

## Aspire – Temporary Contract Adjustments

### Temporary Contract Adjustments

Many Aspire clients have customers who have asked to reduce the scope of their Fixed Payment contract temporarily with the expectation that full service will resume later in the contract term. Contract Changes are not necessary in this situation, unless the customer believes the scope change to be a permanent change to this contract and future renewals of this contract. Instead, Aspire recommends continuing with the current contract while canceling work tickets and adjusting the payment schedule. Please review these concepts and add step-by-step details to better align with your core business processes.

#### **Continue with current Contract by canceling work tickets**

Services the customer wishes to reduce or remove from the contract should have the associated work tickets canceled in Aspire. This can be done from the work ticket individually or from a work ticket list in bulk. In either scenario, it is important to understand the revenue associated with the canceled tickets. In the Opportunity Work Ticket List, build a list of work tickets not in canceled (or in Open, Scheduled, Pending Approval, and Completed) status and sum the Price associated with these tickets. This total Price should match the scheduled dollars of the revised payment schedule for that opportunity.

Edit the Payment Schedule of the Opportunity to reflect the reduced revenue associated with the canceled work tickets to ensure that your earned and invoiced revenue will continue to zero out at the completion of the opportunity.

This process can be updated as needed with future changes to the scope of work being performed if future scope adjustments are necessary (either by canceling additional tickets, or un-canceling canceled tickets if scope is restored).

At the end of the contract all revenue earned from work tickets should equal the total invoiced to the customer when the contract is complete (Over/Under equals \$0.00).