

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

CONTRACT

HOLD HISTORY

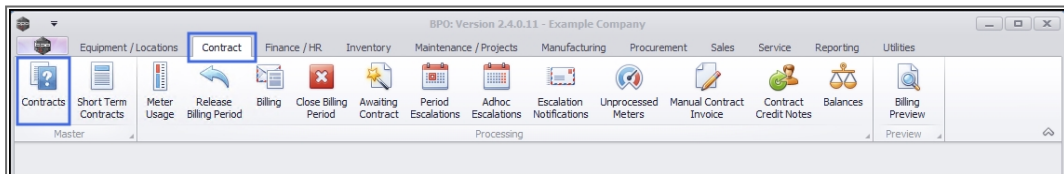
A customer may be put on **Hold** for a variety of reasons, for example:

- a credit check failure
- exceeding payment terms

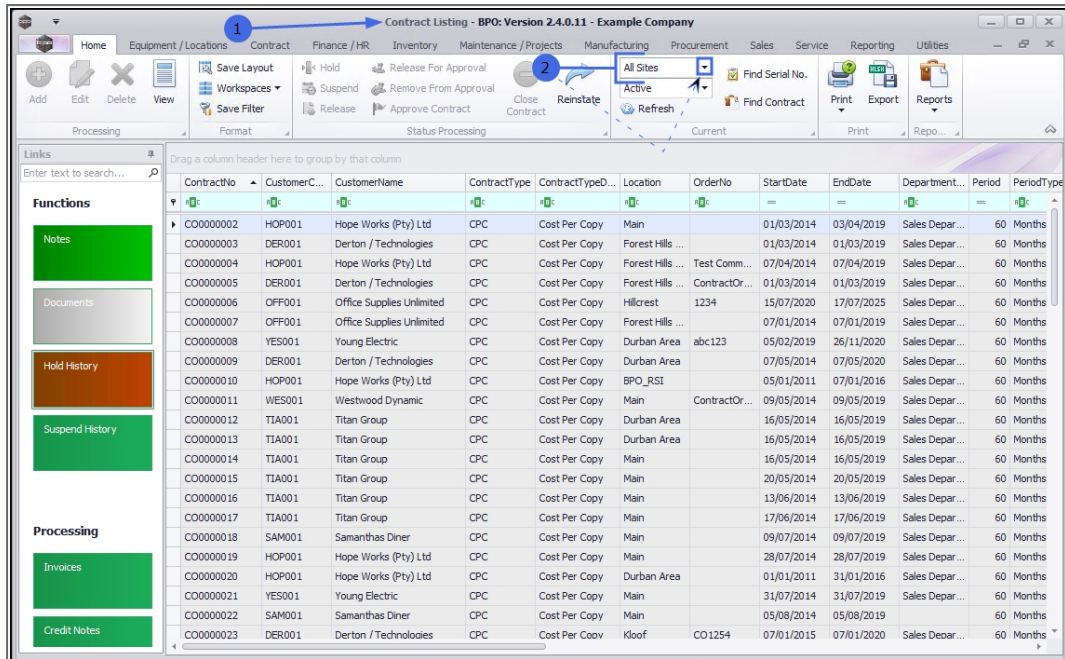
The Hold History of a selected Contract may be viewed from the **Contract Listing** screen.

Refer to [Place a Contract on Hold](#) and [Release a Contract on Hold](#) for more information about placing a Contract on Hold.

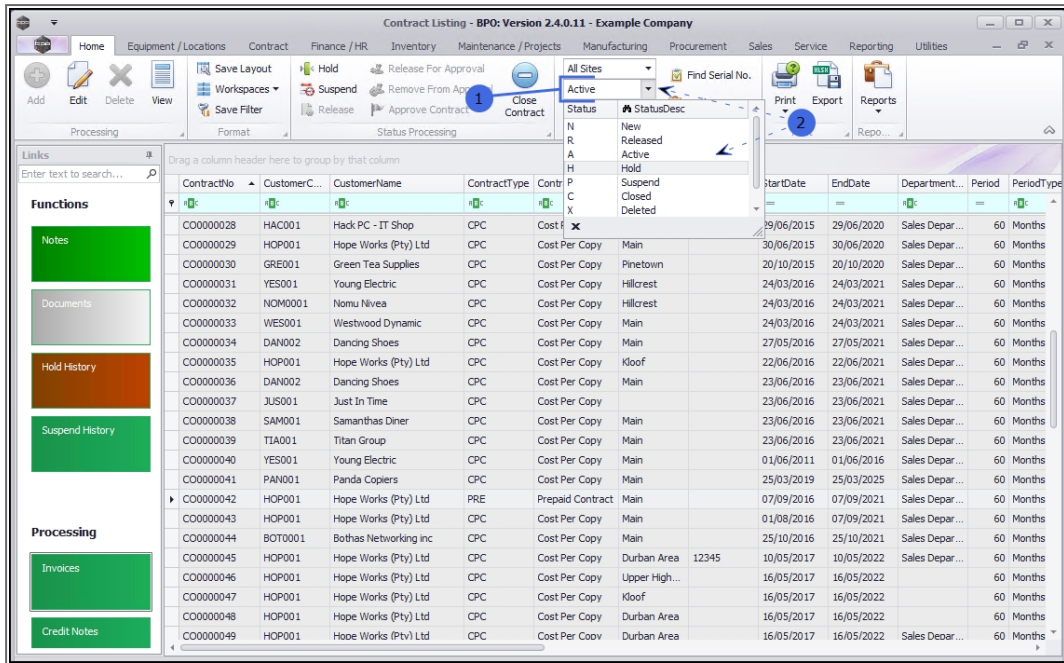
Ribbon Access: Contract > Contracts



1. The **Contract Listing** screen will be displayed.
2. Select the **Site** that you wish to work in.



1. This screen opens by default in the **Active** status.
2. Select a different **status** from the drop-down menu, if required.
 - **Notes:**
 - If the contract you wish to view, is **currently** on Hold, select the **Hold** Status from this menu.



VIEW HOLD HISTORY

1. Select the **row** of the **contract** where you wish to **view** the Hold History.
2. Click on the **Hold History** tile.

ContractNo	CustomerC...	CustomerName	ContractType	ContractTypeD...	Location	OrderNo	StartDate	EndDate	Department...	Period	PeriodType
CO0000028	HAC001	Hack PC - IT Shop	CPC	Cost Per Copy	Main		29/06/2015	29/06/2020	Sales Depart...	60 Months	
CO0000029	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Main		30/06/2015	30/06/2020	Sales Depart...	60 Months	
CO0000030	GRE001	Green Tea Supplies	CPC	Cost Per Copy	Pinetown		20/10/2015	20/10/2020	Sales Depart...	60 Months	
CO0000031	YES001	Young Electric	CPC	Cost Per Copy	Hillcrest		24/03/2016	24/03/2021	Sales Depart...	60 Months	
CO0000032	NOM001	Nomu Nivea	CPC	Cost Per Copy	Hillcrest		24/03/2016	24/03/2021	Sales Depart...	60 Months	
CO0000033	WES001	Westwood Dynamic	CPC	Cost Per Copy	Main		24/03/2016	24/03/2021	Sales Depart...	60 Months	
CO0000034	DAN002	Dancing Shoes	CPC	Cost Per Copy	Main		27/05/2016	27/05/2021	Sales Depart...	60 Months	
CO0000035	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Kloof		22/06/2016	22/06/2021	Sales Depart...	60 Months	
CO0000036	DAN002	Dancing Shoes	CPC	Cost Per Copy	Main		23/06/2016	23/06/2021	Sales Depart...	60 Months	
CO0000037	JUS001	Just In Time	CPC	Cost Per Copy	Main		23/06/2016	23/06/2021	Sales Depart...	60 Months	
CO0000038	SAM001	Samanthas Diner	CPC	Cost Per Copy	Main		23/06/2016	23/06/2021	Sales Depart...	60 Months	
CO0000039	TIA001	Titan Group	CPC	Cost Per Copy	Main		23/06/2016	23/06/2021	Sales Depart...	60 Months	
CO0000040	YES001	Young Electric	CPC	Cost Per Copy	Main		01/06/2011	01/06/2016	Sales Depart...	60 Months	
CO0000041	PAN001	Panda Copiers	CPC	Cost Per Copy	Main		25/03/2019	25/03/2025	Sales Depart...	60 Months	
CO0000042	HOP001	Hope Works (Pty) Ltd	PRE	Prepaid Contract	Main		07/09/2016	07/09/2021	Sales Depart...	60 Months	
CO0000043	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Main		01/08/2016	07/09/2021	Sales Depart...	60 Months	
CO0000044	BOT001	Bothas Networking Inc	CPC	Cost Per Copy	Main		25/10/2016	25/10/2021	Sales Depart...	60 Months	
CO0000045	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Durban Area	12345	10/05/2017	10/05/2022	Sales Depart...	60 Months	
CO0000046	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Upper High...		16/05/2017	16/05/2022		60 Months	
CO0000047	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Kloof		16/05/2017	16/05/2022		60 Months	
CO0000048	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Durban Area		16/05/2017	16/05/2022		60 Months	
CO0000049	HOP001	Hope Works (Pty) Ltd	CPC	Cost Per Copy	Durban Area		16/05/2017	16/05/2022	Sales Depart...	60 Months	

1. The **Hold History for Contract No.: []** screen will open.
2. Here you can view a historical list of **reasons** why the selected contract has been put on Hold.
3. The **Date** the Hold period started and the **Employee** who initiated this Hold period is recorded.
4. The **Estimated Release Date** and **actual Release Date** are also captured.
5. Click on **Back** to return to the **Contract Listing** screen.

HoldDate	HoldTime	EmployeeName	HoldReason	EstReleaseDate	ReleaseDate	ReleaseTime
17/07/2019	00:00:00	Bianca Du Toit	This customer was put on hold by the on service limiter. The service limit is 6.5 hours, the hours used is 6.5 over the last 90 days.	19/07/2019	25/02/2021	13:53:50
25/01/2021	00:00:00	Abigail Milne	Updated contract needs to be approved.	27/01/2021	01/02/2021	13:57:03
23/03/2021	13:46:57	Abigail Milne	Monthly payment overdue.	25/03/2021	01/01/1900	00:00:00

MNU.112.058

