

# 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
<b>Due date</b>	End date of contract service	When the status is set on Complete, or when the units used reach or exceed the total units
<b>Planned Duration</b>	Period in days in which the service is planned	When saving the record
<b>Current Duration</b>	Actual period used (in days)	When saving the record or when the unit used is updated
<b>Progress</b>	Percentage progress of the service	When saving the record or when the unit used is updated
<b>Related to</b>	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
<b>Tracking unit</b>	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
<b>Total Units</b>	Number of units provided for in the contract	Automatically reports the value of the No. of units field of the connected service
<b>Used Unit</b>	Number of units used so far	Scaled from the related tickets according to the time used on each ticket in closed state

