Contract Management

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Introduction

Contract Management

Note: *This article applies to Fuji. For more current information, see Contract Management* [1] *at* http://docs.servicenow.com The ServiceNow Wiki is no longer being updated. Please refer to http://docs.servicenow.com for the latest product documentation.

Overview

A contract is a binding agreement between two parties. In ServiceNow, contracts contain detailed information such as contract number, start and end dates, active status, terms and conditions statements, documents, renewal information, and financial terms. Manage and track contracts with the Contract Management application in ServiceNow.

Contract Management is active by default. If the Cost Management plugin has been activated, Contract Management integrates with Cost Management to associate contracts with costs and determine the total cost of ownership. Track recurring expenses related to contracts with rate cards and expense lines.

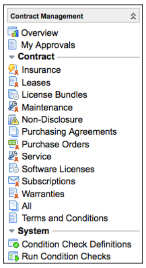
Note the following:

- To use expense lines in Contract Management, you must activate the Cost Management plugin.
- To use terms and conditions in Contract Management, you must activate the Managed Documents plugin.
- To associate contracts with work orders, you must activate the Work Management plugin.

Note: *References to Work Management indicate that the information on this page is valid for ServiceNow versions prior to Fuji. In the Fuji release, Work Management was renamed Field Service Management.*

Menus and Modules

The following modules are included with contract management:



- **Overview:** Open the overview page, which displays graphs and charts for managing contracts.
- **My Approvals:** View all approvals for the current user.
- *Contract*
  - **Insurance:** View all insurance contracts or create a contract for an insurance model.
  - **Leases:** View all lease contracts or create a contract for a lease model.
  - **License Bundles:** View all license bundle contracts or create a contract for a license bundle model.
  - **Maintenance:** View all maintenance contracts or create a contract for a maintenance model.
  - **Non-Disclosure:** View all non-disclosure agreements (NDAs) or create new NDA model contracts. This module and the **NDA** contract model are available starting with the Dublin release.
  - **Purchasing Agreements**: View all purchase agreements for vendors and the commitments to those vendors or create new purchase agreement model contracts. This module and the **Purchase Agreement** contract model are available starting with the Dublin release.
  - **Purchase Orders:** View all purchase order contracts or create a contract for a purchase order model.
  - **Service:** View all service contracts or create a contract for a service model.
  - **Software Licenses:** View all software license contracts or create a contract for a software license contract model.
  - **Subscriptions:** View all subscription contracts or create a contract for a subscription model.
  - **Warranties:** View all warranty contracts or create a contract for a warranty model.
  - **All:** View all contracts or create any type of contract.
  - **Terms and Conditions:** View terms and conditions for all contracts or create a terms and conditions record.
- *System*
  - **Condition Check Definitions:** View a list of logical conditions that generate events and have a **Category** of **Contract**.
  - **Run Condition Checks:** Run the condition checker to verify and update contracts based on defined conditions.

For information about the user roles necessary to view the different modules, see User Roles.

Deprecated Contract Options

The **License Bundles** and **Software License Contracts** modules are deprecated. If you are using the Software Asset Management plugin, use the **Software Licenses** option, not **License Bundles** or **Software License Contracts**.

Contract Option	Plugin Installed With
License Bundle	Software Asset Management Extensions
Software License Contracts	Software License Management
Software Licenses	Software Asset Management

Enhancements

Dublin

- Two new contract models are available:
  - **Purchasing Agreements**: Track purchasing agreements with vendors using this new module. New fields for this contract model are added:
    - **Commitment**: Displays the total amount of money the agreement requires be spent with this vendor.
    - **Discount**: Displays a discount percentage, if applicable.
  - **NDA**: Track non-disclosure agreements with vendors in the new Non-Disclosure module.
- The contract rate card end date is automatically set to the contract end date if no value is entered.
- Expense lines are only generated from contracts with the **Active** or **Expired** state.

- When you create a new contract using either the **Insert** or **Insert and Stay** option, the new contract record state is set to **Draft** and the substate is set to **Awaiting Review**. Terms and conditions are not duplicated.
- When Service Portfolio Management is activated, new related lists are available on the Contract form: **Service Offerings** and **Service Commitments**.

Calgary

- A new Subscriptions contract type is available. The Subscription module is added to the application navigator.
- Contracts can now be extended and renewed. This improves efficiency by retaining contract information and history.
- Contracts can now use rate cards and expense lines (if the Cost Management plugin has been activated) to provide detailed price information for the contract and generate recurring expenses automatically.
- Contracts can now have terms and conditions. This keeps all documentation relevant to a contract within the contract record. When terms and conditions text changes, a log is maintained for auditing purposes.
- Contract history is now maintained showing different versions of a contract and creating an audit trail.
- Purchase order information is managed in the new Procurement application.

References

[1] https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/contract-management/concept/c_ContractManagement.html

Installed with Contract Management

Note: *This article applies to Fuji and earlier releases. For more current information, see Components Installed with Contract Management* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**'

Overview

The following components are installed with Contract Management starting with the Calgary release:

- Tables
- User Roles
- UI Policies
- Script Includes
- Client Scripts
- Business Rules

Demo data is available with Contract Management. The demo data provides information including contracts with descriptions, locations, and identification numbers.

Note: *If you are using an older version, see previous version information.*

Tables

Contract Management modifies the following tables.

Table	Description
Asset Covered [clm_m2m_contract_asset]	Lists the assets covered by a contract. An asset can be covered by multiple contracts and a contract can have multiple assets.
Asset Covered [clm_m2m_rate_card_asset]	Lists the rate cards that apply to an asset.
Condition [clm_condition_checker]	Lists the conditions and values for each condition checker.
Condition Checks [clm_condition_check]	Stores conditions and values that modify specified condition fields.
Contract [ast_contract]	Stores contract information.
Contract History [clm_contract_history]	Stores a copy of the contract when the start date, end date, or terms and conditions change.
Terms and Conditions [clm_terms_and_conditions]	Lists the terms and conditions used by contracts.
Terms and Conditions [clm_m2m_contract_and_terms]	Lists all terms and conditions available for use with contracts.
Users Covered [clm_m2m_contract_user]	Lists the users covered by contracts.

User Roles

Contract Management adds the following user role:

Role	Contains Roles	Description
contract_manager	financial_mgmt_user	Manages the contract life cycle. Can create, edit, and delete contracts.

UI Policies

Contract Management adds the following UI policies:

Name	Table	Description
Hide Software License fields	Contract [ast_contract]	Shows the **License Quantity** and **Type** fields on the Contract form for software licenses or maintenance contracts. Hides the fields for other types of contracts.
Show Commitment Fields	Contract [ast_contract]	When the contract model is **Purchase Agreement**, this UI policy: • Shows the **Commitment** and **Discount** fields. • Makes the **Starts** and **Ends** fields mandatory. Available starting with the Dublin release.
Vendor mandatory	Contract [ast_contract]	When the contract model is **NDA** or **Purchase Agreement**, this UI policy makes the **Vendor** field mandatory (starting with the Dublin release).

Script Includes

Contract Management adds the following script includes:

Name	Description
ConditionChecks	Checks for matching conditions, such as for contract expirations and license compliance, defined in the Condition Checks [clm_condition_check] table.
ContractManagementUtils	Utilities that manage contract management actions, such as state transitions.

Client Scripts

Contract Management adds the following client scripts:

Name	Table	Description
Calculate Tax Cost - Base cost	Contract [ast_contract]	Calculates the **Tax cost** field and the **Total cost** field on the Contract form when the **Payment amount** field changes.
Calculate Tax Cost - Sales tax	Contract [ast_contract]	Calculates the **Tax cost** field and the **Total cost** field on the Contract form when the **Sales tax** field changes.
Calculate Tax Cost - Tax rate	Contract [ast_contract]	Calculates the **Tax cost** field and the **Total cost** field on the Contract form when the **Tax rate** field changes.
Ensure discount is valid percent	Contract [ast_contract]	Ensures that the **Discount** field does not contain a value less than zero or greater than 99 (starting with the Dublin release).
Renew Cost Adjustment	Contract [ast_contract]	Sets the **Percentage** field on the Contract form to zero if the user sets a dollar amount for the cost adjustment.
Renew Cost Percentage	Contract [ast_contract]	Sets the **Amount** field on the Contract form to zero if the user enters a percentage for the cost adjustment.
Tax exempt/ rate	Contract [ast_contract]	Changes all tax-related fields on the Contract form to read-only if the **Tax Exempt** check box is selected.
Tax rate/exempt	Contract [ast_contract]	Changes all tax-related fields on the Contract form to writeable if the **Sales Tax** check box is selected.

Business Rules

Contract Management adds the following business rules:

Name	Table	Description
Calculate projected costs (Reports)	Contract [ast_contract]	Calculates the projected monthly and annual costs for a contract when costs or payment schedule changes.
Calculate Totals with Tax	Contract [ast_contract]	Calculates the **Tax cost** and **Total cost** fields for a contract when the contract is created or updated.
Contract Instance	Lease Instance [ast_contract_instance]	Deprecated. For more information, see Legacy - Business Rules.
ContractHistory	Contract [ast_contract]	Stores history when the start, end, or terms and conditions of a contract change.
Create Approval Record	Contract [ast_contract]	Updates contract **Terms and Conditions** and starts the contract approval workflow when a contract is sent for review.
Flag terms and conditions	Terms and Conditions [clm_m2m_contract_and_terms]	Sets the **Use** flag on a Terms and Conditions record to **true** after the record is associated with a contract or to **false** after the record is disassociated from a contract.

insert_lease	Lease [ast_lease]	Deprecated. For more information, see Legacy - Business Rules.
insert_service	Service Contract [ast_service]	Deprecated. For more information, see Legacy - Business Rules.
insert_warranty	Warranty [ast_warranty]	Deprecated. For more information, see Legacy - Business Rules.
Install Count for manual licenses	Software License Instance [ast_license_software_instance]	Calculates and updates the number of computers a particular license is installed on when a software license instance is created or deleted.
Manage Contract Lifecycle	Contract [ast_contract]	This business rule: • Updates the end date of a contract when a contract extension has been approved. • Renews the contract, updating its start date, end date, and base cost (if cost adjustments need to be applied) when a contract renewal has been approved and the renewal has reached its start date. • Runs the condition checks to evaluate if dates need to be changed when a contract is approved, or an extension or renewal is approved, or the start or end dates have changed.
Post Outage to News	Business Service [cmdb_ci_service]	Posts a news article on the knowledge table when there is an outage.
Update contract cost per asset	Asset Covered [clm_m2m_contract_asset]	Updates the cost per unit value based on the total cost and number of assets associated to the contract.
Update Contract Lifetime Cost	Contract Rate Card [fm_contract_rate_card]	Calculates the lifetime cost of the contract by calculating the sum of the contract expense lines.
Updates After Contract Dates Change	Contract [ast_contract]	Updates the **Date added** and **Date removed** fields for all assets and users associated with a contract if the contract end date changes.
Updates After Rate Card Dates Change	Contract Rate Card [fm_contract_rate_card]	Updates the related contract assets and users linked to the rate card when the end date is changed.
Verify contract's start and end dates	Contract [ast_contract]	Validates contract start and end dates and contract renewal start and end dates.
Verify purchase agreement discount price	Contract [ast_contract]	For contracts with the contract model **Purchase Agreement**, the business rule validates that the **Discount** field does not contain a value less than zero or greater than 99 (starting with the Dublin release).

Legacy - Script Includes

Contract Management adds the following script include.

- **Contracts:** holds the functions for contracts.

Legacy - Client Scripts

Contract Management does not add any client scripts.

Legacy - UI Policies

Contract Management does not add any UI policies.

Legacy - Business Rules

Contract Management adds the following business rules.

- **Asset Adjust License Count [sys_scripts]:** updates the Software License [ast_software_license] **Install Count** field and the Software [cmdb_ci_spkg] **License Count** field.
- **Asset Adjust License Install Count [sys_script]:** increments or decrements the install count if the final install count is not negative when a new many-to-many record is inserted or deleted.

- **Contract Instance [ast_contract_instance]:** populates the contract **Type** field and CI **Type** field based on the contract and CI field.
- **Extension After Approval [ast_contract]:** Updates the end date of a contract when a contract extension has been approved. Deprecated starting with the Calgary release.
- **insert_lease [ast_lease]:** populates the **Number** field when a new lease is created. Deprecated.
- **insert_service [ast_service]:** populates the **Number** field when a new service is created. Deprecated.
- **insert_warranty [ast_warranty]:** populates the **Number** field when a new warranty is created. Deprecated.
- **Install Count for manual licenses [ast_license_software_instance]:** lists the number of computers on which a particular license is installed. Deprecated.
- **Package Adjust LIcense Count [sys_script]:** recalculates the license count of the software package by adding all the license counts of the licenses associated with the package.
- **Post Outage to News [cmdb_ci_service]:** posts a news article on the knowledge table when there is an outage.
- **Renew After Approval [ast_contract]:** Renews the contract, updating its start date, end date, and base cost (if cost adjustments need to be applied) when a contract renewal has been approved and the renewal has reached its start date. Deprecated starting with the Calgary release.
- **Run condition checks when approved [ast_contract]:** Runs the condition checks to evaluate if dates need to be changed when a contract is approved, or an extension or renewal is approved, or the start or end dates have changed. Deprecated starting with the Calgary release.

Legacy - User Roles

Contract Management adds the following user role.

- **contract_manager:** manages the contract life cycle. Includes no other roles.

Legacy - Demo Data

Demo data is available with Contract Management. The demo data provides information including contracts with descriptions, locations, and identification numbers. |}

References

[1] https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/contract-management/reference/r_ComponentsInstalledWContractMgmt.html

Contract Management Overview Module

Note: *This article applies to Fuji. For more current information, see Use the Contract Management Overview Module* [1] *at* http://docs.servicenow.com The ServiceNow Wiki is no longer being updated. Please refer to http://docs.servicenow.com for the latest product documentation.

Overview

The Contract Management Overview module displays various contract management gauges.

The Overview module is a type of homepage. For details about editing gauges on homepages, see Adding Existing Gauges to a Homepage.

Roles

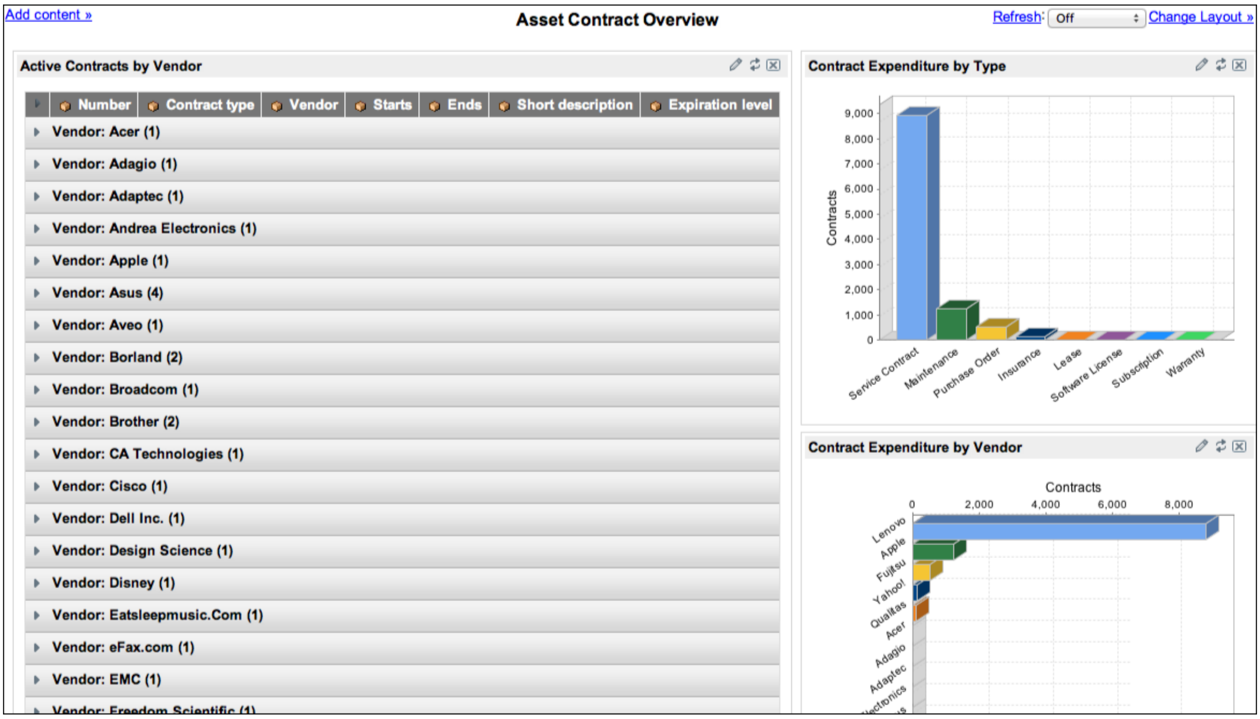
Only users with certain roles have access to the Overview module. Users with these roles can view the overview page and refresh, add, delete, and rearrange gauges:

- admin
- asset
- contract_manager
- sam

Using the Contract Management Overview Module

To use the Contract Management Overview module:

1. Navigate to **Contract Management > Overview**.
2. Click elements within the gauges to obtain more information. For example, click any of the colored bars in the **Contract Expenditure by Type** bar chart gauge to view detailed information.



References

[1] https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/contract-management/task/t_UseTheContractMgmtOverviewModule.html

Using

Using Contract Management

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Overview

Users with the contract_manager role can use the Contract Management application to create various types of contracts, such as leases, warranties, maintenance, and service. You can add additional information to contracts, such as:

- Assets covered by the contract
- Users covered by the contract
- Terms and conditions associated with the contract
- Other documents related to the contract

Track the various stages of a contract from draft to closure by viewing contract history and running reports. Adjust, extend, and renew active contracts.

Contract Life Cycle

From creation until closure, contracts follow a life cycle that determines which fields can be edited. When a contract is in **Draft** state, almost all fields on the contract record can be edited. After a contract moves past the **Draft** state, certain date, renewal, extension, and financial fields become read-only. The **State** field and **Substate** field are always read-only.

A scheduled job named **Contract Compliance Checks** runs on the Contract [ast_contract] table automatically each night. For more information about the scheduled job, see Using Condition Check Definitions. The scheduled job performs the following actions:

- Changes the contract state to **Active** if the contract is approved and reaches the specified start date.
- Renews the contract if the contract is approved for renewal and reaches the specified start date.
- Changes the contract state to **Expired** if the contract state is **Active** and reaches the end date.

Expense lines are only generated from contracts that are active or expired, starting with the Dublin release.

State	Description
Draft	User adds information about the contract and specifies an approver.
Active	Contract was approved and has reached the specified **Start date**.
Expired	Contract reached the specified **End date**. Expired contracts with an active renewal workflow that are waiting for approval have a substate of **Awaiting Review**. Expired contracts with an active renewal workflow where the renewal was approved, but the renewal date has not yet passed, have a substate of **Renewal Approved**. Expired contracts with no active renewal or extension pending workflow have an empty substate.
Canceled	Contract was discontinued and is no longer active.

In addition to a state, a contract can also have a substate.

Substate	Description
Awaiting Review	Contract is being prepared for review.
Under Review	Contract is sent to the approver and the approver is reviewing the contract.
Approved	Contract is reviewed and accepted by the approver.
Rejected	Contract is reviewed and declined by the approver.
Renewal Approved	Contract renewal is approved by the approver.
Renewal Rejected	Contract renewal is rejected by the approver.
Extension Approved	Contract extension is approved by the approver.
Extension Rejected	Contract extension is rejected by the approver.
None	No substate is specified.

Creating Contracts

Create a variety of contract models for leases, maintenance, or warranties. If a contract has one or more associated rate cards, the fields on the Contract form cannot be edited.

1. Navigate to **Contract Management** and select the type of contract, such as **Insurance**, **Maintenance**, or **Service**, or select **All**.
2. Click **New**.
3. Fill in the fields, as appropriate. Not all fields appear on all contract type forms.

Field	Description
Number	[Read-only] Internal number identifying the contract record.
Vendor	Vendor responsible for the contract. This field is mandatory when the contract model selected is **NDA** or **Purchase Agreement**, both of which are available starting with the Dublin release.
Contract model	[Required] Model to which the contract is assigned. For example **Lease**, **Maintenance**, **Warranty**, or **Service Contract**.
Commitment	Amount committed to spend with this vendor during this time period, from the start to the end of the contract. This field is available for purchase agreement contracts, starting with the Dublin release.
Discount	[Required] Discount the vendor has agreed to provide. This field is available for purchase agreement contracts, starting with the Dublin release.
Contract number	Number assigned to the contract by the vendor.
State	[Read-only] Current state of the contract: **Draft**, **Active**, **Expired**, or **Canceled**.
Substate	[Read-only] Current substate of the contract. For example, **Awaiting Review**, **Under Review**, **Approved**, or **Rejected**.

License quantity entitled	Number of licenses included in the contract. This field is available for **Maintenance** and **Software License** contracts.
Short description	Brief description of the contract.
Product	The software program. This field is available for **License Bundle** contracts with Software Asset Management Extensions.
Manufacturer	Company that created the software. This field is available for **License Bundle** contracts with Software Asset Management Extensions.
Install count	Number of computers on which the license is installed. This field is available for **License Bundle** contracts with Software Asset Management Extensions.
License count	Number of licenses purchased. This field is available for **License Bundle** contracts with Software Asset Management Extensions.
General Section	
Starts	Date on which the contract takes effect. This field is mandatory if the contract model is **Purchase Agreement** or **NDA**, both of which are available starting with the Dublin release.
Ends	Date on which the contract expires. Leave the end date blank to create an open-ended contract. This field is mandatory if the contract model is **Purchase Agreement** or **NDA**, both of which are available starting with the Dublin release.
PO Number	Purchase order number assigned to the contract.
Vendor account	Vendor account associated with the contract.
License type	Type of license: **Enterprise**, **SaaS**, or **Subscription**. This field is available for **Maintenance** and **Software License** contracts.
Application model	Application model associated with the contract.
Location	Location covered by the contract.
Contract administrator	Individual who works for the vendor and is responsible for managing the contract.
Approver	User who approves or rejects the contract. List is filtered to only show users with the itil role.
Description	Detailed description of the contract.
Renewal/Extension Section	
Automatically renew/extend	Indicates whether or not the contract can be renewed at the end of its term.
Options	Duration of the contract renewal or extension. For example, 1 year.
Renewal/Extension date	Date on which the contract renewal or extension takes effect.
Renewal/Extension end date	Date on which the contract renewal or extension ends.
Renewal/Extension contact	Individual who works for the vendor and is responsible for renewing the contract.
Cost adjustment type	Type of cost adjustment applied to the contract: **Fixed**, **Manual**, or **CPI** (consumer price index).
Cost adjustment amount	Numerical increase or decrease in price of contract. To indicate a decrease in price, enter a negative number. Either a **Cost adjustment** or **Cost adjustment percentage** can be specified, but not both.
Cost adjustment percentage	Percentage increase or decrease in price of contract. To indicate a decrease in price, enter a negative percentage. Either a **Cost adjustment** or **Cost adjustment percentage** can be specified, but not both.
Financial Section	
Cost center	Cost center financially responsible for the asset.
Tax exempt	Indicates whether or not the contract is exempt from tax.
Sales tax	Indicates whether or not sales tax is applied to the total cost.
Effective tax rate	Effective tax rate to apply to the total cost, if applicable. Effective tax rate is usually the average tax rate charged.
Has rate card	[Read-only] Check box to indicate whether the contract has an associated rate card.

Invoice payment terms	Terms that explain how to pay the contract. For example, **Net Monthly Account** or **Net 30**.
Payment schedule	Schedule that defines when to make payments. For example, **Monthly** or **Annually**.
Payment amount	Amount which has been paid on the contract to date.
Tax cost	[Read-only] Total cost of the tax.
Total cost	[Read-only] Final cost of the contract after adjustments have been applied. If a contract has one or more rate cards, this field shows the combined value of all rate cards.
Terms and Conditions Section	
Terms and conditions	[Read-only] Specific legal information in the contract.
Related Lists	
Assets Covered	Lists all assets covered by this contract.
Users Covered	Lists all users covered by this contract.
Contract used by	Lists all configuration items (CI) used in this contract.
Terms and Conditions	Lists all terms and conditions of this contract.
Expense Lines	Lists all expense lines in this contract.
Contract History	Displays the changes to the start and end dates of this contract and changes to the terms and conditions.
Service Offerings	Lists all service offerings from this vendor. This related list is available when Service Portfolio Management is activated, starting with the Dublin release.
Service Commitments for Contracts	Lists all service commitments for this vendor's offerings. This related list is available when Service Portfolio Management is activated, starting with the Dublin release.

Use Case - Creating a Software Maintenance Contract

One common use case for the Contract Management application is creating a contract to track maintenance payments for enterprise software. The goal is to create a contract that shows the total amount of maintenance that must be paid for the software application, independent of different license purchases made over time. To use the steps below, you must have the Software Asset Management plugin activated.

1. Create an application model, adding a **Name** and specifying **Software License** in **Model categories**.
2. Create a software model, adding a **Name** and **Model Number** and selecting the application model created in step 1 in **Application model**.
3. Follow the steps in Software Licenses to create a new software license, selecting the software model created in step 2 in **Model** and specifying an **Asset Tag**.
4. Navigate to **Contract Management > Contract > Maintenance**.
5. Click **New**.
6. In **License Type**, select **Enterprise**.
7. In **Application Model** select the application model created in step 1.
8. Click **Submit**.
9. In the Contracts list, select the contract just created.
10. In the **Asset Covered** related list, click **New**.
11. In **Asset**, select the software license created in step 3.
12. Specify a **Date added**.
13. Click **Submit**.
14. In **Payment schedule**, select **Annually**.
15. In **Payment amount**, enter a number.
16. Fill in the other fields as appropriate.

17. Click **Update**.
18. Submit the contract for review.

Adding Assets to a Contract

Contracts can be associated with specific assets, including software licenses. Linking a contract with assets clarifies what the contract legally covers.

1. Navigate to **Contract Management > Contract > All**.
2. Select a contract.
3. In the **Assets Covered** related list, click **New**.
4. In **Asset**, select a specific asset covered by the contract.
5. In **Date added**, select the date the asset was added to the contract. The date can be in the past, the present, or the future.
6. [Optional] In **Date removed**, select the date the asset was, or will be, removed from the contract. Specifying a **Date added** and a **Date removed** is useful for reporting.
7. Click **Submit**.

Adding Users to a Contract

A contract can cover specific users. For example, you may use a contract to hire a group of temporary workers.

1. Navigate to **Contract Management > Contract > All**.
2. Select a contract.
3. In the **Users Covered** related list, click **New**.
4. In **User**, select a specific user covered by the contract.
5. In **Date added**, select the date the user was added to the contract. The date can be in the past, the present, or the future.
6. [Optional] In **Date removed**, select the date the user was, or will be, removed from the contract. Specifying a **Date added** and a **Date removed** can be useful for reporting.
7. Click **Submit**.

Adding Configuration Items to a Contract

Contracts can be associated with specific configuration items. Linking a contract with configuration items clarifies what the contract legally covers.

1. Navigate to **Contract Management > Contract > All**.
2. Select a contract.
3. [Optional] In the **Contract used by** related list, click **New** to create a new configuration item.
4. In the **Contract used by** related list, click **Edit**.
5. In the **Collection** configuration items list on the left, double-click a configuration item name.

   The item is added to the **Contract used by List** on the right.
6. Click **Save**.

Terms and Conditions

Adding terms and conditions to a contract helps keep all documentation relevant to a contract in one location (the contract record). The terms and conditions can be searched and used in reports. If multiple terms and conditions records are added to a single contract, set an order for the records so they appear in a specific sequence. The terms and conditions fields become read-only after a contract is sent for approval.

Users with the contract_manager role can read contract history and add terms and conditions.

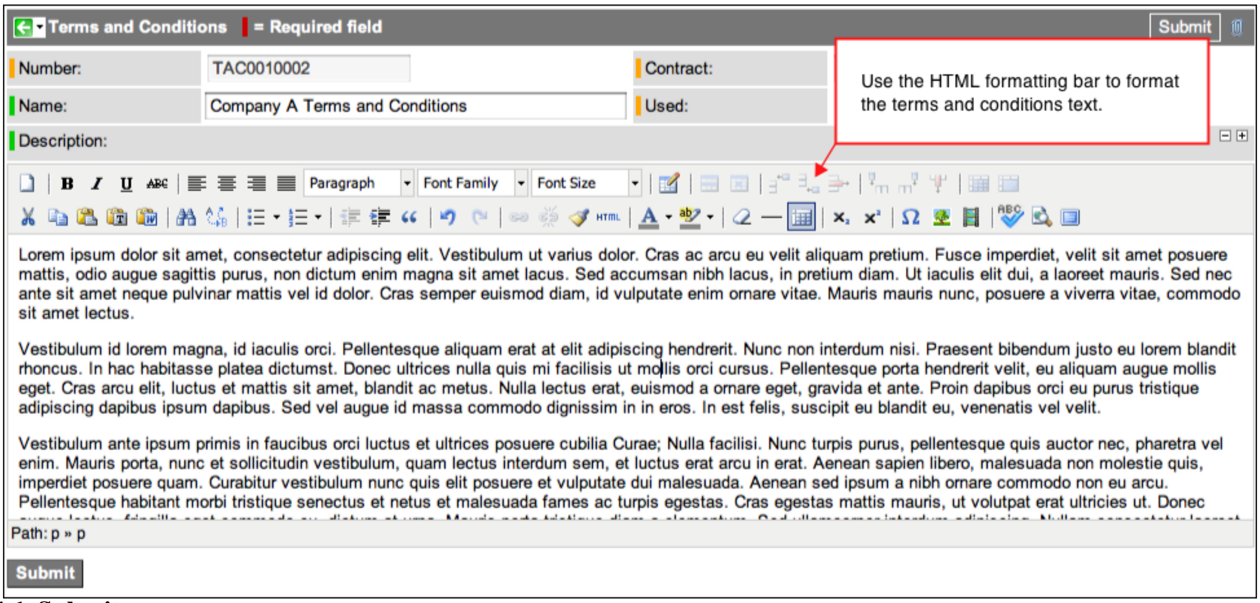
There are three procedures involved in adding terms and conditions to a contract:

- Create a terms and conditions record.
- Add the record to a contract.
- Build a terms and conditions document for the contract.

Creating a Terms and Conditions Record

1. Navigate to **Contract Management > Contract > Terms and Conditions**.
2. Click **New**.
3. Enter a **Name**.
4. In **Description**, enter the text. Alternatively, copy and paste text from an existing file.
5. [Optional] Format the text using the HTML formatting bar.

   Note: *The Latin text that appears in the* ***Terms and Conditions*** *field in the base system is placeholder content commonly used to demonstrate formatting and does not represent actual input.*



6. Click **Submit**.

Adding Terms and Conditions to a Contract

After creating a terms and conditions record, add the record to a contract.

1. Navigate to **Contract Management > Contract > All**.
2. Select a contract.
3. In the **Terms and Conditions** section, double-click **Insert a new row**.
4. Click the reference lookup icon ( ) and select a terms and conditions record from the list.
5. [Optional] Enter a number in **Order** to specify the sequence in which the record should appear in the terms and condition document.

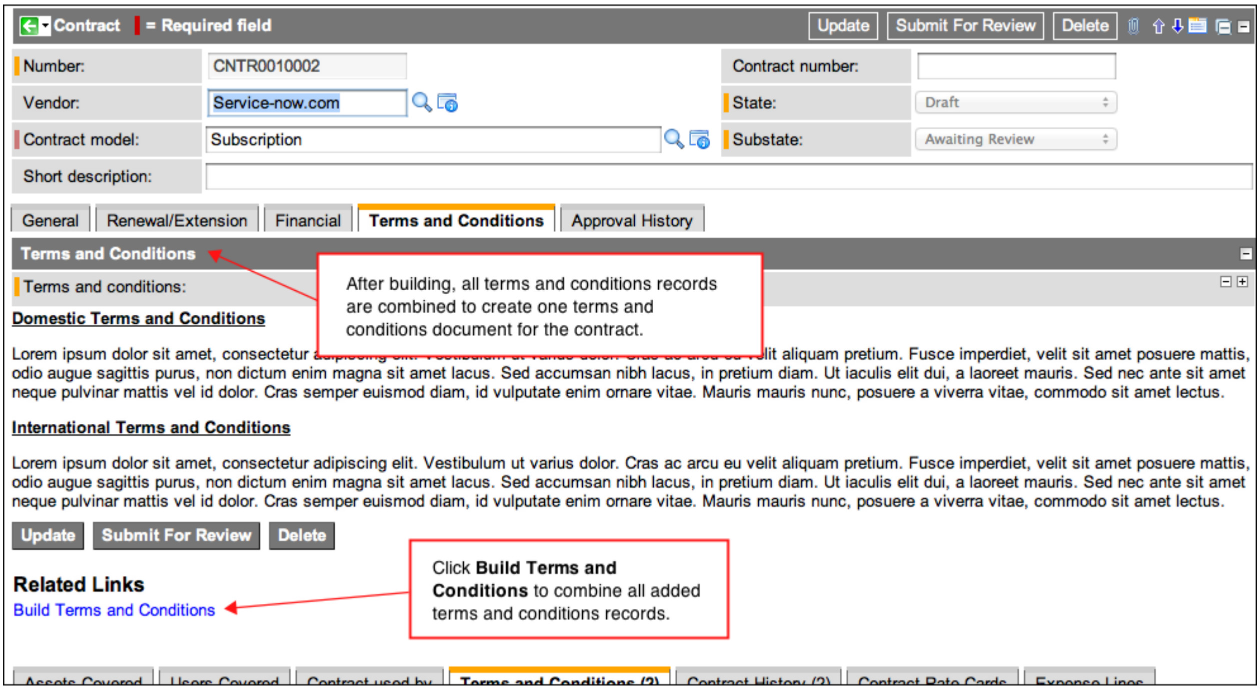
Note: *If you attempt to enter a duplicate terms and conditions record for a contract and save the record, an error message appears and the new duplicate record is not added.*

Building a Terms and Condition Document Within a Contract

After adding one or more terms and conditions records to a contract, build a terms and conditions document within the contract. The terms and conditions records are added in the sequence specified in the **Order** field.

1. Navigate to **Contract Management > Contract > All**.
2. Select a contract.
3. Ensure that one or more terms and conditions records have been added to the **Terms and Conditions** section.
4. In **Related Links**, click **Build Terms and Conditions**.

   All records from the **Terms and Conditions** related list are added to the Terms and Conditions section of the contract record.



Note: *The Latin text that appears in the* ***Terms and Conditions*** *field in the base system is placeholder content commonly used to demonstrate formatting and does not represent actual input.*

Adding Documents To a Contract

Contracts can be associated with documents. Linking a contract with related documents helps keep all relevant information about a contract together and easily accessible.

Ensure that you have the Managed Documents plugin activated.

To add a document to a contract:

1. Navigate to **Contract Management > Contract > All**.
2. Select a contract.
3. In the **Documents** related list, click **Edit**.

   All documents stored in the Managed Documents application appear in the **Collection** list. If the **Collection** list is long, create a filter of **Type is Contract** and click **Run filter**.
4. In the **Collection** list, double-click a document.

   The item is added to the **Documents List**.
5. Click **Save**.

Obtaining Contract Approval

After a contract is created and placed in **Draft** state, send the contract to a user with the contract_manager role for approval. Only one approver can be specified. After a contract is sent for review, the approver name cannot be changed (cancel the contract and create a new contract to specify a different approver). If a contract is rejected by the approver, the same approver or a different approver can be specified before the contract is sent for approval again.

To show approval history on contract records, navigate to **Workflow > Administration > Properties** and select the **Yes** check box for **Log User approval activity - such as requested, approved and rejected - in the Approval History journal when using workflows to manage the approvals for a task**.

Sending the Contract for Approval

1. Navigate to **Contract Management > Contract > All**.
2. Select a contract in **Draft** state.
3. Select an **Approver** for the contract.
4. Click **Submit For Review**.

   An email message is sent to the selected approver and the contract **Substate** changes to **Under Review**.

Approving or Rejecting a Contract

The user identified as the contract approver can approve or reject the contract.

1. Navigate to **Contract Management > My Approvals**.
2. Select a contract in **Requested** state.
3. Do one of the following:
   - Click **Approve**. If approved, the contract **Substate** changes to **Approved**.
   - Click **Reject** and enter a rejection reason in the **Comments** field. If rejected, the contract **Substate** changes to **Rejected**.

Please note the following:

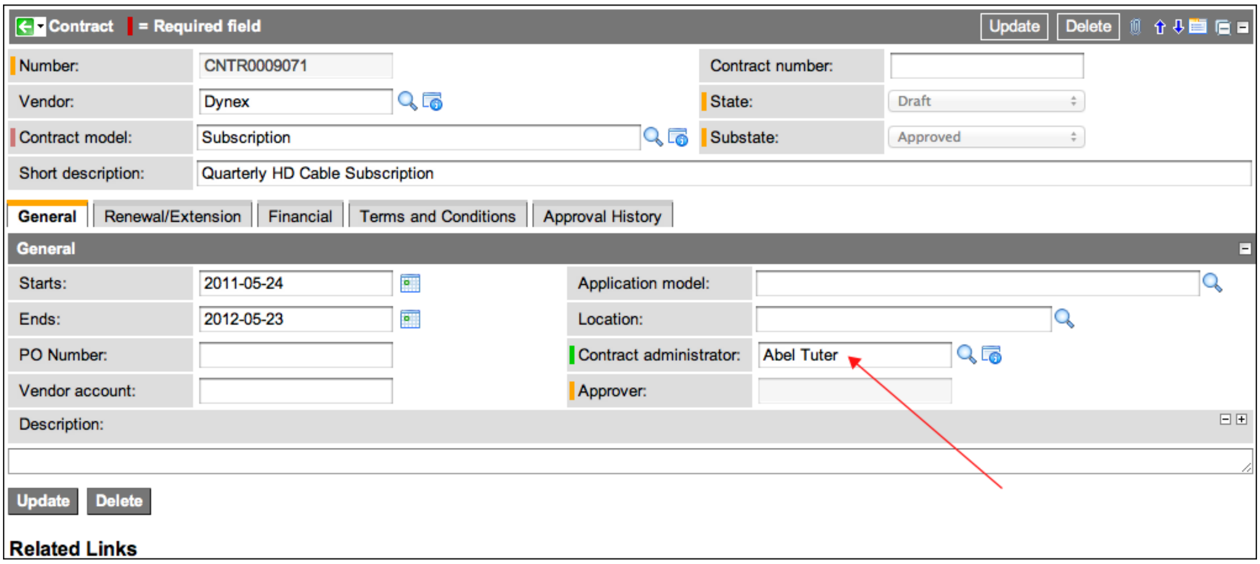
- A contract with a **State** of **Draft** and a **Start Date** set in the future is kept in **State** of **Draft** until the start date is reached. If the contract has a **Substate** of **Approved**, the system changes the **State** to **Active** and removes the **Substate** value.

- When a contract with a **State** of **Draft** and a **Start Date** set to a date in the past is approved, the contract **State** is automatically set to **Active** and **Substate** is left blank.

Sending Contract Notifications

Remind contract administrators about contract expiration dates by sending email notifications. The notifications can help the contract administrator renew or renegotiate a contract before it expires.

1. Navigate to **Contract Management > Contract > All**.
2. Select a contract.
3. Check that the **Contract administrator** field contains the correct name. A single name can be specified.



The contract.expiration event runs on the Contract [ast.contract] table automatically each night. An email message is sent to the person identified as the contract administrator at these times:

- 90 days ahead of the contract expiration date
- 60 days ahead of the contract expiration date
- 30 days ahead of the contract expiration date
- On the contract expiration date

A user with the admin role can edit the contract.expiration condition check. For more information about condition check definitions, see Using Condition Check Definitions.

For more information about notifications, see Email Notifications.

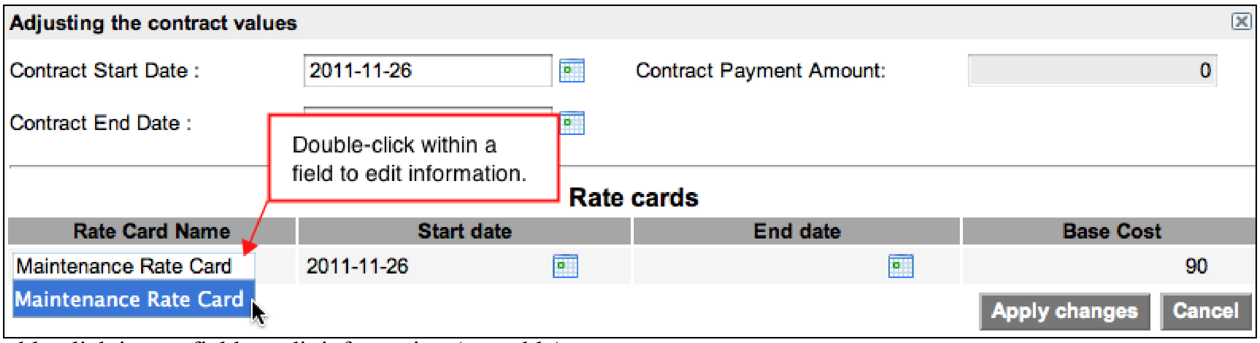
Adjusting a Contract

After creating a contract, you can adjust it, if necessary. For example, you might change the start date, end date, or payment amount for a contract. If a contract has a rate card, the rate card start date, end date, and base cost can also be adjusted. To adjust a contract, the **State** should be **Active**. If the end date of a contract rate card changes, the end date of any associated assets changes to match.

To adjust a contract:

1. Navigate to **Contract Management > Contract > All**.
2. Select a contract in **Active** state.
3. Click **Adjust**.

   The example shows the Adjust Contract dialog box for a contract with a rate card.



4. Double-click in any field to edit information (see table).
5. Click **Apply changes to contract and rate cards**.

Field	Description
Contract Start Date	Date on which the contract takes effect.
Contract End Date	Date on which the contract expires.
Contract Payment Amount	Total amount paid for the contract. If the contract has one or more rate cards, this field shows the total of all rate card base costs.
Rate Card Name	Name of the rate card.
Start date	Date on which the rate card values take effect.
End date	Date on which the rate card values expire.
Base Cost	Amount that must be paid before taxes.

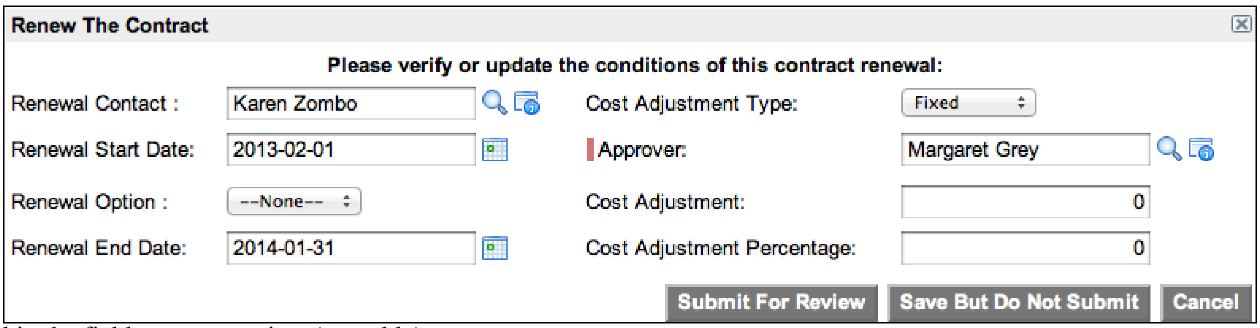
Renewing a Contract

After creating a contract, you can renew it, if necessary. Contract information and history is retained when a contract is renewed. If the end date of the contract changes, the end date of any associated assets changes to match. You can renew a contract that meets the following conditions:

- **State** is **Active** or **Expired**
- **Substate** is **None** or **Rejected**

To renew a contract:

1. Navigate to **Contract Management > Contract > All**.
2. Select a contract in **Active** or **Expired** state.
3. Click **Renew**.



4. Fill in the fields, as appropriate (see table).
5. Do one of the following:
   - Click **Submit for Review** to save all entered data and change the substate to **Under Review**. The contract is sent to the specified **Approver**.

- Click **Save But Do Not Submit** to save all entered data and change the substate to **Awaiting Review**. The **Renew** button is available to submit the renewed contract for review at a later time.

6. Change any information on the **Contract** form, as necessary.
7. Click **Update**.
8. If you selected the **Save But Do Not Submit** option in step 5, ensure that you click **Renew** when you are ready to submit the contract renewal for approval.

Field	Description
Renewal Contact	Individual who works for the vendor and is responsible for renewing the contract.
Renewal Start Date	Date on which the renewed contract takes effect.
Renewal Option	Length of time for the renewal, in years.
Renewal End Date	Date on which the renewed contract expires.
Cost Adjustment Type	Type of cost adjustment applied to the renewed contract: **None**, **Fixed**, **Manual**, or **CPI**.
Approver	User who approves or rejects the contract.
Cost Adjustment	Numerical increase or decrease in price of the renewed contract. To indicate a decrease in price, enter a negative number. A **Cost Adjustment** or **Cost Adjustment Percentage** can be specified, but not both.
Cost Adjustment Percentage	Percentage increase or decrease in price of the renewed contract. To indicate a decrease in price, enter a negative percentage. A **Cost Adjustment** or **Cost Adjustment Percentage** can be specified, but not both.

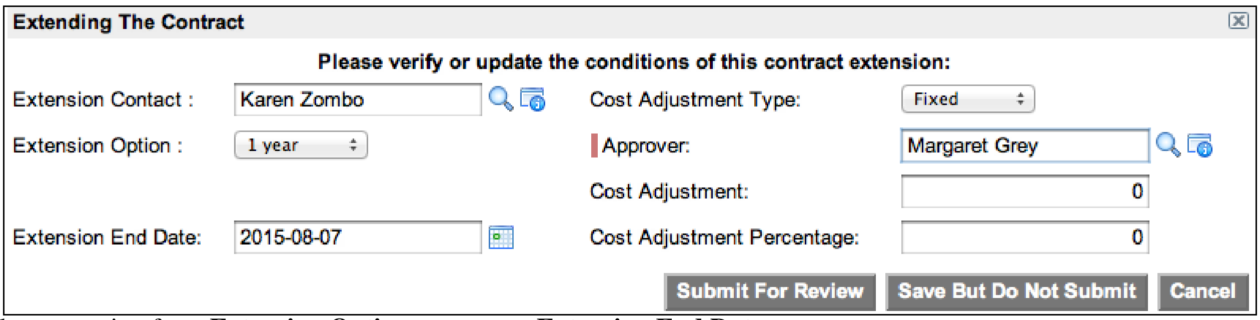
Extending a Contract

After creating a contract, you can extend it, if necessary. Extending the end date retains contract information and history. When you extend a contract, the end date of any associated assets changes to match the new contract end date. All other contract dates, including notification dates, are recalculated automatically based on the new end date. You can extend a contract that meets the following conditions:

- **State** must be **Active** or **Expired**
- **Substate** must be **None** or **Rejected**

To extend a contract:

1. Navigate to **Contract Management > Contract > All**.
2. Select a contract in **Active** or **Expired** state.
3. Click **Extend**.



4. Select an option from **Extension Option** or enter an **Extension End Date**.
5. Fill in the remaining fields, as appropriate (see table).
6. Do one of the following:

   Click **Submit For Review** to save all entered data and change the substate to **Under Review** so the contract can be sent to the specified **Approver**.

Click **Save But Do Not Submit** to save all entered data and change the substate to **Awaiting Review**. The **Extend** button is available to submit the extended contract for review at a later time.

Field	Description
Extension Contact	Individual who works for the vendor and is responsible for extending the contract.
Extension Option	Length of time for the extension, in years.
Extension End Date	Date on which the extended contract expires.
Cost Adjustment Type	Type of cost adjustment to apply to the extended contract: **None**, **Fixed**, **Manual**, or **CPI**.
Approver	User with the contract_manager role who approves or rejects the contract extension.
Cost Adjustment	Numerical increase or decrease in price of the extended contract. To indicate a decrease in price, enter a negative number. A **Cost Adjustment** or **Cost Adjustment Percentage** can be specified, but not both.
Cost Adjustment Percentage	Percentage increase or decrease in price of the extended contract. To indicate a decrease in price, enter a negative percentage. A **Cost Adjustment** or **Cost Adjustment Percentage** can be specified, but not both.

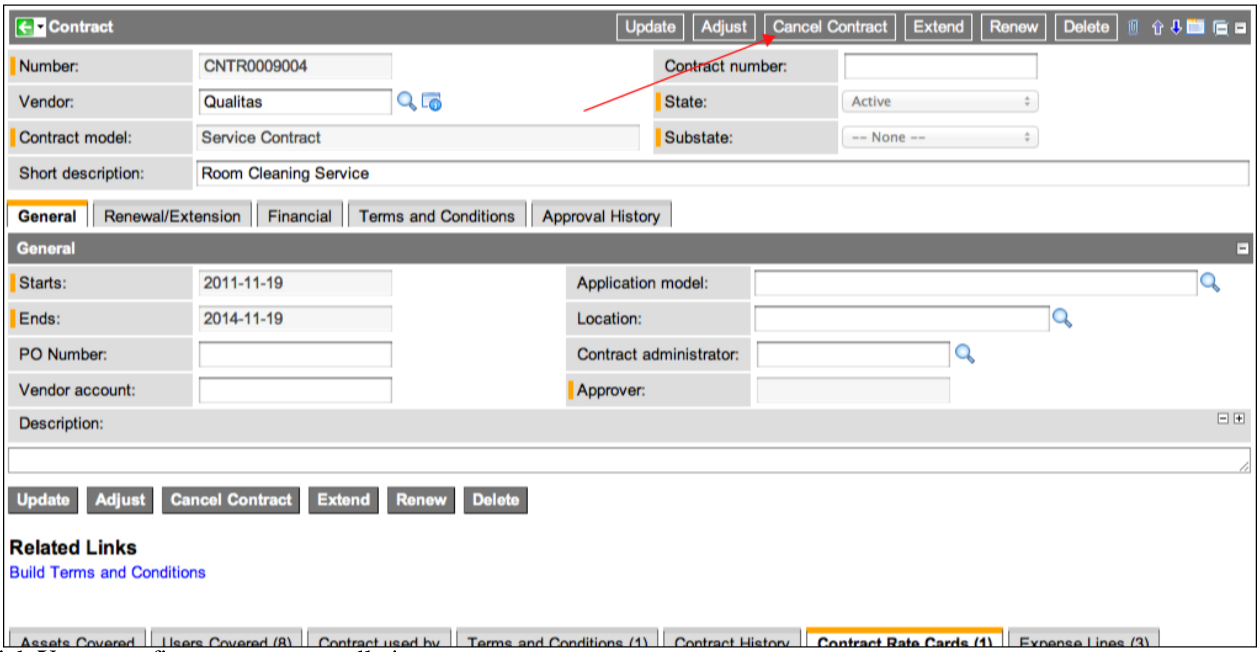
Canceling a Contract

A contract can be canceled when the **State** is **Active**. After a contract is canceled, the following takes place:

- Contract **State** changes to **Canceled**
- Condition checkers are changed to inactive
- **Renew** and **Extend** buttons become inactive
- Contract rate cards become inactive

To cancel a contract:

1. Navigate to **Contract Management > Contract > All**.
2. Select a contract.
3. Click **Cancel Contract**.



4. Click **Yes** to confirm contract cancellation.

Using Condition Check Definitions

Condition check definitions enable an administrator to define logical conditions that indicate when to change a specific field value in a record. A scheduled job, called **Contract Compliance Checks**, evaluates these condition check definitions nightly by running the *condition checker*. Use this condition checker to check start dates and end dates and to set expiration levels for contracts. For example, a contract has a start date of March 1st. When the condition checker runs on March 1st, it verifies that the contract **Substate** is **Approved** and sets the contract **State** to **Active** based on the **Start Date** field.

The nightly condition checker sets the appropriate expiration level for active contracts based on the contract **End Date**. The expiration level can be viewed in the Contracts list. Knowing the expiration level can help contract managers renew or extend a contract before it expires.

Defining Condition Checks

1. Navigate to **Contract Management > System > Condition Check Definitions**.
2. Click **New**.
3. Fill in the fields, as appropriate.

Field	Description
Table	The table to which the condition applies. For example, Contract [ast.contract]. **Note:** *The list shows only tables and database views that are in the same scope as the condition (starting with the Fuji release).*
Condition field	The field to be updated, usually **Expiration level** or **State**.
Event name	The name for the event to be fired when this condition changes the value of the field. Create a name using this syntax: <table_name>.<condition_field>. For example, contract.validation.
Order	The order in which the conditions are evaluated.
Category	The category for the condition check. Select **Contract** or **None**. The category is used for organizing information and reporting.

Assigning Conditions to a Condition Check Definition

After saving a condition check definition, use the Conditions related list on the Condition Checks form to assign logical conditions that trigger an event. For example, the event could send an email notification. For more information about conditions, see Condition Builder.

1. Navigate to **Contract Management > System > Condition Check Definitions**.
2. Select a condition check to modify.
3. In the **Conditions** related list, click **New**.
4. Fill in the fields, as appropriate.

Field	Description
Name	The value the field is set to, if the expiration conditions are met.
Condition check	The associated condition check.
Table	[Read Only] The table associated with the **Condition check**.
Event name	The name of the event this condition triggers.
Expiration Condition	The condition that must be true for the **Condition check** field to be set to this value (the Name).
Compliant state	System field. Do not use.
Order	The order in which the conditions are evaluated. The first condition that is found to match (where the Expiration Condition is true) is used and no others are checked.

Monitoring Contracts

Note: *This article applies to Fuji and earlier releases. For more current information, see Contracts* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**'

Overview

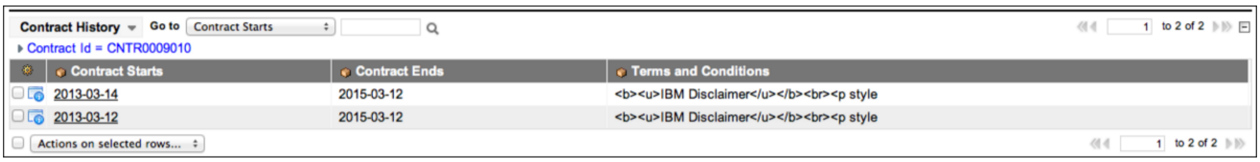
Users with the contract_manager role can monitor contracts by viewing contract history and creating contract reports.

Viewing Contract History

If changes are made to a contract start date, end date, or terms and conditions, a copy of the contract is automatically saved and placed in contract history. This is useful for tracking changes to a contract and keeping an audit trail. Configure the Contract History related list to include columns for creation and update so you can easily see who edited the contract.

To view contract history:

1. Navigate to **Contract Management > Contract > All**.
2. Select a contract.
3. View the **Contract History** related list and do one of the following:
   - If earlier versions of the contract exist, click a date in the **Contract Starts** column to view a version.
   - If an earlier version of the contract does not exist, change the contract's **Start date** or **End date**. Right-click in the header bar and select **Save**. In the **Contract History** related list, click a date in the **Contract Starts** column to view the earlier version.



Creating Contract Reports

A variety of contract reports are available to help track and manage contracts.

1. Navigate to **Reports > View / Run**.
2. Select one of the following reports:
    - **Active Contracts by Cost Per Unit:** lists all active contracts grouped in ascending order by average cost per unit.
    - **Active Contracts by Lifetime Cost:** lists all active contracts with an associated rate card grouped in ascending order by total cost. The total cost is measured from the beginning of the contract to the report run date.
    - **Active Contracts by Monthly Cost:** lists all active contracts grouped in ascending order by cost per month.
    - **Active Contracts by Vendor:** lists all active contracts alphabetically by vendor.
    - **Active Contracts by Yearly Cost:** lists all active contracts grouped in ascending order by cost per year.
    - **All Contracts by State:** shows contracts grouped by state, such as **Draft**, **Active**, or **Expired**, in bar chart format.
    - **Contract Expenditure by Type:** shows total contract expenses by type, such as lease, maintenance, or warranty, in bar chart format.
    - **Contract Expenditure by Vendor:** shows total costs of all contracts associated with a specific vendor, in bar chart format.
    - **Contract Pipeline Report:** shows all contracts with a state of **Draft**, **Active**, or **Expired** and a substate of **Awaiting Review** or **Under Review**, in bar chart format
    - **Expiring Contracts:** lists all contracts expiring in the next 90 days.

For more information about reports, see Creating Reports.

References

[1] https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/contract-management/concept/c_Contracts.html

Contract Rate Cards and Expense Lines

Note: *This article applies to Fuji. For more current information, see [WORDS] at* http://docs.servicenow.com The ServiceNow Wiki is no longer being updated. Please refer to http://docs.servicenow.com for the latest product documentation.

Overview

A contract rate card provides detailed price information for a contract and enables you to generate expense lines for recurring expenses automatically, starting in the Calgary release. Rate cards help to record and allocate costs.

Users with the financial_mgmt_admin role can create, edit, and delete rate cards. Users with the financial_mgmt_user role can create and edit rate cards.

Activate Cost Management to use rate cards.

Creating Contract Rate Cards

Create rate cards to track contract expenses. There can be multiple rate cards for the same contract. Consider the following case: an organization has a contract with a third-party company, which oversees technical operations in the organization's datacenters. The contract costs to use a specific server model in the New York datacenter are different than to use the same server model in the London datacenter. There are two rate cards to detail these costs separately.

To create contract rate cards:

1. Navigate to **Contract Management > Contract > All**.
2. Select a contract.
3. In the **Contract Rate Cards** related list, click **New**.
4. Fill in the fields, as appropriate.

Field	Description
Number	The contract rate card number.
Contract	The internal contract number.
Summary Type	The contract rate card type. Categorizing rate cards can be useful for reporting. Select **Grow Business**, **Run Business**, or **Transform Business**.
Name	A descriptive name for the contract rate card.
Active	Check box that indicates whether the rate card is available for use.
Short description	A brief description of the contract rate card.
Start date	The date on which the contract rate card becomes active. Expense lines are generated for costs incurred beginning on the date specified. For financial calculations to work, the date cannot be before the start date of the contract.
End date	The date on which the contract rate card becomes inactive. No expense lines are generated for costs incurred after the end date. For financial calculations to work, the date cannot be after the end date of the contract. The date is automatically set to the end date of the contract if no value is entered and the contract has an end date, starting with the Dublin release.
Interval	The amount of time between rate card charges. For example, **Monthly**, **Quarterly**, or **Annually**.
Cost center	The cost center financially responsible for the rate card.
Last processed	The most recent date on which the rate card was charged.

Next process	The next date on which the rate card will be charged.
Description	Detailed information about the rate card.
Sales tax	Check box that indicates whether to apply sales tax to the total cost.
Effective tax rate	The effective tax rate to apply to the total cost. Effective tax rate is usually the average tax rate charged.
Distribute cost	Method for distributing the amount listed in **Base cost** and generating expense lines. For more information, see Generating Expense Lines Based on Assets or Users.
Value	Type of value to use when **Allocate and distribute cost based on value** option is selected in the **Distribute cost** field. For more information, see Generating Expense Lines Based on Assets or Users.
Base cost	The amount that must be paid before taxes.
Tax cost	The total cost of the tax.
Total cost	The final cost of the rate card after adjustments, such as taxes, have been applied.

Generating Expense Lines Based on Assets or Users

An expense line is an expense amount at a given point in time and the record that incurred or generated the expense. You can generate expense lines based on assets or users using the same process:

1. Add a user or asset to a contract.
2. Create a rate card and assign the user or asset.
3. Configure how the rate card expenses are generated.

Step 1: Add a User or Asset to a Contract

1. Navigate to **Contract Management > Contract > All**.
2. Create a new contract or select an existing contract.
3. In the **Assets Covered** or **Users Covered** related list, click **New**.
4. Specify an **Asset** or **User**.
5. Specify a **Date Added**.
6. Click **Submit**.
7. [Optional] Repeat the previous steps to add more assets or users to the contract.

Step 2: Create a Rate Card and Assign a User or Asset

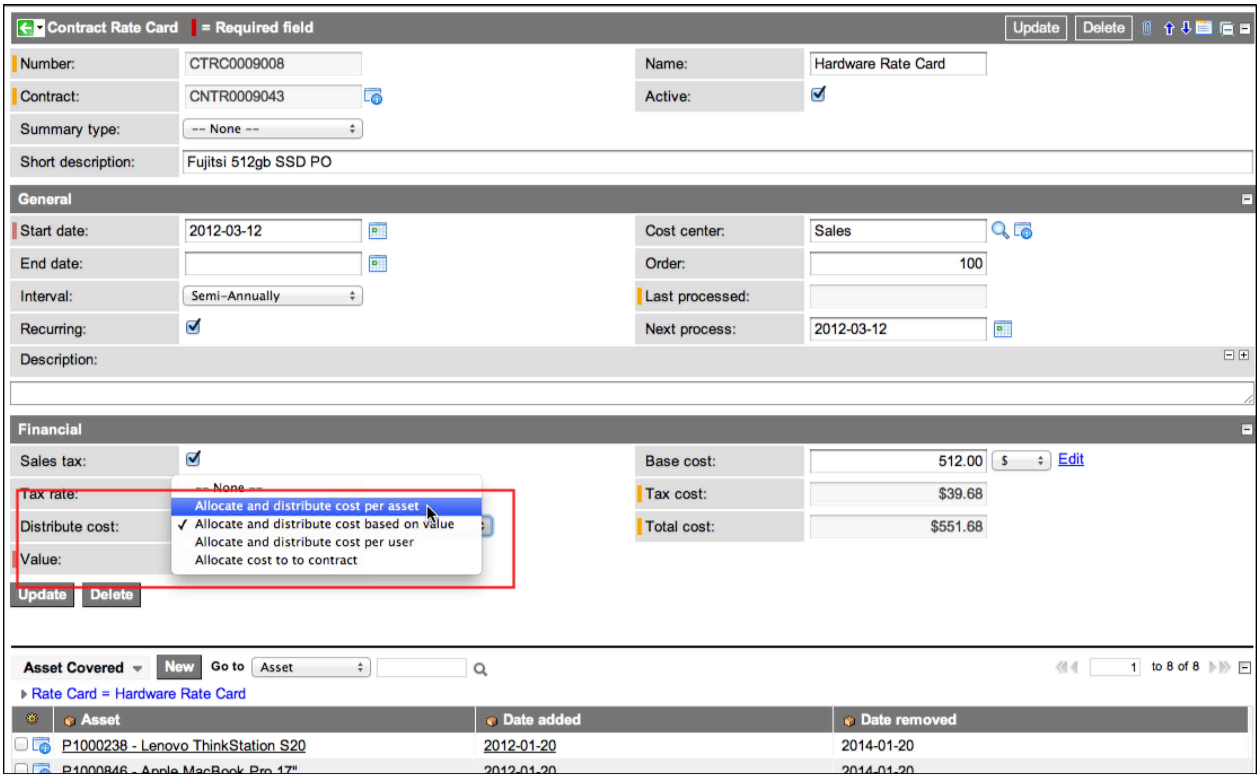
1. Navigate to **Contract Management > Contract > All**.
2. Select the contract edited in the previous procedure.
3. In the **Contract Rate Cards** related list, click **New**.
4. Specify a **Start date**. For financial calculations to work, the date cannot be before the start date of the contract.
5. Right-click the header bar and select **Save**.
6. In the **Asset Covered** or **Rate Card Users** related list, click **New**.
7. Select the **Asset** or **User** specified in the previous procedure.

   Only assets and users associated with the parent contract are listed.
8. Specify a **Date Added**.
9. Click **Submit**.

Step 3: Configure Rate Card Expense Generation

After assets or users are added to the rate card, the **Distribute cost** field is available in the **Financial** section. In the **Distribute cost** field, select one of the following options to distribute the amount listed in **Base cost** and to determine how expense lines are generated:

- **Allocate and distribute cost per asset:** splits expense lines evenly across assets. For example, with a $100 **Base cost** and two assets, two expense lines for $50 are created.
- **Allocate and distribute cost based on value:** splits expense lines across assets based on asset value. If this option is selected, the **Value** field is displayed, with **Cost** and **Residual Cost** options. The cost is derived from the **Cost** or **Residual Cost** field on an asset record. If there are multiple assets on the rate card, the cost or residual cost is distributed based on the value of the assets. For example, when selecting the **Cost** option with a $100.00 **Base cost**, one asset worth $70, and one asset worth $30, two expense lines are created, one for $70 and one for $30.
- **Allocate and distribute cost per user:** splits expense lines evenly across users. For example, with a $100 **Base cost** and two users on the contract, two expense lines for $50 are created.
- **Allocate cost to contract:** allocates the cost to the contract instead of the individual assets.



1. Navigate to **Contract Management > Contract > All**.
2. Select the contract edited in the previous procedures.
3. In the **Contract Rate Card** related list, click the **Number** of the rate card created in the previous procedure.
4. In **Distribute cost**, select an option.
5. Click **Update**.

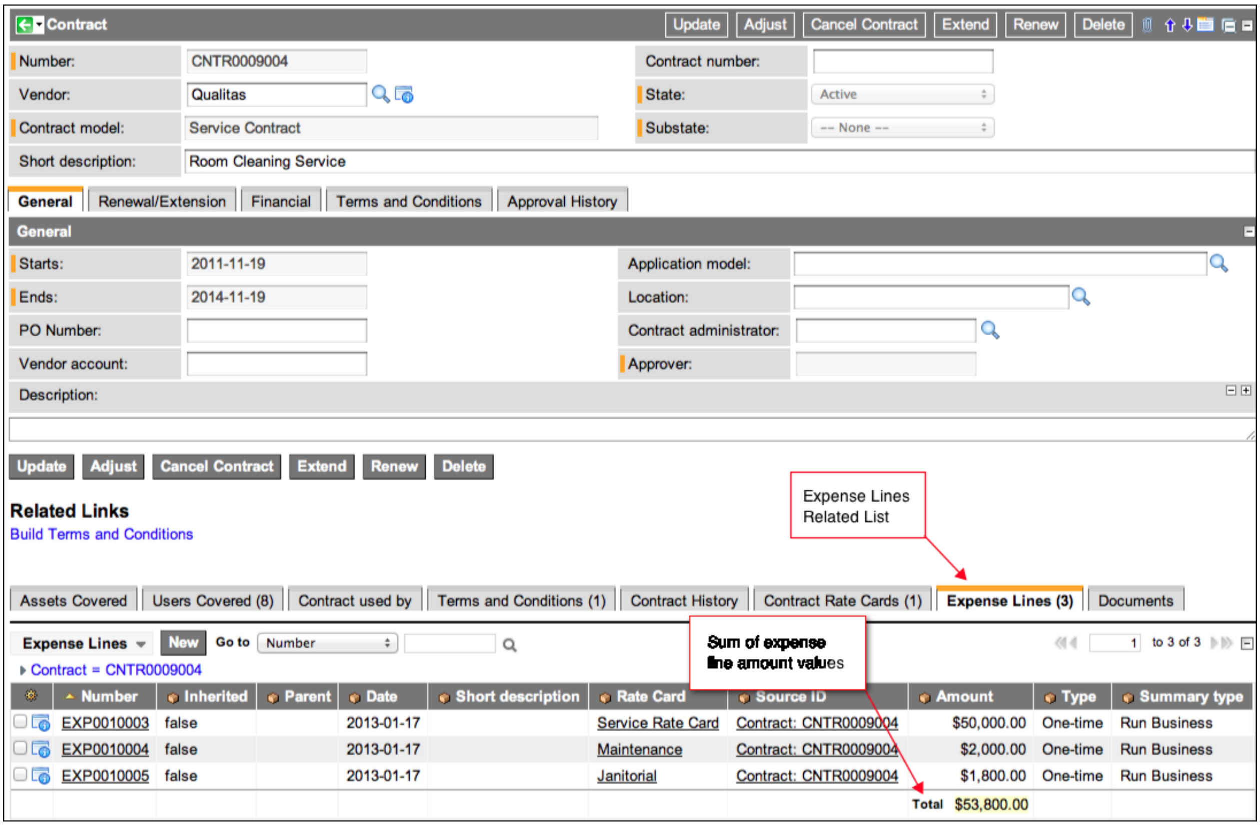
   Expense lines are automatically generated for costs incurred between the rate card **Start date** and **End date** by a scheduled job, **Process FM Costs**, which runs on the Contract [ast_contract] table once per day. Expense lines are only generated from contracts with the **Active** or **Expired** state, starting with the Dublin release. You may want to generate expense lines for expired contracts to track previous expenses.

Viewing Contract Expense Lines

To view and audit all the expenses recorded for a given contract, open the **Expense Lines** related list on a contract record.

1. Navigate to **Contract Management > Contract > All**.
2. Select a contract.
3. View the **Expense Lines** related list.

   Information such as expense line details, total cost of the contract, and the contract current value is listed.



Creating a New Expense Line

Usually, expense lines are automatically generated based on assets or users, but users with the contract_manager role can create a new expense line manually if needed.

1. Navigate to **Contract Management > Contract > All**.
2. Select a contract.
3. In the **Expense Lines** related list, click **New**.

   For more information and definitions of the Expense Line form fields, see Expense Line.

Article Sources and Contributors

Contract Management *Source*: http://wiki.servicenow.com/index.php?oldid=250240 *Contributors*: Cheryl.dolan, David.Bailey, Emily.partridge, Fuji.publishing.user, John.ramos, Joseph.messerschmidt, Peter.smith, Rachel.sienko, Steven.wood, Suzanne.smith

Installed with Contract Management *Source*: http://wiki.servicenow.com/index.php?oldid=250640 *Contributors*: Cheryl.dolan, Elliot.monifi, Emily.partridge, John.ramos, Joseph.messerschmidt, Suzanne.smith

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