



Close a Non-Federal Customer Contract Overview

This job aid details the steps to close a non-federal customer contract.

You should only close a contract after the contract has fulfilled the contract terms. Once the contract is **Closed**, it can no longer be used, amended, or reactivated. Closed contracts are removed from processing and views, but the historical contract data is still available for query.

To close a non-federal contract:

- Verify the related **Revenue Plan** and **Billing Plan statuses** are **Completed**.
- If there are amendments, verify they have a status of **Complete** or **Cancelled**.
- For rate-based contracts, if there are any prepayments, verify they have a status of **Complete** or **Inactive**.
- Update if necessary.

The process to close a non-federal contract is the same regardless of the contract type.

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Steps to Close a Non-Federal Customer Contract

1. Navigate to the **General Information** page using the following path:

Main Menu > Customer Contracts > Create and Amend > General Information

General Information
Enter any information you have and click Search. Leave fields blank for a list of all values.
Find an Existing Value Add a New Value
Search Criteria
Business Unit = 🗸 50100
Contract begins with 🗸 0000001864
Description begins with 🗸
Sold To Customer begins with 🗸
Customer Name begins with V
Contract Status begins with V
Processing Status = V
Contract Type begins with V
Region Code begins with V
Contract Administrator begins with V
Master Contract # begins with V
Limit the number of results to (up to 300): 300
Search Clear Basic Search 🖾 Save Search Criteria
Find an Existing Value Add a New Value

- 2. The General Information page displays. On the Find an Existing Value tab, enter the Contract number in the Contract field.
- **3.** Click the **Search** button.



Favorites - Main Menu - > C	Customer Contracts 🗸 > C	Create and Amend $ extsf{-}$ $ imes$	General Information	
				Related Content 👻 New Window Help Perso
General Lines Amendments				
Contract Number 00	000001864		Sold To Customer CITY OF SI	JFFOLK
Amendment Number 00	00000000		*Contract Status ACTIVE	Q
Ameno	d Contract		Add to My Contracts	
Description Sh	houlders Hill Rd & Rt 17		Processing Status Active	
Contract Admin		Q	Amendment Status Complete	
Region Code			Business Unit VA Dept of	Transportation
Contract Type A			Contract Classification Standard	
Currency Code US	ISD		Start Date 04/10/2015	
Exchange Rate Type CF	RRNT		End Date	
Contract Signed 04	4/10/2015		Last Update Date/Time 12/06/2017	9:38:50AM
Contract Role			Last Update User ID SHELLY.PF	RYOR
Revenue Profile		Se	parate Fixed Billing and Revenue:	
Use Project ChartFields:		Separate	As incurred bining and Revenue.	
Other Information				
Summary of Amounts (?)				
Billing Plans Revenue Plans	Milestones	Renewals	Supplemental Data	Go To More V
General Lines Amendments	lotify			Add Display

4. The General tab displays. Click the Billing Plans hyperlink.

Favorites -	Main Menu 🗸 > C	sustomer Contracts + > Create	and Amend $ ightarrow$	General Infor	mation >	Assign Billing Plan		
							New Window	Help Personalize Page 🛅
Assign E	Billing Plan							
	Contract 000000186	Shoulders Hill R	d & Rt 17					
	Sold To Customer CITY OF S	UFFOLK						
Contract	Lines to be Assigned / Una	ssigned					Personalize View All 🖾 🔣	First ④ 1 of 1 ④ Last
Line	Product	Line Description	Billing Amount	Price Type	Plan	Plan Description	Billing Method	Status
1	MG&SE_UCI05_100	CON -1st City-Hampton		Rate	B101	As Incurred - Rate Based	As Incurred	In Progress
Select A	All Clear All							
Bill Plan t	to Assign / Unassign							
	Billing Plan NEXT	٩	В	lling Plan Ten	nplate	Q		
	Billing Method	~	Bill Plar	Detail Templ	ate ID	Q		
	Description							
Assig	Assign selected Lines/Seq	quences to Billing Plan	Un	assign Ur	assign selecte	ed Lines/Sequences from Billing Plan		
Return to Ge	eneral Information							
Return t	o Search							

5. The Assign Billing Plan page displays. Click the Plan hyperlink for the Contract Line you want to update (e.g., B101).



Favorites -	Main Menu 🗸	> Customer Contracts		eneral Informat	tion > Assign Billin	g Plan > Define Billing) Plan
Dilling Diag (Concernt Concerts	Linter					1
Dining Plan C		<u>H</u> ISIOTY					
	Contract	0000001864		BI	Unit 50100		
	Sold To Customer	0000107827	CITY OF SUFFOLK	Bi	II To 0000107827	CITY OF SUFFOLK	
	Billing Plan	B101 B10 B101 B101 B10 B101 B10 B101 B10 B1 B10 B10 B10 B10 B1	As Incurred - Rate Based	Curre	ency USD		
	Description	As Incurred - Rate Based		*Billing St	Completed atus In Progress	- Actions	Cancel
	Billing Method	As Incurred	\checkmark			Hold	
Customer li	nformation				Transaction Opti	ons	
	BI Unit	50100	VA Dept of Transportation			Bill Currency Con	tract Currency 🔽
	*Bill To Customer	0000107827	CITY OF SUFFOLK		Retainage Optio	ns	
	Addr Num	1 🔍 🖙			Items previously he	ld as Retainages	
	Bill To Contact	Q			OBIII	○ Write-off	Hold
Billing Opti	ons				Tolerance Option	IS	
	Bill Type	ССТ	Pre Approved		м	inimum Bill Amount	0.00
	Bill Source	MG&SE	Direct Invoice				inal Bill
Summa	arization Template ID	VDOT_OTHER	VDOT Other				
	Purchase Order						
Billing Heade	r Note	Internal Notes	Preview Summarization Template				
Billing Defa	ult Overrides						
	Invoice Form	LANDSCAPE					
	Cycle ID	MONTHLY	View Customer Defaults				
	Bill By ID	PC_OTHER Q	Non-Federal Project				
	Payment Method		\checkmark				
	Payment Terms	Q					
	Billing Inquiry		Q				
	Billing Specialist	Q					
Return to Assig	n Billing Plan						
Save G	Return to Search	Ser Notify				Add a	Update/Display
Billing Plan Ger	neral I Events I History						

- 6. The Billing Plan General tab displays.
- 7. Click the **Billing Status** drop-down arrow.
- 8. Select Completed.



Favorites 🗸 Main Menu 🗸	> Customer Contracts	${\color{black}{}} \hspace{0.1 cm} \rightarrow \hspace{0.1 cm}$ Create and Amend ${\color{black}{}} \hspace{0.1 cm} \rightarrow \hspace{0.1 cm}$	General Information	> Assign Billing Plan	> Define Billing Pla	n
						I
Billing Plan General Events	History					
Contract	0000001864		BI Uni	t 50100		
Sold To Customer	0000107827	CITY OF SUFFOLK	Bill To	0000107827 Cl	TY OF SUFFOLK	
Billing Plan		As Incurred - Rate Based	Currency	USD		
Description	As Incurred - Rate Based		*Billing Status	Completed V	- Actions	Cancel
Billing Method	As Incurred	\checkmark		1	Actions	
Customer Information			1	ransaction Options		
BI Unit	50100	VA Dept of Transportati	ion	E	Bill Currency Contract	Currency 🗸
*Bill To Customer	0000107827	CITY OF SUFFOLK		Retainage Options		
Addr Num	1			tems previously held as Re	tainages	
Bill To Contact				Bill	Write-off	Hold
Billing Options			1	olerance Options		
Bill Type	CCT	Pre Approved		Minimum	Bill Amount	0.00
Bill Source	MG&SE	Direct Invoice			Final	Dill
Summarization Template ID	VDOT_OTHER	VDOT Other			- Final	DIII
Purchase Order						
Billing Header Note	Internal Notes	Preview Summarization Template	•			
Billing Default Overrides						
Invoice Form	LANDSCAPE					
Cycle ID	MONTHLY	View Customer Defaults				
Bill By ID	PC_OTHER	Non-Federal Project				
Payment Method		\checkmark				
Payment Terms						
Billing Inquiry						
Billing Specialist						
Return to Assign Billing Plan						
Save Return to Search	Notify				📑 Add 🖉 U	Ipdate/Display
Billing Plan General Events History						

- 9. Click the Save Button.
- **10.** Click the **General Information** link in the navigation path at the top of the page.



Favorites Main Menu	Customer Contracts 🗸 🚿 Ci	reate and Amend 🗸 > Gener	al Information		
					Related Content 👻 New Window Help Person
General Lines Amendments					
Contract Number	0000001864		Sold To Customer CITY	OF SUFFOLK	
Amendment Number	000000000		*Contract Status ACTI	VE	×Q
Ame	end Contract		Add to My Contracts		
Description	Shoulders Hill Rd & Rt 17		Processing Status Activ	/e	
Contract Admin		Q	Amendment Status Com	plete	
Region Code			Business Unit VA D	Dept of Transportation	
Contract Type	A		Contract Classification Stan	dard	
Currency Code	USD		Start Date 04/1	0/2015	
Exchange Rate Type	CRRNT		End Date		
Contract Signed	04/10/2015		Last Update Date/Time 12/0	6/2017 9:38:50AM	
Contract Role			Last Update User ID SHE	LLY.PRYOR	
Povonuo Brofilo		Separate	Fixed Billing and Revenue:		
Use Project ChartFields:	7	Separate As Inc	urred Billing and Revenue: 📖		
Other Information					
Summary of Amounts (2)					
Billing Plans Revenue Plans	Milestones	Renewals	Supplementa	Il Data Go To	More V
Return to Search	Notify				Add Display
General Lines Amendments					

11. The **General Information** page returns. Click the **Revenue Plans** hyperlink.

Favo	rites 🕶	Main Menu 🗸 > Cu	ustomer Contracts 🗸 > Create	and Amend 👻 >	Genera	I Informatio	n > Assign Revenue Plan		
								Ner	w Window Help Personaliz
Ass	ian R	evenue Plan							
7 100									
		Contract 00000018	64 Shoulders Hill	Rd & Rt 17					
		Sold To Customer CITY OF S	BUFFOLK						
Co	ontract	Lines to be Assigned / Una	issigned				Persona	lize Find View All 💷 🔣	First 🕚 1 of 1 🕑 Last
	Line	Product	Description	Revenue Amount	Price Type	Plan	Plan Description	Revenue Method	Status
		1 MG&SE_UCI05_100	CON -1st City-Hampton		Rate	R101	As Incurred - Rate Based	As Incurred	In Progress
	Select Al	Clear All							
Rev	/enue F	Plan Assign/Unassign						1	
		Revenue Plan NEXT	Q		1	Revenue P	an Template Q		
		Revenue Method	``						
		Description							
	Assia			Linassi	n				
		Assign selected contract line	es to Revenue Plan	Undebi	<u></u> 0	nassign sele	cted contract lines from Revenue Plan		
Return	n to Gen	eral Information							
Qt F	Return to	Search E Notify							

12. Click the Plan hyperlink for the Contract Line you want to update (e.g., R101).



Favorites -	Main Menu 🗸	> Customer C	ontracts 🗸 🔸	Create and	Amend 🗸 >	General Informati	on >	Assign Revenue Plan	> Define Revenue Pla
Revenue Plan									
Revenue F	Plan								
	Contract	0000001864		Busin	iess Unit 5010	D	Currency	USD	
	Sold To Customer	0000107827	CITY OF SU	FFOLK		GL Bus	siness Uni	t 50100	
	Revenue Plan	🖣 R101 🕨				GI		USD	
	Description	As Incurred - R	ate Based			*F	Plan Status	Completed In Progress	- Actions
	Recognition Method	As Incurred						Hold	
Define Even	ts By								
Add Milestone	•								
Event Detai					Pers	sonalize Find V	iew All 🖾	🛛 🔣 🛛 First 🕚	1 of 1 🕑 Last
Event	Event Type		*Event Status		Accounting Date	e			
1	Date	~	Pending	~	08/22/2019	B	Event Not	е	+
Return to Assig	n Revenue Plan								
🔚 Save 🔯	Return to Search	Notify						Add	Dupdate/Display

13. The Revenue Plan tab displays. Click the Plan Status drop-down arrow.

14. Select the Plan Status of Completed.

Favorites 🗸	Main Menu 🗸	> Customer Contr	acts 👻 🚿	Create and Amend	✓ → Genera	al Information > A	Assign Revenue Plan	> Define Rev	enue Pl
Revenue Plan									
Revenue F	Plan								
	Contract	0000001864		Business Un	it 50100	Currency	USD		
	Sold To Customer	0000107827	CITY OF SU	JFFOLK		GL Business Unit	50100		
	Revenue Plan	🖣 R101 🕨				GL Currency	USD		
	Description	As Incurred - Rate	Based			*Plan Status	Completed	✓ Actions	3
Define Even	Recognition Method	As Incurred							
Add Milestone))	Preview Revenue							
Event Detail					Personalize	Find View All	🛛 🛛 🐨 🖌 🐨	1 of 1 🕑 Last	
Event	Event Type		*Event Statu	18	Accounting Date	•			
1	Date		Pending	~	08/22/2019	31	Event Note		
Return to Assigi	n Revenue Plan								_
🔚 Save 🔯	Return to Search	E Notify					Add	🖉 Update/Di	splay

- **15.** Click the **Save** button at the bottom of the page.
- 16. Click the General Information hyperlink in the navigation bar at the top of the page.



Favorites 🗸 Main Menu 🗸 > Customer Contracts 🗸 >	Create and Amend 🗸 🗇 General Information	
		Related Content - New Window Help Perso
General Lines Amendments		
Contract Number 0000001864	Sold To Customer CITY OF SUFFOLK	_
Amendment Number 000000000	*Contract Status ACTIVE	
Amend Contract	Add to My Contracts	
Description Shoulders Hill Rd & Rt 17	Look Up Contract Status	×
Contract Admin		Help
Region Code	SetID 50100	
Contract Type A	Contract Status begins with V	
Currency Code USD	Look Up Clear Cancel Basic Lookup	
Exchange Rate Type CRRNT		
Contract Signed 04/10/2015	Search Results	
Contract Role	View 100 First 1-8 of 8 Last	
Povonuo Drofilo	ACTIVE Active Active	
Use Project ChartFields:	CLOSED Closed	
• Other Information	FIRE - CLOSED Closed For FHWA FIRE Active	
	FV COMPLETED Fiscal Completed Active	
Summary of Amounts (2)	WITHDRAWN Contract Withdrawn Active	
Billing Plans Revenue Plans Milestones		~ ~
E Sava		Add El Lindato/Display
Generar Lines Amendments		

- **17.** The **General Information** page, **General** tab, for your selected contract, displays.
- 18. Click the Contract Status lookup icon.
- 19. Select the Contract Status of Closed.

Favorites - Main Menu - >	Customer Contracts ->	Create and Amend -	> General Information				
					Related Content	🔻 New Window Help	Persor
General Lines Amendments							
Contract Number	r 0000001864		Sold To Customer	CITY OF SUFFOLK			
Amendment Number	r 000000000		*Contract Status	CLOSED	Q		
An	nend Contract		Add to My Contrac	ots			
Description	Shoulders Hill Rd & Rt 17		Processing Status	Closed			
Contract Admin	1	Q	Amendment Status	Complete			
Region Code	9		Business Unit	VA Dept of Transportation			
Contract Type	a A		Contract Classification	Standard			
Currency Code	e USD		Start Date	04/10/2015			
Exchange Rate Type	e CRRNT		End Date				
Contract Signed	04/10/2015		Last Update Date/Time	12/06/2017 9:38:50AM			
Contract Role	3		Last Update User ID : Separate Fixed Billing and Revenue:	SHELLY.PRYOR			
Revenue Profile	9	Separa	te As Incurred Billing and Revenue:				
Use Project ChartFields:	\checkmark		-				
Other Information							
Summary of Amounts (?)							
Billing Plans Revenue Plans	Milestones	Renewals	Supplem	nental Data Go Te	More	~	
Return to Search	Notify					, Add 🗾 Update/Dis	play
General Lines Amendments							

- 20. Click the Save button.
- **21.** The project is closed.



Project Accounting Job Aid

501 PA354: Close a Non-Federal Customer Contract

The image below and 3 steps were in the old job aid. Do we need to keep it?

Message
There are open projects linked to this Contract. Do you still want to close Contract? (9852,66) Message on Closing Contract
OK Cancel

- 22. In some instances, a message displays indicating a project linked with the contract is still open.
- 23. Click the OK button.
- **24.** The contract is now closed.