

Dynamics 365 - Service Contract One-Offs Guide

31/03/2025 12:23 pm BST

Service Contracts - One-Offs

1. When adding a one-off payment, select One-off in the Payment Frequency field
 2. Select Non-Automated
 3. Click through to the Product line to amend the details
 4. Make sure the correct price is added
 5. Zero off the quantity, this ensures the amount doesn't reoccur.
 6. Navigate back to the Service Contract using the top left arrow
 7. Click into Status Reason at the top right, click the calculate icon next to Monthly Contract Total to update to zero.
 8. Once the invoice has been paid, add Cancellation date (this would be the date of deactivation and will help with reporting)
 9. Select Project Completed in the status reason
 10. Deactivate in the top toolbar
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