Service Contracts
Release 2015
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Introduction

Service Contracts Overview

The Service Contracts module in Microsoft Dynamics® SL is designed to allow organizations to efficiently manage service agreements in order to provide quality service and to maximize revenue for each service contract. This comprehensive service business module gives users the ability to maintain important customer information as well as their equipment, eliminating the confusion of not knowing what equipment is covered under a service contract. Service Contracts also streamline processing tasks when managing service calls. Customer service representatives can be alerted of any active contracts that exist for a customer site before technicians are dispatched to the site.

Service agreements or contracts are the heart of the Service Contracts module. Service agreements are entered into the system through Service Contract Entry (SN.001.00). Service Contract Entry (SN.001.00) has been designed to enable customer service representatives to enter service contracts into the system in the most simple and time saving manner. To begin the service contract entry process, a customer and site must be selected.

Once the customer and site have been selected, values attached to the customer site default to the service contract. Customer service representatives can override the default values such as Contract Type, Contract Amount, Start Date, End Date, Accrued Period, Primary Technician, and Renewal Type. Independent revenue recognition and billing schedules can be created for each service contract. Separate revenue and billing processing allow organizations to improve cash flow on service agreements without losing the integrity of applicable accounting practices for revenue recognition.

Example: An annual billing schedule can be created while a monthly revenue recognition schedule that is based on the amount of service provided can be set up for a service contract. For customer centralized billing, service contracts for each customer site can be attached to a master contract.

Pieces of equipment entered on Equipment Entry (SE.001.00) in the Equipment Maintenance module can be associated with a service contract. Attaching equipment to a service contract allows users to create individual preventive maintenance schedules. A preventive maintenance schedule can be either auto-generated by the system using one of the predefined calendar interval codes or manually created.

Generate PM Service Calls Process (SE.300.00) in the Equipment Maintenance module must be performed to create a service call for each item of the preventive maintenance schedule. Labor and material required to complete a service call can be defined for each preventive maintenance code. This standard task list can be printed and used as a checklist by technicians in the field.

Special pricing information can be attached to a service call in Service Contract Entry (SN.001.00). Global markups can be entered for all material and labor, or special pricing can be assigned to individual inventory items. When all of the needed information is entered and the service contract is saved, the system automatically assigns a Contract ID if this feature is enabled in the Service Series Setup Maintenance (SD.000.00).

The Service Contracts module is used to keep a steady revenue stream with service agreement renewals. Detailed service history can be maintained in the system to allow sales representatives to easily pursue customers to renew their service contracts. Service Contract Renewal Process (SN.301.00) allows users to select which service contracts to automatically renew. This renewal process creates a new contract for any active service contracts that expire within a date range specified. Users also have the capability of restricting the renewal process to a specific contract type, a specific branch, or to specific renewal types.

The Service Contracts module can be used to determine the solutions needed to decrease the number of service contract cancellations. Important cancellation detail such as Cancellation Code, Canceled Date and Canceled By can be captured when terminating a service contract. An unlimited number of cancellation codes or reasons why a contract has been cancelled or has not been renewed can be set up for reporting purposes.
The profitability of customer service contracts can easily and proactively be managed over the life of the contract through Service Contract Profitability (SN.013.00) and Service Contract Profitability (SN.612.00) report. Service Contract Profitability (SN.013.00) allows the history and success of service contracts to be viewed based on the costs and revenue recognized to date. Service Contract Profitability (SN.612.00) report displays important information on how service contracts are performing so appropriate adjustments can be made for renewals.

Service Contracts Interaction

The following figure illustrates the interaction between the Service Contracts module and the core Microsoft Dynamics SL system.

![Figure 1: Service Contracts Interaction](image-url)
User Guide Overview

This user guide provides information regarding the set up and use of the Service Contracts module. Reviewing the user guide can help you make informed decisions regarding the implementation in the Service Dispatch module in your business.

What is Covered in the User Guide?

The user guide consists primarily of procedures and checklists that describe how to perform the various tasks featured in the Service Dispatch module. The user guide also contains topics that help you become better acquainted with the capabilities of the module. Topics are arranged in a logical order that builds on information previously presented in other Microsoft Dynamics SL user guides.

Who Should Use the User Guide?

The user guide is designed for readers who are new to Microsoft Dynamics SL. The guide provides the information necessary for making decisions regarding how to use the Service Dispatch module in order to get the most from your system.

How to Use the User Guide

Read the appropriate section of the user guide before proceeding with any system customizations. The user guide presents the procedures and steps required for completing the various customization processes. To assist you in locating information, the user guide contains:

- A Table of Contents of logically organized activities and tasks
- A Quick Reference Task List of commonly performed tasks
- An alphabetized Index of the information provided in the user guide
Operating Tips

The following section contains hints and tips for operating efficiently when entering data in screens. For more detailed operating information, see the System Manager online help or user guide.

Deleting Unwanted Data

When closing modules in Closing (01.560.00) of the General Ledger module, several housekeeping tasks are performed in the database. One significant task you can ask the software to perform is to delete unwanted data according to the data retention settings specified in the setup screen of each module. The Field Service Management modules currently have no data retention settings and no processes for deleting historical data.
Implementation Hints and Tips

Auto Numbering Key Identifier Codes
Most data records require unique identifying codes that distinguish a record from all other data records in the database. To ensure efficient data storage and easy record retrieval for reporting purposes, it is recommended that you establishing standardized record coding formats. Depending on the data record type, these codes are either assigned automatically by the software or manually assigned by users during data entry. These codes can be numeric, alphabetic, or alphanumeric.

Field Service Management gives organizations the option to have the ID of New Customers, Service Calls, Service Contracts, and Equipment manually assigned by users or automatically assigned by the system. Each of these coding schemes is maintained separately by the system in Service Series Setup Maintenance (SD.000.00).

Field Service Management also provides organizations with the option to add a corresponding branch abbreviation to the first three characters of Customer ID, Service Call ID, Contract ID, and Equipment ID. If Auto-Number Branch Prefix is turned on in Service Series Setup Maintenance (SD.000.00), then the abbreviation specified for the Branch entered in Branch Maintenance (SD.001.00) is added to the ID when the record is saved.

Example: When entering a service call, the three-character branch prefix is added to Service Call ID when the service call is saved.

Developing Contract Types
It is recommended that you spend a considerable amount of time developing a logical, well-organized chart of accounts structure in the General Ledger module. The financial report requirements of an organization not only affect the design of the account and subaccount, but also how the Service Contracts module must be set up. Typically, the account code of the chart of accounts defines the type of account while the subaccount code defines the companies, divisions, locations, departments, projects, and other categories within the overall structure of the organization.

Contract Type Maintenance (SN.003.00) is used to arrange service contracts with similar characteristics into groups for reporting purposes and setting default information for the creation of non-preventive maintenance service calls in Service Call Entry (SD.200.00) and preventive maintenance service calls in Generate PM Service Calls Process (SE.300.00) in the Equipment Maintenance module. A contract type is attached to a service contract in Service Contract Entry (SN.001.00).

If an organization needs a Profit and Loss statement for each service contract type or line of business in the company, then the different service contract types or lines of businesses need to be set up as a segment of the subaccount in the General Ledger module.

Example: If a company has plumbing, electrical, heating and air conditioning service contracts, each line of business must be set up as a valid record in the line of business segment of the subaccount.

General Ledger account/subaccount information such as contract receivable, deferred revenue, and revenue is also associated with a contract type. After printing a service contract invoice in Service Contract Invoice (SN.640.00) and retaining the service contract invoice using Contract Invoice Printing - Keep/Delete (SN.642.00), the accounts receivable account associated with the customer in Customer Maintenance (08.260.00) is debited while the contract receivable account associated with the contract type is credited. Starting Date and Ending Date of Contract Billing Selection (SN.641.00) and Date of the contract billing schedule records determine the amount processed during the service contract invoicing process.

Service Contract Accrual Process (SN.300.00) debits the contract receivable account. The deferred revenue associated with the contract type for the Contract Amount of a service contract is credited. Contract types are attached to a service contract in Service Contract Entry (SN.001.00). Accrual Period associated with a service contract in Service Contract Entry (SN.001.00) and Period to Accrue determine which service contracts are processed during the contract accrual process. It is
recommended that you run the Service Contract Accrual Process (SN.300.00) at least once a month to properly account for contract receivable and unearned revenue amounts in the General Ledger module.

Service Contract Revenue Recognition Process (SN.303.00) credits the revenue or sales account and debits any deferred revenue associated with the contract type of a service contract. **Starting Date** and **Ending Date** of Service Contract Revenue Recognition Process (SN.303.00) and **Date** of the contract revenue schedule records determine the amounts that are processed during the revenue recognition process.

**Example:** A $12,000 service contract entered on January 1 that has a monthly revenue and billing schedule along with an accrual period of January would have the following entries:

   - Accounts Receivable 1000
   - Contract Receivable 1000

2. *Service Contract Accrual Process* (SN.300.00) for January.
   - Contract Receivable 12000
   - Unearned (deferred) Revenue 12000

   - Unearned (deferred) Revenue 1000
   - Revenue (Sales) 1000

Special pricing information can be associated with a contract type. Global discounts can be given to customers for material and labor used to perform the work on preventive maintenance service calls as well as non-preventive maintenance or on-demand service calls.

**Example:** Labor to change the oil and oil filter in a truck may be $20.00 an hour for a preventive maintenance service call and $25.00 for an on-call or unscheduled service call.

Special prices for individual inventory items can also be given to customers based on the type of service contract the customer has purchased.

**Example:** An oil filter while changing the oil in a truck may cost $10.00 for a Platinum service contract, $15.00 for a Silver service contract, and $20.00 for a Gold service contract.
Developing Escalation Codes

*Contract Escalation Maintenance* (SN.005.00) is used to increase the *Contract Amount* of service contracts over a multi-year time period. Contract prices may need to be raised over time because the cost of performing preventive maintenance on older equipment can become more costly. Contract prices can be increased by a percentage of the contract price of the preceding year or by a specific dollar amount. Escalation codes are attached to service contract types in *Contract Type Maintenance* (SN.003.00).

**Example 1:**
The cost to perform preventive maintenance on a piece of equipment increases by 2% a year for the first 5 years of service and 3% for the next 5 years of service.

Therefore, a service contract with a *Contract Amount* of $100.00 for the first year creates a service contract with a *Contract Amount* of $102.00 for the second year and $104.04 for the third year during Service Contract Renewal Process (SN.301.00).

**Example 2:**
The cost to perform preventive maintenance on a piece of equipment increases by $100 a year for the first 5 years of service and $200 for the next 5 years of service.

Therefore, a service contract with a *Contract Amount* of $100.00 for the first year creates a service contract with a *Contract Amount* of $200.00 for the second year and $300.00 for the third year during Service Contract Renewal Process (SN.301.00).
Contract Amount versus Calculated Amount

When creating service contracts in Service Contract Entry (SN.001.00), users have the ability to manually enter a **Contract Amount**. **Contract Amount** along with **Start Date** and **End Date** of a service contract is used to create the **Revenue Schedule** for Service Contract Revenue Recognition Process (SN.303.00) and the **Billing Schedule** for Service Contract Invoice (SN.640.00).

**Calculated Amount** is a display only field in Service Contract Entry (SN.001.00) that is maintained by the system. There are several criteria that determine **Calculated Amount** of a service contract.

4. **Base Price** of the model associated with a piece of equipment and the contract type of the service contract.
   - When associating a model with a manufacturer in Manufacturer/Model Maintenance (SE.006.00), a **Base Price** can be entered for each **Contract Type** set up in the Service Contracts module.
   - When attaching a piece of equipment to a service contract, **Calculated Amount** defaults to **Base Price** of the model associated with a piece of equipment and the contract type of the service contract.

5. **Age Code** attached to the model associated with a piece of equipment of the service contract.
   - **Age Codes** have user-defined parameters and are typically associated with a piece of equipment where the cost of maintaining the equipment increases based on the age of the equipment.
   - **Age Code** can be attached to a manufacturer’s model in Manufacturer/Model Maintenance (SE.006.00).

6. **Location Code** attached to a piece of equipment associated with the service contract.
   - **Location Codes** have user-defined parameters and are typically associated with a piece of equipment that is difficult to service due to the physical location of the equipment.
   - **Location Code** can be attached to a piece of equipment in Equipment Entry (SE.001.00).

   - **Escalation Codes** have a user-defined matrix and are typically associated with multi-year service contracts in Service Contract Entry (SN.001.00).

**Example:** A customer purchased a General Electric 9000 freezer that is 18 months old and a Premium contract type.

8. **Base Price** = $10,000 for a General Electric 9000 freezer for customers with a **Contract Type** of Premium.

9. The cost of maintaining the freezer increases by 10% each year over the life of the piece of equipment.

10. The cost of servicing the freezer increases by 5% because the piece of equipment is located in the basement.

11. The cost of maintaining the freezer increases by 2% each time the customer renews the service contract.

   **Calculated Amount** = $11,500 \[10,000 + 1000 (10000 * 1.10) + 500 (10,000 * 1.05)\]

**Note:** Since the service contract is the first for the customer, the 2% renewal cost is not included.

The service contract **Calculated Amount** may or may not equal the **Contract Amount** of a service contract. While **Contract Amount** is used to create the revenue and billing schedules for service contracts, **Calculated Amount** is used for quoting purposes. Therefore, if the **Calculated Amount** of a service contract must be used for the revenue and billing schedules, **Contract Amount** must be changed manually to equal **Calculated Amount**.
Differences Between Customers and Customer Sites

To process transactions for consumers that purchase items or services from your organization, information about each customer must be set up on Customer Maintenance (08.260.00) in the Accounts Receivable module. Every customer has a unique ID that distinguishes that customer from all other customers in the database. All customers can have an unlimited number of locations where items can be shipped or where services can be performed. In the Service Contracts module, these locations are considered sites.

Although customers may have one central address for billing, multiple locations may exist where work is performed. There is a one-to-one relationship with a Customer ID and a billing address. There is a one-to-many relationship with a Customer ID and Customer Sites. Therefore, when setting up customers and customer sites, the billing address is the determining factor when setting up one Customer ID or multiple Customer IDs for a consumer.

Example: If a customer in Cleveland also has locations in Columbus, Cincinnati, and Detroit, and the company wants all of the invoices for each location sent to the central office in Cleveland for payment, then one Customer ID and four customer sites must be created. One customer site must be created for each city or location. If the customer wants each location to pay its own invoices, then four Customer IDs must be set up, one for each city or location.

Each customer site has a unique identifier that distinguishes one site from another site of the customer. Although a customer can only have one 001 site, every customer can have a 001 site. A site ID is only unique to the customer, not to the system. Site Maintenance (SD.025.00) in the Service Dispatch module is used to set up an unlimited number of sites per customer. This screen is also used to identify specific information that pertains to each site of a customer as well as set up default values that allow customer service representatives to quickly process a service call once a site is selected.

Example: Each site can have separate Company Name, Attention, Address, Phone Number, Fax Number, Tax ID, and Special Pricing information as well as a default Geographic Zone, Branch ID, Call Type, Salesperson, and Technician.

Note: In Service Call Entry (SD.200.00), if the customer has a site of DEFAULT, the site defaults to service call entry when the customer is selected. If the customer does not have a DEFAULT site, the customer site must be selected manually.
Customer IDs are unique identifying codes that must be manually assigned to customers in Customer Maintenance (08.260.00) of Accounts Receivable or Service Call Entry (SD.200.00). If Auto Number Customer ID in Service Series Setup Maintenance (SD.000.00) is enabled, the Customer IDs of new customers can automatically be assigned by the system in Service Call Entry (SD.200.00). Customer IDs can be any combination of numbers and letters up to 10 characters. If Auto-Number Branch Prefix is enabled in Service Series Setup Maintenance (SD.000.00), the corresponding branch abbreviation will default to the first three characters of the Customer ID. Possible Customer ID formats include:

- The initial series of letters in the customer name:

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<thead>
<tr>
<th>Customer ID</th>
<th>Customer Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUSINE</td>
<td>Business Interiors</td>
</tr>
<tr>
<td>FRONTZ</td>
<td>Frontz Drilling</td>
</tr>
<tr>
<td>HAINES</td>
<td>Haines &amp; Company</td>
</tr>
<tr>
<td>LETTER</td>
<td>The Letter Shop</td>
</tr>
</tbody>
</table>

- Sequential numbers:

<table>
<thead>
<tr>
<th>Customer ID</th>
<th>Customer Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>Business Interiors</td>
</tr>
<tr>
<td>0002</td>
<td>Frontz Drilling</td>
</tr>
<tr>
<td>0003</td>
<td>Haines &amp; Company</td>
</tr>
<tr>
<td>0004</td>
<td>The Letter Shop</td>
</tr>
</tbody>
</table>

- Combination of a name and number:

<table>
<thead>
<tr>
<th>Customer ID</th>
<th>Customer Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUSIO1</td>
<td>Business Interiors Cleveland</td>
</tr>
<tr>
<td>BUSIO2</td>
<td>Business Interiors Akron</td>
</tr>
<tr>
<td>FRON01</td>
<td>Frontz Drilling Wooster</td>
</tr>
<tr>
<td>FRON02</td>
<td>Frontz Drilling Canton</td>
</tr>
<tr>
<td>HAIN01</td>
<td>Haines &amp; Company Akron</td>
</tr>
<tr>
<td>HAIN02</td>
<td>Haines &amp; Company Canton</td>
</tr>
<tr>
<td>LETT01</td>
<td>The Letter Shop Akron</td>
</tr>
<tr>
<td>LETT02</td>
<td>The Letter Shop Canton</td>
</tr>
</tbody>
</table>

Site IDs are user-defined and can be any combination of numbers and letters up to 10 characters. Possible site ID formats include:

- A series of letters in the location name:

<table>
<thead>
<tr>
<th>Site ID</th>
<th>Site Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLEV</td>
<td>Cleveland</td>
</tr>
<tr>
<td>COLU</td>
<td>Columbus</td>
</tr>
<tr>
<td>CINC</td>
<td>Cincinnati</td>
</tr>
<tr>
<td>DETR</td>
<td>Detroit</td>
</tr>
</tbody>
</table>
- Sequential numbers:

<table>
<thead>
<tr>
<th>Site ID</th>
<th>Site Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>001</td>
<td>Cleveland</td>
</tr>
<tr>
<td>002</td>
<td>Columbus</td>
</tr>
<tr>
<td>003</td>
<td>Cincinnati</td>
</tr>
<tr>
<td>004</td>
<td>Detroit</td>
</tr>
</tbody>
</table>

- Combination of a name and number:

<table>
<thead>
<tr>
<th>Site ID</th>
<th>Site Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLEV01</td>
<td>Cleveland North</td>
</tr>
<tr>
<td>CLEV02</td>
<td>Cleveland South</td>
</tr>
<tr>
<td>CLEV03</td>
<td>Cleveland East</td>
</tr>
<tr>
<td>CLEV04</td>
<td>Cleveland West</td>
</tr>
<tr>
<td>COLU01</td>
<td>Columbus North</td>
</tr>
<tr>
<td>COLU02</td>
<td>Columbus South</td>
</tr>
<tr>
<td>COLU03</td>
<td>Columbus East</td>
</tr>
<tr>
<td>COLU04</td>
<td>Columbus West</td>
</tr>
<tr>
<td>CINCO1</td>
<td>Cincinnati North</td>
</tr>
<tr>
<td>CINCO2</td>
<td>Cincinnati South</td>
</tr>
<tr>
<td>CINCO3</td>
<td>Cincinnati East</td>
</tr>
<tr>
<td>CINCO4</td>
<td>Cincinnati West</td>
</tr>
<tr>
<td>DETR01</td>
<td>Detroit North</td>
</tr>
<tr>
<td>DETR02</td>
<td>Detroit South</td>
</tr>
<tr>
<td>DETR03</td>
<td>Detroit East</td>
</tr>
<tr>
<td>DETR04</td>
<td>Detroit West</td>
</tr>
</tbody>
</table>

**Developing Master Contracts**

*Master Service Contract Maintenance* (SN.002.00) gives users the ability to group service contracts for multiple customers for consolidated invoicing or billing. Service contracts with the same **Master Contract ID** generate one invoice for the customer associated with the master contract each billing period instead of one invoice for the customer associated with each service contract. A **Master Contract ID** is attached to a service contract in *Service Contract Entry* (SN.001.00).

**Example:** If an organization has a centralized office that controls the accounting functions of the company, and 10 locations with separate service contracts, a Master Contract can be created for the customer and attached to each service contract. Therefore, the customer’s main office receives one service contract invoice for all of the locations while the individual sites get the service contract coverage and any preventive maintenance or non-schedule service work.

**Site Subaccount versus Call Type Subaccount**

It is recommended that you spend a considerable amount of time developing a logical, well-organized chart of accounts structure in the General Ledger module. The financial report requirements of an organization not only affect the design of the subaccount, but also how the Service Dispatch module is set up. Typically, the subaccount code of the chart of accounts defines the companies, divisions, locations, departments, projects and other categories within the overall structure of the organization.
Lines of Business

If an organization wants a Profit and Loss statement for each line of business in the company, then the different lines of businesses must be set up as a segment of the subaccount in the General Ledger module.

Example: If a company performs plumbing, electrical, heating and air conditioning services, each line of business must be set up as a valid record in the line of business segment of the subaccount.

<table>
<thead>
<tr>
<th>Subaccount Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>PLUMBING</td>
</tr>
<tr>
<td>02</td>
<td>ELECTRICAL</td>
</tr>
<tr>
<td>03</td>
<td>HEATING</td>
</tr>
<tr>
<td>04</td>
<td>AIR CONDITIONING</td>
</tr>
</tbody>
</table>

After valid entries for each line of business of the company have been set up in the subaccount, each line of business must be set up as a valid call type in *Call Type Maintenance* (SD.003.00).

<table>
<thead>
<tr>
<th>Call Type ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLUMB</td>
<td>PLUMBING</td>
</tr>
<tr>
<td>ELECT</td>
<td>ELECTRICAL</td>
</tr>
<tr>
<td>HEAT</td>
<td>HEATING</td>
</tr>
<tr>
<td>AIR</td>
<td>AIR CONDITIONING</td>
</tr>
</tbody>
</table>

When setting up each call type, the appropriate subaccount that represents the line of business must be associated with the call type.

<table>
<thead>
<tr>
<th>Call Type ID</th>
<th>Description</th>
<th>Subaccount Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLUMB</td>
<td>PLUMBING</td>
<td>01</td>
</tr>
<tr>
<td>ELECT</td>
<td>ELECTRICAL</td>
<td>02</td>
</tr>
<tr>
<td>HEAT</td>
<td>HEATING</td>
<td>03</td>
</tr>
<tr>
<td>AIR</td>
<td>AIR CONDITIONING</td>
<td>04</td>
</tr>
</tbody>
</table>

Locations

If an organization wants an Income Statement for each location in the company, then location must be a segment in the subaccount structure.

Example: If a company located in Cleveland, Ohio also has offices in Columbus, Cincinnati, and Detroit, each city must be set up as a valid segment of the subaccount.

<table>
<thead>
<tr>
<th>Subaccount Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>CLEVELAND</td>
</tr>
<tr>
<td>02</td>
<td>COLUMBUS</td>
</tr>
<tr>
<td>03</td>
<td>CINCINNATI</td>
</tr>
<tr>
<td>04</td>
<td>DETROIT</td>
</tr>
</tbody>
</table>
After valid entries for the different locations of the company have been established in the subaccount, each location must be set up as a valid branch in Branch Maintenance (SD.001.00) in the Service Dispatch module.

<table>
<thead>
<tr>
<th>Branch</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>CLEVELLAND</td>
</tr>
<tr>
<td>20</td>
<td>COLUMBUS</td>
</tr>
<tr>
<td>30</td>
<td>CINCINNATI</td>
</tr>
<tr>
<td>40</td>
<td>DETROIT</td>
</tr>
</tbody>
</table>

When creating a site for a customer in Site Maintenance (SD.025.00) in the Service Dispatch module, the branch and the subaccount that identifies the branch responsible for the site must be associated to the site.

<table>
<thead>
<tr>
<th>Customer ID</th>
<th>Site ID</th>
<th>Site Description</th>
<th>Branch ID</th>
<th>Subaccount Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>C300</td>
<td>100</td>
<td>CLEVELLAND-EAST</td>
<td>10</td>
<td>01</td>
</tr>
<tr>
<td>110</td>
<td>CLEVELLAND-WEST</td>
<td>10</td>
<td>01</td>
<td></td>
</tr>
<tr>
<td>120</td>
<td>CLEVELLAND-SOUTH</td>
<td>10</td>
<td>01</td>
<td></td>
</tr>
<tr>
<td>130</td>
<td>CLEVELLAND-NORTH</td>
<td>10</td>
<td>01</td>
<td></td>
</tr>
<tr>
<td>200</td>
<td>COLUMBUS-EAST</td>
<td>20</td>
<td>02</td>
<td></td>
</tr>
<tr>
<td>210</td>
<td>COLUMBUS-WEST</td>
<td>20</td>
<td>02</td>
<td></td>
</tr>
<tr>
<td>220</td>
<td>COLUMBUS-SOUTH</td>
<td>20</td>
<td>02</td>
<td></td>
</tr>
<tr>
<td>230</td>
<td>COLUMBUS-NORTH</td>
<td>20</td>
<td>02</td>
<td></td>
</tr>
<tr>
<td>300</td>
<td>CINCINNATI-EAST</td>
<td>30</td>
<td>03</td>
<td></td>
</tr>
<tr>
<td>310</td>
<td>CINCINNATI-WEST</td>
<td>30</td>
<td>03</td>
<td></td>
</tr>
<tr>
<td>320</td>
<td>CINCINNATI-SOUTH</td>
<td>30</td>
<td>03</td>
<td></td>
</tr>
<tr>
<td>330</td>
<td>CINCINNATI-NORTH</td>
<td>30</td>
<td>03</td>
<td></td>
</tr>
<tr>
<td>400</td>
<td>DETROIT-EAST</td>
<td>40</td>
<td>04</td>
<td></td>
</tr>
<tr>
<td>410</td>
<td>DETROIT-WEST</td>
<td>40</td>
<td>04</td>
<td></td>
</tr>
<tr>
<td>420</td>
<td>DETROIT-SOUTH</td>
<td>40</td>
<td>04</td>
<td></td>
</tr>
<tr>
<td>430</td>
<td>DETROIT-NORTH</td>
<td>40</td>
<td>04</td>
<td></td>
</tr>
</tbody>
</table>

Although the line of business sales and costs are not tracked in the General Ledger, each line of business must be set up as a valid call type in Call Type Maintenance (SD.003.00).

<table>
<thead>
<tr>
<th>Call Type ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLUMB</td>
<td>PLUMBING</td>
</tr>
<tr>
<td>ELECT</td>
<td>ELECTRICAL</td>
</tr>
<tr>
<td>HEAT</td>
<td>HEATING</td>
</tr>
<tr>
<td>AIR</td>
<td>AIR CONDITIONING</td>
</tr>
</tbody>
</table>

When setting up the call type for each line of business, **Use Subaccount from Site** must be selected in order to have the system default the subaccount associated to the sales and costs of the service call based on the value attached to the customer site.
If an organization wants to track the revenue and costs for each location and line of business in the company, both characteristics must be built into the subaccount structure.

<table>
<thead>
<tr>
<th>Line of Business Segment</th>
<th>Description</th>
<th>Location Segment Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>PLUMBING</td>
<td>01</td>
<td>CLEVELAND</td>
</tr>
<tr>
<td>20</td>
<td>ELECTRICAL</td>
<td>02</td>
<td>COLUMBUS</td>
</tr>
<tr>
<td>30</td>
<td>HEATING</td>
<td>03</td>
<td>CINCINNATI</td>
</tr>
<tr>
<td>40</td>
<td>AIR CONDITIONING</td>
<td>04</td>
<td>DETROIT</td>
</tr>
</tbody>
</table>

After valid entries for location and line of business of the company have been established in the subaccount, each location must be set up as a valid branch in *Branch Maintenance* (SD.001.00).

<table>
<thead>
<tr>
<th>Branch</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>CLEVELAND</td>
</tr>
<tr>
<td>02</td>
<td>COLUMBUS</td>
</tr>
<tr>
<td>03</td>
<td>CINCINNATI</td>
</tr>
<tr>
<td>04</td>
<td>DETROIT</td>
</tr>
</tbody>
</table>

After valid entries for each company location have been set up as a branch in *Branch Maintenance* (SD.001.00), each line of business and branch combination must be established as a valid call type in *Call Type Maintenance* (SD.003.00).

<table>
<thead>
<tr>
<th>Call Type ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLUMB-01</td>
<td>PLUMBING-CLEVELAND</td>
</tr>
<tr>
<td>PLUMB-02</td>
<td>PLUMBING-COLUMBUS</td>
</tr>
<tr>
<td>PLUMB-03</td>
<td>PLUMBING-CINCINNATI</td>
</tr>
<tr>
<td>PLUMB-04</td>
<td>PLUMBING-DETROIT</td>
</tr>
<tr>
<td>HEAT-01</td>
<td>HEATING-CLEVELAND</td>
</tr>
<tr>
<td>HEAT-02</td>
<td>HEATING-COLUMBUS</td>
</tr>
<tr>
<td>HEAT-03</td>
<td>HEATING-CINCINNATI</td>
</tr>
<tr>
<td>HEAT-04</td>
<td>HEATING-DETROIT</td>
</tr>
<tr>
<td>ELECT-01</td>
<td>ELECTRICAL-CLEVELAND</td>
</tr>
<tr>
<td>ELECT-02</td>
<td>ELECTRICAL-COLUMBUS</td>
</tr>
<tr>
<td>ELECT-03</td>
<td>ELECTRICAL-CINCINNATI</td>
</tr>
<tr>
<td>ELECT-04</td>
<td>ELECTRICAL-DETROIT</td>
</tr>
<tr>
<td>AIR-01</td>
<td>AIR CONDITIONING-CLEVELAND</td>
</tr>
<tr>
<td>AIR-02</td>
<td>AIR CONDITIONING-COLUMBUS</td>
</tr>
<tr>
<td>AIR-03</td>
<td>AIR CONDITIONING-CINCINNATI</td>
</tr>
<tr>
<td>AIR-04</td>
<td>AIR CONDITIONING-DETROIT</td>
</tr>
</tbody>
</table>
When setting up each call type, the appropriate subaccounts that represent the line of business and location must be associated with the call type.

<table>
<thead>
<tr>
<th>Call Type ID</th>
<th>Description</th>
<th>Subaccount Number (Line of Business-Location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLUMB-01</td>
<td>PLUMBING-CLEVELAND</td>
<td>10-01</td>
</tr>
<tr>
<td>PLUMB-02</td>
<td>PLUMBING-COLUMBUS</td>
<td>10-02</td>
</tr>
<tr>
<td>PLUMB-03</td>
<td>PLUMBING-CINCINNATI</td>
<td>10-03</td>
</tr>
<tr>
<td>PLUMB-04</td>
<td>PLUMBING-DETROIT</td>
<td>10-04</td>
</tr>
<tr>
<td>HEAT-01</td>
<td>HEATING-CLEVELAND</td>
<td>20-01</td>
</tr>
<tr>
<td>HEAT-02</td>
<td>HEATING-COLUMBUS</td>
<td>20-02</td>
</tr>
<tr>
<td>HEAT-03</td>
<td>HEATING-CINCINNATI</td>
<td>20-03</td>
</tr>
<tr>
<td>HEAT-04</td>
<td>HEATING-DETROIT</td>
<td>20-04</td>
</tr>
<tr>
<td>ELECT-01</td>
<td>ELECTRICAL-CLEVELAND</td>
<td>30-01</td>
</tr>
<tr>
<td>ELECT-02</td>
<td>ELECTRICAL-COLUMBUS</td>
<td>30-02</td>
</tr>
<tr>
<td>ELECT-03</td>
<td>ELECTRICAL-CINCINNATI</td>
<td>30-03</td>
</tr>
<tr>
<td>ELECT-04</td>
<td>ELECTRICAL-DETROIT</td>
<td>30-04</td>
</tr>
<tr>
<td>AIR-01</td>
<td>AIR CONDITIONING-CLEVELAND</td>
<td>40-01</td>
</tr>
<tr>
<td>AIR-02</td>
<td>AIR CONDITIONING-COLUMBUS</td>
<td>40-02</td>
</tr>
<tr>
<td>AIR-03</td>
<td>AIR CONDITIONING-CINCINNATI</td>
<td>40-03</td>
</tr>
<tr>
<td>AIR-04</td>
<td>AIR CONDITIONING-DETROIT</td>
<td>40-04</td>
</tr>
</tbody>
</table>

When creating a site for a customer in Site Maintenance (SD.025.00) in the Service Dispatch module, only the branch that is responsible for the site must be associated to the site.

<table>
<thead>
<tr>
<th>Customer ID</th>
<th>Site ID</th>
<th>Site Description</th>
<th>Branch ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>C300</td>
<td>100</td>
<td>CLEVELAND</td>
<td>01</td>
</tr>
<tr>
<td></td>
<td>200</td>
<td>COLUMBUS</td>
<td>02</td>
</tr>
<tr>
<td></td>
<td>300</td>
<td>CINCINNATI</td>
<td>03</td>
</tr>
<tr>
<td></td>
<td>400</td>
<td>DETROIT</td>
<td>04</td>
</tr>
</tbody>
</table>

Therefore, how an organization wants to track revenue and costs plays an important factor in determining not only how to set up the subaccount structure, but also how to set up the Service Contracts module.
# Implementation Check List

The checklist below may be used as a guide when completing a Service Contracts implementation.

<table>
<thead>
<tr>
<th>Description</th>
<th>Assigned To</th>
<th>Date Required</th>
<th>Date Completed</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Ledger:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ledger Maintenance (01.310.00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Set up at least one ledger for posting actual account data</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chart of Accounts Maintenance (01.260.00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Establish accounts for each contract type</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Define Contract Receivable Account</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Define Deferred Revenue Account</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Define Revenue Account</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Establish default accounts for Service Contracts Set-up (SN.007.00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Define Deposit Account to be used in Service Contract Deposits/Adjustments (SN.009.00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Define Miscellaneous Charge Account to be used in Service Contract Miscellaneous Entry (SN.010.00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GL Setup (01.950.00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Complete General Ledger Setup screen</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shared Information:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flexkey Definition (21.320.00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Define subaccount segment structure</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flexkey Table (21.330.00) (Optional)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>• Define valid values for the segments where Valid is enabled in Flexkey Definition (21.320.00)</td>
<td></td>
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</tr>
<tr>
<td>General Ledger:</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Subaccount Maintenance (01.270.00)</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>• Establish subaccount for each line of business, location, or line of business and location</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Associate appropriate subaccount to contract type or customer site</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td>Assigned To</td>
<td>Date Required</td>
<td>Date Completed</td>
<td>Comments</td>
</tr>
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<td>-------------------------------------------------</td>
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</tr>
<tr>
<td><strong>Shared Information:</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>Tax Maintenance (21.280.00)</strong></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>• Establish tax rates for <em>Service Contract Invoice</em> (SN.640.00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Associate to customer by entering tax ID in <em>Tax ID 1</em> in <em>Customer Maintenance</em> (08.260.00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Associate to customer site by entering tax ID in <em>Tax ID</em> in <em>Site Maintenance</em> (SD.025.00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Tax Group Maintenance (21.340.00) (Optional)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Establish tax rate groups for <em>Service Contract Invoice</em> (SN.640.00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Terms Maintenance (21.270.00)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Establish terms for <em>Service Contract Invoice</em> (SN.640.00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Associate to customer in <em>Customer Maintenance</em> (08.260.00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Quick Send Setup (21.951.00) (Optional)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Establish default Quick Send preferences for the <em>Service Contract Invoice</em> document type</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Associate to customer in <em>Customer Maintenance</em> (08.260.00)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Accounts Receivable:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Statement Cycle (08.280.00)</strong></td>
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</tr>
<tr>
<td>• Establish at least one statement cycle for aging categories and customer statement printing</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>Customer Class (08.290.00)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Establish at least one customer class to group customer for reporting purposes</td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>AR Setup (08.950.00)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Complete <em>Accounts Receivable Setup</em> screen</td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>Salesperson Maintenance (08.310.00)</strong></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>• Define at least one salesperson such as “House”</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>Shared Information:</strong></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>Flexkey Definition (21.320.00)</strong></td>
<td></td>
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</tr>
<tr>
<td>• Define <em>Customer ID</em> structure</td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>Customer Maintenance (08.260.00)</strong></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>• Define one customer for each billing address</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Inventory:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Task</td>
<td>Description</td>
<td></td>
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<tr>
<td>-------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>IN Setup (10.950.00)</strong></td>
<td>• Complete IN Setup screen</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Set <strong>COGS Subaccount Source</strong> to Sales Transaction</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Product Classes (10.280.00)</strong></td>
<td>• Define at least one product class for setting default values on new inventory items and reporting purposes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Unit Conversion (10.650.00)</strong></td>
<td>• Define all stocking units of measure for inventory items with purchase or sales units differing from their stocking unit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Sites (10.250.00)</strong></td>
<td>• Define locations or warehouses where inventory items are stocked</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Warehouse Bin Locations (10.340.00)</strong></td>
<td>• Define all locations within a warehouse where inventory items are stored</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Inventory Items (10.250.00)</strong></td>
<td>• Define material and labor items for special pricing associated with service contract types and service contracts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Define all labor items as non-stock inventory items</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Service Dispatch:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Call Status Maintenance (SD.002.00)</strong></td>
<td>• Define at least one call status for dispatching and reporting purposes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Service Series Setup Maintenance (SD.000.00)</strong></td>
<td>• Complete Service Series Setup Maintenance screen</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Zip Code Maintenance (SD.021.00) (Optional)</strong></td>
<td>• Define postal codes where services are performed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Geographic Zone Maintenance (SD.009.00)</strong></td>
<td>• Define work zones or regions where services are performed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Associate postal codes defined in Zip Code Maintenance (SD.0021.00) to each work zone or region</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Branch Maintenance (SD.001.00)</strong></td>
<td>• Define at least one branch for dispatching and reporting purposes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Associate geographic zones defined in Geographic Zone Maintenance (SD.009.00) to each branch</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Type Maintenance (SD.003.00)</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>----------------------------------</td>
<td>---</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Define at least one call type for dispatching, call monitoring, and reporting purposes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employee Class Maintenance (SD.006.00)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Define groups of employees with similar characteristics for reporting purposes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employee Maintenance (SD.007.00)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Define an employee for each technician, volunteer, and subcontractor</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Problem Code Maintenance (SD.008.00)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Define the reasons service calls are generated.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Media Group Maintenance (SD.013.00) (Optional)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Define groups of marketing resources for reporting purposes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Media Buy Maintenance (SD.012.00) (Optional)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Define marketing sources to track effective sources of advertising</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dwelling Maintenance (SD.005.00) (Optional)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Define the different type of building where services are performed</td>
<td></td>
</tr>
<tr>
<td>• Associate a dwelling to each customer site</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Inventory Mark-Up Maintenance (SD.026.00) (Optional)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Associate an inventory mark-up to each customer site</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Site Maintenance (SD.025.00)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Set up one site for each customer location where work is performed</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Notes Template (SD.410.00)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• A note template can be attached to equipment in a service contract in Service Contract: Equip Notes Entry (SN.006.00).</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Equipment: (Optional)</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Equipment Age Maintenance (SE.010.00) (Required if using Equipment Types)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Set up an age code to account for increasing costs of maintaining equipment over time</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Equipment Location Maintenance (SE.004.00) (Optional)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Enter categories to account for additional costs of maintaining equipment due to the location of the equipment</td>
<td></td>
</tr>
<tr>
<td>Service Contracts</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
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</tr>
<tr>
<td><strong>Equipment Type Maintenance (SE.003.00)</strong></td>
<td></td>
</tr>
<tr>
<td>• Define groups of equipment with similar characteristics for reporting purposes</td>
<td></td>
</tr>
<tr>
<td><strong>Usage Code Maintenance (SE.009.00) (Optional)</strong></td>
<td></td>
</tr>
<tr>
<td>• Define interval codes for tracking how equipment is used for reporting purposes and creating preventive maintenance schedules manually</td>
<td></td>
</tr>
<tr>
<td><strong>PM Code Maintenance (SE.002.00)</strong></td>
<td></td>
</tr>
<tr>
<td>• Define preventive maintenance plans for servicing equipment</td>
<td></td>
</tr>
<tr>
<td><strong>Manufacturer Maintenance (SE.005.00)</strong></td>
<td></td>
</tr>
<tr>
<td>• Set up all manufacturers that supply equipment to your organization</td>
<td></td>
</tr>
<tr>
<td><strong>Manufacturer/Model Details Maintenance (SE.006.00)</strong></td>
<td></td>
</tr>
<tr>
<td>• Set up all models of manufacturers</td>
<td></td>
</tr>
<tr>
<td><strong>PM Code-Model Details Maintenance (SE.008.00) (Optional)</strong></td>
<td></td>
</tr>
<tr>
<td>• Associate specific manufacturer model to a preventive maintenance plan and tasks</td>
<td></td>
</tr>
<tr>
<td><strong>Service Contracts:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Service Contracts Set-up (SN.007.00)</strong></td>
<td></td>
</tr>
<tr>
<td>• Define Miscellaneous Defaults</td>
<td></td>
</tr>
<tr>
<td>1. Determine if Batch Reports print when batches are Released in Service Contract Deposits/Adjustments (SN.009.00) and Service Contract Miscellaneous Entry (SN.010.00)</td>
<td></td>
</tr>
<tr>
<td>2. Determine how Batch Numbers are assigned when entering batches in Service Contract Deposits/Adjustments (SN.009.00) and Service Contract Miscellaneous Entry (SN.010.00)</td>
<td></td>
</tr>
<tr>
<td>3. Define batch numbering format</td>
<td></td>
</tr>
<tr>
<td>4. Define Deposit Account to be used in Service Contract Deposits/Adjustments (SN.009.00)</td>
<td></td>
</tr>
<tr>
<td>5. Determine if Partial Application of Deposits can be applied to service contracts</td>
<td></td>
</tr>
<tr>
<td>6. Define Miscellaneous Charge Account to be used in Service Contract Miscellaneous Entry (SN.010.00)</td>
<td></td>
</tr>
<tr>
<td><strong>Master Service Contract Maintenance (SN.002.00) (Optional)</strong></td>
<td></td>
</tr>
<tr>
<td>• Define master contracts for consolidated invoicing or billing for multiple customers</td>
<td></td>
</tr>
<tr>
<td>• Establish Master Contract ID schema</td>
<td></td>
</tr>
<tr>
<td>• Associate with a customer</td>
<td></td>
</tr>
<tr>
<td><strong>Contract Escalation Maintenance (SN.005.00)</strong></td>
<td></td>
</tr>
<tr>
<td>• Establish how the contract price of</td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td>Assigned To</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>multi-year service contracts increase</td>
<td></td>
</tr>
<tr>
<td>• Establish Escalation Code schema</td>
<td></td>
</tr>
<tr>
<td><strong>Contract Type Maintenance (SN.003.00)</strong></td>
<td></td>
</tr>
<tr>
<td>• Establish groups of service contracts with similar characteristics for reporting purposes and setting defaults for the creation of non-preventive service calls in Service Call Entry (SD.200.00) and preventive maintenance service calls in Generate PM Service Calls Process (SD.300.00)</td>
<td></td>
</tr>
<tr>
<td>• Establish Contract Type ID schema</td>
<td></td>
</tr>
<tr>
<td>• Establish General Defaults</td>
<td></td>
</tr>
<tr>
<td>1. Determine the default priority for new service contracts associated with the contract type</td>
<td></td>
</tr>
<tr>
<td>2. Determine the default renewal type for new service contracts associated with the contract type</td>
<td></td>
</tr>
<tr>
<td>3. Determine how the revenue and billing schedules for service contracts will be calculated</td>
<td></td>
</tr>
<tr>
<td>4. Determine if new service contracts default to Taxable</td>
<td></td>
</tr>
<tr>
<td>5. Determine the default Call Type to attach to new service contracts associated with the contract type</td>
<td></td>
</tr>
<tr>
<td>6. Determine the default Escalation Code to attach to new service contracts associated with the contract type</td>
<td></td>
</tr>
<tr>
<td>7. Determine the default Material and Inventory Markup to attach to new service contracts associated with the contract type</td>
<td></td>
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<tr>
<td>8. Determine the default Contract Amount to attach to new service contracts associated with the contract type</td>
<td></td>
</tr>
<tr>
<td>9. Determine the default length of time (months) to attach to new service contracts associated with the contract type</td>
<td></td>
</tr>
<tr>
<td>• Establish Cap/Retainer Defaults</td>
<td></td>
</tr>
<tr>
<td>• Establish General Ledger Account defaults</td>
<td></td>
</tr>
<tr>
<td>10. Define Contract Receivable Account</td>
<td></td>
</tr>
<tr>
<td>11. Define Deferred Revenue Account</td>
<td></td>
</tr>
<tr>
<td>12. Define Revenue Account</td>
<td></td>
</tr>
<tr>
<td>• Establish General Ledger Subaccount Source: <strong>Contract Type</strong> or <strong>Customer Site</strong></td>
<td></td>
</tr>
<tr>
<td>• If Subaccount Source from Contract Type, establish General Ledger Subaccount defaults</td>
<td></td>
</tr>
<tr>
<td>13. Define Contract Receivable Subaccount</td>
<td></td>
</tr>
<tr>
<td>14. Define Deferred Revenue Subaccount</td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td>Assigned To</td>
</tr>
<tr>
<td>-------------</td>
<td>-------------</td>
</tr>
</tbody>
</table>
| 15. Define Revenue Subaccount  
  - Establish Special Pricing information | | | | |
| 16. Define labor percentage discount for non-preventive service calls | | | | |
| 17. Define material percentage discount for non-preventive service calls | | | | |
| 18. Define labor percentage discount for preventive service calls | | | | |
| 19. Define material percentage discount for preventive service calls  
  - Determine Inventory Items that have special pricing associated with Contract Type | | | | |
| Cancellation Code Maintenance (SN.004.00) (Optional)  
  - Define reasons why service contracts are cancelled or not renewed | | | | |
Understanding Service Contract ID Codes

Service Contract ID

A service contract is a document in the Service Contracts module that is used by organizations to record information about customers, equipment, and types of service offered to customers to cover on-site and off-site service commitments.

Example: An organization that sells heating and air conditioning units may offer a Full or Partial service contract to their customers to cover repairs or preventive maintenance on the pieces of equipment over a specified length of time. Service contracts are entered on Service Contract Entry (SN.001.00) and can be associated with a specific customer and site.

Once the customer and site have been selected, values attached to the site default to the service contract. Customer service representatives can override the default values and enter the other needed data such as Contract Status, Contract Type, Contract Amount, Contract Start, End Date, and Renewal Type. Several pieces of equipment can be associated with a service contract along with individual preventive maintenance schedules for each piece of equipment. Independent revenue and billing schedules can also be assigned to each service contract.

When all required information is entered and the service contract is saved, the system automatically assigns a Contract ID if Auto Number Contract ID is enabled in Service Series Setup Maintenance (SD.000.00). In addition, if Auto-Number Branch Prefix is selected in Service Series Setup Maintenance (SD.000.00), the three-character Branch Abbreviation associated with the customer branch is added to the beginning of Contract ID.

If Active Contract Notification in Service Series Setup Maintenance (SD.000.00) is activated, customer service representatives will be notified of any sites that have active service contracts at the time a service call is entered in Service Call Entry (SD.200.00). This feature allows organizations to respond to customer issues in a timely manner when problems occur for customers covered by a service contract.

Service Call ID

A service call is a document in the Service Dispatch module that is used to record information about customers and services that customers are requesting from organizations.

Example: A customer having a problem with an air conditioner blowing hot air may call a heating and air conditioning repair shop requesting an on-site visit from one of the service technicians. Service calls are entered on Service Call Entry (SD.200.00) in the Service Dispatch module and are associated with a specific customer and site.

Once the customer and site have been selected, values attached to the customer site default to the service call. Customer service representatives can override default values such as scheduling information, call status, priority, start date, time promised, and primary technician. Several problem codes or reasons for the service call, along with notes specific to the issues, can be attached to the service call.

When all needed information is entered and the service call is saved, the system automatically assigns a Service Call ID if Auto Number Service Call is enabled in Service Series Setup Maintenance (SD.000.00). In addition, if Auto-Number Branch Prefix is selected in Service Series Setup Maintenance (SD.000.00), the three-character Branch Abbreviation associated with the branch of the customer is added to the beginning of the Service Call ID.
Customer ID

Information about each customer must be set up on Customer Maintenance (08.260.00) in the Accounts Receivable module to process transactions for consumers that purchase items or services. Each customer has a unique identifier that distinguishes it from all other customers in the database. Setting up the customer in Customer Maintenance (08.260.00) requires the Customer ID to be entered manually.

Possible customer ID formats include:

- A series of letters in the customer name (SMITHBOB for Robert Smith)
- Sequential numbers (234567, 234568, 234569, 234570, etc.)
- A branch number-customer number combination (001234567 for branch 001 and customer 234567)
- A branch number-customer name combination (001SMITH for branch 001 and SMITH for customer name)

Note: The Flexkey feature gives users the ability to divide customer IDs into segments to allow the production of more meaningful financial and management reports. The segments might represent a variety of information.

Example: Segments may be established for the customer class, territory, and company. Segments are defined in the Shared Information module using Flexkey Definition (21.320.00).

Customer Site ID

All customers can have an unlimited number of locations where items can be shipped or where services can be performed. In the Service Dispatch module, these locations are considered sites. Although customers may have one central address for billing, multiple locations may exist where work is performed. There is a one-to-one relationship with a Customer ID and a billing address. There is a one-to-many relationship with a Customer ID and customer sites. Sites for a customer are manually entered in Site Maintenance (SD.025.00) in the Service Dispatch module.

Site ID is a 10-character user-defined unique identifier for each site of a customer.

Contract Type ID

Contract types are used to group service contracts with similar characteristics together for reporting purposes. In addition, contract types set default information for the creation of non-preventive maintenance service calls in Service Call Entry (SD.200.00) and preventive maintenance service calls in Generate PM Service Calls Process (SE.300.00) in the Equipment Maintenance module. An unlimited number of contract types can be set up in Contract Type Maintenance (SN.003.00).

Special pricing and general ledger account/subaccount information such as contract receivable, deferred revenue, and revenue can be associated with a specific contract type for financial statement reporting. A contract type is attached to a service contract in Service Contract Entry (SN.001.00).

Contract Type ID is a unique 10-character user-defined identifier that indicates each contract type set up in an organization.
Master Contract ID

Master contracts are used to group service contracts from multiple customers for consolidated invoicing or billing. Service contracts with the same Master Contract ID generate one invoice for the customer associated with the master contract each billing period instead of one invoice for the customer associated with each service contract. An unlimited number of master contracts can be set up in Master Service Contract Maintenance (SN.002.00).

A master contract is attached to a service contract in Service Contract Entry (SN.001.00). Master Contract ID is a unique 10-character ID that identifies each master service contract in the Service Contracts module.

Invoice Numbers

The Service Contracts module gives users the ability to choose one of 10 frequencies when creating a billing schedule for invoicing service contracts in Service Contract Entry (SN.001.00).

- **Monthly:** An invoice is created each month for the life of the service contract.
- **Bi-Monthly:** An invoice is created every other month for the life of the service contract.
- **Quarterly:** An invoice is created once a quarter for the life of the service contract.
- **Every 4th Month:** An invoice is created once every four months for the life of the service contract.
- **Semi-Annual:** An invoice is created once every six months for the life of the service contract.
- **Annual:** An invoice is created once a year for the life of the service contract.
- **End of Contract:** An invoice is created based on the End Date of the service contract.
- **30/60/90 Days:** An invoice is created once a month for the next three months.
- **Time of Service:** No invoices are created for the service contract. This frequency option behaves the same as None.
- **None:** No invoices are created for the service contract.

Service contract invoices are printed or sent electronically using Service Contract Invoice (SN.640.00). The invoice number is assigned by the system using Last Reference Number on AR Setup (08.950.00) in the Accounts Receivable module when the service contract invoice actually prints or is sent electronically. If a credit entered in Service Contract Deposits/Adjustments (SN.009.00) is printed and a billing schedule record or a miscellaneous charge is not also selected, an invoice is printed but its amount is negative since its only detail line reflects the credit. In the Accounts Receivable module, the negative amount invoice appears as a credit memo but its reference number follows the reference numbering assigned to invoices. Although invoice number is a unique 10-character alphanumeric value that identifies each invoice or credit memo in Accounts Receivable, only the first two characters can be alphabetic.

Branch ID

Branches are used to represent the different divisions or locations in an organization.

**Example:** An organization that has locations in Columbus, Cincinnati, and Cleveland may create a branch for each city.

A company that has a heating and an air conditioning division may set up a separate branch for each division. Organizations typically choose to separate locations or divisions by branch for reporting purposes. Open Service Call List (SD.620.00) is used to print open service calls for each branch in an organization.

Branch ID is user-defined and can be any combination of numbers and letters up to 10 characters. Branch IDs are set up in Branch Maintenance (SD.001.00) in the Service Dispatch module.
Call Type ID

Call types are extremely important to the Field Service Management system. Call types give organizations the ability to separate service calls or jobs by different divisions or lines of business. If organizations want to track the revenue and costs of each line of business in the company, subaccounts associated with the lines of business can be attached to the call types for general ledger purposes.

**Example:** If Heating, Plumbing, Electrical and Air Conditioning profit and loss statements need to be generated separately, developing a call type for each line of business and attaching the appropriate subaccount is required.

Call type IDs are user-defined and can be any combination of numbers and letters up to 10 characters. Typically, call types are alphabetical for easy recognition during data entry and reporting. Call type IDs are set up in *Call Type Maintenance* (SD.003.00) in the Service Dispatch module.

Contract Type Escalation Codes

Contract escalations are designed to increase the contract price of service contracts over a multi-year time period. Contract prices can be increased by a percentage of the contract price of the preceding year or by a specific dollar amount. *Contract Escalation Maintenance* (SN.005.00) is used to enter an unlimited number of escalation codes.

Escalation codes are attached to a service contract type in *Contract Type Maintenance* (SN.003.00). Escalation codes can be a unique 10-character ID that identifies each escalation scheme in the Service Contracts module.

Equipment ID

A piece of equipment has a record in the database used to track information about both company- and customer-owned items.

**Example:** A heating and air conditioning organization may enter and associate heating and air conditioning units as customer-owned equipment and enter the service trucks as company-owned equipment. Equipment is entered into the system through *Equipment Entry* (SE.001.00).

*Equipment Entry* (SE.001.000) allows users to enter pertinent information about a piece of equipment including the customer and site associated with the piece of equipment, the branch responsible for servicing the piece of equipment, the type of equipment, the Vendor ID, the purchase date, and the purchase amount. Manufacturer information such as the manufacturer, model, serial number, and other warranty information can also be entered for a piece of equipment.

When all of the needed information is entered and of equipment record is saved, the system automatically assigns an Equipment ID if this feature is enabled in *Service Series Setup Maintenance* (SD.000.00). In addition, if *Auto-Number Branch Prefix* is selected in *Service Series Setup Maintenance* (SD.000.00), the three-character Branch Abbreviation associated with the branch of the customer is added to the beginning of Equipment ID.

Once equipment has been entered into the system, customer service representatives can attach the equipment to a service call or service contract. *Equipment ID* in *Service Call Entry* (SD.200.00) allows users to enter the equipment to be serviced on a service call.
Equipment Type ID

Equipment types are used to group similar pieces of equipment together for reporting purposes.

**Example:** A heating and air conditioning company may want to group all residential central air conditioning units from all manufacturers together.

An equipment type is attached to a model of a manufacturer in *Manufacturer/Model Maintenance* (SE.006.00) and associated with a piece of equipment in *Equipment Entry* (SE.001.00).

**Equipment Type ID** is a unique 10-character ID that identifies each equipment type in the Service Contracts module.

Preventive Maintenance Codes

Preventive maintenance plans are used to create preventive maintenance schedules for servicing equipment. Preventive maintenance plans are created in *PM Code Maintenance* (SE.002.00). *PM Codes* are attached to a model of a manufacturer in *Manufacturer/Model Maintenance* (SE.006.00) and associated with a piece of equipment in *Equipment Entry* (SE.001.00). When using *Generate Equipment PM Tasks* (SN.001.07) to automate the creation of preventive maintenance schedules for equipment, **Default PM Code** attached to the model of the manufacturer is used to create the schedule.

**PM Code** is a unique 10-character ID that identifies each preventive maintenance scheme in the Equipment Maintenance module.

Service Call Status ID

Call statuses are used to define the life cycle of a service call. The call status provides dispatchers and other users with information that tracks the progress of a service call. The system allows an unlimited number of user-defined call statuses that can be any combination of numbers and letters up to 10 characters. However, call status IDs are typically alphabetical for easy recognition during data entry and reporting.

Call statuses are set up in *Call Status Maintenance* (SD.002.00) in the Service Dispatch module.

Problem Code ID

Problem codes are used to define the reason why a service call is generated. Unlike call types that have a one-to-one relationship with a line of business, multiple problem codes may exist for each call type.

Problem code IDs are user-defined and can be any combination of numbers and letters up to 10 characters. Typically, problem codes are alphanumeric because multiple problem codes can exist for one call type.

**Example:** A HEATING call type can have HEAT01: Emergency No Heat, HEAT02: Change Air Filter, and HEAT03: Emergency Cool Air Blowing.

Problem code IDs are set up on *Problem Code Maintenance* (SD.008.00) in the Service Dispatch module.
Cause Code ID

Cause codes are used to define why a Problem Code may occur or why a piece of equipment is not working.

Example: The cause of an air conditioner blowing warm air may be a Thermostat Inoperative. An unlimited number of cause codes can be set up on Cause Code Maintenance (SD.014.00) in the Service Dispatch module.

Cause Code ID is user-defined and can be any combination of numbers and letters up to 10 characters.

Resolution Code ID

Resolution codes are used to define what a technician does to solve a problem or cause code.

Example: The resolution code for a Thermostat Inoperative cause code may be Replaced Thermostat.

An unlimited number of resolution codes can be set up in Resolution Code Maintenance (SD.015.00) in the Service Dispatch module. Resolution code IDs are user-defined and can be any combination of numbers and letters up to 10 characters.

Cancellation Code ID

Cancellation codes are used to identify reasons why service contracts are not renewed or cancelled for reporting purposes. An unlimited number of cancellation codes can be set up in Cancellation Code Maintenance (SN.004.00). Cancellation Code, Cancellation Date and Cancelled By can be attached to a service contract in Service Contract Entry (SN.001.00) once Status is changed to Cancelled.

Cancellation Code ID is user-defined and can be any combination of numbers and letters up to 10 characters.

Employee ID

Technicians are employees, volunteers, and subcontractors that complete the work on a service call. Each technician has an assigned Employee ID.

Example: A heating and air conditioning company installing a central air system in a new house would want to set up all employees assigned to the job in order to track the costs associated with the installation. Employees, volunteers, and subcontractors are entered into the system in Employee Maintenance (SD.007.00) in the Service Dispatch module.

Employee ID is user-defined and can be any combination of numbers and letters up to 10 characters. It is recommended that you use the name of the employee as part of the Employee ID for easy recognition during data entry and reporting.
Inventory Mark-Up ID

Inventory mark-up tables are used to increase the price of inventory items that are associated with a flat rate price. When running the Price Update Process (SP.203.00) in the Flat Rate Pricing module, the system increases the price of individual inventory items associated with a flat rate by a cost multiplier based on the cost of the item.

**Inventory Mark-up ID** is user-defined and can be any combination of numbers and letters up to 10 characters. Inventory mark-up IDs are set up in Inventory Mark-Up Maintenance (SD.026.00) in the Service Dispatch module.

Media Buy ID

The media buy feature provides users with the ability to track information about the different marketing programs that generate sales in an organization. The Advertising Media Performance Report allows users to view the number of service calls and total revenue associated with each media source. The different types of media are entered into the system in Media Buy Maintenance (SD.012.00).

**Media ID** is user-defined and can be any combination of numbers and letters up to 10 characters. Although each customer is not really a media resource, setting up a media code for each referral is a great way to track how a service call was received.

Media Group ID

Media groups are typically used to identify or group media with similar characteristics. Placing media resources into categories or groups can be beneficial to management because reports can be printed to show the most effective means of advertising. The different types of media groups are entered into the system in Media Group Maintenance (SD.013.00) and attached to media resources in Media Buy Maintenance (SD.012.00).

**Media Group ID** is user-defined and can be any combination of numbers and letters up to 10 characters.

Salesperson ID

**Salesperson ID** is a unique identifying code assigned to each salesperson in an organization. Salespersons are set up in Salesperson Maintenance (08.031.00) in the Accounts Receivable module and attached to customers in Customer Maintenance (08.260.00). A salesperson can also be associated with a customer in Site Maintenance (SD.025.00). **Salesperson ID** associated with the site defaults to Service Call Entry (SD.001.00) and Service Contract Entry (SN.001.00).

Salesperson IDs can be any alphanumeric code up to 10 characters. It is recommended that you set up a logical salesperson coding scheme to allow flexibility in reporting.

Inventory ID

**Inventory ID** is a unique 10-character identifier assigned to each inventory item in an organization. Material and labor items are set up in Items (10.250.00) in the Inventory module.

Note Template ID

Note templates are user-defined text that can be attached to an invoice in Invoice Entry (SD.200.00). Information in the note template appears on the bottom of a service call invoice. Note templates can also be attached to pieces of equipment in the Service Contract module.

**Note Template ID** is user-defined and can be any combination of numbers and letters up to 10 characters.
Task Guidelines

Quick Reference Task List
This section contains tasks that are commonly performed with the Service Contracts module. Each task is cross-referenced to a specific topic in the user guide.

How Do I Setup...?
- The Service Contracts module? See “Getting Service Contracts Ready for Use” on page 35.

How Do I Create...?
- A master service contract? See “Setting up Master Service Contracts (Optional)” on page 43.
- A contract escalation code? See “Creating Contract Escalation Codes (Optional)” on page 44.
- A contract type? See “Setting up Contract Types” on page 45.
- A service contract cancellation code? See “Entering Cancellation Codes” on page 54.

How Do I Enter...?
- A revenue schedule for a service contract? See “Creating a Revenue Schedule” on page 62.
- A taxable or non-taxable service contract? See “Setting up Contract Types” on page 47.
- The reason a service contract was cancelled? See “To cancel a service contract:” section of Cancelling a Service Contract on page 103, step 5.
- Preventive maintenance schedules? See “Generating Equipment Preventive Maintenance Schedules” on page 82.
- A new preventive maintenance schedule for a piece of equipment that already has a PM schedule? See “Creating Equipment Preventive Maintenance Schedules Manually” on page 88.
- Credits (prepayments and deposits) against a service contract? See “Entering Service Contract Adjustments and Deposits” on page 93.
- Notes related to equipment for a service contract? See “Attaching Equipment Notes to a Service Contract” on page 90.

How Do I Attach...?
- Equipment to service contracts? See “Attaching Equipment to a Service Contract” on page 77.
- Technicians to service contracts? See “Creating Service Contracts” on page 60, step 19.
How Do I View...?

- The profitability of a service contract? See “Viewing Service Contract Profitability” on page 105.
- The preventive maintenance schedule for equipment on a service contract? See “Viewing Equipment Preventive Maintenance Schedules” on page 84.
- The preventive maintenance task list associated with a piece of equipment on a service contract? See “Viewing Equipment Preventive Maintenance Tasks” on page 86.
- Details of the Quick Send request created when an invoice was sent electronically? See “Viewing Quick Send Request Details” on page 109.

How Do I Renew...?

- Service contracts? See “Selecting Service Contracts for Renewal” on page 112.
- Service contracts for a specific contract type? See “Selecting Service Contracts for Renewal” on page 113, step 3.
- Service contracts for one branch? See “Selecting Service Contracts for Renewal” on page 113, step 5.
- Service contracts by an expiration date? See “Selecting Service Contracts for Renewal” on page 113, step 6.
- Service contracts for a specific renewal type? See “Selecting Service Contracts for Renewal” on page 113, step 8.

How Do I...?

- Print a service contract? See “Printing the Service Contract” on page 74.
- Send or resend an invoice electronically? See “Sending Invoices Electronically” on page 121.
- Cancel a service contract? “Cancelling a Service Contract” on page 102.
- Search for equipment to attach to a customer’s service contract? See “Searching for a Specific Piece of Equipment” on page 79.
- Generate equipment preventive maintenance schedules for equipment on a service contract? See “Generating Equipment Preventive Maintenance Schedules” on page 82.
- Account for new service contracts (accrual process)? See “Creating Accruing Transactions for Service Contracts” on page 118.
- Recognize revenue for service contracts? See “Service Contract Entry, Revenue Schedule Tab” on page 142.
- Change the contract status of multiple service contracts to expired? See “Service Contract Expire Process (SN.304.00)” on page 203.
- Invoice a service contract? See “Creating Invoices for Service Contracts” on page 120.
What is the Purpose of...?

- The contract End Date field in Service Contract Entry? See “End Date” on page 139.
- The Renewal Type field in Service Contract Entry? See “Renewal Type” on page 140.

When is...?

- The accrued amount of a service contract updated? See “Creating Accruing Transactions for Service Contracts” on page 118.

How...?

- Is the Calculated Amount for a service contract calculated? See “Contract Amount versus Calculated Amount” on page 8.
- Does the Frequency field affect the revenue schedule of a service contract? See “Frequency” on page 142.
- Does the Frequency field affect the billing schedule of a service contract? See “Frequency” on page 144.

What Is the Difference Between...?

- Frequency types for a revenue or billing schedule? See “Creating a Revenue Schedule” on page 62 or “Creating a Billing Schedule” on page 65.
- Contract renewal types? See “Renewal Type” on page 140.
Getting Service Contracts Ready for Use

Setting up Service Contracts essentially involves three areas:
1. Configuring modules that integrate with Field Service Management
2. Setting up Service Dispatch
3. Setting up Service Contracts

Configuring Required Modules

The first steps in setting up the Service Contracts module are to perform the setup tasks for the other modules that interface with Field Service Management.

Setup tasks are required in the following modules:
- Shared Information
- General Ledger
- Accounts Receivable
- Inventory

Setup is optional for the following:
- System Manager
- Customization Manager
- Crystal Reports
- Application Server

Shared Information

The following screens must be completed before the Field Service Management modules can be set up.

1. Tax Maintenance (21.280.00) — Required
   Any Tax IDs used in Service Contract Invoice (SN.640.00) must have a Calculation Type of Document.
   
   **Note:** Sales tax is critical for Service Contract Invoice (SN.640.00) in Field Service Management and is required when creating a new site for customers in Site Maintenance (SD.0250.00).

2. Tax Group Maintenance (21.340.00) — Optional
3. Terms Maintenance (21.270.00) — Required
   Terms ID associated with a customer is used in Service Contract Invoice (SN.640.00).
4. Quick Send Setup (21.951.00) - Optional
   The Service Contract Invoice document type is used in Service Contract Invoice (SN.640.00) and Reprint Service Contract Invoice (SN.650.00).
General Ledger
1. Chart of Accounts Maintenance (01.260.00) — Required
   - Define a contract receivable, deferred revenue, and revenue account to each contract type.
   - Deposit and Miscellaneous accounts are defined in Service Contracts Set-up (SN.007.00).
2. General Ledger Setup (01.950.00) — Required
3. Subaccounts Maintenance (01.270.00) — Required
   - Associate with contract type or customer site. Define each or use form Site.
   - Associate the subaccount to each or use from site.

Accounts Receivable
1. Statement Cycle (08.280.00) — Required
2. Customer Class (08.290.00) — Required
3. AR Setup (08.950.00) — Required
   - Enable Auto Reference Numbering to automatically generate sequential invoice numbers during Service Contract Invoice (SN.640.00).
   - Set Credit Checking Type to Warning Only.
4. Customer Maintenance (08.260.00) — Required
   When converting customers from a legacy system, if the legacy system did not have a one-to-many relationship between customers and sites, the data may have to be modified before the conversion process.
5. Customer Maintenance (08.260.00) — Optional
   - Define customer Quick Send preferences in the Quick Send tab.
   - Define additional recipient Quick Send preferences in Additional Receivers (08.260.08).
6. Salesperson Maintenance (08.310.00) — Required
   Define at least one salesperson such as “House.”

Inventory
1. IN Setup (10.950.00) — Required
   COGS Subaccount Source must be set to the Sales Transaction Subaccount option.
2. Product Classes (10.280.00) — Required
3. Warehouse Bin Locations (10.340.00) — Required
4. Unit Conversions (10.650.00) — Required
5. Sites (10.310.00) — Required
6. Inventory Items (10.250.00) — Required
   - Enter all labor hourly rates as non-stock inventory items. For any item entered as labor, the inventory account is actually an accrued wages payable account. Stock Base Price defaults the unit price during flat rate entry and during invoicing.
   - Create one miscellaneous inventory item as taxable, such as Miscellaneous Materials - Taxable. This item is non-stock with a valuation method of user-specified.
   - Create one miscellaneous inventory item as non-taxable, such as Miscellaneous Materials - Non-taxable. This item is non-stock with a valuation method of user-specified.
   - Pay Type on the Pay Info tab must be set to Hourly.
Optional Setup

System Manager
1. Users (95.260.00) and Groups (95.280.00) — Optional
   Define all users in Users (95.260.00) and groups in Groups (95.280.00) along with passwords for all users of the Service Dispatch module.
2. Access Rights (95.270.00) — Optional
   • Set the appropriate access rights for all Service Dispatch users and groups in Access Rights (95.270.00) for the Service Dispatch module.
   • Click Preload to open Preload Screens (95.270.01) and select Service Dispatch from the list to view the screens for the Service Dispatch module.
   • Specify the appropriate level of rights for each screen for each Service Dispatch user or group.

Customization Manager
Customization Manager gives users the ability to modify Service Contracts screens to meet the accounting requirements of an organization. For example, new fields and controls can be added, data fields and objects can be hidden, and defaults values for data fields can be set. To make data entry more efficient, objects can be moved to other positions on a screen and the tab order of data fields can be modified.

Although no setup procedures are required for the customization manager, the module must be purchased and installed separately in order to make modifications to Service Contracts screens.

Crystal Reports
Crystal Reports gives users the ability to modify Service Contracts reports to meet the accounting requirements of an organization. New labels and fields can be added while data fields and objects can be removed.

Although no setup procedures are required for Crystal Reports, the module must be installed to make modifications to Service Contracts reports.

Application Server
Application Server gives users the ability to send or resend Service Contract invoices to a customer electronically using Service Contract Invoice (SN.640.00) and Reprint Service Contract Invoice (SN.650.00). As invoices are processed for customers set up for Quick Send, Quick Send requests are created and automatically submitted to the computer running Application Server. Application Server processes each request and attaches each invoice to an e-mail message or faxes each invoice to the customer and any additional recipients according to the customer’s and additional recipient’s Quick Send preferences. For more information about implementing Quick Send, see “Setting up Quick Send” in the Shared Information online help or user guide.
Setting up Service Dispatch

This section provides an overview and detailed procedures explaining how to adapt the Service Dispatch module to your business needs and practices. Use the following general procedures to set up the Service Dispatch module. More detailed directions are provided for the following steps.

1. Define call statuses using Call Status Maintenance (SD.002.00)
   Call Status Maintenance (SD.002.00) is used to enter an unlimited number of call statuses and descriptions that define the life cycle of a service call.

2. Set up general service information using Service Series Setup Maintenance (SD.000.00)
   Service Series Setup Maintenance (SD.000.00) is used to set up regular business hours as well as determine the sequencing of key identifier codes, such as Customer ID, Service Call ID, Service Contract ID, and Equipment ID.

3. Set up licenses using License Maintenance (SD.010.00) — Optional
   License Maintenance (SD.010.00) allows users to set up an unlimited number of licenses in the system that can be linked to technicians, problem codes, and zip codes.

4. Set up postal codes using Zip Code Maintenance (SD.021.00) — Optional
   Zip Code Maintenance (SD.021.00) is used to set up an unlimited number of Postal Zip Codes to help dispatching departments be efficient when assigning service technicians to a service call in the dispatching screens.

5. Attach licenses to zip codes using License - ZIP Code Maintenance (SD.011.00) — Optional
   License - ZIP Code Maintenance (SD.011.00) is used to associate licenses to zip codes in order to have the system display warning messages when a company no longer has a valid or active license to perform work in the zip code.

6. Set up geographic zones using Geographic Zone Maintenance (SD.009.00)
   Geographic Zone Maintenance (SD.009.00) is used to create an unlimited number of work zones or regions where a company performs jobs or services. These predetermined areas are designed to help dispatching departments be more efficient when assigning service technicians to a service call.

7. Set up branches using Branch Maintenance (SD.001.00)
   Branch Maintenance (SD.001.00) is used to set up an unlimited number of branches in the system. Branches are used to represent the different divisions or locations in an organization. For example, an organization that has locations in Columbus, Cincinnati, and Cleveland may create a branch for each city.

8. Define call types using Call Type Maintenance (SD.003.00)
   Call Type Maintenance (SD.003.00) is used to set up an unlimited number of call types that give users the ability to separate service calls or jobs for each division or line of business in an organization.

9. Create pager templates using Pager Template (SD.031.00) — Optional
   Pager Template (SD.031.00) is used to define an unlimited number of paging templates used to extract data from a service call to send to technicians in the field from Dispatch Board (SD.201.00).

10. Define vehicles using Vehicle Maintenance (SD.020.00) — Optional
    Vehicle Maintenance (SD.020.00) is used to create an unlimited number of vehicles in the system for tracking valuable information such as make, model, year, date purchased, and odometer readings.
11. Define skills using **Skills Maintenance** (SD.017.00) — Optional
   
   **Skills Maintenance** (SD.017.00) is used to create an unlimited number of skills that are designed to track the expertise required by technicians to perform the work needed to complete a service call.

12. Define tools using **Tool Maintenance** (SD.018.00) — Optional
   
   **Tool Maintenance** (SD.018.00) is used to set up and maintain an inventory of company-owned tools and equipment that technicians have on hand for completing service calls.

13. Define tool usage using **Tool Usage Maintenance** (SD.019.00) — Optional
   
   **Tool Usage Maintenance** (SD.019.00) is used to set up an unlimited number of usages of tools to give dispatching departments the ability to confirm that technicians have the appropriate tools to perform the work of problem codes during **Service Call Entry** (SD.200.00).

14. Define employee classes using **Employee Class Maintenance** (SD.006.00)
   
   **Employee Class Maintenance** (SD.006.00) is designed to identify and set up groups of employees with similar characteristics for reporting purposes.

15. Define employees using **Employee Maintenance** (SD.007.00)
   
   **Employee Maintenance** (SD.007.00) is used to set up and maintain all employees, volunteers, and subcontractors who perform work on service calls.

16. Define dispatch view templates using **Dispatch - View Maintenance** (SD.004.00)
   
   **Dispatch - View Maintenance** (SD.004.00) is used to set up an unlimited number of call view templates in order to display service calls in **Dispatch: View Maintenance** (SD.004.00).

17. Set up templates and queues for users with **User Configuration** (SD.000.01) — Optional
   
   **User Configuration** (SD.000.01) is used to define default dispatching view templates or service call queues for each user.

18. Define problem codes using **Problem Code Maintenance** (SD.008.00) — Optional
   
   **Problem Code Maintenance** (SD.008.00) is used to set up an unlimited number of problem codes that define the reasons service calls are generated.

19. Define cause codes using **Cause Code Maintenance** (SD.014.00) — Optional
   
   **Cause Code Maintenance** (SD.014.00) is used to set up an unlimited number of cause codes that define why a problem code may occur or why a piece of equipment is not working.

20. Define resolution codes using **Resolution Code Maintenance** (SD.015.00) — Optional
   
   **Resolution Code Maintenance** (SD.015.00) is used to create an unlimited number of resolution codes that define what a technician does to solve a problem or cause code.

21. Define media groups using **Media Group Maintenance** (SD.013.00) — Optional
   
   **Media Group Maintenance** (SD.013.00) is used to group similar marketing resources for reporting purposes to track the most effective means of advertising.

22. Define media sources using **Media Buy Maintenance** (SD.012.00) — Optional
   
   **Media Buy Maintenance** (SD.012.00) is used to set up an unlimited number of marketing sources in order to track the most effective source of advertising.

23. Define advertising partners using **Coop Advertising Information** (SD.012.01)
   
   **Coop Advertising Information** (SD.012.01) is used to set up cooperative advertising partners and the percentage share amounts that the cooperative partners contribute to the marketing resources.

24. Define product classes using **Product Class Maintenance** (SD.016.00)
   
   **Product Class Maintenance** (SD.016.00) allows users to add Field Service Management-related information to the product classes created in the **Inventory** module.
25. Define dwellings using *Dwelling Maintenance* (SD.005.00) — Optional

*Dwelling Maintenance* (SD.005.00) is used to create an unlimited number of dwelling types or building characteristics types in the system for reporting purposes. Dwellings are used to represent the different type of buildings where organizations perform work.

26. Define mark-up tables using *Inventory Mark-Up Maintenance* (SD.026.00) — Optional

*Inventory Mark-Up Maintenance* (SD.026.00) is used to set up an unlimited number of inventory mark-up tables that increase the price of inventory items associated with a flat rate price. When running *Price Update Process* (SP.203.00) in the Flat Rate Pricing module, the system increases the price of individual inventory items of a flat rate price by a cost multiplier based on the cost of the item.

27. Define customer sites using *Site Maintenance* (SD.025.00)

*Site Maintenance* (SD.025.00) is used to set up an unlimited number of locations for customers. Service call defaults are entered into this screen so that customer service representatives can quickly enter a service call once a customer and site are selected.

28. Define special pricing parameters using *Site - Special Pricing Maintenance* (SD.037.00) (Optional)

*Site - Special Pricing Maintenance* (SD.037.00) allows users to create special pricing for specific inventory items for customer sites.

29. Create note templates using *Notes Template* (SD.410.00) (Optional)

*Notes Template* (SD.410.00) allows users to set up an unlimited number of note templates to be attached to a service call for invoicing. These templates can also be attached to equipment in the Service Contracts module.

30. Define default information using *Customer Default* (SD.033.00)

*Customer Default* (SD.033.00) is used to set up default information based on customer classes defined on *Customer Class* (08.290.00) in the Accounts Receivable module. When new customers are created, the system uses the class associated with the customer to create a site using this default information.
Setting up Service Contracts

This section provides an overview explaining how to adapt the Service Contracts module to your business needs and practices. Use the following general procedures to set up the Service Contracts module.

1. Create default values using Service Contracts Set-up (SN.007.00)
   - Service Contracts Set-up (SN.007.00) is the first screen that must be completed when setting up the Service Contracts module. This setup screen is used to create default values and options for Service Contract Deposits/Adjustments (SN.009.00) and Service Contract Miscellaneous Entry (SN.010.00) such as Auto-Print Batch Reports on Release, Auto Batch Numbering, Deposit Acct, and Misc Charge Acct.

2. Create master contracts using Master Service Contract Maintenance (SN.002.00)
   - Master Service Contract Maintenance (SN.002.00) is used to group service contracts from multiple customers for consolidated invoicing or billing.

3. Create contract escalation codes using Contract Escalation Maintenance (SN.005.00)
   - Contract Escalation Maintenance (SN.005.00) is used to enter an unlimited number of escalation codes for increasing the contract price of service contracts over a multi-year time period. Contract prices can be increased by a percentage of the contract price of the preceding year or by a specific dollar amount.

4. Set up contract types using Contract Type Maintenance (SN.003.00)
   - Contract Type Maintenance (SN.003.00) is used to group service contracts with similar characteristics together for setting default information for the creation of service calls and reporting purposes. Special pricing and general ledger account/subaccount information such as contract receivable, deferred revenue and revenue is also associated with contract types.

5. Set up cancellation codes using Cancellation Code Maintenance (SN.004.00)
   - Cancellation Code Maintenance (SN.004.00) is used to enter an unlimited number of reasons why service contracts have been cancelled or not renewed.

Entering Default Values

Use Service Contracts Set-up (SN.007.00) to define general information and set default values for Service Contract Deposits/Adjustments (SN.009.00) and Service Contract Miscellaneous Entry (SN.010.00). The information entered on this screen is designed to make data entry more efficient by reducing the amount of time needed to create transactions and reduce the number of data entry errors. This screen must be completed before Service Contracts is used to enter service agreements and print contract invoices.

To create default service contract values:

**Note:** The following fields are required in Service Contracts Set-up (SN.007.00):

- Auto-Print Batch Reports on Release (Step 2 - recommended)
- Auto Batch Numbering (Step 3 - recommended)
- Last Batch Number (Step 4)
- Deposit Acct (Step 5)
- Misc Charge Acct (Step 7)
1. Choose **Module | Service Contracts | Service Contract Set-up** from the menu. **Service Contracts Set-up (SN.007.00)** displays.

![Service Contracts Set-up (SN.007.00)](image)

2. Establish if a batch control report prints when a batch is released in **Service Contract Deposits/Adjustments (SN.009.00)** and **Service Contract Miscellaneous Entry (SN.010.00)** in **Auto-Print Batch Reports on Release**.

3. Establish how batch numbers are sequenced when batches are created in **Service Contract Deposits/Adjustments (SN.009.00)** and **Service Contract Miscellaneous Entry (SN.010.00)** in **Auto Batch Numbering**.

4. Establish the numbering format to be used for batches created in **Service Contract Deposits/Adjustments (SN.009.00)** and **Service Contract Miscellaneous Entry (SN.010.00)** by typing a batch number in **Last Batch Number**.

   If **Auto Batch Numbering** is checked, the software automatically assigns a different batch number to each new batch created. The batch number increments by one for each new batch created and cannot be changed.

5. Type the account number typically increased when credits are entered against a contract in **Service Contract Deposits/Adjustments (SN.009.00)** in **Deposit Acct**.
   - The account number in **Deposit Acct** is typically a deposit liability account.
   - If the account number must be changed or the ID is unknown, press F3 or double-click the right mouse button. A list of all account numbers in the system displays.
     - To select an account number, highlight the account number and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Active Account List** accesses **Chart of Account Maintenance (01.260.00)** enabling you to modify information for an existing account number.
     - Clicking **Insert** on the **Active Account List** accesses **Chart of Account Maintenance (01.260.00)** enabling you to add a new account number to the system.

6. Establish if deposits can partially be applied to service contracts in **Partial Application of Deposits**.

   **Note:** Partial Application of Deposits is for informational purposes only.
7. Type the account number typically increased when income is associated with a service contract in Service Contract Miscellaneous Entry (SN.010.00) in Misc Charge Acct.
   - The account number in Misc Charge Acct is typically a revenue account.
   - If the account number must be changed or the ID is unknown, press F3 or double-click the right mouse button. A list of all account numbers in the system displays.
     - To select an account number, highlight the account number and click OK, or double-click on the ID.
     - Clicking Edit on the Active Account List accesses Chart of Account Maintenance (01.260.00) enabling you to modify information for an existing account number.
     - Clicking Insert on the Active Account List accesses Chart of Account Maintenance (01.260.00) enabling you to add a new account number to the system.

8. Click Save on the toolbar.
9. Click Close on the toolbar.

### Setting up Master Service Contracts (Optional)

Master Service Contract Maintenance (SN.002.00) is used to group service contracts from multiple customers for consolidated invoicing or billing. Service contracts that have the same Master Contract ID generate one invoice for the customer associated with the master contract each billing cycle instead of one invoice for the customer associated with each service contract. A master contract is attached to a service contract in Service Contract Entry (SN.001.00).

To create master service contacts:

**Note:** The following fields are required to complete Master Service Contract Maintenance (SD.002.00):

- **Master Contract ID** (Step 2)
- **Customer ID** (Step 4: recommended)

1. Choose Module | Service Contracts | Master Contract Maintenance from the menu. Master Service Contract Maintenance (SN.002.00) displays.

   ![Master Service Contract Maintenance (SN.002.00)](image)

   **Figure 5:** Master Service Contract Maintenance (SN.002.00)

2. Type a unique 10-character ID for the master service contract in Master Contract ID.
3. Type a branch to associate with the master service contract in **Branch**.
   - If the branch ID is unknown, press F3 or double-click the right mouse button. A list of all branches in the system displays.
   - To select a branch ID, highlight the ID and click **OK**, or double-click on the ID.
   - Clicking **Edit** on the **Branch Maintenance PV List** accesses **Branch Maintenance (SD.001.00)** enabling you to modify information for an existing branch.
   - Clicking **Insert** on the **Branch Maintenance PV List** accesses **Branch Maintenance (SD.001.00)** enabling you to add new branches to the system.

4. Type a customer to associate with the master service contract in **Customer ID**.
   - If the customer ID is unknown, press F3 or double-click the right mouse button. A list of all customers in the system displays.
   - To select a customer ID, highlight the ID and click **OK**, or double-click on the ID.
   - Clicking **Edit** on the **Customer List** accesses **Customer Maintenance (08.260.00)** enabling you to modify information for an existing customer.
   - Clicking **Insert** on the **Customer List** accesses **Customer Maintenance (08.260.00)** enabling you to add new customers to the system.

5. Click **Save** on the toolbar.
6. Click **Close** on the toolbar.

**Creating Contract Escalation Codes (Optional)**

**Contract Escalation Maintenance** (SN.005.00) is used to enter an unlimited number of escalation codes for increasing the contract price of service contracts over a multi-year time period. Contract prices can be increased by a percentage of the contract price of the preceding year or by a specific dollar amount. Escalation codes are attached to service contract types in **Contract Type Maintenance** (SN.003.00).

To create contact escalation codes:

**Note:** The following fields are required to complete **Contract Escalation Maintenance** (SN.005.00):

- **Escalation Code** (Step 2)
- **Description** (Step 3 - recommended)
- **Increase Type** (Step 4: recommended)
1. Choose Module | Service Contracts | Contract Escalation Maintenance from the menu. Contract Escalation Maintenance (SN.005.00) displays.

![Contract Escalation Maintenance](image)

Figure 6: Contract Escalation Maintenance (SN.005.00)

2. Type a unique 10-character ID for the contract escalation code in Escalation Code.
3. Type the description of the contract escalation code in the field to the right of Escalation Code.
4. Establish how the contract price of multi-year service contracts increases in Increase Type.
   - Percent
   - Amount
5. Type the years of a multi-year contract where the contract amount increases in Renewal #.
6. Type the fixed dollar or percentage amount the contract price increases over the life of the service contract in Increase Amount.
7. Click Save on the toolbar.
8. Click Close on the toolbar.

Setting up Contract Types

Contract Type Maintenance (SN.003.00) is used to arrange service contracts with similar characteristics into groups for reporting purposes and setting default information for the creation of non-preventive maintenance service calls in Service Call Entry (SD.200.00) and preventive maintenance service calls in Generate PM Service Calls Process (SE.300.00).

Special pricing and general ledger account/subaccount information such as contract receivable, deferred revenue and revenue can be associated with different contract types for managerial and financial reporting purposes. A contract type is attached to a service contract in Service Contract Entry (SN.001.00).

To set up contract types:

Note: The following fields are required to complete Contract Type Maintenance (SN.003.00):
- Contract Type ID (Step 2)
- Contract Type Description (Step 3: recommended)
- Dflt Call Type ID (Step 9)
- Escalation Code (Step 10)
- Dflt Contract Amount (Step 13: recommended)
- Dflt Length (Months) (Step 14: recommended)
- Contract Receivable Account (Step 20)
Service Contracts

- **Contract Receivable Subaccount** (Step 21)
- **Deferred Revenue Account** (Step 22)
- **Deferred Revenue Subaccount** (Step 23)
- **Revenue Account** (Step 24)
- **Revenue Subaccount** (Step 25)
- **Use Subaccount from Site** (Step 26 - recommended)

1. Choose **Module | Service Contracts | Contract Type Maintenance** from the menu. The **Set-up Info** tab of **Contract Type Maintenance** (SN.003.00) displays.

![Contract Type Maintenance (SN.003.00), Set-up Info tab](image)

2. Type a unique ID for the contract type in **Contract Type ID**.
3. Type the name of the contract type in the field to the right of **Contract Type ID**.
4. Select the priority for new service contracts created for the service contract type in **Dflt Priority**.
   - Premium
   - High
   - Medium
   - Low
5. Select the renewal type for new service contracts created for the service contract type in **Dflt Renewal Type**.
   - Quote: Contract renewal process creates a quotation for renewal that must be activated to become a service contract.
   - Recalculate: Contract renewal process recalculates the contract amount based on the equipment under the contract, the age, and location of the equipment. A quotation is not created but automatically renews and continues to bill at the calculated amount.
   - Multiyear: Contract renewal process continues through the multiple years of contractual coverage.
   - Notice Only: Contract renewal process creates a notice of contract renewal. No quote is generated nor is the contract recalculated.

6. Select how the revenue schedule, the billing schedule, and amounts for new service contracts created for the service contract type will be calculated in **Calculate By**.
   - Contract Amount
   - Calculated Amount
   
   **Note:** Revenue and billing schedules are calculated only when Contract Amount is selected. Calculated Amount is for informational purposes only.

7. Select if new service contracts created for the service contract type are taxable in **Taxable**.
   - Yes
   - No
   
   **Note:** Tax ID associated with the customer site is used to calculate Tax Amount for invoices printed in **Service Contract Invoice** (SN.640.00).

8. Type a branch to associate with the service contract ID in **Branch ID**.
   - This field is for reporting purposes only.
   - The branch ID for new service contracts defaults from the customer site.
   - If the branch ID is unknown, press F3 or double-click the right mouse button. A list of all branches in the system displays.
     - To select a **Branch ID**, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Branch Maintenance PV List** accesses **Branch Maintenance** (SD.001.00) enabling you to modify information for an existing branch.
     - Clicking **Insert** on the **Branch Maintenance PV List** accesses **Branch Maintenance** (SD.001.00) enabling you to add new branches to the system.

9. Type the call type for new service contracts created for the service contract type in **Dflt Call Type ID**.
   - If the call type ID is unknown, press F3 or double-click the right mouse button. A list of all call type IDs displays.
     - To select a call type ID, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Call Type Maintenance PV List** accesses **Call Type Maintenance** (SD.003.00) enabling you to modify information for an existing call type.
     - Clicking **Insert** on the **Call Type Maintenance PV List** accesses **Call Type Maintenance** (SD.003.00) enabling you to add new call types to the system.
10. Type the escalation code for new service contracts created for the service contract type in Escalation Code.
   - If the escalation code is unknown, press F3 or double-click the right mouse button. A list of all escalation codes displays.
     - To select an escalation code, highlight the ID and click OK, or double-click on the ID.
     - Clicking Edit on the Escalation Code Maintenance PV List accesses Contract Escalation Maintenance (SN.005.00) enabling you to modify information for an existing escalation code.
     - Clicking Insert on the Escalation Code Maintenance PV List accesses Contract Escalation Maintenance (SN.005.00) enabling you to add new escalation codes to the system.

   **Note:** Contract Escalation Maintenance (SN.005.00) is used to increase the Contract Amount of service contracts over a multi-year time period. Contract prices may need to be raised over time because the cost of performing preventive maintenance on older equipment can become more costly.

11. Type a material markup for new service contracts created for the service contract type in **Material Markup ID**.
   - **Material Markup ID** is used during Service Contract Invoice (SN.640.00).
   - If the material markup ID is unknown, press F3 or double-click the right mouse button. A list of all material markup IDs displays.
     - To select a material markup ID, highlight the ID and click OK, or double-click on the ID.
     - Clicking Edit on the Mark Up Maintenance PV List accesses Inventory Mark-Up Maintenance (SD.026.00) enabling you to modify information for an existing material markup.
     - Clicking Insert on the Mark Up Maintenance PV List accesses Inventory Mark-Up Maintenance (SD.026.00) enabling you to add new material markups to the system.

   **Note:** Inventory mark-up tables are used to increase the price of inventory items that are associated with a flat rate price.

12. Type a labor markup for new service contracts created for the service contract type in **Labor Markup ID**.
   - **Labor Markup ID** is used during Service Contract Invoice (SN.640.00).
   - If the labor markup ID is unknown, press F3 or double-click the right mouse button. A list of all labor markup IDs displays.
     - To select a labor markup, highlight the ID and click OK, or double-click on the ID.
     - Clicking Edit on the Mark Up Maintenance PV List accesses Inventory Mark-Up Maintenance (SD.026.00) enabling you to modify information for an existing labor markup.
     - Clicking Insert on the Mark Up Maintenance PV List accesses Inventory Mark-Up Maintenance (SD.026.00) enabling you to add new labor markups to the system.

   **Note:** Labor Markup ID selects the pricing mark-up table, if desired, to automatically calculate the unit price from unit cost when entering labor records in Invoice - T & M Details (SD.203.00).

13. Type a contract amount that defaults to new service contracts created for the service contract type in **Dflt Contract Amount**.
14. Type the number of periods new service contracts created for the service contract type covers in
*Dflt Length (Months)*. *Dflt Length (Months)* is used to calculate the start and expiration dates of
new service contracts.

15. Select whether or not a retainer is required for new service contracts created for the service
contract type in *Cap/Ret Contract*. This field is for reporting purposes only.

16. Select how the retainer for new service contracts created for the service contract type will be
maintained in *Cap/Ret Type*.
   - Amount
   - Percentage
   - This field is for reporting purposes only.

17. Type a retainer amount or percentage that defaults to new service contracts created for the
service contract type in *Cap Amount*. This field is for reporting purposes only.

18. Type an allowable tolerance amount or percentage that defaults to new service contracts created
for the service contract type in *Cap Tolerance*. This field is for reporting purposes only.
Enter the Required General Ledger Account Information

To enter GL account information:

1. Click the \textit{GL Account Info} tab. The \textit{GL Account Info} tab of \textit{Contract Type Maintenance} (SN.003.00) displays.

   \begin{figure}[h]
   \centering
   \includegraphics[width=\textwidth]{contract_type_maintenance.png}
   \caption{Contract Type Maintenance (SN.003.00), GL Account Info tab}
   \end{figure}

2. Type a contract receivable account associated with new service contracts for the service contract type in \textit{Contract Receivable Account}.

   \textbf{Note:} This account is used during \textit{Service Contract Invoice} (SN.640.00) and \textit{Service Contract Accrual Process} (SN.300.00).

   - If the account number is unknown, press \texttt{F3} or double-click the right mouse button. A list of all account numbers displays.
     - To select an account number, highlight the ID and click \texttt{OK}, or double-click on the ID.
     - Clicking \texttt{Edit} on the \textit{Active Account List} accesses \textit{Account Maintenance} (01.260.00) enabling you to modify information for an existing account number.
     - Clicking \texttt{Insert} on the \textit{Active Account List} accesses \textit{Account Maintenance} (01.260.00) enabling you to add new account numbers to the system.
3. Type a contract receivable subaccount associated with new service contracts for the service contract type in **Contract Receivable Subaccount**.

   **Note:** This subaccount is used during Service Contract Invoice (SN.640.00) and Service Contract Accrual Process (SN.300.00) unless **Use Subaccount from Site** is enabled.

   - If the subaccount number is unknown, press F3 or double-click the right mouse button. A list of all subaccount numbers displays.
     - To select a subaccount number, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Active Subaccount List** accesses **Subaccount Maintenance** (01.270.00) enabling you to modify information for an existing subaccount number.
     - Clicking **Insert** on the **Active Subaccount List** accesses **Subaccount Maintenance** (01.270.00) enabling you to add new subaccount numbers to the system.

4. Type a deferred revenue account associated with new service contracts for the service contract type in **Deferred Revenue Account**.

   **Note:** This account is used during Service Contract Revenue Recognition Process (SN.303.00) and Service Contract Accrual Process (SN.300.00).

   - If the account number is unknown, press F3 or double-click the right mouse button. A list of all account numbers displays.
     - To select an account number, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Active Account List** accesses **Account Maintenance** (01.260.00) enabling you to modify information for an existing account number.
     - Clicking **Insert** on the **Active Account List** accesses **Account Maintenance** (01.260.00) enabling you to add new account numbers to the system.

5. Type a deferred revenue subaccount associate with new service contracts for the service contract type in **Deferred Revenue Subaccount**.

   **Note:** This subaccount is used during Service Contract Revenue Recognition Process (SN.303.00) and Service Contract Accrual Process (SN.300.00) unless **Use Subaccount from Site** is enabled.

   - If the subaccount number is unknown, press F3 or double-click the right mouse button. A list of all subaccount number displays.
     - To select a subaccount number, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Active Subaccount List** accesses **Subaccount Maintenance** (01.270.00) enabling you to modify information for an existing subaccount number.
     - Clicking **Insert** on the **Active Subaccount List** accesses **Subaccount Maintenance** (01.270.00) enabling you to add new subaccount numbers to the system.

6. Type an income or revenue account associated with new service contracts for the service contract type in **Revenue Account**.

   **Note:** This account is used during Service Contract Revenue Recognition Process (SN.303.00) and Service Contract Accrual Process (SN.300.00).

   - If the account number is unknown, press F3 or double-click the right mouse button. A list of all account numbers displays.
     - To select an account number, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Active Account List** accesses **Account Maintenance** (01.260.00) enabling you to modify information for an existing account number.
     - Clicking **Insert** on the **Active Account List** accesses **Account Maintenance** (01.260.00) enabling you to add new account numbers to the system.
7. Type a revenue subaccount associated with new service contracts for the service contract type in **Revenue Subaccount**.

**Note:** This subaccount is used during Service Contract Revenue Recognition Process (SN.303.00) and Service Contract Accrual Process (SN.300.00) unless **Use Subaccount from Site** is enabled.

- If the subaccount number is unknown, press F3 or double-click the right mouse button. A list of all subaccount numbers displays.
  - To select a subaccount number, highlight the ID and click OK, or double-click on the ID.
  - Clicking **Edit** on the **Active Subaccount List** accesses **Subaccount Maintenance** (01.270.00) enabling you to modify information for an existing subaccount number.
  - Clicking **Insert** on the **Active Subaccount List** accesses **Subaccount Maintenance** (01.270.00) enabling you to add new subaccount numbers to the system.

8. If the subaccount associated with the site is used for the accrual, revenue recognition, and invoicing processes, select the **Use Subaccount from Site** check box.

**Entering Special Pricing Information**

To enter special pricing information:

1. Click the **Special Pricing Info** tab. The **Special Pricing Info** tab of **Contract Type Maintenance** (SN.003.00) displays.

   ![Figure 9: Contract Type Maintenance (SN.003.00), Special Pricing Info tab](image)

2. Type a percent used to discount labor in **Invoice: T & M Details** (SD.203.00) for non-preventive maintenance service calls created in **Service Call Entry** (SD.200.00) for service contracts associated with the service contract type in **Labor Discount % Base Pricing**.

3. Type a percent used to discount labor in **Invoice: T & M Details** (SD.203.00) for preventive maintenance service calls created by **Generate PM Service Calls Process** (SE.300.00) for service contracts associated with the service contract type in **Labor Discount % PM Pricing**.

4. Type a percent used to discount material in **Invoice: T & M Details** (SD.203.00) for non-preventive maintenance service calls created in **Service Call Entry** (SD.200.00) for service contracts associated with the service contract type in **Material Discount % Base Pricing**.
5. Type a percent used to discount material in Invoice: T & M Details (SD.203.00) for preventive maintenance service calls created by Generate PM Service Calls Process (SE.300.00) for service contracts associated with the service contract type in Material Discount % PM Pricing.

6. Type the inventory items that have special pricing associated with the service contract type in Inventory ID.
   - If the inventory ID is unknown, press F3 or double-click the right mouse button. A list of all inventory IDs displays.
   - To select an inventory ID, highlight the ID and click OK, or double-click on the ID.
   - Clicking Edit on the Inventory Item List accesses Inventory Items (10.250.00) enabling you to modify information for an existing inventory item.
   - Clicking Insert on the Inventory Item List accesses Inventory Items (10.250.00) enabling you to add new inventory items to the system.

7. Select how the special pricing for inventory items used on non-preventive service calls created in Service Call Entry (SD.200.00) associated with a service contract for the service contract type is determined in Base Option.
   - Amount
   - Discount%

8. Type the amount charged for inventory items or the percentage the inventory Stock Base Price is reduced on non-preventive service calls created in Service Call Entry (SD.200.00) associated with a service contract for the service contract type in Base Price.
   - If Amount is selected for the Base Option, enter the dollar amount charged for inventory items for the service contract type in Base Price.
   - If Discount% is selected for the Base Option, enter the percentage the inventory Stock Base Price is reduced.

9. Select how the special pricing for inventory items on preventive maintenance service calls created by Generate PM Service Calls Process (SE.300.00) associated with a service contract for the service contract type are determined in PM Option.
   - Amount
   - Discount%

10. Type the amount charged for inventory items or the percentage the inventory Stock Base Price is reduced on preventive service calls created by Generate PM Service Calls Process (SE.300.00) associated with a service contract for the service contract type in PM Price.
    - If Amount is selected for the PM Option, enter the dollar amount charged for inventory items for the service contract type in PM Price.
    - If Discount% is selected for the PM Option, enter the percentage the inventory Stock Base Price is reduced in PM Price.

11. Click Save on the toolbar.

12. Click Close on the toolbar.
Entering Cancellation Codes

_Cancellation Code Maintenance_ (SN.004.00) is used to enter an unlimited number of reasons why service contracts have been cancelled or not renewed. These user-defined codes are used for managerial reporting purposes. _Cancellation Code_, as well as a _Cancellation Date_ and _Cancelled By_, can be attached to a service contract in _Service Contract Entry_ (SN.001.00).

To set up cancellation codes:

**Note:** The following fields are required to complete _Cancellation Code Maintenance_ (SN.004.00):

- Cancellation Code (Step 2)
- Description (Step 3: Recommended)

1. Choose **Module | Service Contracts | Cancellation Code Maintenance** from the menu.

   _Cancellation Code Maintenance_ (SN.004.00) displays.

   ![Figure 10: Cancellation Code Maintenance (SN.004.00)]

2. Type a unique 10-character ID for the cancellation in **Cancellation Code**.
3. Type a 30-character description for the cancellation code in **Description**.
4. Click **Save** on the toolbar.
5. Click **Close** on the toolbar.
Creating Service Contracts

Service Contract Entry (SN.001.00) enables users to perform the functions related to creating and processing service contracts in one central screen. Once the customer and site have been selected, values attached to the site default to the service contract. Buttons and fields on Service Contract Entry (SN.001.00) are active or inactive based on information entered.

Service Contract Entry (SN.001.00) is divided into several tabs and includes five buttons. Each tab contains information related to a particular aspect of a service contract such as Contract Status, Contract Type, contract Start and End Date, Contract Amount, Revenue Schedule, and Billing Schedule.

<table>
<thead>
<tr>
<th>The tab or button...</th>
<th>Enables you to...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setup</td>
<td>Associate miscellaneous set-up information to a service contract such as a contract type, contract status, contract amount, contract start and end dates, master contract ID, escalation ID, primary technician, and renewal type.</td>
</tr>
<tr>
<td>Revenue Schedule</td>
<td>Create a revenue schedule based on a predefined frequency to determine when accrued revenue is recognized. A monthly, quarterly, semi-annually and yearly revenue schedule can be created. Revenue is recognized in Revenue Recognition Process (SN.303.00).</td>
</tr>
<tr>
<td>Billing Schedule</td>
<td>Create a billing schedule based on a predefined frequency to determine when customers need to be invoiced. A monthly, quarterly, semi-annually and yearly billing schedule can be created. Service Contract Invoice (SN.640.00) uses the billing schedule to determine whether or not a service contract needs to be invoiced. Billing history for the contract, including deposits, adjustments, and miscellaneous charges, appear.</td>
</tr>
<tr>
<td>Pricing</td>
<td>Associate global pricing markups for all material and labor specified in Invoice: T &amp; M Details (SD.203.00) of Service Dispatch. Associate special pricing for individual inventory items to the service contract.</td>
</tr>
<tr>
<td>Other</td>
<td>Associate and view miscellaneous information about the service contract such as the customer purchase order number, contract renewal information and cancellation data.</td>
</tr>
<tr>
<td>Address</td>
<td>Type and view the bill to address for the customer associated with the service contract.</td>
</tr>
<tr>
<td>Coverage</td>
<td>Associate the hours of each day of the week covered by the service contract.</td>
</tr>
<tr>
<td>Equipment</td>
<td>Access Contract Equipment (SN.001.05). Contract Equipment (SN.001.05) allows users to associate equipment entered on Equipment Entry (SE.001.00) in the Equipment Maintenance module to service contracts. Attaching equipment to a service contract allows users to create individual preventive maintenance schedules based on the interval code associated with the preventive maintenance code for each piece of equipment. Preventive maintenance schedules can either be manually entered or auto-generated by the system.</td>
</tr>
<tr>
<td>The tab or button...</td>
<td>Enables you to...</td>
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<tr>
<td>---------------------</td>
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<tr>
<td>Profitability</td>
<td>Access Service Contract Profitability (SN.013.00). Service Contract Profitability (SN.013.00) displays the history and profitability of service contracts based on revenue recognized to date and all material and labor applied against the contract specified in Invoice: T &amp; M Details (SD.203.00) of Service Dispatch.</td>
</tr>
<tr>
<td>Print Contract</td>
<td>Access Service Agreement Report (SN.001.08). Service Agreement Report (SN.001.08) gives users the ability to print three different types of agreements that can be customized with Crystal Reports.</td>
</tr>
<tr>
<td>Change Log</td>
<td>Access Service Contract Change Log (SN.027.00). Service Contract Change Log (SN.027.00) shows the changes that have been made to selected fields on Service Contract Entry (SN.001.00).</td>
</tr>
<tr>
<td>Contract History</td>
<td>Access Service Contract History (SN.017.00). Service Contract History (SN.017.00) allows users to view service calls associated with the service contract.</td>
</tr>
</tbody>
</table>
Entering a Service Contract

To create a service contract:

1. Open Service Contract Entry (SN.001.00) by selecting Module | Service Contracts | Service Contract Entry from the menu. The Setup tab of Service Contract Entry (SN.001.00) displays.

![Service Contract Entry (SN.001.00), Setup tab](image)

**Figure 11: Service Contract Entry (SN.001.00), Setup tab**

**Note:**
- Changes to the following fields are tracked and visible on Service Contract Change Log (SN.027.00):
  - Contract Amount
  - Original Contract Amount
  - New Contract Amount
  - Accrued Amount
  - Effective Date
  - Contract Start Date
  - Contract End Date
  - Status
- The following data is required:
  - Customer ID (Step 2)
  - Site ID (Step 3)
  - Status (Step 4)
  - Contract ID (Step 5)
  - Branch ID (Step 6)
Service Contracts

2. Type the customer ID that the service contract is associated with in Customer ID.
   - If the customer ID is unknown, press F3 or double-click the right mouse button. A list of all customer IDs displays.
   - To select a customer, highlight the ID and click OK, or double-click on the ID.
   - Clicking Edit on the Customer Maintenance List accesses Customer Maintenance (08.260.00) enabling you to modify information for existing customer.
   - Clicking Insert on the Customer Maintenance List accesses Customer Maintenance (08.260.00) enabling you to add new customers to the system.
   - The customer name displays in the field to the right of Customer ID.

3. Type the site ID that the service contract is associated with in Site ID.
   - If the site must be changed and the ID is unknown, press F3 or double-click the right mouse button. A list of all site IDs displays.
   - To select a site ID, highlight the ID and click OK, or double-click on the ID.
   - The site name displays in the field to the right of Site ID.

4. Select the status of the service contract in Status.
   - Active
   - Approved
   - Cancelled
   - Expired
   - Quote

*Note*: The service contract is not activated until Status is Active.

5. Type the ID of the new service contract in Contract ID.
   If Auto Number Service Contract ID in Service Series Setup Maintenance (SD.000.00) is enabled, Contract ID is automatically assigned when Save or Finish on the toolbar is clicked.

6. Type the branch ID of the branch responsible for completing work on service calls associated with the service contract in Branch ID.
   - After a site has been entered, the default Branch ID for the site displays.
   - If the branch must be changed or the ID is unknown, press F3 or double-click the right mouse button. A list of all branch IDs displays.
     - To select a branch ID, highlight the ID and click OK, or double-click on the ID.
     - Clicking Edit on the Branch Maintenance PV List accesses Branch Maintenance (SD.001.00) enabling you to modify information for an existing branch.
     - Clicking Insert on the Branch Maintenance PV List accesses Branch Maintenance (SD.001.00) enabling you to add new branches to the system.
7. Enter the type of service contract associated with the new service contract in Contract Type.
   - If the contract type must be changed and the ID is unknown, press F3 or double-click the right mouse button. A list of all contract type IDs displays.
     - To select a contract type, highlight the ID and click OK, or double-click on the ID.
     - Clicking Edit on the Service Contract Type PV List accesses Contract Type Maintenance (SN.003.00) enabling you to modify information for an existing contract type.
     - Clicking Insert on the Service Contract Type PV List accesses Contract Type Maintenance (SN.003.00) enabling you to add new contract types to the system.

8. Select the basis for creating the revenue and billing schedules of the new service contract in Calculate By.
   - Contract Amount
   - Calculated Amount
   - Calculate By populates from Calculate By associated with Contract Type.
   
   Note: Revenue and billing schedules are calculated only when Contract Amount is selected. Calculated Amount is for informational purposes only.

9. Type the total amount of service contract over the entire term of the contract in Contract Amount.
   - Contract Amount populates from Dflt Contract Amount associated with Contract Type of the service contract.
   - Original Contract Amount is set to the value entered in Contract Amount.

10. Select whether or not the service contract is taxable in Taxable.
    - Yes
    - No
    - Taxable populates from Taxable associated with Contract Type of the service contract.

11. Type the period in which the accrual amount of the service contract posts to the General Ledger module in Accrual Period. Accrual Period defaults from Current Period Number of AR Setup (08.950.00) in the Accounts Receivable module.

12. If the service contract is a quote, type the date the quote expires in Quote Expires.

13. Type the date the service contract becomes active in Start Date.
    - The service contract is not activated until Status is Active.

14. Type the date the service contract expires in End Date.
    - Service Contract Renewal Process (SN.301.00) creates a new contract for any active contracts that have an End Date between the Expiration From and To dates specified.
    - Service Contract Expire Process (SN.304.00) automatically changes the Status of service contracts in Service Contract Entry (SN.001.00) to Expired when the total amount billed or invoiced equals the total amount of revenue recognized, the total amount of revenue recognized equals the total amount accrued if an accrual was created for the service contract, and End Date is between the expiration dates specified.
    - End Date is calculated from Start Date and Dflt Length (Months) associated with Contract Type of the service contract.
15. Type the ID of the master contract for the new service contract in **Master Contr ID**.
   - Master contracts are used to group service contracts from multiple customers for invoicing and report consolidation purposes.
   - All service contracts with a **Master Contr ID** generate one invoice for each billing period instead of one invoice for each service contract.
   - If the master contract ID is unknown, press F3 or double-click the right mouse button. A list of all master contract IDs displays.
     - To select a master contract, highlight the ID and click **OK**, or double-click on the ID.

16. Type an escalation code to associate with the service contract in **Escalation ID**.
   - **Escalation ID** is used to increase the amount of multi-year service contracts during **Service Contract Renewal Process** (SN.301.00).
   - **Escalation ID** defaults from the associated **Contract Type** attached to the new service contract.
   - If the escalation code is unknown, press F3 or double-click the right mouse button. A list of all escalation codes displays.
     - To select an escalation code, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Escalation Code Maintenance PV List** accesses **Contract Escalation Maintenance** (SN.005.00) enabling you to modify information for an existing escalation code.
     - Clicking **Insert** on the **Escalation Code Maintenance PV List** accesses **Contract Escalation Maintenance** (SN.005.00) enabling you to add new escalation codes to the system.

17. Type the ID of the salesperson for the new service contract in **Salesperson ID**.
   - **Salesperson ID** defaults from the customer site associated with the service contract.
   - If the salesperson must be changed or the ID is unknown, press F3 or double-click the right mouse button. A list of all salespersons displays.
     - To select a salesperson, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Salesperson List** accesses **Salesperson Maintenance** (08.310.00) enabling you to modify information for existing salespersons.
     - Clicking **Insert** on the **Salesperson List** accesses **Salesperson Maintenance** (08.310.00) enabling you to add new salespersons to the system.

18. Type the commission percentage the salesperson earns associated with the service contract in **Comm Percent**. This field is for reporting purposes only.

19. Type the ID of the technician responsible for completing the work on service calls or work orders associated with the service contract in **Primary Tech**.
   - After **Site ID** of the service contract has been entered, the default technician for the site of the customer displays.
   - If the technician must be changed or the ID is unknown, press F3 or double-click the right mouse button. A list of all technician IDs displays.
     - To select a technician, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Employee Maintenance PV List** accesses **Employee Maintenance** (SD.007.00) enabling you to modify information for an existing technician.
     - Clicking **Insert** on the **Employee Maintenance PV List** accesses **Employee Maintenance** (SD.007.00) enabling you to add new technicians to the system.
20. Type a secondary technician responsible for completing the work on service calls or work orders associated with the service contract in **Secondary Tech**.

- If the technician ID is unknown, press F3 or double-click the right mouse button. A list of all technician IDs displays.
  - To select a technician, highlight the ID and click **OK**, or double-click on the ID.
  - Clicking **Edit** on the **Employee Maintenance PV List** accesses **Employee Maintenance** (SD.007.00) enabling you to modify information for an existing technician.
  - Clicking **Insert** on the **Employee Maintenance PV List** accesses **Employee Maintenance** (SD.007.00) enabling you to add new technicians to the system.

21. Select the renewal method for the service contract in **Renewal Type**.

- Quote: Contract renewal process creates a quotation for renewal that must be activated to become a service contract.
- Recalculate: Contract renewal process recalculates the contract amount based on the equipment under the contract, the age, and location of the equipment. A quotation is not created but automatically renews and continues to bill at the calculated amount.
- Multiyear: Contract renewal process continues through the multiple years of contractual coverage.
- Notice Only: Contract renewal process creates a notice of contract renewal. No quote is generated nor is the contract recalculated.
- **Renewal Type** populates from **Renewal Type** associated with **Contract Type** of the service contract.

22. Type the number of times the service contract needs to be renewed in **Nbr of Renewals**.
Creating a Revenue Schedule

To create a revenue schedule:

1. On Service Contract Entry (SN.001.00), click the Revenue Schedule tab. The Revenue Schedule tab displays.

2. Type the beginning date for the revenue schedule in Start Date. The revenue schedule Start Date defaults from the contract Start Date.

3. Select how often the posting of revenue from the deferred or unearned revenue account to the sales or revenue account is generated for the service contract in Frequency.
   - Service Contract Revenue Recognition Process (SN.303.00) creates a batch in Journal Transactions (01.010.00) in the General Ledger module by debiting the deferred revenue account and crediting the sales account for the Amount of each revenue schedule detail line.
     - Monthly
     - Bi-Monthly
     - Quarterly
     - Every 4th Month
     - Semi-Annual
     - Annual
     - End of Contract
     - 30/60/90 Days
     - Time of Service
• None
• The Revenue Schedule and the Billing Schedule do not have to be the same for a service contract.

Example: A monthly billing schedule can be created so the customer receives a monthly invoice for the life of the contract while a 30/60/90 Days revenue schedule can be set up so 1/3 of the contract amount is recognized each month over the next three months.

4. Click Create Records to automatically generate the revenue schedule for recognizing revenue. Although the revenue and the billing schedules can be different for a service contract, the total amount of both schedules must equal Contract Amount before the service contract can be saved in the system.

5. Type the days of the month when revenue is recognized for the revenue schedule in Date. Clicking Create Records automatically populates Date based on Start Date and Frequency of the revenue schedule.

6. Type the amount of revenue recognized for the revenue schedule in Amount. Clicking Create Records automatically populates Amount based on Frequency of the revenue schedule and Contract Amount of the service contract.

7. Select whether the revenue schedule record needs to be generated in Status.
   • Open
   • Processed
   • Clicking Create Records automatically populates Status to Open.
   • Once Service Contract Revenue Recognition Process (SN.303.00) has been generated for a revenue schedule record, Status is set to Processed.
   • When a service contract is cancelled in Service Contract Entry (SN.001.00), revenue schedule records that have a Status of Open are set to Cancelled.
   • When a service contract is expired in Service Contract Entry (SN.001.00) or Service Contract Expire Process (SN.304.00), revenue schedule records that have a Status of Open are set to Expired.
   • If revenue has been recognized for open service contracts being initialized into the system, set Status to Processed for the revenue schedule record.

8. Type the sales account credited during Service Contract Revenue Recognition Process (SN.303.00) in Account.
   • If the sales account is unknown, press F3 or double-click the right mouse button. A list of all sales accounts displays.
     – To select a sales account, highlight the ID and click OK, or double-click on the ID.
     – Clicking Edit on the Account List accesses Chart of Accounts Maintenance (SD.007.00) enabling you to modify information for an existing account.
     – Clicking Insert on the Account List accesses Chart of Accounts Maintenance (SD.007.00) enabling you to add new accounts to the system.
   • The sales account defaults from the Contract Type of the service contract.
9. Type the sales subaccount credited during Service Contract Revenue Recognition Process (SN.303.00) in **Subaccount**.
   - If the subaccount number is unknown, press F3 or double-click the right mouse button. A list of all subaccount numbers displays.
     - To select a subaccount number, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Active Subaccount List** accesses Subaccount Maintenance (01.270.00) enabling you to modify information for an existing subaccount number.
     - Clicking **Insert** on the **Active Subaccount List** accesses Subaccount Maintenance (01.270.00) enabling you to add new subaccount numbers to the system.
     - The sales subaccount defaults from the **Contract Type** of the service contract unless **Use Subaccount from Site** is checked for the contract type associated with the contract in Contract Type Maintenance (SN.003.00).

10. Type a 50-character description for each revenue schedule record in **Comment**. **Comment** defaults based on **Frequency** of the revenue schedule.
Creating a Billing Schedule

To create a billing schedule:

1. On Service Contract Entry (SN.001.00), click the Billing Schedule tab. The Billing Schedule tab displays.

2. Type the beginning date for the billing schedule in Start Date. The billing schedule Start Date defaults from the contract Start Date.

3. Select how often invoicing is generated for the service contract in Frequency.
   - Service Contract Invoice (SN.640.00) and Contract Billing Selection (SN.641.00) creates an invoice batch on Invoice and Memo (08.010.00) in the Accounts Receivable module. The billing process debits the accounts receivable account defined for the customer in Customer Maintenance (08.260.00) and credits the contract receivable account associated with the contract type of the service contract for the Amount of each billing schedule detail line.
     - Monthly
     - Bi-Monthly
     - Quarterly
     - Every 4th Month
     - Semi-Annual
     - Annual
     - End of Contract
     - 30/60/90 Days
     - Time of Service
     - None
• Revenue Schedule and Billing Schedule need not be the same for a service contract.

**Example:** A monthly billing schedule can be created so the customer receives a monthly invoice for the life of the contract while a 30/60/90 Days revenue schedule can be set up so 1/3 of the contract amount is recognized each month over the next three months.

4. Click **Create Records** to automatically generate the billing schedule for invoicing.
   Although the revenue and the billing schedules can be different for a service contract, the total amount of both schedules must equal **Contract Amount** before the service contract can be saved in the system.

5. Type the day of the month when each invoice generates for the billing schedule in **Date**.
   Clicking **Create Records** automatically populates **Date** based on **Start Date** and **Frequency** of the billing schedule.

6. Type the amount of each invoice generated for the billing schedule in **Amount**.
   Clicking **Create Records** automatically populates **Amount** based on **Frequency** of the billing schedule and **Contract Amount** of the service contract.

7. Select whether the billing schedule record needs to be generated in **Status**.
   • Open
   • Processed
   • Clicking **Create Records** automatically populates **Status** to Open.
   • Once **Service Contract Invoice** (SN.640.00) and **Contract Billing Selection** (SN.641.00) creates an invoice for a billing schedule record, **Status** is set to Processed.
   • When a service contract is cancelled in **Service Contract Entry** (SN.001.00), revenue schedule records that have a **Status** of Open are set to Cancelled.
   • When a service contract is expired in **Service Contract Entry** (SN.001.00) or **Service Contract Expire Process** (SN.304.00), revenue schedule records that have a **Status** of Open are set to Expired.
   • If invoices have been generated for open service contracts being initialized into the system, set **Status** to Processed for the billing schedule record.

8. Type a 50-character description for each billing schedule record in **Comment**. **Comment** defaults based on **Frequency** of the revenue schedule.
Entering Pricing Information

To enter service contract pricing information:

1. On Service Contract Entry (SN.001.00), click the Pricing tab. The Pricing tab displays.

![Service Contract Entry (SN.001.00), Pricing tab](image)

2. Type the mark-up ID for materials used in Invoice: T & M Details (SD.203.00) for invoicing service calls associated with the service contract in the Service Dispatch module in Material M/U ID.
   - If the pricing markup ID must be changed or the ID is unknown, press F3 or double-click the right mouse button. A list of all pricing mark-up IDs displays.
     - To select a Pricing Markup ID, highlight ID and click OK, or double-click on the ID.
     - Clicking Edit on the Mark Up Maintenance PV List accesses Inventory Mark-Up Maintenance (SD.026.00) enabling you to modify information for an existing pricing markup table.
     - Clicking Insert on the Mark Up Maintenance PV List accesses Inventory Mark-Up Maintenance (SD.026.00) enabling you to add new pricing markup tables to Service Dispatch.
   - Material M/U ID is populated from Material Markup ID associated with Contract Type of the service contract.
3. Type the mark-up ID for labor used in Invoice: T & M Details (SD.203.00) for invoicing service calls associated with the service contract in the Service Dispatch module in Labor M/U ID.
   - If the pricing markup ID must be changed or the ID is unknown, press F3 or double-click the right mouse button. A list of all pricing mark-up IDs displays.
     - To select a Pricing Markup ID, highlight ID and click OK, or double-click on the ID.
     - Clicking Edit on the Mark Up Maintenance PV List accesses Inventory Mark-Up Maintenance (SD.026.00) enabling you to modify information for an existing pricing markup table.
     - Clicking Insert on the Mark Up Maintenance PV List accesses Inventory Mark-Up Maintenance (SD.026.00) enabling you to add new pricing markup tables to Service Dispatch.
   - Labor M/U ID is populated from Labor Markup ID associated with Contract Type of the service contract.

4. Type the ID of the inventory items that have special pricing if used in Invoice: T & M Details (SD.203.00) for invoicing service calls associated with the service contract in the Service Dispatch module in Inventory ID.
   - If the inventory ID is unknown, press F3 or double-click the right mouse button. A list of all inventory IDs displays.
     - To select an inventory ID, highlight ID and click OK, or double-click on the ID.
     - Clicking Edit on the Inventory Item List accesses Inventory Items (10.250.00) enabling you to modify information for an existing inventory item.
     - Clicking Insert on the Inventory Item List accesses Inventory Items (10.250.00) enabling you to add new inventory items to the system.

5. Select how the special pricing of inventory items used in Invoice: T & M Details (SD.203.00) for invoicing incoming or on-demand service calls associated with the service contract in the Service Dispatch module is determined in Base Option.
   - Amount
   - Discount Percent

6. Type the special pricing amount or percentage discount of the inventory items in Base Amount.
   - If the Base Option is Amount, type the fixed amount to charge for inventory items used in Invoice: T & M Details (SD.203.00) for invoicing incoming or on-demand service calls associated with the service contract in the Service Dispatch module
   - If the Base Option is Percentage, type the percentage the Stock Base Price of inventory items is reduced when used in Invoice: T & M Details (SD.203.00) for invoicing incoming or on-demand service calls associated with the service contract in the Service Dispatch module.

7. Select how the special pricing of inventory items used in Invoice: T & M Details (SD.203.00) for invoicing preventive maintenance service calls associated with the service contract in the Service Dispatch module is determined in PM Option.
   - Amount
   - Discount Percent

8. Type the special pricing amount or percentage discount of the inventory items in PM Amount.
   - If the PM Option is Amount, type the fixed amount to charge for inventory items used in Invoice: T & M Details (SD.203.00) for invoicing preventive maintenance service calls associated with the service contract in the Service Dispatch module.
   - If the PM Option is Percentage, type the percentage the Stock Base Price of inventory items is reduced when used in Invoice: T & M Details (SD.203.00) for invoicing preventive maintenance service calls associated with the service contract in the Service Dispatch module.
Creating Service Contracts

Entering Other Information

To enter other information for the service contract:

1. On Service Contract Entry (SN.001.00), click the Other tab. The Other tab displays.

2. Type the minimum revenue amount to be generated on each service call associated with the service contract in Min. Rev per Call. This field is for reporting purposes only.

3. Type the minimum number of hours required for invoicing service calls associated with the service contract in Min Hours per Call. This field is for reporting purposes only.

4. Type the name of the person who entered the service contract information in Entered By.

5. Type the ID of the advertising source that generated the service contract in Media ID.
   - If the media ID is unknown, press F3 or double-click the right mouse button. A list of all media IDs displays.
     - To select a media ID, highlight ID and click OK, or double-click on the ID.
     - Clicking Edit on the Media Buy Maintenance PV List accesses Media Buy Maintenance (SD.012.00) enabling you to modify information for an existing media resource.
     - Clicking Insert on the Media Buy Maintenance PV List accesses Media Buy Maintenance (SD.012.00) enabling you to add new media resources to the system.

6. Type the purchase order number for the service contract in Customer PO.
   - Customer PO populates Customer PO of preventive maintenance service calls created in Service Call Entry (SD.200.00) through Generate PM Service Calls Process (SE.300.00).
   - Customer PO does not default for non-preventive maintenance service calls.
7. Select the priority assigned to preventive service calls generated for the service contract in **Priority**.
   - Premium
   - High
   - Medium
   - Low

8. If the service contract is a renewal, type the service contract ID of the original service contract in **Original Contract ID**.
   **Original Contract ID** is automatically populated if the service contract was renewed using **Service Contract Renewal Process (SN.301.00)**.

9. If the service contract is a renewal, type the service contract ID of the previous service contract in **Previous Contract ID**.
   **Previous Contract ID** is automatically populated if the service contract was renewed using **Service Contract Renewal Process (SN.301.00)**.

10. If the service contract is to be renewed, type the service contract ID of the next service contract in **Next Contract ID**.
    **Next Contract ID** is automatically populated if the service contract is renewed using **Service Contract Renewal Process (SN.301.00)**.
Entering Customer Billing Address Information

To enter address information for the service contract:

1. On Service Contract Entry (SN.001.00), click the Address tab. The Address tab displays.

2. Type the bill to address of the service contract in Address if the bill to address needs to be different from the customer’s bill to address.

   If a customer has multiple locations or sites, the service contract bill to address for each site is the same unless manually changed.

3. Click Refresh from Customer to set the bill to address of the service contract equal to the customer’s bill to address.
Entering Coverage Information

To enter coverage information:

1. On Service Contract Entry (SN.001.00), click the Coverage tab. The Coverage tab displays.

   ![Image](image_url)

   **Figure 17: Service Contract Entry (SN.001.00), Coverage tab**

   **Note:** Data entered on the Coverage tab is for informational purposes only.

2. Type the maximum amount of time needed for technicians to respond to service requests entered in Service Call Entry (SD.200.00) of Service Dispatch associated with the service contract in Response Time. Response Time overrides the service call promise time range calculated by the default settings in Service Series Setup Maintenance (SD.000.00) of Service Dispatch.

3. Type the hours covered under your company’s warranty for each day of the week for the service contract in Starting Time and Ending Time.

   If a service contract gives 24-hour warranty coverage for a day, select the check box to the left of 24 Hour.

4. Click Save on the toolbar to save the service contract.

5. Click Close on the toolbar to close Service Contract Entry (SN.001.00).
Saving the Service Contract

When all of the necessary information has been entered for a service contract:

- To save the service contract, click Save on the toolbar. The system saves the service contract and assigns the Contract ID if Auto Number Service Contract is enabled in Service Series Setup Maintenance (SD.000.00).

- To begin entering a new service contract after saving a service contract, click Finish on the toolbar. The system saves and releases the service contract for further processing and Service Contract Entry (SN.001.00) is cleared for the next service contract to be entered.

- To erase the service call without saving the service call, select Cancel on the toolbar.
Printing the Service Contract

Once all the necessary information has been entered for a service contract in Service Contract Entry (SN.001.00) and the service contract has been saved, users have the ability to print a service contract agreement.

To print a service contract agreement:

1. Click Save on the toolbar to save the service contract.
   - The system saves the service contract and assigns the Contract ID if Auto Number Service Contract is enabled in Service Series Setup Maintenance (SD.000.00).
   - Print Contract in the lower right corner of Service Contract Entry (SN.001.00) becomes active.

-OR-

Open Service Contract Entry (SN.001.00) by selecting Module | Service Contracts | Service Contract Entry from the menu. The Setup tab of Service Contract Entry (SN.001.00) displays.

2. Type the ID of the service contract in Contract ID.
   - If the service contract ID is unknown, press F3 or double-click the right mouse button. A list of all service contract IDs displays.
     - To select a service contract, highlight the ID and click OK, or double-click on the ID.

Figure 18: Service Contract Entry (SN.001.00), Setup tab
3. Click **Print Contract**. **Service Agreement Report (SN.001.08)** displays.

![Service Agreement Report (SN.001.08)](image)

*Figure 19: Service Agreement Report (SN.001.08)*

4. Select the type of service contract agreement in the Report Format frame.
   - Residential Agreement
   - Commercial Agreement
   - Service Agreement

5. Click **Print Preview** to view the service contract agreement on screen.

6. Close the service contract agreement preview by clicking the “X” in the upper right hand corner of the preview screen.

-OR-

7. Click **Print** to send the service contract agreement to a printer.

8. Close **Service Agreement Report (SN.001.08)** by clicking the “X” in the upper right hand corner of the dialog window.

9. Click **Close** on the toolbar to close **Service Contract Entry (SN.001.00)**.
Associating Equipment with a Service Contract

*Contract Equipment (SN.001.05)* allows users to associate an unlimited number of pieces of equipment to a service contract. Equipment must be entered on *Equipment Entry (SE.001.00)* in the Equipment Maintenance module before a piece of equipment can be attached to a service contract. Once equipment is associated with a service contract, preventive maintenance service schedules can be created and preventive maintenance tasks related to the equipment can be viewed.

**Attaching Equipment to a Service Contract**

To attach equipment to a service contract:

1. Open *Service Contract Entry (SN.001.00)* by selecting **Module | Service Contracts | Service Contract Entry** from the menu. The **Setup** tab of *Service Contract Entry (SN.001.00)* displays.

2. Type the ID of the service contract in **Contract ID**. If the service contract ID is unknown, press **F3** or double-click the right mouse button. A list of all service contracts set up in *Service Contract Entry (SN.001.00)* displays. To select a service contract, highlight the ID and click **OK**, or double-click on the ID.

3. Click **Equipment**. *Contract Equipment (SN.001.05)* displays.

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*Figure 20: Contract Equipment (SN.001.05)*
4. Type the ID of the equipment to associate with the service contract in Equipment ID.
   - If the equipment ID is unknown, press F3 or double-click the right mouse button. A list of equipment associated with the service contract’s customer and site displays.
     - To select an equipment ID, highlight the ID and click OK, or double-click on the ID.
   - Click Search to look for specific pieces of equipment to associate with a service contract.
   - Serial Number associated with the equipment displays.
   - Asset Number associated with the equipment displays.
   - If a piece of equipment is covered by a warranty, the date the warranty starts displays in Warranty Starts.
   - If a piece of equipment is covered by a warranty, the date the warranty ends displays in Warranty Ends.

5. Type a different service contract base price in Calculated Price.
   - Calculated Price is determined by multiplying the Base Price of the equipment’s manufacturer/model with the equipment’s location multiplier and the equipment age multiplier associated with the manufacturer/model.
   - Calculated Price is used for quoting purposes.

6. Type a different service contract amount in Contract Amount.

7. To automatically create a preventive maintenance schedule when running Generate Equipment PM Tasks (SN.001.07) for the service contract, check Schedule PM.

8. Type the ID of the preventive maintenance code used to create the preventive maintenance schedule for equipment in PM Code.
   - If the PM code is unknown, press F3 or double-click the right mouse button. A list of all PM codes displays.
     - To select a PM code, highlight ID and click OK, or double-click on the ID.
     - Clicking Edit on the PM Type Maintenance PV List accesses PM Code Maintenance (SE.002.00) enabling you to modify information for an existing media resource.
     - Clicking Insert on the PM Type Maintenance PV List accesses PM Code Maintenance (SE.002.00) enabling you to add new PM codes to the system.
   - PM Code defaults from the preventive maintenance code attached to the equipment.

9. Type a different ID for the equipment type associated with a piece of equipment in Equip Type ID.
   - If the equipment type is unknown, press F3 or double-click the right mouse button. A list of all equipment types displays.
     - To select an equipment type, highlight ID and click OK, or double-click on the ID.
     - Clicking Edit on the Equipment Type PV List accesses Equipment Type Maintenance (SE.003.00) enabling you to modify information for an existing media resource.
     - Clicking Insert on the Equipment Type Maintenance PV List accesses Equipment Type Maintenance (SE.003.00) enabling you to add new equipment types to the system.
   - Equip Type ID defaults from the equipment type associated with the equipment.
   - Equip Type ID is used to analyze all service contracts for a group of equipment.

10. Type a description associated with the equipment in Description.
    Description is populated with the description associated with the Equipment ID entered in Equipment Entry (SE.001.00).

11. Click Save on the toolbar.

12. Click OK to close Contract Equipment (SN.001.05).

13. Click Close on the toolbar.
Searching for a Specific Piece of Equipment

*Equipment Search* (SN.001.06) gives users the ability to search for specific pieces of equipment to attach to a service contract. *Equipment Search* (SN.001.06) allows users to search for equipment based on four criteria: **Customer ID**, **Site ID**, **Manufacturer ID** and **Model ID**. Searches can be based on one or all of the criteria. The more criteria used for the search, the more restricted the search.

To search for a specific piece of equipment:

1. Open *Service Contract Entry* (SN.001.00) by selecting **Service Contracts | Service Contract Entry** from the menu. The **Setup** tab of *Service Contract Entry* (SN.001.00) displays.
2. Type the ID of the service contract in **Contract ID**.
   - If the service contract ID is unknown, press F3 or double-click the right mouse button. A list of all service contract IDs displays.
     - To select a service contract, highlight the ID and click **OK**, or double-click on the ID.
3. Click **Equipment**. *Contract Equipment* (SN.001.05) displays.
4. Type the ID of the equipment to associate with the service contract in **Equipment ID**.
   - If the equipment ID is unknown, press F3 or double-click the right mouse button. A list of equipment set up on *Equipment Entry* (SE.001.00) in the Equipment Maintenance module displays.
     - To select an equipment ID, highlight the ID and click **OK**, or double-click on the ID.
5. Click **Search** to locate specific pieces of equipment to associate with a service contract. *Equipment Search (SN.001.06)* displays.

![Equipment Search (SN.001.06)](image)

*Figure 22: Equipment Search (SN.001.06)*

6. To restrict the equipment search to a specific customer, type the ID of that customer in **Customer ID**.
   - Restricting the search to a **Customer ID** displays all pieces of equipment assigned to the customer and sites.
   - If the customer ID is unknown, press **F3** or double-click the right mouse button. A list of all customer IDs displays.
     - To select a customer ID, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Customer Maintenance List** accesses *Customer Maintenance* (08.260.00) enabling you to modify information for an existing customer.
     - Clicking **Insert** on the **Customer Maintenance List** accesses *Customer Maintenance* (08.260.00) enabling you to add new customers to the system.

7. To restrict the equipment search to a specific customer site, type the site’s identifier in **Site ID**.
   - Restricting the search by a **Site ID** of a customer displays only pieces of equipment assigned to the site of that customer.
   - **Site ID** is activated when **Customer ID** is populated.
   - If the site ID is unknown, press **F3** or double-click the right mouse button. A list of all site IDs displays.
     - To select a site ID, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Service Site List** accesses *Site Maintenance* (SD.025.00) enabling you to modify information for an existing customer site.
     - Clicking **Insert** on the **Service Site List** accesses *Site Maintenance* (SD.025.00) enabling you to add new sites for customers to the system.
8. To restrict the equipment search to a specific manufacturer, type the ID of that manufacturer in **Manufacturer ID**.
   - Restricting the search by a **Manufacturer ID** displays all pieces of equipment associated with a manufacturer.
   - If the manufacturer must be changed and the ID is unknown, press F3 or double-click the right mouse button. A list of all manufacturer IDs displays.
     - To select a manufacturer ID, highlight the ID and click OK, or double-click on the ID.
     - Clicking **Edit on the Manufacturer PV List** accesses **Manufacturer Maintenance** (SE.005.00) enabling you to modify information for an existing manufacturer.
     - Clicking **Insert on the Manufacturer PV List** accesses **Manufacturer Maintenance** (SE.005.00) enabling you to add new manufacturers to the system.

9. To restrict the equipment search to a specific manufacturer’s model, type the model’s identifier in **Model ID**.
   - Restricting the search by a **Model ID** displays all pieces of equipment associated with the model.
   - If the model ID is unknown, press F3 or double-click the right mouse button. A list of all models set up for each manufacturer in **Manufacturer/Model Maintenance** (SE.006.00) displays.
     - To select a model ID, highlight the ID and click OK, or double-click on the ID.

10. Click **Execute Search** to begin the search process.
11. Once the equipment is displayed, highlight the piece of equipment associated with the service contract and click **Select**.
12. If the piece of equipment is successfully added to the service contract, the **Equipment Addition Confirmation**. “Equipment ID successfully added to the equipment list for this contract” displays. Click OK to close **Equipment Addition Confirmation**.
13. Click **Clear Selection** to blank the search criteria fields.
   - **Clear Selection** allows users to enter new search criteria for associating equipment to the service contract.
14. Click **Close** on the toolbar to close **Equipment Search** (SN.001.06).
15. Click **OK** to close **Contract Equipment** (SN.001.05).
16. Click **Save** on the toolbar to save the changes to the service contract.
17. Click **Close** on the toolbar to close **Service Contract Entry** (SN.001.00).
Generating Equipment Preventive Maintenance Schedules

Generate Equipment PM Tasks (SN.001.07) gives users the ability to automatically create preventive maintenance schedules for one or all pieces of equipment associated with a service contract in Contract Equipment (SN.001.05).

Once Generate Equipment PM Tasks (SN.001.07) has been processed for equipment attached to a service contract, Generate PM Service Calls Process (SE.300.00) in the Equipment Maintenance module is used to create service calls for each preventive maintenance schedule record. Service Contract: Equipment PM Schedule (SE.015.00) can also be used to view or modify the preventive maintenance schedules associated with specific pieces of equipment.

To generate an equipment PM schedule:

1. Open Service Contract Entry (SN.001.00) by selecting Module | Service Contracts | Service Contract Entry from the menu. The Setup tab of Service Contract Entry (SN.001.00) displays.
2. Type the ID of the service contract in Contract ID.
   - If the service contract ID is unknown, press F3 or double-click the right mouse button. A list of all service contract IDs displays.
   - To select a service contract, highlight the ID and click OK, or double-click on the ID.
3. Click Equipment. Contract Equipment (SN.001.05) displays.
4. To create a preventive maintenance schedule for one piece of equipment associated with a service contract, give focus to the specific piece of equipment and click Generate PM's.

Generate Equipment PM Tasks (SN.001.07) displays.

5. If Generate Equipment PM Tasks (SN.001.07) has been generated for the piece of equipment and a preventive maintenance schedule exists, select Overwrite Existing Tasks to replace the existing preventive maintenance schedule with a new preventive maintenance schedule.

Note: If any existing preventive maintenance schedule records have been processed, you cannot overwrite the existing preventive maintenance schedule.
To automatically assign the contract **Start Date** to the **Suggested Date** of the first preventive maintenance schedule record, select **Use Contract Start Date as First PM Date**.

**Example:** If a service contract has a **Start Date** of 01/01/01 and an End Date of 12/31/01, enabling Use Contract Start Date as First PM Date creates a preventative maintenance record on 01/01/01, 02/01/01, 03/01/01, 04/01/01, 05/01/01, 06/01/01, 07/01/01, 08/01/01, 09/01/01, 10/01/01, 11/01/01, and 12/01/01.

- If **Use Contract Start Date as First PM Date** is not selected, **Suggested Date** of the first preventive maintenance schedule record is determined by the contract **Start Date** and the preventive maintenance **Calendar Code**.

**Example:** If a service contract has a **Start Date** of 01/01/01 and an End Date of 12/31/01, enabling Use Contract Start Date as First PM Date creates a preventative maintenance record on 02/01/01, 03/01/01, 04/01/01, 05/01/01, 06/01/01, 07/01/01, 08/01/01, 09/01/01, 10/01/01, 11/01/01, and 12/01/01.

To automatically create a preventive maintenance schedule for each piece of equipment associated with the service contract, select **Generate for All Equipment IDs**.

To automatically create a preventive maintenance schedule only for the piece of equipment selected in **Contract Equipment** (SN.001.05), select **Generate for a Single ID**.

Click **Begin Processing**.

If a preventive maintenance schedule exists for the equipment, the **PM Task Generation Warning**, “PM Tasks have been generated for this Contract ID, they will be erased” displays. Click **OK** to close **PM Task Generation Warning**.

When the preventive maintenance schedule generation process completes, the **Task Generation Message**, “The generation process is complete” displays. Click **OK** to close **Task Generation Message**.

After the preventive maintenance schedule has been created for the equipment, click **Cancel** to close **Generate Equipment PM Tasks** (SN.001.07).

Clicking **Cancel** before clicking **Begin Processing** closes **Generate Equipment PM Tasks** (SN.001.07) without saving any changes or updates.

Click **OK** to close **Contract Equipment** (SN.001.05).

Click **Save** on the toolbar to save the changes to the service contract.

Click **Close** on the toolbar to close **Service Contract Entry** (SN.001.00).
Viewing Equipment Preventive Maintenance Schedules

After Generate Equipment PM Tasks (SN.001.07) has been processed for equipment attached to a service contract, Service Contract: Equipment PM Schedule (SE.015.00) is used to view the preventive maintenance schedules associated with specific pieces of equipment.

Service Contract: Equipment PM Schedule (SE.015.00) not only allows users to view an existing PM schedule, users can also make modifications to the PM schedule records. Service Contract: Equipment PM Schedule (SE.015.00) can also be used to manually create PM schedules for equipment. Only PM schedule records that have not been processed can be changed.

To view an equipment PM schedule:
1. Open Service Contract Entry (SN.001.00) by selecting Module | Service Contracts | Service Contract Entry from the menu. The Setup tab of Service Contract Entry (SN.001.00) displays.
2. Type the ID of the service contract in Contract ID.
   - If the service contract ID is unknown, press F3 or double-click the right mouse button. A list of all service contract IDs displays.
     - To select a service contract, highlight the ID and click OK, or double-click on the ID.
3. Click Equipment. Contract Equipment (SN.001.05) displays.
4. To view the preventive maintenance schedule records for a piece of equipment, select Equipment ID and click View PM Schedule. Service Contract: Equipment PM Schedule (SE.015.00) displays.

![Figure 24: Service Contract: Equipment PM Schedule (SE.015.00)](image)

5. Type the recommended date the preventive maintenance record should be performed in Suggested Date.
   - Suggested Date is used as the service date on service calls created in Generate PM Service Calls Process (SE.300.00).
   - Suggested Date is automatically created by Generate Equipment PM Tasks (SN.001.07).

Note: To generate preventative maintenance service calls based on Suggested Date, select Include Unscheduled PM Tasks in Generate PM Service Calls Process (SE.300.00).
6. Type the preventive maintenance code associated with the preventive maintenance schedule record in **PM Code**.
   - **PM Code** defaults to the service calls created in *Generate PM Service Calls Process* (SE.300.00).
   - **PM Code** defaults from the PM Code associated with a piece of equipment.
   - **PM Code** is automatically created by *Generate Equipment PM Tasks* (SN.001.07).

7. Type the date the preventive maintenance record needs to be performed in **Scheduled Date**.
   - **Schedule Dated** overwrites the **Suggested Date** for the service date on service calls created in *Generate PM Service Calls Process* (SE.300.00).
   - **Suggested Date** is automatically created by *Generate Equipment PM Tasks* (SN.001.07).

8. Type the ID of the technician to perform the preventive maintenance work in **Technician**.
   - If the technician must be changed and the ID is unknown, press F3 or double-click the right mouse button. A list of all technician IDs displays.
     - To select a technician ID, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Employee Maintenance PV List** accesses *Employee Maintenance* (SD.007.00) enabling you to modify information for an existing technician.
     - Clicking **Insert** on the **Employee Maintenance PV List** accesses *Employee Maintenance* (SD.007.00) enabling you to add new technicians to the system.
   - **Technician** defaults from **Primary Technician** associated with the service contract.

9. Type the estimated amount of time to complete the preventive maintenance work in **Estimated Time**.
   - **Estimated Time** is used to populate time values on service calls created in *Generate PM Service Calls Process* (SE.300.00).

10. Type the usage reading amount associated with the preventive maintenance schedule record in **Usage Reading**. **Usage Reading** is used for informational purposes only.
11. Click **OK** to close *Service Contract: Equipment PM Schedule* (SE.015.00).
12. Click **OK** to close *Contract Equipment* (SN.001.05).
13. If any changes have been made to the PM schedule, click **Save** on the toolbar.
14. Click **Close** on the toolbar to close *Service Contract Entry* (SN.001.00).
Viewing Equipment Preventive Maintenance Tasks

*Service Contract: Equipment PM Tasks (SE.017.00)* allows users to view the recommended preventive maintenance tasks associated with servicing pieces of equipment. The preventive maintenance task list can be viewed in *Service Call Entry (SD.200.00)* for service calls created in *Generate PM Service Calls Process (SE.300.00)* and printed on service call work orders generated in *Service Call Workorder (SD.625.00)*.

**To view equipment PM tasks:**

1. Open *Service Contract Entry (SN.001.00)* by selecting **Module | Service Contracts | Service Contract Entry** from the menu. The **Setup** tab of *Service Contract Entry (SN.001.00)* displays.

2. Type the ID of the service contract in **Contract ID**.
   - If the service contract ID is unknown, press F3 or double-click the right mouse button. A list of all contract IDs displays.
     - To select a service contract, highlight the ID and click **OK**, or double-click on the ID.

3. Click **Equipment**. *Contract Equipment (SN.001.05)* displays.

4. To view the preventive maintenance tasks associated with a piece of equipment, select **Equipment ID** and click **View PM Tasks**. *Service Contract: Equipment PM Tasks (SE.017.00)* displays.

5. Select the type of record associated with the preventive maintenance tasks in **Detail Type**.
   - **Detail Type** preventive maintenance tasks default from *PM Code Maintenance (SE.002.00)* if detail records tasks were entered when the **PM Code** was created.
   - Comment
   - Instructions
   - Labor
   - Materials
6. Choose the season or combination of seasons associated with the preventive maintenance task in **Season**.
   - **Season** is used for informational purposes only.
   - **Season** defaults from **PM Code Maintenance** (SE.002.00) if detail records tasks were entered when the **PM Code** was created.
     - SP (Spring)
     - SP/SU (Spring and Summer)
     - SP/SU/F (Spring, Summer and Fall)
     - SP/SU/F/W (Spring, Summer, Fall and Winter)
     - SU (Summer)
     - SU/F (Summer and Fall)
     - SU/F/W (Summer, Fall and Winter)
     - F (Fall)
     - F/W (Fall and Winter)
     - F/SP (Fall and Spring)
     - W (Winter)
     - W/SU (Winter and Summer)

7. If **Detail Type** is **Labor** or **Material**, type valid inventory items necessary to perform the maintenance service in **Inventory Id**.
   - **Inventory Id** defaults from **PM Code Maintenance** (SE.002.00) if detail records tasks were entered at the time the **PM Code** was created.
   - If the inventory item must be changed or the ID is unknown, press F3 or double-click the right mouse button. A list of all inventory IDs displays.
     - To select an inventory item, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Inventory Item List** accesses **Inventory Items** (10.250.00) enabling you to modify information for an existing inventory item.
     - Clicking **Insert** on the **Inventory Item List** accesses **Inventory Items** (10.250.00) enabling you to add new inventory items to the system.

8. If **Detail Type** is **Labor** or **Material**, type the quantity of material or labor hours needed to perform the maintenance service in **Quantity**.
   - **Quantity** defaults from **PM Code Maintenance** (SE.002.00) if detail records tasks were entered at the time the **PM Code** was created.

9. If **Detail Type** is **Comment** or **Instructions**, type an explanation associated with the task record in **Description**.
   - **Description** defaults from **PM Code Maintenance** (SE.002.00) if detail records tasks were entered at the time the **PM Code** was created.
   - If **Detail Type** is **Labor** or **Material**, **Description** defaults to the description associated with the **Inventory ID**.

10. Click **Save** on the toolbar to save the changes to the service contract.
11. Click **Close** on the toolbar to close **Service Contract: Equipment PM Tasks** (SE.017.00).
12. Click **OK** to close **Contract Equipment** (SN.001.05).
13. Click **Close** on the toolbar to close **Service Contract Entry** (SN.001.00).
Creating Equipment Preventive Maintenance Schedules Manually

*Service Contract: Equipment PM Schedule* (SE.015.00) not only allows users to make modification to existing preventive maintenance schedules, but users can manually create preventive maintenance schedules for equipment. Only preventive maintenance schedule records that have not been processed can be changed.

**To manually create an equipment PM schedule:**

1. Open *Service Contract Entry* (SN.001.00) by selecting Module | Service Contracts | Service Contract Entry from the menu. The Setup tab of *Service Contract Entry* (SN.001.00) displays.

2. Type the ID of the service contract in **Contract ID**.
   - If the service contract ID is unknown, press F3 or double-click the right mouse button. A list of all service contract IDs displays.
   - To select a service contract, highlight the ID and click OK, or double-click on the ID.

3. Click **Equipment**. *Contract Equipment* (SN.001.05) displays.

4. To create the preventive maintenance schedule records for a piece of equipment, select **Equipment ID** and click **View PM Schedule**. *Service Contract: Equipment PM Schedule* (SE.015.00) displays.

5. Type the recommended date the preventive maintenance record should be performed in **Suggested Date**.
   - **Suggested Date** is used as the service date on service calls created in Generate PM Service Calls Process (SE.300.00).
   - **Suggested Date** is automatically created by Generate Equipment PM Tasks (SN.001.07).

   **Note:** To generate preventative maintenance service calls based on **Suggested Date**, select **Include Unscheduled PM Tasks** in Generate PM Service Calls Process (SE.300.00).

6. Type the preventive maintenance code associated with the preventive maintenance schedule record in **PM Code**.
   - **PM Code** defaults to the service calls created in Generate PM Service Calls Process (SE.300.00).
7. Type the date the preventive maintenance needs to be performed in **Scheduled Date**.
   - **Schedule Dated** overwrites the **Suggested Date** for the service date on service calls created in
     *Generate PM Service Calls Process* (SE.300.00).
   - **Suggested Date** is automatically created by *Generate Equipment PM Tasks* (SN.001.07).

8. Type the ID of the technician to perform the preventive maintenance work in **Technician**.
   - If the technician must be changed or the ID is unknown, press F3 or double-click the right mouse button. A list of all technician IDs displays.
     - To select a technician ID, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Employee Maintenance PV List** accesses *Employee Maintenance* (SD.007.00) enabling you to modify information for an existing technician.
     - Clicking **Insert** on the **Employee Maintenance PV List** accesses *Employee Maintenance* (SD.007.00) enabling you to add new technicians to the system.
   - The technician ID entered becomes the primary technician on the service calls created in
     *Generate PM Service Calls Process* (SE.300.00).
   - **Technician** defaults from **Primary Technician** associated with the service contract.

9. Type the estimated amount of time to complete the preventive maintenance work in **Estimated Time**.
   - **Estimated Time** is used to populate time values on service calls created in *Generate PM Service Calls Process* (SE.300.00).

10. Type the usage reading amount associated with the preventive maintenance schedule record in **Usage Reading**. **Usage Reading** is used for informational purposes only.

11. Click **OK** to close **Service Contract: Equipment PM Schedule** (SE.015.00).

12. Click **OK** to close **Contract Equipment** (SN.001.05).

13. Click **Save** on the toolbar to save the changes to the service contract.

14. Click **Close** on the toolbar to close **Service Contract Entry** (SN.001.00).
Attaching Equipment Notes to a Service Contract

*Service Contract: Equip Notes Entry* (SN.006.00) allows users to attach notes related to the equipment of a service contract. During *Service Contract Renewal Process* (SN.301.00), users can copy the notes to the new service contract if *Create Equipment* is selected.

**To attach a note to a piece of equipment:**

1. Open *Service Contract Entry* (SN.001.00) by selecting **Module | Service Contracts | Service Contract Entry** from the menu. The Setup tab of *Service Contract Entry* (SN.001.00) displays.

   ![Figure 27: Service Contract: Equip Notes Entry (SN.006.00)](image)

   2. Type the ID of the service contract in **Contract ID**.
      - If the service contract ID is unknown, press F3 or double-click the right mouse button. A list of all service contract IDs displays.
      - To select a service contract, highlight the ID and click **OK**, or double-click on the ID.

3. Click **Equipment ID**. *Contract Equipment* (SN.001.05) displays.

4. Select **Equipment ID** of the specific piece of equipment to attach notes to.

5. Click **Notes**. *Service Contract: Equip Notes Entry* (SN.006.00) displays.

6. Type the ID of the note template to attach to the equipment in **Template ID**.
   - If the template ID is unknown, press F3 or double-click the right mouse button. A list of all template IDs displays.
   - To select a template, highlight the ID and click **OK**, or double-click on the ID.
   - Selecting a template displays the associated notes in the text box below **Template ID**.

   **Note:** Note templates are created in *Notes Template* (SD.410.00) of the Service Dispatch Module.

7. If a **Template ID** is not entered, type the notes to attach to the equipment in the text box below **Template ID**.

8. Click **Delete Note** to remove the notes attached to a piece of equipment.

9. Click **OK** saves the notes entered and closes *Service Contract: Equip Notes Entry* (SN.006.00).

10. Click **OK** to close *Contract Equipment* (SN.001.05).

11. Click **Close** on the toolbar to close *Service Contract Entry* (SN.001.00).
Other Service Contract Tasks

Entering Service Contract Accrual and Revenue Recognition Reversals

Accrual/Revenue Recognition Reversals (SN.014.00) allows users to adjust a service contract’s accrual amount that was calculated in Service Contract Accrual Process (SN.300.00) and the amount of revenue recognized in Service Contract Revenue Recognition Process (SN.303.00).

Example: Service Contract Revenue Recognition Process (SN.303.00) was processed that included a service contract with an incorrect revenue schedule. The amount of revenue recognized is corrected in this screen. The transaction amounts post to the General Ledger module.

Positive reversal amounts reduce accrued and revenue recognized amounts. Negative amounts increase accrued and revenue recognized amounts.

To enter service contract accrual and revenue recognition reversals:

1. Choose Module | Service Contracts | Accrual/Revenue Recognition Reversals from the menu. Accrual/Revenue Recognition Reversals (SN.014.00) displays.

   Batch Number is automatically assigned by the system when Save or Finish is clicked on the toolbar.

   If Auto Batch Numbering is checked, the software automatically assigns a different batch number to each new batch created. The batch number increments by one for each new batch created and cannot be changed.

2. Type a 30-character user-defined explanation for the batch in Description.

3. Type the total amount of the transactions entered for the batch in Control Amount.

   - The system uses Control Amount to determine when a batch is in balance.
   - The system does not allow a batch to release if the batch is out of balance.
4. **Period to Post** is a display only field that contains the current period of the Accounts Receivable module.

5. Select how to process the batch when finished creating the batch in **Handling**.
   - No Action
   - Release Later
   - Release Now
   - Hold

6. Select how to update the service contract in **Reversal Type**:
   - Accrual
   - Revenue Recognition

7. Type the amount of the reversal or reduction in **Amount** as a positive number. Enter a negative number when the reversal is to increase the accrual or revenue recognized amounts.

8. Type the ID of the service contract to update in **Contract ID**.
   - If the contract ID is unknown, press F3 or double-click the right mouse button. A list of all contracts set up in **Service Contract Entry (SN.001.00)** displays.
     - To select a contract ID, highlight the contract ID and click OK, or double-click on the contract ID.

9. Type a user-specified explanation for the transaction in **Trans. Description**.

10. Click **Save** on the toolbar.

11. Click **Finish** on the toolbar.
   - If **Handling** is set to **Release Now**, the batch is released and no further updates can be made to the batch.
   - If **Handling** is set to **Release Later**, the batch can be released in **Contract Batch Release Process (SN.302.00)**.

12. Click **Close** on the toolbar to close **Accrual/Revenue Recognition Reversals (SN.014.00)**.
Entering Service Contract Adjustments and Deposits

Service Contract Deposits/Adjustments (SN.009.00) allows users to enter credits against a service contract for specific billing dates.

**Example:** Organizations that require down payments for services or give sales discounts to customers enter these types of transactions into this screen. The transaction amounts entered appear on Service Contract Entry (SN.001.00) and on service contract invoices. Credits appear as negative line items on service contract invoices when they are processed with a billing schedule record or a miscellaneous charge. When credits are processed by themselves, invoices with negative amounts are created since their only detail line is negative. Negative amount invoices appear as credit memos in the Accounts Receivable module and post to the General Ledger module.

Positive adjustments to service contracts are entered in Service Contract Miscellaneous Entry (SN.010.00), while negative adjustments to service contracts are entered in Service Contract Deposits/Adjustments (SN.009.00).

To enter service contract adjustments and deposits:

1. Choose Module | Service Contracts | Service Contract Adjustments and Deposits from the menu. Service Contract Deposits/Adjustments (SN.009.00) displays.

   ![Service Contract Deposits/Adjustments (SN.009.00)](image)

   **Figure 29:** Service Contract Deposits/Adjustments (SN.009.00)

2. **Batch Number** is automatically assigned by the system when Save or Finish is clicked on the toolbar.

   If **Auto Batch Numbering** is checked, the software automatically assigns a different batch number to each new batch created. The batch number increments by one for each new batch created and cannot be changed.

3. Type a 30-character user-defined explanation for the batch in **Description**.
4. Type the total amount of the transactions entered for the batch in **Control Amount**.
   - The system uses **Control Amount** to determine when a batch is in balance.
   - The system does not allow a batch to release if the batch is out of balance.

5. **Period to Post** is a display only field that contains the current period of the Accounts Receivable module.

6. Select how to process the batch when finished creating the batch in **Handling**.
   - No Action
   - Release Later
   - Release Now
   - Hold

7. Type the amount of the deposit or credit to offset the price of the service contract in **Amount**. Type **Amount** as a positive number.

8. Type the ID of the service contract that the deposit or credit is associated with in **Contract ID**.
   - If the contract ID is unknown, press F3 or double-click the right mouse button. A list of all contracts set up in **Service Contract Entry** (SN.001.00) displays.
     - To select a contract ID, highlight the contract ID and click **OK**, or double-click on the contract ID.

9. Type the ID for the inventory item to associate with the deposit or credit in **Item ID**.
   - If the inventory ID is unknown, press F3 or double-click the right mouse button. A list of all inventory IDs displays.
     - To select an inventory ID, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Inventory Item List** accesses **Inventory Items** (10.250.00) enabling you to modify information for an existing inventory item.
     - Clicking **Insert** on the **Inventory Item List** accesses **Inventory Items** (10.250.00) enabling you to add new inventory items to the system.
   - The inventory ID is only used to default transaction data. The item is not updated in the Inventory module.

10. Type a user-specified explanation for the transaction in **Description**.
    - **Description** defaults from the description associated with the inventory item.
    - **Description** prints on the service contract invoice.

11. Type the date the deposit or credit will be included in the service contract invoice process in **Billing Date**.

12. Select whether the credit amount will be billed to the customer in the future in **Rebill**.
    - Select **Rebill** when an amount previously billed to the customer was in error and must be corrected.
    - When the credit is included on an invoice on **Service Contract Invoice** (SN.640.00) and the invoice is kept on **Contract Invoice Printing – Keep/Delete** (SN.642.00), a new billing schedule record is created on the **Billing Schedule** tab in **Service Contract Entry** (SN.001.00) to establish the corrected billing amount.
    - If necessary, edit the billing schedule records on the **Billing Schedule** tab in **Service Contract Entry** (SN.001.00) prior to printing invoices that includes the corrected billing amount. You can change the **Frequency** and click **Create Records** to establish new billing schedule records for the service contract.

13. Type the date the credit amount will be billed to the customer in **Rebill Date**.
    - The date specified in **Rebill Date** will be the **Bill Date** for the new billing schedule record created to establish the amount to be billed to the customer in the future.
14. **Period to Post** is a display only field that contains when the transaction posts to the General Ledger module. **Period to Post** defaults to the current period of the Accounts Receivable module.

15. Type the deposit or sales adjustment account to be debited when the batch is released and posted in the General Ledger module in **Account**.
   - **Account** defaults from **Deposit Acct** in Service Contracts Set-up (SN.007.00).
   - If the account must be changed or the number is unknown, press F3 or double-click the right mouse button. A list of all account numbers displays.
     - To select an account number, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Active Account List** accesses **Account Maintenance** (01.260.00) enabling you to modify information for an existing account number.
     - Clicking **Insert** on the **Active Account List** accesses **Account Maintenance** (01.260.00) enabling you to add new account numbers to the system.

16. Type the subaccount to be debited when the batch is released and posted in the General Ledger module in **Sub Account**.
   - **Sub Account** defaults from the **Deferred Revenue Subaccount** attached to the contract type associated with the service contract unless **Use Subaccount from Site** is checked for the contract type associated with the contract in **Contract Type Maintenance** (SN.003.00).
   - If the subaccount must be changed and the number is unknown, press F3 or double-click the right mouse button. A list of all subaccount numbers displays.
     - To select a subaccount number, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Active Subaccount List** accesses **Subaccount Maintenance** (01.270.00) enabling you to modify information for an existing subaccount number.
     - Clicking **Insert** on the **Active Subaccount List** accesses **Subaccount Maintenance** (01.270.00) enabling you to add new subaccount numbers to the system.

17. Click **Save** on the toolbar.

18. Click **Finish** on the toolbar.
   - If **Handling** is set to **Release Now**, the batch is released and no further updates can be made to the batch.
   - If **Handling** is set to **Release Later**, the batch can be released in **Contract Batch Release Process** (SN.302.00).

19. Click **Finish** on the toolbar to close **Service Contract Deposits/Adjustments** (SN.009.00).
Entering Service Contract Miscellaneous Amounts

Service Contract Miscellaneous Entry (SN.010.00) allows users to enter miscellaneous amounts in addition to the scheduled billing amounts for service contracts.

Example: Organizations that charge customers late fees enter these types of transactions into this screen. The transaction amounts entered appear on Service Contract Entry (SN.001.00) and service contract invoices, update the Accounts Receivable module, and post to the General Ledger module.

Positive adjustments to service contracts are entered in Service Contract Miscellaneous Entry (SN.010.00) while negative adjustments to service contracts are entered in Service Contract Deposits/Adjustments (SN.009.00).

To enter service contract miscellaneous amounts:

1. Choose Module | Service Contracts | Service Contract Miscellaneous Entry from the menu. Service Contract Miscellaneous Entry (SN.010.00) displays.

   Batch Number is automatically assigned by the system when Save or Finish is clicked on the toolbar if Auto Batch Numbering is enabled in Service Contracts Set-Up (SN.007.00).

2. Type a 30-character user-defined explanation for the batch in Description.

3. Type the total amount of the transactions entered for the batch in Control Amount.
   - The system uses Control Amount to determine when a batch is in balance.
   - The system does not allow a batch to release if the batch is out of balance.

4. Select how to process the batch when finished creating the batch in Handling.
   - No Action
   - Release Later
   - Release Now
   - Hold
5. Select the fields to default to the grid to save time when entering transactions in **Fields to Copy During Entry**.
   - Date
   - Contract ID
   - Inventory ID
   - Description
   - Unit
   - Price
   - Account
   - Subaccount
   - Date, Inventory ID, Units, Account and Subaccount default to selected when first accessing Service Contract Miscellaneous Entry (SN.010.00).

6. Type the date the miscellaneous charge will be included in the service contract invoice process in **Billing Date**.

7. Type the ID of the service contract that the miscellaneous charge is associated with in **Contract ID**.
   - If the contract ID is unknown, press F3 or double-click the right mouse button. A list of all contract IDs displays.
     - To select a contract ID, highlight the contract ID and click **OK**, or double-click on the contract ID.

8. Type the ID for the inventory item to associate with the deposit or credit in **Item ID**.
   - If the inventory ID is unknown, press F3 or double-click the right mouse button. A list of all inventory items in Inventory Items (10.250.00) displays.
     - To select an inventory ID, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Inventory Item List** accesses Inventory Items (10.250.00) enabling you to modify information for an existing inventory item.
     - Clicking **Insert** on the **Inventory Item List** accesses Inventory Items (10.250.00) enabling you to add new inventory items to the system.
   The inventory ID is only used to default transaction data. The item is not updated in the Inventory module.

9. Type a user-specified explanation for the transaction in **Description**.
   - **Description** defaults from the description associated with the inventory item.
   - **Description** prints on the service contract invoice.

10. Type the unit of measure associated with the inventory item in **Units**.

11. Type the number of units of the inventory item associated with the miscellaneous charge in **Quantity**.

12. Type the price of the inventory item associated with the miscellaneous charge in **Unit Price**. **Unit Price** defaults from the Stock Base Price of the inventory item.

13. Type the amount of the miscellaneous charge in **Extended Price**.
   - The system automatically calculates **Extended Price** by multiplying **Quantity** by **Unit Price**.
14. Type the miscellaneous charge account to be debited when the batch is released and posted in the General Ledger module in Account.
   - **Account** defaults from the Misc Charge Acct entered in Service Contracts Set-up (SN.007.00).
   - If the account must be changed or the ID is unknown, press F3 or double-click the right mouse button. A list of all account numbers displays.
     - To select an account number, highlight the ID and click OK, or double-click on the ID.
     - Clicking **Edit** on the Active Account List accesses Account Maintenance (01.260.00) enabling you to modify information for an existing account number.
     - Clicking **Insert** on the Active Account List accesses Account Maintenance (01.260.00) enabling you to add new account numbers to the system.

15. Type the subaccount to be debited when the batch is released and posted in the General Ledger module in Subaccount.
   - **Subaccount** defaults from the Deferred Revenue Subaccount attached to the contract type associated with the service contract unless Use Subaccount from Site is checked for the contract type associated with the contract in Contract Type Maintenance (SN.003.00).
   - If the subaccount number must be changed or the ID is unknown, press F3 or double-click the right mouse button. A list of all subaccount numbers in the system displays.
     - To select a subaccount number, highlight the ID and click OK, or double-click on the ID.
     - Clicking **Edit** on the Active Subaccount List accesses Subaccount Maintenance (01.270.00) enabling you to modify information for an existing subaccount number.
     - Clicking **Insert** on the Active Subaccount List accesses Subaccount Maintenance (01.270.00) enabling you to add new subaccount numbers to the system.

16. Click **Save** on the toolbar.

17. Click **Finish** on the toolbar to process the batch.

   If **Handling** is set to Release Now, the batch is released and no further updates can be made to the batch. If **Handling** is set to Release Later, the batch can be released in Contract Batch Release Process (SN.302.00).

18. Click **Close** on the toolbar to close Service Contract Miscellaneous Entry (SN.010.00).
Entering a New Customer During Service Contract Entry

In order to enter a service contract for a customer, the customer must exist. Customers are entered and maintained on Customer Maintenance (08.260.00) in the Accounts Receivable module. If the customer is not set up during Service Call Entry (SD.200.00) and the user entering the service contract has the appropriate rights to enter new customers in Customer Maintenance (08.260.00), the customer can be added through the Quick Maintenance feature.

The following fields are required to complete Service Contract Entry (SN.001.00):

- **Customer ID** (Step 4)
- **Class ID** (Step 5)
- **Name** (Step 7 - Recommended)
- **Terms ID** (Step 10)
- **Credit Check** (Step 11)

To enter a new customer during service contact entry:

1. Open Service Contract Entry (SN.001.00) by selecting Module | Service Contracts | Service Contract Entry from the menu. The Setup tab of Service Contract Entry (SN.001.00) displays.
2. Press F3 or double-click the right mouse button. A list of all active customers set up in Customer Maintenance (08.260.00) displays.
3. Click Insert on the Customer Maintenance List. Customer Maintenance (08.260.00) displays.

![Customer Maintenance (08.260.00)](Image)

*Figure 31: Customer Maintenance (08.260.00)*
4. Type a 10-character alphanumeric code to uniquely identify the new customer in **Customer ID**.

5. Type an ID for the customer class grouping to associate with the new customer in **Class ID**.
   - If the class ID is unknown, press F3 or double-click the right mouse button. A list of all class IDs displays.
     - To select a class ID, highlight the ID and click **OK**, or double-click on the ID.
     - Clicking **Edit** on the **Customer Class List** accesses **Customer Class** (08.290.00) enabling you to modify information for an existing customer class.
     - Clicking **Insert** on the **Customer Class List** accesses **Customer Class** (08.290.00) enabling you to add a new customer class to the system.

6. Select **Active** from the **Status** drop-down list.

7. Type the name of the customer in **Name**.
   - Type the @ symbol before the portion of the name to use when alphabetizing. For example, the software alphabetizes The @Bank of Ohio by Bank.

8. Type a flat discount percentage that should be deducted from invoices associated with the new customer in **Trade Discount %**.

9. Type the ID of a price level to associate with the new customer in **Price Class**.
   - Customer price classes are used to set up special sales prices for different customers.
   - If the price class ID is unknown, press F3 or double-click the right mouse button. A list of all price class IDs displays.
     - To select a price class, highlight the ID and click **OK**, or double-click on the ID.

10. Type the terms ID that controls the discount date, the due date and the discount amount of invoices associated with the new customer in **Terms ID**.
    - If the Terms ID is unknown, press F3 or double-click the right mouse button. A list of all Term IDs in the system displays.
      - To select a Term ID, highlight the account number and click **OK**, or double-click on the ID.
      - Clicking **Edit** on the **Terms List** accesses **Terms Maintenance** (21.270.00) enabling you to modify information for an existing Term ID.
      - Clicking **Insert** on the **Terms List** accesses **Terms Maintenance** (21.270.00) enabling you to add a new Term ID to the system.

11. Select the type of credit limit checking to associate with the new customer in **Credit Check**.
    - Credit Limit Only
    - Credit Limit + Past Due
    - Always Hold
    - Never Sell
    - No Credit Checking

    **Note:** When entering a service call in **Service Call Entry** (SD.200.00), the system will not allow customer service representatives to save a service call for a customer if credit rules are violated.

12. If credit checking is based on an amount, type the amount in **Limit**.

    **Note:** Zero specifies that the customer has unlimited credit.

13. If credit checking is based on the number of days an invoice is past due, enter the number of days over the day credit limit this customer is allowed before services are stopped in **Grace Period**.
14. Type the credit manager for the customer in **Credit Manager**.
   - If the credit manager ID is unknown, press F3 or double-click the right mouse button. A list of all credit managers displays.
     - To select a credit manager ID, highlight the ID and click OK, or double-click on the ID.
     - Clicking **Edit** on the Credit Manager List accesses **Credit Manager (40.225.00)** enabling you to modify information for an existing credit manager.
     - Clicking **Insert** on the Credit Manager List accesses **Credit Manager (40.225.00)** enabling you to add new credit managers to the system.

15. Click the **Address** tab. The **Address** tab of **Customer Maintenance (08.260.00)** displays.

16. Type the main address information of the customer in the **Main Address** frame.

17. Type the billing address information of the customer in the **Bill To** frame.

   **Note:** If the billing address of the customer is the same as the main address, click **Copy to Bill To**.

18. Click the **Defaults** tab. The **Defaults** tab of **Customer Maintenance (08.260.00)** displays.

19. Type the tax information of the customer in the **Tax** frame.

20. Type the currency information of the customer in the **Currency** frame.

21. Type the account and subaccount defaults of the customer in the **GL Accounts** frame.

22. Click the **Other Options** tab. The **Other Options** tab of **Customer Maintenance (08.260.00)** displays.

23. Type processing default information of the customer in the **Statement Options** frame.

24. Type credit card information of the customer in the **Credit Card** frame.

25. Type the territory the customer is associated with in **Sales Territory ID**.
   - If the sales territory ID is unknown, press F3 or double-click the right mouse button. A list of all credit managers displays.
     - To select a sales territory ID, highlight the ID and click OK, or double-click on the ID.
     - Clicking **Edit** on the **Territory List** accesses **Sales Territory (08.320.00)** enabling you to modify information for an existing sales territory.
     - Clicking **Insert** on the **Territory List** accesses **Sales Territory (08.320.00)** enabling you to add new sales territories to the system.

26. Type the default Salesperson ID for the new customer in **Salesperson**.
   - If the salesperson ID is unknown, press F3 or double-click the right mouse button. A list of all salesperson IDs displays.
     - To select a salesperson ID, highlight the ID and click OK, or double-click on the ID.
     - Clicking **Edit** on the **Salesperson List** accesses **Salesperson Maintenance (08.310.00)** enabling you to modify information for existing salespersons.
     - Clicking **Insert** on the **Salesperson List** accesses **Salesperson Maintenance (08.310.00)** enabling you to add new salespersons to the system.

27. Click **Save** on the toolbar to save the new customer.

28. Click **Close** on the toolbar to close **Customer Maintenance (08.260.00)**.

29. Select the ID of the new customer and click **OK**.
Cancelling a Service Contract

In order to cancel a service contract, the total amount of revenue recognized must equal the total amount billed or invoiced to the customer. In addition, if an accrual was created for the service contract, the total amount accrued must equal the total amount of revenue recognized. For instance, if revenue was recognized for the service contract in Service Contract Revenue Recognition (SN.303.00), the customer must be billed the same amount by creating invoices in Service Contract Invoice (SN.640.00). Similarly, if the service contract amount was accrued in Service Contract Accrual Process (SN.300.00), the same amount of revenue must be recognized in Service Contract Revenue Recognition (SN.303.00).

When revenue is recognized at the same time and for the same amount as the amount billed to the customer, the service contract can be cancelled at any time since the revenue recognized equals the amount billed. However, when revenue is recognized at a different time and for a different amount than the amount billed to the customer, the amount of revenue recognized and the amount billed to the customer must be reviewed and balanced prior to cancelling the service contract.

Similarly, when an accrual is created and the amount of revenue recognized equals the amount accrued, the service contract can be cancelled at any time since the revenue recognized equals the amount accrued. However, when revenue is recognized at a different time and for a different amount than the amount accrued, the amount accrued must be reviewed and balanced prior to cancelling the service contract.

To review and balance a service contract:

1. Open Service Contract Entry (SN.001.00) by selecting Module | Service Contracts | Service Contract Entry from the menu. The Setup tab of Service Contract Entry (SN.001.00) displays.

2. Type the ID of the service contract to be reviewed in Contract ID.
   - If the service contract ID is unknown, press F3 or double-click the right mouse button. A list of all service contract IDs displays.
     - To select a service contract, highlight the ID and click OK, or double-click on the ID.

3. Compare Total Billed and Total Revenue Recognized.
   - Total Billed and Total Revenue Recognized must equal
     - If Total Billed is too low, print invoices in Service Contract Invoice (SN.640.00)
     - If Total Billed is too high, enter a credit in Service Contract Deposits/Adjustments (SN.009.00) and print invoices in Service Contract Invoice (SN.640.00)
     - If Total Revenue Recognized is too low, run Service Contract Revenue Recognition Process (SN.303.00) or enter a negative revenue recognition reversal in Accrual/Revenue Recognition Reversals (SN.014.00)
     - If Total Revenue Recognized is too high, enter a positive revenue recognition reversal in Accrual/Revenue Recognition Reversals (SN.014.00)

4. (Optional) When accruals are created for service contracts, compare Total Accrued and Total Revenue Recognized.
   - Total Accrued and Total Revenue Recognized must equal
     - If Total Accrued is too low, run Service Contract Accrual Process (SN.300.00) or enter a negative accrual reversal in Accrual/Revenue Recognition Reversals (SN.014.00)
     - If Total Accrued is too high, enter a positive accrual reversal in Accrual/Revenue Recognition Reversals (SN.014.00)
To cancel a service contract:

1. Open Service Contract Entry (SN.001.00) by selecting Module | Service Contracts | Service Contract Entry from the menu. The Setup tab of Service Contract Entry (SN.001.00) displays.

2. Type the ID of the service contract to be cancelled in Contract ID.
   - If the service contract ID is unknown, press F3 or double-click the right mouse button. A list of all service contract IDs displays.
     - To select a service contract, highlight the ID and click OK, or double-click on the ID.

3. Select Cancelled from the Status drop-down list.

4. Click the Other tab. The Other tab displays.

5. Type the ID of the reason why the service contract is being cancelled or not renewed in Cancellation Code.
   - If the cancellation code ID is unknown, press F3 or double-click the right mouse button. A list of all cancellation code IDs displays.
     - To select a cancellation code, highlight the ID and click OK, or double-click on the ID.
     - Clicking Edit on the Cancellation Code PV List accesses Cancellation Code Maintenance (SN.004.00) enabling you to modify information for an existing cancellation code.
     - Clicking Insert on the Cancellation Code PV List accesses Cancellation Code Maintenance (SN.004.00) enabling you to add new cancellation codes to the system.

6. Type the date the service contract was cancelled or not renewed in Cancelled Date.

7. Type the name of the person who cancelled or did not renew the service contract in Cancelled By.

8. Click Save on the toolbar to save the changes to the service contract.

9. Click Close on the toolbar to close Service Contract Entry (SN.001.00).
Performing Inquiries

Viewing Service Contract Profitability

Service Contract Profitability (SN.013.00) allows users to view summary information for service contracts. The historical information displayed in Service Contract Profitability (SN.013.00) includes both monthly and total billing, revenue, costs and gross margin. The total number of hours needed to perform work on service contracts is also maintained in this screen.

The values displayed in Service Contract Profitability (SN.013.00) are updated from Invoice Entry (SD.202.00), Service Contract Revenue Recognition Process (SN.303.00) and Contract Billing Selection (SN.641.00).

Service Contract Profitability (SN.013.00) can be accessed either by clicking Profitability in Service Contract Entry (SN.001.00) or from the Service Contracts menu.

To access Service Contract Profitability (SN.013.00) from Service Contract Entry (SN.001.00):

1. Open Service Contract Entry (SN.001.00) by selecting Module | Service Contracts | Service Contract Entry from the menu. The Setup tab of Service Contract Entry (SN.001.00) displays.
2. To view the profitability of a service contract, type the ID of the service contract in Contract ID.
   - If the service contract ID is unknown, press F3 or double-click the right mouse button. A list of all service contracts set up in Service Contract Entry (SN.001.00) displays.
     - To select a service contract, highlight the ID and click OK, or double-click on the ID.
3. Click Profitability. Service Contract Profitability (SN.013.00) displays.
4. Click Close on the toolbar to close Service Contract Profitability (SN.013.00).
To access Service Contract Profitability (SN.013.00) from the Service Contracts menu:

1. Open Service Contract Profitability (SN.013.00) by selecting Module | Service Contracts | Service Contract Profitability from the menu. Service Contract Profitability (SN.013.00) displays.

2. To view the profitability of a service contract, type the ID of the service contract in Contract ID.
   - If the service contract ID is unknown, press F3 or double-click the right mouse button. A list of all service contract IDs displays.
     - To select a service contract, highlight the ID and click OK, or double-click on the ID.

3. Click Close on the toolbar to close Service Contract Profitability (SN.013.00).
Viewing Service Contract History

**Service Contract History** (SN.017.00) displays the history of service calls for a specific contract. You may drill down on a specific service call by selecting the desired call from the grid and clicking **Service Call**. The service call invoice information is displayed by clicking **Invoice**. The Quick Send request, created when the service call invoice was transmitted electronically, is displayed by clicking **Quick Send Inquiry**. Open **Service Contract History** (SN.017.00) by clicking **Contract History** in **Service Contract Entry** (SN.001.00) or from the Service Dispatch menu.

![Figure 34: Service Contract History (SN.017.00) – Service Call Invoice document type is defined in Quick Send Setup (21.951.00)](image)

**To access Service Contract History (SN.017.00) from Service Contract Entry (SN.001.00):**

1. Open **Service Contract Entry** (SN.001.00) by selecting **Service Contracts | Service Contract Entry** from the menu. **Service Contract Entry** (SN.001.00) displays.
2. To view the history of a service contract, type the customer ID of the service contract in **Customer ID**.
   - If the customer ID is unknown, press F3 or double-click the right mouse button. A list of all customer IDs displays.
     - To select a customer, highlight the ID and click **OK**, or double-click on the ID.
3. Type the site ID of the customer in **Site ID**.
   - If the site ID is unknown, press F3 or double-click the right mouse button. A list of all sites displays.
     - To select a site ID, highlight the ID and click **OK**, or double-click on the ID.
4. Type the ID of the service contract in **Contract ID**.
   - If the service contract ID is unknown, press F3 or double-click the right mouse button. A list of all service contracts set up in **Service Contract Entry** (SN.001.00) displays.
     - To select a service contract, highlight the ID and click **OK**, or double-click on the ID.
5. Click **Contract History**. **Service Contract History** (SN.017.00) displays.
6. Click **Close** on the toolbar to close **Service Contract History** (SN.017.00).
To access Service Contract History (SN.017.00) from the Service Contracts menu:

1. Open Service Contract History (SN.017.00) by selecting Service Contracts | Service Contract History from the menu. Service Contract History (SN.017.00) displays.

2. To view the history of a service contract, type the ID of the service contract in Contract ID.
   - If the service contract ID is unknown, press F3 or double-click the right mouse button. A list of all service contracts set up in Service Contract Entry (SN.001.00) displays.
     - To select a service contract, highlight the ID and click OK, or double-click on the ID.

3. Click Close on the toolbar to close Service Contract History (SN.017.00).
Viewing Quick Send Request Details

When you send a service contract invoice to a customer electronically, Quick Send requests are created instructing Application Server to transmit the invoice according to the Quick Send preferences defined for the customer on the Accounts Receivable Customer Maintenance (08.260.00), **Quick Send** tab and on Accounts Receivable Additional Receivers (08.260.08).

You can view Quick Send request details for service contract invoices on Shared Information Quick Send Inquiry (21.200.00). You can view Quick Send request details for service call invoices associated with service contracts by clicking the **Quick Send Inquiry** button on Service Contract History (SN.017.00).

**To view service call invoice Quick Send request details on Service Contract History (SN.017.00):**

1. Determine which service call’s invoice associated with a service contract you want to view.
2. Open Service Contract History (SN.017.00). Service Contract History (SN.017.00) appears.

3. To view the Quick Send request for the service call associated to the service contract, type the ID of the service contract in **Contract ID**.
   - If the service contract ID is unknown, press **F3** or double-click the right mouse button. A list of all service contracts set up in Service Contract Entry (SN.001.00) displays.
     - To select a service contract, highlight the ID and click **OK**, or double-click on the ID.
4. Click the line in the Service Calls grid for the service call determined in step 1.
5. Click **Quick Send Inquiry**. **Quick Send Inquiry** (21.200.00) opens and the Quick Send request details for the service call’s invoice appear.
Using Service Contract Processes

Contract Batch Release Process (SN.302.00)

Contract Batch Release Process (SN.302.00) is used to release batches created in Accrual/Revenue Recognition Reversals (SN.014.00), Service Contract Deposits/Adjustments (SN.009.00), and Service Contract Miscellaneous Entry (SN.010.00) that have a Status of Balanced.

To release batches:

2. Select Print Edit Reports During Release to print Service Contract Transactions (SN.613.00) showing the transactions of each released batch.
   Accrual and revenue recognition reversals print using the Accrual/Revenue Reversals report format (SN.613R), deposits print using the Contract Deposits/Adjustments report format (SN.613D), and miscellaneous charges print using the Contract Miscellaneous Charges report format (SN.613M).
3. Click Clear All to clear the Selected check box for all batches displayed in the grid.
4. Click Select All to select the Selected check box for all batches displayed in the grid.
5. Click Selected to choose the batches to be released.
6. Click Begin Processing to start the batch release process.
7. Click Cancel to close Contract Batch Release Process (SN.302.00) without releasing any batches that have been Selected for processing.
8. Click Close on the toolbar to close Contract Batch Release Process (SN.302.00).
Selecting Service Contracts for Renewal

Service Contract Renewal Process (SN.301.00) enables users to select contracts to be renewed automatically by the system. Service Contract Renewal Process (SN.301.00) will create a new contract for any active contracts that have an End Date between the Expiration From and To dates specified. The renewal process allows users to filter and select contracts to be renewed in many different ways including contract type, branch, renewal type, and expiration date.

![Service Contract Renewal Process](image)

To select contracts to be renewed:


2. If Service Contract Renewal Process (SN.301.00) is to be generated for all contract types, verify All to the right of Contract Type is checked.

   The All contract type check box is selected when Service Contract Renewal Process (SN.301.00) opens.
3. To restrict Service Contract Renewal Process (SN.301.00) to a specific contract type, unselect All to the right of **Contract Type** and type the ID of the contract type in **Contract Type**.
   - Only service contracts with the specified contract type are selected for the renewal process.
   - If the contract type is unknown, press F3 or double-click the right mouse button. A list of all contract types set up in **Contract Type Maintenance** (SN.003.00) displays.
     - To select a **Contract Type**, highlight the contract type and click **OK**, or double-click on the contract type.

4. If Service Contract Renewal Process (SN.301.00) will be generated for all branches, verify the check box to the right of **Branch ID** is selected.
   The **All** branch ID check box is selected when Service Contract Renewal Process (SN.301.00) opens.

5. To restrict Service Contract Renewal Process (SN.301.00) to a specific branch, unselect All to the right of **Branch ID** and type the ID of the appropriate branch in **Branch ID**.
   - Only service contracts with the specified branch are selected for the renewal process.
   - If the branch ID is unknown, press F3 or double-click the right mouse button. A list of all branches set up in **Branch Maintenance** (SD.001.00) display.
     - To select a **Branch ID**, highlight the branch ID and click **OK**, or double-click on the branch.
     - Clicking **Edit** on the **Branch Maintenance PV List** accesses **Branch Maintenance** (SD.001.00) enabling you to modify information for an existing branch.
     - Clicking **Insert** on the **Branch Maintenance PV List** accesses **Branch Maintenance** (SD.001.00) enabling you to add new branches to the system.

6. To restrict Service Contract Renewal Process (SN.301.00) to a range of expiration dates, type the beginning date in **Expiration From** and the ending date in **Expiration To**.
   - Only service contracts with an **End Date** between the **Expiration From** and To dates are selected for the renewal process.

7. Select **Print Preview on Proforma Invoices** to display the service contracts to be renewed on screen before running the renewal process.
   - **Print Preview on Proforma Invoices** is selected when Service Contract Renewal Process (SN.301.00) opens.
   - Clicking **Print Proforma** while **Print Preview on Proforma Invoices** is selected prints the pro forma invoices to the screen before running the renewal process.

8. If Service Contract Renewal Process (SN.301.00) will be generated for all service contract renewal types, verify the check box to the left of the renewal type is selected.
   - **Quote** - Service Contract Renewal Process (SN.301.00) creates a quote service contract that must be manually activated by changing **Status** to **Active**.
   - **Recalculate** - Service Contract Renewal Process (SN.301.00) calculates the **Contract Amount** of the new service contract by multiplying the base price of the equipment associated with the service contract by the **Age** and **Location Codes** of the equipment.
   - **Multi-year** - Service Contract Renewal Process (SN.301.00) continues to create a new service contract for the multi-year renewal type based on **Nbr of Renewal** of the original service contract.
   - **Notice Only** - Service Contract Renewal Process (SN.301.00) creates a notice that the current service contract is expiring. No quote or new service contract is generated.
   - **Recalculate, Multi-year, and Notice Only** are selected when Service Contract Renewal Process (SN.301.00) opens.
9. To restrict Service Contract Renewal Process (SN.301.00) to a specific renewal type, select the check box to the left of the renewal type. Multiple renewal types can be simultaneously selected.

10. Click **Refresh Selection**.
   - **Refresh Selection** populates the grid portion of Service Contract Renewal Process (SN.301.00) with service contract information based on the criteria header fields selected.
   - If any of the criteria header information is changed, **Refresh Selection** must be clicked to reflect the changes.

11. After clicking **Refresh Selection**, you can select or deselect service contracts for renewal in **Selected**.
   - To prohibit a service contract from renewing during Service Contract Renewal Process (SN.301.00), click **Selected**.
   - After clicking **Refresh Selection**, **Selected** defaults to checked for all service contracts chosen during the renewal process.

12. Select **Create Equipment** to associate the equipment attached to the original service contract being renewed with the new service contract.

13. Select **Generate PM Tasks** to associate the preventive maintenance tasks attached to the original service contract being renewed with the new service contract.

14. Select **Copy Dates** to associate the existing preventive maintenance schedule attached to the original service contract being renewed with the new service contract.
   - If **Copy Dates** is not checked, run **Generate Equipment PM Tasks** (SN.001.07) to create the preventive maintenance schedule for the new service contract.

15. Type the contract type to default to the new service contract created during the renewal process in **Contract Type**.
   - **Contract Type** defaults to the contract type of the service contract to be renewed. Users can override the default contract type and enter a new contract type for the new service contract.
   - If the contract type is unknown, press F3 or double-click the right mouse button. A list of contract types set up in **Contract Type Maintenance** (SN.003.00) displays.
     - To select a contract type, highlight the contract type and click **OK**, or double-click on the contract type.

16. **Old Contract ID** is a display only field that is populated with the service contract ID for the contract being renewed.

17. Type the ID for the service contract being created during the renewal process in **New Contract ID**.
   - If **Auto Number Contract ID** is selected on Service Series Setup Maintenance (SD.000.00) in the Service Dispatch module, then no value is required.

18. **Old Start Date** is a display only field that is populated with the expiring contract’s start date.

19. **Old Expire Date** is a display only field that is populated with the old contract’s expiration date.

20. Type a start date for the new service contract being created during the renewal process in **New Start Date**.
   - **New Start Date** is based on the expiration date of the existing service contract.

21. Type an expiration date for the new service contract being created during the renewal process in **New Expire Date**.
   - **New Expire Date** is based on the default month’s value associated with the contract type of the new service contract.

22. **Customer ID** is a display only field that contains the customer associated with the expiring service contract.

23. **Site ID** is a display only field that contains the site ID associated with the expiring service contract.
24. **Site Name** is a display only field that contains the site name associated with the expiring service contract.

25. **Renewal Type** is a display only field that contains the renewal type for the expiring contract.

26. **Old Accrual Period** is a display only field that contains the accrual period associated with the expiring service contract.

27. Type the accrual period to associate with the new service contract being created during the renewal process in **New Accrual Period**.

   **New Accrual Period** defaults to the current period of the Accounts Receivable module.

28. **Old Contract Amount** is a display only field that contains the contract amount for the expiring contract.

29. **New Contract Amount** is a display only field that contains the contract amount for the service contract being created during the renewal process.

   **New Contract Amount** overrides any calculated amount during the renewal process.

30. Type the first date revenue will be recognized for the new service contract being created in **Rev Start Date**.

31. Select how often revenue posting from the unearned revenue account to the earned revenue account (for the service contract being created during the renewal process) should occur in **Rev Frequency**.
   - Monthly
   - Bi-Monthly
   - Quarterly
   - Every 4th Month
   - Semi Annual
   - Annual
   - Time of Service
   - None
   - The posting of unearned revenue to the earned revenue is performed in **Service Contract Renewal Process** (SN.301.00).

32. Type the first date an invoice will be generated for service contract being created during the renewal process in **Billing Start Date**.

   - **Billing Start Date** defaults to the **Start Date** of the new contract.

33. Select how often an invoice should be generated in Accounts Receivable in **Billing Frequency**.
   - Monthly
   - Bi-Monthly
   - Quarterly
   - Every 4th Month
   - Semi Annual
   - Annual
   - Time of Service
   - None
   - **Billing Frequency** defaults from the expiring service contract’s frequency.
34. Type the ID of the technician responsible for work associated with the service contract in Primary Technician.
   - If the primary technician is unknown, press F3 or double-click the right mouse button. A list of all technicians set up in Employee Maintenance (SD.007.00) displays.
     - To select a technician, highlight the ID and click OK, or double-click on the ID.
     - Clicking Edit on the Employee Maintenance PV List accesses Employee Maintenance (SD.007.00) enabling you to modify information for an existing technician.
     - Clicking Insert on the Employee Maintenance PV List accesses Employee Maintenance (SD.007.00) enabling you to add new technicians to the system.
   - Technician defaults from the expiring contract’s technician ID.

35. Type the ID of the salesperson responsible for servicing the customer site associated with the service contract in Salesperson ID.
   - If the salesperson ID is unknown, press F3 or double-click the right mouse button. A list of all salespeople set up in Salesperson Maintenance (08.310.00) displays.
     - To select a salesperson, highlight the ID and click OK, or double-click on the ID.
     - Clicking Edit on the Salesperson List accesses Salesperson Maintenance (08.310.00) enabling you to modify information for existing salespersons.
     - Clicking Insert on the Salesperson List accesses Salesperson Maintenance (08.310.00) enabling you to add new salespeople to the system.
   - Salesperson ID defaults from the expiring service contract’s salesperson ID.

36. Type an escalation code associated with the new service contract in Escalation Code.
   - Escalation Codes are used to set up increases in the contract price of service contracts over a multi-year time period. Contract prices can be increased by a percentage of the contract price of the preceding year or by a specific dollar amount.
   - If the escalation code is unknown, press F3 or double-click the right mouse button. A list of all escalation codes set up in Contract Escalation Maintenance (SN.005.00) displays.
     - To select an escalation code, highlight the ID and click OK, or double-click on the ID.
     - Clicking Edit on the Escalation Code Maintenance PV List accesses Contract Escalation Maintenance (SN.005.00) enabling you to modify information for an existing escalation code.
     - Clicking Insert on the Escalation Code Maintenance PV List accesses Contract Escalation Maintenance (SN.005.00) enabling you to add new escalation codes to the system.

37. If Service Contract Renewal Process (SN.301.00) will generate the start date of the new service contract as the first date in the preventive maintenance schedule, select Use Contract Start Date as first PM Date.

38. Selected Contracts is a display only field that displays the total number of contracts to be renewed during Service Contract Renewal Process (SN.301.00).

39. Click Select All to check Selected for all service contracts to be renewed during Service Contract Renewal Process (SN.301.00).

40. Click Unselect All to uncheck Selected for all service contracts displayed so that no new service contracts are created in Service Contract Renewal Process (SN.301.00).

41. Click Remove Unselected to remove all unselected service contracts displayed from the grid in Service Contract Renewal Process (SN.301.00).

42. Click Print Proforma to create and print a pro forma invoice for all Selected service contracts using Service Contract Renewal Process (SN.301.00).
   - If Print Preview on Proforma Invoices is selected, the system creates and prints the pro forma invoices to the screen.
43. Click **Export** to have *Service Contract Renewal Process* (SN.301.00) export the data for all **Selected** service contracts to a file for mail merges.

44. Click **Begin Processing** to create new service contracts for all **Selected** service contracts.

45. Click **Close** on the toolbar to close *Service Contract Renewal Process* (SN.301.00).
Creating Accrueing Transactions for Service Contracts

*Service Contract Accrual Process* (SN.300.00) creates the accruing transactions for new and existing service contracts to the deferred revenue and contract receivable accounts.

*Service Contract Accrual Process* (SN.300.00) debits the contract receivable account and credits the deferred or unearned revenue account. The contract receivable and deferred revenue accounts are associated with contract types set up in *Contract Type Maintenance* (SN.003.00) and attached to service contracts in *Service Contract Entry* (SN.001.00). It is recommended that you run this process at least once every period to assure proper accounting of new and existing service contracts during the period.

![Figure 38: Service Contract Accrual Process (SN.300.00)](image)

**To select accruing transactions:**


2. To restrict *Service Contract Accrual Process* (SN.300.00) to a specific period, type the period in *Period to Accrue*.
   - Only service contracts with *Accrual Period* equal to *Period to Accrue* are included in the accrual process.
   - If *Include Past Periods* is selected, the system ensures that all closed service contracts have been properly accrued.
   - *Period to Accrue* defaults from the current period of the Accounts Receivable module.

3. Select *Include Past Periods* to ensure all closed service contracts have been properly accrued.
   If the system locates a closed service contract that has not been properly accrued, the system will create a transaction in the General Ledger based on the *Period to Accrue*.

4. If *Service Contract Accrual Process* (SN.300.00) will be generated for all branches, select *Include All Branches*.

5. To restrict *Service Contract Accrual Process* (SN.300.00) to a specific branch, clear *Include All Branches* and type the ID of the appropriate branch in *Branch ID*.
   - If the branch ID is unknown, press F3 or double-click the right mouse button. A list of all branches set up in *Branch Maintenance* (SD.001.00) displays.
     - To select a branch, highlight the branch ID and click OK, or double-click on the branch.
     - Clicking *Edit* on the *Branch Maintenance PV List* accesses *Branch Maintenance* (SD.001.00) enabling you to modify information for existing branches.
     - Clicking *Insert* on the *Branch Maintenance PV List* accesses *Branch Maintenance* (SD.001.00) enabling you to add new branches to the system.
6. Click **Begin Processing** to start the accrual process.


8. To cancel the process of accruing new and existing service contracts, click **Cancel**.

9. Click **OK** when the service contract accrual process is complete. The number of the newly created batch will be listed in the event log.
Creating Invoices for Service Contracts

*Service Contract Invoice* (SN.640.00) is the first step of the billing process for creating invoices and credit memos for service contracts on *Invoice and Memo* (08.010.00) in the Accounts Receivable module. *Service Contract Invoice* (SN.640.00) creates invoices for positive amounts for billing schedule records defined in *Service Contract Entry* (SN.001.00) and miscellaneous charges entered in *Service Contract Miscellaneous Entry* (SN.010.00). When a credit entered in *Service Contract Deposits/Adjustments* (SN.009.00) is included in the billing process with billing schedule records or miscellaneous charges, the credit appears on the invoice as a negative line item. Invoices for negative amounts are created when credits exceed the amount of the billing schedule records and miscellaneous charges. A credit memo is created in the Accounts Receivable module for negative amount invoices.

Although selecting *Service Contract Invoice* (SN.640.00) from the Service Contracts reports menu opens the standard reports screen, you do not enter sort or selection criteria for the invoicing process. Clicking *Print* or *Print Preview* displays *Contract Billing Selection* (SN.641.00) where selection criteria are entered.

**To begin the billing process:**


![Service Contract Invoice](image)

*Figure 39: Service Contract Invoice*

2. Click *Print* or *Print Preview* to begin the billing selection process. *Contract Billing Selection* (SN.641.00) displays.
Sending Invoices Electronically

You can send invoices to customers and other contacts electronically using Service Contract Invoice (SN.640.00) or resend invoices to customers using Reprint Service Contract Invoice (SN.650.00). To transmit invoices electronically, you must first set up Quick Send for the Service Contract Invoice document type on Quick Send Setup (21.951.00) in the Shared Information module. You must also assign Quick Send preferences to the customer and any additional contacts for the Service Contract Invoice document type on the Customer Maintenance (08.260.00), Quick Send tab and on Additional Receivers (08.260.08) in the Accounts Receivable module.

You can also resend invoices using Quick Send Inquiry (21.200.00) in the Shared Information module. For more information about resending documents using Quick Send Inquiry (21.200.00), see “Resending Documents Delivered Electronically” in the Shared Information module.

**To send invoices electronically:**

1. Open Service Contract Invoice (SN.640.00). Service Contract Invoice (SN.640.00) displays.

![Service Contract Invoice (SN.640.00)](image)

*Figure 40: Service Contract Invoice (SN.640.00)*
2. Click **Print**. *Contract Billing Selection (SN.641.00)* displays.

![Contract Billing Selection (SN.641.00) - Hi-Tech Headquarters](image)

*Figure 41: Contract Billing Selection (SN.641.00) — Service Contract Invoice document type is defined in Quick Send Setup (21.951.00)*

3. Indicate the appropriate settings to select invoices.
4. Click **Continue**. *Contract Invoice Printing – Keep/Delete (SN.642.00)* displays.
5. Verify **Handling** is set to Keep All Invoices.
6. Click **Begin Processing**. The invoice is printed, or it is transmitted electronically by means of Quick Send.

**Note:** If the invoice has not been transmitted electronically, Quick Send requests are created according to the Quick Send preferences defined for the Service Contract Invoice document type on the *Quick Send* tab of Account Receivable Customer Maintenance (08.260.00). Quick Send requests are also created for each additional receiver defined on Accounts Receivable Additional Receivers (08.260.08). If the invoice was transmitted electronically, the Quick Send preferences indicated in the invoice’s Quick Send requests are used to resend the invoice to the initial recipients. For more information about Quick Send requests, see “Quick Send Inquiry (21.200.00)” in the Shared Information online help or user guide.
To resend invoices electronically:

1. Open Reprint Service Contract Invoice (SN.650.00).

![Reprint Service Contract Invoice (SN.650.00)](image)

**Figure 42: Reprint Service Contract Invoice (SN.650.00)**

2. Click **Print**. The invoice is printed, or it is transmitted electronically by means of Quick Send.

   **Note:** If the invoice has not been transmitted electronically, Quick Send requests are created according to the Quick Send preferences defined for the Service Contract Invoice document type on the **Quick Send** tab of Account Receivable **Customer Maintenance** (08.260.00). Quick Send requests are also created for each additional receiver defined for the customer on Accounts Receivable **Additional Receivers** (08.260.08). If the invoice was transmitted electronically, the Quick Send preferences indicated in the invoice’s Quick Send requests are used to resend the invoice to the initial recipients. For more information about Quick Send requests, see “Quick Send Inquiry (21.200.00)” in the Shared Information online help or user guide.
To send invoices to one-time receivers:

Note: Invoices cannot be sent to one-time receivers using Reprint Service Contract Invoice (SN.650.00). For more information about sending invoices to a one-time receiver after the invoice has been kept, see “To send a Quick Send request to a one-time receiver” in the Shared Information online help or user guide.

1. Determine which service contract associated with the invoice to send to the one-time recipient.
2. Open Service Contract Invoice (SN.640.00).
3. Click Print. Contract Billing Selection (SN.641.00) displays.

![Figure 43: Contract Billing Selection (SN.641.00) – Service Contract Invoice document type is defined in Quick Send Setup (21.951.00)](image)

4. Enter the date range for the billing cycles of service contracts to begin and end in Starting Date and Ending Date.
5. Clear the Include All Contracts check box.
6. Enter the identification number of the service contract determined in step 1 in Contract ID From.
7. Click **Quick Send to One-time Receiver**. **One-time Receiver** (SN.641.02) displays.

![Figure 44: One-time Receiver (SN.641.02)](image)

8. Select the appropriate manner to send the invoice to the one-time recipient in **Delivery Method**.

9. Enter the one-time receiver’s e-mail address in **Receiver Email Address** when **Delivery Method** is Email.

   - OR –

   Enter the one-time receiver’s fax number in **Receiver Fax Number** when **Delivery Method** is Fax.

10. Select the appropriate settings for the one-time recipient based on the delivery method.

11. Click **Send Request** to send the invoice to the one-time recipient.
Generating Contract or Master Contract Invoices

*Contract Billing Selection* (SN.641.00) is used to generate contract or master contract invoices for service contracts on *Invoice and Memo* (08.010.00) in the Accounts Receivable module. The billing process creates a debit to the Accounts Receivable account defined in the customer record associated with the service contract or master contract and a credit to the Contract Receivable account associated with the contract type attached to the service contract.

It is recommended that you run contracts that require sales tax separately from contract types that do not.

![Figure 45: Contract Billing Selection (SN.641.00)](image)

**To generate invoices:**

1. To restrict *Contract Billing Selection* (SN.641.00) to a specific batch number for any contracts previously processed but not completely posted, select **Batch Number**.
   - If the batch number is unknown, press F3 or double-click the right mouse button. A list of all batch numbers not completed processed displays.
     - To select a batch number, highlight the batch number and click **OK**, or double-click on the branch.
   - **Batch Number** is created once **Continue** has been clicked.

2. To restrict *Contract Billing Selection* (SN.641.00) to a specific date range, type the beginning date of the date range in **Starting Date**.
   - An invoice is created for any billing schedule records for service contracts with a **Bill Date** between **Starting Date** and **Ending Date**.
   - **Starting Date** is a required field for service contract invoice processing.
3. To restrict Contract Billing Selection (SN.641.00) to a specific date range, type the ending date of the date range in Ending Date.
   - An invoice is created for billing schedule records, credits entered in Service Contract Deposits/Adjustments (SN.009.00), and miscellaneous charges entered in Service Contract Miscellaneous Entry (SN.010.00) with a Bill Date between Starting Date and Ending Date. Credits appear as negative line items and miscellaneous charges appear as positive line items when a billing schedule record creates an invoice. When billing schedule records do not create an invoice but a credit or miscellaneous charge has a Bill Date between Starting Date and Ending Date, an invoice is created. The invoice amount for credits is negative which causes a credit memo to be created in the Accounts Receivable module. The invoice amount is positive for miscellaneous charges.
   - Ending Date is a required field for service contracts invoice processing.

4. Type the ID of the inventory item that will print on all service contract invoices created in Item ID Default.

5. Type the description of the inventory item that will print on all service contract invoices created in Item Description.

6. Select Include All Contracts to have Contract Billing Selection (SN.641.00) create invoices for service contracts that have billing schedule records, credits entered in Service Contract Deposits/Adjustments (SN.009.00), and miscellaneous charges entered in Service Contract Miscellaneous Entry (SN.010.00) with a Bill Date between the Starting Date and Ending Date.

7. To restrict Contract Billing Selection (SN.641.00) to a specific contract ID, unselect Include All Contracts and type the ID of the appropriate contract in Contract ID.
   - If the contract ID is unknown, press F3 or double-click the right mouse button. A list of all contracts set up in Service Contract Entry (SN.001.00) displays.
     - To select a contract ID, highlight the contract ID and click OK, or double-click on the contract.

8. Select Include All Branches to have Contract Billing Selection (SN.641.00) create invoices for all service contracts that have billing schedule records, credits entered in Service Contract Deposits/Adjustments (SN.009.00), and miscellaneous charges entered in Service Contract Miscellaneous Entry (SN.010.00) with a Bill Date between the Starting Date and Ending Date.

9. To restrict Contract Billing Selection (SN.641.00) to a specific branch ID, unselect Include All Branches and type the ID of the appropriate branch in Branch ID.
   - If the branch ID is unknown, press F3 or double-click the right mouse button. A list of all branches set up in Branch Maintenance (SD.001.00) displays.
     - To select a Branch ID, highlight the branch ID and click OK, or double-click on the branch.
     - Clicking Edit on the Branch Maintenance PV List accesses Branch Maintenance (SD.001.00) enabling you to modify information for an existing branch.
     - Clicking Insert on the Branch Maintenance PV List accesses Branch Maintenance (SD.001.00) enabling you to add new branches to the system.

10. Select Include All Contract Types to have Contract Billing Selection (SN.641.00) generate invoices for all service contracts that have billing schedule records, credits entered in Service Contract Deposits/Adjustments (SN.009.00), and miscellaneous charges entered in Service Contract Miscellaneous Entry (SN.010.00) that have a Bill Date between Starting Date and Ending Date.

11. To restrict Contract Billing Selection (SN.641.00) to a specific contract type, unselect Include All Contract Types and type the ID of the appropriate contract type in Contract Type ID.
   - If the contract type ID is unknown, press F3 or double-click the right mouse button. A list of all contract types set up in Contract Type Maintenance (SN.003.00) displays.
     - To select a Contract Type ID, highlight the contract type ID and click OK, or double-click on the contract type.
12. Select **Copy Notes to Invoice** to have *Contract Billing Selection* (SN.641.00) print the contract notes attached to the service contracts on the invoices.
   - Contract notes are attached to service contracts using the **Notes/Attachments** icon in *Service Contract Entry* (SN.001.00).
   - When opening *Contract Billing Selection* (SN.641.00) **Copy Notes to Invoice** defaults to selected.

13. If *Contract Billing Selection* (SN.641.00) is to include any transactions entered in *Service Contract Deposits/Adjustments* (SN.009.00), select **Include Adjustments/Deposits**.
   - When opening *Contract Billing Selection* (SN.641.00), **Include Adjustments/Deposits** defaults to selected.
   - Users may leave **Include Adjustments/Deposits** checked even though no entries were made in *Service Contract Deposits/Adjustments* (SN.009.00).

14. If *Contract Billing Selection* (SN.641.00) is to include any miscellaneous transactions entered in *Service Contract Miscellaneous Entry* (SN.010.00), select **Include Misc Charges**.
   - When opening *Contract Billing Selection* (SN.641.00) **Include Misc Charges** defaults to selected.
   - Users may leave **Include Misc Charges** selected even though no entries were made in *Service Contract Miscellaneous Entry* (SN.010.00).

15. If *Contract Billing Selection* (SN.641.00) is to print the purchase order from the service contract on the service contract invoice, select **Copy Customer P.O. to Invoice**.

   When opening *Contract Billing Selection* (SN.641.00), **Copy Notes to Invoice** defaults to selected.

16. Click **View Selections**. *Contracts Selected for Invoicing* (SN.641.01) displays.

### Selecting Contracts for Invoicing

*Contracts Selected for Invoicing* (SN.641.01) can be used to select or unselect any contract invoices to be processed to Accounts Receivable.

![Contracts Selected for Invoicing (SN.641.01)](image)

**Figure 46: Contract Selected for Invoicing (SN.641.01)**

**To select invoices for processing:**

1. Click **Continue**.
   - A batch is created in *Invoice and Memo* (08.010.00) of the Accounts Receivable module.
2. *Contract Invoice Printing - Keep/Delete* (SN.642.00) displays after the invoices are printed or sent electronically.
Generating Invoice Batches

Contract Invoice Printing - Keep/Delete (SN.642.00) is used to generate batches in Invoice and Memo (08.010.00) of the Accounts Receivable module that contain invoices and credit memos.

Contract Invoice Printing - Keep/Delete (SN.642.00) can also be accessed from the Service Contracts menu. Accessing Contract Invoice Printing - Keep/Delete (SN.642.00) from the menu allows users to finish the processing of service contract invoices.

To generate invoice batches:

1. During Contract Invoice Printing - Keep/Delete (SN.642.00), the current batch number in progress displays in Batch Number.
   - If Contract Invoice Printing - Keep/Delete (SN.642.00) is accessed from the Service Contracts menu, type the number or the batch to be processed in Batch Number.
   - If the batch number is unknown, press F3 or double-click the right mouse button. A list of all service contract invoice batches not processed displays.

2. Select whether to process the service contract invoice batch in Handling.
   - Keep All Invoices continues the processing of the service contract invoices in Accounts Receivable
   - Delete All Invoices will not process the service contract invoices and allow users reprint the contract invoices

3. Click Begin Processing.
   - A batch is created on Invoice and Memo (08.010.00) in the Accounts Receivable module that contains invoices and credit memos if Keep All Invoices is selected. The number of the newly created batch will be listed in the event log.
   - If Delete All Invoices is selected, a batch is not created in Invoice and Memo (08.010.00), and the contract invoices can be reprinted.
Creating Revenue Recognition Transactions

Service Contract Revenue Recognition Process (SN.303.00) creates the revenue recognition transactions based on the revenue schedules for new and existing service contracts to the deferred revenue and revenue accounts. Service Contract Accrual Process (SN.300.00) debits the deferred or unearned revenue account and credits the revenue or income accounts. The deferred revenue and revenue accounts are associated with contract types set up in Contract Type Maintenance (SN.003.00) and attached to service contracts in Service Contract Entry (SN.001.00).

Once Service Contract Revenue Recognition Process (SN.303.00) is generated, the revenue schedule records are updated with a status of Processed.

To create revenue recognition transactions:


2. To restrict Service Contract Revenue Recognition Process (SN.303.00) to a range of dates, type the beginning date in Starting Date and the ending date in Ending Date.
   - Only revenue schedule records of service contracts that have a Date between Starting Date and Ending Date will be selected for the revenue recognition process.
   - Starting Date and Ending Date are required fields for recognizing revenue.

3. Select Include All Branches to have Service Contract Revenue Recognition Process (SN.303.00) select all branches in the revenue recognition process.

4. To restrict Service Contract Revenue Recognition Process (SN.303.00) to a specific branch ID, unselect Include All Branches and type the ID of the specific branch in Branch ID.
   - If the branch ID is unknown, press F3 or double-click the right mouse button. A list of all branches set up in Branch Maintenance (SD.001.00) displays.
     - To select a branch, highlight the branch ID and click OK, or double-click on the branch.
     - Clicking Edit on the Branch Maintenance PV List accesses Branch Maintenance (SD.001.00) enabling you to modify information for an existing branch.
     - Clicking Insert on the Branch Maintenance PV List accesses Branch Maintenance (SD.001.00) enabling you to add new branches to the system.

5. Current Period is a display only field that contains the current period of the Accounts Receivable module in which revenue recognition journal entries will be posted.

6. Click Begin Processing to begin the revenue recognition process. After the process completes, the number of the newly created batch or batches will be listed in the event log.

Click Cancel to cancel the revenue recognition process.
Setting Service Contracts to Expire

Service Contract Expire Process (SN.304.00) is used to automatically change the Status of service contracts in Service Contract Entry (SN.001.00) to Expired for all service contracts when the total amount billed or invoiced equals the total amount of revenue recognized, the total amount of revenue recognized equals the total amount accrued if an accrual was created for the service contract, and End Date is between the expiration dates specified. In addition, the Status of Open revenue and billing schedule records are set to Expired. Changes made by this process to a service contract’s status are visible in the Service Contract Change Log (SN.027.00).

To set service contracts to expire:


2. Select All Branch to have Service Contract Expire Process (SN.304.00) automatically change the Status of service contracts to Expired for all branches.

When first accessing Service Contract Expire Process (SN.304.00), All Branch defaults to checked.

3. To restrict Service Contract Expire Process (SN.304.00) to a specific branch ID, unselect All Branch and type the ID of the specific branch in Branch ID.

   - If the branch ID is unknown, press F3 or double-click the right mouse button. A list of all branches set up in Branch Maintenance (SD.001.00) displays.
     - To select a branch, highlight the branch ID and click OK, or double-click on the branch.
     - Clicking Edit on the Branch Maintenance PV List accesses Branch Maintenance (SD.001.00) enabling you to modify information for an existing branch.
     - Clicking Insert on the Branch Maintenance PV List accesses Branch Maintenance (SD.001.00) enabling you to add new branches to the system.

4. Select All Contract Type to have Service Contract Expire Process (SN.304.00) expire service contracts for all contract types.

When first accessing Service Contract Expire Process (SN.304.00), All Contract Type defaults to checked.
5. To restrict *Service Contract Expire Process* (SN.304.00) to a specific contract type, unselect **All Contract Type** and type the ID of the specific contract type in **Contract Type**.
   - If the contract type is unknown, press F3 or double-click the right mouse button. A list of all contract types set up in Contract Type Maintenance (SN.003.00) displays.
     - To select a contract type, highlight the contract type and click **OK**, or double-click on the contract type.

6. Select **Include Contracts Not Accrued** to have *Service Contract Expire Process* (SN.304.00) automatically expire contracts that were not accrued.

7. To restrict *Service Contract Expire Process* (SN.304.00) to a specific starting and ending contract ID, enter a range of IDs in **Contract ID From** and **To**.
   - If the contract ID is unknown, press F3 or double-click the right mouse button. A list of all contracts set up in *Service Contract Entry* (SN.001.00) displays.
     - To select a contract ID, highlight the contract ID and click **OK**, or double-click on the contract ID.

8. To restrict *Service Contract Expire Process* (SN.304.00) to a specific date range of service contract expiration dates to be processed, enter a range of dates in **Expiration Date From** and **To**.
   - All service contracts with an **End Date** between the expiration dates specified will be included in the expiration process.

9. Click **Begin Processing** to start the expiration process.

10. Click **Cancel** to cancel the expiration process.
Data Entry Screens

Introduction to Data Entry Screens

Service contracts are the heart of the Service Contracts module. The life cycle of a service contract is a straightforward process. Entering a service contract in Service Contract Entry (SN.001.00) is the first step of the service contract process. Service Contract Entry (SN.001.00) allows customer service representatives to enter service contracts into the system in the most simple and time saving manner. To begin the service contract entry process, a customer and site must first be selected.

Once the customer and site have been selected, values attached to the customer site default to the service contract. Customer service representatives can override the default values and enter other needed data such as Contract Type, Contract Amount, contract Start Date, and contract End Date. Service Contract Entry (SN.001.00) also allows users to associate equipment from the Equipment Maintenance module with a service contract as well as create individual preventive maintenance schedules for each piece of equipment associated with a service contract.

Once the necessary setup information for a service contract is entered, the Revenue Schedule tab enables users to create a revenue schedule to determine when accrued revenue is recognized and the Billing Schedule tab enables users to create a billing schedule to determine when the service contract is invoiced. When all of the needed information is entered and the service contract is saved, the system automatically assigns a Service Contract ID if this feature is enabled in the Service Series Setup Maintenance (SD.000.00).
Service Contract Entry (SN.001.00)

*Service Contract Entry* (SN.001.00) accepts an unlimited number of service contracts. You can enter basic service contract information including the customer and site, status of the contract, contract amount, and the start and expiration dates. *Contract Type* associates or groups a service contract, which defaults contract-related information and specifies contract-related General Ledger accounts.

You can also include the following information about the service contract:

- Cancellation codes that display why a contract was cancelled.
- Quote expiration information for quoted service contracts.
- An accrual period (which defaults to the current period in the Accounts Receivable module).
- Customer purchase orders.
- An escalation code for multi-year contracts.
- Response times that override the promise time defaulted from *Service Series Setup Maintenance* (SD.000.00) in the Service Dispatch module.
- Primary and secondary technicians.
- Salespeople.
- A master contract that allows you to roll service contracts together.

*Service Contract Entry* (SN.001.00) also associates a piece of equipment from the Equipment Maintenance table with a service contract. You can create individual preventive maintenance schedules for each piece of equipment associated with a service contract. A preventive maintenance schedule is either auto-generated by the system or manually created, depending on the interval code associated with the preventive maintenance code.

![Service Contract Entry (SN.001.00)](image-url)

*Figure 50: Service Contract Entry (SN.001.00)*
The following fields and buttons appear on all tabs of Service Contract Entry (SN.001.00).

**Customer ID**

Customer ID associates a contract to a customer in the Accounts Receivable module. Type the customer identifier or access the customer PV list and select the desired customer. The customer name displays to the right of Customer ID.

**Site ID**

Site ID associates a contract to a site. A site or service location is selected from the site ID PV list, which is filtered to display only the sites associated with the selected customer. The site name displays to the right of Site ID.

**Status**

Status determines the current status of a service contract. Only service calls and post-accounting transactions are logged for contracts with a status of Active. Five options are available:

- **Active**: Indicates the contract is active, enabling service calls to be generated for preventive maintenance, as well as generating the accounting transactions as well.
- **Approved**: Indicates the contract is approved by the customer and is pending activation.
- **Cancelled**: Indicates the contract is no longer valid. You are prompted to enter the reason for cancellation. The contract is still available for historical reporting and review. In addition, contracts with a status of Cancelled can have adjusting journal entries posted against them using the revenue recognition process.
- **Expired**: Indicates the contract is void based on its ending date. Changing the contract to Expired can be a manual process or an automated process using Service Contract Expire Process (SN.304.00).
- **Quote**: Indicates the contract is in a quote or proposal stage (this option enables Quote Expires).
- Changes made to Status are stored and can be viewed on Service Contract Change Log (SN.027.00).

**Contract ID**

Contract ID contains the unique identifier assigned upon saving a new service contract. You can auto-generate a contract ID or manually enter a user-specified ID.

**Notes/Attachments (Icon)**

Notes/Attachments allows the entry of or attaching a source document regarding the contract ID. Click the Notes/Attachments icon 📄 to choose to enter either a note or attach source documents. For more information, see “Attaching Notes and Source Documents to Data Items” in the Quick Reference user’s guide or help.

**Equipment (Button)**

Equipment accesses Contract Equipment (SN.001.05) which allows you to attach equipment to a service contract. Equipment is entered on Equipment Maintenance (SE.001.00) in the Equipment Maintenance module.

**Profitability (Button)**

Profitability accesses Service Contract Profitability (SN.013.00), which displays the profitability of the contract based on revenue recognized to date and costs applied against the contract from Service Dispatch.
Print Contract (Button)
Print Contract accesses Service Agreement Report (SN.001.08). Service Agreement Report (SN.001.08) enables you to print one of three types of agreements. You can customize any of these reports to fit your business.

Change Log (Button)
Change Log accesses Service Contract Change Log (SN.027.00). Service Contract Change Log (SN.027.00) displays changes that have been made to selected fields on Service Contract Entry (SN.001.00).

Contract History (Button)
Contract History accesses Service Contract History (SN.017.00). Service Contract History (SN.017.00) displays service calls associated with the service contract.

Reversals (Button)
Reversals accesses Accrual/Revenue Recognition Reversals (SN.014.00), where you can enter adjustments to the accrued and revenue recognized amounts for the service contract.
Service Contract Entry, Setup Tab

On Service Contract Entry (SN.001.00), Setup tab, enter the necessary setup information for a service contract.

Following are the field descriptions of the Setup tab of Service Contract Entry (SN.001.00).

Branch ID
Branch ID associates a branch identifier to the service contract. This field defaults from Site Maintenance (SD.025.00) in the Service Dispatch module.

Contract Type
Contract Type defines the type of service contract being created. Contract Type populates many values onto the service contract and associates accounts and subaccounts with the service contract.

Calculate By
Calculate By selects how you recognize the accounting, either by the contract amount or calculated amount. This field is for reference only.

Contract Amount
Contract Amount displays the value of the service contract over its entire term. If the service contract amount changes, the system displays a warning message to modify the period to accrue.
Changes made to Contract Amount are stored and can be viewed on Service Contract Change Log (SN.027.00).
Original Contract Amount

Original Contract Amount stores the contract amount at the time the contract is first processed (when contract accrual, revenue recognition, or billing is processed for the contract). Before any processing occurs, this value is set to the value of Contract Amount when the contract is saved.

Changes made to Original Contract Amount are stored and can be viewed on Service Contract Change Log (SN.027.00).

New Contract Amount

New Contract Amount allows pro-rated contract amount changes to be made during the contract period. The New Contract Amount, pro-rated according to Effective Date, is used to set a new Contract Amount value.

New Contract Amount is disabled until the contract is first processed (when contract accrual, revenue recognition, or billing is processed for the contract).

Changes made to New Contract Amount are stored and can be viewed on Service Contract Change Log (SN.027.00).

Calculated Amount

Calculated Amount displays the calculated amount of the contract for quoting purposes. The calculated amount may or may not equal the entered contract amount. The following criteria determine the calculated amount:

- A Base Price can be associated with each piece of equipment on a service contract. The Base Price is based on the model of the piece of equipment and the contract type of the service contract.
- The Age Code escalates the price based on user-defined parameters. This is typically used for equipment that is age sensitive, where the cost of maintaining the equipment changes based on the age of the unit.
- The Location Code escalates the price based on user-defined parameters. This is typically used for equipment that is more difficult to service or may have more severe operating conditions due to its location.
- The Escalation Code escalates a multi-year contract based on a matrix created in Contract Escalation Maintenance (SN.005.00).

Accrued Amount

Accrued Amount displays the amount received to date for the contract. The accrual amount is updated using Service Contract Accrual Process (SN.300.00).

Changes made to Accrued Amount are stored and can be viewed on Service Contract Change Log (SN.027.00).

Unreleased Accr. Reversals

Unreleased Accr. Reversals displays the net total of unreleased accrual reversals entered on Accrual/Revenue Recognition Reversals (SN.014.00).

Released Accrual Reversals

Released Accrual Reversals displays the net total of accrual reversals entered and released on Accrual/Revenue Recognition Reversals (SN.014.00).

Total Accrued

Total Accrued displays the net total of Accrued Amount and Released Accrual Reversals.
Taxable
Taxable indicates if this contract is taxable or non-taxable. Tax is calculated during the service contract invoice process.

Accrual Period
Accrual Period is the period in which to post the accrual amount. This field defaults from AR Setup (08.950.00) in the Accounts Receivable module. If the contract amount is changed any time after the last accrual period, it is recommended that you change it to the current period.

Company ID
Company ID defaults with the company identifier associated with the branch identifier selected on the contract.

Quote Expires
Quote Expires displays the last date the quote is valid to the customer for a service contract.

Start Date
Start Date displays the contract start date. However, the contract will not activate unless the status is Active. Changing this value will also update Effective Date. Changes made to Start Date are stored and can be viewed on Service Contract Change Log (SN.027.00).

End Date
End Date displays the date that the contract expires. The contract renewal process queries the value in this field for contracts to be renewed. Changes made to End Date are stored and can be viewed on Service Contract Change Log (SN.027.00).

Effective Date
Effective Date defaults to Start Date. After the contract is first processed (when contract accrual, revenue recognition, or billing is processed for the contract), this can be changed to any value between Start Date and End Date.
Changes made to Effective Date are stored and can be viewed on Service Contract Change Log (SN.027.00).
Used with New Contract Amount, a pro-rated Contract Amount is determined as follows:
Contract Amount (new value) = Contract Amount (old value) + Contract Change Amount \times \frac{\text{Pro-rated Days}}{\text{Total Contract Days}}.

Master Contr ID
Master Contr ID groups contracts from multiple sites for billing and report consolidation purposes. Contracts with a single master contract ID generate one bill or invoice for each billing period rather than multiple invoices for each contract contained under the master agreement.

Escalation ID
Escalation ID contains an escalation code associated with the service contract. The escalation code increases the contract amount at the time of renewal. Escalation ID is only used for multi-year agreements.

Salesperson ID
Salesperson ID assigns a salesperson to the service contract. A salesperson can be selected from the salesperson list set up on Salesperson Maintenance (08.310.00) in the Accounts Receivable module.
Comm Percent
Comm Percent defaults from the salesperson ID commission percent entered on Salesperson Maintenance (08.310.00) in the Accounts Receivable module. This is for reference only.

Primary Tech
Primary Tech assigns a primary technician to a service contract. The selected technician defaults when service calls are linked to the contract.

Secondary Tech
Secondary Tech assigns a secondary service technician to a service contract.

Renewal Type
Renewal Type determines the renewal method for the service contract. The options are:
- Quote: Contract renewal process creates a quotation for renewal that must be activated.
- Recalculate: Contract renewal process recalculates the contract amount based on the equipment under the contract, the age, and location of the equipment. A quotation is not created but automatically renews and continues to bill at the calculated amount.
- Multiyear: Contract renewal process continues through the multiple years of contractual coverage.
- Notice Only: Contract renewal process creates a notice of contract renewal. No quote is generated nor is the contract recalculated.

Nbr of Renewals
Nbr of Renewals is the number of renewals that are calculated for a service contract.

Renews Used
Renews Used displays the number of times a service contract has been renewed.

Unprocessed Billing Changes
Unprocessed Billing Changes displays the net total of transactions for released batches created in Service Contract Miscellaneous Entry (SN.010.00) and Service Contract Deposits/Adjustments (SN.009.00) that have not been billed to the customer in Service Contract Invoice (SN.640.00). Miscellaneous entry transaction amounts are stored as positive values. Service contract adjustment and deposit transaction amounts are stored as negative values. The total of these positive and negative values determines the amount in this field.

Processed Billing Changes
Processed Billing Changes displays the net total of transactions for released batches created in Service Contract Miscellaneous Entry (SN.010.00) and Service Contract Deposits/Adjustments (SN.009.00) that have been billed to the customer in Service Contract Invoice (SN.640.00). Miscellaneous entry transaction amounts are stored as positive values. Service contract adjustment and deposit transaction amounts are stored as negative values. The sum of these positive and negative values determines the amount in this field.

Total Billed
Total Billed displays the net total of transactions billed or processed on Service Contract Invoice (SN.640.00).

Unreleased Rev. Reversals
Unreleased Rev. Reversals displays the net total of unreleased revenue recognition reversals entered on Accrual/Revenue Recognition Reversals (SN.014.00).
**Released Rev. Reversals**

*Released Rev. Reversals* displays the net total of revenue recognition reversals entered and released on *Accrual/Revenue Recognition Reversals* (SN.014.00).

**Processed Rev. Sched. Amt**

*Processed Rev. Sched. Amt* displays the amount of revenue recognized to date for the contract. The amount is updated using *Service Contract Recognition Process* (SN.303.00).

**Total Revenue Recognized**

*Total Revenue Recognized* displays the net total of *Processed Rev. Sched. Amt* and *Released Rev. Reversals*. 
Service Contract Entry, Revenue Schedule Tab

Once the necessary setup information for a service contract is entered, the Revenue Schedule tab enables you to create a revenue schedule. The revenue schedule is created to determine when the accrued revenue is recognized. You can choose between many predefined frequencies that are used to create the schedules, including monthly, quarterly, semi-annually, and yearly. To recognize revenue, use Service Contract Revenue Recognition Process (SN.303.00).

![Service Contract Entry, Revenue Schedule Tab](image)

Following are the field descriptions of the Revenue Schedule tab of Service Contract Entry (SN.001.00).

### Start Date

Start Date displays the date to generate the revenue schedule. The default start date populates from the contract start date.

### Frequency

Frequency selects the frequency for the posting of revenue from the unearned accrued liability account to the earned revenue account for the contract amount. Choices for Frequency include the following:

- **Monthly**: Revenue is recognized each month for the life of the service contract.
- **Bi-Monthly**: Revenue is recognized every other month for the life of the service contract.
- **Quarterly**: Revenue is recognized once a quarter for the life of the service contract.
- **Every 4th Month**: Revenue is recognized once every four months for the life of the service contract.
- **Semi-Annual**: Revenue is recognized once every six months for the life of the service contract.
- **Annual**: Revenue is recognized once a year for the life of the service contract.
• **End of Contract:** Revenue is recognized based on the **End Date** of the service contract.

• **30/60/90 Days:** Revenue is recognized once a month for the next three months.

• **Time of Service:** No revenue is recognized for the service contract. This frequency option behaves the same as None.

• **None:** No revenue is recognized for the service contract.

**Create Records (Button)**

Create Records automatically generates a schedule to recognize revenue.

**Date**

Date identifies the day of the month the revenue is recognized. You can either type information into Date or automatically generate using Create Records. Once processed, the record is display only.

**Amount**

Amount identifies the amount of revenue to be recognized. This amount is a debit to accrued liability and a credit to sales.

**Status**

Status identifies whether the record is opened, processed, or cancelled. For initializing balance forward values when setting up contracts, you can set Status to Open or Processed.

**Account**

Account defaults the sales account from Contract Type Maintenance (SN.003.00). The contract type is a required field associated with a contract.

**Subaccount**

Subaccount defaults the sales subaccount from Contract Type Maintenance (SN.003.00). The contract type is a required field associated with a contract.

**Comment**

Comment displays a comment based on Frequency. You can override this comment.

**GL Batch**

GL Batch displays the general ledger batch number created when the sales were posted.

**Period Posted**

Period Posted displays the posted period of the record in General Ledger.

**Total**

Total displays the total revenue to be recognized. The system requires this amount to equal the contract amount.
Service Contract Entry, Billing Schedule Tab

The billing schedule is created to invoice the customer for a service contract. When Service Contract Invoice (SN.640.00) is run, the system looks at the billing schedule records to determine whether a service contract is due to be invoiced. You can choose between many predefined frequencies that are used to create the schedule. The revenue and the billing schedules can be different, but the total on both schedules must equal the contract total to save the record. For more information, see “Creating a Billing Schedule” on page 65. Once the service contract invoice process is completed, the record is set to Processed.

An open billing schedule record is created in Contract Invoice Printing – Keep/Delete (SN.642.00) for the amount of a credit entered in Service Contract Deposits/Adjustments (SN.009.00) that was marked as Rebill. The Bill Date in the new billing schedule record is set to the date specified in Rebill Date for the credit.

Following are the field descriptions of the Billing Schedule tab of Service Contract Entry (SN.001.00).

Start Date

Start Date displays the start date to generate the billing schedule. The default start date populates from the contract start date.

Frequency

Frequency selects the frequency of the billing which creates an invoice and accounts receivable transactions. Choices for Frequency include the following:

- Monthly: An invoice is created each month for the life of the service contract.
- Bi-Monthly: An invoice is created every other month for the life of the service contract.
- Quarterly: An invoice is created once a quarter for the life of the service contract.
• **Every 4th Month**: An invoice is created once every four months for the life of the service contract.
• **Semi-Annual**: An invoice is created once every six months for the life of the service contract.
• **Annual**: An invoice is created once a year for the life of the service contract.
• **End of Contract**: An invoice is created based on the End Date of the service contract.
• **30/60/90 Days**: An invoice is created once a month for the next three months.
• **Time of Service**: No invoices are created for the service contract. This frequency option behaves the same as None.
• **None**: No invoices are created for the service contract.

**Create Records (Button)**

Create Records automatically generates a schedule for invoicing.

**Date**

Date identifies the day of the month the customer is invoiced. You can either type information into Date or automatically generate using the Create Records button. Once processed, the record is display only.

**Invoice Amount**

Invoice Amount identifies the amount to be billed to the customer. This amount is a debit to the accounts receivable account associated with the customer in Customer Maintenance (08.260.00) and a credit to the contract receivable account associated with the contract type.

**Status**

Status identifies whether the record is open, processed, or cancelled. For initializing balance forward values when setting up contracts, you can set Status to Open or Processed.

**Comment**

Comment populates the invoice detail.

**AR Batch**

AR Batch displays the accounts receivable batch number created when posting the invoice to the customer's account.

**AR Ref Nbr**

AR Ref Nbr displays the reference number or invoice number created during the service contract invoice process.

**Period Posted**

Period Posted displays the period in Accounts Receivable to which the invoices were posted.

**Line Number**

Line Number is used by the system to keep track of the chronological order of service call billing details based on the date they occur; for display only.

**Billing Changes**

Billing Changes is zero on billing schedule records that are not processed. When a service contract miscellaneous charge transaction or service contract adjustments and deposits transaction is applied to a service contract invoice, Billing Changes shows the net change to the billing amount. Miscellaneous charge values are positive numbers; adjustments and deposits are negative numbers. Billing Changes can be positive (for additional charges) or negative (for credits to the customer).
Net Invoice Amount

Net Invoice Amount is calculated as Invoice Amount plus Billing Changes. This represents the actual invoice amount that was generated.

Total

Total displays the total amount billed to the customer. The system requires this amount to equal the contract amount.
Service Contract Entry, Pricing Tab

The Pricing tab allows you to enter special pricing information for a contract. Global markups can be entered for all material and labor, or special pricing can be assigned to individual inventory items.

Following are the field descriptions of the Pricing tab of Service Contract Entry (SN.001.00).

Material M/U ID

Material MU ID displays the mark-up ID for materials, which is used during invoicing. On Invoice - T & M Details (SD.203.00) in the Service Dispatch module, Unit Price is based on:

- The costing method of the inventory item (entered on Inventory Items (10.250.00) in the Inventory module).
- The option selected for Material Markup Price On on Service Series Setup Maintenance (SD.000.00) in the Service Dispatch module.
- The material markup ID.

Labor M/U ID

Labor MU ID displays the mark-up ID for labor, which is used during invoicing. On Invoice - T & M Details (SD.203.00) in the Service Dispatch module, Unit Price is based on:

- The costing method of the inventory item (entered on Inventory Items (10.250.00) in the Inventory module).
- The option selected for Labor Markup Price On on Service Series Setup Maintenance (SD.000.00) in the Service Dispatch module.
- The material markup ID.
Inventory ID

Inventory ID displays the inventory ID for special pricing associated with the service contract. Special pricing for this item goes into effect if a service call is created using this contract ID and the item is entered in Invoice - T & M Details (SD.203.00).

Description

Description displays an explanation of the inventory ID.

Base Option

Base Option determines whether special pricing is a fixed amount or a discount percent.

Base Amount

If Amount is selected in Base Option, this field enables you to enter the amount to charge for this item. If Discount % is selected, this entry is the percentage the inventory stock base price is reduced. The percentage cannot exceed 100%.

PM Option

PM Option determines whether special pricing is a fixed amount or a discount percent. The PM option is only valid if the service call was created using Generate Call From PM Process.

PM Amount

If Amount is selected in PM Option, this field enables you to enter the amount to charge for this item when it appears on a preventive maintenance call. If Discount % is selected, this entry is the percentage the inventory stock base price is reduced. The percentage cannot exceed 100%.

Note: The system checks for pricing in the following order:

- Contract Pricing
- Markup IDs
- Contract Type Pricing
- Site Pricing
- Markup IDs
Service Contract Entry, Other Tab

The Other tab has miscellaneous information about the contract such as the customer purchase order number, contract renewal information and cancellation data.

![Service Contract Entry (SN.001.00), Other tab](image)

Figure 55: Service Contract Entry (SN.001.00), Other tab

Following are the field descriptions of the Other tab of Service Contract Entry (SN.001.00).

**Min. Rev per Call**

Min. Rev per Call is the billing minimum to be generated on each call on this contract. This is a reference field only.

**Min Hours Per Call**

Min Hours Per Call determines a block of time as a minimum for billing purposes. This is a reference field only.

**Entered By**

Entered By displays the name of the person who entered the contract information.

**Cancellation Code**

Cancellation Code identifies the reason a contract has been cancelled or not renewed. This field is only enabled if the contract Status is set to Cancelled.

**Cancelled Date**

Cancelled Date contains the date the service contract was cancelled.
Cancelled By
Cancelled By contains the name of the person who cancelled the contract.

Media ID
Media ID is a valid media ID used to track advertising performance.

Customer PO
Customer PO displays the customer’s purchase order number.

Priority
Priority selects the priority of the contract at the time a preventive maintenance service call is created.

Original Contract ID
Original Contract ID displays the service contract ID for the original contract if it was renewed. This field is populated automatically if the contract was renewed using Service Contract Renewal Process (SN.301.00).

Previous Contract ID
Previous Contract ID displays the service contract ID for the previous contract if it was renewed. This field is populated automatically if the contract was renewed using Service Contract Renewal Process (SN.301.00).

Next Contract ID
Next Contract ID displays a service contract ID for the next renewed contract. This field is populated automatically if the contract was renewed using Service Contract Renewal Process (SN.301.00).
**Service Contract Entry, Address Tab**

Use the **Address** tab to enter the desired billed-to address. If the billing address is the same as the customer bill to address, you may click the **Refresh from Customer** button. If the bill to address is different, you may enter the bill to address for the service contract invoice.

![Service Contract Entry (SN.001.00), Address tab](image)

*Figure 56: Service Contract Entry (SN.001.00), Address tab*

Following are the field descriptions of the **Address** tab of Service Contract Entry (SN.001.00).

**Name**

*Name* displays the name of the primary contact for the site.

**Attention**

*Attention* displays the name of the person responsible for accounts payable / invoices.

**Address**

*Address* displays the address where the service contract is valid.

**City**

*City* displays the municipality where the contract is valid.

**State**

*State* displays the state where the contract is valid.

**Zip Code**

*Zip Code* displays the zip or postal code for the location.
Country/Region
Country/Region displays the country or region where the contact is valid.

Phone Number
Phone Number displays the phone number for the contact person.

Fax Number
Fax Number displays the fax number for the contact person.

Refresh from Customer (Button)
Refresh from Customer sets the bill to address of the service contract equal to the customer’s bill to address.
Service Contract Entry, Coverage Tab

The **Coverage** tab enables you to define the hours of the week covered by the service contract. If the contract coverage is continuous, select the **24 Hour** check box. If the service contract does not have around-the-clock coverage, type the starting coverage time and ending coverage time for each day of the week.

![Service Contract Entry (SN.001.00), Coverage tab](image)

Following are the field descriptions of the **Coverage** tab of Service Contract Entry (SN.001.00).

**Response Time**

**Response Time** displays a maximum acceptable response time for service requests from **Service Call Entry (SD.200.00)** in the Service Dispatch module. This overrides the service call promise time range created by the default settings on **Service Series Setup Maintenance (SD.000.00)**, also in Service Dispatch.

**Coverage Times**

**Coverage Times** displays the coverage hour details associated with the contract.
Contract Equipment (SN.001.05)

Contract Equipment (SN.001.05) enables you to assign equipment set up for a customer and site on Equipment Entry (SE.001.00) in the Equipment Maintenance module to a service contract for the same customer and site. You can also view the base price for maintaining the piece of equipment, generate the necessary preventive maintenance service schedule, search for a piece of equipment, and view preventive maintenance tasks.

Following are the field descriptions for Contract Equipment (SN.001.05).

**Equipment ID**

Equipment ID assigns or associates an unlimited number of pieces of equipment set up for a customer and site to a service contract for the same customer and site.

**Calculated Price**

Calculated Price contains the default base price. The base price value defaults by multiplying the base price in manufacturer/model with the equipment location multiplier and the equipment age multiplier. This value is used for quoting.

**Contract Amount**

Contract Amount adds an additional amount to the calculated price. The value entered here may be modified at anytime. This value is used for quoting.

**Schedule PM**

Schedule PM creates the preventive maintenance schedules and service calls when Generate Equipment PM Tasks (SN.001.07) is run.

**PM Code**

PM Code defaults the PM code from Equipment ID and allows you to override the default. Once a PM schedule and task have been entered, they must be deleted before you can change the current PM code.
**Equip Type ID**

*Equip Type ID* defaults the equipment type from *Equipment ID* and allows you to override the default. This field may be useful for analysis by reviewing equipment under contract by equipment type or group.

**Description**

*Description* displays a brief description of the equipment. The default description is populated with the description associated with *Equipment ID*.

**Serial Number**

*Serial Number* displays the serial number for the piece of equipment.

**Asset Number**

*Asset Number* displays the asset number for the piece of equipment.

**Warranty Starts**

*Warranty Starts* displays the day the warranty begins.

**Warranty Ends**

*Warranty Ends* displays the day the warranty ends.

**Search (Button)**

*Search* accesses *Equipment Search* (SN.001.06) and enables you to look for specific pieces of equipment to associate with a service contract.

**Generate PM's (Button)**

*Generate PM's* accesses *Generate Equipment PM Tasks* (SN.001.07), which enables you to auto-generate PM codes based on the default preventive maintenance codes associated with the model.

**View PM Schedule (Button)**

*View PM Schedule* accesses *Service Contract - Equipment PM Schedule* (SE.015.00), which allows you to view the preventive maintenance schedule associated with the selected piece of equipment for a service contract.

**View PM Tasks (Button)**

*View PM Tasks* accesses *Service Contract - Equipment PM Tasks* (SE.017.00), which displays the recommended tasks to be performed.

**Notes (Button)**

*Notes* accesses *Service Contract - Equip Notes Entry* (SN.006.00), which allows you to enter notes associated with an equipment record. These print on a preventive maintenance task work order.

**OK (Button)**

*OK* closes *Contract Equipment* (SN.001.05).
Service Contract - Equip Notes Entry (SN.006.00)

Service Contract - Equip Notes Entry (SN.006.00) captures notes related to the equipment on a contract. When renewing contracts, the notes carry forward to the new contract if you select the Create Equipment option in Service Contract Renewal Process (SN.301.00).

Figure 59: Service Contract - Equip Notes Entry (SN.006.00)

Following are the field descriptions for Service Contract - Equip Notes Entry (SN.006.00).

**Contract ID**
**Contract ID** displays the selected contract identifier.

**Equipment ID**
**Equipment ID** displays the selected equipment identifier.

**Template ID**
If you wish to enter equipment notes using a template, select the desired template identifier. The text box displays the text associated with the selected template identifier.
If you do not want to use a template, leave the field blank and type equipment notes in the text box.

**Delete Note (Button)**
**Delete Note** deletes the equipment note.

**OK (Button)**
**OK** saves the entered data and closes Service Contract - Equip Notes Entry (SN.006.00).
Service Contract Deposits/Adjustments (SN.009.00)

Service Contract Deposits/Adjustments (SN.009.00) allows you to enter credits against a contract for a specific billing date. If you have pre-payments or sales discounts, you may find this screen useful. The amount entered prints on a service contract invoice as a negative line item, updates the customer’s balance in the Accounts Receivable module, and posts to the General Ledger.

![Service Contract Deposits/Adjustments (SN.009.00)](image)

**Figure 60: Service Contract Deposits/Adjustments (SN.009.00)**

Following are the field descriptions for Service Contract Deposits/Adjustments (SN.009.00).

**Batch Number**

Batch Number displays the batch number associated with the transaction detail. The batch number field is automatically assigned when you save the transaction.

**Description**

Description displays a user-specified explanation that is associated with the batch number.

**Control Amount**

Control Amount displays the total batch amount, which is used as a control total to determine when a batch is in balance.

**Period to Post**

Period to Post displays the current Accounts Receivable period and is for reference only.

**Date Created**

Date Created displays when the batch was created.

**Handling**

Handling controls the release and/or posting of the batch.
Status
Status is the status of the current batch. The possible values are:
- No Action: The batch is out of balance.
- Balanced: The batch is ready to be released.
- Completed: The batch has been released.

Date Entered
Date Entered displays the date the transaction record was created.

Amount
Amount displays the deposit or adjustment amount to be included on the service contract invoice. The amount entered appears on the invoice as a negative line item. If the credit amount exceeds the billing schedule amount or a miscellaneous charge amount, the total of the invoice is negative. When a negative invoice is kept on Contract Invoice Printing – Keep/Delete (SN.642.00), a credit memo is created in the batch on Invoice and Memo (08.010.00) in the Accounts Receivable module. Enter the amount as a positive number even though these are credits.

Contract ID
Contract ID displays a valid contract identifier associated with the record.

Company ID
Company ID defaults to your company identifier associated with your login.

Item ID
Item ID displays a valid inventory identifier to default a unit price associated with the record.

Description
Description displays a user-specified explanation or override for the default description. This field is printed on the invoice.

Billing Date
Billing Date contains a billing date for this transaction. The date determines when the record is included in the service contract invoice process.

Rebill
Rebill indicates whether the credit will be billed to the customer in the future. Select Rebill when an amount previously billed to the customer was in error and must be corrected.

Rebill Date
Rebill Date contains the billing date when the customer is to be billed for the credit.

Period to Post
Period to Post displays the current Accounts Receivable period.

Account
Account displays the default General Ledger Deposit Acct entered in Service Contracts Set-up (SN.007.00). This account is used as the Accounts Payable Current Liability Deposit account or Sales Adjustment account.
Sub Account

Sub Account defaults based on the contract type of the contract. It is populated from Deferred Revenue Subaccount on Contract Type Maintenance (SN.003.00).

Amount Applied

Amount Applied displays the amount posted to Accounts Receivable. Any amount different than the billing amount indicates a balance still remaining to be posted.

Last Processing Date

Last Processing Date contains the last date that the record was processed or invoiced.

Last AR Batch

Last AR Batch displays the Accounts Receivable batch number associated with the record. To view the Accounts Receivable transaction, go to Invoice and Memo (08.010.00) in the Accounts Receivable module and enter this batch number.

Last AR Ref Nbr

Last AR Ref Nbr displays the Accounts Receivable reference number assigned to the invoice that included the credit.

Batch Total

Batch Total displays the total amount of deposits and adjustment for the batch.

Application Details (Button)

Application Details accesses Service Contract Billing Applications (SN.012.00). Service Contract Billing Applications (SN.012.00) shows the service contract invoice or invoices where this transaction was applied. For more information, see “Service Contract Billing Applications (SN.012.00)” on page 171.
Service Contract Miscellaneous Entry (SN.010.00)

Service Contract Miscellaneous Entry (SN.010.00) accepts miscellaneous amounts in addition to the scheduled billing amount.

Example: If you have a late fee to charge, you can enter such an amount using this screen. The amount entered prints on the invoice, posts to Accounts Receivable, and posts to the General Ledger.

Note: Positive adjustments are entered in this screen, while negative adjustments are entered in Service Contract Deposits/Adjustments (SN.009.00).

![Service Contract Miscellaneous Entry (SN.010.00)](image)

Figure 61: Service Contract Miscellaneous Entry (SN.010.00)

Following are the field descriptions for Service Contract Miscellaneous Entry (SN.010.00).

**Batch Number**

Batch Number displays the batch number associated with the transaction detail. The batch number field is automatically assigned at the time the transaction is saved.

**Description**

Description displays a user-specified explanation that is associated with the batch number.

**Control Amount**

Control Amount displays the total batch amount, which is used as a control total to determine when a batch is in balance.

**Date Created**

Date Created contains the date the batch was created.

**Handling**

Handling controls the release of the batch.
Status

Status is the status of the current batch. The possible values are:

- No Action: The batch is out of balance.
- Balanced: The batch is ready to be released.
- Completed: The batch has been released.

Fields to Copy During Entry

Fields to Copy During Entry assists in filling or defaulting the associated field in the detail grid.

Billing Date

Billing Date displays the date for this transaction. The date determines when the record is included in the service contract invoice process.

Contract Id

Contract Id displays a valid contract identifier associated with the record.

Inventory ID

Item ID displays a valid inventory Service Contract - Equip Notes Entry (SN.006.00) to default a unit price associated with the record.

Description

Description (Inventory ID) displays a user-specified explanation or override for the default description. This field is printed on the invoice.

Units

Units displays the unit of measure associated with the record.

Quantity

Quantity displays the quantity to calculate the extended price associated with the record.

Unit Price

Unit Price defaults the stock base price amount associated with the item ID. The amount may be overridden with a user-specified amount.

Extended Price

Extended Price defaults to the calculated amount based on the quantity and unit price. This amount is used for printing on the service contract invoice and to post to Accounts Receivable. The amount may be overridden with a user-specified amount.

Account

Account defaults to the General Ledger Misc Charge Acct entered in Service Contracts Set-up (SN.007.00). This account is used as the Accounts Payable Current Liability Deposit account or Sales Adjustment account.

Sub Account

Sub Account defaults based on the contract type. It is populated from the Revenue Subaccount on Contract Type Maintenance (SN.003.00).

Company ID

Company ID defaults to your company identifier associated with your login.
AR RefNbr
AR RefNbr displays the Accounts Receivable reference number assigned to the invoice that included the miscellaneous charge. This is populated once the charge posts to the Accounts Receivable module.

Status (Line Item)
Status (Line Item) is the status of the line item. The possible values are:
- Entered before the batch is released.
- Invoiced after it has been invoiced.
- Approved after it is released, but before it has been invoiced.

Date Invoiced
Date Invoiced is the date the line item was released to Accounts Receivable.

Batch Total
Batch Total displays the total amount of miscellaneous charges for the batch.
Accrual/Revenue Recognition Reversals (SN.014.00)

Accrual/Revenue Recognition Reversals (SN.014.00) allows you to adjust the accrued amount calculated for a service contract in Service Contract Accrual Process (SN.300.00) and the amount of revenue recognized for a service contract in Service Contract Revenue Recognition Process (SN.303.00). When an accrual reversal is released, journal entries in the General Ledger are created as a debit to the deferred revenue liability (also called unearned revenue) account and a credit to the contract receivable account. When a revenue recognition reversal is released, journal entries are created as a debit to the revenue account and a credit to the deferred revenue liability (also called unearned revenue) account.

Note: Positive reversal amounts reduce the amount accrued and the amount of revenue recognized. Negative reversal amounts increase the amount accrued and the amount of revenue recognized.

Following are the field descriptions for Accrual/Revenue Recognition Reversals (SN.014.00).

**Batch Number**

Batch Number displays the batch number associated with the transaction detail. The batch number field is automatically assigned when you save the transaction.

**Description**

Description displays a user-specified explanation that is associated with the batch.

**Control Amount**

Control Amount displays the total batch amount, which is used as a control total to determine when a batch is in balance.

**Period to Post**

Period to Post displays the current Accounts Receivable period and is for reference only.
Date Created
Date Created displays the date the batch was created.

Handling
Handling controls the release and/or posting of the batch.

Status
Status is the status of the current batch. The possible values are:
- No Action: The batch is out of balance.
- Balanced: The batch is ready to be released.
- Completed: The batch has been released.

Reversal Type
Reversal Type indicates the type of reversal. The possible values are:
- Accrual
- Revenue Recognition

Date Entered
Date Entered displays the date the transaction was created.

Amount
Amount displays the amount of the reversal. Enter the amount as a positive number if the accrued amount or revenue recognized amount is to be reduced. Enter the amount as a negative number if the accrued amount or revenue recognized amount is to be increased.

Contract ID
Contract ID displays a valid contract identifier associated with the reversal.

Company ID
Company ID defaults to your company identifier associated with your login.

Transaction Description
Transaction Description displays a user-specified explanation for the reversal.

Batch Total
Batch Total displays the total amount of reversals for the batch.
Service Contract - Equipment PM Schedule (SE.015.00)

Service Contract - Equipment PM Schedule (SE.015.00) allows you to view the PM schedule created by Generate Equipment PM Tasks (SN.001.07). In addition, you can manually enter or modify a schedule. To create a service call for each item, you must run Generate PM Service Calls Process (SE.300.00) in the Equipment Maintenance module.

Clicking View PM Schedule on Contract Equipment (SN.001.05) displays Service Contract - Equipment PM Schedule (SE.015.00). The preventive maintenance schedule can be modified in this screen, unless any of the records were previously processed.

![Service Contract - Equipment PM Schedule (SE.015.00)](image)

Figure 63: Service Contract - Equipment PM Schedule (SE.015.00)

Following are the field descriptions for Service Contract - Equipment PM Schedule (SE.015.00).

**Contract Id**

Contract Id displays the contract identifier associated with the preventive maintenance schedule.

**Equipment Id**

Equipment Id displays the equipment identifier associated with the preventive maintenance schedule.

**Suggested Date**

Suggested Date displays the suggested date to perform the preventive maintenance service. This field is used as the service date when you use Generate PM Service Calls Process (SE.300.00).

**PM Code**

PM Code displays a preventive maintenance code associated with the task. This field populates the service call when you use the Generate PM Service Calls Process (SE.300.00).

**Description**

Description displays an explanation of the preventive maintenance code.

**Scheduled Date**

Scheduled Date displays a specific scheduled date versus the suggested date. When running Generate PM Service Calls Process (SE.300.00), this date is used as the service date, overriding the suggested date.
Technician

**Technician** assigns a specific technician ID to perform the preventive maintenance task. The technician ID entered here becomes the primary technician on the service call when you use Generate PM Service Calls Process (SE.300.00).

**Estimated Time**

**Estimated Time** displays an estimated time associated with the task. If using Generate PM Service Calls Process (SE.300.00), this value populates the service call.

**Usage Reading**

**Usage Reading** displays a usage reading amount associated with the task. This field is for informational purposes only.

**Call Generated**

**Call Generated** displays whether a service call has been generated for this preventive maintenance task.

**Service Call Number**

**Service Call Number** displays the service call identifier created after running Generate PM Service Calls Process (SE.300.00).

**Date Generated**

**Date Generated** displays the date the service call was created by Generate PM Service Calls Process (SE.300.00).

**Note:** The scheduled date is a user field. Please preserve this field when considering any customizations.

**OK (Button)**

**OK** closes Service Contract - Equipment PM Schedule (SE.015.00).
Service Contract - Equipment PM Tasks (SE.017.00)

Service Contract - Equipment PM Tasks (SE.017.00) allows you to view the PM Task List associated with the selected piece of equipment. This task list is the recommended maintenance for the piece of equipment. The task list can be viewed from Service Call Entry (SD.200.00) in the Service Dispatch module and/or printed on the work order report.

![Service Contract - Equipment PM Tasks (SE.017.00)](image)

*Figure 64: Service Contract - Equipment PM Tasks (SE.017.00)*

Following are the field descriptions for Service Contract - Equipment PM Tasks (SE.017.00).

**Contract ID**

*Contract ID* displays the contract identifier associated with preventive maintenance tasks.

**Equip ID**

*Equip ID* displays the equipment identifier associated with preventive maintenance tasks. The description of the equipment displays to the right of this field.

**PM Code**

*PM Code* displays the PM code associated with preventive maintenance tasks. The description of the PM code displays to the right of this field.

**Detail Type**

*Detail Type* defaults to the value entered at the time the PM code was created. This field allows you to select the type of record for the associated task, such as a comment, instructions, material, or labor.

**Season**

*Season* defaults to the value entered at the time the PM code was created. This field allows you to select the season or combinations of seasons (for example, SP/SU for Spring and Summer) associated with the record.

**Inventory Id**

*Inventory Id* defaults to the value entered at the time the PM code was created. This field allows you to enter a valid inventory ID for materials or labor necessary to perform the maintenance service. This field is only enabled if the *Detail Type* is Material or Labor.

**Quantity**

*Quantity* defaults to the value entered at the time the PM code was created. This allows you to enter a quantity for materials or labor hours.
Description

*Description* defaults to the value entered at the time the PM code was created. This field allows you to enter a description associated with the record.
Equipment Search (SN.001.06)

Equipment Search (SN.001.06) assists you in searching for specific pieces of equipment to associate with a service contract. You may search by four different criteria; you have the option to enter search by all criteria or as few as one criterion. The more criteria you enter, the more focused the search. If you search by customer, all the equipment assigned to a customer and its sites displays. If you search by site, you view the equipment assigned to one site. If you search by manufacturer, you view a list of all the pieces of equipment with the desired manufacturer identifier. If you search by model, you view a list of all the pieces of equipment with the desired model identifier. The results of the search are displayed in the grid section. The customer ID, site ID, equipment ID, manufacturer’s ID, model ID, and the serial number populate the grid.

You can leave the search fields blank or enter any combination of values to find a piece of equipment. Once the piece of equipment is displayed, click Select to add the piece of equipment to Contract Equipment (SN.001.05).

To search for a piece of equipment and associate it with a service contract:

1. Select and enter value for the fields on which the search is based. If you search on the Site ID field, a customer must be entered.
2. Click Execute Search.
3. Review and highlight the desired piece of equipment that you want to add to a contract.
4. Click Select.

Following are the field descriptions for Equipment Search (SN.001.06).

Customer ID
Customer allows you to view all equipment associated with the customer and the customer’s sites.

Site ID
Site ID allows you to view all equipment associated with one site.
Manufacturer ID
Manufacturer ID allows you to view all equipment associated with a manufacturer.

Model ID
Model ID allows you to view all equipment associated with a model.

Execute Search (Button)
Execute Search displays the results of the search in the grid section of the screen.

Select (Button)
Select adds the piece of equipment to Contract Equipment (SN.001.05).

Clear Search (Button)
Clear Search removes any values previously entered into the search criteria fields.

Close (Button)
Close displays Contract Equipment (SN.001.05) after closing Equipment Search (SN.001.06).
Service Contract Billing Applications (SN.012.00)

Service Contract Billing Applications (SN.012.00) appears when you click Application Details in Service Contract Deposits/Adjustments (SN.009.00). In Service Contract Billing Applications (SN.012.00), you can view information about the Accounts Receivable batch that is created when you print and keep service contract invoices and credit memos.

Following are the field descriptions for Service Contract Billing Applications (SN.012.00).

Batch Number
Batch Number displays the identification code assigned to the Service Contracts batch that contains the deposit or adjustment.

Contract ID
Contract ID contains the identification code associated with the service contract against which the deposit or adjustment is applied.

Billing Date
Billing Date contains the billing date for this transaction. The date determines when the record is included in the invoice process for the service contract.

Amount
Amount shows the deposit or adjustment total.

Amount Applied
Amount Applied contains the deposit or adjustment amount that was applied to the customer’s Accounts Receivable balance.

Detail Area
The Detail area lists information about the Accounts Receivable batch created during invoicing for the service contract.

AR Batch
AR Batch displays the identification code assigned to the Accounts Receivable batch that contains the deposit or adjustment.
AR Ref Nbr
AR Ref Nbr displays the reference number assigned to the invoice or credit memo in Accounts Receivable.

Invoice Date
Invoice Date displays the date of the service contract invoice or credit memo.

Amount Applied
Amount Applied contains the deposit or adjustment amount that was applied to the customer’s Accounts Receivable balance.
Service Contract Profitability (SN.013.00)

Service Contract Profitability (SN.013.00) allows you to view a summary of service contract history information. This information includes both monthly and total billing, revenue and cost information, and profitability. The detail of this screen allows you to view month-by-month details of the service contract. You also view the number of labor work hours performed in the month for the selected service contract. The values are displayed in ascending order by year and month. Access Service Contract Profitability (SN.013.00) by clicking Profitability in Service Contract Entry (SN.001.00) or from the Service Contracts menu.

**Note:** The numbers in the grid are actuals from Invoice Entry (SD.202.00), Service Contract Revenue Recognition Process (SN.303.00), and the Contract Billing Selection (SN.641.00) process.

![Service Contract Profitability (SN.013.00)](image)

Following are the field descriptions for Service Contract Profitability (SN.013.00).

**Customer ID**
Customer ID contains the unique customer identifier.

**Site**
Site contains the unique site identifier.

**Status**
Status contains the current condition of the service contract.

**Contract ID**
Contract ID selects the contract you wish to view. After the contract is selected, the fields are populated with the contract data. If the screen is accessed from the Profitability button in Service Contract Entry (SN.001.00), Contract ID is populated automatically.

**Branch ID**
Branch ID displays the identifier for the specific branch.
Start/Expire Dates

Start/Expire Dates contain the first day of the contract and the contract’s expiration date.

Year

Year displays the year that the activity occurred.

Month

Month displays the month that the activity occurred.

Billed

Billed displays the amount billed/invoiced using the service contract invoice process.

Revenue

Revenue displays the amount of revenue recognized using the revenue recognition process.

Labor Cost

Labor Cost displays the labor cost amount recognized from Invoice - T & M Details (SD.203.00) in the Service Dispatch module. This field is updated after the service call invoice process has completed.

Other Cost

Other Cost displays the amount of material and other costs (for example, subcontractors, rentals, etc.) from Invoice - T & M Details (SD.203.00) in the Service Dispatch module. This field is updated after the service call invoice process has completed.

Total Cost

Total Cost displays the sum of the Labor Cost and Other Cost fields.

Gross Margin

Gross Margin displays the gross margin amount. It is calculated by subtracting the total cost from the revenue amount.

GM Percent

GM Percent displays the gross margin percent. It is calculated by dividing the gross margin by the revenue.

Labor Hours

Labor Hours displays the labor work hours entered on Invoice - T & M Details (SD.203.00) in the Service Dispatch module.
Service Contract History (SN.017.00)

Service Contract History (SN.017.00) displays the history of service calls for a specific contract. You may drill down on a specific service call by selecting the desired call from the grid and clicking Service Call. The service call invoice information is displayed by clicking Invoice. The Quick Send request, created when the service call invoice was transmitted electronically, is displayed by clicking Quick Send Inquiry. Open Service Contract History (SN.017.00) by clicking Contract History in Service Contract Entry (SN.001.00) or from the Service Dispatch menu.

![Service Contract History](image)

Figure 68: Service Contract History (SN.017.00) - Service Call Invoice document type is defined in Quick Send Setup (21.951.00)

Following are the field descriptions for Service Contract History (SN.017.00).

**Contract ID**

Contract ID contains the unique identifier assigned upon saving a new service contract. You can auto-generate a contract ID or manually enter a user-specified ID.

**Contract Type**

Contract Type defines the type of service contract being created.

**Start Date**

Start Date displays the contract start date. However, the contract will not activate unless the status is Active.

**End Date**

End Date displays the date that the contract expires. The contract renewal process queries the value in this field for contracts to be renewed.

**Contract Amount**

Contract Amount displays the value of the service contract over its entire term.
Service Contract History, Service Calls Area

Service Call ID
Service Call ID contains the service call identifier associated with the selected service call.

Call Date
Call Date contains the date the service call was first placed.

Service Technician
Service Technician contains the primary technician assigned to the service call.

Call Type ID
Call Type ID displays the service call type identifier associated with a service call.

Call Status ID
Call Status ID associates the service call status identifier with a service call.

Caller Name
Caller Name displays the contact name of the person calling in the service request.

Completed Date
Completed Date contains the date the service call was completed.

Completed Time
Completed Time contains the time the service call was completed.

Status
Status indicates whether the service call is open or closed. Status is managed by the system and does not require user intervention.

Invoice Number
Invoice Number contains the number of the invoice for this service call.

Invoice Amount
Invoice Amount contains the amount due on this invoice.

Material Cost
Material Cost contains the amount of material charged to the service call.

Labor Cost
Labor Cost contains the amount of labor charged to the service call.

Service Call (Button)
Service Call accesses Service Call Entry (SD.200.00) to view details about the service call.

Invoice (Button)
Invoice accesses Invoice Entry (SD.202.00) to view details about the invoice.
Quick Send Inquiry (Button)

Quick Send Inquiry accesses Quick Send Inquiry (21.200.00) to view the details of the Quick Send request created when the service call invoice was sent electronically.

Cancel (Button)

Cancel prompts you to save your changes and closes the screen.
Service Contract Change Log (SN.027.00)

Service Contract Change Log (SN.027.00) allows you to view a log of values that have been entered in selected fields on Service Contract Entry (SN.001.00). This information includes the field that was updated, old and new values, user information, and date and time of the change.

Following are the field descriptions for Service Contract Change Log (SN.027.00).

**Contract ID**
Select the Contract ID of the contract you wish to view. After the contract is selected, the fields are populated with the change log data.

**Customer ID**
Customer ID displays the unique customer identifier.

**Site ID**
Site ID displays the unique site identifier.

**Value Changed**
Value Changed displays the field that was changed.

**Old Value**
Old Value displays the value that was in the field before the change.

**New Value**
New Value displays the value that was entered in the field.

**Date Changed**
Date Changed displays the system date when the change was made.

**Time Changed**
Time Changed displays the system time when the change was made.

**User ID**
User ID displays the identifier of the user who made the change.
Service Contract Billing Changes Query (SN.028.00)

Service Contract Billing Changes Query (SN.028.00) displays all of the Service Contract adjustments and deposits transactions and miscellaneous entry transactions that apply to the billings on a contract. Two grids are displayed on the screen to show transactions related to the service contract. One shows adjustment and deposit transactions and the other shows miscellaneous entry transactions.

![Service Contract Billing Changes Query (SN.028.00)](image)

**Figure 70: Service Contract Billing Changes Query (SN.028.00)**

**Contract ID**
Select the Contract ID for the contract you wish to view. After the contract is selected, the fields are populated with the change log data.

**Customer ID**
Customer ID displays the unique customer identifier.

**Site ID**
Site displays the unique site identifier.

**Service Contract Billing Changes Query, Adjustments and Deposits Area**

**Batch Number**
Batch Number displays the number of the batch that includes this adjustment or deposit transaction.

**Amount**
Amount displays the adjustment or deposit amount.

**Description**
Description displays the user-entered text that describes the transaction.
Billing Date
Billing Date displays the date entered on the adjustments or deposit.

Amount Applied
Amount Applied displays the amount of the adjustment or deposit that posted to the Accounts Receivable module.

Invoice Date
Invoice Date displays the date of the service contract invoice that includes the adjustment or deposit amount.

AR Batch
AR Batch displays the Accounts Receivable batch number that contains the service contract invoice that includes the adjustment or deposit amount.

Invoice Number
Invoice Number displays the reference number of the service contract invoice that includes the adjustment or deposit.

Service Contract Billing Changes Query, Miscellaneous Entry Area

Batch Number
Batch Number displays the number of the batch that includes this miscellaneous entry transaction.

Description
Description displays the user-entered text that describes the transaction.

Billing Date
Billing Date displays the date entered on the miscellaneous entry transaction.

Extended Price
Extended Price displays the amount of the miscellaneous charge applied to the invoice.

Date Processed
Date Processed displays the system date when the miscellaneous charge transaction was processed.

AR Batch
AR Batch displays the Accounts Receivable batch number that contains the service contract invoice that includes the miscellaneous charge.

Invoice Number
Invoice Number displays the reference number of the service contract invoice that includes the miscellaneous entry charge.
Maintenance Screens

Introduction to Maintenance Screens

The Service Contracts module is a comprehensive service business system designed to track and manage every detail of a service contract. Several maintenance screens enable users to completely automate service contract processing and invoicing efficiently and accurately.

Refer to the “Creating Service Contracts” section of this manual for detailed procedures explaining how to adapt the Service Contracts module to your business needs and practices.
Master Service Contract Maintenance (SN.002.00)

*Master Service Contract Maintenance* (SN.002.00) groups contracts from multiple sites for consolidating invoice or billing and accounts receivable transactions together. Contracts with a single master contract ID generate one billing for each billing period rather than multiple invoices for each contract contained under the master agreement.

To create a master contract and associate multiple service contracts to the master contract, use the following procedure:

5. Enter a user-specified 10-character master contract ID.
6. Enter the desired branch ID.
7. Enter the desired customer ID.
8. Identify the service contracts to be linked to the master contract.
9. Enter the master contract ID in *Service Contract Entry* (SN.001.00) for the service contracts identified in Step 4.

**Note:** This screen can be viewed in grid or form view by double-right clicking on the mouse.

![Figure 71: Master Service Contract Maintenance (SN.002.00)](image)

Following are the field descriptions for *Master Service Contract Maintenance* (SN.002.00).

**Master Contract ID**

*Master Contract ID* is a unique identifying code used to create a master contract record. A master contract may be associated with two or more service contracts.

**Branch**

*Branch* defines the branch for the master contract. All contracts assigned to this master contract must have the same branch ID.

**Customer ID**

*Customer ID* contains a valid customer identifier associated with a master contract. You may choose a customer ID from the customer PV list.

**Customer Name**

*Customer Name* displays the customer name associated with *Customer ID*. 
Contract Type Maintenance (SN.003.00)

Contract Type Maintenance (SN.003.00) creates unlimited contract types, which enables you to group similar service contracts with one another and predefine contract templates. These templates enable you to default information in Service Contract Entry (SN.001.00), as well as when a service call is generated from a preventive maintenance task.

Figure 72: Contract Type Maintenance (SN.003.00)

The following fields appear on all tabs of Contract Type Maintenance (SN.003.00).

Contract Type ID

Contract Type ID contains a unique identifier assigned to each contract type. A contract type identifier is associated with a service contract.

Contract Type ID (Description)

This field displays an explanation of Contract Type ID.
Contract Type Maintenance, Set-up Info Tab

On Contract Type Maintenance (SN.003.00), Set-up Information tab, enter the necessary set-up information for a contract type.

![Contract Type Maintenance (SN.003.00), Set-up Info tab](image)

Figure 73: Contract Type Maintenance (SN.003.00), Set-up Info tab

Following are the field descriptions of the Set-up Info tab of Contract Type Maintenance (SN.003.00).

- **Dflt Priority**
  Dflt Priority selects a default priority to be used for creating a new service contract.

- **Dflt Renewal Type**
  Dflt Renewal Type selects a default renewal type for creating a new service contract.

- **Calculate By**
  Calculate By selects the default for creating a new service contract.

- **Taxable**
  Taxable selects the default for creating a new service contract.

- **Branch ID**
  Branch ID is for reference only. The default for service contracts is associated with Site ID.

- **Dflt Call Type ID**
  Dflt Call Type ID is for reference only.

- **Escalation Code**
  Escalation Code selects a default escalation code for populating a new service contract.
Material Markup ID
Material Markup ID displays a valid material markup ID used during the invoicing in Service Dispatch. Entering a material markup ID populates the Pricing tab in Service Contract Entry (SN.001.00).

Labor Markup ID
Labor Markup ID displays a valid labor markup ID used during the invoicing in Service Dispatch. Entering a labor markup ID populates the Pricing tab in Service Contract Entry (SN.001.00).

Dflt Contract Amount
Dflt Contract Amount displays a default contract amount to be populated during contract entry.

Dflt Length (Months)
Dflt Length (Months) contains the value used to establish the start and end dates of a service contract.

Cap/Ret Contract
Cap/Ret Contract is not operable in the current release of service contracts.

Cap/Ret Type
Cap/Ret Type is not operable in the current release of Service Contracts.

Cap Amount
Cap Amount is not operable in the current release of Service Contracts.

Cap Tolerance
Cap Tolerance is not operable in the current release of Service Contracts.
Contract Type Maintenance, GL Account Info Tab

The GL Account Info tab associates relevant service contract General Ledger account information to the contract type. You can define the Contract Receivable account/subaccount, the Deferred Revenue account/subaccount which is used for the unearned service contract revenue, and the Revenue account/subaccount.

The accounts and subaccounts set up on Contract Type Maintenance (SN.003.00) control the accounting entries made from the Service Contracts module to the General Ledger. The system is designed to produce three Service Contract related accounting entries:

- Contract Accrual
- Contract Invoicing
- Revenue Recognition

This process can be simplified to only generate accounting entries related to contract invoicing and revenue recognition. However, if the Service Contract Accrual Process (SN.003.00) is not used, then the values in the Deferred Revenue Account and Contract Receivable Account must be the same account number. Similarly, the values in the Deferred Revenue Subaccount and the Contract Receivable Subaccount must be the same subaccount. This will ensure that the proper accounting entries are generated by the Service Contract Invoice (SN.642.00) “keep” process and the Service Contract Revenue Recognition Process (SN.303.00).

Figure 74: Contract Type Maintenance (SN.003.00), GL Account Info tab

Following are the field descriptions of the GL Account Info tab of Contract Type Maintenance (SN.003.00).

Contract Receivable Account

Contract Receivable Account associates a contract receivable account to a service contract. The value entered is used when running the accrual and billing processes.
Contract Receivable Subaccount

**Contract Receivable Subaccount** associates a contract receivable subaccount to a service contract. The value entered is used when running the accrual and billing processes, unless the **Use Subaccount from Site** function is enabled.

Deferred Revenue Account

**Deferred Revenue Account** associates a deferred revenue account to a service contract. The value entered is used when running the accrual and revenue recognition processes.

Deferred Revenue Subaccount

**Deferred Revenue Subaccount** associates a deferred revenue subaccount to a service contract. The value entered is used when running the accrual and revenue recognition processes, unless the **Use Subaccount from Site** function is enabled.

Revenue Account

**Revenue Account** associates an income account to a service contract. The value entered is used when running the accrual and revenue recognition processes.

Revenue Subaccount

**Revenue Subaccount** associates an income/sales subaccount to a service contract. The value entered is used when running the accrual and revenue recognition processes, unless the **Use Subaccount from Site** function is enabled.

Use Subaccount from Site

If enabled, the system accesses the subaccount for the accrual, revenue recognition, and billing processes from the contract site instead of using the information typed **Contract Type Maintenance** (SN.003.00), **GL Account Info** tab.
Contract Type Maintenance, Special Pricing Info Tab

The Special Pricing Info tab accepts special pricing information for a contract type. Global discounts can be given on material and labor based on service call type, or special pricing can be assigned to individual inventory items.

![Figure 75: Contract Type Maintenance (SN.003.00), Special Pricing Info tab](image-url)

Following are the field descriptions of the Special Pricing Info tab of Contract Type Maintenance (SN.003.00).

**Labor Discount %, Base Pricing**

Labor Discount %, Base Pricing applies a discount percent off labor on standard service calls (non-preventive maintenance) for this contract type. Labor discounts are applied on Invoice - T & M Details (SD.203.00).

**Labor Discount %, PM Pricing**

Labor Discount %, PM Pricing applies a discount percent off labor on preventive maintenance service calls for this contract type. Preventive maintenance service calls are created via Generate PM Service Calls Process (SE.300.00) in the Equipment Maintenance module. Labor discounts are applied on Invoice - T & M Details (SD.203.00).

**Material Discount %, Base Pricing**

Material Discount %, Base Pricing applies a discount percent off material on standard service calls (non-preventive maintenance) for this contract type. Material discounts are applied on Invoice - T & M Details (SD.203.00).

**Material Discount %, PM Pricing**

Material Discount %, PM Pricing applies a discount percent off material on preventive maintenance service calls for this contract type. Preventive maintenance service calls are created via Generate PM Service Calls Process (SE.300.00) in the Equipment Maintenance module. Material discounts are applied on Invoice - T & M Details (SD.203.00).
Inventory ID
Inventory ID displays an inventory identifier for special pricing associated with the contract type.

Description
Description displays the explanation of the inventory ID.

Base Option
Base Option determines whether special pricing is a fixed amount or a discount percent.

Base Price
If Amount is selected in Base Option, this field enables you to enter the amount to charge for this item. If Discount % is selected, this entry is the percentage the inventory stock base price is reduced. The percentage cannot exceed 100%.

PM Option
PM Option determines whether the special pricing is a fixed amount or a discount percent. The PM option is only valid if the service call was created using the generate call from the PM process.

PM Price
If Amount is selected in PM Option, this field enables you to enter the amount to charge for this item when it appears on a preventive maintenance call. If Discount % is selected, this entry contains the percentage the inventory stock base price is reduced. The percentage cannot exceed 100%.

Note: The system checks for pricing in the following order:
1. Contract Pricing
2. Markup IDs
3. Contract Type Pricing
4. Site Pricing
5. Markup IDs
Cancellation Code Maintenance (SN.004.00)

*Cancellation Code Maintenance* (SN.004.00) accepts an unlimited number of cancellation codes in the database. Cancellation codes allow you to identify why a contract has been cancelled or has not been renewed. These user-defined codes are used for reporting purposes.

**Cancellation Code**

*Cancellation Code* contains a unique identifier assigned to a cancellation. This code allows you to give an explanation for cancelling or not renewing a service contract.

**Description**

*Description* contains a brief explanation of the cancellation code. This description can be a maximum of 30 characters.
Contract Escalation Maintenance (SN.005.00)

Contract Escalation Maintenance (SN.005.00) allows you to enter an unlimited number of escalation codes in the database. Escalation codes are used to change the contract price over a multi-year time period. Each escalation increases the price over the preceding year based on the percentage increase.

Figure 77: Contract Escalation Maintenance (SN.005.00)

Following are the field descriptions for Contract Escalation Maintenance (SN.005.00).

**Escalation Code**

Escalation Code displays a unique identifier assigned to an escalation code. An escalation code for multi-year contracts allows you to automatically escalate the price of contracts on a yearly basis.

**Escalation Code (Description)**

Escalation Code (Description) displays an explanation of Escalation Code.

**Increase Type**

Increase Type determines whether the escalation amount is a fixed amount or a percentage.

**Renewal #**

Renewal # displays the year of a multi-year contract that the specific increase takes effect.

**Increase Amount**

Increase Amount displays the fixed amount or percentage amount the contract increases over the life of the contract.

**Description**

Description displays a brief explanation of the line in the schedule. This description can be a maximum of 30 characters.
Process Screens

Introduction to Process Screens

The Service Contracts module is a comprehensive service business system that is designed to track and manage every detail of a service contract. Several process screens exist in the system that enables users to completely automate service contract processing and invoicing efficiently and accurately.

- **Generate Equipment PM Tasks** (SN.001.07) enables users to automate the creation of preventive maintenance schedules for one or all pieces of equipment displayed on **Contract Equipment** (SN.001.05).

- **Service Contract Accrual Process** (SN.300.00) accrues new and existing service contracts to the deferred revenue and contract receivable accounts.

- **Service Contract Renewal Process** (SN.301.00) allows users to select service contracts to automatically renew based on several criteria including branch, contract type, renewal type, and expiration date.

- **Service Contract Revenue Recognition Process** (SN.303.00) recognizes revenue on service contracts according to the revenue schedules of each service contract.

- **Service Contract Expire Process** (SN.304.00) allows users to select the processing criteria for the system to use to automatically change the **Status** of service contracts to Expired in **Service Contract Entry** (SN.001.00).
Generate Equipment PM Tasks (SN.001.07)

Clicking Generate PM's on Contract Equipment (SN.001.05) displays Generate Equipment PM Tasks (SN.001.07). This screen enables you to automatically create preventive maintenance schedules for one or all pieces of equipment displayed on Contract Equipment (SN.001.05). If none of the preventive maintenance schedule records have been processed, the system allows you to overwrite the existing schedule with a new schedule by selecting Overwrite Existing Tasks.

Once Generate Equipment PM Tasks (SN.001.07) has been processed for equipment attached to a service contract, Generate PM Service Calls Process (SE.300.00) in the Equipment Maintenance module can be used to create service calls for each preventative maintenance schedule record.

![Image](image.png)

Figure 78: Generate Equipment PM Tasks (SN.001.07)

Following are the field descriptions for Generate Equipment PM Tasks (SN.001.07).

**Overwrite Existing Tasks**

Overwrite Existing Tasks replaces an existing preventative maintenance schedule for equipment with a new preventative maintenance schedule when Begin Processing is clicked.

**Use Contract Start Date as First PM Date**

Use Contract Start Date as First PM Date assigns the contract Start Date to the Suggested Date of the first preventive maintenance schedule record.

**Generate for All Equipment ID's**

Generate for All Equipment ID's creates a preventive maintenance schedule for each piece of equipment based on the associated PM code.

**Generate for a Single ID**

Generate for a Single ID generates the schedule for a single piece of equipment selected on Contract Equipment (SN.001.05).

**Begin Processing (Button)**

Begin Processing creates PM schedules.

**Cancel (Button)**

Cancel closes Generate Equipment PM Tasks (SN.001.07) and displays Contract Equipment (SN.001.05).
Service Contract Accrual Process (SN.300.00)

Service Contract Accrual Process (SN.300.00) is run at least once every period. After the service contract is created and Service Contract Accrual Process (SN.300.00) is run, the initial accounting transactions are a debit to the contract receivable account and a credit to the deferred revenue liability (also called unearned revenue) account.

Note:
- This process can be run for all branches or each branch individually.
- Enabling the Include Past Periods function is recommended.

Following are the field descriptions for Service Contract Accrual Process (SN.300.00).

Period to Accrue
Period to Accrue filters only those contracts where the period is the same as the period entered, unless the Include Past Periods check box is selected.

Include Past Periods
Include Past Periods ensures any closed contracts have been properly accrued. The system creates transactions in the General Ledger based on the period.

Include All Branches
Include All Branches selects all branches or a single branch to be processed.

Branch Id
If the Include All Branches option is disabled, you can enter a single branch identifier. The branch description displays to the right of this field.

Begin Processing (Button)
Begin Processing creates a batch that posts to the General Ledger for the accrual transactions.

Cancel (Button)
Cancel exits Service Contract Accrual Process (SN.300.00) without making any updates.
Service Contract Renewal Process (SN.301.00)

Service Contract Renewal Process (SN.301.00) selects a range of contracts to be automatically renewed. The process allows you to filter and select the contracts to be renewed by many different ways, including branch, contract type, renewal type, and expiration date.

![Service Contract Renewal Process (SN.301.00)](image)

Following are the field descriptions for Service Contract Renewal Process (SN.301.00).

**All (Contract Type)**

All (Contract Type) selects all available contract types.

**Contract Type (for Processing)**

Contract Type (for Processing) contains a contract type, which restricts the service contracts and only displays those contracts with the specified contract type.

**All (Branch ID)**

All (Branch ID) selects all branches.

**Branch ID**

Branch ID restricts service contracts and only displays those contracts with a specified branch ID.

**Expiration Date, From - To**

Expiration Date, From - To is a date range of service contract expiration dates that you desire to renew.

**Print Preview on Proforma Invoices**

Print Preview on Proforma Invoices displays the selected contract to be renewed and printed.
Refresh Selection (Button)

Refresh Selection refreshes the grid portion of Service Contract Renewal Process (SN.301.00). Therefore, if any of the criteria header fields were edited, the grid reflects the changes.

Renewal Type (for Processing)

Renewal Type (for Processing) restricts the service contracts and only displays those with the selected Renewal Type. The renewal types that you choose from include:

- Quote: Contract renewal process creates a quotation for renewal that must be activated to become a service contract.
- Recalculate: Contract renewal process recalculates the contract amount based on the equipment under the contract, the age, and location of the equipment. A quotation is not created but automatically renews and continues to bill at the calculated amount.
- Multiyear: Contract renewal process continues through the multiple years of contractual coverage.
- Notice Only: Contract renewal process creates a notice of contract renewal. No quote is generated nor is the contract recalculated.

Selected

Selected selects or unselects a service contract to be renewed. If the field is not checked, the service contract is not processed.

Create Equipment

Create Equipment specifies whether the equipment associated with the service contract that is being renewed is associated with the new contract being created.

Generate PM Tasks

Generate PM Tasks specifies whether the preventive maintenance tasks and equipment associated with the service contract is renewed.

Copy PM Dates From Current Schedule

Copy PM Dates From Current Schedule specifies whether the existing schedule for PMs should be copied into the new contract. If you do not check this box, you need to run Generate Equipment PM Tasks (SN.001.07) for the new contract.

Contract Type

Contract Type defaults to the contract type of the service contract to be renewed. If you desire to override the current contract type for the renewed contract, enter the new contract type to be used when the new service contract is created.

Old Contract ID

Old Contract ID displays the service contract ID for the contract being renewed.

New Contract ID

New Contract ID is a service contract ID for the new contract. If the Auto Number Contract ID check box is selected on Service Series Setup Maintenance (SD.000.00) in the Service Dispatch module, then no value is entered.

Old Start and Expire Date

Old Start and Expire Date displays the expiring contract’s date range.
New Start
New Start is the service contract start date for the contract being renewed. The new start date is based on the expiration date of the expiring contract.

Expire Date
Expire Date is the expiration date for the contract being reviewed. Expiration date is based on the default months' value associated with the contract type.

Customer ID
Customer ID displays the customer name associated with the expiring service contract.

Site ID
Site ID displays the site identifier from the expiring service contract.

Site Name
Site Name displays the site name from the expiring service contract.

Renewal Type
Renewal Type displays the renewal type for the expiring contract.

Old Accrual Period
Old Accrual Period displays the accrual period associated with the expiring contract.

New Accrual Period
New Accrual Period contains the accrual period for the new contract being created. The value defaults to the current Accounts Receivable period.

Old Contract Amt
Old Contract Amt displays the contract amount for the expiring contract.

New Contract Amt
New Contract Amt displays the contract amount. This amount overrides any calculated amount during the renewal process.

Rev Start Date
Rev Start Date displays the first revenue start date for the contract being renewed.

Rev Frequency
Rev Frequency selects the revenue frequency for the contract being created. Rev Frequency defaults from the expiring contract’s frequency.

Billing Start Date
Billing Start Date displays the first billing date for the contract being created. Billing Start Date defaults to the new contract start date.

Billing Frequency
Billing Frequency displays the billing frequency for the contract being created. Billing Frequency defaults from the expiring contract’s frequency.
Technician

**Technician** displays the identifier for the technician associated with the service contract. **Technician** defaults from the expiring contract technician ID.

Salesperson ID

**Salesperson ID** contains the identifier for the salesperson associated with the service contract. **Salesperson ID** defaults from the expiring contract salesperson ID.

Escalation Code

**Escalation Code** contains an escalation date associated with the service contract. **Escalation Code** defaults from the expiring contract’s escalation code.

**Use Contract Start Date as first PM Date**

If checked, the start date of the new contract is used as the first PM date.

Selected Contracts

**Selected Contracts** displays the total number of contracts to be renewed.

Select All (Button)

**Select All** sets the selected field to checked so that all the displayed contracts are processed.

Unselect All (Button)

**Unselect All** sets the selected field to unchecked so that none of the service contracts displayed are processed.

Remove Unselected (Button)

**Remove Unselected** removes all the unselected service contracts from the grid when it is clicked.

Print Proforma (Button)

**Print Proforma** creates and prints a pro forma invoice for the selected service contracts.

Export (Button)

**Export** exports the data for the selected service contracts, allowing you to mail merge the exported file.

Begin Processing (Button)

**Begin Processing** creates new contracts for the selected service contracts.
Contract Batch Release Process (SN.302.00)

Contract Batch Release Process (SN.302.00) displays batches not previously released from Accrual/Revenue Recognition Reversals (SN.014.00), Service Contract Deposits/Adjustments (SN.009.00), and Service Contract Miscellaneous Entry (SN.010.00) that have a Status of Balanced and Handling not set to Hold.

Following are the field descriptions for Contract Batch Release Process (SN.302.00).

Print Edit Reports During Release
If selected, the system prints Service Contract Transactions (SN.613.00) showing the transactions that have been released. Reversals print using the Accrual/Revenue Reversals report format (SN.613R), deposits print using the Contract Deposits/Adjustments report format (SN.613D), and miscellaneous charges print using the Contract Miscellaneous Charges report format (SN.613M).

Clear All (Button)
Clear All deselects any selected batches.

Select All (Button)
Select All selects all batches displayed for the release process.

Selected
Selected is used to specify whether a batch will be released.

Batch Nbr
Batch Nbr displays the batch number of the batch created in Service Contract Deposits/Adjustments (SN.009.00) or Service Contract Miscellaneous Entry (SN.010.00).

Batch Type
Batch Type displays the type of batch: Misc. Charges or Deposits.

Period to Post
Period to Post contains the period account balances will be updated in the General Ledger module.
Handling

Handling displays the handling status of the batch.

Status

Status displays the status of the batch.

Description

Description displays the description of the batch entered in Service Contract Deposits/Adjustments (SN.009.00) or Service Contract Miscellaneous Entry (SN.010.00).

Begin Processing (Button)

Begin Processing releases all selected batches for processing in the Service Contracts module.

Cancel (Button)

Cancel closes Contract Batch Release Process (SN.302.00) without releasing any selected batches.
Service Contract Revenue Recognition Process (SN.303.00)

Service Contract Revenue Recognition Process (SN.303.00) is used to generate journal entries in the General Ledger for service contracts. It creates a debit to the unearned revenue liability account, and a credit to the revenue. The accounts and subaccounts are obtained from Contract Type Maintenance (SN.003.00). After running Service Contract Revenue Recognition Process (SN.303.00), the contract revenue records are updated with a status of Processed.

Note:
- The starting and ending dates are required. The process queries the Date in the revenue schedule of Service Contract Entry (SN.001.00).
- This process can be run for all branches or each branch individually.

![Service Contract Revenue Recognition Process (SN.303.00)](image)

Figure 82: Service Contract Revenue Recognition Process (SN.303.00)

Following are the field descriptions for Service Contract Revenue Recognition Process (SN.303.00).

**Starting Date/Ending Date**
These fields allow you to enter a date range for recognizing revenue.

**Include All Branches**
If the Include All Branches check box is selected, all branches’ contracts will be included in the process.

**Branch ID**
Branch ID selects a specific branch. The branch description displays to the right of this field.

**Current Period**
Current Period contains the current period. The journal entries are posted to this period.

**Begin Processing (Button)**
Begin Processing generates journal entries in the General Ledger for recognizing revenue service contracts according to the revenue schedules in each contract.

**Cancel (Button)**
Cancel closes Service Contract Revenue Recognition Process (SN.303.00) without recognizing revenue on service contracts.
Service Contract Expire Process (SN.304.00)

Service Contract Expire Process (SN.304.00) allows you to select the processing criteria for the system to use to automatically change a service contract’s Status to Expired and change the Status of Open revenue and billing schedule records to Expired. In addition to the selection criteria specified, an active contract is expired when its total amount billed or invoiced to the customer equals the total amount of revenue recognized, its total amount of revenue recognized equals the total amount accrued if an accrual was created for the service contract, and its End Date is between the expiration dates specified.

![Image of Service Contract Expire Process (SN.304.00)](image)

Figure 83: Service Contract Expire Process (SN.304.00)

Following are the field descriptions for Service Contract Expire Process (SN.304.00).

**All Branch**

All Branch includes all branches in the review process.

**Branch ID**

If All Branch is not selected, you must enter a branch ID. Only contracts within that branch are considered during processing. The branch description displays to the right of this field.

**All Contract Type**

All Contract Type includes all contract types in the review process.

**Contract Type**

If All Contract Type is not selected, you must enter a contract type ID. Only contracts with that contract type are considered during processing. The contract type description displays to the right of this field.

**Include contracts not accrued**

If Include contracts not accrued is selected, contracts that were not accrued will be automatically expired.

**Contract ID From/To**

Entering the starting and ending contract IDs allows you to select a range of contract IDs to process.
Expiration Date From/To
These fields allow you to enter a date range of service contract expiration dates to be considered for processing.

Begin Processing (Button)
Begin Processing updates the Status of service contracts to expired and the Status of Open revenue and billing schedule records to Expired when the total amount billed or invoiced to the customer equals the total amount of revenue recognized, the total amount of revenue recognized equals the total amount accrued if an accrual was created for the service contract, and End Date is between the expiration dates specified.

Cancel (Button)
Cancel closes Service Contract Expire Process (SN.304.00) without changing Status of any service contracts.
Contract Invoice Printing - Keep/Delete (SN.642.00)

Following are the field descriptions for Contract Invoice Printing - Keep/Delete (SN.642.00).

**Batch Number**

Batch Number displays the current batch number in progress.

**Handling**

Handling allows you to keep all invoices and continue with processing to Accounts Receivable or delete all invoices and reprocess the contract invoices again. If for any reason you need to run the process again, select Delete All and click Begin Processing.

**Begin Processing (Button)**

Begin Processing keeps or deletes the selected batch.
Setup Screens

Service Contracts Set-up (SN.007.00)

This screen controls the process for Service Contract Deposits/Adjustments (SN.009.00) and Service Contract Miscellaneous Entry (SN.010.00).

![Service Contracts Set-up (SN.007.00)](image)

Figure 85: Service Contracts Set-up (SN.007.00)

Following are the field descriptions for Service Contracts Set-up (SN.007.00).

**Auto-Print Batch Reports on Release**

Auto-Print Batch Reports on Release automatically creates a batch report upon releasing batches from Service Contract Deposits/Adjustments (SN.009.00) and Service Contract Miscellaneous Entry (SN.010.00).

**Auto Batch Numbering**

Auto Batch Numbering automatically creates a batch number for Service Contract Deposits/Adjustments (SN.009.00) and Service Contract Miscellaneous Entry (SN.010.00). If not enabled, the batch numbering is manual.

**Last Batch Number**

Last Batch Number displays the last batch number used when releasing batches from Service Contract Deposits/Adjustments (SN.009.00) and Service Contract Miscellaneous Entry (SN.010.00). You may enter a starting batch number.

**Deposit Acct**

Deposit Acct displays the default account for Service Contract Deposits/Adjustments (SN.009.00). The account value entered here is associated with a deposit liability account (for example, deposit taken on a new contract).

**Partial Application of Deposits**

Partial Application of Deposits partially applies deposits. This functionality occurs if the deposit amount exceeds the billing amount. If not enabled, the deposit is ignored during billing.

**Misc Charge Acct**

Miss Charge Acct defaults the income account associated with miscellaneous charges. The value entered here is populated on Service Contract Miscellaneous Entry (SN.010.00).
Reports

Service Contract List (SN.603.00)

The Service Contract List (SN.603.00) report displays service contract details. Service contracts can be entered on Service Contract Entry (SN.001.00).

![Service Contract List (SN.603.00) report](image)

**Figure 86: Service Contract List (SN.603.00) report**

**Report Tab - Service Contract List (SN.603.00)**

The Report tab of the Service Contract List (SN.603.00) report contains information unique to the report. See the System Manager online help or user guide for information about the other fields on the tab.

**Report Format**

Specifies the type of report to print. The options are:

- **Svc Contract – Standard** — Generates a report showing extensive information regarding each existing service contract. Details include customer information, contract history, contract type, amortization and billing frequencies, and coverage hours.

- **Svc Contract – Equipment** — Generates a report showing the equipment associated with a specific service contract.

- **Svc Contract – Billing Schedule** — Generates a report showing the billing schedule for each service contract.

- **Svc Contract – Revenue Schedule** — Generates a report showing the billing schedule for each service contract.
Master Contract List (SN.604.00)

The **Master Contract List (SN.604.00)** displays the existing master contracts and the customer for the contract, as well as the start and end dates. Master contracts can be entered in **Master Service Contract Maintenance (SN.002.00)**.

Figure 87: Master Contract List (SN.604.00) report

Contract Type List (SN.605.00)

The **Contract Type List (SN.605.00)** report displays existing contract types and the associated details, including default settings, general ledger accounts, and renewal information. Contract types can be entered in **Contract Type Maintenance (SN.003.00)**.

Figure 88: Contract Type List (SN.605.00) report
Service Contract Status (SN.606.00)

The Service Contract Status (SN.606.00) report lists existing service contracts, associated customer, type, technician, expiration date, and budget hours. Budget hours reflect the estimated time from the Equipment Maintenance module’s PM Code Maintenance (SE.002.00) screen for the PM code for equipment associated with the contract.

![Service Contract Status (SN.606.00) report](image)

Service Contract Expiration (SN.607.00)

The Service Contract Expiration (SN.607.00) report lists information about contracts that have been processed through the Service Contract Expire Process (SN.304.00). Details include contract ID, customer, and contract price. If the expiration was executed through the Service Contract Renewal Process (SN.301.00), the report will also display the contract ID, price and type of the replacement contract.

![Service Contract Expiration (SN.607.00) report](image)

Cancellation Code List (SN.609.00)

The Cancellation Code List (SN.609.00) report displays a list of cancellation codes and associated descriptions. Cancellation codes can be entered on Cancellation Code Maintenance (SN.004.00).

![Cancellation Code List (SN.609.00) report](image)
Contract Escalation Code List (SN.610.00)

The Contract Escalation Code List (SN.610.00) report includes existing escalation codes and the percent of change for each contract renewal. Escalation codes can be entered on Contract Escalation Maintenance (SN.005.00).

Service Contract Renewed Late (SN.611.00)

The Service Contract Renewed Late (SN.611.00) report lists service contracts that were renewed late. The report is organized by customer class, customer, and customer site. Details include original contract ID and price, as well as new contract ID.

Service Contract Profitability (SN.612.00)

The Service Contract Profitability (SN.612.00) report provides revenue, expense, and profit information for existing service contracts. Details include hours, labor cost, material cost, and profit margin. To be included on this report, service call invoices must be entered with a line type of Svc Contract on Invoice – T & M Details (SD.203.00) in the Service Dispatch module.
Service Contract Transactions (SN.613.00)

The Service Contract Transactions (SN.613.00) report lists information about batches entered in the Service Contracts module.

![Figure 95: Service Contract Transactions (SN.613.00) report](image)

Report Tab - Service Contract Transactions (SN.613.00)

The Report tab of the Service Contract Transactions (SN.613.00) report contains information unique to the report. See the System Manager online help or user guide for information about the other fields on the tab.

Report Format

Specifies the type of report to print. The options are:

- **Contract Deposits/Adjustments** — The report lists information for batches entered in Service Contract Deposits/Adjustments (SN.009.00). Details include contract ID, item ID, and accounts, as well as the status of the adjustment.

- **Contract Miscellaneous Charges** — The report lists information for batches entered in Service Contract Miscellaneous Entry (SN.010.00). Details include contract ID, item ID, and accounts, as well as the status of the transaction.

- **Unproc Deposits/Adjustments** — The report lists information for batches entered in Service Contract Deposits/Adjustments (SN.009.00). However, transactions on this report have not yet appeared on a kept invoice.

- **Unproc Miscellaneous Charges** — The report lists information for batches entered in Service Contract Miscellaneous Entry (SN.010.00). However, transactions on this report have not yet appeared on a kept invoice.

- **Accrual/Revenue Reversals** — The report lists information for batches entered in Accrual/Revenue Recognition Reversals (SN.014.00). Details include contract ID, reversal type, reversal amount, as well as the status of the reversal.
Contract Revenue Recognition (SN.614.00)

The Contract Revenue Recognition (SN.614.00) report lists contract revenue for existing service contracts. Key information includes contract ID, customer, and site. Details also include:

- Processed Revenue — The amount of revenue recognized through the Service Contract Revenue Recognition Process (SN.303.00).
- Open Revenue — The amount of revenue not recognized through the Service Contract Revenue Recognition Process (SN.303.00).
- Accrued Amt — The amount of revenue accrued through Service Contract Accrual Process (SN.300.00).

Contract Billing Analysis (SN.615.00)

The Contract Billing Analysis (SN.615.00) report displays contract billings for existing service contracts. Key information includes contract ID, customer, and site. Details also include:

- Processed Bill — The amount of the contract that has been invoiced to the customer.
- Open Revenue — The amount of contract that has not been invoiced to the customer.
- Accrued Amt — The amount of revenue accrued through Service Contract Accrual Process (SN.300.00).
Service Contract Invoice (SN.640.00)

The Service Contract Invoice (SN.640.00) report provides an invoice for service contract billings. The amount of an invoice is positive when the invoice contains billing schedule records and miscellaneous charges that are more than deposits and adjustments. The invoice amount is negative when the invoice only contains deposits and adjustments. When a negative amount invoice posts to the Accounts Receivable module, a credit memo is created.

Note: Invoices processed for customers set up for Quick Send will not be printed. A Quick Send request is created according to the customer’s Quick Send preferences defined on the Quick Send tab of Customer Maintenance (08.260.00) in the Accounts Receivable module. Quick Send requests are also created according to each additional receiver’s Quick Send preferences defined for the customer’s Service Contract Invoice document type on Additional Receivers (08.260.08). For more information about Quick Send requests, see “Quick Send Inquiry (21.200.00)” in the Shared Information online help or user guide.

When you select Service Contract Invoice (SN.640.00) from the Reports menu, the standard report screen displays. Clicking the Print or Print Preview button takes you to Contract Billing Selection (SN.641.00), where you enter selection criteria.
Following are the only items to be used on Service Contract Invoice (SN.640.00), Report tab.

Print (Button)

Print displays Contract Billing Selection (SD.641.00) where service contract invoices can be selected to be printed to a printer or sent electronically and processed to Accounts Receivable.

Print Preview (Button)

Print Preview displays Contract Billing Selection (SD.641.00) where service contract invoices can be selected to be printed to the screen and processed to Accounts Receivable.
Contract Billing Selection (SN.641.00)

Contract Billing Selection (SN.641.00) generates contract or master contract invoices for service contracts on Invoice and Memo (08.010.00) in the Accounts Receivable module. The billing process creates a debit to the Accounts Receivable account (defined in the customer record associated with the service contract or master contract) and a credit to the Contract Receivable account (defined in the contract type associated with the service contract).

Note:
- The starting and ending dates are required. This process queries the Date in the billing schedule.
- If some contracts require sales tax, run each contract type associated with sales tax first, then run the billing for all remaining contract types.
- This process can be run for all branches or each branch individually.
- Using the Miscellaneous Entry subscreen enables Include Miscellaneous.
- Using the Adjustments and Deposits Entry subscreen enables Apply Deposits/Adjustments.

![Image: Contract Billing Selection (SN.641.00)]

Figure 100: Contract Billing Selection (SN.641.00)

Following are the field descriptions for Contract Billing Selection (SN.641.00).

**Batch Number**
Batch Number displays a valid batch number for any contracts previously processed but not completely posted.

**Starting Date**
Starting Date selects a starting date that queries the bill date from the billing schedule.

**Ending Date**
Ending Date selects an ending date which queries the bill date from the billing schedule.
Item ID Default
Item ID Default is an item ID that overrides the default ID to print on the invoice.

Item Description
Item Description displays the description to print on the invoice.

Include All Contracts
Include All Contracts includes all contracts in the selection process.

Contract ID
Contract ID requires you to enter a specific contract ID if Include All Contracts is not checked.

Include All Branches
Include All Branches includes all branches in the selection process.

Branch ID
Branch ID requires you to enter a specific branch ID, if Include All Branches is not checked. The branch description displays to the right of this field.

Include All Contract Types
Include All Contract Types includes all contract types in the selection process.

Contract Type ID
Contract Type ID requires you to enter a specific contract type, if Include All Contract Types is not checked. The contract type description displays to the right of this field.

Copy Notes to Invoice
Select Copy Notes to Invoice if you want the contract notes (Notes/Attachments icon next to Contract ID on Service Contract Entry (SN.001.00)) to print on the invoice.

Include Adjustments/Deposits
Select Include Adjustments/Deposits if you want to include any transactions entered in Service Contract Deposits/Adjustments (SN.009.00). You may leave it selected even though no entries were made in the screen.

Include Misc Charges
Select Include Misc Charges if you want to include any transactions entered in Service Contract Miscellaneous Entry (SN.010.00). You may leave it selected even though no entries were made in this screen.

Copy Customer P.O. to Invoice
Select Copy Customer P.O. to Invoice if you want the purchase order from the contract to be copied to the invoice.

Continue (Button)
Continue enables the system to proceed with the invoicing process.

View Selections (Button)
View Selections enables the selection of specific service contracts to exclude from processing.
Quick Send to One-time Receiver (button)

Quick Send to One-time Receiver enables an invoice to be transmitted electronically to a recipient that is not defined as the primary recipient for the invoice’s customer on the Quick Send tab of Accounts Receivable Customer Maintenance (08.260.00) or as an additional recipient for the customer on Accounts Receivable Additional Receivers (08.260.08). The Quick Send to One-time Receiver button is available when the Service Contract Invoice document type is defined on Shared Information Quick Send Setup (21.951.00). The Quick Send preferences for the recipient are defined on One-time Receiver (SN.641.02).

Contracts Selected for Invoicing (SN.641.01)

Clicking View Selections in Contract Billing Selection (SN.641.00) displays Contracts Selected for Invoicing (SN.641.01). This screen allows you to select any contract invoices to be processed to Accounts Receivable. After the desired contracts are confirmed for processing, click the Continue button. The system begins processing.

![Contracts Selected for Invoicing (SN.641.01)](image)

Figure 101: Contracts Selected for Invoicing (SN.641.01)

Following are the field descriptions for Contracts Selected for Invoicing (SN.641.01).

**Selected**

Selected specifies whether the service contract invoice will print when Continue is clicked.

**Bill To Customer ID**

Bill To Customer ID contains the customer identifier associated with the service contract.

**Master ID**

Master ID contains the master contract identifier associated with the service contract.

**Contract ID**

Contract ID contains the service contract identifier associated with the selected service contract.

**Company ID**

Company ID contains the company identifier associated with the service contract.

**Branch ID**

Branch ID contains the branch identifier associated with the service contract.
Continue (Button)

Continue causes selected service contract invoices to be printed.

One-time Receiver (SN.641.02)

Clicking Quick Send to One-time Receiver in Contract Billing Selection (SN.641.00) displays One-time Receiver (SN.641.02). This screen allows you to identify the Quick Send preferences for a recipient and transmit a selected invoice to the recipient electronically. One-time recipients are not defined as the primary recipient for the customer on the Quick Send tab of Accounts Receivable Customer Maintenance (08.260.00) or as an additional recipient for the customer defined on Accounts Receivable Additional Receivers (08.260.08). The Quick Send preferences for the one-time recipient are not retained for future use. A one-time recipient should be defined as an additional receiver for the customer if future invoices will be sent to the recipient.

![One-time Receiver (SN.641.02)]

Figure 102: One-time Receiver (SN.641.02)

Following are the field descriptions for One-time Receiver (SN.641.02).

Customer ID

Customer ID displays the customer identification number associated with the invoice.

Document Type

Document Type displays the kind of document associated with the invoice.

Service Contract ID

Service Contract ID displays the unique code assigned to the service contract associated with the invoice.
Delivery Method

Delivery Method is the manner in which the electronically-transmitted invoice will be received by the one-time recipient. Delivery methods are Email and Fax. The method defaults from the Service Contract Invoice document type's Delivery Method on the Quick Send tab of Accounts Receivable Customer Maintenance (08.260.00). If the Service Contract Invoice document type is not defined for the customer, Delivery Method defaults from the Service Contract Invoice document type's Delivery Method on Shared Information Quick Send Setup (21.951.00).

Request Priority

Request Priority is the precedence assigned to the processing of the Quick Send request by Application Server. Request priorities are High, Low, and Normal. The priority defaults from the Service Contract Invoice document type's Request Priority on the Quick Send tab of Accounts Receivable Customer Maintenance (08.260.00). If the Service Contract Invoice document type is not defined for the customer, Request Priority defaults from the Service Contract Invoice document type's Request Priority on Shared Information Quick Send Setup (21.951.00).

Receiver Email Address

Receiver Email Address identifies the e-mail address of the one-time recipient to whom the invoice will be sent. The e-mail address defaults from E-mail Address (Main Address) on the Address Info tab of Accounts Receivable Customer Maintenance (08.260.00).

Reply Email Address

Reply Email Address identifies the e-mail address used when the one-time recipient replies to the e-mail message containing the invoice. The e-mail address defaults from the Service Contract Invoice document type's Reply Email Address on the Quick Send tab of Accounts Receivable Customer Maintenance (08.260.00). If the Service Contract Invoice document type is not defined for the customer, Reply Email Address defaults from the Service Contract Invoice document type's Reply Email Address on Shared Information Quick Send Setup (21.951.00).

Email Attachment File Type

Email Attachment File Type specifies the format of the file to be created to hold the invoice you send to the one-time recipient. File types for documents sent electronically via e-mail are Text, Word, Crystal Reports, Excel, Adobe Acrobat, Rich Text, XML, and Comma-separated values. File types for documents sent electronically via fax are Text, Word, Excel, and Rich Text. The file type defaults from the Service Contract Invoice document type's Email Attachment File Type on the Quick Send tab of Accounts Receivable Customer Maintenance (08.260.00). If the Service Contract Invoice document type is not defined for the customer, Email Attachment File Type defaults from the Service Contract Invoice document type's Email Attachment File Type on Shared Information Quick Send Setup (21.950.00).

Fax Receiver Name

Fax Receiver Name designates the name to appear on the cover sheet accompanying the invoice faxed to the one-time recipient. The name defaults from Attention (Bill To) on the Address Info tab of Accounts Receivable Customer Maintenance (08.260.00).

Fax Prefix

Use Fax Prefix to specify a sequence of numbers, such as a country code (for example, 061 011), that must be dialed prior to the Receiver Fax Number. The fax prefix defaults from the Service Contract Invoice document type's Fax Prefix on the Quick Send tab of Accounts Receivable Customer Maintenance (08.260.00). If the Service Contract Invoice document type is not defined for the customer, Fax Prefix defaults from the Service Contract Invoice document type's Fax Prefix on Shared Information Quick Send Setup (21.950.00).
Dial Area Code (check box)
If you select Dial Area Code, the first three digits of Receiver Fax Number will be dialed as the area code when the invoice is transmitted to the one-time recipient. Clear this check box if the fax phone number is a local number for which dialing the area code is not required.

Receiver Fax Number
Receiver Fax Number designates the phone number that will receive the invoice faxed to the one-time recipient. The fax number defaults from Fax/Ext (Main Address) on the Address Info tab of Accounts Receivable Customer Maintenance (08.260.00).

Fax Sender Name
Fax Sender Name specifies the name of the individual who will send the invoice to the one-time recipient. The name defaults from the Service Contract Invoice document type’s Fax Sender Name on the Quick Send tab of Accounts Receivable Customer Maintenance (08.260.00). If the Service Contract Invoice document type is not defined for the customer, Fax Sender Name defaults from the Service Contract Invoice document type’s Fax Sender Name on Shared Information Quick Send Setup (21.950.00).

Sender Fax Number
Sender Fax Number indicates the phone number that will be the source of the invoice faxed to the one-time recipient. The fax number defaults from Sender Fax Number on the Quick Send tab of Accounts Receivable Customer Maintenance (08.260.00). If the Service Contract Invoice document type is not defined for the customer, Sender Fax Number defaults from the Service Contract Invoice document type’s Sender Fax Number on Shared Information Quick Send Setup (21.950.00).

Include Fax Cover Sheet (check box)
Include Fax Cover Sheet indicates whether a cover sheet should precede the invoice sent to the one-time recipient. The setting defaults from the Service Contract Invoice document type’s Include Fax Cover Sheet on the Quick Send tab of Accounts Receivable Customer Maintenance (08.260.00). If the Service Contract Invoice document type is not defined for the customer, Include Fax Cover Sheet defaults from the Service Contract Invoice document type’s Include Fax Cover Sheet on Shared Information Quick Send Setup (21.950.00). For more information about the fax cover sheet, see “Using Application Server” in the Application Server online help or user guide.

Fax Response (check boxes)
Your selections in the Fax Response check boxes will appear in the Notes area of the fax cover sheet. Select one or more check boxes to indicate how you want the one-time recipient to process the fax. The Fax Response check boxes are:

- **Urgent** — Defaults from the Service Contract Invoice document type’s Fax Response – Urgent setting on the Quick Send tab of Accounts Receivable Customer Maintenance (08.260.00). If the Service Contract Invoice document type is not defined for the customer, Fax Response – Urgent defaults from the Service Contract Invoice document type’s Fax Response – Urgent setting on Shared Information Quick Send Setup (21.950.00).

- **For Review** — Defaults from the Service Contract Invoice document type’s Fax Response – For Review setting on the Quick Send tab of Accounts Receivable Customer Maintenance (08.260.00). If the Service Contract Invoice document type is not defined for the customer, Fax Response – For Review defaults from the Service Contract Invoice document type’s Fax Response – For Review setting on Shared Information Quick Send Setup (21.950.00).

- **Please Comment** — Defaults from the Service Contract Invoice document type’s Fax Response – Please Comment setting on the Quick Send tab of Accounts Receivable Customer Maintenance (08.260.00). If the Service Contract Invoice document type is not defined for the customer, Fax Response – Please Comment defaults from the Service Contract Invoice document type’s Fax Response – Please Comment setting on Shared Information Quick Send Setup (21.950.00).
• **Please Reply** — Defaults from the Service Contract Invoice document type’s Fax Response – Please Reply setting on the **Quick Send** tab of Accounts Receivable Customer Maintenance (08.260.00). If the Service Contract Invoice document type is not defined for the customer, Fax Response – Please Reply defaults from the Service Contract Invoice document type’s Fax Response – Please Reply setting on Shared Information Quick Send Setup (21.950.00).

• **Please Recycle** — Defaults from the Service Contract Invoice document type’s Fax Response – Please Recycle setting on the **Quick Send** tab of Accounts Receivable Customer Maintenance (08.260.00). If the Service Contract Invoice document type is not defined for the customer, Fax Response – Please Recycle defaults from the Service Contract Invoice document type’s Fax Response – Please Recycle setting on Shared Information Quick Send Setup (21.950.00).

**Subject Text**

**Subject Text** is the wording that appears in the Subject of the e-mail message or in the Regarding area on the fax cover sheet that accompanies the invoice sent to the one-time recipient. The text defaults from the Service Contract Invoice document type’s **Subject Text** on the **Quick Send** tab of Accounts Receivable Customer Maintenance (08.260.00). If the Service Contract Invoice document type is not defined for the customer, **Subject Text** defaults from the Service Contract Invoice document type’s **Subject Text** on Shared Information Quick Send Setup (21.950.00).

You can specify the following variables within the subject text to personalize the e-mail message or fax to the one-time recipient:

- `<Customer Name>`
- `<Reference Number>`
- `<Document Amount>`
- `<Company Name>`

Each variable must begin with a less-than symbol (<) and end with a greater-than symbol (>). Also, the first letter of each word in the variable name must be capitalized and the rest of each word must be in lowercase letters.

**Example:** You enter a variable to customize the default subject text: “Current invoice from `<Company Name>`”. If the company name is Contoso, Ltd, the subject text for the e-mail message or fax cover sheet reads, “Current invoice from Contoso, Ltd”.

**Body Text**

**Body Text** is the wording that appears in the body of an e-mail message or in the Notes area on a fax cover sheet that accompanies the invoice sent to the one-time recipient. The text defaults from the Service Contract Invoice document type’s **Body Text** on the **Quick Send** tab of Accounts Receivable Customer Maintenance (08.260.00). If the Service Contract Invoice document type is not defined for the customer, **Body Text** defaults from the Service Contract Invoice document type’s **Body Text** on Shared Information Quick Send Setup (21.950.00).

You can specify the following variables within the body text to personalize the e-mail message or fax to the one-time recipient:

- `<Customer Name>`
- `<Reference Number>`
- `<Document Amount>`
- `<Company Name>`

Each variable must begin with a less-than symbol (<) and end with a greater-than symbol (>). Also, the first letter of each word in the variable name must be capitalized and the rest of each word must be in lowercase letters.
Example: You enter a variable to personalize the body text: “Here is an invoice for <Customer Name>”. When you send the invoice electronically to the one-time recipient, the e-mail message or fax cover sheet body text reads, “Here is an invoice for Kim Abercrombie” since the one-time recipient is associated with the customer, Kim Abercrombie.

Send Request (button)
Click Send Request to transmit the invoice electronically to the one-time recipient.

Cancel (button)
Click Cancel to close this window without recording any changes to the database, returning to Contract Billing Selection (SN.641.00).
Reprint Service Contract Invoice (SN.650.00)

The Reprint Service Contract Invoice (SN.650.00) report allows invoices to be reprinted in the same format as the original invoice. Specific invoices can be selected for printing by using the Select tab.

Note: An invoice for a customer set up for Quick Send for the Service Contract Invoice document type on Accounts Receivable Customer Maintenance (08.260.00), Quick Send tab is not printed. If the invoice has not been transmitted electronically, Quick Send requests are created according to the Quick Send preferences defined for the customer on the Accounts Receivable Customer Maintenance (08.260.00), Quick Send tab and on Additional Receivers (08.260.08). If the invoice was transmitted electronically, the Quick Send requests indicated in the invoice’s Quick Send requests are used to resend the invoice to the initial recipients. For more information about Quick Send requests, see “Quick Send Inquiry (21.200.00)” in the Shared Information online help or user guide.
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