#323238 Trying to close rental contract RC005748 - followed SOP - but have some how mucked things up - unable to change status or do anything

Submitted
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Received via
Web Form

Requester
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CCs
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Status	Type	Priority	Group	Assignee
Solved	Problem	Normal	Service Desk	Jess Beattie

Category
NAXT

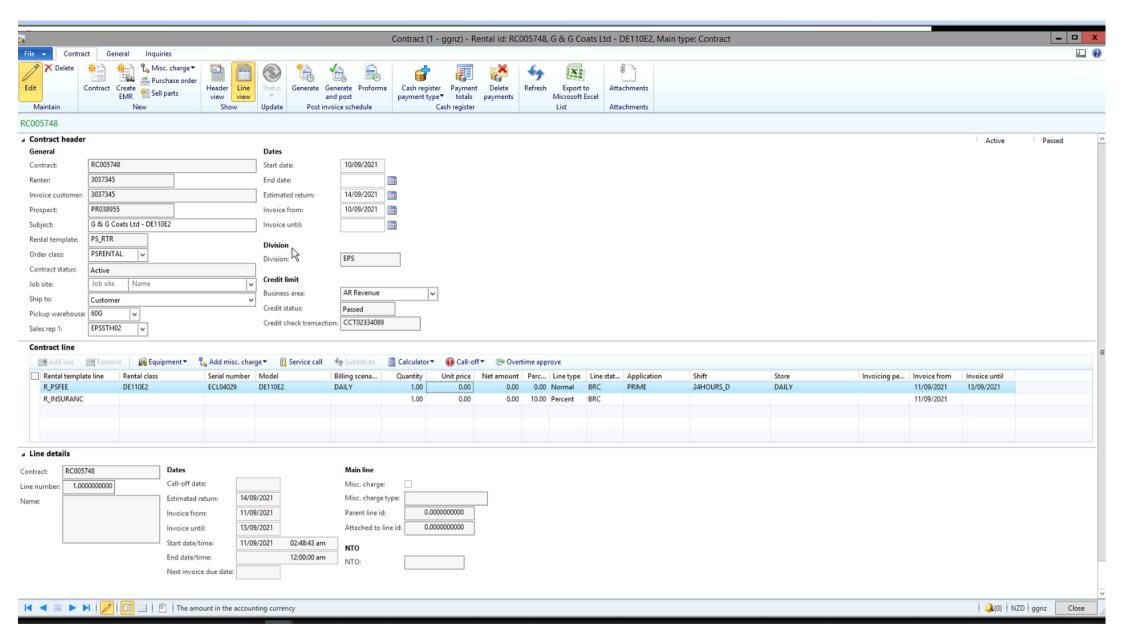**Jess Beattie** September 17, 2021 at 9:11 AM

Phone call notes:
Trying to close rental contract RC005748 - got to generating the contract invoice and it went into invoice schedule because it generated one but it had no value so deleted it. Went and did something else and it came up with an error - did best rate calculator and last calculation then had to go in and change.

Unit price is gone and everything is greyed out - can't even change the status now as the button is greyed out also.

When generating invoice it shows as zero which is not correct

Need to close the contract and usually have to do final invoice first

Was following the "close a contract" SOP then got an error so went back to another step on another SOP and think things got mucked up somehow....

Contract (1 - ggnz) - Rental id: RC005748, G & G Coats Ltd - DE110E2, Main type: Contract

File | Contract | General | Inquiries

Edit | Delete | Contract | Create EMR | Misc. charge | Purchase order | Sell parts | Header view | Line view | Status | Generate | Generate and post | Proforma | Cash register payment type | Payment totals | Delete payments | Refresh | Export to Microsoft Excel | Attachments

Maintain | New | Show | Update | Post invoice schedule | Cash register | List | Attachments

RC005748

Contract header | Active | Passed

General

Contract:	RC005748
Renter:	3037345
Invoice customer:	3037345
Prospect:	PR038955
Subject:	G & G Coats Ltd - DE110E2
Rental template:	PS_RTR
Order class:	PSRENTAL
Contract status:	Active
Job site:	Job site / Name
Ship to:	Customer
Pickup warehouse:	60G
Sales rep 1:	EPSSTH02

Dates

Start date:	10/09/2021
End date:	
Estimated return:	14/09/2021
Invoice from:	10/09/2021
Invoice until:	

Division

Division:	EPS

Credit limit

Business area:	AR Revenue
Credit status:	Passed
Credit check transaction:	CCT02334089

Contract line

Add line | Remove | Equipment | Add misc. charge | Service call | Substitute | Calculator | Call-off | Overtime approve

	Rental template line	Rental class	Serial number	Model	Billing scena...	Quantity	Unit price	Net amount	Perc...	Line type	Line stat...	Application	Shift	Store	Invoicing pe...	Invoice from	Invoice until
	R_PSFEE	DE110E2	ECL04029	DE110E2	DAILY	1.00	0.00	0.00	0.00	Normal	BRC	PRIME	24HOURS_D	DAILY		11/09/2021	13/09/2021
	R_INSURANC					1.00	0.00	0.00	10.00	Percent	BRC					11/09/2021	

Line details

Contract:	RC005748
Line number:	1.0000000000
Name:	

Dates

Call-off date:	
Estimated return:	14/09/2021
Invoice from:	11/09/2021
Invoice until:	13/09/2021
Start date/time:	11/09/2021 02:48:43 am
End date/time:	12:00:00 am
Next invoice due date:	

Main line

Misc. charge:	
Misc. charge type:	
Parent line id:	0.0000000000
Attached to line id:	0.0000000000

NTO

NTO:	

The amount in the accounting currency | (0) | NZD | ggnz | Close

Kind regards,
Jess Beattie

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Jess Beattie September 17, 2021 at 9:13 AM

[Maureen Aberilla](#) aaarrrrggghh please help 😖 this is so very confusing and Natasha doesn't even know what she has done but she knows she has screwed this up somehow. Her ultimate goal is to close the contract..

Maureen Aberilla September 17, 2021 at 12:30 PM

Hi Tash,

Just wanted to note what we've done to sort out this issue:
Delete the open invoice in your Invoice schedule.
Put status to Created.
Reversed Best Rate Calculator
Updated the Invoice from and Start date in each line of your contract to 10/09/2021.
Activate Rental Contract
Generate invoice for 10/09/2021.
Posted invoice
Did the BRC for 11/09/21 and updated the Days to invoice to 0 and click OK.
This then closed the rental contract without any further invoice to generate.

Cheers, Maureen