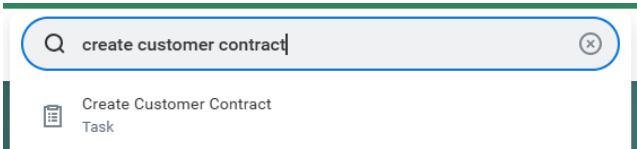


Customer Accounts/Revenue: Create Customer Contract

Audience / Role	Customer Contract Specialist
Description	This job aid provides instructions to create and amend a customer contract including creating a billing schedule for the customer contract.

Create Customer Contract

1	In the Search bar, enter Create Customer Contract. In the search results, select the Create Customer Contract task. 
2	Under Create Customer Contract, complete the fields for this task. All required fields are indicated with a red asterisk. Enter the following into the fields: • Company – Select company. • Customer – Select customer. • Contract Type – Select contract type. • Select the radio button for: Create Blank Customer Contract, or if there is a known contract that is similar, select Copy Details from Existing Customer Contract. Select OK.
3	Under Contract Information enter the following into the fields: • Company – select company. • Sold-To Customer – populates from Customer chosen in prior screen. • Bill-To Customer – populates from Customer chosen in prior screen. • Currency – USD. • Contract Type – Populates from prior screen. • Effective Date – Enter the date the contract becomes effective. • Contract Signed Date – Optional.
4	Under Contract Detail enter the following into the fields: • Contract Name – Enter a unique name for the contract. • Contract Description – Enter a brief description of the contract.

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5	Under Contract Amounts and Balances enter the Contract Amount – must be the total of all Entered Contract Line Amount and Line Revenue Amount. The Contract Line Amount and Line Revenue Amount will update as the contract lines are entered.
6	Under Additional Information , Cost Center – Select the appropriate cost center for the contract. Fund – Select the appropriate fund. Program - Select if appropriate Additional Worktags – Select if appropriate
7	For a Fixed Amount Contract: under the Goods and Services tab for the Line Details sub-tab, Select the + icon to add a row then enter the following information: • Sales Item – select the appropriate sales item, this is required. By selecting the Sales Item, the Revenue Category, Cost Center and Fund defaults in. • Revenue Category – automatically defaults based on sales item. Enter if no sales item selected. • Line Type – Fixed Amount. • Line Item Description – Optional • Quantity – Enter the quantity of goods if applicable. • Unit of Measure – Select the appropriate unit of measure. • Unit Price – Enter the cost per quantity. Calculated automatically if Contract Line Amount has been entered. • Contract Line Amount – Enter total for contract line. Calculates automatically if Unit Price has been entered.
8	For a Fixed Amount Contract: under the Goods and Services tab for the Revenue and Billing sub-tab, enter the following into the fields: • Revenue Treatment – Confirm Invoice is selected. • From Date – Enter the contract line From Date. • To Date – Enter the contract line To Date to indicate the end of a revenue period. • Billing Template – Select if a template exists that meets needs of contract. • Billing From Date – Enter the date to start billing. • Billing To Date – Enter the date to end billing. Under the Notes sub-tab enter the following information: Invoice Line Memo – notes that will be added to the customer invoice.
9	For a Fixed Amount Contract: under the Goods and Services tab for the Notes sub-tab, enter the Invoice Line Memo – notes that will be added to the customer invoice.
10	For a Fixed Amount Contract: under the Goods and Services tab for the Additional Information sub-tab, enter the following into the fields: • Fund – Fund should default in from Sales Item. If not, select the appropriate Fund.

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	• Cost Center – Cost Center should default in from Sales Item, if not select the appropriate Cost Center for this contract line. • Additional Worktags – Select the appropriate worktags as applicable
11	For a Fixed Amount Contract: under the Billing tab, for the Billing Terms, enter the Payment Terms – select the appropriate payment terms related to this customer contract. In general, payment terms should be Immediate or Net 30. Select Submit.
12	For a Usage Based Contract: under the Usage-Based tab for the Line Details sub-tab, Select the + icon to add a row then enter the following information: • Sales Item – Select the appropriate sales item, this is required. By selecting the Sales Item, the Revenue Category, Cost Center, and Fund should default in. • Revenue Category – Defaults based on sales item. • Quantity – Enter the quantity of goods if applicable. • Unit of Measure – Select the appropriate unit of measure. • Contract Line Amount – Enter total for contract line. Calculates automatically if Unit Price has been entered. • Usage Billing Rate – Create the Usage Billing Rate for this contract line. <u>Create Usage Billing Rate:</u> ○ Enter Name, Effective Date, Description. ○ Unit of Measure – Optional ○ Pricing – Volume ○ Reset By – Either Period or Transaction One of the tiers must be entered as a max tier. Select OK.
13	For a Usage Based Contract: under the Usage-Based tab for the Revenue and Billing sub-tab, the following information: • Revenue Treatment – Confirm Invoice is selected. • From Date – Enter the contract From Date. • To Date – Enter the contract To Date to indicate the end of a revenue period. • Billing From Date – Enter the date to start billing. • Billing To Date – Enter the date to end billing.
14	For a Usage Based Contract under the Usage Based tab, if there are specific terms for renewal you can enter them on the Renewal Terms sub-tab.

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17	For a Usage Based Contract: under the Usage-Based tab for the Notes – notes that will be added to the customer invoice.
18	For a Usage Based Contract: under the Usage-Based tab for the Additional Information sub-tab, enter the following into the fields: • Fund – Fund should default in from Sales Item. If not, select the appropriate Fund. • Cost Center – Cost Center should default in from Sales Item, if not select the appropriate Cost Center for this contract line.
19	For a Usage Based Contract: Under the Billing tab, for the Billing Terms, enter the Payment Terms – select the appropriate payment terms related to this customer contract. In general, payment terms should be Immediate. Select Submit.

What Happens Next?

- The contract routes for review and approval by the Cost Center AR Manager.

Related Reports

- Find Customer Contracts
- Find Customer Contract Lines
- Find Expiring Customer Contracts

Related Job Aids

- Create and Maintain Customer

Customer Accounts/Revenue: Create Customer Contract

Create Billing Schedule Customer Contract

1	Once the contract is approved, you'll receive a To Do to create the billing schedule for the contract. Navigate to My Tasks/Inbox. 
2	Search for and select the Create Billing Schedule: (Customer).
3	Select Create Billing Schedule for Customer.
4	Under Create Billing Schedule for Customer Contract, enter and/or verify the following into the fields: Company – Defaults to company for contract Bill-To Customer – select customer to bill-to. Currency – Defaults to USD. Select OK.
5	Under Billing and Schedule Information, enter the following into the fields: • Company – Defaulted. • Bill-To Customer – Defaulted. • Bill-To Address – Defaulted. • Bill-To Contact – Confirm/Enter the Bill-To Contact for this billing schedule. Bill-To Contacts must be defined on the customer. • Currency – Defaulted. • Schedule Type – Select the appropriate type.
6	Under Invoice Header Defaults, enter the following into the fields: • Payment Terms – Select as applicable. • Invoice Type – Select the applicable Invoice Type.
7	Under Generate Installment Information, enter the following into the fields: • Billing Method: Should be Spread Even. • Billing Frequency: Select the appropriate frequency for your billing purposes. • From Date – The date in which the billing starts. • To Date – The date in which the billing ends (select only if using an end date). • Number of Installments – Complete if spread even over a specific period. • (select only if using billing installments).

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	• None of the Above – Select if you are not using an end date or installments.
8	Under Invoice Date Options, select one of the following: • Use From Date – In general this option should be selected. • Use To Date – Select this if billing on end of the month • Day of the Month – Select this if billing on a specific day during the month.
9	Scroll down to bottom of page and select at least one Contract Line to create the billing schedule for. Select Save and Continue.
10	Select Generate Installments for Billing Schedule. A schedule will be generated based upon the information identified from the Generate Installment Information section of the Billing Schedule header. Review Billing Installments to make sure they are correct. Select OK. The billing schedule remains in Draft status. Select Submit, to submit the billing schedule.

What Happens Next?

- The contract billing schedule business process completed and created.

Related Reports

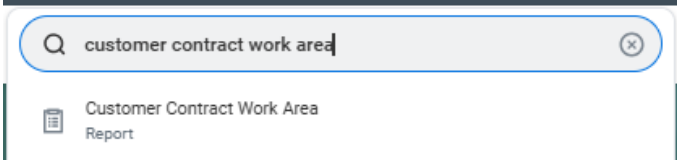
- Find Customer Contracts
- Find Customer Contract Lines
- Find Expiring Customer Contracts

Related Job Aids

- Create and Maintaining Customers

Customer Accounts/Revenue: Create Customer Contract

Amend Customer Contract

1	In the Search bar, enter Customer Contract Work Area. In the search results, select the Customer Contract Work Area report. 
2	The Customer Contract Work Area report displays. Select Find Customer Contracts.
3	Enter search criteria for contract and select OK.
4	From the contract page, navigate to the Related Actions button for the contract. Select Customer Contract, then select Amend Customer Contract.
5	Under Create Customer Contract Amendment, review and revise the sections: Contract Information Contract Detail Contract Amounts and Balances
6	Select Submit.

What Happens Next?

- The contract amendment routes for review and approval by the Cost Center AR Manager

Related Reports

- Find Customer Contracts
- Find Customer Contract Lines
- Find Expiring Customer Contracts

Related Job Aids

- Create Customer Contract