

# Dynamics 365 - Service Contracts

15/05/2025 3:44 pm BST

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## Updates

**PO number** - This field will appear when the payment method of 'Invoice' is selected.

**Billing Email** - this needs to be in e-mail format E.g. contains @ so can be used for any e-mail address (also helpful if there is no named contact but an [accountspayable@abc.com](mailto:accountspayable@abc.com) style address)

**Additional Info** - an 100 character field for any useful information/references for the chosen product lines. For e.g. DevOps references. This field can be used for reporting.

**Estimated Annual Total(£)** - This field multiplies the Monthly Contract Total by 12 to estimate the annual amount. This does not take past monthly amounts, but will take the current MCT and multiple it.

## Important Notes:

### Essential Fields

When setting up a service contract, make sure to complete the payment method and payment frequency fields, as these are crucial for reporting. If these fields are left blank, they will not appear in reports. For instance, if you're waiting on a DDM, temporarily select a monthly payment frequency and a payment method until the information is available.

### Suggested Fields

Dynamics includes a smart feature that suggests options for regularly completed fields. However, these suggestions must be confirmed before saving. Suggested options appear in blue. Review and confirm or discard these suggestions before saving the record.

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