SERVICE

MY WORK - ADD LABOUR TIME

Labour time can be logged against the work order via the **My Work** screen.

Confirm with your supervisor as to whether you will log your time, or whether call centre administration will do this.

A technician who does not use Tech Connect, but has access to BPO will use this method in order to book his time.

Ribbon Access: *Service > My Work*

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The ***My Work*** listing screen will be displayed.

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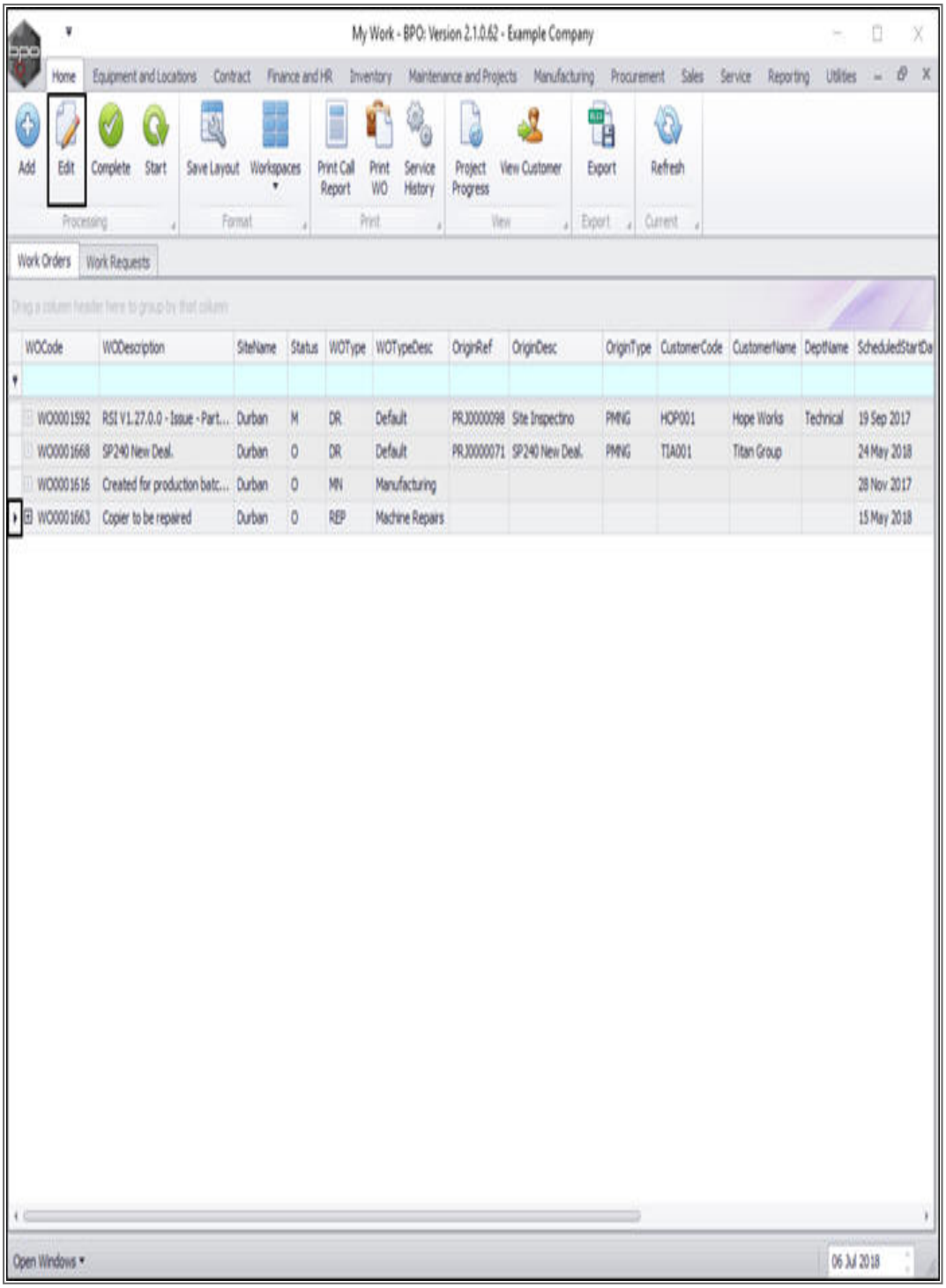
- Click on the ***row selector*** in front of the ***work order*** where you wish to ***log labour time***.
- Click on ***Edit***.



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The ***Maintain WO - Ref [ ]*** screen will be displayed.

ADD LABOUR TIME

- Click on the ***Time*** tile.

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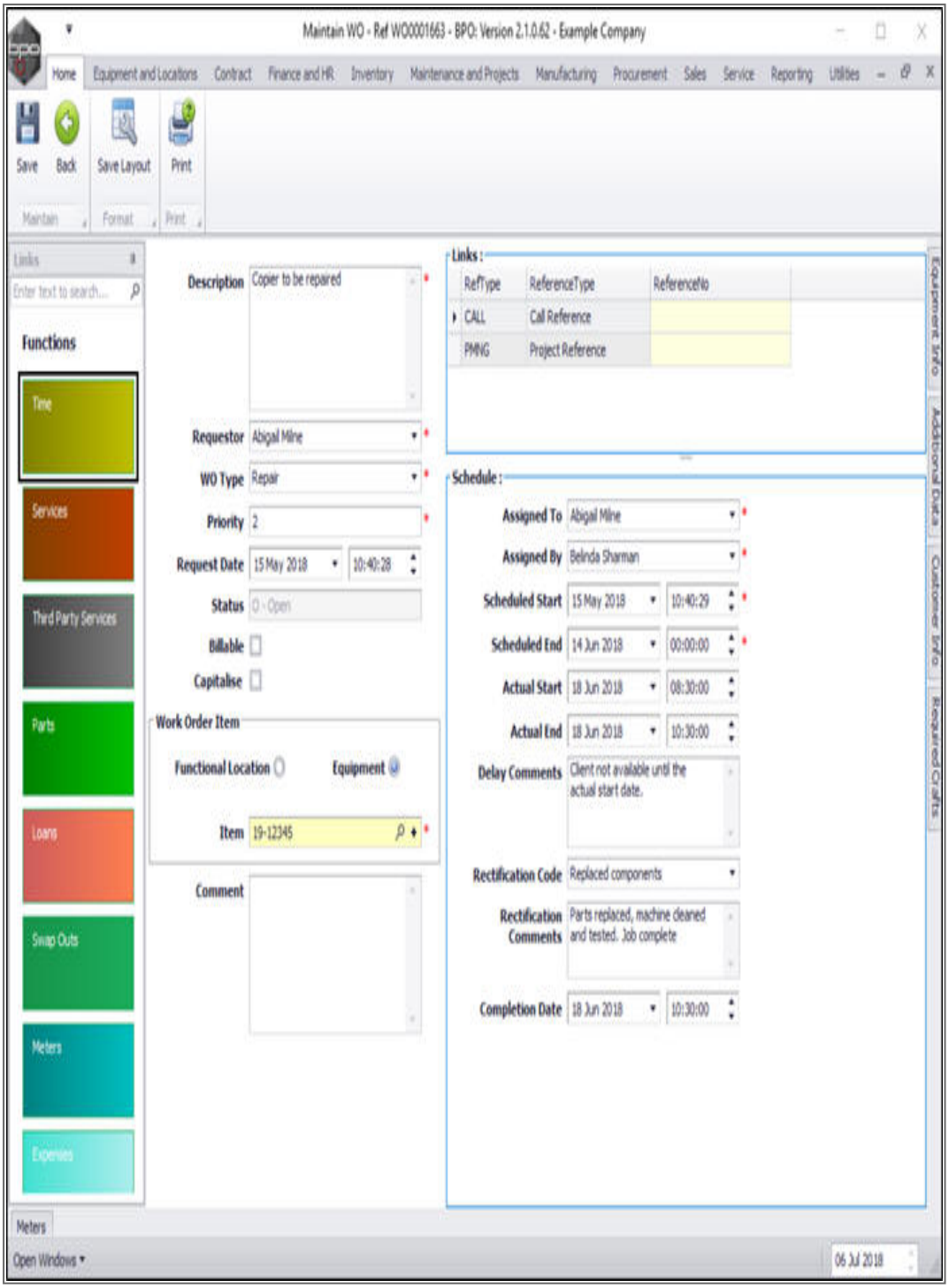

The ***Time Bookings for WO Code [ ]*** screen will be displayed.

- Click on ***Add***.

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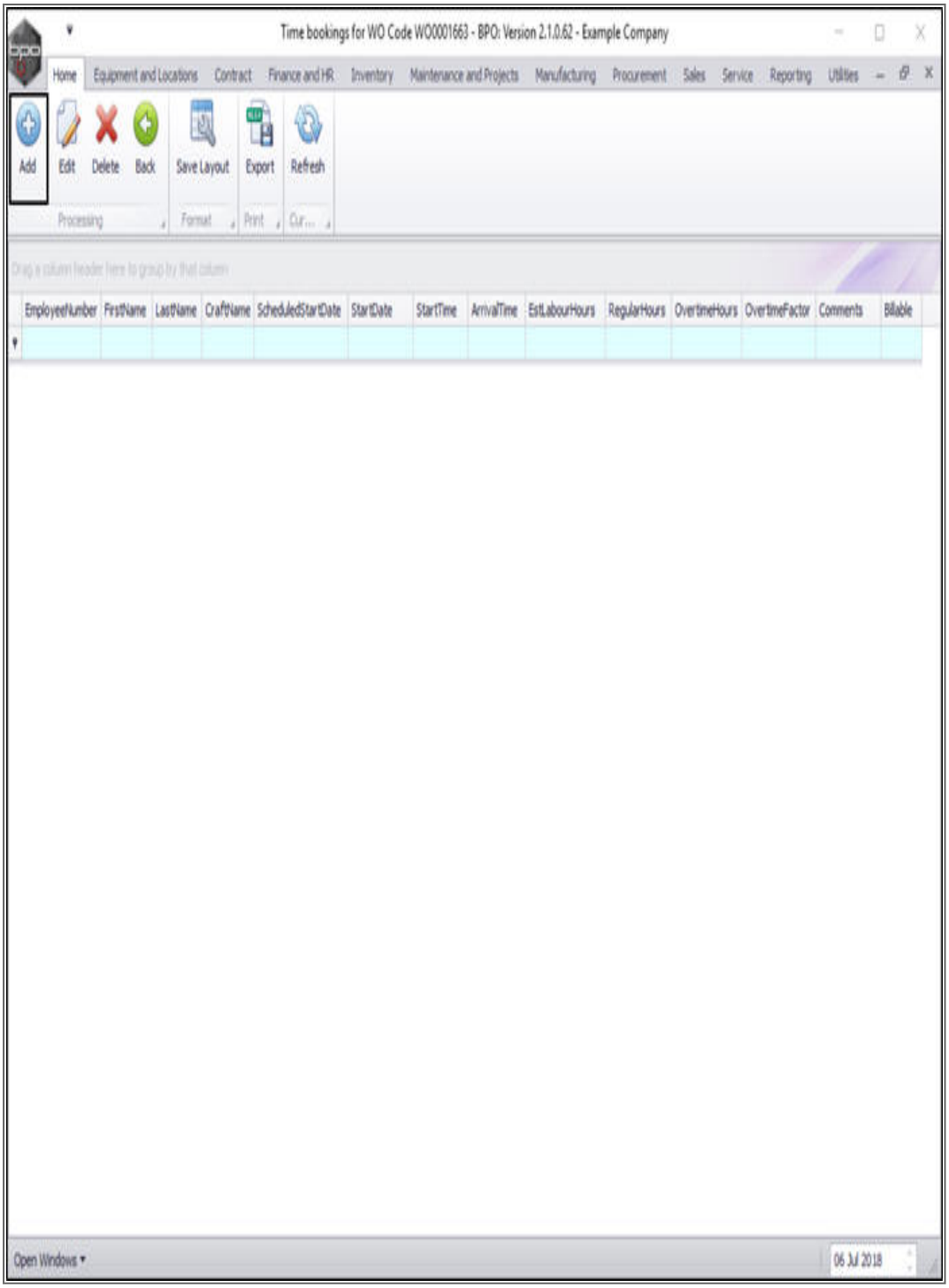

The ***Time Entry*** screen will be displayed.

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- **Work Order:** This will auto populate with the work order number selected in the previous step.
- **Employee:** This will auto populate with the person currently logged on to the system. You can click on the drop-down arrow and select an alternative person if required.
- **Craft:** Click on the drop-down arrow and select from the menu the craft to be assigned to this time entry.
    - **Note:** The Craft selection available will depend on the crafts linked to the employee selected in the previous step.
- **Comments:** Type in a description of the labour involved, which resulted in this time entry.
- **Start Date:** This will auto populate with the current date. Either type in, or click on the drop-down arrow and use the calendar function to select an alternative date if required.
- **Start Time:** This will auto populate with the current time. Either type in, or use the directional arrows to select an alternative start time if required.
- **End Time:** This will auto populate with the current time plus 15 minutes . Either type in, or use the directional arrows to select an alternative end time if required, (this can be edited later).
- **Arrival Time:** This will auto populate with the current time. Either type in, or use the directional arrows to select an alternative arrival time if required. (This could differ from the start time. For example, a technician could arrive on site at **08.00**hrs. She has to wait **30** minutes for all of the client employees to log off the

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system before she can initiate repairs. Thus the **Arrival Time** will be **08:00** and the **Start Time** will be **08:30**).

- **Regular Hours:** This will auto calculate as the start and end times are added.
    - **Note:** You can also just type in the regular hours worked without adjusting the start and end time.
- **Overtime Hours:** Either type in, or use the directional arrows to select alternative overtime hours if required.
- **Overtime Factor:** Either type in, or click on the drop-down arrow and select from the menu an alternative overtime factor if required.
- **Billable:** This work will not be marked as billable (this flag is only used in the call screen).

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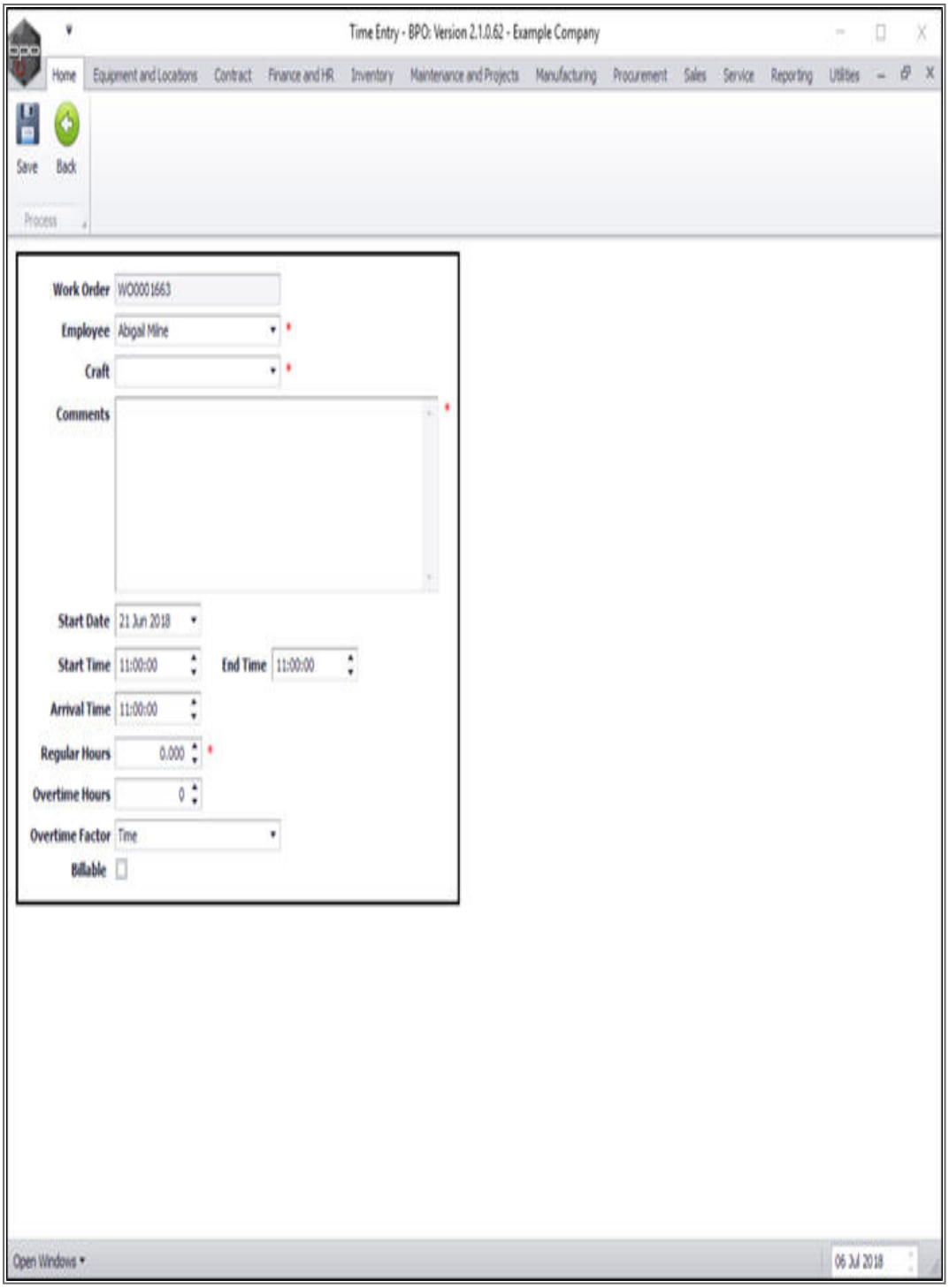

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SAVE LABOUR TIME

- When you have finished logging the labour time details, click on ***Save***.

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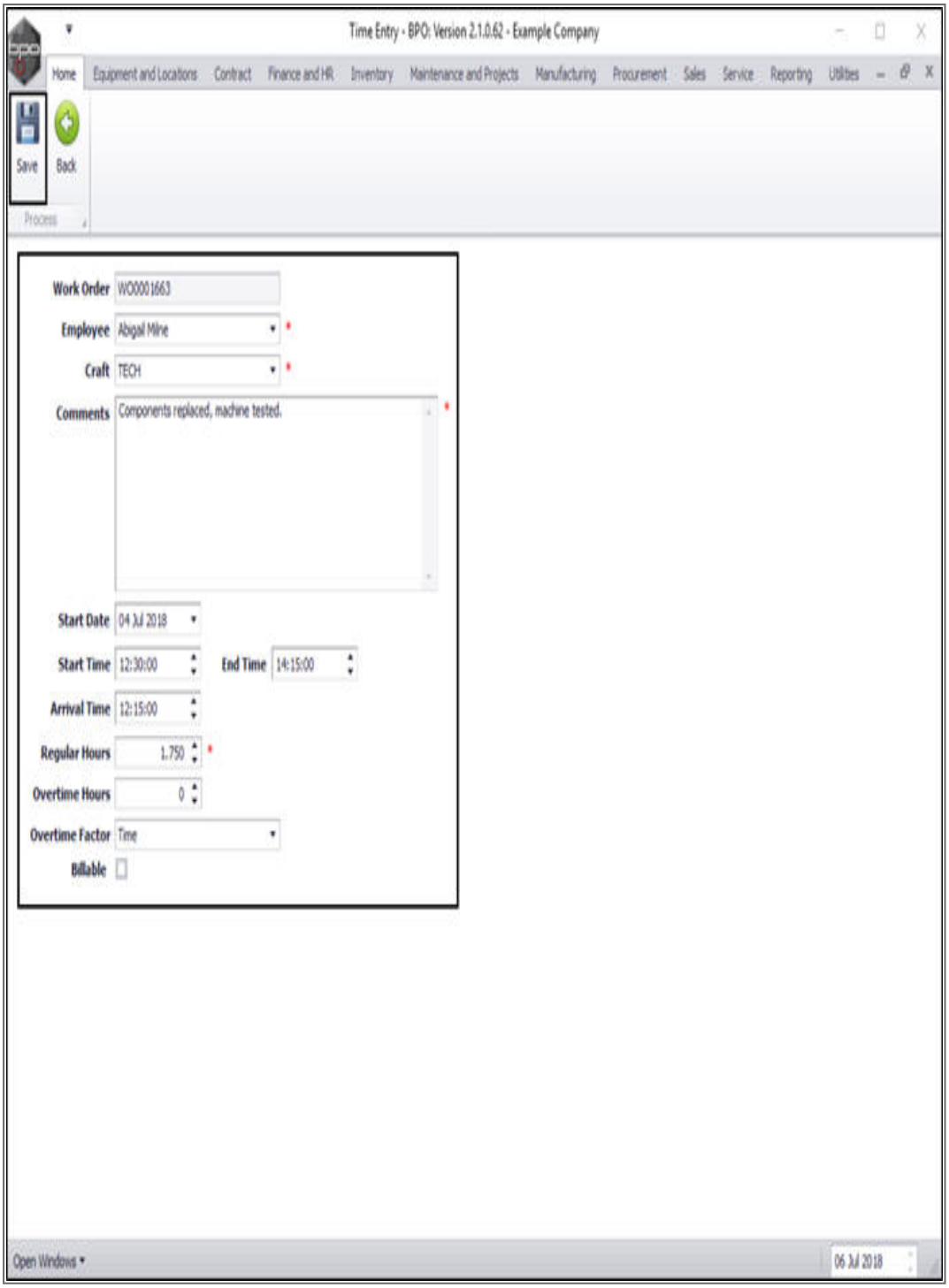

- You will return to the ***Time bookings for WO Code [ ]*** screen.
- A ***Time Processing*** message box will pop up informing you that;

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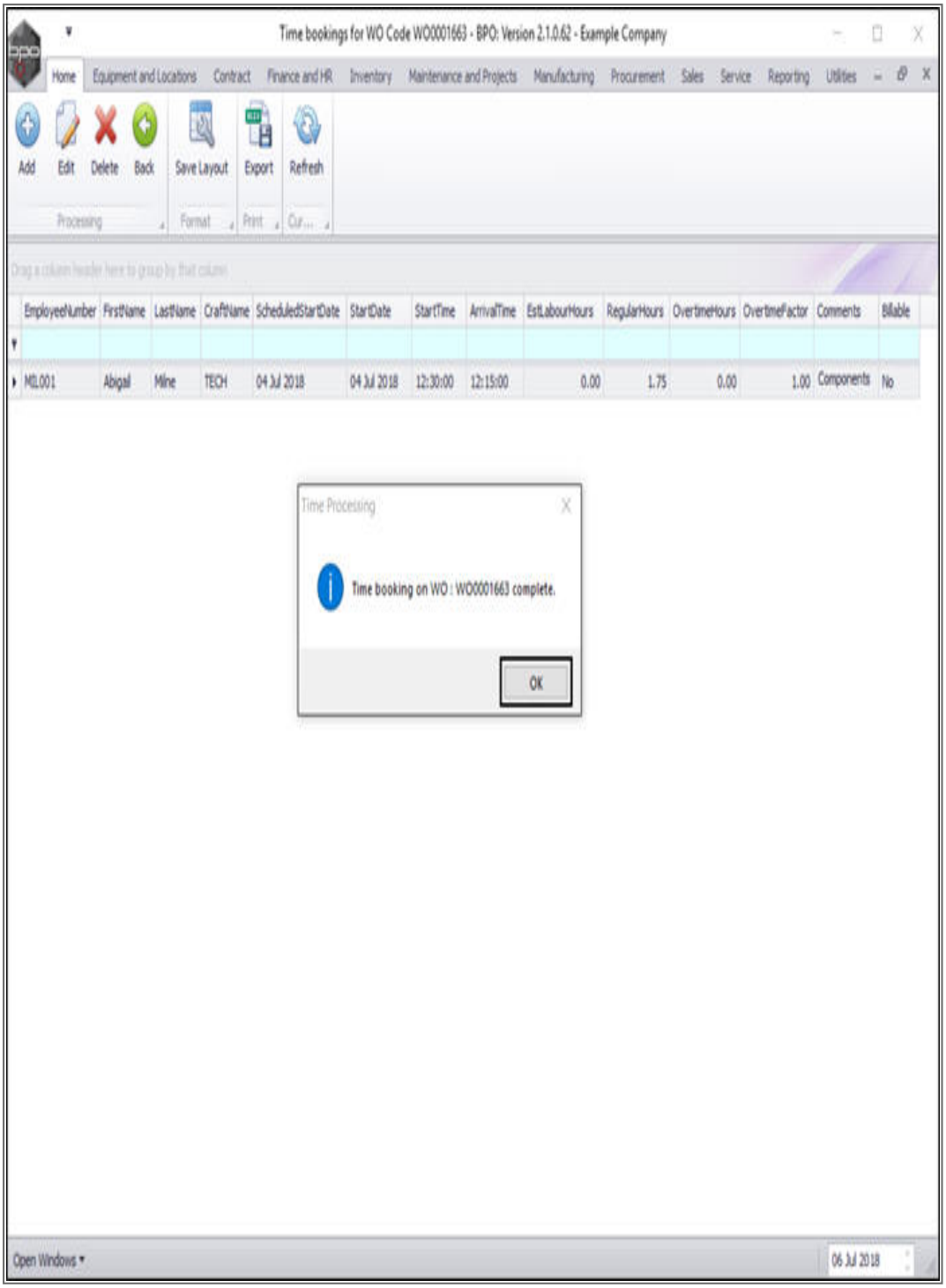
- ***Time booking on WO: [ ]*** complete.

- Click on ***OK***.



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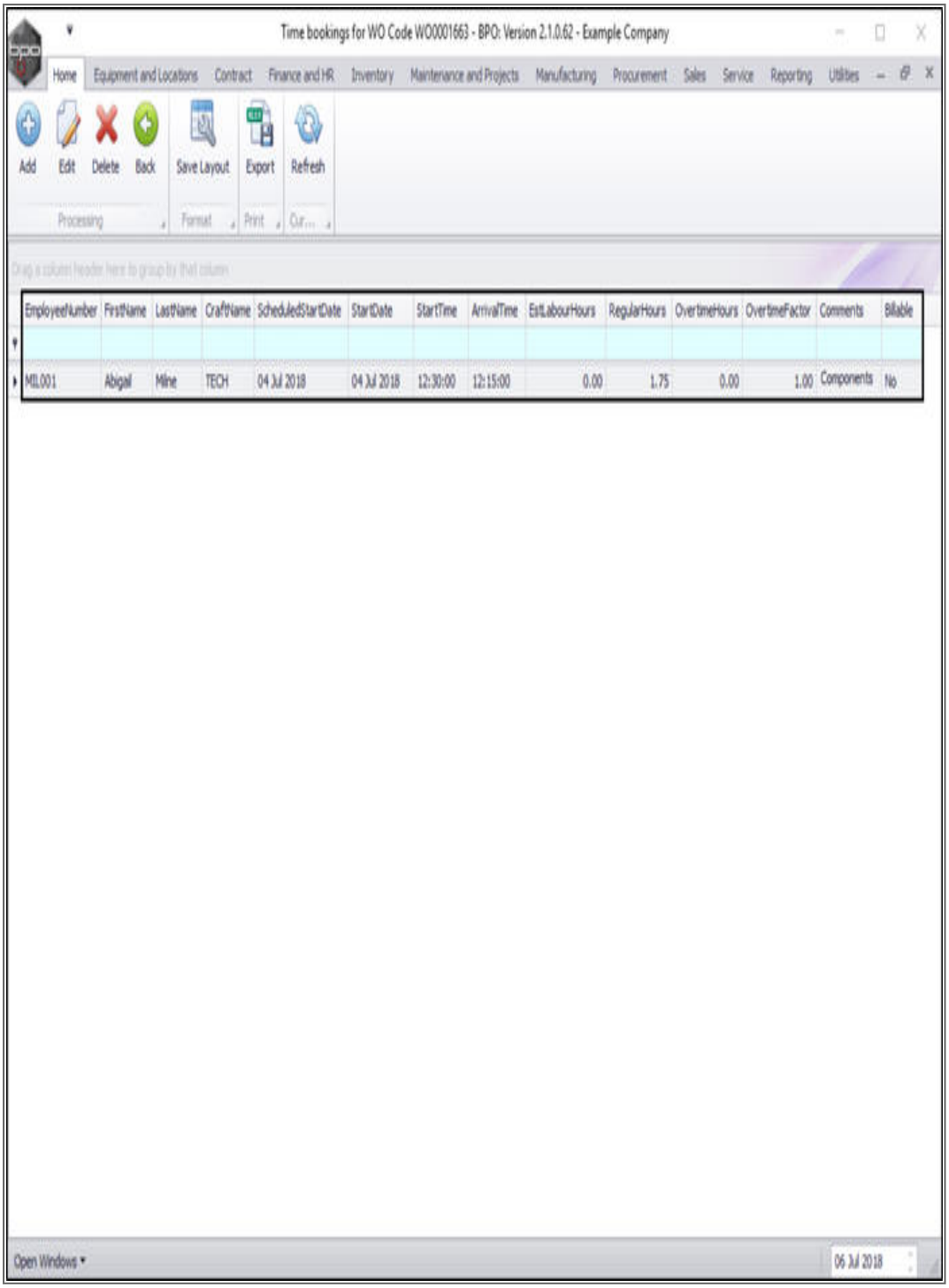
VIEW ADDED LABOUR TIME

- You can now view the new time booking in this screen.



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