

CONTRACT

INTRODUCTION TO CONTRACTS

A Contract is a legally binding agreement between two or more parties involving the transfer of goods and / or services for a fee payable at times agreed by both parties.

Contracts in BPO give you the ability to manage your customer billing. You can link the following to a contract:

- 1 or more **items** (machines or locations)
- 1 or more **accessories**
- **Various Fee Charges**, e.g. Service / Rental
- **Meter Charges** (linked to machines) - Minimum Billing and Unit Charges
- **Inclusions** (parts, services and / or crafts that are included in the contract package and will not be billed)
- **Meter reading contact persons**
- **Notes** and digital contract **documentation**

Unless the **contract type** has been set to **Exclude from Billing** (which is only valid for **Short Term contracts**), contracts will be made part of the month end billing run, depending on whether:

- Billing Start Dates are correctly set for Fees and / or Meters.
- Meter readings have been captured or set to prior reading - if meters are billed.
- The contract is not suspended.

Contracts need to be **Released** and **Approved** in order to be **Active**. An Active contract is available for processing, such as being included in contract billing runs, can have service centre calls raised against it, and so forth.

If certain amendments are made on a contract, it will move back to **Released** status and an email will be sent to all users who have the rights to **authorise** a contract. This will notify them to check and re-approve the amended contract.

The following amendments, to any of the following details, will trigger the contract to be moved back into the **Released** status:

- Contract Type
- Customer
- Aggregate Billing flag
- If any contract **item** is added or removed
- If any contract **item fee** is added or removed
- Change of Billing Customer on a fee or meter

And the following Contract **Item Fee** amendments:

- Amount
- Start Date
- End Date
- Escalation %
- Account Code
- COS Account Code
- Invoice Description
- Billing Period
- Billing Cycle
- Finance Party
- Finance Amount

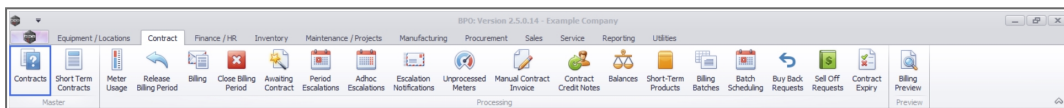
Note: Zero value fees can be added to contracts with a Finance Amount, in order to process Back to Back transactions where the client is not billed.

To set up a Contract, you will need the following:

- A **Customer**
- A **Location** or **Machine** (asset). The asset can be either a company owned **Internal Asset** (machine for rental), or a **Customer-owned Asset**.
- **Meters** linked to the machine - these are required for meter billing.

THE CONTRACT LISTING SCREEN

Ribbon Select *Contract* > *Contracts*



The **Contract Listing** 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.

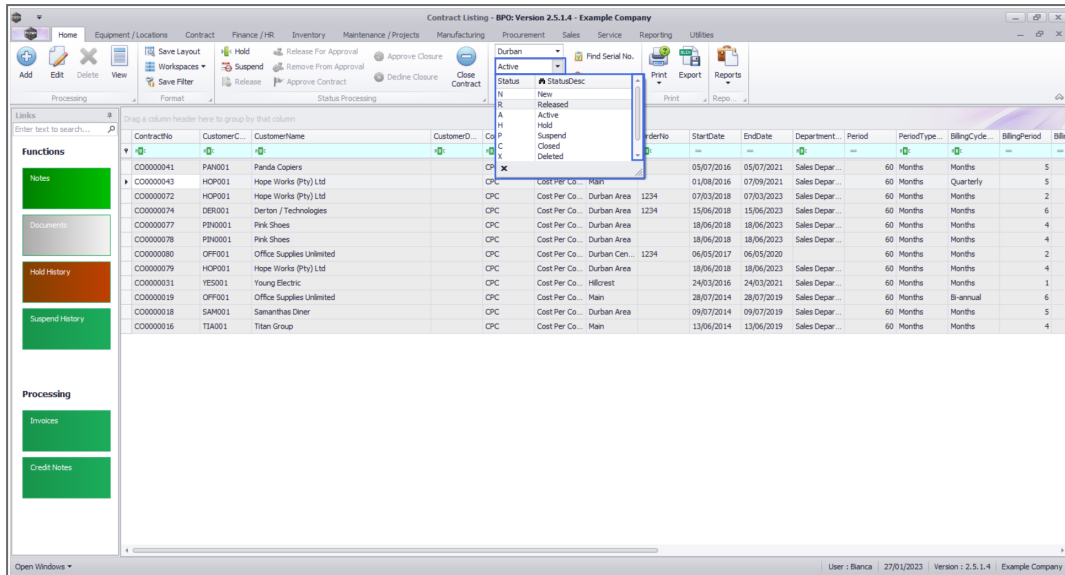
Another site can be selected, if required, and if you have the security rights to access the site.

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 **Active** status, listing all the **Active** contracts for the selected site.

ContractNo	CustomerC...	CustomerName	CustomerD...	ContractType	ContractTy...	Location	OrderNo	StarDate	EndDate	Department...	Period	PeriodType...	BillingCycle...	BillingPeriod	Billi...
CO000009	DER001	Derbon / Technologies		CPC	Cost Per Co.	Durban Area		07/05/2014	07/05/2019	Sales Depart...	60 Months	Months	Months	3	
CO000016	TIA001	Titan Group		CPC	Cost Per Co.	Main		13/06/2014	13/06/2019	Sales Depart...	60 Months	Months	Months	4	
CO000018	SAM001	Samanthas Diner		CPC	Cost Per Co.	Main		09/07/2014	09/07/2019	Sales Depart...	60 Months	Months	Months	5	
CO000019	OFF001	Office Supplies Unlimited		CPC	Cost Per Co.	Main		28/07/2014	28/07/2019	Sales Depart...	60 Months	Bi-annual	Months	6	
PC000001	DAN002	Dancing Shoes		PRE	Prepaid Con.	Kloof test		23/03/2016	23/03/2021	Sales Depart...	60 Months	Months	Months	1	
CO000031	YES001	Young Electric		CPC	Cost Per Co.	Hlorest		24/03/2016	24/03/2021	Sales Depart...	60 Months	Months	Months	1	
CO000041	PAN001	Panda Copiers		CPC	Cost Per Co.	Main		05/07/2016	05/07/2021	Sales Depart...	60 Months	Months	Months	5	
CO000042	HCP001	Hope Works (Pty) Ltd		CPC	Cost Per Co.	Main		07/09/2016	07/09/2022	Sales Depart...	60 Months	Months	Months	7	
CO000043	HCP001	Hope Works (Pty) Ltd		CPC	Cost Per Co.	Main		01/08/2016	07/09/2021	Sales Depart...	60 Months	Quarterly	Months	5	
CO000052	HCP001	Hope Works (Pty) Ltd		PRE	Prepaid Con.	Durban Area		29/05/2017	29/05/2022	Sales Depart...	60 Months	Months	Months	3	
CO000054	APP001	Apple Juice Inc		CPC	Cost Per Co.	Durban Area		03/08/2017	03/08/2022	Sales Depart...	60 Months	Months	Months	0	
CO000072	HCP001	Hope Works (Pty) Ltd		CPC	Cost Per Co.	Durban Area	1234	07/03/2018	07/03/2023	Sales Depart...	60 Months	Months	Months	2	
CO000073	HCP001	Hope Works (Pty) Ltd		CPC	Cost Per Co.	Durban Area		29/05/2018	29/05/2023	Sales Depart...	60 Months	Months	Months	0	
CO000074	DER001	Derbon / Technologies		CPC	Cost Per Co.	Durban Area	1234	15/06/2018	15/06/2023	Sales Depart...	60 Months	Months	Months	6	
CO000077	PRN001	Pink Shoes		CPC	Cost Per Co.	Durban Area		18/06/2018	18/06/2023	Sales Depart...	60 Months	Months	Months	4	
CO000078	PRN001	Pink Shoes		CPC	Cost Per Co.	Durban Area		18/06/2018	18/06/2023	Sales Depart...	60 Months	Months	Months	4	
CO000080	OFF001	Office Supplies Unlimited		CPC	Cost Per Co.	Durban Cen...	1234	06/05/2017	06/05/2020	Sales Depart...	60 Months	Months	Months	2	
CO000082	HCP001	Hope Works (Pty) Ltd		CPC	Cost Per Co.	Durban Area		10/09/2019	10/09/2024	Sales Depart...	60 Months	Months	Months	7	
CO000079	HCP001	Hope Works (Pty) Ltd		CPC	Cost Per Co.	Durban Area		18/06/2018	18/06/2023	Sales Depart...	60 Months	Months	Months	4	
CO000083	WES001	Westwood Dynamic		CPC	Cost Per Co.	Durban Area	1234	15/10/2019	15/10/2024	Sales Depart...	60 Months	Months	Months	8	

- Click on the drop-down arrow in the **status** field to view other contract states:
 - **New:** Newly raised contract, to be released for approval
 - **Released:** New contract released for approval, to be approved
 - **Active:** An approved contract becomes active
 - **Hold:** Placing a contract on hold will allow month end billing, but not allow calls
 - **Deleted:** Contract has been closed and deleted
 - **Closed:** Contract has been closed
 - **Suspend:** Suspending a contract will allow calls, but not month end billing
 - **End of Contract:** A contract can be closed or re-activated from this status.
 - **View more details on End of Contract Processing.**
- **Scroll down** in this status menu to view all the different states.



CONTRACT RIBBON ACTION BUTTONS

Contract ribbon **action** buttons will be available (bold) or unavailable (greyed out) depending on the status selection. The following functionality is available from this screen:

MAINTAIN BUTTONS

- **Add**, **Edit**, **Delete** or **View**, a Contract.

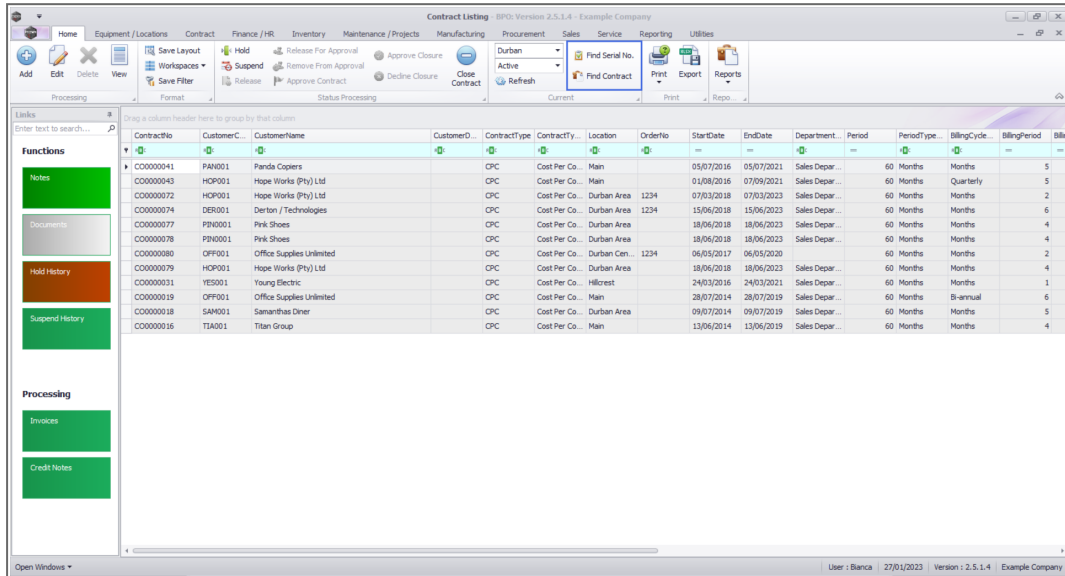
ContractNo	CustomerC	CustomerName	CustomerD	ContractType	ContractTy...	Location	OrderNo	StarDate	EndDate	Department...	Period	PeriodType...	BillingCycle...	BillingPeriod	Bill
CO0000041	PAN001	Panda Copiers		CPC	Cost Per Co.	Main		05/07/2016	05/07/2021	Sales Depart...		60 Months	Months		5
CO0000043	HCP001	Hope Works (Pty) Ltd		CPC	Cost Per Co.	Main		01/08/2016	07/09/2021	Sales Depart...		60 Months	Quarterly		5
CO0000072	HCP001	Hope Works (Pty) Ltd		CPC	Cost Per Co.	Durban Area	1234	07/03/2018	07/03/2023	Sales Depart...		60 Months	Months		2
CO0000074	DER001	Derton / Technologies		CPC	Cost Per Co.	Durban Area	1234	15/06/2018	15/06/2023	Sales Depart...		60 Months	Months		6
CO0000077	PIR0001	Pink Shoes		CPC	Cost Per Co.	Durban Area		18/06/2018	18/06/2023	Sales Depart...		60 Months	Months		4
CO0000078	PIR0001	Pink Shoes		CPC	Cost Per Co.	Durban Area		18/06/2018	18/06/2023	Sales Depart...		60 Months	Months		4
CO0000080	OPF001	Office Supplies Unlimited		CPC	Cost Per Co.	Durban Cen...	1234	06/05/2017	06/05/2020			60 Months	Months		2
CO0000079	HCP001	Hope Works (Pty) Ltd		CPC	Cost Per Co.	Durban Area		18/06/2018	18/06/2023	Sales Depart...		60 Months	Months		4
CO0000031	YES001	Young Electric		CPC	Cost Per Co.	Hilcrest		24/03/2016	24/03/2021	Sales Depart...		60 Months	Months		1
CO0000019	OPF001	Office Supplies Unlimited		CPC	Cost Per Co.	Main		28/07/2014	28/07/2019	Sales Depart...		60 Months	Bi-annual		6
CO0000018	SAM001	Samanthas Diner		CPC	Cost Per Co.	Durban Area		09/07/2014	09/07/2019	Sales Depart...		60 Months	Months		5
CO0000016	TIA001	Titan Group		CPC	Cost Per Co.	Main		13/06/2014	13/06/2019	Sales Depart...		60 Months	Months		4

STATUS PROCESSING BUTTONS

- Place a Contract on **Hold** and **Release** a Contract
- **Suspend** a Contract and **Release** a Contract from suspension
- **Release** a Contract **for** Approval
- **Remove** a Contract **from** Approval
- **Approve** a Contract
- **Close** a Contract

CURRENT BUTTONS

- [Find](#) a Contract that is linked to a particular serial number.
- [Find](#) a Contract, no matter what Site or Status it is in.



PRINT BUTTONS

Export

1. **Export** allows you to [export](#) a Contract List to Microsoft Excel.

REPORTS BUTTON

Reports

1. **Reports** allows you to print the following Contract Reports:

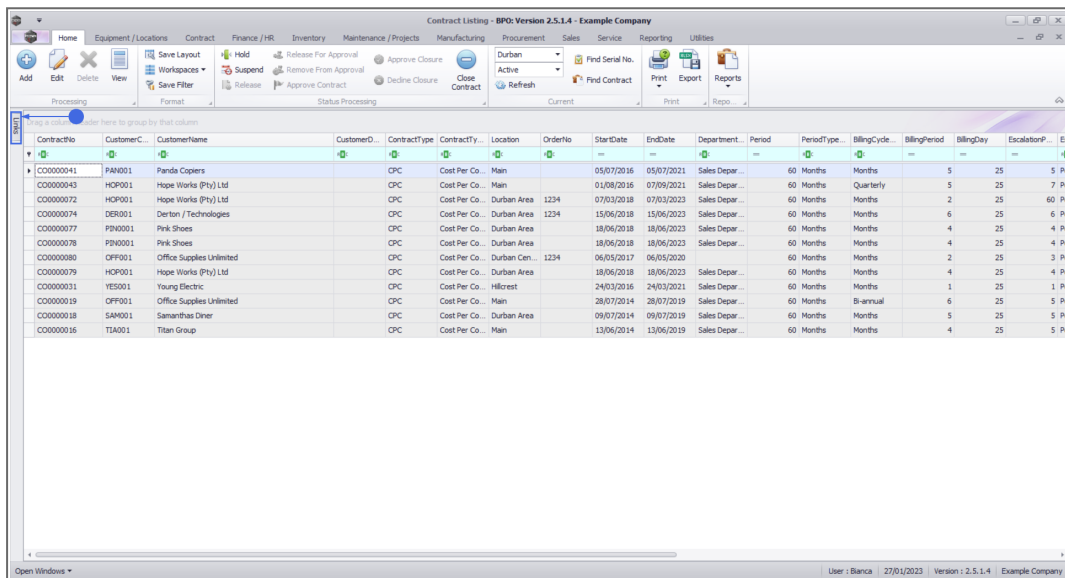
- [Contract Report](#)
- [Performance Report](#)
- [Contract Settlement](#)
- [Company Settlement](#)
- [Machine Usage](#)

Print Statement

1. **Print Statement** allows you to print and / or email a Customer Statement directly from this screen.

THE LINKS PANEL

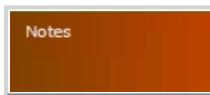
By default, the **Links** panel is docked on the left of the screen. If you not, you can access it via the **Links** tab.



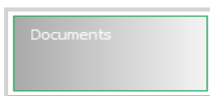
- The **Links** panel will expand.
- Here you can view the **Functions** and **Processing** tiles that will direct you to further information screens linked to each contract. These tiles are available in both the **Contract Listing** screen and the **Contract Maintenance** screen. If you are navigating from the Contract Listing screen, be sure to select the correct contract **before** you click on a tile.
 - **Note:** You can dock this panel to make it available as you open the Contract Listing screen.

ContractNo	CustomerC...	CustomerName	CustomerD...	ContractType	ContractTy...	Location	OrderNo	StarDate	EndDate	Department...	Period	PeriodType...	BillingCycle...	BillingPeriod	Billi...
CO000041	PAN001	Panda Copiers		CPC	Cost Per Co.	Main		05/07/2016	05/07/2021	Sales Deper...	60	Months	Months	5	
CO000043	HCP001	Hope Works (Pty) Ltd		CPC	Cost Per Co.	Main		01/08/2016	07/09/2021	Sales Deper...	60	Months	Quarterly	5	
CO000072	HCP001	Hope Works (Pty) Ltd		CPC	Cost Per Co.	Durban Area	1234	07/03/2018	07/03/2023	Sales Deper...	60	Months	Months	2	
CO000074	DER001	Derton / Technologies		CPC	Cost Per Co.	Durban Area	1234	15/06/2018	15/06/2023	Sales Deper...	60	Months	Months	6	
CO000077	PSN001	Pink Shoes		CPC	Cost Per Co.	Durban Area		18/06/2018	18/06/2023	Sales Deper...	60	Months	Months	4	
CO000078	PSN001	Pink Shoes		CPC	Cost Per Co.	Durban Area		18/06/2018	18/06/2023	Sales Deper...	60	Months	Months	4	
CO000080	OFF001	Office Supplies Unlimited		CPC	Cost Per Co.	Durban Cen...	1234	06/05/2017	06/05/2020		60	Months	Months	2	
CO000079	HCP001	Hope Works (Pty) Ltd		CPC	Cost Per Co.	Durban Area		18/06/2018	18/06/2023	Sales Deper...	60	Months	Months	4	
CO000031	YES001	Young Electric		CPC	Cost Per Co.	Hilcrest		24/03/2016	24/03/2021	Sales Deper...	60	Months	Months	1	
CO000019	OFF001	Office Supplies Unlimited		CPC	Cost Per Co.	Main		28/07/2014	28/07/2019	Sales Deper...	60	Months	Bi-annual	6	
CO000018	SAM001	Samantha Diner		CPC	Cost Per Co.	Durban Area		09/07/2014	09/07/2019	Sales Deper...	60	Months	Months	5	
CO000016	TIA001	Titan Group		CPC	Cost Per Co.	Main		13/06/2014	13/06/2019	Sales Deper...	60	Months	Months	4	

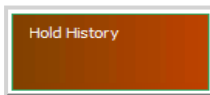
FUNCTIONS TILES



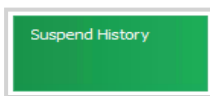
The **Notes** tile will direct you to the [Contract Note Listing for Contract No.:](#) screen where you can *Add* and *View* Contract Notes.



The **Documents** tile will direct you to the [Document Listing for Contract -](#) screen, where you can *Add*, *View* and *Delete* digital documents.

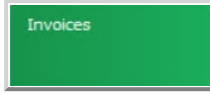


The **Hold History** tile will direct you to the [Hold History for Contract No.:](#) screen where you can view the *dates* and *reasons why*, a Contract was placed on Hold.

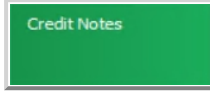


The **Suspend History** tile will direct you to view the [Suspend History for Contract No.:](#) screen displaying a data grid of the *dates* and *reasons why* the Contract was suspended.

PROCESSING TILES



The Invoices tile will direct you to the [Invoices for Contract: \[\]](#) screen, where you can view, add, edit and reprint invoices.



Documents: The Documents tile will direct you to the [Document Listing for Contract -](#) screen, where you can *Add*, *View* and *Delete* digital documents.

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