N001     Panda Copiers     CPC     Cost Per Copy     Main       OP001     Hope Works     Technical     CPC     Cost Per Copy     Main       OP001     Hope Works     Technical     CPC     Cost Per Copy     Main       OP001     Hope Works     Technical     CPC     Cost Per Copy     Durban Area       OP001     Bothas Networ     PRE     Prepaid Contract     Durban Area       OP001     Hope Works     Technical     CPC     Cost Per Copy     Durban Area	ES001     Young Electric     Sales Department     CPC     Cost Per Copy     Hilkrest     24 Mar 2016       NN001     Panda Copiers     CPC     Cost Per Copy     Main     05 JJ 2016       OP001     Hope Works     Technical     CPC     Cost Per Copy     Main     07 Sep 2016       OP001     Hope Works     Technical     CPC     Cost Per Copy     Main     07 Sep 2016       OP001     Hope Works     Technical     CPC     Cost Per Copy     Durban Area     01 Aug 2016       OT0001     Bothas Networ     PRE     Prepaid Contract     Durban Area     25 Oct 2016       OP001     Hope Works     Technical     CPC     Cost Per Copy     Durban Area     10 May 2017	ES001     Young Electric     Sales Department     CPC     Cost Per Copy     Hilkrest     24 Mar 2016     05 Jul 2011       NN001     Panda Copiers     CPC     Cost Per Copy     Main     05 Jul 2015     05 Jul 2011       OP001     Hope Works     Technical     CPC     Cost Per Copy     Main     07 Sep 2016     07 Sep 2021       OP001     Hope Works     Technical     CPC     Cost Per Copy     Durban Area     01 Aug 2016     07 Sep 2021       OT0001     Bothas Networ     PRE     Prepaid Contract     Durban Area     25 Oct 2016     25 Oct 2011       OP001     Hope Works     Technical     CPC     Cost Per Copy     Durban Area     25 Oct 2016     25 Oct 2021       OP001     Hope Works     Technical     CPC     Cost Per Copy     Durban Area     10 May 2017     10 May 2022

#### **ADD SUSPENSION DETAILS**

The Contract on Hold: [] screen will be displayed.

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- 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.



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#### **SAVE SUSPENSION**

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

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			Contract	on Hold : CC	00000045 - BPO: Version 2.1	.0.43 - Example	Company				8	۵	
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- You will return to the **Contract Listing** screen.
- A **Customer Processing** message box will pop up informing you that;

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#### <sup>°</sup> Contract No: [] has been placed on suspend.

#### • Click on Ok.

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		C00000013	TIA001	Titan Group		OPC	Cost Per Copy	South Ridn		16 May 2014	16 May 2019	Sale
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		C00000016	TIA001	Titan Group		OPC	Cost Per Copy	Main		13 Jun 2014	13 Jun 2019	Sale
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• This contract will have **moved** from the **Active** status to the **Suspend** status.

## **VIEW CONTRACT IN SUSPEND STATE**

• Select the **Suspend** status.

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		C0000043	HOP001	Hope Works	Technical	CPC	Cost Per	Сору	Durban Area		01 Aug 2016	07 Sep 2021	Sale
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• You can now view the contract in the Contract Listing screen where the status is set to **Suspend**.



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