Microsoft Dynamics

Microsoft Dynamics® GP

Field Service – Contract Administration

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INTRODUCTION

Introduction

You can use Contract Administration to enter, set up, and maintain your quote and contract documents. If Contract Administration is integrated with Service Call Management, the actual contract costs are updated from service calls and contract terms update service calls. If Contract Administration is integrated with Sales Order Processing, contract billing results in the creation of customer invoices. Contract Administration also will send transactions to General Ledger for revenue recognition purposes.

The introduction is divided into the following topics:

- *What's in this documentation*
- *Symbols and conventions*
- *Resources available from the Help menu*
- *Send us your documentation comments*

What's in this documentation

This manual is designed to give you an understanding of how to use the features of Contract Administration, and how it integrates with the Microsoft Dynamics® GP system.

To make best use of Contract Administration, you should be familiar with systemwide features described in the System User's Guide, the System Setup Guide, and the System Administrator's Guide.

Some features described in the documentation are optional and can be purchased through your Microsoft Dynamics GP partner.

To view information about the release of Microsoft Dynamics GP that you're using and which modules or features you are registered to use, choose **Help > About Microsoft Dynamics GP**.

The manual is divided into the following parts:

- Part 1, **Contract Administration setup**, introduces Contract Administration and explains the setup of it.

- Part 2, **Transaction activity**, explains how to enter quotes and contracts. It also explains how to transfer contract documents.

- Part 3, **Inquiries and reports**, explains how to use inquiries and reports to analyze your contract information.

Symbols and conventions

This manual uses the following symbols and conventions to make specific types of information stand out.

Symbol	**Description**
💡	The light bulb symbol indicates helpful tips, shortcuts, and suggestions.
⚠	The warning symbol indicates situations you should be especially aware of when completing tasks.

Convention	**Description**
Creating a batch	Italicized type indicates the name of a section or procedure.
File > Print	The(**>**) symbol indicates a sequence of actions, such as selecting items from a menu or a toolbar or pressing buttons in a window. This example directs you to go to the **File** menu and select **Print**.
TAB or ENTER	Small capital letters indicate a key or a key sequence.

Resources available from the Help menu

The Microsoft Dynamics GP Help menu gives you access to user assistance resources on your computer, as well as on the Web.

Contents

Opens the Help file for the active Microsoft Dynamics GP component, and displays the main "contents" topic. To browse a more detailed table of contents, click the **Contents** tab above the Help navigation pane. Items in the contents topic and tab are arranged by module. If the contents for the active component includes an "Additional Help files" topic, click the links to view separate Help files that describe additional components.

To find information in Help by using the index or full-text search, click the appropriate tab above the navigation pane, and type the keyword to find.

To save the link to a topic in the Help, select a topic and then select the **Favorites** tab. Click **Add**.

Index

Opens the Help file for the active Microsoft Dynamics GP component, with the **Index** tab active. To find information about a window that's not currently displayed, type the name of the window, and click **Display**.

About this window

Displays overview information about the current window. To view related topics and descriptions of the fields, buttons, and menus for the window, choose the appropriate link in the topic. You also can press **F1** to display Help about the current window.

Lookup

Opens a lookup window, if a window that you are viewing has a lookup window. For example, if the Checkbook Maintenance window is open, you can choose this item to open the Checkbooks lookup window.

Show Required Fields

Highlights fields that are required to have entries. Required fields must contain information before you can save the record and close the window. You can change the font color and style used to highlight required fields. On the **Microsoft Dynamics GP** menu, choose **User Preferences**, and then choose **Display**.

Printable Manuals

Displays a list of manuals in Adobe Acrobat .pdf format, which you can print or view.

What's New

Provides information about enhancements that were added to Microsoft Dynamics GP since the last major release.

Microsoft Dynamics GP Online

Opens a Web page that provides links to a variety of Web-based user assistance resources. Access to some items requires registration for a paid support plan.

Customer Feedback Options

Provides information about how you can join the Customer Experience Improvement Program to improve the quality, reliability, and performance of Microsoft® software and services.

Send us your documentation comments

We welcome comments regarding the usefulness of the Microsoft Dynamics GP documentation. If you have specific suggestions or find any errors in this manual, send your comments by e-mail to the following address: bizdoc@microsoft.com.

To send comments about specific topics from within Help, click the **Documentation Feedback** link, which is located at the bottom of each Help topic.

Note: By offering any suggestions to Microsoft, you give Microsoft full permission to use them freely.

PART 1: CONTRACT ADMINISTRATION SETUP

Part 1: Contract Administration setup

This part of the documentation contains procedures and information for setting up and customizing Contract Administration for your business. During the setup of Contract Administration, you'll select options, set up and customize contract types, and specify default entries that are displayed when you enter transactions.

Setup procedures generally need to be completed only once, but you may refer to this part of the documentation at other times to modify or view existing entries.

The following topics are discussed:

- Chapter 1, "Setup overview," introduces Contract Administration document types and explains how to use the Setup Checklist.
- Chapter 2, "Setup in Contract Administration," explains in detail how to set up each document and item within Contract Administration.

Chapter 1: Setup overview

The setup procedures are organized in an order that ensures proper setup.

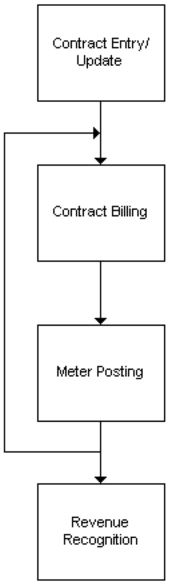
This information is divided into the following topics:

- *Contract Administration life cycle*
- *Contract Administration document types*
- *Before setting up Contract Administration*
- *Use the Setup Checklist*

Contract Administration life cycle

As a contract service provider, your customers seek agreements that allow them service for their equipment at their locations. They may approach you looking for answers about coverage options, prices, and types of equipment you can service for them. You can create a quote for the customers' information. At a later time, you can transfer that quote to a contract. As they place service calls, you can provide service for their equipment, track that service, and send your customers invoices, all based on the terms of the contract. You can recognize the revenue you earn for the contract as time passes. Finally, when the contract ends, you can renew the contract as the customer desires.

The following diagram outlines the stages of the contract life cycle, from entry through revenue recognition. Contract Administration helps you manage your contracts through this life cycle. When Contract Administration is integrated with the other modules of the Field Service Series (Service Call Management, Preventive Maintenance, Returns Management, and Depot Management), many new options and paths become available.



You can create contracts from the following points of access. Both are covered in this documentation.

- In the Contract Entry/Update window
- In the Sales Contract Entry window

Contract Administration document types

Use Contract Administration to create, print, and use contract documents. You can transfer contract documents from one type to another. You can set up the following types of documents within Contract Administration:

Template You can use a basic document header to begin contracts for many different customers. Templates usually don't contain contract line information, because lines vary from contract to contract. These template contract headers minimize the time spent typing new quotes or contracts by using the default contract header information. You can specify a new customer ID, address ID, and start date during the contract transfer process.

Quote You can provide a document with an estimate of a contract's potential price for customers during contract negotiations. You can modify quotes infinitely, by using the What If window or by making changes manually, to provide different pricing scenarios. Once a quote is agreed on, you can transfer it to a contract. At the end of a contract's term, you can transfer the contract again to a quote for re–negotiation and to history for long–term storage.

Contract You can use a contract with other modules, such as Service Call Management, allowing the servicing of customers' equipment under the terms of the contract agreement. A contract also can be billed and revenue can be recognized during the contract life cycle.

Before setting up Contract Administration

Before setting up Contract Administration, complete the setup procedures for Sales Order Processing, Receivables Management, Inventory Control, and General Ledger, including the following tasks:

- Create general ledger accounts for revenue, deferred revenue, and accounts receivable.
- Enter customer records, including default general ledger accounts.
- Enter inventory cards for items that are under contract, as well as for contract "billing" items.
- Create invoice and return document types in Sales Order Processing.

For more information, see the Receivables Management, Sales Order Processing, and Inventory Control documentation.

If you're using Contract Administration with Multicurrency Management, be sure you've also set up currencies, exchange rate tables, and Multicurrency default entries. For more information, see the Multicurrency Management documentation.

Use the Setup Checklist

When setting up Contract Administration, either open each setup window and type information, or use the Setup Checklist window (**Microsoft Dynamics GP menu > Tools > Setup > Setup Checklist**) as a guide. See the System Setup Guide (**Help > Printable Manuals**) for more information.

Chapter 2: Setup in Contract Administration

Contract Administration setup involves setting up preferences such as data entry default entries, coverage options, and contract pricing.

When you set up Contract Administration, you can open each window and type information or you can follow the Setup Checklist, which you can use as your guide to the setup process. For more information, see *Use the Setup Checklist* on page 8.

This information is divided into the following topics:

- *Set up contract price books*
- *Set up contract types*
- *Set up options and default entries*
- *Set up contract document security*
- *Set up contract options*
- *Set up item extensions*
- *Set up customer extensions*
- *Set up warranties*
- *Set up equipment maintenance cards*

Set up contract price books

Because Inventory Control item pricing is designed for selling products, not for providing contract service pricing, Contract Administration contains separate pricing setup. Contract pricing is set up around a price book, which contains the details regarding standard pricing and the up–charges associated with different contract options.

Contract price books allow the entry of standard pricing based on up to four criteria: item number, item class, customer number, and customer class. These criteria can be combined in an almost unlimited mixture of pricing schedules.

Pricing information is stored within a price book using one or more criteria from the following choices: item class, item number, customer class, and customer number. You can select a variety of choices, and you can make the pricing as generic or specific as you want.

Detailed contract price information is typed within a price book, which is a grouping of various pricing sheets. The price sheets can be grouped based on whichever factors you define. Some typical examples include customer types, such as having a price book for corporate customers, another for residential customers, and a third for governmental accounts. Another approach is to specify price books by the year when they are used, so that as prices rise or fall, the price book accurately reflects those changes.

When contract pricing is selected on your contract lines, a valid price will be used based on a hierarchy of the four criteria you can choose when assigning contract pricing. That hierarchy is shown below in order so you can set up the correct pricing schedules for your business.

- Customer Number and Item Number
- Customer Number and Item Class
- Customer Class and Item Number
- Customer Class and Item Class

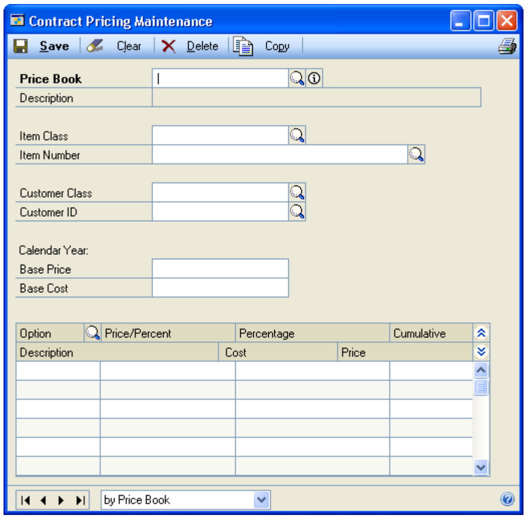
- Customer Number
- Customer Class
- Item Number
- Item Class

The base cost is used when calculating the proactive profitability on your contracts and quotes, so you can better ensure contract profitability during the early contract negotiations. The base cost and the base price are adjusted automatically for any contracts that are longer or shorter than a calendar year.

You can assign the contract options that you've created already to various contract price book lines so that you can provide your customers with different contract options. While some customers might choose a basic contract service plan with office–hour coverage, others might opt for 24/7 support, multiple site coverage, or a premium support agreement that ensures more personalized services.

You do not need to assign every contract option to every contract price book line, only to those contract lines the option pertains to. For example, you might offer 24/7 support for network servers but not for dot–matrix printers. In that case, you would assign the 24/7 option code to the network server's price book line, but not to the dot–matrix printer's price book line.

1. Open the Contract Pricing Maintenance window.
   Cards > Contract Administration > Contract Pricing


Contract Pricing Maintenance
Save
Clear
Delete
Copy
Price Book
Description
Item Class
Item Number
Customer Class
Customer ID
Calendar Year:
Base Price
Base Cost
Option
Price/Percent
Percentage
Cumulative
Description
Cost
Price
by Price Book

2. Click **Copy** to create or modify new or existing price books.

3. Enter or select a price book.

4. Select the item and customer criteria for the contract price book line.

5. Enter the base price that is based on a calendar year.

6. Enter the base cost for the contract price book line based on a calendar year.

7. Enter or select a contract price line option ID.

8. Select whether to increase or decrease the percent in the **Price/Percent** field.

9. If you chose a percentage increase or decrease in base price, type the actual percentage that the base price is affected by.

10. If you selected price as the method, type the positive or negative currency value in the **Price** field on the second line of the contract option.

When typing a price for a contract option, you can type the value as either a positive (increase) or negative (decrease) value.

11. Enter a cost associated with providing the optional contract service on the second line of the contract line option. This cost is added to the base cost of the contract service to provide an accurate view of your proactive contract profitability.

12. Select the **Cumulative** check box on each contract line option to use the base price plus the price of any contract line options selected before it to create a contract price.

The cumulative option is used only for contract price options that are selected as a percent increase or a percent decrease.

For example, assume a third contract option for multiple site coverage with a percentage increase of 10 percent was added to the example provided earlier in this topic. If that third option was cumulative, the contract price would increase by $37.50 (($300 + 75) * 10%). However, if the third option was not cumulative, the contract price would increase by only $30 ($300 * 10%).

13. Click **Save**.

Set up contract types

You can set up and customize an unlimited number of contract types. When you create a new contract document, you'll select the contract type to use from what you've set up here.

When contracts are billed, much of the information comes directly from the contract type assigned to the contract document. The item number that is assigned to the contract type is used on each line item in Sales Order Processing when the contract is billed. Because physical quantities are not sold through contract billing, this item should be set up in Inventory Control as a miscellaneous, flat fee, or services item type. If you bill in detail, the item number of the item that was shown on the contract is shown in the line item description of the Sales Order Processing Invoice.

For example, you can set up different contract types for your wholesale, retail, and governmental customers.

If you specify that the contract type is pre–billed, contracts using this contract type are billed at the beginning of the contract coverage period. If it is not pre–billed, the billing takes place after contract services have been rendered.

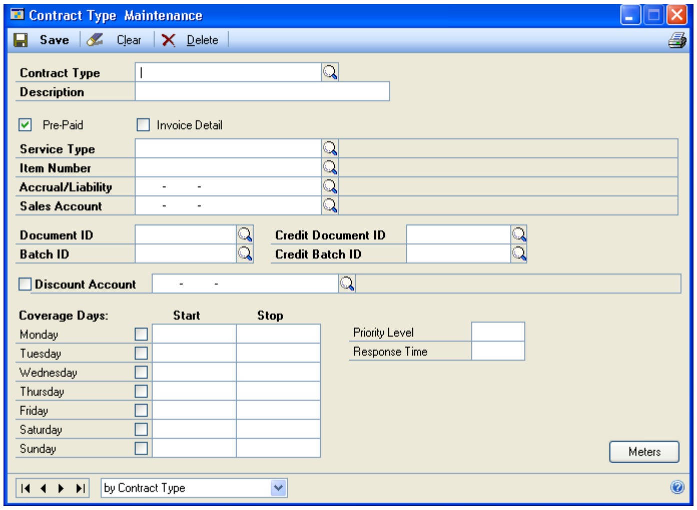
If you bill in detail, each item on the contract will have one billing line item. If you bill in summary, a single billing line item will represent the entire contract.

Any field service calls generated in Service Call Management for an item on the contract will use the specified service type.

By setting up a document ID and a batch ID, you can separate your contract billing invoices in Sales Order Processing from invoices that are generated for sales or service call billings. You also can use separate document IDs and batch IDs for the credits that are generated when you cancel a previously billed contract or contract line.

You can track equipment usage and bill the customer for additional usage that exceeds a set amount. You can type the default meter overage information for the contract type, then add it to each contract and modify it as needed.

1. Open the Contract Type Maintenance window.
   Cards > Contract Administration > Contract Types


Contract Type Maintenance
Save
Clear
Delete
Contract Type
Description
☑ Pre-Paid
☐ Invoice Detail
Service Type
Item Number
Accrual/Liability
Sales Account
Document ID
Batch ID
Credit Document ID
Credit Batch ID
☐ Discount Account
Coverage Days:
Start
Stop
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
Priority Level
Response Time
Meters
by Contract Type

2. Enter or select a contract type ID.

3. Select whether the contract type is prepaid and whether it is billed in detail.

4. Enter or select a default service type for contracts that are created using the contract type.

5. You can assign two general ledger account numbers that are used in the billing and revenue recognition processes.

   Accrual/Liability For contracts that recognize revenue separate from billing. The Accrual/Liability account shows the deferred revenue amounts when the contract is billed.

   Sales Account For contracts that are billed monthly, and shows the recognized portion of the deferred revenue each month when you run revenue recognition.

6. Enter or select a document ID for contract billing.

7. Enter or select a batch ID.

8. Select the **Account Discount** option and type a discount–taken account, which shows any discount amounts used on contracts in the proper general ledger account.

9. Select when the contract type is in force. Enter the days and the starting and ending times in 24–hour format. You can specify up to four non-overlapping coverage times per day.

10. Enter the contract response time in hours and minutes to show the amount of time that a service call response must be provided within.

11. Click **Meters** to create the default meter information.

    Enter the base meter usage that is allowed under the contract type. For example, a contract type used to cover 12–month contracts for office copier machines might allow for use of 2,000 copies per month. In that case, you would type 24,000 as the base meter usage for a 12–month contract.

    Select the **Exp.** check box if the contract coverage for the metered equipment item expires once the base meter usage is reached. Any service calls taken from that point forward would be fully billable to the customer, as if no contract existed.

    Enter up to four meter overages, which can be tracked and billed for each meter on a piece of equipment. A different charge can be placed on each overage layer.

    For example, assume that after the 24,000 base meter usage is reached, the next 5,000 copies are allowed at a billing rate of $.01 per copy, then another layer for 8,000 copies at $.03 per copy. You can show the usage by placing 5,000 in the **Overage 1** field, with $.01 as the **Overage 1** currency amount. Follow this with 13,000 (5,000 + 8,000) as **Overage 2** and $.03 as the currency amount.

    You can show the meter information for up to 5 separate meters within the same piece of equipment. You can allow for tracking of items such as color laser printers, where two different meters can be used to track color copies or black and white copies.

    Click **OK** to return to the Contract Type Maintenance window.

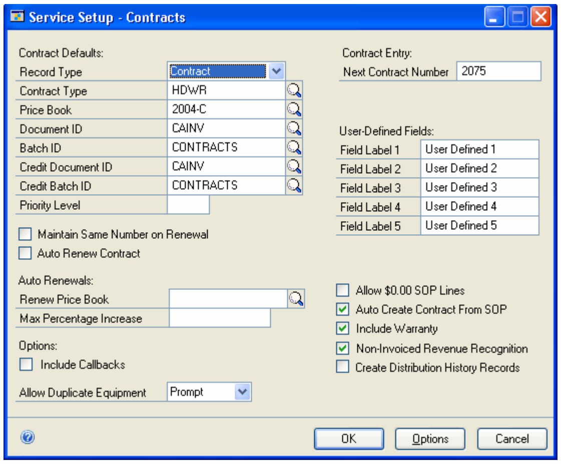
12. Click **Save**.

Set up options and default entries

You can set up default entries and other information that will affect the contract documents you create. You also can set up security options for contract documents.

To accelerate the transaction entry process, specify common entries that will appear automatically when you create contract documents.

1. Open the Service Setup – Contracts window.
   Microsoft Dynamics GP menu > Tools > Setup > Project > Service Setup > Contract button



Contract Defaults:
Record Type: Contract
Contract Type: HDWR
Price Book: 2004-C
Document ID: CAINV
Batch ID: CONTRACTS
Credit Document ID: CAINV
Credit Batch ID: CONTRACTS
Priority Level:
☐ Maintain Same Number on Renewal
☐ Auto Renew Contract

Auto Renewals:
Renew Price Book:
Max Percentage Increase:

Options:
☐ Include Callbacks

Allow Duplicate Equipment: Prompt

Contract Entry:
Next Contract Number: 2075

User-Defined Fields:
Field Label 1: User Defined 1
Field Label 2: User Defined 2
Field Label 3: User Defined 3
Field Label 4: User Defined 4
Field Label 5: User Defined 5

☐ Allow $0.00 SOP Lines
☑ Auto Create Contract From SOP
☑ Include Warranty
☑ Non-Invoiced Revenue Recognition
☐ Create Distribution History Records

2. Select the default contract record type for new documents.

3. Enter the ID for the default contract type once you've set up at least one contract type. For more information, see *Set up contract types* on page 11.

4. Enter or select the price book ID, document ID, batch ID, credit document ID, and credit batch ID you use most often.

5. Enter the next contract number to be used by each new contract document you create. The system automatically adds leading zeros to the number you type to create the full 10–character document number.

6. Set contract options.

   Include Callbacks Indicates that you want to update applicable contracts for callback service calls.

   Allow $0.00 SOP Lines Indicates that the system should allow users to process contract transactions through SOP even when there are lines that have no currency value for the selected customer record.

   Auto Create Contract from SOP Indicates that the system will create a service contract automatically when the SOP invoice is posted.

   Include Warranty Indicates that the service contract line extended price is prorated based on the number of days the warranty is active during the contract coverage period.

   Non–invoiced Revenue Recognition Indicates that you want to recognize revenue against contracts that do not have invoices posted against them.

   Create History Distribution Records Indicates that corresponding distribution history records will moved to history when the contract is moved to history.

7. Click **Save**.

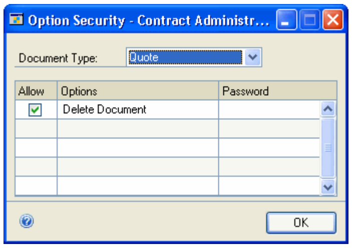
Set up contract document security

Because templates, quotes, contracts, and history documents all can be deleted in the Contract Entry/Update window, your business processes might require that users be prevented from removing these documents. You can prevent users from deleting certain documents, while still allowing them to access the window to create or update documents, by setting passwords.

If you set up a password, users are required to type the password before deleting the select document type. If an option is selected, but a password hasn't been set up, anyone who has access to the window can delete the applicable document type.

For more information about setting up security, see the System Setup Guide (**Help > Printable Manuals**).

1. Open the Option Security – Contract Administration window.
   Microsoft Dynamics GP menu > Tools > Setup > Project > Service Setup > Contract > Options



Document Type: Quote

Allow	Options	Password
☑	Delete Document	

2. Select the document type that you're setting up document security privileges for.

3. To remove the right for users to delete a particular document type, clear the **Allow** check box.

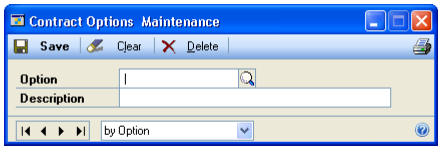
4. To use passwords, type a password for each option.

5. Click **OK**.

Set up contract options

Contract options provide an unlimited number of variations within the contract process. You can set up the various options that customers can choose from. For example, if you provide an 8–hour response time as part of a basic contract service level, you might have options available that will allow for 4–hour or 2–hour response times. Other options might include 24/7–support coverage or multiple site coverage.

1. Open the Contract Options Maintenance window.
   Cards > Contract Administration > Contract Options


Contract Options Maintenance
Save
Clear
Delete
Option
Description
by Option

2. Enter or select a contract option ID and description.

3. Click **Save**.

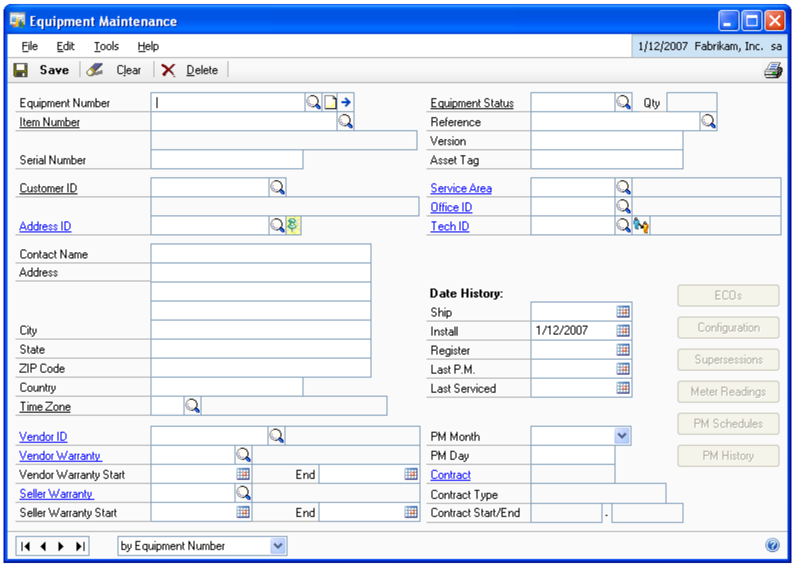
Set up item extensions

You can assign, modify, or delete additional item information that is not available in Inventory Control. For example, certain items might be returnable and other items might be metered.

When you set the default vendor warranty codes and seller warranty codes for an item, the default codes appear when you create new items in the Equipment Maintenance window.

1. In the navigation pane, choose the **Field Service** button, and then choose the **Equipment** list.

2. Choose the **New Equipment** button to display the Equipment Maintenance window.


Equipment Maintenance
File
Edit
Tools
Help
1/12/2007 Fabrikam, Inc. sa
Save
Clear
Delete
Equipment Number
Item Number
Serial Number
Customer ID
Address ID
Contact Name
Address
City
State
ZIP Code
Country
Time Zone
Vendor ID
Vendor Warranty
Vendor Warranty Start
End
Seller Warranty
Seller Warranty Start
End
Equipment Status
Qty
Reference
Version
Asset Tag
Service Area
Office ID
Tech ID
Date History:
Ship
Install
1/12/2007
Register
Last P.M.
Last Serviced
PM Month
PM Day
Contract
Contract Type
Contract Start/End
ECOs
Configuration
Supersessions
Meter Readings
PM Schedules
PM History
by Equipment Number

3. Enter or select an **Item Number**.

4. Add additional details for the item. For more information, see *Set up item extensions* on page 37 of the Service Call Management manual.

5. Click **Save**.

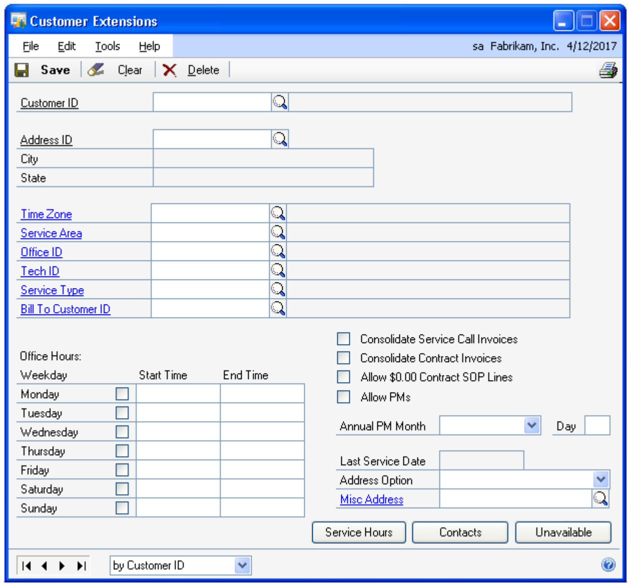
Set up customer extensions

You can create, modify, or delete customer information that's not available in Receivables Management. You can type the default time zone, office hours, service area, and other information that may be used when servicing the customer account.

You can attach an unlimited number of address codes to the customer record.

The **Allow PMs**, **Annual PM Month and Day**, **Last Service Date**, and **Address Option** fields are not used with Contract Administration. For more information, see the Preventive Maintenance and Service Call Management documentation.

1. Open the Customer Extensions window.
   Cards > Service Call Management > Extensions > Customer or
   Cards > Sales > Addresses > Select a customer and an address ID > Additional > Service Extensions


Customer Extensions
File
Edit
Tools
Help
sa Fabrikam, Inc. 4/12/2017
Save
Clear
Delete
Customer ID
Address ID
City
State
Time Zone
Service Area
Office ID
Tech ID
Service Type
Bill To Customer ID
☐ Consolidate Service Call Invoices
☐ Consolidate Contract Invoices
☐ Allow $0.00 Contract SOP Lines
☐ Allow PMs
Office Hours:
Weekday
Start Time
End Time
Monday ☐
Tuesday ☐
Wednesday ☐
Thursday ☐
Friday ☐
Saturday ☐
Sunday ☐
Annual PM Month
Day
Last Service Date
Address Option
Misc Address
Service Hours
Contacts
Unavailable
by Customer ID

2. Enter or select a customer and address.

3. Select customer information.

4. Select the **Consolidate Contract Invoices** check box to allow billing for multiple contracts to be consolidated into one invoice. A single invoice will be generated for all contracts that apply to customers having the same bill-to address.

5. Select **Allow $0.00 Contract SOP Lines** to allow the creation of Sales Order Processing line items during the contract billing process even when those line items have no currency value.

6. Click **Service Hours** to enter the customer's preferred service time.

7. Click **Contacts** to enter contact information for multiple contacts. You can track them for each customer by address ID.

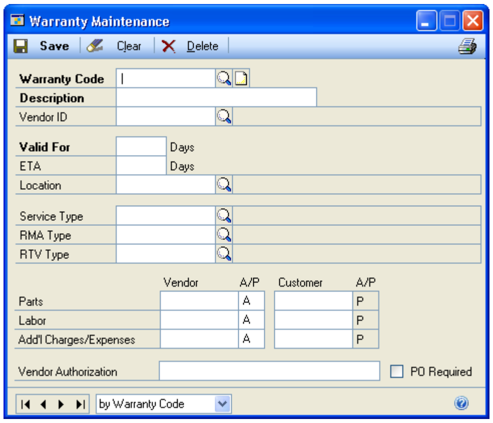
8. Click **Unavailable** to enter the times when the customer is not available for service work to be performed.

9. Click **Save**.

Set up warranties

You can define codes that represent the different types of warranties offered to your customers. These codes can represent the original manufacturer's warranty or your company's warranty on equipment maintained, sold by your company, or maintained and sold by your company.

1. Open the Warranty Maintenance window.
   Cards > Service Call Management > Warranty


Warranty Maintenance
Save
Clear
Delete
Warranty Code
Description
Vendor ID
Valid For
Days
ETA
Days
Location
Service Type
RMA Type
RTV Type
Vendor
A/P
Customer
A/P
Parts
A
P
Labor
A
P
Add'l Charges/Expenses
A
P
Vendor Authorization
PO Required
by Warranty Code

2. Enter warranty details. For more information, see *Set up warranties* on page 34 of the Service Call Management manual.

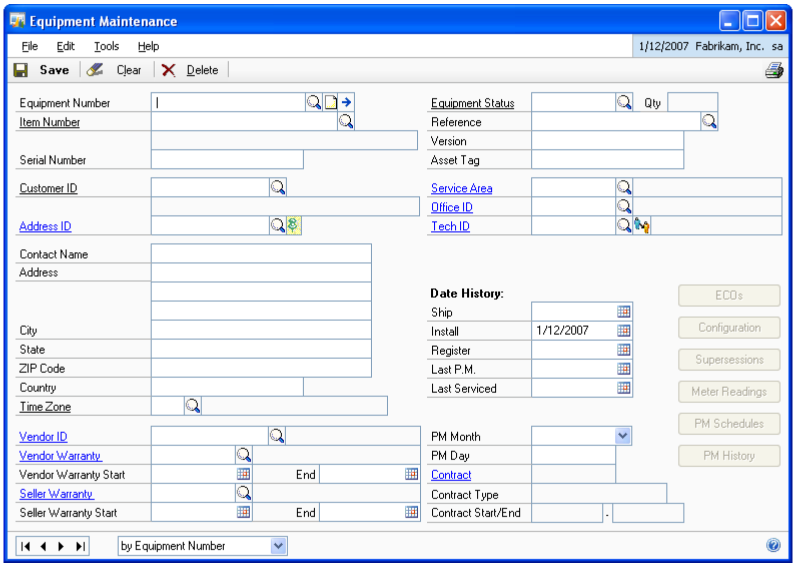
3. Click **Save**.

Set up equipment maintenance cards

You can create a record for any specifically identifiable equipment within your installed database of customers. The maintenance card contains all the information for this equipment, including the owner and the location of the equipment and warranty information. You can track several dates for each equipment item.

1. In the navigation pane, choose the **Field Service** button, and then choose the **Equipment** list.

2. Choose the **New Equipment** button to display the Equipment Maintenance window.


Equipment Maintenance
File
Edit
Tools
Help
1/12/2007 Fabrikam, Inc. sa
Save
Clear
Delete
Equipment Number
Item Number
Serial Number
Customer ID
Address ID
Contact Name
Address
City
State
ZIP Code
Country
Time Zone
Vendor ID
Vendor Warranty
Vendor Warranty Start
End
Seller Warranty
Seller Warranty Start
End
Equipment Status
Qty
Reference
Version
Asset Tag
Service Area
Office ID
Tech ID
Date History:
Ship
Install
1/12/2007
Register
Last P.M.
Last Serviced
PM Month
PM Day
Contract
Contract Type
Contract Start/End
ECOs
Configuration
Supersessions
Meter Readings
PM Schedules
PM History
by Equipment Number

3. Enter equipment information. For more details, see *Set up equipment maintenance cards* on page 39 of the Service Call Management manual.

4. Click **Save**.

PART 2: TRANSACTION ACTIVITY

Part 2: Transaction activity

Use the procedures described in these topics to create templates, quotes, and contracts. All the standard contract entry tasks are described in this part of the documentation.

The following topics are discussed:

- Chapter 3, "Routine procedures," describes how to create and transfer contract documents.
- Chapter 4, "Posting procedures," explains how to generate contract bills, create revenue recognition entries in General Ledger, and post meter readings.
- Chapter 5, "Maintenance procedures," describes processes such as renewing a contract or canceling a contract line.

If you need more specific information than is provided in this part of the documentation, use the Help, which contains detailed descriptions of each window and each data entry field. Checklists describing all the procedures in this part of the documentation also are included in the Help. For more information, see the System User's Guide (**Help > Printable Manuals**).

Chapter 3: Routine procedures

The Contract Entry/Update window is like an actual contract document, with header and line item detail information. You can use it to create quotes, contracts, and templates.

Eliminate duplicate entry of similar documents by transferring one type of document to another and from one customer to another customer.

This information is divided into the following topics:

- *Enter a contract*
- *Enter a template*
- *Enter a quote*
- *Liability types revenue recognition details*
- *Contract response time details*
- *Contract information rolldown details*
- *Transfer a quote, contract, or template to a contract*
- *Create a contract from a sales document*
- *Append sales transaction items to an existing contract*

Enter a contract

Contracts explain the agreements you have with your customers in document form. They can contain information about services, time frames, billing, and charges.

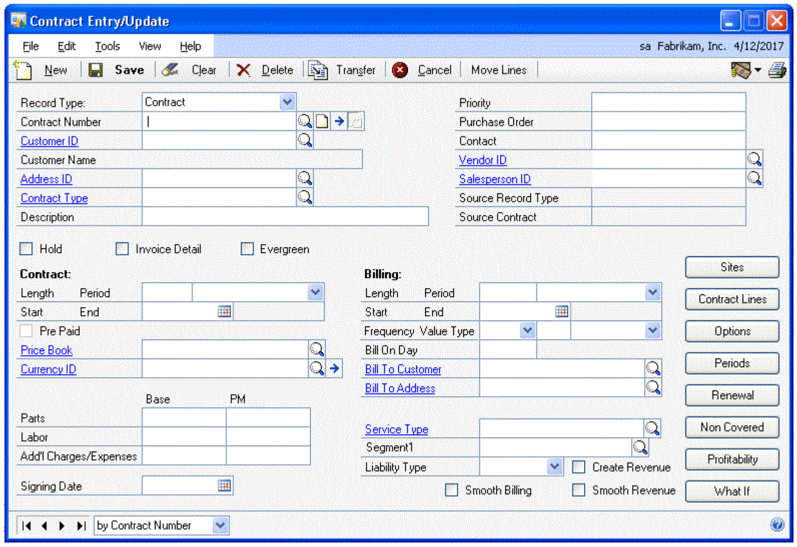
Each contract has a unique contract number, which is assigned automatically.

You can create new contracts by transferring an existing quote or template to a new contract or by clicking **New**. When a quote or template is transferred to a contract, details about the document, customer, and items are displayed on the contract automatically. For more information, see *Transfer a quote, contract, or template to a contract* on page 30.

When contracts are created from Sales Order Processing, the **Source Record Type** field for the contract shows **Sales Order** and the **Source Contract** field shows the invoice number.

1. In the navigation pane, choose the **Field Service** button, and then choose the **Contract Transactions** list.

2. Choose the **Contract** button to display the Contract Entry/Update window.


Contract Entry/Update
File Edit Tools View Help
New Save Clear Delete Transfer Cancel Move Lines
Contract Number
Customer ID
Customer Name
Address ID
Contract Type
Description
Priority
Purchase Order
Contact
Vendor ID
Salesperson ID
Source Record Type
Source Contract
☐ Hold
☐ Invoice Detail
☐ Evergreen
Contract:
Length Period
Start End
☐ Pre Paid
Price Book
Currency ID
Base
PM
Parts
Labor
Add'l Charges/Expenses
Signing Date
Billing:
Length Period
Start End
Frequency Value Type
Bill On Day
Bill To Customer
Bill To Address
Service Type
Segment1
Liability Type
☐ Create Revenue
☐ Smooth Billing
☐ Smooth Revenue
Sites
Contract Lines
Options
Periods
Renewal
Non Covered
Profitability
What If

sa Fabrikam, Inc. 4/12/2017

Record Type: Contract

by Contract Number

3. Select **Contract** as the record type and click **New**.

4. Enter or select a customer ID. Customer information is displayed.

5. Enter or accept the default contract type. For more information, see *Set up contract types* on page 11.

6. To place the contract on hold, select the **Hold** check box. When a contract is on hold, any service calls created for the customer also are placed on hold, and you can't bill or recognize revenue for the contract. Removing this hold removes the hold on all contract lines.

7. To bill the contract in detail, giving each item on the contract one billing line item, select the **Invoice Detail** check box.

8. To set up the contract for self–renewal, select the **Evergreen** check box.

9. Enter the contract length and contract period.

10. Enter the contract start date. The contract end date is calculated based on the contract length, period, and start date that you have selected.

11. If the customer is billed at the beginning of the billing period, select the **Pre Paid** check box.

12. Select the price book and currency ID.

13. Enter the contract billing length and select the contract billing period.

14. Enter or accept the default contract billing start date. The default start date is based on the contract start date and the prepaid setting. The contract billing end date is calculated for you based on the contract billing length, period, and start date that you have selected.

15. Enter the billing frequency, value, and type, which indicate how often the contract will be billed. You can specify a one-time billing or a recurrence based on the number of days, weeks, months, or years. For example, you can set up biannual billing (Every 2 Years), bi-weekly billing (Every 2 Weeks), or cycle billing (Every 28 Days).

    - For a one-time billing, select **At** and enter a date.

    - For recurring billing, select **Every** and enter a value and a time period, such as months, weeks, or days.

16. Enter the bill day, which is the day that an invoice is generated.

17. Enter or select a bill–to customer and address if it is different than the contract customer and their primary address. This customer ID is sent to Sales Order Processing when contract billing is performed.

18. Enter the percentage of the base price for parts, labor, and miscellaneous items that the customer is responsible for paying for.

    If the customer is responsible for paying on preventive maintenance service calls, type the percentage of the price for parts, labor, and miscellaneous items.

19. Enter or select a service type, which is used on service calls taken against the contract.

20. Enter a signing date, which is the date the customer signed the contract.

21. Enter or select the department that represents the site in posting accounts.

22. Select a liability type, or method of recognizing revenue, from the list. If the billing frequency is set to days, weeks, or every 1 month, the liability type does not apply.

23. Select the **Smooth Billing** check box to indicate that the same currency amount should be used for each credit line invoice record over the total contract billing life. If the total contract amount divided by the number of invoices results in a remainder, the additional amount is added to the last invoice.

24. Select the **Smooth Revenue** check box to indicate that the same currency amount should be used for each fiscal period revenue record over the total contract life.

25. Click **Sites** to open the Contract Site window, where you can create sites, so you can provide contract services to multiple physical locations under a single quote.

    Click **Add All** to create a site record for each one of the customer’s address IDs.

To create individual sites, type or select the address ID. Once the site record has been created, you can type different contract start and end dates as long as they are still within the contract header start and end dates.

Select a site and click **Options** to add or modify coverage options at the site level.

Select the appropriate site and click **Lines** to add line items to the quote. Line items shown here are valid for only the particular site that they were created under.

Click **OK** and return to the Contract Entry/Update window.

26. Click **Contract Lines** to enter items in the scrolling window for the contract.

Item Number Indicates that all selected contract items must be set up within Inventory Control. To include kit components on a contract, create a configuration in the Configuration Maintenance window, and then use the **Add Configuration** button in the Contract Maintenance – Lines window to add the configuration to the contract.

Equipment Number Defines the item being placed on the contract.

U of M Indicates the selling unit of measure selected in the Item Pricing Maintenance window.

QTY Indicates the quantity of inventory units. When you type item quantities for contracts, inventory quantities won't be affected and items won't be allocated. When you type a line item with an equipment number attached, the **QTY** field is set to 1 automatically.

Daily Price, Weekly Price, or Monthly Price Indicates the cost of the line item that comes from the price book specified on either the contract header or contract site header.

H (Hold) Places the contract line on hold. Any line can be placed on hold. If the line is placed on hold prior to any billing or revenue recognition activity, you'll be able to edit the line. Any line on hold will not be billed or recognize revenue until the hold is removed. If all lines at the same site will be placed on hold, use the Contract Site Maintenance to place that hold.

Description Changes on only the current document. Descriptions for the line items appear automatically from the Inventory Item Maintenance window.

Config Reference Indicates that the configuration reference is added to the contract lines from the list of configurations that have been set up for the customer. It is a unique identification representing a customer's system and components.

Contract Start Indicates that the coverage start date on the line item should be equal to or after the contract header and site start date.

Contract End Indicates that the coverage end date on the line item should be equal to or before the contract header and site end date.

Bill Start and End Date Indicates when billing begins and ends for the specific contract line.

Extended Price Indicates the gross amount for the line item before the calculation of any discounts or taxes.

Click **OK** and return to the Contract Entry/Update window.

27. Click **Options** to add different coverage options to the contract.
28. Click **Periods** to make changes to the coverage periods.
29. Click **Renewal** to set up renewal terms.
30. Click **Non–Covered** to enter items that will not be covered by the terms of the quote. Then, type or select an item number. Any of the displayed item numbers that are used on a service call are billed fully to the customer, outside the terms of the quote.
31. Click **Profitability** to compare actual profits and costs to what was estimated.
32. Save, print, or transfer the contract to another quote or a contract.

    Before you transfer a contract, you must select the appropriate transfer options for the type of document you are transferring to. Once you complete a transfer, the new contract number is displayed in the **New Contract** field. For more information, see *Enter a template* on page 27 or *Enter a quote* on page 28.

Enter a template

A template is a reusable document that contains basic contract details. Contract templates are transferred to another document type or deleted. To start a new quote or contract, transfer a template to a quote or a contract. The template remains available for transferring to new quotes or contracts until you delete it or transfer it to history.

Because the actual customer ID is selected when the template is transferred into a quote or contract, the customer ID that you select for the template is irrelevant.

By typing a segment ID for each contract you set up, you can break down expenses and revenues accordingly when you print financial reports for this account segment in the general ledger.

1. Open the Contract Entry/Update window.
   Transactions > Contract Administration > Contract Entry/Update
2. Select **Template** as the record type and click **New**.
3. Enter contract information to include in the template. For more information, see *Enter a contract* on page 23.
4. Save, print, or transfer the template to a quote or a contract.

Enter a quote

Customers often request an estimate, or quote, for the cost of contract services before they decide to purchase. Preparing a quote is similar to creating an actual contract. Your cost and the price to the customer are calculated automatically, enabling you to estimate the profitability of the potential contract.

Contract quotes are not active contracts; they either are transferred to another document type or deleted. If the customer decides to enter into the contract based on the quoted terms, you can transfer the quote to a contract. If the customer decides not to enter into the contract, the quote remains available until you delete it or transfer it to history.

1. Open the Contract Entry/Update window.
   Transactions > Contract Administration > Contract Entry/Update

2. Select **Quote** as the record type and click **New**.

3. Enter contract information to include in the template. For more information, see *Enter a contract* on page 23.

4. Save, print, or transfer the quote to another quote or a contract.

5. To apply changes to the quote and review new pricing, click **What If**, then click **OK**.

Liability types revenue recognition details

The amount of revenue recognized each month is based on the liability type selected. You can select from **Straight–Line**, **Block Time**, **Retainage**, **Based on Calls**, or **Metered**.

Straight–Line Recognizes the contract line extended amount evenly over the length of the contract line. Revenue for straight line contracts is calculated as the following equation: Extended Price/Coverage Period.

For example, a 12–month contract with an extended price of $2,400.00 recognizes $200 each month ($2,400/12 = $200).

Block Time Used for contracts that allow time periods to be sold for contract coverage. When service calls are invoiced for blocked time contracts, the value of time decreases by the amount of time consumed to complete the service call. Revenue for blocked time contracts is calculated as the following equation: (Value of Time / Block Time) x Extended price.

For example, a 12–month contract has an extended price of US$2,400.00 and covers 20 hours of service. Four service calls have been taken with a total of 9 hours billed against the contract line. The amount of revenue that is recognized is $1,080.00 ((9 hrs / 20 hrs) x $2,400 = $1,080).

Retainage Used for contracts providing coverage for a specified amount of money. When service calls are invoiced, the **Retainage Billed** field is updated with the total value of the service calls for that contract line. Revenue for retainage contracts is calculated as the following equation: (Retainage Billed / Retainage Amount) x Extended price.

For example, a 12–month contract has an extended price of $2,400.00 and provides $3,000.00 of service coverage. Four service calls have been taken with a total value of $900.00 billed against the contract line. The amount of revenue that is recognized is $720.00 (($900 / $3,000) x $2,400 = $720).

Based on Calls Used for contracts that provide coverage for a set number of service calls specified for each contract line. When service calls taken against the contract line are invoiced, the **Actual Calls** field is updated with the cumulative number of service calls for that contract line. Revenue for based on calls contracts is calculated as the following equation: (Actual Calls / Max Calls) x Extended price.

For example, a 12–month contract with an extended price of $2,400.00 allows 10 service calls. Four service calls have been invoiced against the contract line. The amount of revenue that is recognized is $960.00 ((4 calls / 10 calls) x $2,400 = $960).

Metered Used for contracts that provide coverage for a base usage amount for metered equipment. When service calls taken against the contract line are invoiced, the accumulated meter usage can be posted for revenue recognition. Revenue for metered contracts is calculated as the following equation: (Accumulated Usage / Base Meters) x Extended price.

For example, a 12–month contract with an extended price of $2,400.00 allows a base meter reading of 40,000. The accumulated usage is 7,890. The amount of revenue that is recognized is $473.40 ((7,890 / 40,000) x $2,400 = $473.40).

Contract response time details

You can display time periods, in hours and minutes, that a response must be provided on a service call to fulfill the terms of the contract. For example, depending on your service contract, this response time may be fulfilled by a telephone call to the customer and not necessarily a site visit.

The default response time can be set at the contract header and applies to each contract line created thereafter. Optionally, if you change the response time on the contract header, you can choose to roll down to all existing lines.

The calculated response date and time that is the result of adding the response time on the contract line to the service call entry date is displayed in the Service Call Dispatch window. For example, a two–hour response time on a service call created on 10/15/2007 at 10:00 would show a response date and time of 10/15/2007 at 12:00, assuming this date and time is covered on the contract line.

Contract information rolldown details

If you make changes to a contract, the changes can be reflected on the contract lines or the sites on the contract, or both. The process of rolling down changes to the necessary level are detailed below. A message displays, allowing you to select the type of roll–down you want to perform.

Automatic information rolldown

If you make changes to any of the following fields, the information is rolled down automatically.

- Billing Length
- Billing Period

- Billing Start Date
- Billing End Date
- Bill Day
- Frequency
- Bill To Customer
- Bill To Address
- Liability Type

Prompted information rolldown based on billing status

If you make changes to the following fields and the billing status meets the criteria, you can view the changes to only the contract sites, both contract sites and contract lines, or neither.

- Contract Type
- Purchase Order number
- Contract Length
- Contract Period
- Contract Start Date
- Contract End Date
- Contract Price Book
- Contract Currency ID
- Base Parts, Labor, or Miscellaneous percentages
- Preventive Maintenance Parts, Labor, or Miscellaneous percentages
- Service Type
- Department

Prompted information rolldown regardless of billing status

If you make changes to the following fields, you can view the changes to only the contract sites, both contract sites and contract lines, or neither.

- Vendor ID
- Salesperson ID

Transfer a quote, contract, or template to a contract

You can transfer all contract line items from an existing document of one type to a newly created document of another type. For example, if you routinely create contracts based on a quote, you can use this window to transfer all line items from the existing quote to a new contract document. This procedure explains how to transfer a single document from an existing template, quote, or contract to a new contract.

You can select customer and address information when transferring a template to a quote, because templates are generic documents. Quotes are designed to be provided to a specific customer.

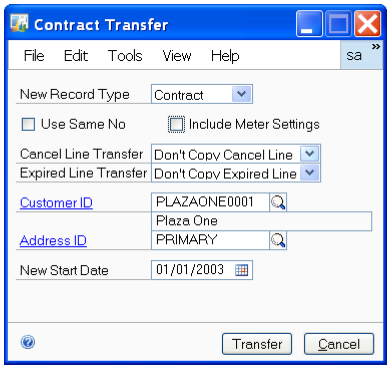
Entering a start date allows you to renew a contract for a new contract term or to generate a new quote for the next contract term in preparation for the renewal process.

The record type you are transferring limits the transfer options. For example, if you select to transfer a quote to another record type, you will not be able to type a new start date, as the existing quote’s start date will simply be copied to the new document.

After the transfer is complete, the newly created document is displayed in the Contract Entry/Update window.

Once you complete a transfer, the old contract number is displayed in the **Source Contract** field. The old contract will refer to the newly created document in the **New Contract** field.

1. Open the Contract Transfer window.
   Transactions > Contract Administration > Contract Entry/Update > Transfer button



New Record Type: Contract

☐ Use Same No
☐ Include Meter Settings

Cancel Line Transfer: Don't Copy Cancel Line
Expired Line Transfer: Don't Copy Expired Line

Customer ID: PLAZAONE0001
Plaza One
Address ID: PRIMARY

New Start Date: 01/01/2003

2. Select the new record type.

The transfer options are not available for transferring to a history record type. Documents are transferred "as is" to history.

3. Select whether to keep the same contract document number when transferring to the new record type.
4. Select whether to keep the same meter reading settings in the new document.
5. If the document you are transferring contains any canceled or expired line items, select options from the **Cancel Line Transfer** and **Expired Line Transfer** lists.

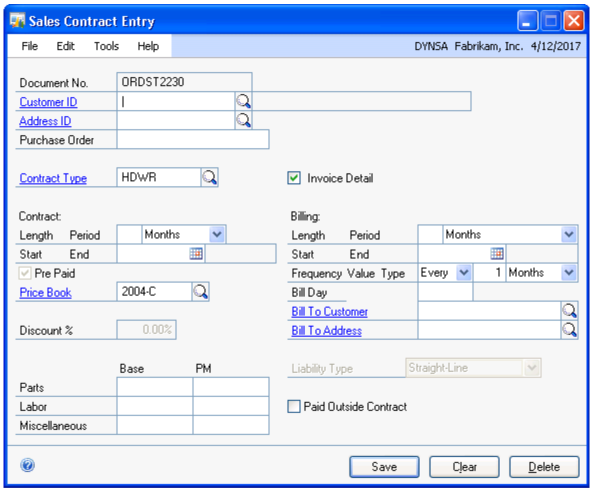
Any lines on hold in the document you're transferring will be transferred with a hold.

6. Enter or select the customer information to be used on the new document.
7. Enter a start date for the new document.
8. Click **Transfer**.

Create a contract from a sales document

You can create a contract from a Sales Order Processing document. When you post the sales invoice, a contract is created using the terms specified in the Sales Contract Entry window. All the contractible items from the invoice are added to the contract.

1. Open the Sales Contract Entry window.
   Transactions > Sales > Sales Transaction Entry > Enter a sales document > Additional menu > Create Contracts



Document No. ORDST2230
Customer ID
Address ID
Purchase Order
Contract Type HDWR
☑ Invoice Detail
Contract:
Length Period Months
Start End
☑ Pre Paid
Price Book 2004-C
Discount % 0.00%
Billing:
Length Period Months
Start End
Frequency Value Type Every 1 Months
Bill Day
Bill To Customer
Bill To Address
Liability Type Straight-Line
☐ Paid Outside Contract

	Base	PM
Parts		
Labor		
Miscellaneous		

2. Enter or select the contract type.

3. Select the **Invoice Detail** check box to display the invoice details of the original contract.

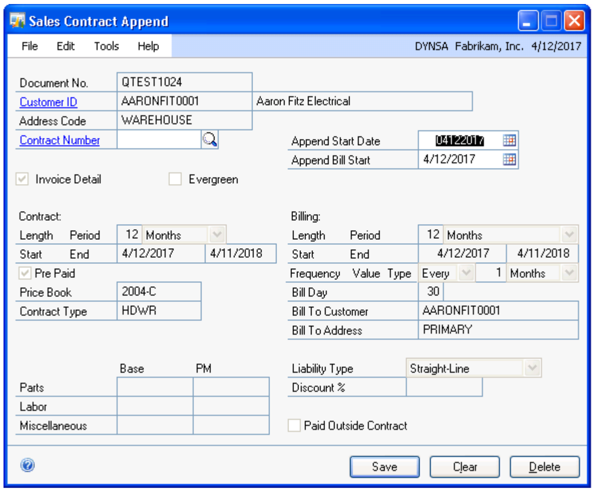
4. Select the **Paid Outside Contract** check box to include the contract billing amount for the terms of the contract in the sales document.

Append sales transaction items to an existing contract

You can add new items to an existing contract using the Sales Contract Append window for quote, order, and invoice type of documents. When you post a Sales Order Processing invoice, the contract is updated with all the contractible items from the sales document.

The Contract Generation Audit report is printed when you post the sales document. The report displays the status for each sales contract line as new or existing.

1. Open the Sales Contract Append window.
   Transactions > Sales > Sales Transaction Entry > Enter a sales document > Additional menu > Append Contracts



Document No. QTEST1024
Customer ID AARONFIT0001 Aaron Fitz Electrical
Address Code WAREHOUSE
Contract Number
Append Start Date 04122017
Append Bill Start 4/12/2017
☑ Invoice Detail ☐ Evergreen

Contract:
Length Period 12 Months
Start End 4/12/2017 4/11/2018
☑ Pre Paid
Price Book 2004-C
Contract Type HDWR

Billing:
Length Period 12 Months
Start End 4/12/2017 4/11/2018
Frequency Value Type Every 1 Months
Bill Day 30
Bill To Customer AARONFIT0001
Bill To Address PRIMARY

	Base	PM
Parts		
Labor		
Miscellaneous		

Liability Type Straight-Line
Discount %
☐ Paid Outside Contract

2. Enter or select a sales contract number.

3. Enter or select the append start date. This date should be greater than or equal to the contract start date.

4. Enter or select the append bill start date. The append bill start date should be greater than or equal to the contract's bill start date.

5. Click **Save** to save the contract and the dates that you have entered.

Chapter 4: Posting procedures

Contract billing, revenue recognition, and meter posting are three areas within Contract Administration where posting actually occurs. When transactions are posted, they become permanent information. The appropriate contract information and equipment maintenance records are updated, invoices or returns in Sales Order Processing are created, and journal entries are generated in General Ledger.

For example, when you create a contract, the information is available within only Contract Administration and other Field Service modules. Contract billing updates the customer's accounts receivable accounts and the revenue or deferred revenue general ledger accounts for certain contracts after the document is posted in Sales Order Processing. The transaction also becomes part of an open fiscal year's permanent records.

For more information about posting and the audit trail created by the posting process, see the System User's Guide (**Help > Printable Manuals**).

This information is divided into the following topics:

- *Bill contracts*
- *Contract billing tables*
- *Recognize contract revenue*
- *Post meter readings*
- *Create contract renewal letters*

Bill contracts

You can use contract billing to create documents in Sales Order Processing. These documents can include amounts from contract billing (Sales Order Processing invoice) or credits that result from canceling or moving contract line items (Sales Order Processing return). The contract billing system creates the correct Sales Order Processing document automatically based on the needs of each contract.

Only contracts that are ready to be billed at that time are displayed in the Contract Billing window. The next bill date for each contract is compared with the **Due Date** field in the Contract Billing window. Any contract with a next bill date on or before the due date appears in the billing window.

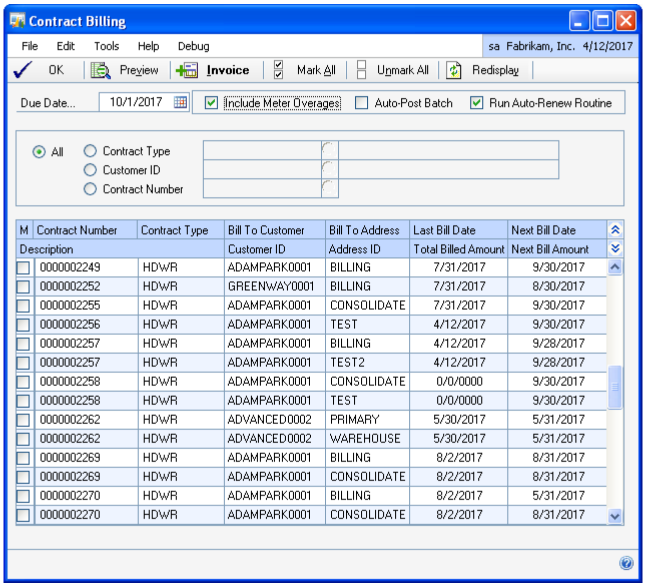
If any contracts are set up for automatic renewal, the **Run Auto Renew Routine** check box is available when you open the Contract Billing window.

If the **Consolidate Contract Invoices** check box is selected in the Customer Extensions window, a single invoice is generated for all contracts that apply to a particular customer and bill-to address combination. For more information, see *Set up customer extensions* on page 17.

You can print a preview report to verify the accuracy of the selected contracts. Only information for the contracts that you have selected within the Contract Billing window is displayed on the preview report. An audit trail report that lists any renewed contracts is printed when billing is complete.

If you need to change a contract that has been billed, you can reverse the billing for the contract. Refer to *Reverse a billed contract* on page 44 for more information.

1. Open the Contract Billing window.
   Transactions > Contract Administration > Contract Billing



Due Date... 10/1/2017

☑ Include Meter Overages ☐ Auto-Post Batch ☑ Run Auto-Renew Routine

● All
○ Contract Type
○ Customer ID
○ Contract Number

M	Contract Number	Contract Type	Bill To Customer	Bill To Address	Last Bill Date	Next Bill Date
Description			Customer ID	Address ID	Total Billed Amount	Next Bill Amount
☐	0000002249	HDWR	ADAMPARK0001	BILLING	7/31/2017	9/30/2017
☐	0000002252	HDWR	GREENWAY0001	BILLING	7/31/2017	8/30/2017
☐	0000002255	HDWR	ADAMPARK0001	CONSOLIDATE	7/31/2017	9/30/2017
☐	0000002256	HDWR	ADAMPARK0001	TEST	4/12/2017	9/30/2017
☐	0000002257	HDWR	ADAMPARK0001	BILLING	4/12/2017	9/28/2017
☐	0000002257	HDWR	ADAMPARK0001	TEST2	4/12/2017	9/28/2017
☐	0000002258	HDWR	ADAMPARK0001	CONSOLIDATE	0/0/0000	9/30/2017
☐	0000002258	HDWR	ADAMPARK0001	TEST	0/0/0000	9/30/2017
☐	0000002262	HDWR	ADVANCED0002	PRIMARY	5/30/2017	5/31/2017
☐	0000002262	HDWR	ADVANCED0002	WAREHOUSE	5/30/2017	5/31/2017
☐	0000002269	HDWR	ADAMPARK0001	BILLING	8/2/2017	8/31/2017
☐	0000002269	HDWR	ADAMPARK0001	CONSOLIDATE	8/2/2017	8/31/2017
☐	0000002270	HDWR	ADAMPARK0001	BILLING	8/2/2017	5/31/2017
☐	0000002270	HDWR	ADAMPARK0001	CONSOLIDATE	8/2/2017	8/31/2017

2. Enter or select a due date. If the contract end date is on or before the due date, and if the **Auto Renew Contract** check box is selected in the Contract Renewal window, the contract is self–renewing.

3. To bill meter overages along with the current scheduled contract billings, select the **Include Meter Overages** check box. Any outstanding meter overage charges are billed to customers along with the scheduled contract bills.

4. To automatically post the Sales Order Processing batches when billing is complete, select the **Auto–Post Batch** check box.

5. Select whether to run the Auto–Renew Routine when billing is complete. When selected, completed contracts are transferred to history to create a renewal contract.

6. Select how to filter the list of contracts by contract type, customer number, or contract number.

7. Mark the check box for each record to invoice, or click **Mark All**.

8. To post contract billings for the selected contracts, click **Invoice**. When completed, a Contract Billing Audit Report is generated.

9. To update the customer balance in Receivables Management and to affect the general ledger accounts, the invoice and return documents generated in Sales Order Processing by the contract billing process must be posted. For more information, see the Sales Order Processing documentation.

10. Click **OK**.

Contract billing tables

The account numbers that are used for contract billing depend on several factors: the bill frequency of the contract, the contract type assigned to the contract line, the bill–to customer ID, and whether the contract is invoiced in detail or in summary.

The following rules apply.

- For any billing frequency for which there is no revenue, the sales amount is posted to the sales account from the contract type on the contract line. This includes any daily or weekly billing frequency.

- For any billing frequency for which revenue is created, the sales amount is posted to the accrual/liability account from the contract type on the contract line. This includes billing frequencies such as Every 2 Years or Every 9 Months.

For contracts billed in detail, with a billing frequency for which there is no revenue, without discounts, and with the **Create Revenue** check box cleared on the contract, the following accounts are used during SOP posting.

Debit/Credit	Type	Account
Debit	RECV	Accounts Receivable from bill to customer, if empty, from Posting Accounts setup
Debit	COMMEXP	Commission expense account from Posting Accounts setup
Credit	SALES	Sales account from Contract Type on the contract line
Credit	COMMPAY	Commission payable from Posting Accounts setup
Credit	TAXES	Taxes from Posting Accounts setup

For contracts billed in summary, with a billing frequency for which there is no revenue, without discounts, and with the **Create Revenue** check box cleared on the contract, the following accounts are used during SOP posting.

Debit/Credit	Type	Account
Debit	RECV	Accounts Receivable from bill to customer, if empty, from Posting Accounts setup
Debit	COMMEXP	Commission expense account from Posting Accounts setup
Credit	SALES	Sales account from Contract Type on the contract line
Credit	COMMPAY	Commission payable from Posting Accounts setup
Credit	TAXES	Taxes from Posting Accounts setup

For contracts billed in detail, with a billing frequency for which there is no revenue, and with discount, the following accounts are used during SOP posting.

Debit/Credit	Type	Account
Debit	RECV	Accounts Receivable from bill to customer, if empty, from Posting Accounts setup
Debit	COMMEXP	Commission expense account from Posting Accounts setup
Debit	MARK	Discount account from Contract Type on the contract line
Credit	SALES	Sales account from Contract Type on the contract line
Credit	COMMPAY	Commission payable from Posting Accounts setup
Credit	TAXES	Taxes from Posting Accounts setup

For contracts billed in summary, with a billing frequency for which there is no revenue, and with discount, the following accounts are used during SOP posting.

Debit/Credit	Type	Account
Debit	RECV	Accounts Receivable from bill to customer, if empty, from Posting Accounts setup
Debit	COMMEXP	Commission expense account from Posting Accounts setup
Debit	MARK	Discount account from Contract Type on the contract header
Credit	SALES	Sales account from Contract Type on the contract line
Credit	COMMPAY	Commission payable from Posting Accounts setup
Credit	TAXES	Taxes from Posting Accounts setup

For contracts billed in detail, with a billing frequency for which revenue is created, and with no discount, the following accounts are used during SOP posting.

Debit/Credit	Type	Account
Debit	RECV	Accounts Receivable from bill to customer, if empty, from Posting Accounts setup
Debit	COMMEXP	Commission expense account from Posting Accounts setup
Credit	SALES	Accrual/liability account from contract type on the contract line
Credit	COMMPAY	Commission payable from Posting Accounts setup
Credit	TAXES	Taxes from Posting Accounts setup

For contracts billed in summary, with a billing frequency for which revenue is created, and no discount, the following accounts are used during SOP posting.

Debit/Credit	Type	Account
Debit	RECV	Accounts Receivable from bill to customer, if empty, from Posting Accounts setup
Debit	COMMEXP	Commission expense account from Posting Accounts setup
Credit	SALES	Accrual/liability account from contract type on the contract header
Credit	COMMPAY	Commission payable from Posting Accounts setup
Credit	TAXES	Taxes from Posting Accounts setup

For contracts billed in detail, with a billing frequency for which revenue is created, and with discount, the following accounts are used during SOP posting.

Debit/Credit	Type	Account
Debit	RECV	Accounts Receivable from bill to customer, if empty, from Posting Accounts setup
Debit	COMMEXP	Commission expense account from Posting Accounts setup
Debit	MARK	Discount account from Contract Type on the contract line
Credit	SALES	Accrual/liability account from contract type on the contract line
Credit	COMMPAY	Commission payable from Posting Accounts setup
Credit	TAXES	Taxes from Posting Accounts setup

For a contract billed in summary, with a billing frequency for which revenue is created, and with discount, the following accounts are used during SOP posting.

Debit/Credit	Type	Account
Debit	RECV	Accounts Receivable from bill to customer, if empty, from Posting Accounts setup
Debit	COMMEXP	Commission expense account from Posting Accounts setup
Debit	MARK	Discount account from Contract Type on the contract header
Credit	SALES	Accrual/liability account from contract type on the contract header
Credit	COMMPAY	Commission payable from Posting Accounts setup
Credit	TAXES	Taxes from Posting Accounts setup

Recognize contract revenue

Revenue recognition, sometimes called liability reduction, is the process of realizing revenue as it actually is earned. For example, if a customer pre–pays for a 12–month contract, a company may recognize only a portion of that revenue each period as the contract service is provided. This practice is in accordance with the Generally Accepted Accounting Principle (GAAP) of recognizing revenue during the period that the costs of earning that revenue actually are incurred in.

Contract Administration conforms to this GAAP requirement if you use it two ways: by posting the potential revenue from a contract into a deferred revenue account during contract billing and using revenue recognition each fiscal period to recognize the proper portion of that revenue.

Monthly contracts typically are billed as the costs actually are incurred. Select the **Create Revenue** check box in the Contract Header window to set up revenue recognition records to generate for monthly contracts.

Only contracts that are ready to have revenue recognized at that time are displayed in the Contract Revenue Recognition window. Several criteria are used to determine which contracts should appear in the window.

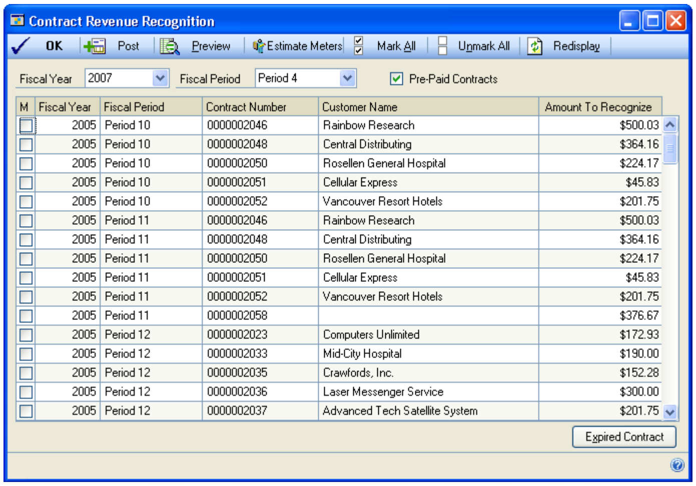
- Only contract documents that should recognize revenue are considered.
- Any contracts that are billed monthly and are not selected to create revenue are excluded.
- Any contracts that have all zero currency amount line items are excluded.

- Any contracts that have no revenue set to be recognized during the current period are excluded.
- Any contracts with a next recognition date after the specified fiscal period and year from appearing are excluded.

If you print a preview report, only information for the contracts you have selected is displayed. This preview report should be saved as part of the revenue recognition audit trail, because the posting from the Contract Revenue Recognition window generates no actual posting report.

The General Posting Journal is generated when the batch named LIABI (liability) is created by Revenue Recognition posting in General Ledger. It is the only posting journal that is created during the revenue recognition process.

1. Open the Contract Revenue Recognition window.
   Transactions > Contract Administration > Revenue Recognition



Fiscal Year 2007
Fiscal Period Period 4
☑ Pre-Paid Contracts

M	Fiscal Year	Fiscal Period	Contract Number	Customer Name	Amount To Recognize
☐	2005	Period 10	0000002046	Rainbow Research	$500.03
☐	2005	Period 10	0000002048	Central Distributing	$364.16
☐	2005	Period 10	0000002050	Rosellen General Hospital	$224.17
☐	2005	Period 10	0000002051	Cellular Express	$45.83
☐	2005	Period 10	0000002052	Vancouver Resort Hotels	$201.75
☐	2005	Period 11	0000002046	Rainbow Research	$500.03
☐	2005	Period 11	0000002048	Central Distributing	$364.16
☐	2005	Period 11	0000002050	Rosellen General Hospital	$224.17
☐	2005	Period 11	0000002051	Cellular Express	$45.83
☐	2005	Period 11	0000002052	Vancouver Resort Hotels	$201.75
☐	2005	Period 11	0000002058		$376.67
☐	2005	Period 12	0000002023	Computers Unlimited	$172.93
☐	2005	Period 12	0000002033	Mid-City Hospital	$190.00
☐	2005	Period 12	0000002035	Crawfords, Inc.	$152.28
☐	2005	Period 12	0000002036	Laser Messenger Service	$300.00
☐	2005	Period 12	0000002037	Advanced Tech Satellite System	$201.75

2. Select the fiscal year and period to post revenue recognition for.
3. Select whether to include pre–paid contracts.
4. Select the **M** box for all the contracts you're posting revenue recognition for.
5. Click **Preview** to print a preview report.
6. Access the LIABI batch in the financial series and print the journal edit list.
7. Post the LIABI batch.
8. Click **Post**.
9. Repeat this process for revenue recognition each month.

Post meter readings

Meter posting is one method that can be used to post meter readings, sometimes called meter "clicks," against an item. The meter readings that are posted can be used as a basis for contract billing, revenue recognition, or both. Meter readings can be entered in the Meter Posting window, in the Equipment Maintenance window, on a service call, or directly by a customer.

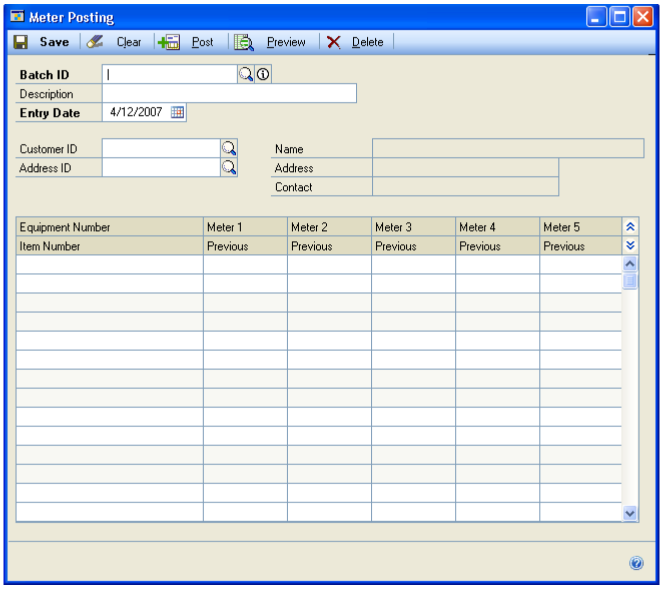
Meter readings can be entered in a batch in the Meter Posting window. All the metered items for a particular customer location are visible within the window to ensure that meter readings are entered for the correct customer equipment.

You can enter up to five different meter readings for each piece of equipment. This option can be especially important for things such as color copiers, which sometimes contain as many as three different meters, one for black and white copies, a second for color copies, and a third meter for the total copies used.

Meters also can be used to track information about an item, such as one meter to show the number of total visits to a web site and another meter to track the number of hits to the same web site by unique user IDs.

When you post meter readings, the Equipment Maintenance – Meters window is updated for any items with new meter readings. Also, any relevant contract line items are updated to reflect the meter usage. Contract billing and revenue recognition might be affected by the meter usage, depending on how those contracts were set up. Once posting is complete, a Meter Posting Audit report is generated, providing a record of the transactions that have been created.

1. Open the Meter Posting window.
   Transactions > Contract Administration > Meter Posting


Meter Posting
Save
Clear
Post
Preview
Delete
Batch ID
Description
Customer ID
Address ID
Name
Address
Contact
Equipment Number
Item Number
Meter 1
Previous
Meter 2
Previous
Meter 3
Previous
Meter 4
Previous
Meter 5
Previous

Entry Date 4/12/2007

2. Enter or select a batch ID and a short description.

3. Enter or select an entry date.

4. Enter or select a customer ID and address ID. Customer information is displayed.

5. Enter an item number and equipment number.

6. Click **Preview** to print a preview report.

7. Click **Post**.

Create contract renewal letters

A sample Microsoft Word template for renewing contracts is supplied with the Field Service Series software. You can customize the template to meet your needs. The letter can contain information about when the contract will expire, but does not affect the contract. The file is placed in the \Data\Letters folder during installation.

1. Make sure Microsoft Word is not running.

2. Open the Contract Entry/Update window.
   Transactions > Contract Administration > Contract Entry/Update

3. Enter or select a contract document.

4. Click **Renewal**.

5. Click **Letter** to open Microsoft Word and merge the data from the contract into a document based on the template.

Chapter 5: Maintenance procedures

It's important to maintain your contract information to preserve the accuracy of your records.

Throughout the contract process, you can print a variety of reports that you can use to double–check the contracts you've entered. If you identify errors, you must correct them to ensure accurate reporting of your contract activity.

You can delete or cancel contract documents that are no longer valid. You also can renew contracts that will continue beyond the contract end date.

You also can move completed contracts to history and remove nonessential history.

This information is divided into the following topics:

- *Correct posted contract invoices*
- *Reverse a billed contract*
- *Reverse posted revenue*
- *Reconcile contract revenue with General Ledger*
- *Renew contract documents*
- *Automatically renew contract documents*
- *Move a contract line*
- *Move effective contract lines*
- *Cancel contract lines and contract documents*
- *Move or renew contract documents*
- *Maintain evergreen contracts*
- *Remove contract history*

Correct posted contract invoices

Once a contract invoice has been posted, you can't make corrections directly to the contract because the information has become a permanent part of your contract records. If you discover a mistake after an invoice has been generated, you'll need to correct it using one of three methods.

You could modify the unposted Sales Order Processing invoice that was created by Contract Billing, which is explained in this procedure. Or, you could cancel the contract line that generated the incorrect invoice amount and add a new replacement contract line if the Sales Order Processing invoice has already been posted. Or, you could enter an invoice or return document manually in Sales Order Processing to show the discrepancy.

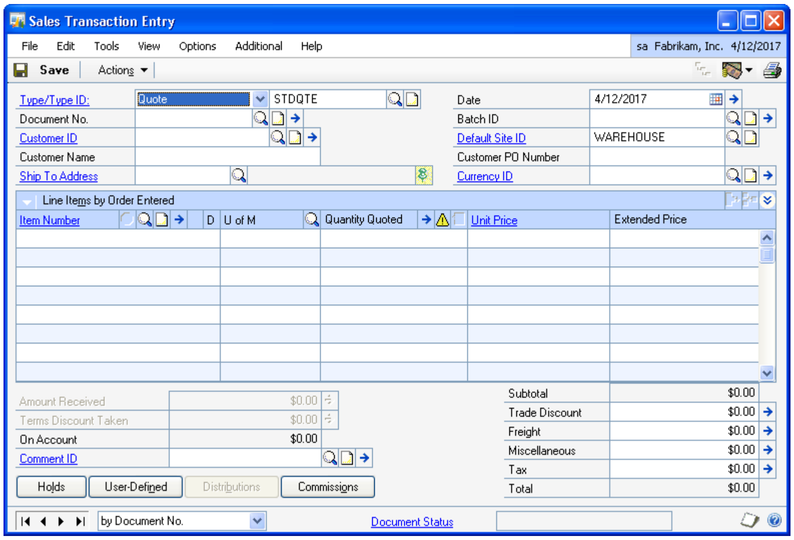
The Sales Posting Journal provides a record of changes you've made during transaction entry. When you close the Sales Transaction Entry window after posting documents individually, the Sales Posting Journal is printed for all the documents that have been posted.

Audit trail reports are optional, and you can print them when you set up your software. For a more information, see "Transactions" in the System User's Guide (**Help > Printable Manuals**).

Because the document number used in Sales Order Processing for identifying the contract invoice is not the same as the contract number, you must find the invoice number that needs to be modified. To find the contract, open the Contract Entry/

Update window and select the expansion button next to the contract number to open the Contract Header window. Then, click **Invoice** to open the Contract Invoice History window, which displays all the Sales Order Processing invoices generated for the contract.

1. Open the Sales Transaction Entry window.
   Transactions > Sales > Sales Transaction Entry


Sales Transaction Entry
File
Edit
Tools
View
Options
Additional
Help
sa Fabrikam, Inc. 4/12/2017
Save
Actions
Document No.
Customer ID
Customer Name
Ship To Address
Batch ID
Customer PO Number
Currency ID
Line Items by Order Entered
Item Number
D
U of M
Quantity Quoted
Unit Price
Extended Price
Comment ID
Holds
User-Defined
Distributions
Commissions
Document Status

Type/Type ID: Quote STDQTE

Date 4/12/2017

Default Site ID WAREHOUSE

Amount Received $0.00

Terms Discount Taken $0.00

On Account $0.00

Subtotal $0.00

Trade Discount $0.00

Freight $0.00

Miscellaneous $0.00

Tax $0.00

Total $0.00

by Document No.

2. Enter the document number used in Sales Order Processing to identify the contract invoice. Because it is not the same as the contract number, you may need to find the number for the invoice that needs to be modified.

3. Modify the invoice as needed.

4. To print the document, choose **File > Print**, then select your printing options.

   To print documents individually, be sure you've selected the **Edit Printed Documents** option in the individual document setup windows and that a password hasn't been entered for that option. If you don't select this option or if you enter a password, you can print only documents that have been entered in a batch.

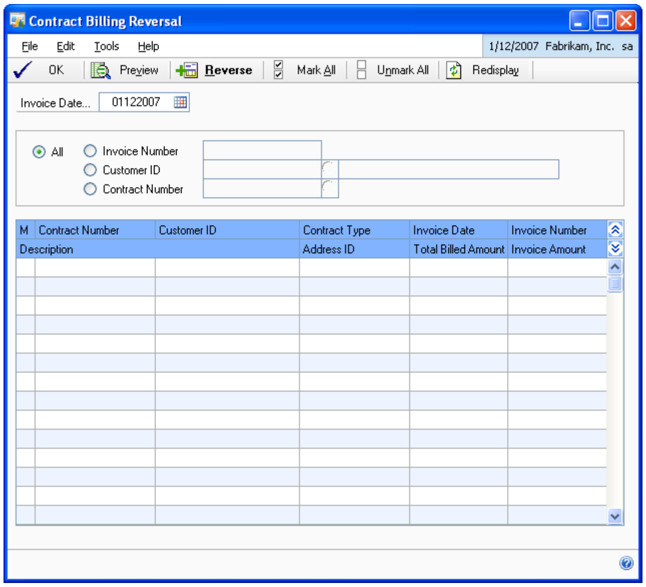
5. Print an edit list before posting to verify the accuracy of the transactions. (Edit lists can be printed for only invoices and returns entered in a batch.) To print an edit list, choose **File > Print** while the document is displayed in the Sales Transaction Entry window. Select your printing options.

6. Click **Post**.

Reverse a billed contract

There may be times when a contract has been incorrectly billed or changes are required on a contract billing entry. You can reverse contract billing so that the contract can be billed again later. You can reverse SOP invoices created after an upgrade, but you can't reverse history contracts.

1. Open the Contract Billing Reversal window.
   Microsoft Dynamics GP menu > Tools > Utilities > Project > Service Utilities > Contract Billing Reversal


Contract Billing Reversal
File
Edit
Tools
Help
1/12/2007 Fabrikam, Inc. sa
OK
Preview
Reverse
Mark All
Unmark All
Redisplay
M
Contract Number
Customer ID
Contract Type
Invoice Date
Invoice Number
Description
Address ID
Total Billed Amount
Invoice Amount

Invoice Date... 01122007

● All
○ Invoice Number
○ Customer ID
○ Contract Number

2. Select the invoice date and click **Redisplay**. Contracts that are available for reversal are displayed.

3. Select the M checkbox for the contracts to reverse.

4. Click **Preview** to view the Contract Billing Reversal Preview report.

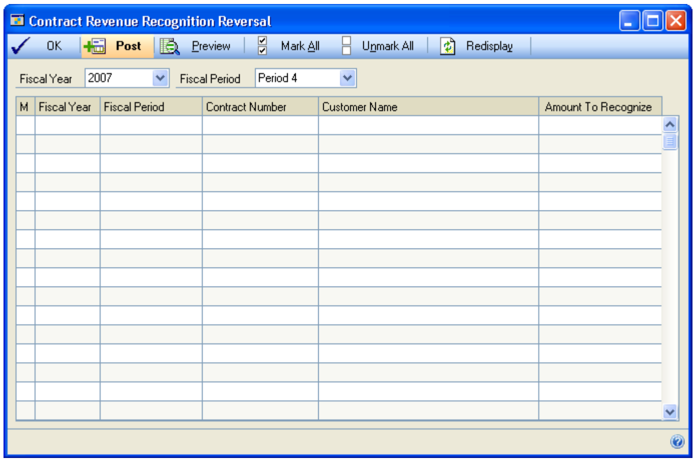
5. Click **Reverse**. The contract billing is reversed so that it can be billed again in the future. You can view or print the Contract Billing Reversal Audit Trail report.

   The revenue recognition reversal process is not a part of the contract reversal process. Refer to *Reverse posted revenue* to complete the revenue recognition reversal process.

Reverse posted revenue

There may be times when revenue has been incorrectly recognized or changes are required on a posted revenue entry. You can reverse posted contract revenue so that the revenue can be recognized later.

1. Open the Contract Revenue Recognition Reversal window.
   Microsoft Dynamics GP menu > Tools > Utilities > Project > Service Utilities > Revenue Reversal



Fiscal Year 2007

Fiscal Period Period 4

2. Select the proper fiscal year and period. Revenue entries are displayed.

3. Select all entries to reverse.

4. Click **Preview** to view the Revenue Recognition Preview report.

5. Click **Post**. General Ledger reversing entries are generated and the revenue is added back to the selected contracts so that it can be recognized again in the future.

Reconcile contract revenue with General Ledger

The Reconcile Contract Revenue window allows you to re-create posted revenue records that might have been inadvertently deleted. For example, the LIABI batch that is created during the revenue recognition process might have been deleted. For more information about revenue recognition, see *Recognize contract revenue* on page 39.

You can reconcile contract revenue only if all the following conditions are met:

- **Maintain History: Transactions** check box is selected in the General Ledger Setup window.

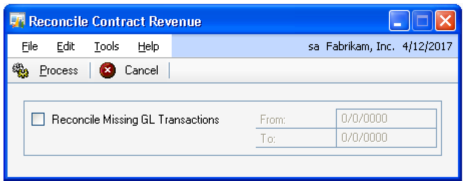
- **Maintain History: Account Distributions** check box is selected in the Sales Order Processing Setup window.

- **Create History Distribution Records** check box is selected in the Contract Setup - Contracts window.

- Fiscal periods for future revenue recognition dates are set up in the Fiscal Period Setup window.

When the reconciliation process is complete, an exception report provides details about the transactions that are created.

1. Open the Reconcile Contract Revenue window.
Microsoft Dynamics GP menu > Tools > Utilities > Project > Service Utilities > Contract Revenue Reconcile



sa Fabrikam, Inc. 4/12/2017

☐ Reconcile Missing GL Transactions

From: 0/0/0000

To: 0/0/0000

2. To reconcile and re-create General Ledger transactions that are missing, select the **Reconcile Missing GL Transactions** check box and enter a range of transaction dates to include.

3. Click **Process** to reconcile contract revenue with General Ledger information. When the process is complete, the Revenue Recognition Audit Trail report is printed.

   If additional transactions are needed to update the information in General Ledger, a financial batch named RECON is created.

4. To view the transactions in the RECON batch, click **Transactions > Financial > Batches**, select the batch, and print the General Entry Edit List. If the information on the report is correct, post the batch.

Renew contract documents

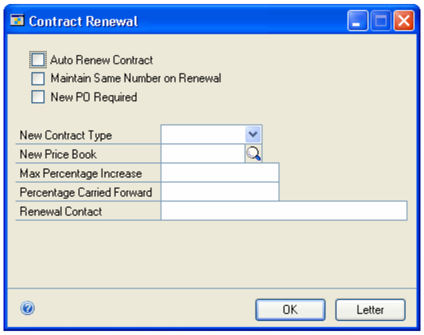
You can renew contracts by creating a new contract based on an existing contract. Instead of re–entering all the information, you can transfer line items from an existing contract document of one type to a new contract document of another type.

This procedure explains how to transfer information from an existing contract to either a new quote or contract in order to renew a contract. You can keep the same contract document number when transferring to any other record type.

If you select a new price book, it is used to determine the line item pricing for the next contract period when the existing contract is transferred to either a quote or a new contract.

During the transfer process, new documents are created based on the information you entered in the Contract Transfer window. The newly created document is displayed in the Contract Entry/Update window and the old contract number is displayed in the **Source Contract** field.

1. Open the Contract Renewal window.
   Transactions > Contract Administration > Contract Entry/Update > Renewal button


Contract Renewal
☐ Auto Renew Contract
☐ Maintain Same Number on Renewal
☐ New PO Required
New Contract Type
New Price Book
Max Percentage Increase
Percentage Carried Forward
Renewal Contact
OK
Letter

2. Select a price book. Click **OK** to return to the Contract Entry/Update window.

3. Click **Transfer**, then enter transfer details. See *Transfer a quote, contract, or template to a contract* on page 30 for more information.

4. Click **Transfer**.

Automatically renew contract documents

Setting up documents for automatic renewal ensures that all invoices and revenue recognition have been completed for the contract. It also ensures that the information in the renewal window is used to create the new contract. Canceled contract lines are not copied over to the new contract.

You can set up a document for automatic renewal by following the transfer process or by renewing the contract using the Contract Move Routine window. For more information, see *Move or renew contract documents* on page 52.

When the last invoice for the contract is billed and the **Run Auto–Renew** routine check box is selected, the contract is renewed automatically based on the information in the renewal window.

You also can use the Auto–Renew routine separately from Contract Billing (**Microsoft Dynamics GP menu > Tools > Utilities > Project > Service Utilities > Auto Renew Contracts**). Enter a due date and select an option, then click **Process**.

1. Open the Contract Renewal window.
   Transactions > Contract Administration > Contract Entry/Update > Renewal button

2. Select the **Auto Renew Contract** option.

3. Specify any other renewal options.

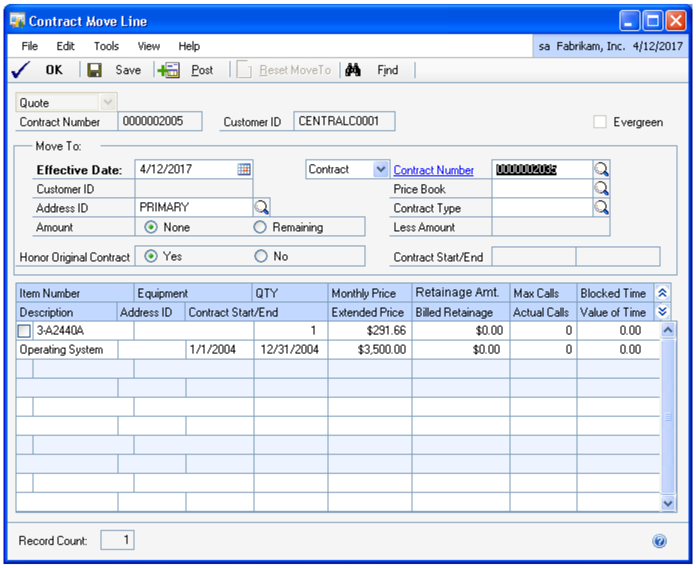
4. Click **OK**.

Move a contract line

You can move contract lines within a contract or from one contract to another. You also can transfer lines from one quote to another, or from a quote to a contract. For example, if you have multiple pieces of equipment that are relocated or sold, you can use this window to move those contract lines from the original contract to the destination contract.

1. Open the Contract Move Line window.
   Transactions > Contract Administration > Contract Entry/Update > Move Lines or
   Transactions > Contract Administration > Contract Entry/Update > Sites > Move Lines

If opened from Contract Entry/Update window, contract lines can be moved within the contract or to an existing contract. If opened from the Contract Site window, contract lines can only be moved within the contract, from one customer address to another.



sa Fabrikam, Inc. 4/12/2017

Quote

Contract Number 0000002005

Customer ID CENTRALC0001

☐ Evergreen

Move To:

Effective Date: 4/12/2017

Customer ID

Address ID PRIMARY

Amount ● None ○ Remaining

Honor Original Contract ● Yes ○ No

Contract

Contract Number 0000002035

Price Book

Contract Type

Less Amount

Contract Start/End

Item Number		Equipment	QTY	Monthly Price	Retainage Amt.	Max Calls	Blocked Time
Description	Address ID	Contract Start/End		Extended Price	Billed Retainage	Actual Calls	Value of Time
☐ 3-A2440A			1	$291.66	$0.00	0	0.00
Operating System		1/1/2004	12/31/2004	$3,500.00	$0.00	0	0.00

Record Count: 1

2. Enter an effective date for the move.

3. Select whether to move the contract line to a quote or contract. This option is available only if you have selected to move lines from a quote.

4. If moving lines to a different contract, enter or select a contract number to move the lines to.Enter an address ID to move the lines to.

5. Select an option for the amount and enter a less amount, if applicable.

   None All billing and revenue amounts will stay with the original contract

   Remaining Billing and revenue amounts for the remaining period the original contract will move to the new contract line.

   Less Amount Represents an additional amount that will stay with the original contract. This amount will be added to the invoice and revenue.

6. Select an **Honor Original Contract** option.

   Yes Values from the original contract will be used to create the new contract line.

   No Values for the contract line will be determined from the destination contract.

7. Enter the remaining options, if necessary.

   Price Book When defined will be the values used regardless of the Honor Remaining setting.

   Contract Type When defined will be the values used regardless of the Honor Remaining setting.

8. Select the contract lines to move. You may select a single contract line or multiple contract lines.

Contract lines must be at N (New) or R (Renewed) status to be moved. Lines that have open or uninvoiced service calls cannot be moved.

9. You can save the lines to move and process them at the effective date or you can process them now.

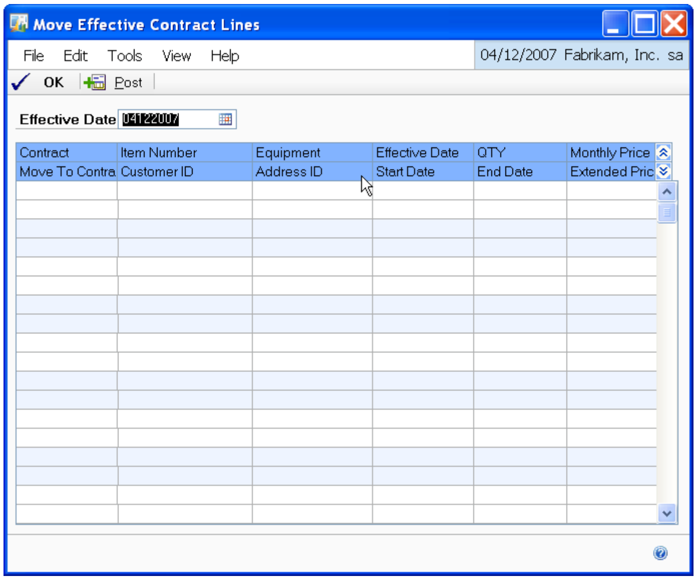
   - Click **Save** to process at the effective date. Refer to *Move effective contract lines* for information about posting these lines later.

   - Click **Post**. View or print a report to display the contract lines that you moved. The Contract Move Line window closes. The original contract is updated and the contract lines are moved to the destination contract.

Move effective contract lines

If you saved contract lines in the Move Contract Lines window, you can view and finish moving the lines using the Move Effective Contract Lines window.

1. Open the Move Effective Contract Lines window
   Microsoft Dynamics GP menu > Tools > Routines > Contract Administration > Move Effective Contract Lines


Move Effective Contract Lines
File
Edit
Tools
View
Help
04/12/2007 Fabrikam, Inc. sa
OK
Post
Contract
Item Number
Equipment
Effective Date
QTY
Monthly Price
Move To Contra
Customer ID
Address ID
Start Date
End Date
Extended Pric

Effective Date 04122007

   Each line that was selected to move and information about it is listed in the scrolling window.

2. Click **Post**. View or print a report to display the contract lines that you transferred. The Move Effective Contract Lines window closes. The original contract is updated and the new contract lines are moved to the destination contract.

Cancel contract lines and contract documents

When you cancel a contract line, you can choose to enter flat amounts or use prorated amounts to credit the customer account. Evergreen contracts can use only prorated amounts.

Flat amounts

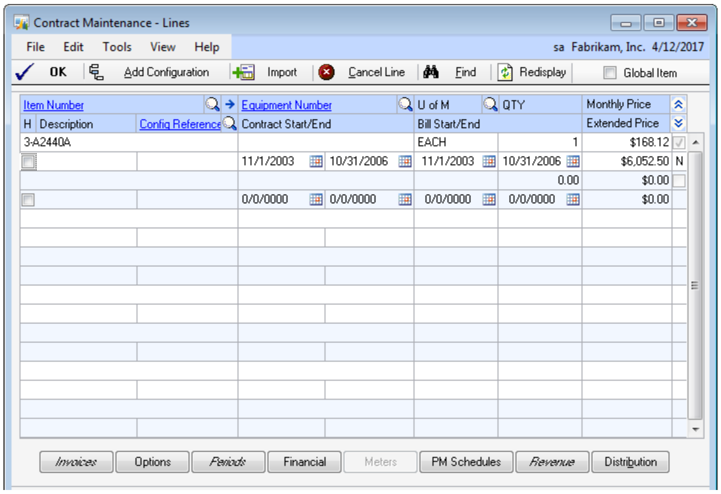
If you cancel a contract line and select to use a flat amount, the flat amount you enter is used to generate a credit for the contract line the next time contract billing is run for this contract.

Prorated amounts

If you cancel the contract line from its original start date, a credit is generated for the entire amount of the contract line that was billed the next time contract billing is run for this contract. If the contract line is canceled on a date after the start date but within a period that has already been billed to the customer, a credit is generated for the prorated time that was canceled within the billed period. If the contract line is canceled for any date outside a previously billed period, no credit is generated. Instead, the contract line will continue to bill up to the date of cancellation.

If the contract is set to a billing cycle that would recognize revenue separate from billing (bi–monthly, quarterly, semi–annually, or annually), all unrecognized revenue up to the cancellation date is recognized immediately the next time you run revenue recognition for the contract. If the contract is cancelled from a point where revenue has been recognized already, a proportional amount of recognized revenue is reversed the next time revenue recognition is performed for the selected contract.

1. Open the Contract Maintenance – Lines window.
   Transactions > Contract Administration > Contract Entry/Update > Contract Lines button



Item Number		Equipment Number		U of M	QTY	Monthly Price	
H Description	Config Reference	Contract Start/End		Bill Start/End		Extended Price	
3-A2440A				EACH	1	$168.12	☑
☐		11/1/2003	10/31/2006	11/1/2003	10/31/2006	$6,052.50	N
					0.00	$0.00	☐
☐		0/0/0000	0/0/0000	0/0/0000	0/0/0000	$0.00	

2. Select the line to cancel.

3. Click **Cancel Line** and enter the date when the selected line should be canceled.

4. Choose to enter a flat amount or use a prorated amount. If **Prorated** is selected, enter a flat amount and select to invoice or credit the amount to the customer account.

5. Click **OK**.

Move or renew contract documents

You can streamline renewals by transferring all the contract line items from an existing document to a new document. You can transfer a document of one type to a new document of another type. You also can transfer completed contract documents from open contract tables to the contract history tables. This procedure explains how to transfer information from a template, quote, or contract to history, and then renew the contract.

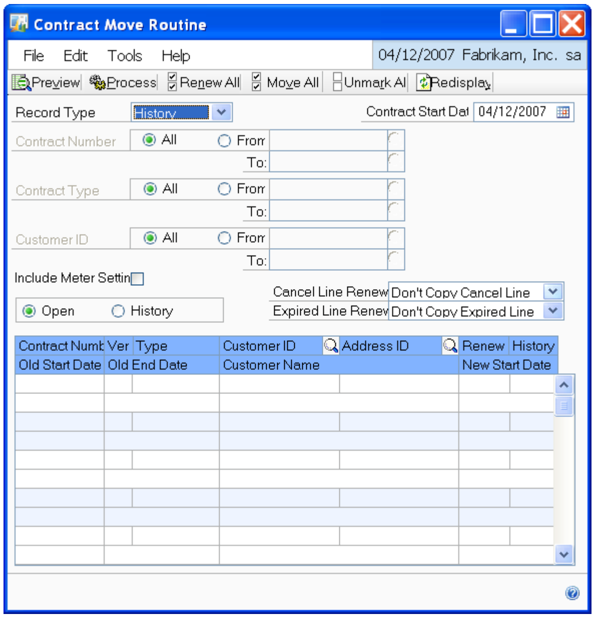
There are several reasons that you might transfer a document to history. By transferring a contract to history, the contract lookup window will display only active contracts, because the document now will appear as a history document type, which is still available if needed. Once a contract has reached the end of its coverage period, all billing has been completed, and all outstanding revenue has been recognized, you should transfer the contract to history.

If the same contract number is kept, the contract cannot be renewed until the original has been moved to history. You may need to retain certain documents if your company has a data–retention policy that requires doing so.

You can transfer unused quotes or templates to history to keep a record of the document for later use. The lookup windows will contain only the active quotes and templates, making it easier to find specific documents.

During the transfer process, a new history document is created and displayed in the Contract Entry/Update window.

1. Open the Contract Move Routine window.
   Microsoft Dynamics GP menu > Tools > Routines > Contract Administration > Contract Move


Contract Move Routine
File
Edit
Tools
Help
04/12/2007 Fabrikam, Inc. sa
Preview
Process
Renew All
Move All
Unmark All
Redisplay
Contract Number
Contract Type
Customer ID
All
From
To:
Include Meter Settin
History
Contract Numb
Ver
Type
Customer ID
Address ID
Renew
History
Old Start Date
Old End Date
Customer Name
New Start Date

Record Type: History

Contract Start Dat: 04/12/2007

Contract Number: ● All ○ From

Contract Type: ● All ○ From

Customer ID: ● All ○ From

Include Meter Settin ☐

● Open ○ History

Cancel Line Renew: Don't Copy Cancel Line

Expired Line Renew: Don't Copy Expired Line

2. Select a **Record Type**. All documents of the selected type with a contract end date up to and including the contract end date is displayed.

Contracts transferred from history will be transferred to a quote type.

3. Select range criteria.
4. Select whether to display records from **Open** or **History** contract tables. When moving documents to history, select the **Open** contract tables.
5. To move a document to history, select the **History** check box next to the document to be moved.
6. To renew a completed contract while moving the completed contract to history, select the **Renew** check box.
7. If the document you are renewing contains any canceled or expired line items, select options from the **Cancel Line Renewal** and **Expired Line Renewal** lists.
8. Click **Process**.

Maintain evergreen contracts

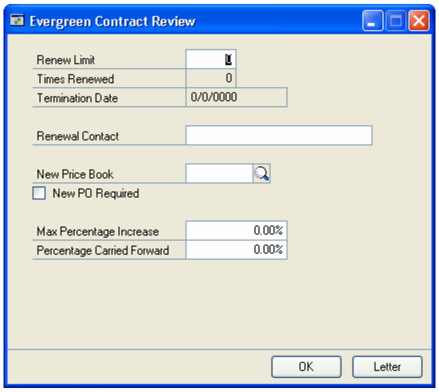
You can set up a contract to renew automatically with the terms you specify by setting it up as an evergreen contract. The **Evergreen** check box on the window applies to all lines on the contract.

An evergreen contract is active until it reaches the renewal terms that you set up or until you manually cancel the contract. You can cancel the contract at any time by using the existing cancel buttons. When the next invoice and revenue recognition records are created for an evergreen contract, the record is ready for contract billing.

Only the next contract line invoice will be generated when you begin contract billing. For monthly contracts without revenue, only an invoice record will be generated. For contracts with contract revenue, the invoice record and required revenue recognition records will be generated for the next billing cycle if the **Create Revenue** check box is selected on the contract.

If you enter a cancellation date that leaves invoices or credits unposted, the contract status will change to **Pending Cancellation** until everything is posted. While the contract is in **Pending Cancellation** status, you can change the cancellation date or reinstate the contract by using the Evergreen Pending Cancel Option window.

1. Open the Evergreen Contract Review window.
   Transactions > Contract Administration > Contract Entry/Update > Renewals



Renew Limit	0
Times Renewed	0
Termination Date	0/0/0000
Renewal Contact	
New Price Book	

☐ New PO Required

Max Percentage Increase	0.00%
Percentage Carried Forward	0.00%

2. Enter the renew limit, which is the number of times the contract will be renewed. The **Times Renewed** field will display the number of times the contract has been renewed already. The termination date is set when the contract has been billed for all terms.

3. Enter the customer's name in the **Renewal Contact** field to update the contact name for each renewal term.

4. Enter or select the renew price book.

5. If a new purchase order is required for your customer's records for each renewal term, select the **New PO** check box.

6. Enter the **Max Percentage Increase** and the **Percentage Carried Forward**.

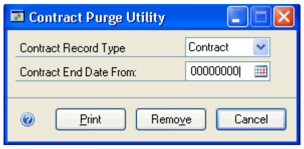
7. Click **OK**.

Remove contract history

You can maintain history records for any contract document to keep useful information for auditing purposes. If you’re keeping history, records can be kept and reviewed for an unlimited number of years. Because historical records increase the amount of storage space needed, you should remove history periodically to ensure that you’re keeping only the information you need.

Before removing history, back up your company’s data. For more information, see the Maintenance Procedures topic in the System Administrator’s Guide (**Help > Printable Manuals**).

1. Open the Contract Purge Utility window.
   Microsoft Dynamics GP menu > Tools > Utilities > Project > Service Utilities > Purge Contracts



Contract Record Type: Contract
Contract End Date From: 00000000

2. Select a contract record type (contract or quote) and a specific date that contracts should be removed up to.
3. Click **Print** to print a **Contract History Purge** report without removing any actual contract history.
4. Click **Remove**.

PART 3: INQUIRIES AND REPORTS

Part 3: Inquiries and reports

You can store a lot of detailed information about your business' contract activity. If you ever need information about a specific transaction or general information about a group of contracts, you can use inquiries and reports.

To view contract profitability or transaction activity, use inquiry windows. The inquiry windows provide easy access to detailed or summarized contract information.

To analyze contract activity and pinpoint errors in transaction entry, use reports.

The following topics are discussed:

- Chapter 6, "Inquiries," explains how to use various inquiry windows within Contract Administration to view important information on screen.
- Chapter 7, "Reports," describes how to use the reports within Contract Administration to print needed information in the format you prefer.

Chapter 6: Inquiries

You can use review current contract transaction and contract analysis information by using the SmartList option or by using inquiry windows.

Use SmartList

You can use SmartList to run queries about contract information. Default queries are set up automatically, and you can set up customized queries at any time. You also can export the results of your queries into Microsoft Word or Microsoft Excel® documents. To use SmartList, choose **Microsoft Dynamics GP menu > SmartList**. For more information, see the System User's Guide.

Use inquiry windows

Inquiry windows provide easy access to information so that you always have a current view of contract analysis information. Some inquiry windows have the same fields and buttons as the maintenance windows that the original information was entered in.

The contract inquiry windows are informational—you can't make changes to the contract documents you're viewing. To make changes to any non–billed contracts, use the Contract Entry/Update window.

Some inquiry windows have unique information that does not appear on entry windows. You can open each of these windows by choosing **Inquiry > Contract Administration > select a window**.

- *Contract profitability*
- *Contracts by customer inquiry*
- *Contract audit inquiry*

Contract profitability

Use the Contract Profitability window to view information about the proactive and reactive profitability for a quote, contract, or historical contract.

To view more detailed information about a particular document, select the document number. Enter or select a **Contract Number** to view the document as it was originally entered.

To view more detailed information about a particular service call attached to the contract document, enter or select a **Call Number** to view the service call document.

Contracts by customer inquiry

Use the Contracts by Customer Inquiry window to view all detailed contract line items entered in Contract Administration for a particular customer. You can further limit the number of items displayed in the inquiry by selecting a specific item number, equipment number, or both.

To view more detailed information about a particular document, select the document number. Enter or select the **Contract Number** to view the document as it was originally entered.

To view more detailed information about a particular customer, select the customer number, then enter or select the **Customer ID**.

Contract audit inquiry

Use the Contract Audit Inquiry window to view all changes that have occurred within a particular contract document. Some of the tracked changes include the addition, modification, and cancellation of contract lines, the transfer of contract documents, and the change of contract header information.

To view more detailed information about a particular document, select the document number. Enter or select the **Contract Number** to view the document as it was originally entered.

Chapter 7: Reports

Use Contract Administration reports to view the remaining block time or retainage on your contracts or to view the actual profitability for your contracts. Use this information to help you print reports and select report options.

This information is divided into the following topics:

- *Contract Administration report summary*
- *Reports you can use with named printers*
- *Specify a Contract Administration report option*
- *Field Service Series Microsoft SQL Server® Reporting Services reports*

For information about creating and printing reports, and the reporting tools that you can use with Microsoft Dynamics GP, see the System User's Guide (**Help > Printable Manuals**).

For information about named printers, see the System Administrator's Guide (**Help > Printable Manuals**).

Contract Administration report summary

You can print several types of reports using Contract Administration. Some reports are printed automatically when you complete certain procedures. For example, audit trail reports are printed automatically when you generate contract bills. You can print some reports during procedures. For example, you can print a Contract Pricing List while entering contract pricing in the Contract Pricing Maintenance window.

The following table shows the report types available in Contract Administration and the reports included in those categories.

Report type	Report	Printing method
Setup reports	Contract Type List Option List Price Book Code List Contract Pricing List	Open **File > Print** in the setup windows or click the **Printer** icon.
Audit reports	Contract Billing Audit Trail Revenue Recognition Audit Report	Printed automatically when you close the Contract Billing window or the Contract Revenue Recognition window.
	Contract Generation Audit Report	Printed when you post the Sales Order Processing document.
	Revenue Recognition Audit Trail	Printed automatically when you reconcile data by using the Reconcile Contract Revenue window.
Analysis reports	Contract Expire Block Time Meter Cards Contract Retainage Contract Revenue	Create report options in the Contract Administration Reports windows.

Reports you can use with named printers

You can assign printers to the following documents and reports:

- Posting journals and preview reports
- Analysis reports
- Contract cards and printouts
- Sales Order Processing contract reports

Specify a Contract Administration report option

Report options include specifications for sorting options and range restrictions for a particular report. To print Contract Administration reports, you must first create report options. You can set up each report with different options. A single report option can’t be used by multiple reports. You must create identical report options separately.

1. Open a Contract Administration reports window.
   Reports > Contract Administration > Contract Expire

2. Select a report.

3. Click **New**.

4. Enter a name and definition for the option. The name you choose for the option won’t appear on the report. The selections available for defining report options vary, depending on the report type you’ve selected.

You can enter only one restriction for each restriction type. For instance, you can insert one serial number restriction and one customer ID restriction.

5. Enter range restrictions.The available ranges vary, depending on the report type you’ve selected.

6. Insert or remove the ranges for the **Restrictions List**.

7. Choose **Email Options** to enter email options for the report option. Once the email options are set up, you'll be able to send the reports in an email message from this window by choosing Email. You can also send this report in an email from any list view where the report option is displayed.

8. Click **Destination** to select a printing destination. Select **Ask Each Time** to select printing options each time you print this report option.

9. Click **Print**.

Field Service Series Microsoft SQL Server® Reporting Services reports

You can view Field Service Series Reporting Services reports from the Reporting Services Reports list. If you are using Reporting Services 2008, Field Service Series metrics for your home page also appear in the Reporting Services Reports list. You can access the Reporting Services Reports list from the navigation pane or from an area page in the Microsoft Dynamics GP application window. This report list appears if you specified the location of your Reporting Services reports using the

Reporting Tools Setup window. See the System Setup Guide (**Help > Contents > select Setting up the System**) for more information.

The following Reporting Services reports are available for the Field Service Series.

Contract Information

Deferred Revenue Reconciliation

SVC RTV Hard Copy

To print a Field Service Series Reporting Services report:

1. In the navigation pane, choose the **Field Service** button, and then choose the **Reporting Services Reports** list.

2. Mark the Field Service Series report that you want to print.

3. In the **Actions** group, choose **View** to open the Report Viewer.

4. In the Report Viewer, select the specifications for the report and choose **View Report**.

5. After viewing the report, select a format and print the report.

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