

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

# SERVICE

## CALL CLOSURE EXCEPTIONS - FOR CONTRACT

The **For Contract** tile is a quick way to navigate to the **Items Awaiting Contract** screen, where the assets can be .

The Items Awaiting Contract for Call screen displays items linked to the selected call that have been processed but still need to be linked to a new or existing contract. The items displayed can be:

A or B-class internal assets issued (New Deal Rental)

A or B-class serialised stock invoiced and issued (New Deal Sale)

## THE CALL CLOSURE EXCEPTIONS LISTING SCREEN

#### Ribbon Select Service > Call Exceptions



• The **Closure Exceptions Listing** screen will be displayed, listing all Completed calls with completed work orders that have closure exceptions.



### Call Closure Exceptions - For Contract

) v							Closu	re Exceptio	ons - BPO: Version 2.5.1.4 - v2514 Example Company					- 8
-	Home	Equipment / Loc	ations (	ontract Financ	e / HR Inventory	Maintenance	/ Projects	Manufact	ring Procurement Sales Service Reporting	Utilities				- 8
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			Reference	CustomerCode	CustomerName	CallDate	CallTime	CallType	CalDesc	StatusDesc	Priority	Action	DateRequired +	
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			N0001004	DER001	Derton / Technologies	15/03/2023	01/01/1900	ADM	Call SLA Hours Functionality Review	Complete	3		15/03/2023	
Work Orders 1		1 🕀	N0000981	HOP001	Hope Works (Pty) Ltd	11/12/2019	01/01/1900	ADM	test placing call on hold	Complete	3		11/12/2019	
			N0000980	HOP001	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	TON	Driver Connect - offline test	Complete	3		21/11/2019	
		H (	N0000979	HOP001	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	SERV	Third driver connect call	Complete	3		21/11/2019	
Work In Progress		<b></b>	N0000978	HOP001	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	PR	Driver Connect - full set of toners required	Complete	3		21/11/2019	
		<b>±</b> (	N0000977	HOP001	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	SERV	Driver Connect - toner delivery	Complete	3		21/11/2019	
		H (	N0000973	DAN002	Dancing Shoes	18/11/2019	01/01/1900	ADM	Test call email functionality	Complete	3		18/11/2019	
Notes	E (	N0000841	YES001	Young Electric	11/11/2019	01/01/1900	NDS	Test Service balances time logging	Complete	3		11/11/2019		
	E (	N0000832	HOP001	Hope Works (Pty) Ltd	15/10/2019	01/01/1900	DR	it seems like call notes are not saving for call request	Complete	3		15/10/2019		
	E (	N0000822	TEL005	Telerex	04/07/2019	01/01/1900	DR	test	Complete	2		11/07/2019		
Accion	nmentr		N0000815	DAN002	Dancing Shoes	13/05/2019	01/01/1900	INST	test another call for overflow error	Complete	3		13/05/2019	
Assignments	÷ 🗄 🗄	N0000814	DAN002	Dancing Shoes	13/05/2019	01/01/1900	INST	test call for overflow error	Complete	3		13/05/2019		
	H (	N0000812	HOP001	Hope Works (Pty) Ltd	03/05/2019	01/01/1900	π	Test call for warranties	Complete	3		03/05/2019		
_	<b>H</b> (	N0000793	HOP001	Hope Works (Pty) Ltd	11/09/2018	01/01/1900	TON	Toner replacement requirement	Complete	3		11/09/2018		
Hold History	÷ (	N0000781	HOP001	Hope Works (Pty) Ltd	25/07/2018	01/01/1900	REP	Copier not switching on	Complete	3		25/07/2018		
	E (	N0000772	HOP001	Hope Works (Pty) Ltd	12/07/2018	01/01/1900	REP	Client equipment not functioning - to send out a loan unit	Complete	3		12/07/2018		
		H (	N0000771	HOP001	Hope Works (Pty) Ltd	11/07/2018	01/01/1900	DR	Test all bilable items.	Complete	3		11/07/2018	
Pending History	E (	N0000770	HOP001	Hope Works (Pty) Ltd	11/07/2018	01/01/1900	INST	Auto Invoicing Next Level	Complete	1		11/07/2018		
	H (	N0000766	HOP001	Hope Works (Pty) Ltd	10/07/2018	01/01/1900	INST	Test call for auto invoicing	Complete	3		10/07/2018		
	E (	N0000765	DER001	Derton / Technologies	10/07/2018	01/01/1900	INSP	Auto call invoice test	Complete	3		10/07/2018		
On Sit	te Info	E (	N0000764	APP0001	Apple Juice Inc	10/07/2018	01/01/1900	INST	New Call for testing invoicing from Auto Call Invoice.	Complete	3		10/07/2018	
		E (	N0000763	HOP001	Hope Works (Pty) Ltd	06/07/2018	01/01/1900	INSP	Test call for auto invoice processing	Complete	3		06/07/2018	
		± (	N0000753	APP0001	Apple Juice Inc	13/06/2018	01/01/1900	INSP	Test stock over issue - auto approve part requests off	Complete	3		13/06/2018	
	ontract	E (	N0000552	HOP001	Hope Works (Pty) Ltd	08/01/2018	01/01/1900	DR	Test swap outs for tech connect	Complete	3		08/01/2018	
- Por Co		÷ (	N0000549	HOP001	Hope Works (Pty) Ltd	19/12/2017	01/01/1900	INST	Test new swap out process on tech connect	Complete	3		19/12/2017	
		E (	N0000534	GD80001	Good Books	14/09/2017	01/01/1900	Π	Test call for the WebPortal back order report	Complete	2		14/09/2017	

• Click on the row selector in front of the call.

Ψ					Closu	e Exceptio	ns - BPO: Version 2.5.1.4 - v2514 Example Company					- 2
Home Equipm	ent / Locations O	ontract Financ	e / HR Inventory	Maintenance	/ Projects	Manufact.	ring Procurement Sales Service Reporting Utiliti	es				- 6
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	Y (D)	0	-0:	-	-	10:	0	10:	-	<ul> <li>International (1998)</li> </ul>	-	
	▶ E CN0001004	DER001	Derton / Technologies	15/03/2023	01/01/1900	ADM	Call Closure Exception Functionality Review	Complete		3	15/03/2023	
On Site Info		WES001	Westwood Dynamic	21/07/2014	01/01/1900	SERV	Please service machine as per error code	Complete	1	2	21/07/2014	
	E CN0000049	SAM001	Samanthas Diner	04/08/2014	01/01/1900	REP	Machine error	Complete		2	04/08/2014	
	E CN0000053	OFF001	Office Supplies Unlimited	05/08/2014	01/01/1900	SERV	Machine error code - drum	Complete		2	05/08/2014	
For Contract	E CN0000054	DAN001	Danny Storm IT Cafe	05/08/2014	01/01/1900	SERV	Service required	Complete		2	05/08/2014	
		HOP001	Hope Works (Pty) Ltd	26/02/2015	01/01/1900	INST	Setup required	Complete		2	26/02/2015	
	E CN0000138	WES001	Westwood Dynamic	02/06/2015	01/01/1900	SERV	Machine service required	Complete		2	02/06/2015	
Time Review	E CN0000255	biancad	North West Branch	14/01/2016	01/01/1900	PR	test	Complete		2	14/01/2016	
	E CN0000296	HOP001	Hope Works (Pty) Ltd	29/03/2016	01/01/1900	SERV	Test auto apply task to work order	Complete		2	29/03/2016	
		HOP001	Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete		2	09/06/2016	
	⊞ CN0000333	HOP001	Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete		2	09/06/2016	
		HOP001	Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete		2	09/06/2016	
Transactions	⊞ CN0000355	TIA001	Titan Group	22/06/2016	01/01/1900	SERV	Loan Unit required	Complete		2	22/06/2016	
Transactions		HOP001	Hope Works (Pty) Ltd	13/09/2016	01/01/1900	REP	Prior calls list for location	Complete		2	13/09/2016	
Quotes	⊞ CN0000372	HOP001	Hope Works (Pty) Ltd	13/09/2016	01/01/1900	REP	Scheduled Maintenance	Complete		2	13/09/2016	
		HOP001	Hope Works (Pty) Ltd	19/09/2016	01/01/1900	REP	12345	Complete		2	26/09/2016	
	⊞ CN0000228	YES001	Young Electric	18/11/2015	01/01/1900	PR	Check Contract Detail record in place after partial non stock return	Complete		2	18/11/2015	
Orders		HOP001	Hope Works (Pty) Ltd	29/03/2017	01/01/1900	INST	My work - work order linked to a call.Installation at non client loction	Complete		2	29/03/2017	
Citotis	⊞ CN0000437	HOP001	Hope Works (Pty) Ltd	12/04/2017	01/01/1900	SM	TT0001 - Daily - Call per WO	Complete		2 WO0001262 : call closed	12/04/2017	
		OFF001	Office Supplies Unlimited	05/05/2017	01/01/1900	SERV	Test call for start and end work on a call vs ticketing	Complete		2	05/05/2017	
	⊞ CN0000458	HOP001	Hope Works (Pty) Ltd	17/05/2017	01/01/1900	PR	Error code	Complete		2	17/05/2017	
Invoices		HOP001	Hope Works (Pty) Ltd	24/05/2017	01/01/1900	SERV	Contract Service Test v2.1.0.5	Complete		2	24/05/2017	
	E CN0000487	HOP001	Hope Works (Pty) Ltd	01/06/2017	01/01/1900	NDR	New Deal Rental	Complete		2	08/06/2017	
		OFF001	Office Supplies Unlimited	06/06/2017	01/01/1900	INST	Test creating a call with the required date field filled in.	Complete		2	06/06/2017	
Credit Notes	E CN0000490	HOP001	Hope Works (Pty) Ltd	08/06/2017	01/01/1900	NDS	1234	Complete		2	15/06/2017	
		ABCXYZ123	ABC SHoe Co	08/06/2017	01/01/1900	NDS	1234	Complete		2	15/06/2017	

## FOR CONTRACT

• Click on the For Contract tile.



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	▶ ⊞ CN0001004			15/03/2023			Call Closure Exception Functionality Review	Complete			15/03/2023	
				07/09/2023			Call exception - correct and then flag	Complete			07/09/2023	
			Derton / Technologies				New part requests requires approval	Complete			08/09/2023	
	E CN0001020			08/09/2023			Open part requests need to be actioned.	Complete			08/09/2023	
		DER001	Derton / Technologies	08/09/2023	01/01/1900	INSP	Open sub contracts need to be received.	Complete			08/09/2023	
		WES001	Westwood Dynamic	21/07/2014	01/01/1900	SERV	Please service machine as per error code	Complete	3		21/07/2014	
on Site Info	E CN0000049	SAM001	Samanthas Diner	04/08/2014	01/01/1900	REP	Machine error	Complete			04/08/2014	
		OFF001	Office Supplies Unlimited	05/08/2014	01/01/1900	SERV	Machine error code - drum	Complete	2		05/08/2014	
	⊞ CN0000054	DAN001	Danny Storm IT Cafe	05/08/2014	01/01/1900	SERV	Service required	Complete			05/08/2014	
	E CN0000118	HOP001	Hope Works (Pty) Ltd	26/02/2015	01/01/1900	INST	Setup required	Complete	3		26/02/2015	
	E CN0000138	WES001	Westwood Dynamic	02/06/2015	01/01/1900	SERV	Machine service required	Complete			02/06/2015	
		biancad	North West Branch	14/01/2016	01/01/1900	PR.	test	Complete	2		14/01/2016	
			Hope Works (Pty) Ltd	29/03/2016	01/01/1900	SERV	Test auto apply task to work order	Complete			29/03/2016	
For Cor	ntract		Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete	1		09/06/2016	
			Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete			09/06/2016	
			Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete			09/06/2016	
			Titan Group	22/06/2016	01/01/1900	SERV	Loan Unit required	Complete			22/06/2016	
			Hope Works (Pty) Ltd	13/09/2016	01/01/1900	REP	Prior calls list for location	Complete			13/09/2016	
ansactions	E CN0000372	HOP001	Hope Works (Pty) Ltd	13/09/2016	01/01/1900	REP	Scheduled Maintenance	Complete			13/09/2016	
	E CN0000373	HOP001	Hope Works (Pty) Ltd	19/09/2016	01/01/1900	REP	12345	Complete	1		26/09/2016	
Quotes	E CN0000228	YES001	Young Electric	18/11/2015	01/01/1900	PR	Check Contract Detail record in place after partial non stock return	Complete			18/11/2015	
	E CN0000425	HOP001	Hope Works (Pty) Ltd	29/03/2017	01/01/1900	INST	My work - work order linked to a call.Installation at non client loction	Complete			29/03/2017	
	E CN0000437	HOP001	Hope Works (Pty) Ltd	12/04/2017	01/01/1900	SM	TT0001 - Daily - Call per WO	Complete		2 WO0001262 : call closed	12/04/2017	
orders	E CN0000447	OFF001	Office Supplies Unlimited				Test call for start and end work on a call vs ticketing	Complete			05/05/2017	
	E CN0000458	HOP001	Hope Works (Pty) Ltd	17/05/2017	01/01/1900	PR	Error code	Complete			17/05/2017	
	E CN0000472	HOP001	Hope Works (Pty) Ltd				Contract Service Test v2.1.0.5	Complete	1		24/05/2017	
invoices												
Windows 👻												1.4 v2514 Example Com

• The **For Contract** listing screen will open displaying assets that are ready to be placed onto a contract. These included assets that were invoiced to the customer (**client assets**), and **internal assets** that were issued to the customer.

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For a detailed handling of this topic refer to Calls - For Contract

#### **Related Topics**



- Service Introduction to Call Closure Exceptions
- Service View Call Closure Exception Details
- Service Closure Exceptions View Call Details
- Service Closure Exceptions Invoice Call
- Service Closure Exceptions Credit Call
- Service Closure Exceptions Issue Stock
- Service Closure Exceptions WIP
- Service Closure Exceptions Flag Items

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