

# **HansaWorld University**

## **Contracts module**

**HansaWorld Ltd.  
September 2009  
Version 6.1**

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## **INTRODUCTION**

### **What are Contracts**

The Contract module is designed for use by companies supplying products or services that are invoiced at regular intervals, such as rent, subscriptions or maintenance contracts.

Individual agreements or contracts are recorded in the Contract register, and periodic Invoices are then created, if appropriate using a special function. These are passed to HansaWorld Sales Ledger module, where they are treated as normal Invoices.

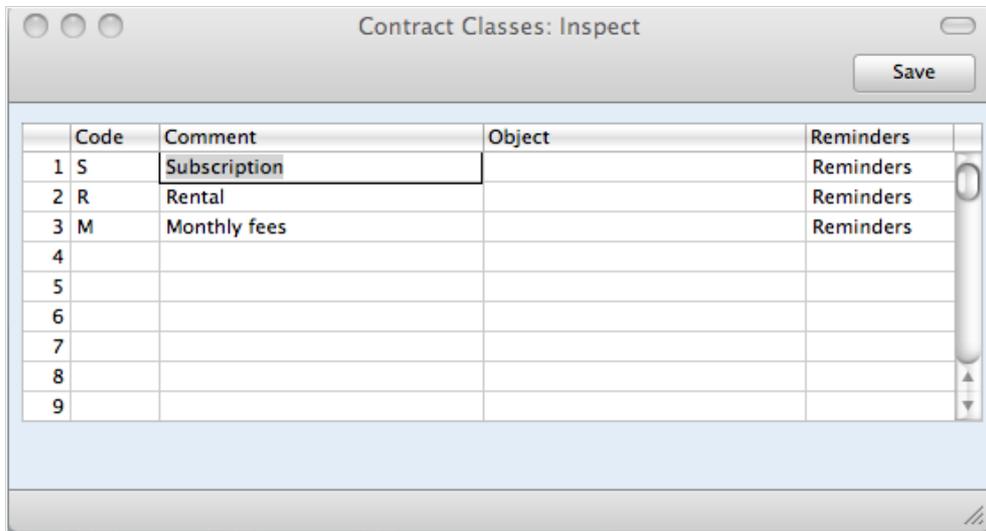
The module also provides tools for the management of quoting and tendering for Contracts. A history of modifications to quotations can be maintained, and successful quotations can easily be converted into Contracts.

## IMPORTANT SETTINGS

### Contract Classes

This setting allows the definition of Contract Classes, which can be used to classify Contracts for reporting and invoicing purposes.

On opening the setting, the 'Contract Classes: Inspect' window is shown. To enter a new Contract Class, click in the first blank line. Click [Save] in the Button Bar to save changes.

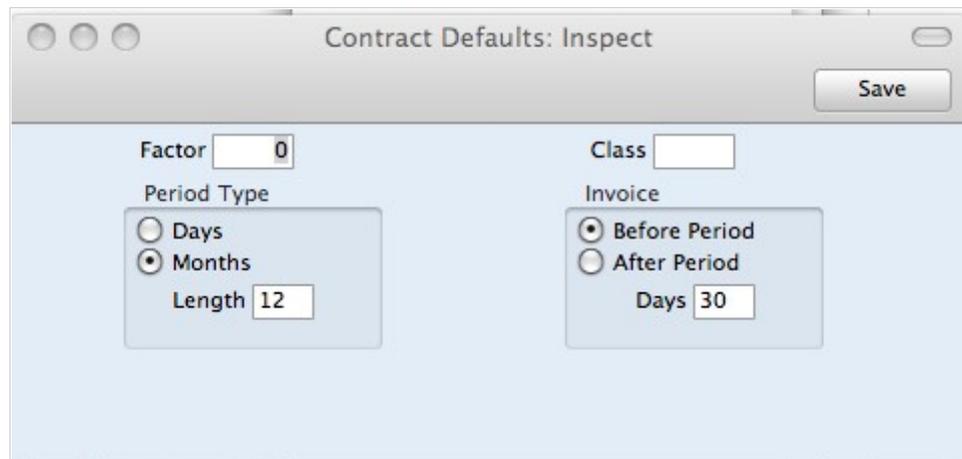


	Code	Comment	Object	Reminders
1	S	Subscription		Reminders
2	R	Rental		Reminders
3	M	Monthly fees		Reminders
4				
5				
6				
7				
8				
9				

The Reminders field controls the setting of the No Reminder check box in Contract Invoices, which governs the sending of reminders for unpaid Invoices. If you set this field to "No Reminders" (using 'Paste Special' if necessary), the No Reminder box will be checked on Contract Invoices created from Contracts belonging to a particular Class. If you set this field to "Reminders" (by default), the No Reminder box will not be checked.

### Contract Defaults

Use this setting to set defaults for the Factor, Class, Period Type and invoicing instructions on the 'Dates' card of new Contracts. These defaults will be used when you enter Contracts directly to the Contract register, when you create them from Invoices using the 'Create Contracts' Operations menu function and when you create them from Contract Quotations using the 'Make Contract' Operations menu function, provided there is no record for the Customer in the Customer Contract Defaults setting. You can override the defaults in an individual Contract if necessary.

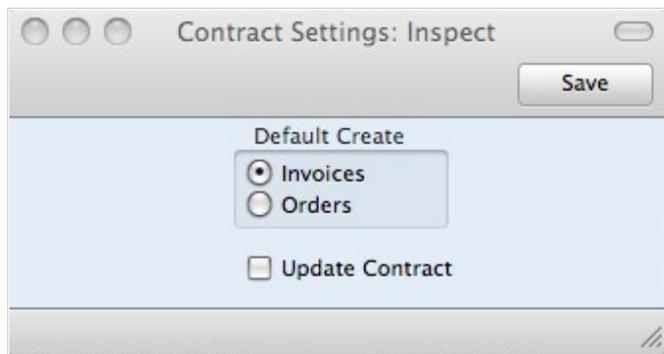


When opening the setting, the 'Contract Defaults: Inspect' window is shown. Set the defaults as required and then click the [Save] button in the Button Bar to save changes and close the window.

In the case of Contracts created from Contract Quotations, only the Factor and the Invoice options are used, since the other information will be taken from the Quotation itself.

## Contract Settings

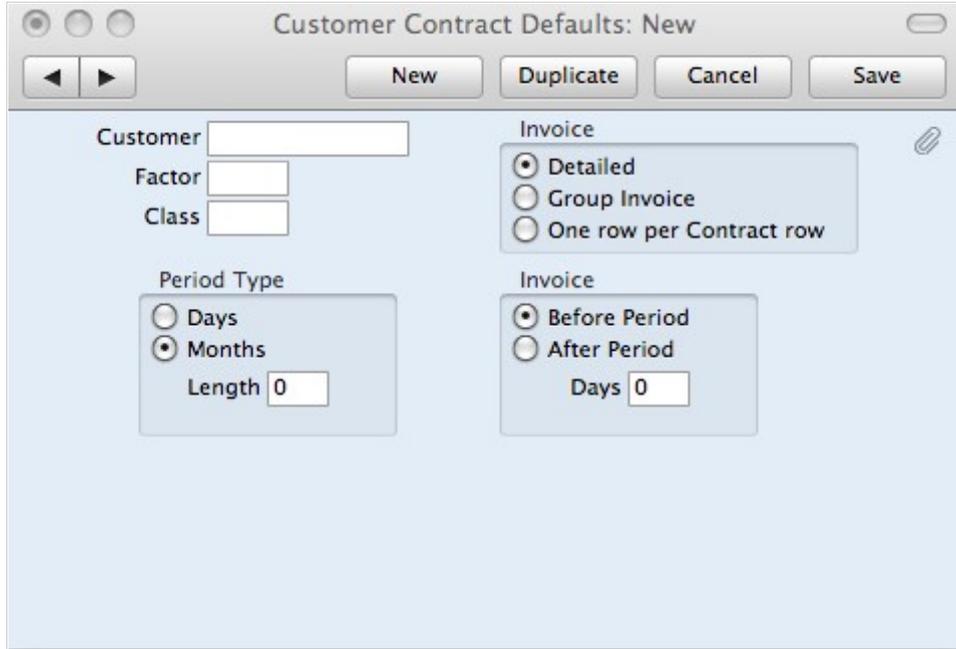
This setting allows you to define if an Invoice or an Order will be created from Contracts if appropriate using a special function.



## Customer Contract Defaults

Use this setting to set defaults for the Factor, Class, Period Type and invoicing instructions on the 'Dates' card of new Contracts for a specific Customer. These defaults will be used when you enter these Contracts directly to the Contract register, when you create them from Invoices using the 'Create Contracts' Operations menu function and when you create them from Contract Quotations using the 'Make Contract' Operations menu function. In all other cases (i.e. when there is no record for the Customer in this setting), defaults are taken from the Contract Defaults setting. You can override the defaults in an individual Contract if necessary.

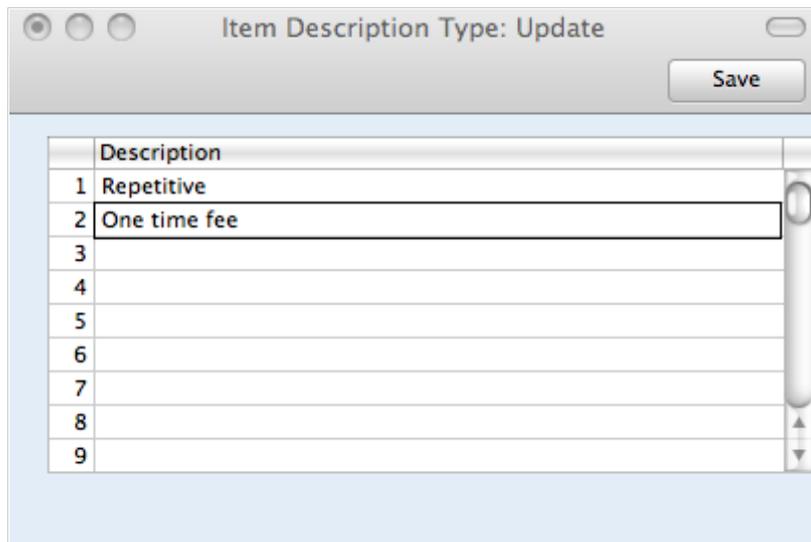
When opening the setting, the 'Customer Contract Defaults: Browse' window is shown, listing the Customers for whom Contract Defaults have already been entered. To enter a new record, click the [New] button in the Button Bar. The 'Customer Contract Defaults: New' window appears: enter the details as appropriate and click [Save] to save the new record.



### Item Description Type

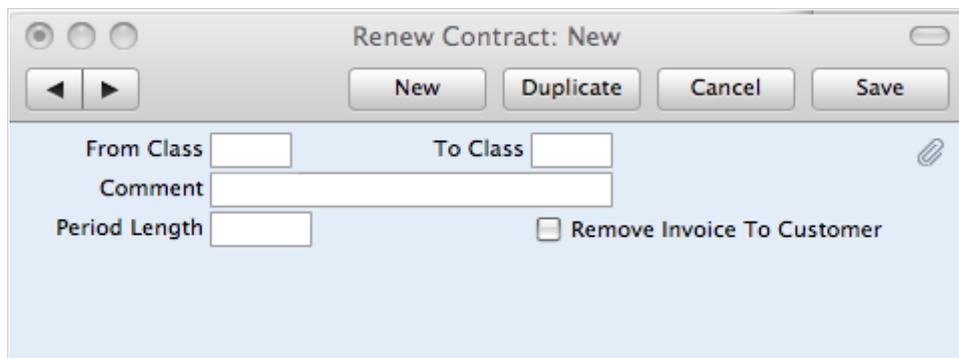
You can use this setting to define various broad classifications that will then be used to describe the broad nature of each Contract row.

When opening the setting, the existing Item Description Types are shown in an Inspect window. To enter a new record, click in the first blank line. Click [Save] in the Button Bar to save changes.



### Renew Contracts

This setting is used by the 'Renew Contracts' Maintenance function.



Here you can specify from which class to which you want to convert selected contracts, as well as specify number of days/months for period length to be set on all renewed contracts. Check box "Remove Invoice To Customer" will during maintenance remove all records from field "Invoice To" on selected contracts.

## MAIN REGISTERS



### Contracts

Contracts can be entered in four ways:

1. From the 'Contracts: Browse' window, click [New] in the Button Bar or use the Ctrl-N (Windows and Linux) or ⌘-N (Macintosh) keyboard shortcut. The Factor, Class, Period Type and invoicing instructions on the 'Dates' card of the new Contract are copied from the defaults set in the Contract Default setting. Alternatively, select a Contract similar to the one you want to enter and click [Duplicate] on the Button Bar. The Date of Contract of the new record will be the current date, not the date of the copied Contract.

Contract: New

No.  Customer

Name

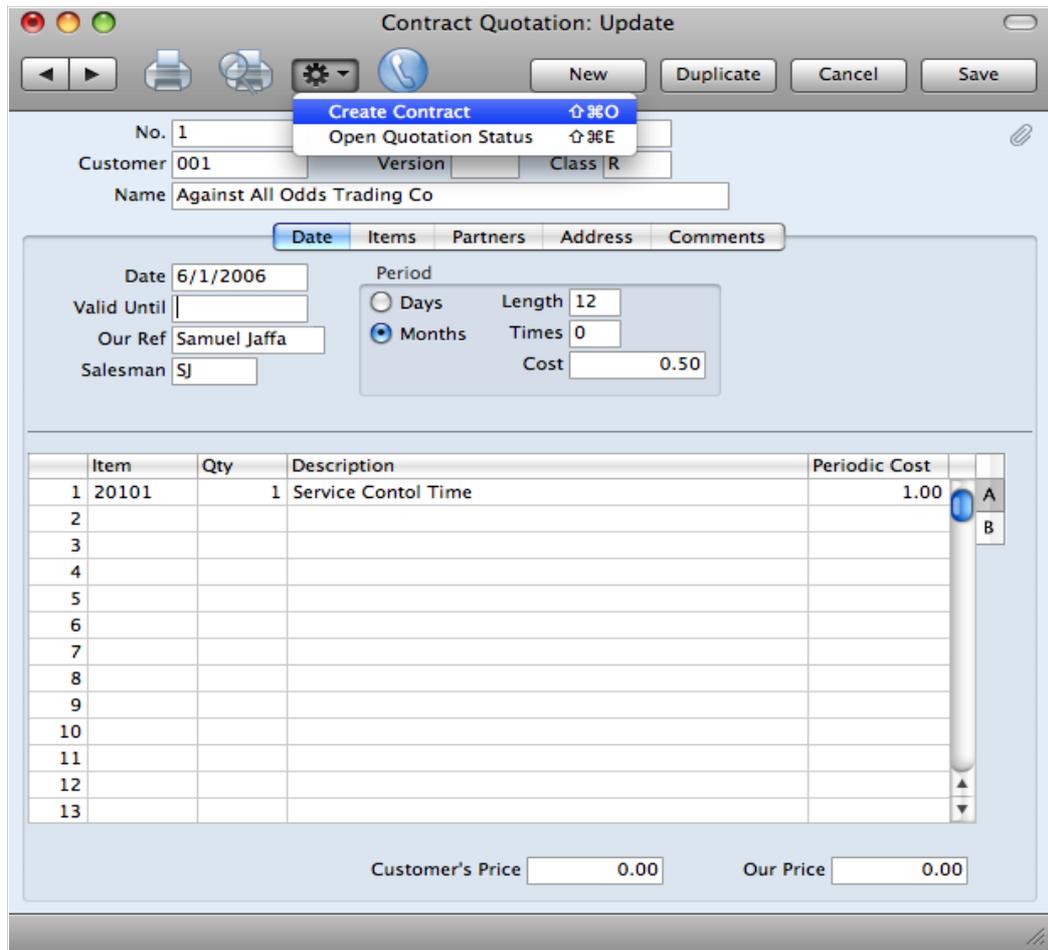
Department

Start Date  End Date   
 Date of Contract  Last Inv. Date   
 Next Price Change  Last Price Change   
 Cancel Date   
 Factor  Class   
 Period Type:  Days  Months  
 Invoice:  Before Period  After Period  
 Length  Days   
 Accepted  OK

Item	Qty	Description	Unit Price	%	Sum
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Tot. Qty  Freight  Subtotal   
 Currency  VAT  TOTAL

- Contract Quotations can be automatically converted to Contracts. To do this, open the contract quotation, go to the operations menu and click on the function 'Make Contract'.



**Contract Quotation: Update**

No. 
 Create Contract 
 Open Quotation Status

Customer 
 Version 
 Class

Name

Date 
 Period

Valid Until 
 Days Length

Our Ref 
 Months Times

Salesman 
 Cost

Item	Qty	Description	Periodic Cost
1	20101	1 Service Contol Time	1.00
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			

Customer's Price 
 Our Price

Most fields on the Contract are filled in automatically: The Class and Period Type on the 'Dates' card of the new Contract are copied from the Contract Quotation. The Factor and invoicing instructions are taken from the record for the Customer in the 'Customer Contract Defaults' setting. If there is no such record, they are taken from the 'Contract Defaults' setting.

- Contracts can be created from Invoices using the 'Create Contract' function on the Operations menu of the Invoice record. This is useful for businesses who sell both goods and the service contracts to maintain them. Whenever goods are sold, service contracts for those goods can be created immediately or at any time later on. The Factor, Class, Period Type and invoicing instructions on the 'Dates' card of the new Contract are copied from the record for the Customer in the 'Customer Contract Defaults' setting. If there is no record in this setting for the Customer, they are taken from the 'Contract Defaults' setting. The Items in the new Contract are taken from the Contract Item fields for each Item on the Invoice. This field is used to link two records in the Item register: the Item itself (used in the Invoice) and the maintenance charge for that Item (used in the Contract).
- The 'Renew Contracts' Maintenance function can be used to renew Contracts that have expired. It does this by searching for

Contracts whose End Date is earlier than a specified date (i.e. which have expired by that date) and duplicating them. The duplicates have the same Contract Number as the original, but are also given a Child Number.

Note that Contracts created using methods 2 and 3 above will be presented in a 'Contract: Inspect' window. This means that the record has already been created and saved into the register. To delete it you must choose 'Delete' from the Record menu.

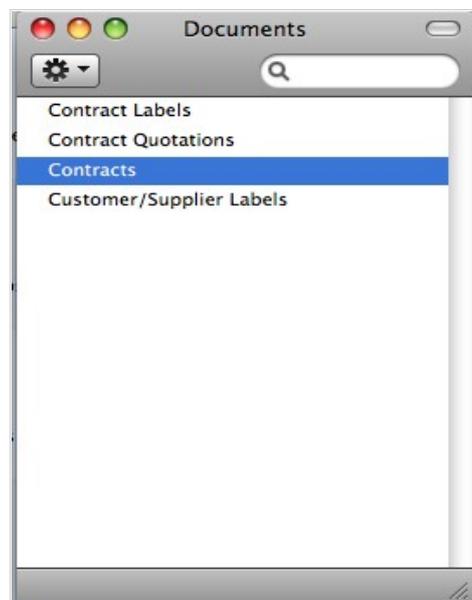
HansaWorld provides several shortcuts to simplify your work when entering Contracts. You may for example enter the current date into a date field with the 'Paste Special' function. This can also be used to simplify the entering of Item Numbers, Customer Numbers, Contract Classes etc.

Since the amount of information stored for each Contract will not fit on a single screen, the Contract window has been divided into eight cards. At the top of each is the header. This contains the Contract Number, the Customer Number and Name. There are eight named buttons ('tabs') in the header.

## Printing Contracts

There are two ways to print a Contract.

1. While entering or inspecting a Contract, click the Printer icon in the Button Bar or select 'Print' from the File menu. If you want to print to screen, click the Preview icon.
2. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. Double-click 'Contracts' in the 'Documents' list window, or highlight it and press the Enter key. Enter the Contract Number (or a range of numbers) to be printed and press [Run].



Whichever method is selected, the used Form is determined as follows:

1. Using the Form register in the System module, design the contract form and name it "CONTRACT". Use the "Properties" function on the Operations menu to assign a Document Type of "Contract".
2. Select the Contracts module using the Modules menu.
3. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. The 'Documents' list window is opened: highlight 'Contracts'.
4. Select 'Define Document' from the Operations menu.
5. In the subsequent window, enter "CONTRACT" in the Form field of the first line (you can use 'Paste Special' to ensure the spelling is correct).
6. Click [Save] to save the Contract Form definition. From now on, the form that you have designed will be used, for the 'Documents' function and for the Printer icon.

### **Inspecting and Approving Contracts**

Contracts should be checked and approved before Invoices can be generated. Mistakes are easier to rectify at this stage than in Invoices that may have been already raised. There are two ways to approve a Contract.

1. With the Contract on screen, click the OK check box and save the record.
2. Select a Contract by clicking on it in the 'Contracts: Browse' window, and select 'OK' on the Operations menu. By holding down the Shift key you can highlight a batch of Contracts to approve in a single stroke using this method.

### **Creating Invoices**

You can raise Invoices for Contracts using the 'Invoice' Operations menu function or the 'Create Contract Invoices' Maintenance function.

The Operations menu function will create an appropriate number of not approved Invoices for the entire duration of a Contract in one stroke. For example, if the Contract duration is one year and the Invoice period is monthly, twelve not approved Invoices will be created. It can only create Invoices for one Contract at a time.

The Maintenance function can be run regularly to create Invoices individually as the Contract duration progresses. Not approved Invoices will be created for all Invoice periods that started in the time since the function was last run. For example, if the function is run monthly, Invoices will be raised for all Invoice periods that began in the month since the function was last used. It can create Invoices for all Contracts or for a selection of Contracts.

## Contract Quotations

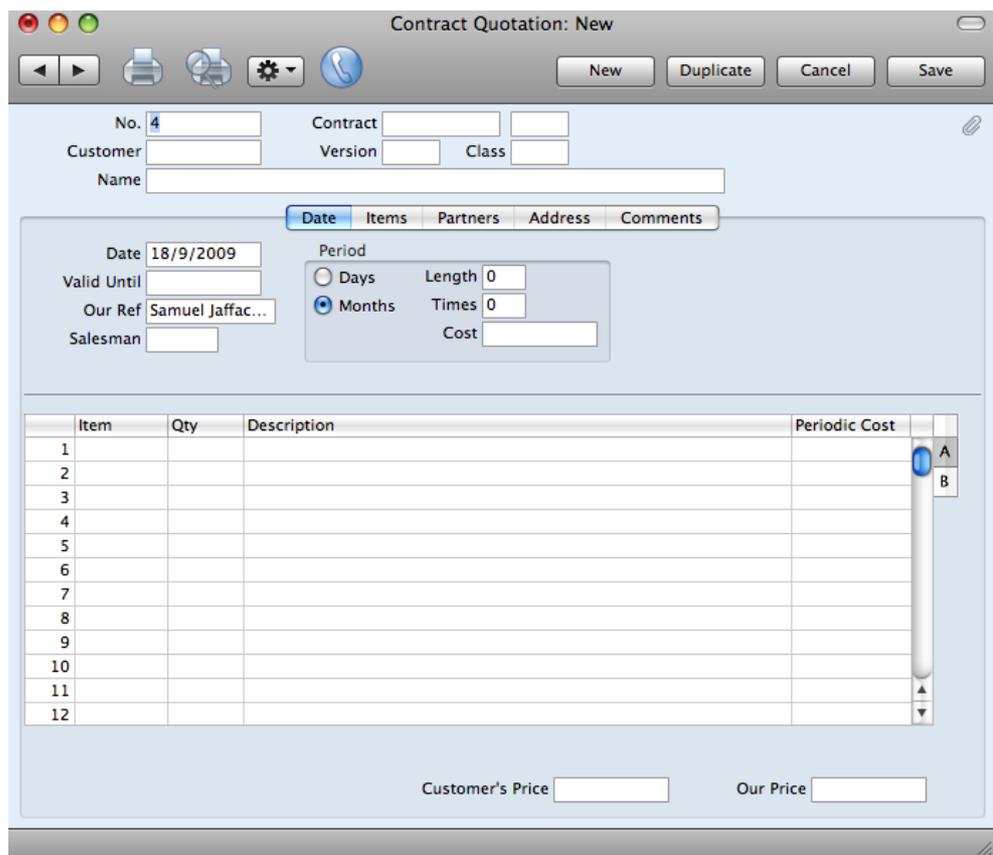
This register allows you to issue quotations for Contracts. They can then be revised as necessary before being converted into Contracts. A quotation history can be maintained.

In the Contracts module, select 'Contract Quotations' from the Registers menu, or click the [Contract Quotations] button in the Master Control panel.

The 'Contract Quotations: Browse' window is opened, showing Quotations already entered.

Contract Quotations are shown sorted by Quotation Number: this can be changed by clicking on one of the other column headings.

To enter a new Contract Quotation, click [New] in the Button Bar or use the Ctrl-N (Windows and Linux) or ⌘-N (Macintosh) keyboard shortcut. Alternatively, highlight a Contract Quotation similar to the one you want to enter, and click [Duplicate] on the Button Bar.



The screenshot shows the 'Contract Quotation: New' window. The title bar includes standard window controls and a toolbar with 'New', 'Duplicate', 'Cancel', and 'Save' buttons. The main area contains several input fields: 'No.' (4), 'Contract', 'Customer', 'Version', 'Class', and 'Name'. Below these are tabs for 'Date', 'Items', 'Partners', 'Address', and 'Comments'. The 'Date' tab is active, showing 'Date' (18/9/2009), 'Valid Until', 'Our Ref' (Samuel Jaffac...), and 'Salesman'. A 'Period' section has radio buttons for 'Days' and 'Months' (selected), with 'Length' (0), 'Times' (0), and 'Cost' fields. A table with columns 'Item', 'Qty', 'Description', and 'Periodic Cost' is shown, with rows numbered 1 to 12. At the bottom, there are 'Customer's Price' and 'Our Price' input fields.

The 'Contract Quotation: New' window is opened, empty if you clicked [New] or containing a duplicate of the highlighted Contract Quotation. In the case of the duplicate, the Date of the new record will be the current date, not the date from the original Contract Quotation.

## Printing Contract Quotations

There are two ways to print a Contract Quotation.

1. While entering or inspecting a Contract Quotation, click the Printer icon in the Button Bar or select 'Print' from the File menu. If you want to print to screen, click the Preview icon.
2. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. Double-click 'Contract Quotation' in the 'Documents' list window, or highlight it and press the Enter key. Enter the Quotation Number (or a range of numbers) to be printed and press [Run].

## Contract Status

This register helps maintain a history of Contracts and Contract Quotations. A new record is created automatically whenever you enter a new Contract Quotation. If you enter a Contract without going through the Quotation stage, a Contract Status record is not created automatically. You can create one using the 'Update Contract Status' function on the Operations menu of the Contract window. If you modify an existing Quotation, the corresponding Contract Status record is changed as well, but if you modify a Contract, the Contract Status can only be updated using 'Update Contract Status'. You cannot enter records directly to this register.

To view Contract Status records, select 'Contract Status' from the Registers menu in the Contracts module, or click the [Contract Status] button in the Master Control panel. The 'Contracts Status: Browse' window is opened.



No.	Contract	Child	Quotation	Ver.	Cust/Contr.	Cust/Quotation
1	1		1		001	001
2	2		2		001	001
3	3		3		001	001
4	4				004	004

Three methods are available for viewing Contract Status records:

1. Double-click on a record in the 'Contracts Status: Browse' window;
2. With a Contract on screen, select 'Open Contract Status' from the Operations menu. All changes to the Contract must be first saved;

3. With a Contract Quotation on screen, select 'Open Quotation Status' from the Operations menu. All changes to the Quotation must be first saved.

Remember that only certain fields can be changed, and that you cannot enter new records directly. They must be generated from the Contract and Contract Quotation registers. The register should contain a single record for each Contract/Quotation/Version/Child combination.

## Service Agreements

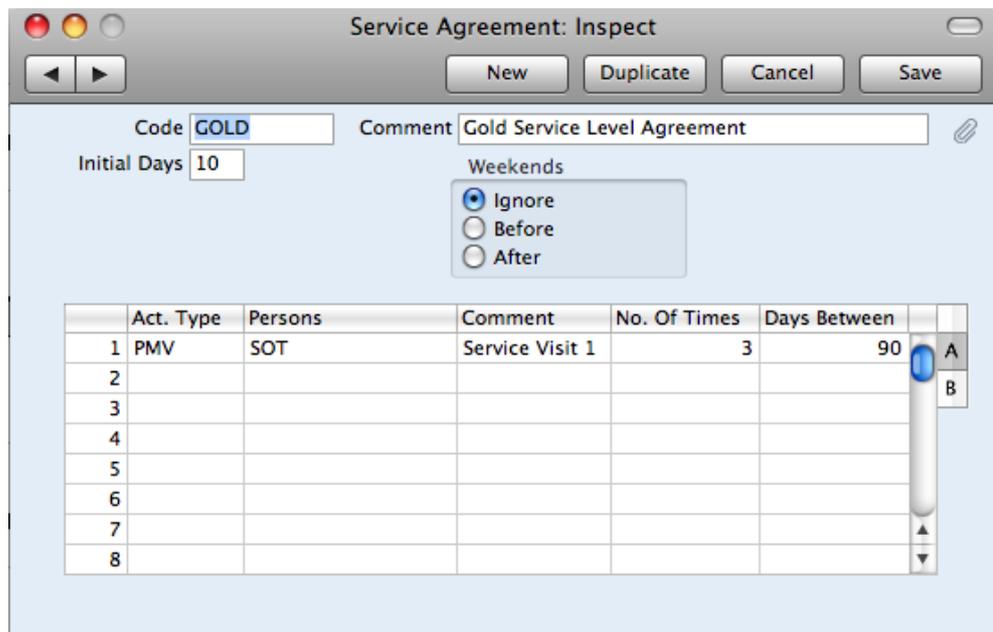
You can use this register together with the 'Service Agreement' Maintenance function which is designed to create future Activities from contracts for a specified period, to help follow up Service Agreements. For example, if Contract requires you to make periodic calls or visits to the Customer (e.g. every two months or every six months), you can create Activities to remind you to do these tasks when the time comes you use the same Activities in your Calendar or Task Manager every week.

The first step is to record the different patterns of follow-up Activities that you use in your business. You should record each pattern of Activities as a separate record in the Service Agreement register. In this register you can specify if you have separate Service Agreement records to create Activities every two months and every six months. You might also have separate records for different Activity Types (e.g. telephone calls, maintenance visits and so on), and for different Persons. When entering a Contract, specify on flip F which of these Service Agreements is to be used for each Contract Item. Finally, when the Contract has been accepted by the Customer, use the 'Service Agreement' Maintenance function to create the follow-up Activities and place them into the Calendar or Task Manager for the appropriate Person, so they will be reminded to do the work when the time comes.

Activities are described in full in the 'CRM' manual.

To create Activities using Service Agreements, follow these steps:

1. Open the Service Agreement register by clicking the [Service Agreements] button in the Master Control panel. The 'Service Agreements: Browse' window is displayed, showing all Service Agreement records previously entered. Double-click a record in the list to edit it, or add a new record by clicking the [New] button in the Button Bar. When the record is complete, save it by clicking the [Save] button in the Button Bar or by clicking the close box and choosing to save changes. To close it without saving changes, click the close box.



Code: GOLD      Comment: Gold Service Level Agreement

Initial Days: 10

Weekends:

- Ignore
- Before
- After

	Act. Type	Persons	Comment	No. Of Times	Days Between	
1	PMV	SOT	Service Visit 1	3	90	A
2						B
3						
4						
5						
6						
7						
8						

Each record in this register should represent a particular set of Activities that you want to be created from a Contract.

2. Whenever you enter a Contract where there is a requirement to create periodic follow-up Activities, record this using the fields on flip F of the 'Items' card. The System allows you to create a different set of follow-up Activities for each Item on the Contract.
3. Once you have approved the Contract, use the 'Service Agreement' Maintenance function to create the follow-up Activities.

## MAINTENANCE

Maintenance functions tend to be used to carry out certain updating tasks, usually involving batch processing and encompassing all or many of the records in the affected register. There are seven such functions available in the Contracts module. To use them, select "Routines" button on Master control panel, choose 'Maintenance' from there.

### Cancel Unpaid Contracts

This function can be used to cancel Contracts whose Invoices have not been paid. It finds Contract Invoices that are overdue for payment by a specified number of days (or those with a particular Reminder Level) and enters the current date to the Cancel Date field in each of the related Contracts. This ensures that no further Invoices will be raised for those Contracts. You can choose to have the Invoices themselves invalidated, or you can credit them in the usual manner, as described in the 'Sales Ledger' manual.



Specify Cancel Unpaid Contracts

Run

Due more than

Reminder Level

Include not OKed Invoices

Invalidate Contract Invoices

### Change Contracts

You can use this function to add, substitute or remove a particular Item from, change the Contract Class of, and/or un-approved all selected Contracts.



### Create Commission Invoices

This function allows to create Commission invoices for specified period per partner.



### Create Contract Invoices

This function creates Invoices for Contracts. It finds all approved Contracts whose last Invoice period ends in a specified time period and creates appropriate Invoices, which are saved in an unapproved state. Approved Contracts with no Start Date are not included.

You can approve all Invoices in a single step, by highlighting them in the 'Invoices: Browse' window and selecting 'OK' from the Operations menu. Remember that if you wish to change any of the Invoices, you must do so before they are approved. Any such changes are NOT reported back to the Contracts module. You can also print the Invoices in a single batch, using the 'Documents' function on the File menu or the [Documents] button in the Master Control panel having first selected 'Sales Ledger' from the Modules menu. Approving and printing is covered more detailed in the 'Sales Ledger' manual.




### Did you know that...

You can run the Invoiceable Contracts report before you use this function if you want to preview the Invoices that will be created.

## Renew Contracts

This function can be used to renew Contracts that have expired. It searches for Contracts whose End Date is earlier than a specified date (i.e. which have expired by that date) and duplicates them. The duplicates have the same Contract Number as the original, but are also given a Child Number. In the case of a Contract that has already been renewed at least once (i.e. where there are several Contracts with the same Number), only the one with the highest Child Number will be duplicated (provided it has expired). Unapproved Contracts will be renewed, but those with a Cancel Date will not. Contracts with no End Date will not be renewed.

The Start Date in the new Contract will be one day after the End Date in the Contract it is replacing. The duration of the new Contract is calculated using the Length of the old Contract, as follows:

End Date = Start Date + Length (in months or days, as in the old Contract)



The 'Specify Renew Contracts' dialog box features a title bar with standard window controls and a 'Run' button. The main area contains four text input fields: 'Renew From', 'Customer', 'Item', and 'Change Item To'. Below these fields is a list of five checkboxes: 'OK Contracts', 'Update Prices', 'Replace Item', 'Delete old Contract', and 'Only Contracts with specified Item'.

### Service Agreement

This function creates Activities from Service Agreements entered in Contract Register.



The 'Specify Service Agreements' dialog box has a title bar with window controls and a 'Run' button. It contains two text input fields: 'Period' with the value '1/1/2008:31/12/2009' and 'Contract'.

### Update Contracts

This function updates the Contract register with new details from the Item, Price and Customer registers.

Specify Update Contracts

Run

Customer

Contract

Class

Item

Update Our Ref. To

Price Increase in %

Invoice Days Before/After

Update

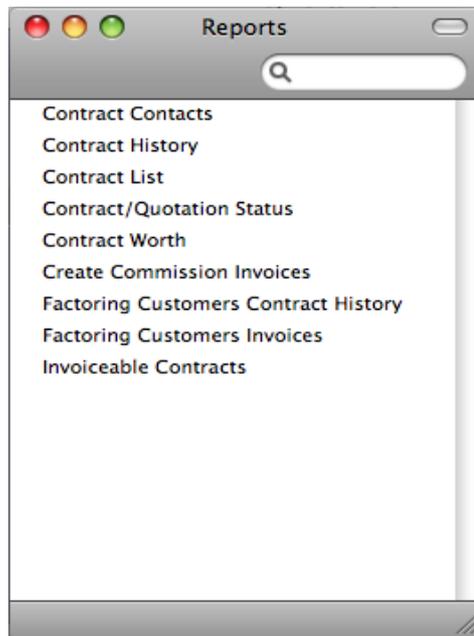
- Prices
- Specification
- Accounts
- Customer Info

Invoice Days

- Keep original
- Set to Before
- Set to After

## REPORTS

As with all modules, to print a report in the Contracts module, click [Reports] in the Master Control panel. The keyboard shortcut Ctrl-R or ⌘-R can also be used. Then, double-click the appropriate item in the list.



### Contract Contacts

This report can be used to produce lists of Contacts for the Contracts in the system. For each Contract, it shows Customer Number and Name, Contract Number, Contact Name and Telephone Number.

If you have used the Department field in the Contract header to record the Department in your own company that is responsible for each Contract, this field can be used to produce separate contact lists for each department.

### Contract History

This report is a list of Contracts per Customer. The Invoices that have been raised against each Contract are listed, showing the Invoice Total and the amount paid.



#### Did you know that...

When printed to screen, the Contract History has HansaWorld Drill-down feature. Click on any Invoice or Contract Number to open an individual Invoice or Contract record.

## **Contract List**

This report is a simple list of the Contracts entered in the system. The list is sorted by Contract Number. For each Contract, the Contract Number, Customer Number and Name, Start and End Dates and last Invoice Date are shown.

## **Contract/Quotation Status**

This report is a list of records in the Contract Quotation register, showing Quotation Number, Contract Number, Customer Number and Name, Start and End Dates and the dates for Quotation Acceptance and Contract signature.

## **Contract Worth**

This report shows how much revenue can be generated from the Contracts in the system during the report period. For each Contract is shown the Contract Number, the Customer, the Contract Value (i.e. the value of a single Invoice raised from the Contract), the Period Value (i.e. the Contract Value multiplied by the number of Invoices that can be raised in the report period) and finally the portion of the contract period that falls in the report period.

## **Factoring Customers' Contract History**

This is a list of Contracts whose Invoices are to be sent to a third party (e.g. a parent company or a leasing company, known as the "Invoice To Customer"). These are Contracts whose Invoice To field on the 'Partners' card contains a value. The list is sorted by Invoice To Customer, making it easy to analyse who is being charged for your Contracts.

When printed to screen, this report has HansaWorld Drill-down feature. Click on any Customer or Contract Number to open an individual Customer or Contract record.

## **Factoring Customers' Invoices**

This is a list of Invoices raised from Contracts whose Invoice To field on the 'Partners' card contains a value. These are Invoices that were sent to a third party (e.g. a parent company or a leasing company). The list is sorted by Invoice To Customer, and the outstanding balance of each Invoice is shown, making it easy to analyse which Invoice To Customers are up-to-date with their payments.

When printed to screen, this report has the HansaWorld Drill-down feature. Click on any Invoice or Contract Number to open an individual Invoice or Contract record.

## **Invoiceable Contracts**

This report shows the Contracts due for invoicing at a specific date or period. It can be used to aid cash flow prediction by estimating the

monthly level of invoicing. The report can be produced at any time, and does not change any data in the registers.

This report can be used to preview the Invoices that will be created by the subsequent running of the 'Create Contract Invoices' Maintenance function. It is thus recommended that this report is produced before running that function, to make sure that the Contract selection is correct.

Check box "Skip Contract No. on invoice" - if this check box is on, Contract number will not be specified in invoice's matrix first row.

## SALES PROCESS

The Contracts module is designed for use by companies supplying products or services that are invoiced at regular intervals, such as rents, subscriptions or maintenance contracts. The module also provides tools for the management of quoting and tendering for Contracts. Below you can find short outline of sales process for Subscriptions (repetitive billing).

Whenever you get a need to set up a new contract, please follow this workflow:

1. Create a new "Contact" card in module "CRM", can also be accessed through module "Contracts";
2. Request management to approve and set credit limits/payment terms for the new Contact registered;
3. Release Contact account by unticking "On Hold" check box on Contact card;
4. Create Pre-Agreement - "Contract Quotation" as described above in this material;
5. Print Pre-Agreement - "Contract Quotation" with Terms & Conditions document, which you have pre-set previously through "Documents" on Master Control panel;
6. Create "Contract" from "Contract Quotation" as described above in this material;
7. Scan and attach signed documents to "Contract" record;
8. OK and Accept "Contract";
9. Create "Invoice" from "Contract".

## **EXERCISES**

### **Questions**

1. What report shows you the list of Contracts whose Invoices are to be sent to a third party?
2. What report shows you the Invoice Able contracts?
3. What is the name of the setting where you set defaults for Factor, Class, Period Type and invoicing instruction for Contract?
4. Name 4 ways to enter Contracts in HansaWorld.
5. How can Service Agreements be used?