

# CONTRACT

## ESCALATION NOTIFICATIONS

The **Escalation Notification Service** must be installed, configured and running for this functionality.

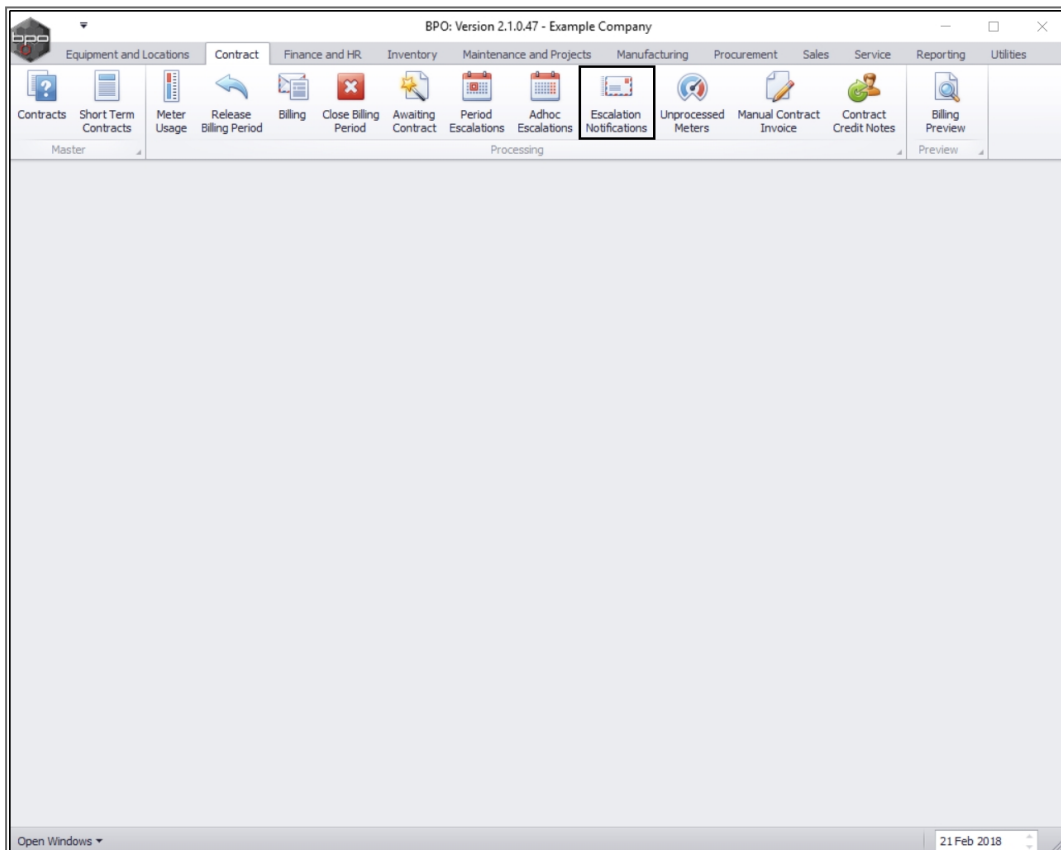
The escalation notification screen lists all contracts due for escalations in **3** months time.

The Notification is sent to the **Customer Invoice Delivery method** contact person, configured on the Customer.

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**Ribbon Access:** Sales > Orders

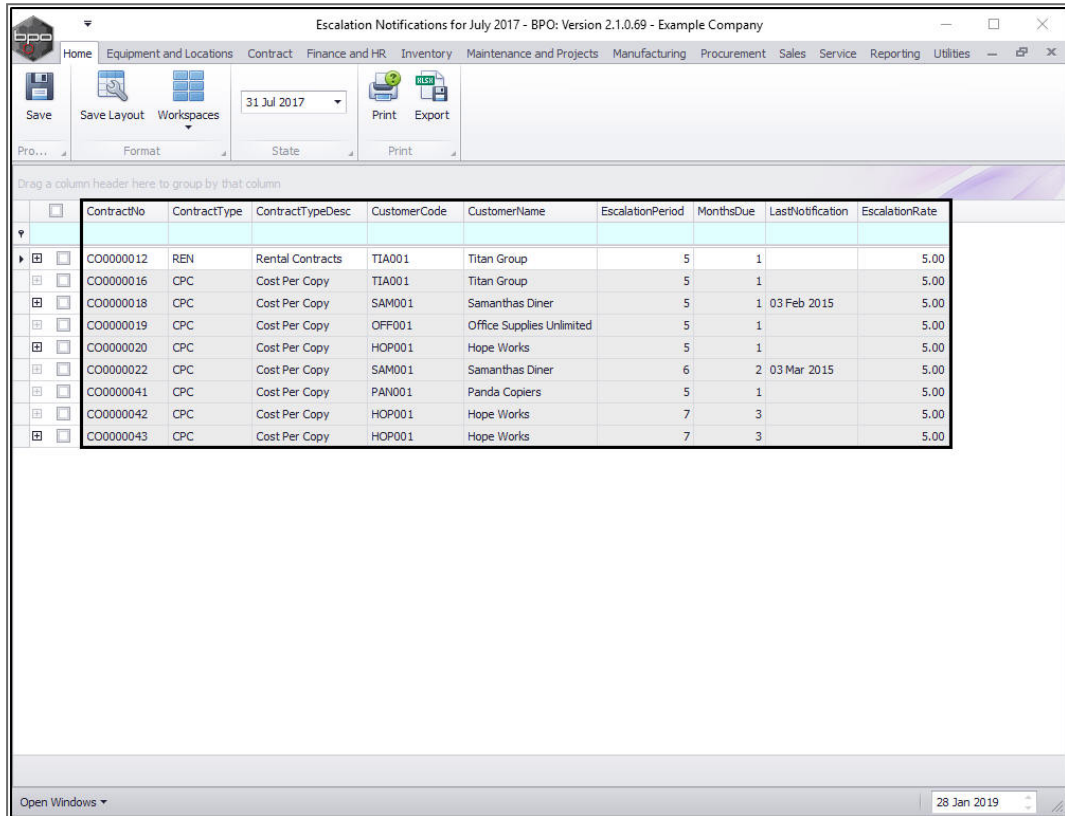
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The *Escalation Notifications for [ ]* screen will be displayed.

## NOTIFICATION SCREEN OVERVIEW

This screen will list **all** the contracts that are due to escalate in **3** months time.

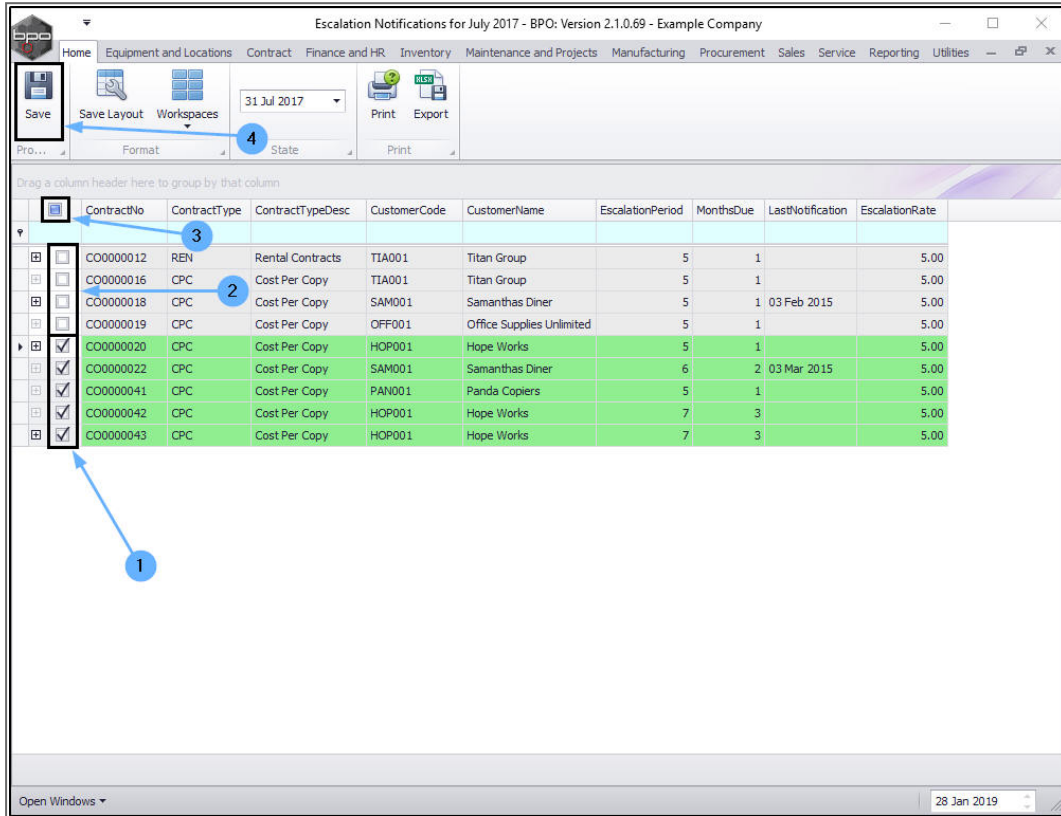


ContractNo	ContractType	ContractTypeDesc	CustomerCode	CustomerName	EscalationPeriod	MonthsDue	LastNotification	EscalationRate
CO0000012	REN	Rental Contracts	TIA001	Titan Group	5	1		5,00
CO0000016	CPC	Cost Per Copy	TIA001	Titan Group	5	1		5,00
CO0000018	CPC	Cost Per Copy	SAM001	Samanthas Diner	5	1	03 Feb 2015	5,00
CO0000019	CPC	Cost Per Copy	OFF001	Office Supplies Unlimited	5	1		5,00
CO0000020	CPC	Cost Per Copy	HOP001	Hope Works	5	1		5,00
CO0000022	CPC	Cost Per Copy	SAM001	Samanthas Diner	6	2	03 Mar 2015	5,00
CO0000041	CPC	Cost Per Copy	PAN001	Panda Copiers	5	1		5,00
CO0000042	CPC	Cost Per Copy	HOP001	Hope Works	7	3		5,00
CO0000043	CPC	Cost Per Copy	HOP001	Hope Works	7	3		5,00

## SELECT CONTRACTS FOR NOTIFICATION

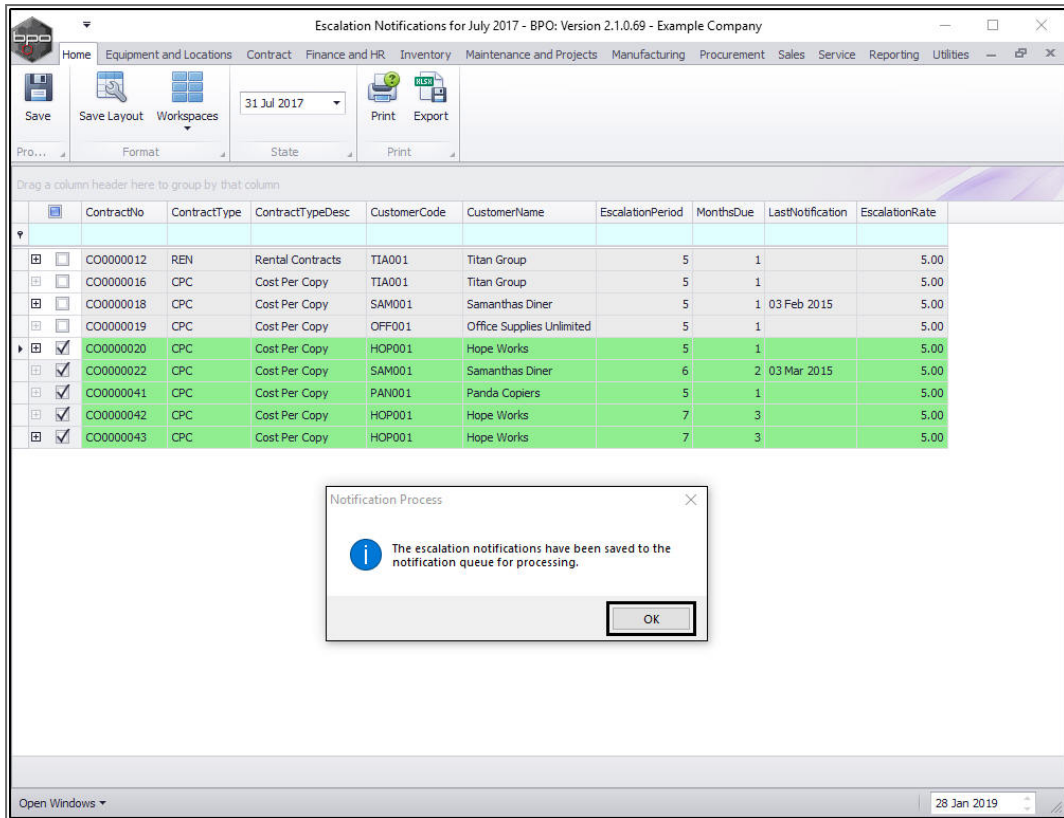
1. Click on the **check box** in the row of the **contract** where you wish to notify customers of any escalation.
2. Un-tick the check box in the row of the contract where you do **not** wish to notify the customer of any escalation.

3. You can also tick the **Select All** check box if you wish to notify customers for **all** contracts on the list or **un-tick** this check box if you do not wish to notify any customers.
4. When you have made your selections, click on **Save**.



## NOTIFICATION QUEUE

- A **Notification Process** message box will pop up informing you that;
  - **The escalation notifications have been saved to the Notification queue for processing.**
- Click on **OK**.



The **Escalation Notifications** screen will refresh.

1. **All** the check boxes will be cleared.
2. The **Last Notification** column will be updated to display the date that the notification(s) were sent to the Notification queue.

	ContractNo	ContractType	ContractTypeDesc	CustomerCode	CustomerName	EscalationPeriod	MonthsDue	LastNotification	EscalationRate
<input type="checkbox"/>	C00000012	REN	Rental Contracts	TIA001	Titan Group	5	1		5,00
<input type="checkbox"/>	C00000016	CPC	Cost Per Copy	TIA001	Titan Group	5	1		5,00
<input type="checkbox"/>	C00000018	CPC	Cost Per Copy	SAM001	Samanthas Diner	5	1	03 Feb 2015	5,00
<input type="checkbox"/>	C00000019	CPC	Cost Per Copy	OFF001	Office Supplies Unlimited	5	1		5,00
<input type="checkbox"/>	C00000020	CPC	Cost Per Copy	HOP001	Hope Works	5	1	03 Feb 2019	5,00
<input type="checkbox"/>	C00000022	CPC	Cost Per Copy	SAM001	Samanthas Diner	6	2	03 Feb 2019	5,00
<input type="checkbox"/>	C00000041	CPC	Cost Per Copy	PAN001	Panda Copiers	5	1	03 Feb 2019	5,00
<input type="checkbox"/>	C00000042	CPC	Cost Per Copy	HOP001	Hope Works	7	3	03 Feb 2019	5,00
<input type="checkbox"/>	C00000043	CPC	Cost Per Copy	HOP001	Hope Works	7	3	03 Feb 2019	5,00

## PRINT THE ESCALATION NOTIFICATION LETTER

1. Select the **row** of the **Contract No.** where you wish to view the **Notification letter**.
2. Click on **Print**.

Escalation Notifications for July 2017 - BPO: Version 2.1.0.69 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Save | Save Layout | Workspaces | 31 Jul 2017 | Print | Export

Pro... | Format | State | Print

Drag a column header here to group by that column

	ContractNo	ContractType	ContractTypeDesc	CustomerCode	CustomerName	EscalationPeriod	MonthsDue	LastNotification	EscalationRate
<input type="checkbox"/>	C00000012	REN	Rental Contracts	TIA001	Titan Group	5	1		5,00
<input type="checkbox"/>	C00000016	CPC	Cost Per Copy	TIA001	Titan Group	5	1		5,00
<input type="checkbox"/>	C00000018	CPC	Cost Per Copy	SAM001	Samanthas Diner	5	1	03 Feb 2015	5,00
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<input type="checkbox"/>	C00000020	CPC	Cost Per Copy	HOP001	Hope Works	5	1	03 Feb 2019	5,00
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<input type="checkbox"/>	C00000041	CPC	Cost Per Copy	PAN001	Panda Copiers	5	1	03 Feb 2019	5,00
<input type="checkbox"/>	C00000042	CPC	Cost Per Copy	HOP001	Hope Works	7	3	03 Feb 2019	5,00
<input checked="" type="checkbox"/>	C00000043	CPC	Cost Per Copy	HOP001	Hope Works	7	3	03 Feb 2019	5,00

Open Windows | 28 Jan 2019

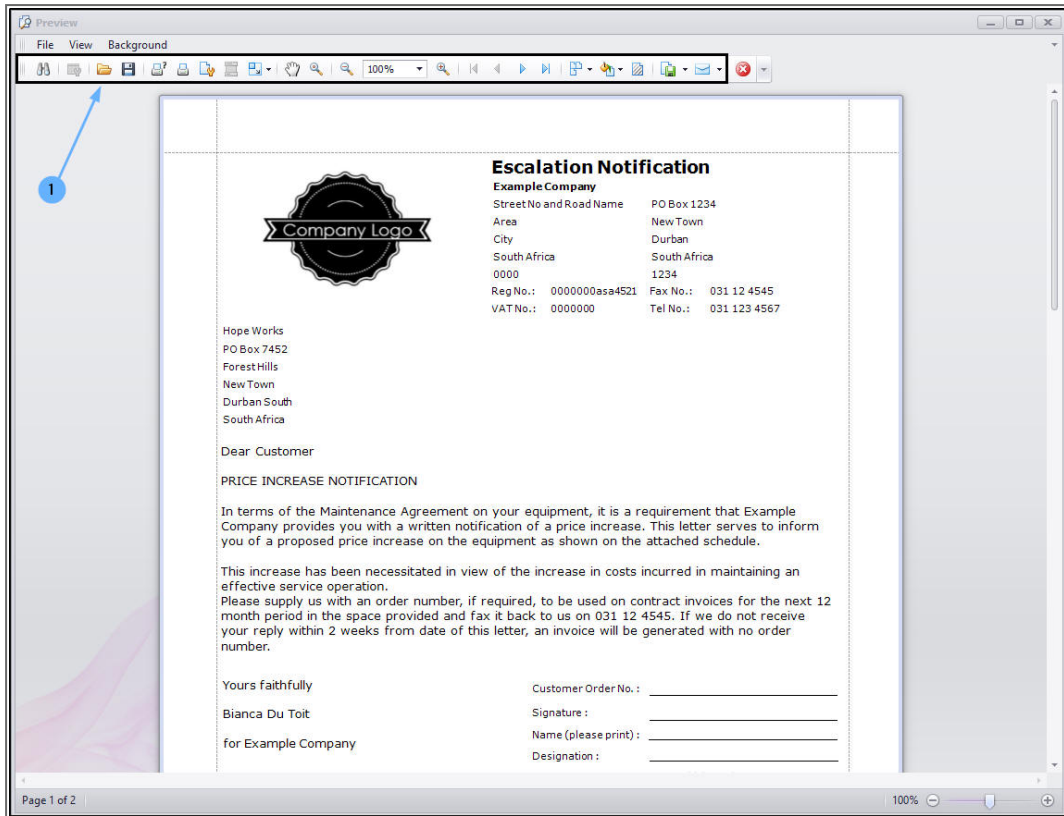
- A **Report Generation** message box will pop up asking;
  - **Do you want to view the escalation notification of [ ]?**
- Click on **Yes**.

ContractNo	ContractType	ContractTypeDesc	CustomerCode	CustomerName	EscalationPeriod	MonthsDue	LastNotification	EscalationRate
CO0000012	REN	Rental Contracts	TIA001	Titan Group	5	1		5,00
CO0000016	CPC	Cost Per Copy	TIA001	Titan Group	5	1		5,00
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## ESCALATION NOTIFICATION LETTER (PAGE 1 EXAMPLE)

The *Report Preview* screen will be displayed.

1. From here you can **View**, **Print**, **Export** or **Email** the Escalation Notification.



## ESCALATION NOTIFICATION LETTER (PAGE 2 EXAMPLE)

2. In this second page, you can view the **Charge Description**, as well as the **Old Charge** amount and the **New Charge** amount.
3. **Close** the screen when you are done.

**Escalation Notification**  
**Example Company**  
 Street No and Road Name PO Box 1234  
 Area New Town  
 City Durban  
 South Africa South Africa  
 0000 1234  
 Reg No.: 0000000asa4521 Fax No.: 031 12 4545  
 VAT No.: 0000000 Tel No.: 031 123 4567

Hope Works  
 PO Box 7452  
 Forest Hills  
 New Town  
 Durban South  
 South Africa

**ATTACHMENT TO PRICE INCREASE NOTIFICATION - EQUIPMENT LISTING**  
*All rates quoted exclude VAT*

**Contract No.:** CO0000043  
**Effective Month:** 7  
**Account No.:** HOP001

**Model No.:** ZN122  
**Serial No.:** 12-98765  
**Tag No.:** AREG000061  
**Location:** Reception

**Contact:** Mandy Jefferson  
**Contact No.:** 031 255 1234  
**Customer:** Hope Works  
**Address:** Plot 91 Leaf Road  
 Forest Hills  
 New Town  
 Durban South

Charge Description	Old Charge	Rate %	New Charge
Fees	250.00	5.00	262.50

MNU.137.001

