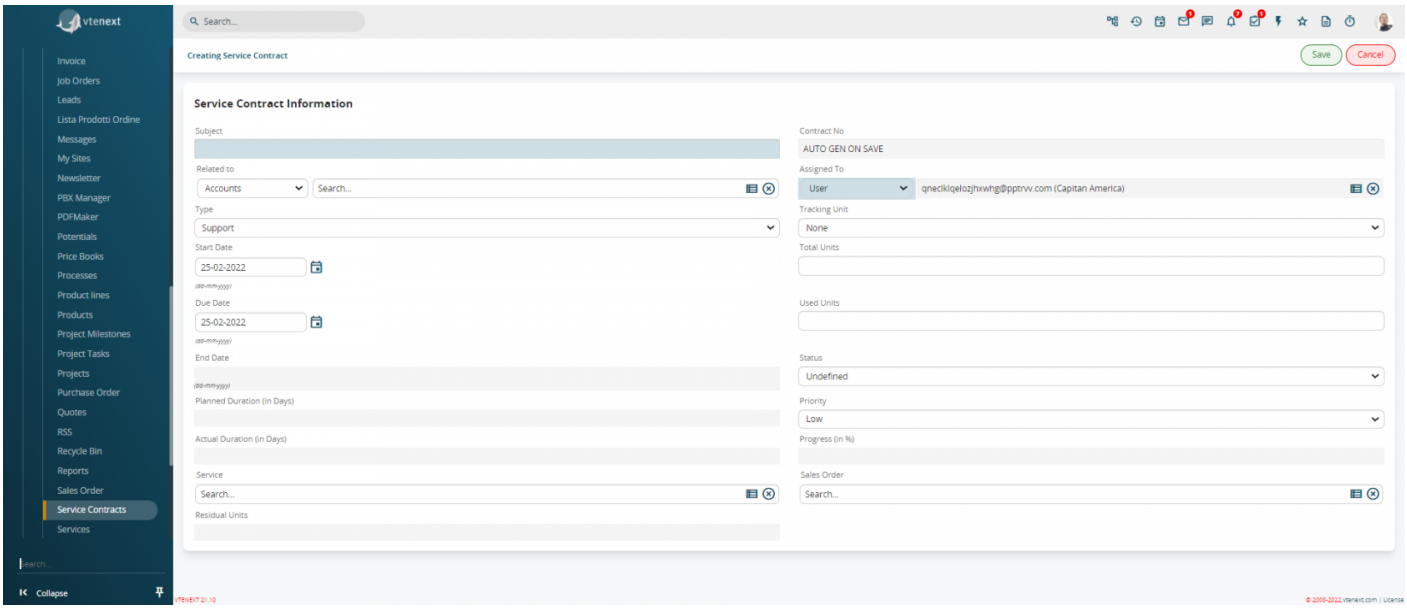
10.5 Services Contract

In vtenext there is the SERVICE CONTRACTS module dedicated to the management of a service sold to a customer, which tracks the provision of the service during the time provided for by the contract.
For example, if you sell a 20-hour service package valid for 1 year, here you can create a package dedicated to the specific client by entering dates and total number of hours, and track the hours through linked tickets.

Field	Description	Insertion Criterion
Due date	End date of contract service	When the status is set on Complete, or when the units used reach or exceed the total units
Planned Duration	Period in days in which the service is planned	When saving the record
Current Duration	Actual period used (in days)	When saving the record or when the unit used is updated
Progress	Percentage progress of the service	When saving the record or when the unit used is updated
Related to	Connection to company or contact	Upon creation, manual if you create from scratch, auto-completed if you generate the service from a connected module. Priority is given to Accounts
Tracking unit	Calculated on the basis of the units used	When the contract service is added from invoice, quote, sales/purchase order, the monitoring unit is the one used in the service on the product line
Total Units	Number of units provided for in the contract	Automatically reports the value of the No. of units field of the connected service
Used Unit	Number of units used so far	Scaled from the related tickets according to the time used on each ticket in closed state

Residual Units	Difference between total units and used units	Self-generated



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