

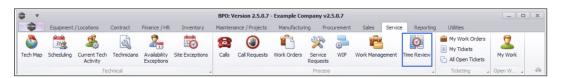
# SERVICE

# **TIME REVIEW - FLAG REVIEWED**

Time review enables managers to allocate *regular* time logged by employees as *SLA* or *non billable* time. For example, if an employee books **4** hours against a work order, and the manager knows that the task should only require **2** hours to complete, then the manager can allocate **2** hours as Billable or *SLA* hours and the remaining **2** hours as *Non Billable* hours in the Time Review screen.

The <u>Time Review flag</u> must be set to **Yes** in **Configurator**.

Ribbon Access: Service > Time Review



- 1. The *Time Review* listing screen will be displayed.
- 2. This screen is divided into 2 sections:
  - The Work Orders frame and the
  - SLA frame.
- 3. The Work Order frame displays all work orders with time records.
- 4. The *SLA* frame displays all <u>contract inclusions</u> linked to an item on the selected work order.



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WO00	06260	Loan unit re	М	Karlien Jessi	Karlien Jessi	ADMN	Administrati	30/03/2022	No	1.00	0.0	0	0.00							
WO00	06260	Loan unit re	М	John Twain	Belinda Sha	ADMN	Administrati	29/03/2022	No	0.00	0.0	0	1.00							
WO000	06229	BathBinMain	М	Julanda Kes	Julanda Kes	ADMN	Administrati	19/01/2022	No	0.10	0.0	0	0.00							
WO00	06234	BathBinMain	М	Julanda Kes	Julanda Kes	ADMN	Administrati	19/01/2022	No	0.54	0.0	0	0.00							
WO00	06254	New machin	М	Julanda Kes	Julanda Kes	ADMN	Administrati	19/01/2022	No	3.87	0.0	0	0.00							
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5. Click on the *row* of the Work Order you would like to review time for.

#### **REVIEW TIME - NO LINKED CRAFT INCLUSIONS**

The item linked to the selected Work Order has no linked <u>contract inclusions</u> and therefore will have no *SLA* information.

Note that only craft inclusions (**CRFT**) are affected by Time Review.

- The *Billable* column indicates whether the labour time is billable or non-billable.
- *Regular Hours* displays the time logged by the employee against the work order. This field cannot be changed.
- Any overtime logged against the work order will display in the *Overtime Hours* column. This field cannot be changed.

All Work Orders created after the Time Review flag has been set to 'Yes' in the Configurator will have the Billable flag set to 'No'



by default but all hours allocated as Regular Hours will be billable by default.

• Time allocated as *SLA Hours* on the work order, will be deducted from the client's contractual agreement as service or support time.

#### **Note on SLA Hours**

- Time allocated as *SLA Hours* will be deducted from *Regular Hours*. The example has no time was allocated as *SLA Hours* and therefore the *Regular Hours* remained the same. If 1hour had been allocated as *SLA Hours*, then the *Regular Hours* would have changed to 1.25.
- The *Overtime Hours* field is not affected by changes in the *Regular Hours, SLA Hours* and *Non Billable Hours* fields.

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1	WO0006264	Tier - Comm	0	Arial Blythe	Bianca Du T	DRV	Driver	25/04/2022	No	4.00	0.00	0.00							
1	WO0006253	Replace par	м	Julanda Kes	Julanda Kes	ADMN	Administrati	14/04/2022	No	0.02	0.00	0.00							
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1	WO0006260	Loan unit re	м	Karlien Jessi	Karlien Jessi	ADMN	Administrati	30/03/2022	No	1.00	0.00	0.00							
1	WO0006260	Loan unit re	М	John Twain	Belinda Sha	ADMN	Administrati	29/03/2022	No	0.00	0.00	1.00							
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7. Use the *Scroll* bar at the bottom of the frame to scroll until the *Marked* column is visible.



**Note** that the **Marked** field will remain unchecked as no time was allocated as **SLA Hours**. If time had been allocated as **SLA Hours**, then this field would have been checked.

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	Westwood	0		CN0005295	BathBinMain	н	0	1	1	Bathroom							
	Westwood	0		CN0005296	BathBinMain	н	0	11		Bin							
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- Time allocated to *Non Billable Hours* will not be billed. Click in this field to type in or use the *arrow* indicators to allocate non billable hours for the work order, if required.
  - Time allocated as *non billable hours* will be deducted from *Regular Hours*.

*Overtime Hours* will not be affected by changes in the *Regular Hours*, *SLA Hours* or *Non Billable Hours* fields.

Total Hours = Regular Hours + Overtime Hours + SLA Hours + Non Billable Hours.

• *Total Hours* is greyed out and cannot be adjusted.



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- 8. When you are done reviewing the time click on the *Is Reviewed* check box or click on *Flag Reviewed* to mark the check box.
- 9. Click on Save.
- 10. When you receive the *Time Review Processing* message to confirm that;
  - Time Review processing successfully updated.
- 11. Click on *OK*.



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MN	Administrati	14/04/2022	No	0.02	0.00	0.00	0.00	0.02		biancad	North W	est 0						
СН	Technician	01/04/2022	No	3.00	0.00	0.00	0.00	3.00		HOP001	Hope Wo	rks (						
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## TIME REVIEW WITH LINKED CRAFT INCLUSIONS

- In this image, the item on the selected work order has linked contract inclusions and they are displayed in the *SLA* section.
  - Note 1: Although all contract inclusions linked to an item on a selected work order will be displayed in the SLA section, only craft inclusions (CRFT) are affected by time review.
  - Note 2: The information displayed in the SLA section can also be viewed in the Call screen - SLAs tab and the Contract Balances screen. In the Contract Balances screen, only SLA information for craft inclusions is displayed.



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	00000453	Installation	M	Judith Mudzengi Judith Mudzengi	Belinda Sharmane	TECH	Technician												
	00000455	Repair Copier at Client Site	M	Judith Mudzengi Judith Mudzengi	Belinda Sharmane	TECH	Technician												
	00000455	Repair Copier at Client Site	M	Judith Mudzengi Judith Mudzengi	Belinda Sharmane	TECH	Technician												
	00000455	invTES	M	Judith Mudzengi	Belinda Sharmane	ADMN	Administration												
	00000437	Installation Protect - copier	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
	00000374	Time Review SLA Test	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
	00000403	Installation of machine at client site		Judith Mudzengi	Belinda Sharmane	TECH	Technician												
	00000491	Paper jamming while printing	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
	00000492	Paper jamming when printing	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
	00000493	Scheduled maintenance	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
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In the *SLA* panel,

- 1. the *SLA Item Details* for the
- 2. the craft inclusion linked to the item on the selected work order will auto display.

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DWO000044		Installation at Hope Works		м	Judith Mudzengi	Belinda Sharmane	TECH	Technician		0- ۲	¢	0	<ul> <li>(0)</li> </ul>	-	·D:	-	-			
DWO000044		Installation at Hope Works		м	Judith Mudzengi	Belinda Sharmane	TECH	Technician	1	_		Call Out Fee			0 CO0000202	0.0				
DWO000044		IT requirement at client site	e	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician	- 14	•	TECH	Technician	CRFT	6.0	0 CO0000202	0.0	0 4.00	-	-2	
DWO000044		Installation		м	Judith Mudzengi	Belinda Sharmane	TECH	Technician	1		SLA Iten									
DWO000044		Installation		м	Judith Mudzengi	Belinda Sharmane	TECH	Technician	1		CallRet		Code Contract		Description				WOCode	
DWO000044		Installation		м	Judith Mudzengi	Belinda Sharmane	ADMN	Administration	1		DCN00	00204 T	ECH C000002	02 06/07/202	20 Technician	CRFT	4.00	0.00	DWO00004	13
DWO000045		IT Requirement		м	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO000045		IT requirement		м	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO000045		IT Requirement		м	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO000045	154	Installation		м	Judith Mudzengi	Belinda Sharmane	TECH	Technician							1					
DWO000045		Repair Copier at Client Site		м	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO000045	155	Repair Copier at Client Site		м	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO000045		invTES		м	Judith Mudzengi	Belinda Sharmane	ADMN	Administration												
DWO000037		Installation Project - copier		0	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO000046		Time Review SLA Test		0	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO000049		Installation of machine at d			Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO000049	191	Paper jamming while printin	ng .	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO000049		Paper jamming when printin	ng	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician	n											
<ul> <li>DWO000049</li> </ul>	193	Scheduled maintenance		0	Judith Mudzengi	Belinda Sharmane	TECH	Technician	U											
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- *Code:* This shows the code of the contract inclusion.
- *Description:* This shows the description of the contract inclusion.
- *SLA Type:* This shows the type of the contract inclusion.
- *Quantity:* This shows the quantity of the contract inclusion.



- *Contract No:* This shows the contract number where the item on the selected work order is linked to.
- *Used Qty:* This shows the quantity of the contract inclusion that has been used up.
- **UnReviewed:** This shows time logged against the item on the selected work order that has not been reviewed.

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DWO0000444	Installation at Hope Works	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician		0:	-0-		0	-	-O-	-	-	-		
DWO0000444	Installation at Hope Works	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician		CALL	Call Out	Fee	SERV	0.00	CO0000202	0	0.00 0.0	0		
DWO0000443	IT requirement at client site	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician	+ 1	В ТЕСН	Technicia	an	CRFT	6.00	CO0000202	0	0.00 4.0	0		
DWO0000446	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician		SL	A Item Details									
DWO0000447	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician		9.0	alReference	Cod	de Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode	
DWO0000448	Installation	м	Judith Mudzengi	Belinda Sharmane	ADMN	Administration		F	CN0000204	TEC	CO000020	06/07/2020	0 Technician	CRFT	4.00	0.0	0 DWO0000493	3
DWO0000451	IT Requirement	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO0000452	IT requirement	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO0000453	IT Requirement	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO0000454	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO0000455	Repair Copier at Client Site	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO0000455	Repair Copier at Client Site	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO0000457	invTES	м	Judith Mudzengi	Belinda Sharmane	ADMN	Administration												
	Installation Project - copier	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO0000374				Belinda Sharmane	TECH	Technician												
DWO0000463	Time Review SLA Test	0	Judith Mudzengi															
DWO0000463 DWO0000490	Installation of machine at client site	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO0000463 DWO0000490 DWO0000491	Installation of machine at client site Paper jamming while printing	0	Judith Mudzengi Judith Mudzengi	Belinda Sharmane Belinda Sharmane	TECH TECH	Technician												
DWO0000463 DWO0000490	Installation of machine at client site	0	Judith Mudzengi	Belinda Sharmane	TECH		0											

In the SLA Item Details panel:

- *Call Reference:* This shows the call number where the selected work order is linked to.
- *Code:* This shows the code of the contract inclusion.
- *Contract No:* This shows the contract number where the item on the selected work order is linked to.
- *Date:* This shows the date when time was logged.
- *SLA Type:* This shows the type of the contract inclusion.
- **UnReviewed:** This shows time logged against the work order that has not been reviewed.
- *Used Qty:* This shows the SLA hours that have been allocated to this craft inclusion.



• *WO Code:* This shows the work order number of the selected work order.

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DWO0000444	Installation at Hope Works	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician	۴	(D)	(D)	•0:	-	۰ <b>۵</b> :	-	-			
DWO0000444	Installation at Hope Works	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician		CALL	Call Out Fee	SERV	0.00	CO0000202	0.0	0.00			
DWO0000443	IT requirement at client site	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician	+ 1	E TECH	Technician	CRFT	6.00	CO0000202	0.0	0 4.00			
DWO0000446	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician		SLA Ite	m Details								
DWO0000447	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician		CallRe	eference Co	ode Contracto	Date	Description	SLAType	UnReviewed	UsedQty WOCode	2	
DWO0000448	Installation	м	Judith Mudzengi	Belinda Sharmane	ADMN	Administration		<ul> <li>DCN0</li> </ul>	000204 TE	CO00002	02 06/07/202	0 Technician	CRFT	4.00	0.00 DWO00	00493	
DWO0000451	IT Requirement	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
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DWO0000454 DWO0000455 DWO0000455	Installation	м	Judith Mudzengi Judith Mudzengi Judith Mudzengi	Belinda Sharmane Belinda Sharmane Belinda Sharmane	теон теон теон	Technician Technician Technician	L										
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DW00000454 DW00000455 DW00000455 DW00000457 DW00000374	Installation Repair Copier at Client Site Repair Copier at Client Site InvTES Installation Project - copier	M M M M	Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi	Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane	TEOH TEOH TEOH ADMN TEOH	Technician Technician Technician Administration Technician	l										
DW00000454 DW00000455 DW00000455 DW00000457 DW00000457 DW00000374 DW00000463	Installation Repair Copier at Client Site Repair Copier at Client Site invTES Installation Project - copier Time Review SLA Test	M M M O O	Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi	Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane	TEOH TEOH TEOH ADMN TEOH TEOH	Technician Technician Technician Administration Technician Technician	l										
DW00000454 DW00000455 DW00000455 DW00000457 DW00000457 DW00000453 DW00000463 DW00000490	Installation Repair Copier at Client Site Repair Copier at Client Site InvTES Installation Project - copier Time Review SLA Test Installation of machine at client site	M M M O O O	Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi	Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane	TECH TECH ADMN TECH TECH TECH	Technician Technician Technician Administration Technician Technician											
DWO0000454 DWO0000455 DWO0000455 DWO0000457 DWO0000457 DWO0000457 DWO0000453 DWO0000490 DWO0000491	Installation Repair Copier at Client Site Repair Copier at Client Site invTES Installation Project - copier Time Review SLA Test Installation of machine at client site Paper jamming while printing	M M M O O O O	Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi	Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane	TECH TECH ADMN TECH TECH TECH TECH	Technidan Technidan Administration Technidan Technidan Technidan Technidan											
DWO0000454 DWO0000455 DWO0000455 DWO0000457 DWO0000457 DWO0000453 DWO0000463 DWO0000490	Installation Repair Copier at Client Site Repair Copier at Client Site InvTES Installation Project - copier Time Review SLA Test Installation of machine at client site	M M M O O O	Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi	Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane Belinda Sharmane	TECH TECH ADMN TECH TECH TECH	Technician Technician Technician Administration Technician Technician	0										

In the work orders panel, scroll to the right until you see the fields described below;

- The *Billable* field shows whether the labour time is billable or non-billable. In this example, the billable field is *No*.
- The *Regular Hours* field shows the employee time logged against the work order. This field cannot be changed. In this example, the *Regulars Hours* = 4.
- If an employee logs overtime against a work order, it will be displayed in the *Overtime Hours* field. This field cannot be changed.
   In this example, no *Overtime Hours* have been logged.
  - Note: All work orders that are created after the Time Review flag has been set to Yes in the Configurator will have the Billable flag set to No by default but all hours allocated as Regular Hours will be billable by default.



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- SLA Hours: Time allocated to this field will be deducted from the service / support time from a client's contractual agreement.
- You can choose to allocate <u>a portion of</u> or <u>all</u> *Regular Hours* logged by an employee as *SLA Hours*.

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#### ALLOCATE 'ALL' REGULAR HOURS

• To allocate all *Regular Hours* as *SLA Hours*, click on *SLA Time*.



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- An *Input Validation* message will pop up asking you;
  - Are you sure you want to move all the regular hours to SLA for the selected items.
- Click on Yes.

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• All *Regular Hours* will now be allocated as *SLA Hours*.



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#### ALLOCATE A 'PORTION' OF REGULAR HOURS

- To allocate a portion of the *Regular Hours* as *SLA Hours*, type in the number of hours you wish to apportion as *SLA Hours*.
- In this example, *3 hrs* have been allocated as *SLA Hours*.
- The time allocated as *SLA Hours* has now been deducted from *Regular Hours*. Click away from this field to see the changes. In this case, *Regular Hours* now display as 1.
- *Note:* The *Overtime Hours* field is no affected by changes in the *Regular Hours*, *SLA Hours* and *Non Billable Hours* fields.

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- *Scroll* right until you see the *Marked* field.
- Since time was allocated as *SLA Hours*, this field is now be checked.
- Scroll left to go back.

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	IT Requirement	н			awaiting dient													
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	Installation	м			parts delivered and installed													
	Repair Copier at Client Site	м			resolved													
	Repair Copier at Client Site	м			resolved													
	invTES	м			sock delivered													
			PR.30000059	Installation Project	Installation at dient site													
	Time Review SLA Test	N			Installation at client site													
	Installation of machine at client				Installed machine at client site													
	Paper jamming while printing	N			Repaired machine at client site													
	Paper jamming when printing	N			fixed, machine now printing normally		0											
	Scheduled maintenance	N			Scheduled maintenance	$\checkmark$												

- Non Billable Hours: Time allocated to this field will not be billed.
   In this example, 1 hr was allocated as non billable hours.
- The time allocated as *Non Billable Hours* has now been deducted from *Regular Hours*. Click away from this field to see the changes. In this case, *Regular Hours* field now has *O* hrs.
  - Note: The Overtime Hours field is not affected by changes in the SLA Hours or Non Billable Hours fields.



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- Total Hours = Regular Hours + Overtime Hours + SLA Hours + Non Billable Hours.
- This field is greyed out and cannot be changed.

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You can now mark the time as reviewed by either clicking on the *Is Reviewed* check box or the *Flag Reviewed* button.



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	No	0.00	0.00	0.00	0.00	0.00		HOP001	Hope Works	L											
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#### **REVIEW TIME USING THE 'FLAG REVIEWED' BUTTON**

• Click on *Flag Reviewed*.

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• An *Input Validation* message will pop up asking you;

° Are you sure you want to flag the following items.

• Click on Yes.



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• The *Is Reviewed* field will now be checked.

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## **SAVE REVIEWED TIME**

• Click on Save.



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A *Time Review Processing* message will pop up telling you;
 *Time Review processing successfully updated.*

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• Click on *Ok*.

• *Scroll* to the right to view more fields.



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DW00000443	Instalation at Hope works	M	Judith Mudzengi Judith Mudzengi	Belinda Sharmane	TECH	Technician	ľ		CALL TECH	Call Out F		RV		CO0000202 CO0000202	0.				
DW00000446	Installation	M	Judith Mudzengi	Belinda Sharmane	TECH	Technician		1		n Details		A.I	5.00	00000202	5.	00 0.0	0		
DW00000447	Installation	M	Judith Mudzengi	Belinda Sharmane	TECH	Technician			<ul> <li>SLA Iter</li> <li>CallRe</li> </ul>		Code	Contracto	Date	Description	SLAType	UnReviewed	UsedOty	WOCode	
DWO0000448	Installation	M	Judith Mudzengi	Belinda Sharmane	ADMN	Administration			<ul> <li>DCN0</li> </ul>		TECH		06/07/2020		CRFT	0.00		DWO0000493	3
DWO0000451	IT Requirement	M	Judith Mudzengi	Belinda Sharmane	TECH	Technician													-
DWO0000452	IT requirement	M	Judith Mudzengi	Belinda Sharmane	TECH	Technician													
DWO0000453	IT Requirement	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician													
DWO0000454	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician													
DWO0000455	Repair Copier at Client Site	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician													
DWO0000455	Repair Copier at Client Site	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician													
DWO0000457	invTES	м	Judith Mudzengi	Belinda Sharmane	ADMN	Administration													
DWO0000374	Installation Project - copier	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician													
DWO0000463	Time Review SLA Test	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician													
DWO0000490	Installation of machine at client site	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician													
	Paper jamming while printing	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician													
DWO0000491	Paper jamming when printing	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician	n												
DWO0000491 DWO0000492	Scheduled maintenance	0			TECH	Technician													

In the *SLA* panel,

- the *Quantity* will now be auto adjusted to reflect the balance of unused service or support hours left after time has been reviewed for the selected craft inclusion.
- The *Used Qty* will now show the total number of service or support hours that have been consumed for the selected craft inclusion.
- The *UnReviewed* field will now show the total number of hours that have not been reviewed for the selected craft inclusion.

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	0.00	0.00		0.00	0.01		HOP001	Hope Wor	rks	Sales													
	0.00	0.00		0.00	0.00		HOP001	Hope Wor	rks	Sales													
	0.00	0.00		0.00	0.00		HOP001	Hope Wor	rks	Sales													
	0.00	0.00		0.00	0.19		HOP001	Hope Wor	rks	Sales													
	0.00			0.00	7.02	$\checkmark$	HOP001	Hope Wor	rks	Sales													
	0.00			0.00	3.03		HOP001	Hope Wor	rks	Sales													
	0.00			0.00	0.03		HOP001	Hope Wor		Sales													
	0.00			0.00	5.00		HOP001	Hope Wor		Sales													
	0.00			0.00	2.00		HOP001	Hope Wor		Sales													
	0.00			0.25	1.25		HOP001	Hope Wor		Sales													
	0.00			0.00	2.00		GIL000001	DolfLund		Sales													
	1.00			0.00	3.00		CON001	Consolida		Sales													
•	0.00	3.00		1.00	4.00	$\checkmark$	MEG001	Megapak		Sales	U												
		7.00		2.25 4,2	96.42																		
4																							



In the SLA Items Details panel,

- The *UnReviewed* field will now show the total number of hours that have not been reviewed on the selected call.
- The *Used Qty* will now show the total number of service or support hours that have been consumed on the selected call.

\$	Ŧ							Time F	Review - BPO	: Version 2.4.	0.0 - 1	TEST	r alpha - Ju	JDITH PC	LOCAL	L							
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	OvertimeHours				rs IsRev	استعد	CustomerCode	Customer	ahlama	Departme													
	=	=	=	=		eweu	(Castomer Code	(D:	s realine	(D):			Code	Descriptio		SLAType	Quantity	ContractNo	UsedQty	UnReviewed			1007
L.	0.00	0.00	(				HOP001	Hope Wo	viks	Sales		9 1		(D:			-	*D:	=	=			
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	0.00	0.00	(	0.00			HOP001	Hope Wo	orks	Sales			SLA Iter	n Details									
	0.00	0.00	(	0.00	0.01		HOP001	Hope Wo	orks	Sales			۹ CallRe	ference	Code	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode	
	0.00	0.00	(	0.00	0.01		TIA001	Titan Gro	oup	Sales			+ DCN0	00204	TECH	CO000020	06/07/202	0 Technician	CRFT	0.00	3.00	DWO0000493	3
	0.00	0.00	(	0.00	0.01		HOP001	Hope Wo	orks	Sales													
	0.00	0.00	(	0.00	0.00		HOP001	Hope Wo	orks	Sales													
	0.00	0.00	(	0.00	0.00		HOP001	Hope Wo	orks	Sales													
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	0.00	1.00	(	0.00		$\checkmark$	HOP001	Hope Wo	orks	Sales													
	0.00	0.00	(	0.00			HOP001	Hope Wo	orks	Sales													
	0.00	0.00					HOP001	Hope Wo		Sales													
	0.00	0.00					HOP001	Hope Wo		Sales													
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	0.00	1.00				Louis d	HOP001	Hope Wo		Sales													
	0.00	2.00				<b>V</b>	GIL000001	DolfLund		Sales													
	1.00	0.00				terms a	CON001	Consolida		Sales	n												
•	0.00	3.00		1.00	4.00	$\checkmark$	MEG001	Megapak		Sales	U												
		7.00	2	2.25 4,29	6.42						-												
4																							

- If multiple time records were logged against a craft inclusion, all the individual time records will be displayed in the *SLA Item Details* panel.
- 1. In this image, three time records relating to the *ADMN* craft were logged and
- each individual transaction for *ADMN* can be seen in the *SLA Item Details*.



•				Time	Review - Bl	PO: Version 2.4.0.0		EST ALI	PHA - JUDITH PC	LOCAL								
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	ocessing	Maintain	Nac	rigation		Format			Curr									
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							1											
WOCode	Description	WOStatus	Employee	Manager	Craft	CI GI GI GI COL	Di Di											
P 10:	·0:	1 <b>0</b> :	<ul> <li>••••</li> </ul>	4 <b>0</b> 0	10:	10: 	`	Code	Descripti	ion	SLAType	Quantity	ContractNo	UsedQty	UnReviewed			
DWO0000446	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician		* <b>0</b> ¢	*Dc		·0:	-	(D)	-	-			
DWO0000447	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician	•		MN Administ	ration	CRFT	7.0	0 CO0000184	3.	2.0	00		
DWO0000448	Installation	м	Judith Mudzengi	Belinda Sharmane	ADMN	Administration		Ц P.	SLA Item Details									
DWO0000451	IT Requirement	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician		L 14	CalReference	Code		Date	Description		UnReviewed		WOCode	4
DWO0000452	IT requirement	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician		1	PCN0000002	ADMIN			Administration		0.00		PWO0000004	ł
DWO0000453	IT Requirement	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician			PCN0000002	ADMIN			Administration		0.00		PWO0000004	1
DWO0000454	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician			PCN0000002	ADMIN	CO0000184	08/07/2020	Administration	CRFT	2.00	0.00	PWO0000004	1
DWO0000455	Repair Copier at Client Site	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician							<b>↓</b>					
DWO0000455	Repair Copier at Client Site	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO0000457	invTES	м	Judith Mudzengi	Belinda Sharmane	ADMN	Administration												
DWO0000374	Installation Project - copier	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician							2					
DWO0000463	Time Review SLA Test	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO0000490	Installation of machine at client sit		Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO0000491	Paper jamming while printing	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO0000492	Paper jamming when printing	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
DWO0000493	Scheduled maintenance	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician												
PWO0000004	Machine not printing	0	Judith Mudzengi	Belinda Sharmane	ADMN	Administration												
PWO0000004	Machine not printing	0	Judith Mudzengi	Belinda Sharmane		Administration												
PWO0000004	Machine not printing	0	Judith Mudzengi	Belinda Sharmane	ADMN	Administration												

- Scroll to the right in the work orders section to view more columns.
- In this image, the first two time records were reviewed and *1hr* and *2hrs* were allocated as *SLA Hours* respectively.
- These individual transactions can be viewed in the *SLA Items Details* panel, where *1 hr* and *2 hrs* are displayed in the *Used Quantity* field and *0* is displayed in the *UnReviewed* field for both transactions.

٢	¥						Time	Review - BPC	): Version 2.4	.0.0 -	TEST	r alpha - Ju	JDITH PC	LOCAL								
	Home	Equipment	/Locations	Contract	Finance / HR	Inventory	Maintenance / Proj	jects Manu	facturing I	Procur	emen	t Sales	Service	e Re	eporting Ut	lities					-	в×
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Dray											SLA											4
	CraftDesc	Date	Billable	RegularHours	OvertimeHours	SLAHours	NonBillableHours	TotalHours	IsReviewed	Cu												
۴	1 <b>0</b> :	-	·0:	-	-	-	-	-		_ ^		Code	Descripti	on	SLAType	Quantity	ContractNo	UsedQty	UnReviewed			
	Technician	08/07/2019		0.00							Υ ·		* <b>O</b> C		1 <b>0</b> 0	-	(D)	-	-			
	Technician	08/07/2019		0.01							۰E	ADMN	Administr	ation	CRFT	7.0	0 CO0000184	3.0	00 2.	10		
	Administration	08/07/2019		0.01					-			SLA Iter										
	Technician	08/07/2019		0.01								CallRe		Code		Date	Description		UnReviewed		WOCode	
	Technician	08/07/2019		0.00					-			<ul> <li>PCN00</li> </ul>		ADMIN			Administration		0.00		PW0000000	
	Technician	08/07/2019		0.00								PCN00 PCN00					Administration Administration	-	2.00		PWO000000 PWO000000	
	Technician Technician	08/07/2019		0.19								PCIVOL	100002	ADMIN	00000104	08/07/2020	Administration	CRET	2.00	1 0.0	PW0000000	74
	Technician	09/07/2019		3.03																		
	Administration	21/11/2019		0.03																2		
	Technician	10/09/2019		5.00																		
	Technician	07/01/2020		2.00																		
	Technician	09/06/2020	No	0.00	0.0	1.00	0.25	1.25														
	Technician	05/07/2020	No	0.00	0.0	0 2.00	0.00	2.00														
	Technician	15/07/2020	No	2.00	1.0	0.00	0.00	3.00														
	Technician	06/07/2020	No	0.00	0.0	0 3.00	1.00	4.00	1													
	Administration	05/07/2020	No	0.00	0.0	0 1.00	0.00	1.00	<b>V</b>	1												
	Administration	07/07/2020	No	0.00	0.0	0 2.00	0.00	2.00	×													
•	Administration	08/07/2020	No	2.00	0.0	0.00	0.00	2.00														
1				4,281.17		10.00	2.25	4,301.42		Ψ b												

In the *SLA* panel:



- 1. the *Used Quantity* is the summation of all the
- individual Used Quantity transactions displayed in the SLA Item
   Details frame. In this case Used Quantity = 1 + 2 + 0 = 3.
- the *Quantity* = *Initial Quantity* (you can view this in the Balances screen) *Used Quantity*. In this case it is *7*.

٢	¥						Time	Review - BPC	: Version 2.4	l.0.0	TEST	ALPHA - JUI	DITH PO	LOCAL								
	Home	Equipment /	Locations	Contract	Finance / HR	Inventory	Maintenance / Proje	ects Manu	facturing	Procu	ement	Sales	Servic	e Re	eporting U	lities					_	8
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	CraftDesc	Date	Billable	RegularHours	OvertimeHours	SLAHours	NonBillableHours	TotalHours	IsReviewed	Cu						, T			Ť I			
۴	(D)	-	(D)	-	-	-	-	-		^	Co	de	Descript	ion	SLAType	Quantity	ContractNo	UsedQty	UnReview	ed	-	
	Technician	08/07/2019	No	0.00	0.00	0.00	0.00	0.00			۲ 🕫	¢	• <b>O</b> ¢		1 <b>0</b> 0	- 🕈	( <b>D</b> )	-	<b>Y</b> –		2	
	Technician	08/07/2019	No	0.01	0.00	0.00	0.00	0.01			• 🗆	ADMN	Administ	ration	CRFT	7.0	0 CO0000184	3	1.00 i	.00	1	
	Administration	08/07/2019	No	0.01	0.00	0.00	0.00	0.01				SLA Item	Details								1	
	Technician	08/07/2019	No	0.01	0.00	0.00	0.00	0.01				CalRefe	erence	Code	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode	
	Technician	08/07/2019	No	0.00	0.00	0.00	0.00	0.00				<ul> <li>PCN000</li> </ul>	0002	ADMIN	CO0000184	05/07/2020	Administration	CRFT	0.0	0 1.0	0 PWO0000	004
	Technician	08/07/2019	No	0.00	0.00	0.00	0.00	0.00				PCN000		ADMIN			Administration		0.0		0 PWO0000	
	Technician	08/07/2019	No	0.19	0.00	0.00	0.00	0.19				PCN000	0002	ADMIN	CO0000184	08/07/2020	Administration	CRFT	2.0	0.0	0 PWO0000	004
	Technician	08/07/2019	No	6.02	0.00	1.00	0.00	7.02	$\checkmark$													
	Technician	09/07/2019	No	3.03	0.00	0.00	0.00	3.03														
	Administration	21/11/2019	No	0.03	0.00	0.00	0.00	0.03														
	Technician	10/09/2019	No	5.00	0.00	0.00	0.00	5.00														
	Technician	07/01/2020	No	2.00	0.00	0.00	0.00	2.00														
	Technician	09/06/2020	No	0.00	0.00	1.00	0.25	1.25	-													
	Technician	05/07/2020	No	0.00	0.00	2.00	0.00	2.00	$\checkmark$													
	Technician	15/07/2020	No	2.00	1.00	0.00	0.00	3.00														
	Technician	06/07/2020	No	0.00	0.00	3.00	1.00	4.00														
	Administration	05/07/2020	No	0.00	0.00	1.00	0.00	1.00														
	Administration	07/07/2020	No	0.00	0.00	2.00	0.00	2.00														
•	Administration	08/07/2020	No	2.00	0.00	0.00	0.00	2.00		U												
				4 204 47		10.00	2.05	4 204 42		Ŧ												
				4,281.17		10.00	2.25	4,301.42														
4				_						÷												

- 1. In the work orders panel, the last record is not reviewed and all hours are still allocated as *Regular Hours*.
- This transaction can also be viewed in the SLA Item Details panel, where UnReviewed = 2 and Used Quantity = 0.

\$	v						Time	Review - BPG	): Version 2.4	.0.0	TES	T ALPHA -	JUDITH PO	LOCAL								
	Home	Equipment	/Locations	Contract	Finance / HR	Inventory	Maintenance / Proj	ects Manu	facturing R	rocu	remer	ent Sales	Servic	e Re	eporting Ut	lities					-	8 )
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Ŷ	10:	-	10:	-	-	-	-	-		*		Code	Descript	ion	SLAType	Quantity	ContractNo	UsedOty	UnReviewer			/
	Technician	08/07/2019	No	0.00	0.00	0.00	0.00	0.00			Ŧ	8 <b>0</b> ¢	* <b>D</b> ¢		10:	=	(D)	=	-			
	Technician	08/07/2019	No	0.01	0.00	0.00	0.00	0.01			+ 6	ADMN	Administ	ration	CRFT	7.0	0 CO0000184	3.	00 2.	00		
	Administration	08/07/2019	No	0.01	0.00	0.00	0.00	0.01				SLA It	em Details									
	Technician	08/07/2019	No	0.01	0.00	0.00	0.00	0.01				۹ Call	Reference	Code	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode	
	Technician	08/07/2019	No	0.00	0.00	0.00	0.00	0.00				PCN	0000002	ADMIN	CO0000184	05/07/2020	Administration	CRFT	0.00	1.0	D PWO00000	04
	Technician	08/07/2019	No	0.00	0.00	0.00	0.00	0.00				PCN	0000002	ADMIN	CO0000184	07/07/2020	Administration	CRFT	0.00	2.0	D PWO00000	04
	Technician	08/07/2019	No	0.19	0.00	0.00	0.00	0.19				PCN	0000002	ADMIN	CO0000184	08/07/2020	Administration	CRFT	2.00	0.0	D PWO00000	D4
	Technician	08/07/2019	No	6.02	0.00	0 1.00	0.00	7.02	1		<b>—</b>									4		
	Technician	09/07/2019	No	3.03	0.00	0.00	0.00	3.03														
	Administration	21/11/2019	No	0.03	0.00	0.00	0.00	0.03														
	Technician	10/09/2019	No	5.00	0.00	0.00	0.00	5.00	teres of											2		
	Technician	07/01/2020	No	2.00	0.00	0.00	0.00	2.00	-													
	Technician	09/06/2020		0.00	0.00																	
	Technician	05/07/2020		0.00	0.00																	
	Technician	15/07/2020		2.00	1.00																	
	Technician	06/07/2020		0.00	0.00																	
	Administration	05/07/2020		0.00	0.00																	
	Administration	07/07/2020		0.00				_		n												
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				4.281.17		10.00	2.25	4,301,42														
				4,201.17		10.00	2.23	-1/301.42														



In the SLA panel:

- 1. the UnReviewed (hours) are the summation of all the
- individual UnReviewed transactions displayed in the SLA Item Details frame. In this case, Unreviewed = 0 + 0 + 2 = 2 since there is only 1 transaction that has not been reviewed yet.

\$	¥							Time	Review - BPC	): Version 2.4	1.0.0 -	TEST	T ALPHA - JU	DITH PC	LOCAL								• x
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Sa	ve Invoice WO		voice	Back	Flag Reviewed	SLA Time V	iew WO View	Call View Project	Save Layout	Workspaces	Sav	e Filt	er Refresh										
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	CraftDesc	Date			RegularHours	OvertimeHours	SLAHours	NonBillableHours	TotalHours	IsReviewed	Cu												
Ŷ	10:	-	-	0:	-	-	-	-	-		*	0	Code	Descriptio	n	SLAType	Quantity	ContractNo	UsedOty	UnReviewed			
	Technician	08/07/2	019 N	lo	0.00	0.0	0.00	0.00	0.00			<b>ب</b> .	0	*Oc		(D)	=	(D)	=	-			
	Technician	08/07/2	019 N	lo	0.01	0.0	0.00	0.00	0.01			۰E	ADMN	Administr	ation	CRFT	7.0	0 CO0000184	3.0	10 2.0		-1	
	Administration	08/07/2	019 N	lo	0.01	0.0	0.00	0.00	0.01				SLA Item	Details									
	Technician	08/07/2	019 N	lo	0.01	0.0	0.00	0.00	0.01				CalRet	ference	Code	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode	
	Technician	08/07/2	019 N	lo	0.00	0.0	0.00	0.00	0.00				PCN00	00002	ADMIN	CO0000184	05/07/2020	Administration	CRFT	0.00	1.00	PW000000	04
	Technician	08/07/2	019 N	lo	0.00	0.0	0.00	0.00	0.00				PCN00	00002	ADMIN	CO0000184	07/07/2020	Administration	CRFT	0.00		PW000000	
	Technician	08/07/20	019 N	lo	0.19	0.0	0.00	0.00	0.19				PCN00	00002	ADMIN	CO0000184	08/07/2020	Administration	CRFT	2.00	0.00	PW000000	04
	Technician	08/07/2	019 N	lo	6.02	0.0	0 1.00	0.00	7.02											4			
	Technician	09/07/2	019 N	lo	3.03	0.0	0.00	0.00	3.03														
	Administration	21/11/2	019 N	lo	0.03	0.0	0.00	0.00	0.03														
	Technician	10/09/20	019 N	lo	5.00	0.0	0 0.00	0.00	5.00	teres of										2			
	Technician	07/01/2	020 N	lo	2.00	0.0	0.00	0.00	2.00	-													
	Technician	09/06/20			0.00	0.0			1.25														
	Technician	05/07/20			0.00	0.0			2.00														
	Technician	15/07/2			2.00	1.0			3.00	teres of													
	Technician	06/07/2			0.00	0.0			4.00														
	Administration				0.00	0.0			1.00														
	Administration				0.00	0.0																	
,	Administration	08/07/2	020 N	10	2.00	0.0	0.00	0.00	2.00		U												
					4.281.17		10.00	2.25	4,301.42														
4					.,201.17		10.00	1115	.,														

 Note: For a record to be removed from this screen, the Work Order has to be <u>closed</u>.

MNU.075.001