

SERVICE

TIME REVIEW – REVIEW TIME

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 Time Review flag 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** section displays all contract inclusions linked to an item on the selected work order.
-
- Click on the **row** of the Work Order you would like to review time for.

TIME REVIEW – NO LINKED CRAFT INCLUSIONS

In this image, the item linked to the selected Work Order has no linked contract inclusions therefore the **SLA** section is blank.

- **Note:** Only craft inclusions (CRFT) are affected by Time Review.
- The **Billable** field shows whether the labour time is billable or non-billable. In this example, the billable field is **Yes**.
- The **Regular Hours** field shows the employee time logged against the work order. This field cannot be changed. In this example, Regulars Hours = **2.5**.
- 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 were booked.
- **Note:** 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.

SLA Hours: Time allocated to this field will be deducted from the service / support time from a client's contractual agreement.

- **Note 1:** Time allocated as **SLA Hours** will be deducted from **Regular Hours**, in this example , no time was allocated as **SLA Hours** therefore **Regular Hours** remained the same. If **1hr** had been allocated as **SLA Hours** , then the **Regular Hours** would have changed to **1.25hrs**.

- **Note 2:** The **Overtime Hours** field is not affected by changes in the **Regular Hours**, **SLA Hours** and **Non Billable Hours** fields.
- **Scroll** right until you see the **Marked** field.
 - **Note:** Since no time was allocated as **SLA Hours**, the **Marked** field will remain unchecked. If time had been allocated as **SLA Hours**, then this field would have been checked.
- **Non Billable Hours:** Time allocated to this field will not be billed. In this image, **1hr** has been 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 image, **Regular Hours** now display as **1.25** hrs.
- If **0.25** had been allocated as **SLA hours** and **1** as **Non Billable Hours**, then **Regular Hours** would have been displaying as **1**.
 - **Note:** The **Overtime Hours** field is not affected by changes in the **Regular Hours**, **SLA Hours** or **Non Billable Hours** fields.
- **Scroll** right until you can view the **Marked** field.
- Since time was allocated as **Non Billable Hours**, this field is now checked.
- **Scroll** left to go back.

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

SELECT 'FLAG REVIEWED'

When you are done, you can now mark time as reviewed by either clicking on the *Is Reviewed* field or the *Flag Reviewed* button.

REVIEW TIME WITH THE 'IS REVIEWED' CHECK BOX

- Click on the *Is Reviewed* check box.
- The *Is Reviewed* check box will be marked.

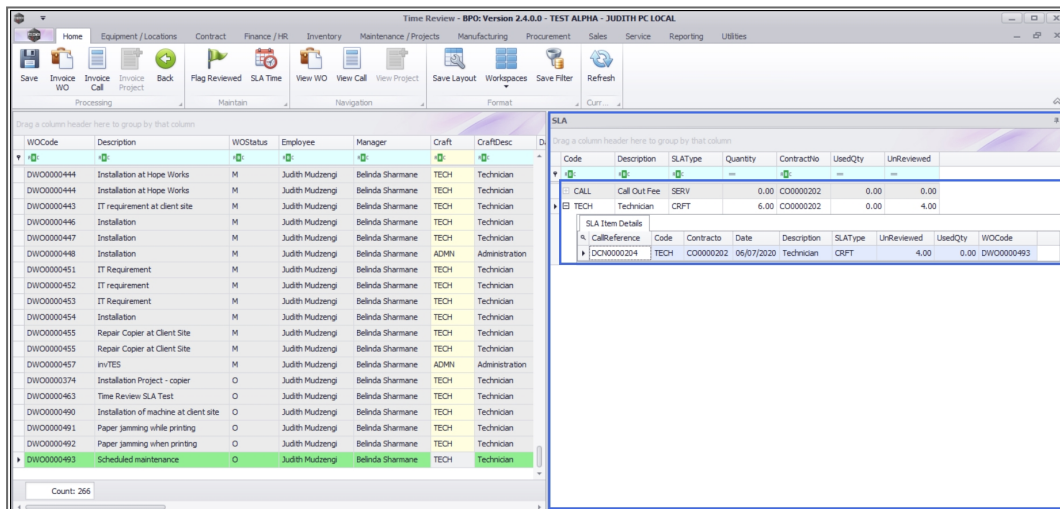
SAVE REVIEWED TIME

- Click on *Save*.
- A *Time Review Processing* message will pop up telling you;
 - *Time Review processing successfully updated.*
- Click on *Ok*.
- You will return to the *Time Review* listing screen.
- *Scroll* right to view more fields.

- The *Is Reviewed* check box will now be checked.

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.



WOCode	Description	WOStatus	Employee	Manager	Craft	CraftDesc
DW0000444	Installation at Hope Works	M	Judith Mudzengi	Belinda Shamane	TECH	Technician
DW0000444	Installation at Hope Works	M	Judith Mudzengi	Belinda Shamane	TECH	Technician
DW0000443	IT requirement at client site	M	Judith Mudzengi	Belinda Shamane	TECH	Technician
DW0000446	Installation	M	Judith Mudzengi	Belinda Shamane	TECH	Technician
DW0000447	Installation	M	Judith Mudzengi	Belinda Shamane	TECH	Technician
DW0000448	Installation	M	Judith Mudzengi	Belinda Shamane	TECH	Technician
DW0000451	IT Requirement	M	Judith Mudzengi	Belinda Shamane	ADMIN	Administration
DW0000452	IT Requirement	M	Judith Mudzengi	Belinda Shamane	TECH	Technician
DW0000453	IT Requirement	M	Judith Mudzengi	Belinda Shamane	TECH	Technician
DW0000454	Installation	M	Judith Mudzengi	Belinda Shamane	TECH	Technician
DW0000455	Repair Copier at Client Site	M	Judith Mudzengi	Belinda Shamane	TECH	Technician
DW0000455	Repair Copier at Client Site	M	Judith Mudzengi	Belinda Shamane	TECH	Technician
DW0000457	invTES	M	Judith Mudzengi	Belinda Shamane	ADMIN	Administration
DW0000374	Installation Project - copier	O	Judith Mudzengi	Belinda Shamane	TECH	Technician
DW0000463	Time Review SLA Test	O	Judith Mudzengi	Belinda Shamane	TECH	Technician
DW0000490	Installation of machine at client site	O	Judith Mudzengi	Belinda Shamane	TECH	Technician
DW0000491	Paper jamming while printing	O	Judith Mudzengi	Belinda Shamane	TECH	Technician
DW0000492	Paper jamming when printing	O	Judith Mudzengi	Belinda Shamane	TECH	Technician
DW0000493	Scheduled maintenance	O	Judith Mudzengi	Belinda Shamane	TECH	Technician

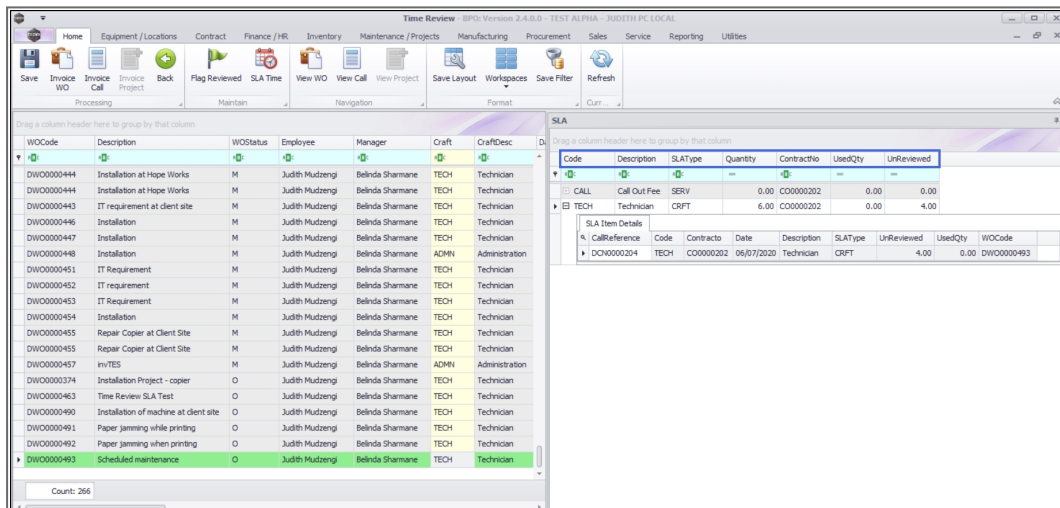
Code	Description	SLAType	Quantity	ContractNo	UsedQty	UnReviewed
CALL	Call Out Fee	SERV	0.00	C00000202	0.00	0.00
TECH	Technician	CRFT	6.00	C00000202	0.00	4.00

SLA Item Details	Code	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode
CallReference	DCH0000204	TECH	C00000202	06/07/2020	Technician	CRFT	4.00	0.00 DW0000493

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.

- **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.



The screenshot shows the 'Time Review' software interface. The main window displays a list of work orders (WO) with columns for WOCode, Description, WOStatus, Employee, Manager, Craft, and CraftDesc. The 'SLA Item Details' panel on the right shows details for a selected work order, including Call Reference, Code, Contracto, Date, Description, SLAType, UnReviewed, UsedQty, and WOCode.

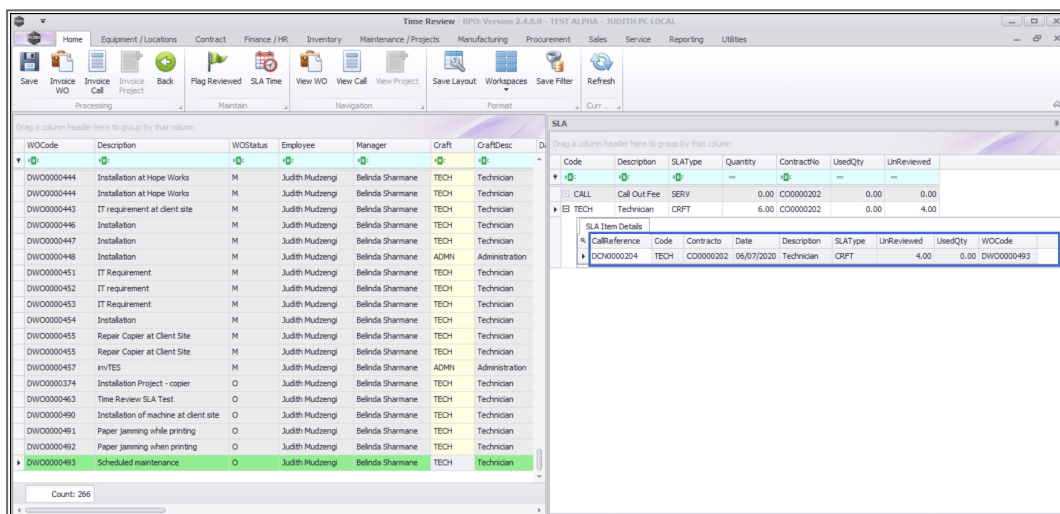
WOCode	Description	WOStatus	Employee	Manager	Craft	CraftDesc
DIW0000444	Installation at Hope Works	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000444	Installation at Hope Works	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000443	IT requirement at client site	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000446	Installation	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000447	Installation	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000448	Installation	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000451	IT Requirement	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000452	IT Requirement	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000453	IT Requirement	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000454	Installation	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000455	Repair Copier at Client Site	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000455	Repair Copier at Client Site	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000457	invTES	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000374	Installation Project - copier	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000463	Time Review SLA Test	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000490	Installation of machine at client site	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000491	Paper jamming while printing	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000492	Paper jamming when printing	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DIW0000493	Scheduled maintenance	O	Judith Mudzeng	Belinda Shamane	TECH	Technician

CallReference	Code	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode
DIW0000204	TECH	CO0000202	05/07/2020	Technician	CRFT	4.00	0.00	DIW0000493

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.



The screenshot shows the 'Time Review' application window. The main panel displays a list of work orders with columns: WCode, Description, WStatus, Employee, Manager, Craft, and CraftDesc. The list includes various installation and maintenance tasks. On the right, the 'SLA' panel is open, showing a table with columns: Code, Description, SLAType, Quantity, ContractNo, UsedQty, and UnReviewed. Below this, the 'SLA Item Details' panel shows a table with columns: CallReference, Code, Contract, Date, Description, SLAType, UnReviewed, UsedQty, and WCode. The details for 'DCN0000204' are visible.

WCode	Description	WStatus	Employee	Manager	Craft	CraftDesc
DW00000444	Installation at Hope Works	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000444	Installation at Hope Works	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000443	IT requirement at dent site	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000446	Installation	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000447	Installation	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000448	Installation	M	Judith Mudzeng	Belinda Shamane	ADMIN	Administration
DW00000451	IT Requirement	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000452	IT Requirement	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000453	IT Requirement	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000454	Installation	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000455	Repair Copier at Client Site	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000455	Repair Copier at Client Site	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000457	inv/YES	M	Judith Mudzeng	Belinda Shamane	ADMIN	Administration
DW00000374	Installation Project - copier	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000463	Time Review SLA Test	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000490	Installation of machine at dent site	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000491	Paper jamming while printing	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000492	Paper jamming when printing	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000493	Scheduled maintenance	O	Judith Mudzeng	Belinda Shamane	TECH	Technician

Code	Description	SLAType	Quantity	ContractNo	UsedQty	UnReviewed
CALL	Call Out Fee	SERV	0.00	CO0000202	0.00	0.00
TECH	Technician	CRAFT	6.00	CO0000202	0.00	4.00

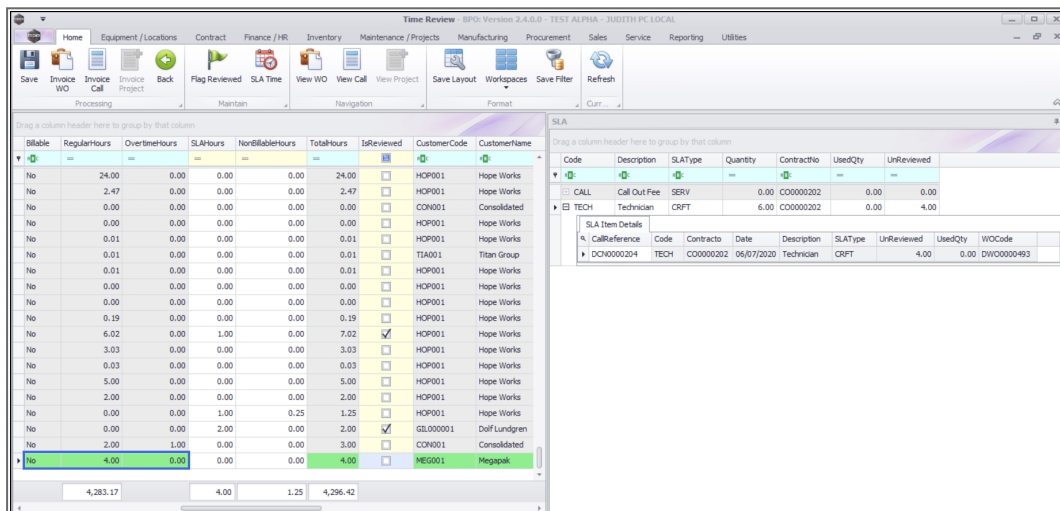
CallReference	Code	Contract	Date	Description	SLAType	UnReviewed	UsedQty	WCode
DCN0000204	TECH	CO0000202	06/07/2020	Technician	CRAFT	4.00	0.00	DW00000493

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.



The screenshot shows the 'Time Review' software interface. The main table displays work orders with columns for Billable, Regular Hours, Overtime Hours, SLA Hours, Non-Billable Hours, Total Hours, Is Reviewed, Customer Code, and Customer Name. The 'Overtime Hours' column is highlighted in yellow. The 'SLA Hours' column is highlighted in green. The 'Non-Billable Hours' column is highlighted in blue. The 'Total Hours' column is highlighted in red. The 'Is Reviewed' column is highlighted in purple. The 'Customer Code' column is highlighted in orange. The 'Customer Name' column is highlighted in pink. The table shows a list of work orders for 'Hope Works' and 'Titan Group'. The 'Overtime Hours' column shows 0.00 for all work orders. The 'SLA Hours' column shows 0.00 for all work orders. The 'Non-Billable Hours' column shows 0.00 for all work orders. The 'Total Hours' column shows 24.00 for 'Hope Works' and 0.00 for 'Titan Group'. The 'Is Reviewed' column shows 'No' for all work orders. The 'Customer Code' column shows 'HOP001' for 'Hope Works' and 'TIA001' for 'Titan Group'. The 'Customer Name' column shows 'Hope Works' and 'Titan Group'. The 'Overtime Hours' column is highlighted in yellow. The 'SLA Hours' column is highlighted in green. The 'Non-Billable Hours' column is highlighted in blue. The 'Total Hours' column is highlighted in red. The 'Is Reviewed' column is highlighted in purple. The 'Customer Code' column is highlighted in orange. The 'Customer Name' column is highlighted in pink.

- **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 **a portion of** or **all Regular Hours** logged by an employee as **SLA Hours**.

Time Review - BPO: Version 2.4.0.0 - TEST ALPHA - JUDITH PC LOCAL

Home

Equipment / Locations

Contract

Finance / HR

Inventory

Maintenance / Projects

Manufacturing

Procurement

Sales

Service

Reporting

Utilities

Save Invoice Call

Invoice WO

Invoice Project

Back

Flag Reviewed

SLA Time

View WO

View Call

View Project

Save Layout

Workspaces

Save Filter

Refresh

Processing

Maintain

Navigation

Format

Curr

Drag a column header here to group by that column

Billable

Regularhours

Overtimehours

SLAhours

Nonbillablehours

Totalhours

IsReviewed

CustomerCode

CustomerName

No

24.00

0.00

0.00

0.00

24.00

HOP001

Hope Works

No

2.47

0.00

0.00

0.00

2.47

HOP001

Hope Works

No

0.00

0.00

0.00

0.00

0.00

CON001

Consolidated

No

0.00

0.00

0.00

0.00

0.00

HOP001

Hope Works

No

0.01

0.00

0.00

0.00

0.01

HOP001

Hope Works

No

0.01

0.00

0.00

0.00

0.01

TIAD01

Titan Group

No

0.01

0.00

0.00

0.00

0.01

HOP001

Hope Works

No

0.00

0.00

0.00

0.00

0.00

HOP001

Hope Works

No

0.00

0.00

0.00

0.00

0.00

HOP001

Hope Works

No

0.19

0.00

0.00

0.00

0.19

HOP001

Hope Works

No

6.02

0.00

1.00

0.00

7.02

HOP001

Hope Works

No

3.03

0.00

0.00

0.00

3.03

HOP001

Hope Works

No

0.03

0.00

0.00

0.00

0.03

HOP001

Hope Works

No

5.00

0.00

0.00

0.00

5.00

HOP001

Hope Works

No

2.00

0.00

0.00

0.00

2.00

HOP001

Hope Works

No

0.00

0.00

1.00

0.00

1.25

HOP001

Hope Works

No

0.00

0.00

2.00

0.00

2.00

GL000001

Doff Lundgren

No

2.00

1.00

0.00

0.00

3.00

CON001

Consolidated

No

4.00

0.00

0.00

0.00

4.00

HEG001

Hegepak

4,283.17

4.00

1.25

4,296.42

SLA

Drag a column header here to group by that column

Code

Description

SLAType

Quantity

ContractNo

UsedQty

UnReviewed

CALL

Call Out Fee

SERV

0.00

CO0000202

0.00

0.00

TECH

Technician

CRFT

6.00

CO0000202

0.00

4.00

SLA Item Details

CallReference

Code

Contract

Date

Description

SLAType

UnReviewed

UsedQty

WOCODE

DCH00000204

TECH

CO0000202

06/07/2020

Technician

CRFT

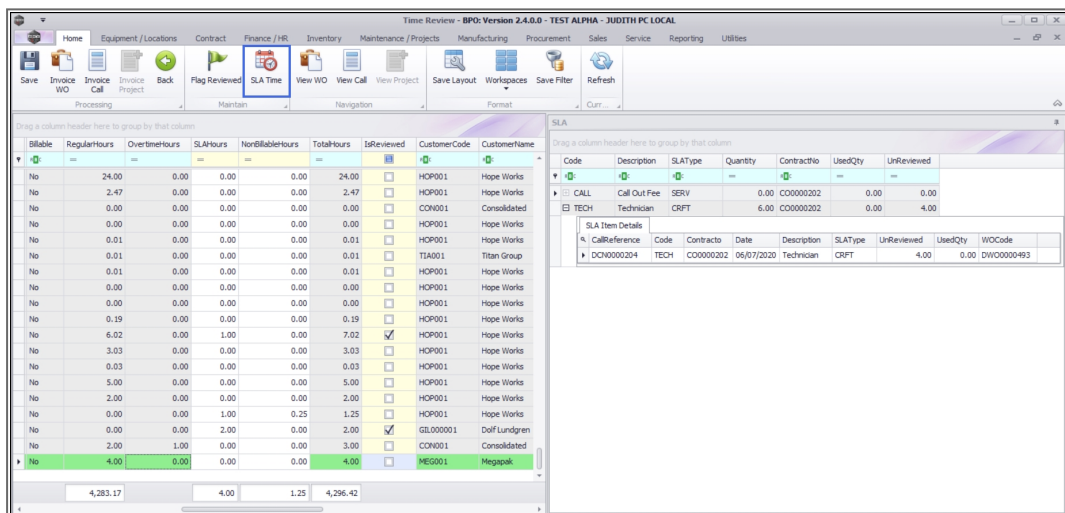
4.00

0.00

DW000000493

ALLOCATE 'ALL' REGULAR HOURS

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



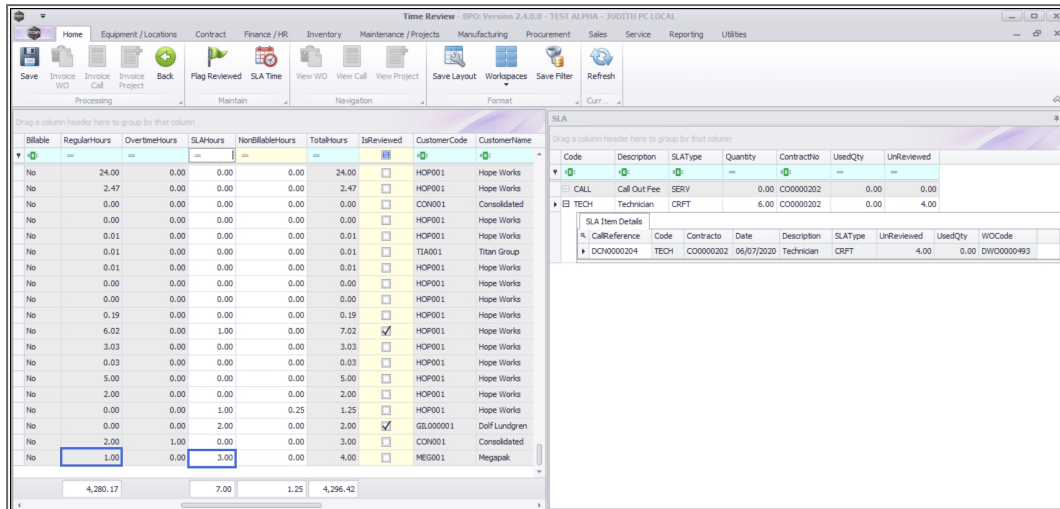
- An *Input Validation* message will pop up asking you;
 - Are you sure you want to move all the regular hours to SLA for the selected items.
- Click on *Yes*.

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

ALLOCATE A 'PORTION' OF REGULAR HOURS

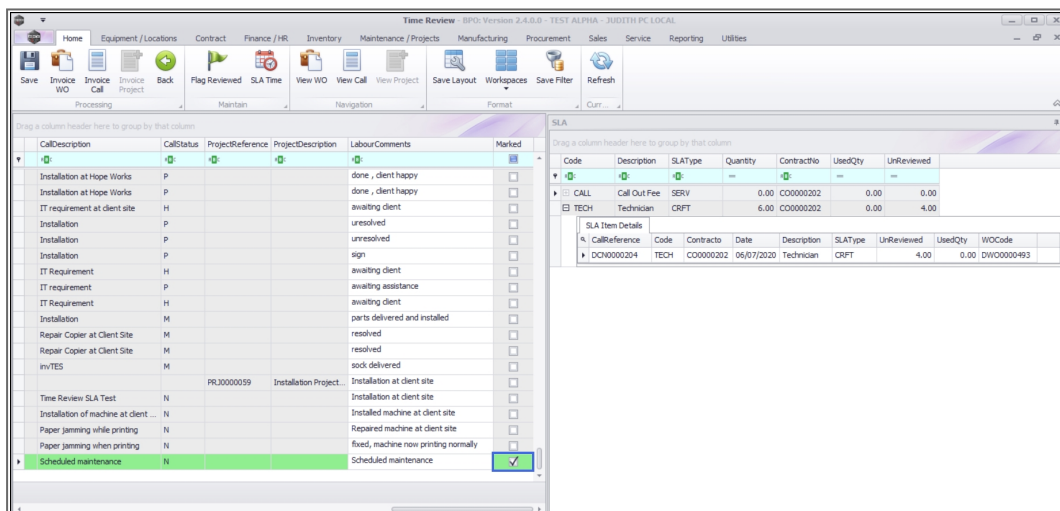
- To allocate a portion of the **Regular Hours** as **SLA Hours**, type in the number of hours you wish to apportion as **SLA Hours**.
- In this example, **3 hrs** have been allocated as **SLA Hours**.
- The time allocated as **SLA Hours** has now been deducted from **Regular Time**. Click away from 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.



Billable	RegularHours	OvertimeHours	SLAHours	NonBillableHours	TotalHours	IsReviewed	CustomerCode	CustomerName
No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works
No	2.47	0.00	0.00	0.00	2.47	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	CON001	Consolidated
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	TIA001	Titan Group
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.19	0.00	0.00	0.00	0.19	<input type="checkbox"/>	HOP001	Hope Works
No	6.02	0.00	1.00	0.00	7.02	<input checked="" type="checkbox"/>	HOP001	Hope Works
No	3.03	0.00	0.00	0.00	3.03	<input type="checkbox"/>	HOP001	Hope Works
No	0.03	0.00	0.00	0.00	0.03	<input type="checkbox"/>	HOP001	Hope Works
No	5.00	0.00	0.00	0.00	5.00	<input type="checkbox"/>	HOP001	Hope Works
No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	1.00	0.25	1.25	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>	GL000001	Dof Lundgren
No	2.00	1.00	0.00	0.00	3.00	<input type="checkbox"/>	CON001	Consolidated
No	1.00	0.00	3.00	0.00	4.00	<input type="checkbox"/>	MEG001	Megapak
	4,280.17		7.00	1.25	4,296.42			

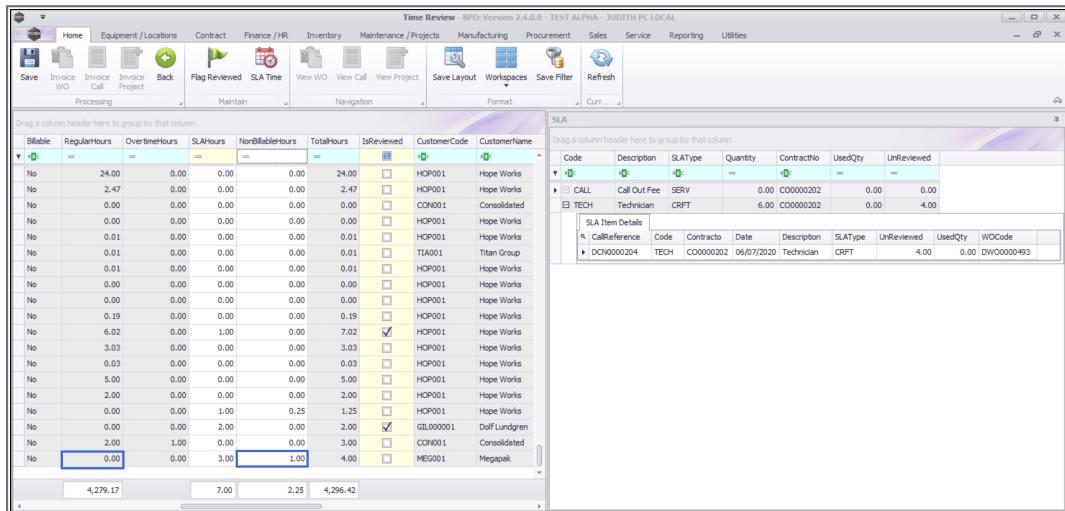
- **Scroll** right until you see the **Marked** field.
- Since time was allocated as **SLA Hours**, this field is now be checked.
- **Scroll** left to go back.



CallDescription	CallStatus	ProjectReference	ProjectDescription	LabourComments	Marked
Installation at Hope Works	P			done , client happy	<input type="checkbox"/>
Installation at Hope Works	P			done , client happy	<input type="checkbox"/>
IT requirement at client site	H			awaiting client	<input type="checkbox"/>
Installation	P			unresolved	<input type="checkbox"/>
Installation	P			sign	<input type="checkbox"/>
IT Requirement	H			awaiting client	<input type="checkbox"/>
IT requirement	P			awaiting assistance	<input type="checkbox"/>
IT Requirement	H			awaiting client	<input type="checkbox"/>
Installation	M			parts delivered and installed	<input type="checkbox"/>
Repair Copier at Client Site	M			resolved	<input type="checkbox"/>
Repair Copier at Client Site	M			resolved	<input type="checkbox"/>
inv/tes	M			sock delivered	<input type="checkbox"/>
		PRJ0000059	Installation Project	Installation at client site	<input type="checkbox"/>
Time Review SLA Test	N			Installation at client site	<input type="checkbox"/>
Installation of machine at client ...	N			Installed machine at client site	<input type="checkbox"/>
Paper jamming while printing	N			Repaired machine at client site	<input type="checkbox"/>
Paper jamming when printing	N			fixed , machine now printing normally	<input type="checkbox"/>
Scheduled maintenance	N			Scheduled maintenance	<input checked="" type="checkbox"/>

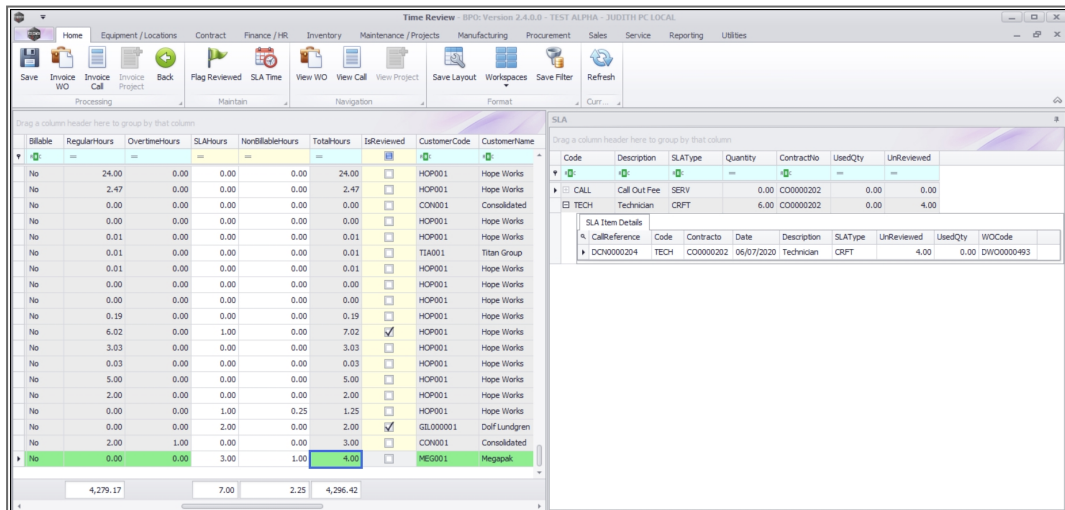
- **Non Billable Hours:** Time allocated to this field will not be billed. In this example, **1 hr** was allocated as non billable hours.

- 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 **0** hrs.
- Note:** The **Overtime Hours** field is not affected by changes in the **SLA Hours** or **Non Billable Hours** fields.



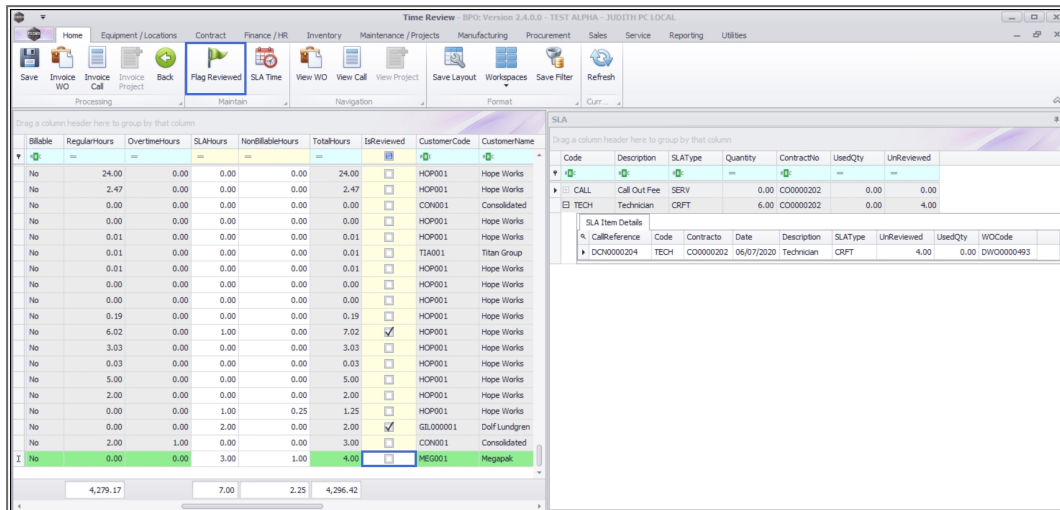
Billable	Regular Hours	Overtime Hours	SLA Hours	Non Billable Hours	Total Hours	Is Reviewed	Customer Code	Customer Name
No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works
No	2.47	0.00	0.00	0.00	2.47	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	CON001	Consolidated
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	TTA001	Titan Group
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.19	0.00	0.00	0.00	0.19	<input type="checkbox"/>	HOP001	Hope Works
No	6.02	0.00	1.00	0.00	7.02	<input checked="" type="checkbox"/>	HOP001	Hope Works
No	3.03	0.00	0.00	0.00	3.03	<input type="checkbox"/>	HOP001	Hope Works
No	0.03	0.00	0.00	0.00	0.03	<input type="checkbox"/>	HOP001	Hope Works
No	5.00	0.00	0.00	0.00	5.00	<input type="checkbox"/>	HOP001	Hope Works
No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	1.00	0.25	1.25	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>	GL000001	Doff Lundgren
No	2.00	1.00	0.00	0.00	3.00	<input type="checkbox"/>	CON001	Consolidated
No	0.00	0.00	3.00	1.00	4.00	<input type="checkbox"/>	MEG001	Megapak

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



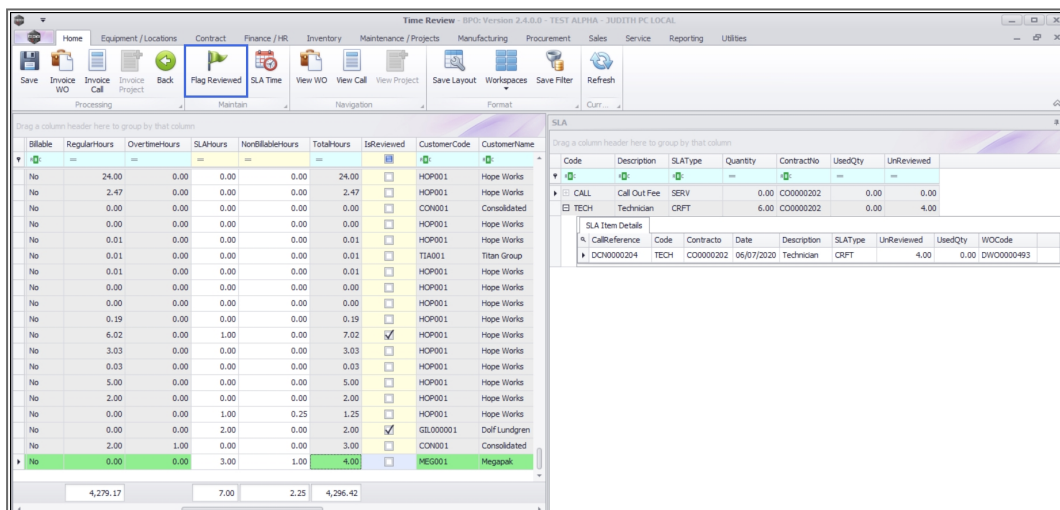
Billable	Regular Hours	Overtime Hours	SLA Hours	Non Billable Hours	Total Hours	Is Reviewed	Customer Code	Customer Name
No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works
No	2.47	0.00	0.00	0.00	2.47	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	CON001	Consolidated
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	TTA001	Titan Group
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.19	0.00	0.00	0.00	0.19	<input type="checkbox"/>	HOP001	Hope Works
No	6.02	0.00	1.00	0.00	7.02	<input checked="" type="checkbox"/>	HOP001	Hope Works
No	3.03	0.00	0.00	0.00	3.03	<input type="checkbox"/>	HOP001	Hope Works
No	0.03	0.00	0.00	0.00	0.03	<input type="checkbox"/>	HOP001	Hope Works
No	5.00	0.00	0.00	0.00	5.00	<input type="checkbox"/>	HOP001	Hope Works
No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	1.00	0.25	1.25	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>	GL000001	Doff Lundgren
No	2.00	1.00	0.00	0.00	3.00	<input type="checkbox"/>	CON001	Consolidated
No	0.00	0.00	3.00	1.00	4.00	<input type="checkbox"/>	MEG001	Megapak

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

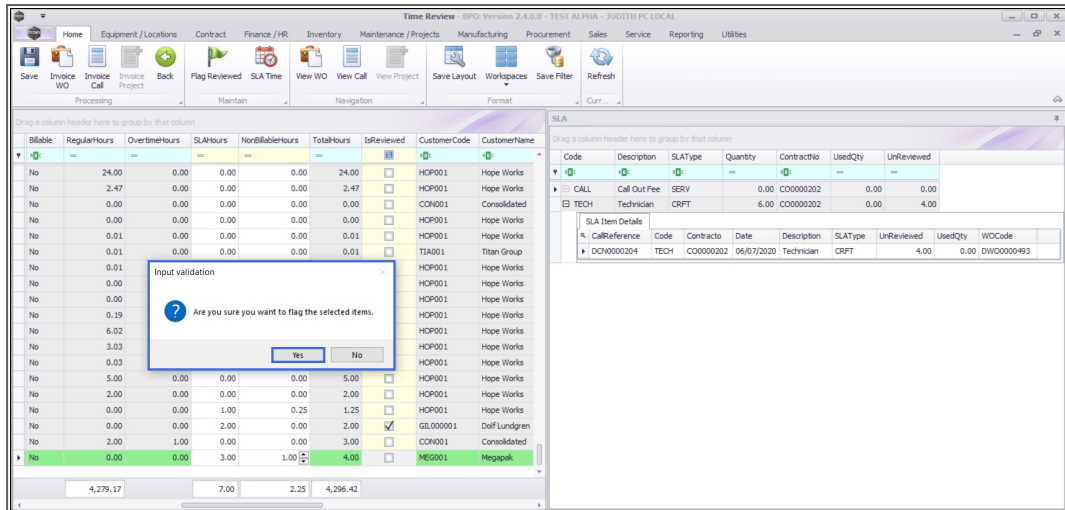


REVIEW TIME USING THE 'FLAG REVIEWED' BUTTON

- Click on ***Flag Reviewed***.

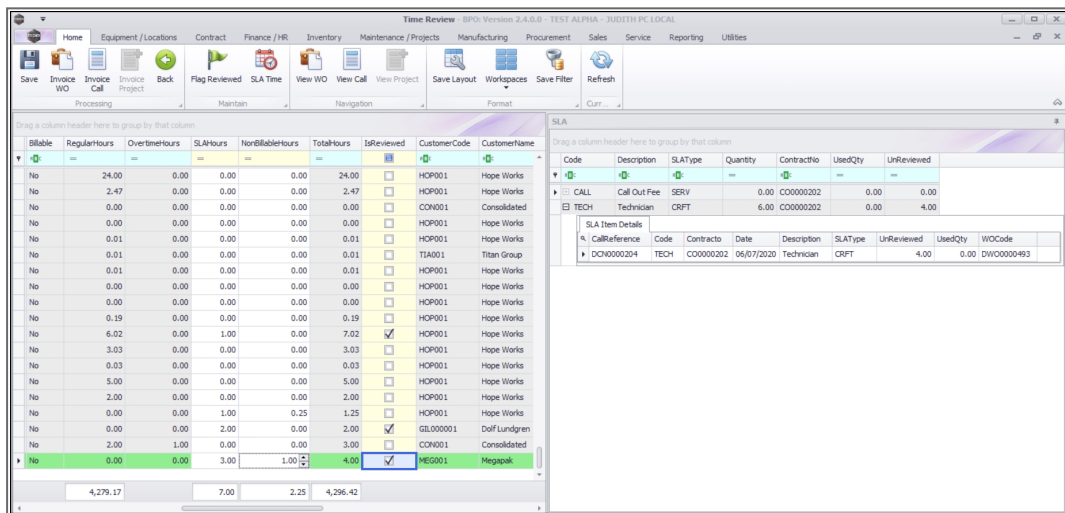


- An ***Input Validation*** message will pop up asking you;
 - ***Are you sure you want to flag the following items.***
- Click on ***Yes***.



The screenshot shows the 'Time Review' application interface. A dialog box titled 'Input validation' is displayed over the main data table. The dialog asks: 'Are you sure you want to flag the selected items.' with 'Yes' and 'No' buttons. The background table has columns: Billable, Regularhours, Overtimehours, SLAhours, Nonbillablehours, Totalhours, IsReviewed, CustomerCode, and CustomerName. The 'IsReviewed' column contains checkboxes, and the 'Totalhours' column shows values like 24.00, 2.47, 0.00, etc.

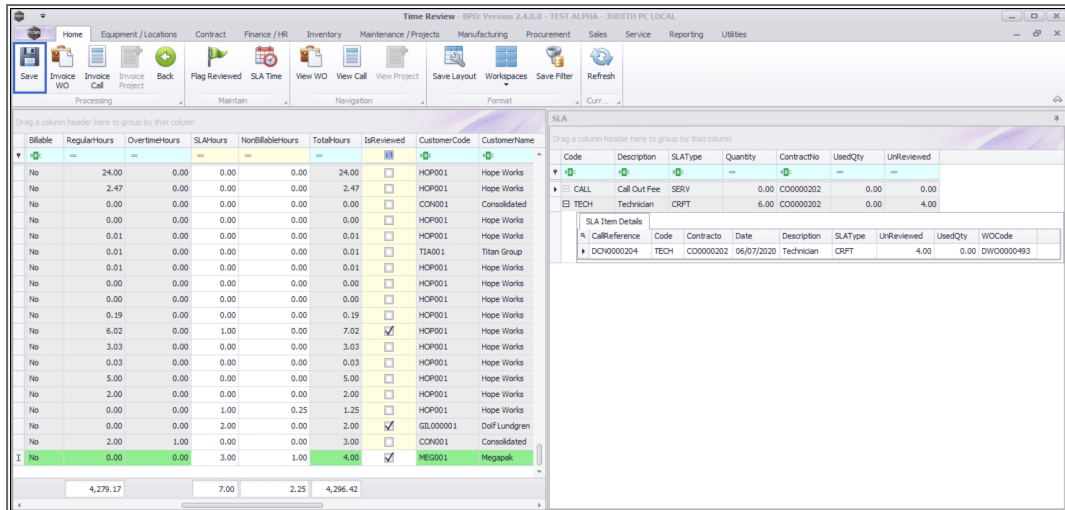
- The *Is Reviewed* field will now be checked.



This screenshot shows the same application after the 'Is Reviewed' field has been checked for a record. The 'IsReviewed' column now shows a checked checkbox for the record with 'Totalhours' of 4.00. The dialog box is no longer present. The table structure and other data remain the same as in the previous screenshot.

SAVE REVIEWED TIME

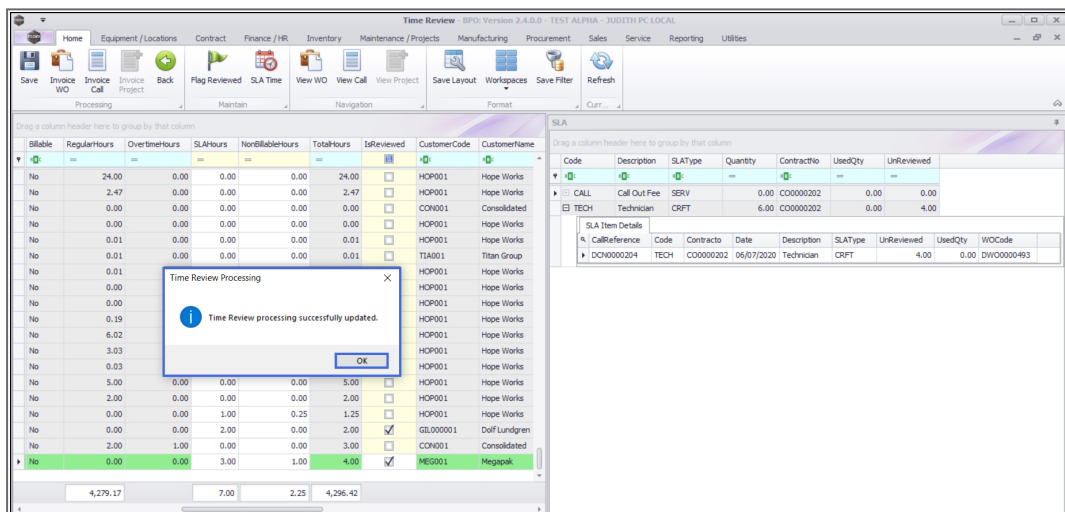
- Click on *Save*.



The screenshot shows the 'Time Review' software interface. The main window displays a table with columns: Billable, Regularhours, Overtimehours, SLAhours, Nonbillablehours, Totalhours, IsReviewed, CustomerCode, and CustomerName. The table contains multiple rows of data, with the last row highlighted in green. The sidebar on the right shows a list of filters and a 'SLA Item Details' section.

Billable	Regularhours	Overtimehours	SLAhours	Nonbillablehours	Totalhours	IsReviewed	CustomerCode	CustomerName
No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works
No	2.47	0.00	0.00	0.00	2.47	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	CON001	Consolidated
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	TA001	Titan Group
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.19	0.00	0.00	0.00	0.19	<input type="checkbox"/>	HOP001	Hope Works
No	6.82	0.00	1.00	0.00	7.82	<input checked="" type="checkbox"/>	HOP001	Hope Works
No	3.03	0.00	0.00	0.00	3.03	<input type="checkbox"/>	HOP001	Hope Works
No	0.03	0.00	0.00	0.00	0.03	<input type="checkbox"/>	HOP001	Hope Works
No	5.00	0.00	0.00	0.00	5.00	<input type="checkbox"/>	HOP001	Hope Works
No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	1.00	0.25	1.25	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>	GL000001	Doff Lundgren
No	2.00	1.00	0.00	0.00	3.00	<input type="checkbox"/>	CON001	Consolidated
No	0.00	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>	MEG001	Hegapak

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



The screenshot shows the same 'Time Review' software interface as before, but with a message box overlaid in the center. The message box has a blue header bar and contains the text 'Time Review processing successfully updated.' with an 'OK' button at the bottom right.

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

The screenshot shows the 'Time Review' software interface. The main panel displays a list of work orders (WOs) with columns: WOCode, Description, WOStatus, Employee, Manager, Craft, and CraftDesc. The right-hand panel shows the 'SLA' (Service Level Agreement) details for a selected work order, including a table with columns: Code, Description, SLAType, Quantity, ContractNo, UsedQty, and Unreviewed. The SLA table shows a 'TECH' entry with a 'Quantity' of 3.00 and 'UsedQty' of 3.00. Below the SLA table, there is a section for 'SLA Item Details' with a table showing 'CallReference', 'Code', 'Contracto', 'Date', 'Description', 'SLAType', 'Unreviewed', 'UsedQty', and 'WOCode'.

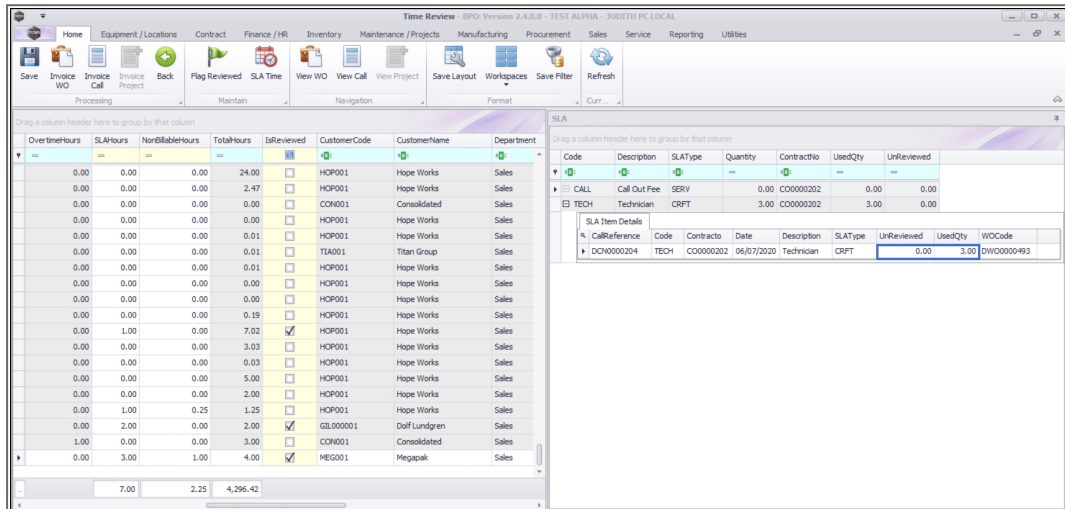
In the **SLA** panel,

- 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.

The screenshot shows the 'Time Review' software interface. The main panel displays a list of work orders (WOs) with columns: OverTimeHours, SLAHours, NonBillableHours, TotalHours, IsReviewed, CustomerCode, CustomerName, and Department. The right-hand panel shows the 'SLA' (Service Level Agreement) details for a selected work order, including a table with columns: Code, Description, SLAType, Quantity, ContractNo, UsedQty, and Unreviewed. The SLA table shows a 'TECH' entry with a 'Quantity' of 3.00 and 'UsedQty' of 3.00. Below the SLA table, there is a section for 'SLA Item Details' with a table showing 'CallReference', 'Code', 'Contracto', 'Date', 'Description', 'SLAType', 'Unreviewed', 'UsedQty', and 'WOCode'.

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.



The screenshot shows the 'Time Review' application interface. The main table displays a list of time records with columns: OverTimeHours, SLAHours, NonBillableHours, TotalHours, IsReviewed, CustomerCode, CustomerName, and Department. The 'SLA Item Details' panel on the right shows a summary for a selected item, including Code, Description, SLAType, Quantity, ContractNo, UsedQty, and UnReviewed.

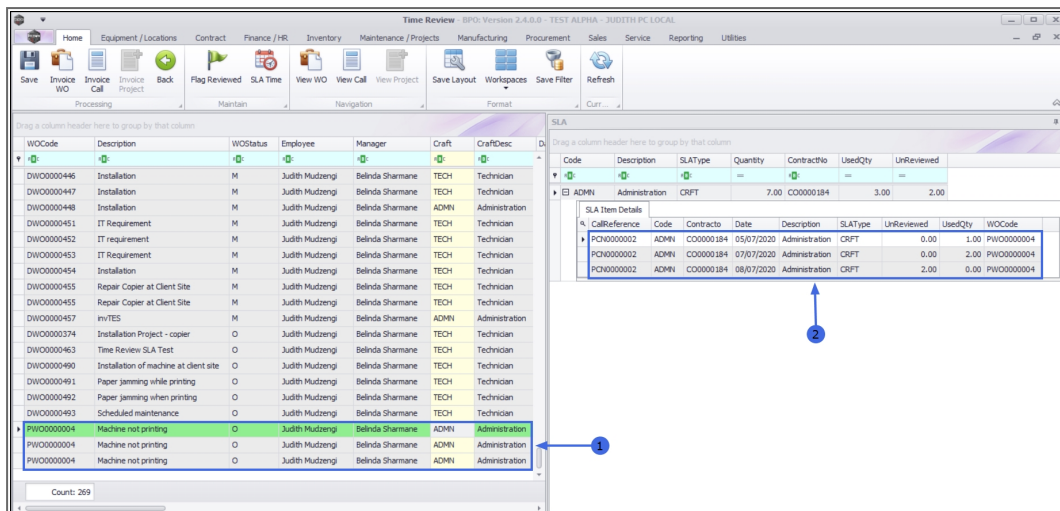
OverTimeHours	SLAHours	NonBillableHours	TotalHours	IsReviewed	CustomerCode	CustomerName	Department
0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works	Sales
0.00	0.00	0.00	2.47	<input type="checkbox"/>	HOP001	Hope Works	Sales
0.00	0.00	0.00	0.00	<input type="checkbox"/>	CON001	Consolidated	Sales
0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works	Sales
0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works	Sales
0.00	0.00	0.00	0.01	<input type="checkbox"/>	TIA001	Titan Group	Sales
0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works	Sales
0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works	Sales
0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works	Sales
0.00	0.00	0.00	0.19	<input type="checkbox"/>	HOP001	Hope Works	Sales
0.00	1.00	0.00	7.02	<input checked="" type="checkbox"/>	HOP001	Hope Works	Sales
0.00	0.00	0.00	3.03	<input type="checkbox"/>	HOP001	Hope Works	Sales
0.00	0.00	0.00	0.03	<input type="checkbox"/>	HOP001	Hope Works	Sales
0.00	0.00	0.00	5.00	<input type="checkbox"/>	HOP001	Hope Works	Sales
0.00	0.00	0.00	2.00	<input type="checkbox"/>	HOP001	Hope Works	Sales
0.00	1.00	0.25	1.25	<input type="checkbox"/>	HOP001	Hope Works	Sales
0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>	GL000001	Dolf Lundgren	Sales
1.00	0.00	0.00	3.00	<input type="checkbox"/>	CON001	Consolidated	Sales
0.00	3.00	1.00	4.00	<input checked="" type="checkbox"/>	MEG001	Megapak	Sales

SLA Item Details:

Code	Description	SLAType	Quantity	ContractNo	UsedQty	UnReviewed
CALL	Call Out Fee	SERV	0.00	CO0000202	0.00	0.00
TECH	Technician	CRAFT	3.00	CO0000202	3.00	0.00

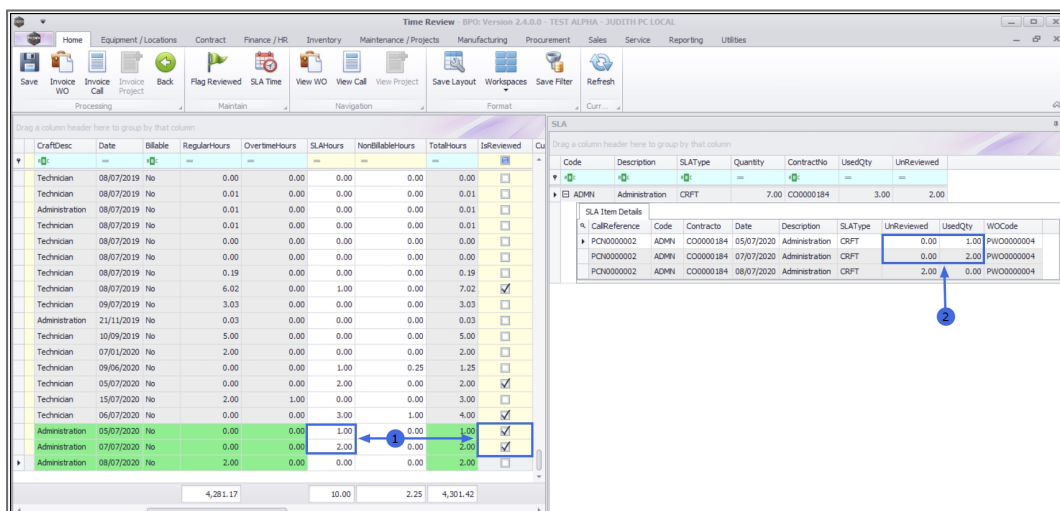
- If multiple time records were logged against a **craft inclusion**, all the individual time records will be displayed in the *SLA Item Details* panel.

1. In this image, three time records relating to the **ADMN** craft were logged and
2. each individual transaction for **ADMN** can be seen in the *SLA Item Details*.



- Scroll to the right in the work orders section to view more columns.

1. In this image, the first two time records were reviewed and **1hr** and **2hrs** were allocated as **SLA Hours** respectively.
2. 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.



In the **SLA** panel:

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

The screenshot shows the 'Time Review' software interface. The main table lists transactions with columns: CraftDesc, Date, Billable, RegularHours, OvertimeHours, SLAHours, NonbillableHours, TotalHours, and IsReviewed. The 'SLA Item Details' panel on the right shows a summary table with columns: Code, Description, SLA Type, Quantity, ContractNo, UsedQty, and UnReviewed. Blue arrows and numbers 1, 2, and 3 highlight specific data points: 1 points to 'UsedQty' (3.00), 2 points to 'UnReviewed' (2.00), and 3 points to 'Quantity' (7.00).

CraftDesc	Date	Billable	RegularHours	OvertimeHours	SLAHours	NonbillableHours	TotalHours	IsReviewed
Technician	08/07/2019	No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>
Technician	08/07/2019	No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>
Administration	08/07/2019	No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>
Technician	08/07/2019	No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>
Technician	08/07/2019	No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>
Technician	08/07/2019	No	0.19	0.00	0.00	0.00	0.19	<input type="checkbox"/>
Technician	08/07/2019	No	6.02	0.00	1.00	0.00	7.02	<input checked="" type="checkbox"/>
Technician	09/07/2019	No	3.03	0.00	0.00	0.00	3.03	<input type="checkbox"/>
Administration	21/11/2019	No	0.03	0.00	0.00	0.00	0.03	<input type="checkbox"/>
Technician	10/09/2019	No	5.00	0.00	0.00	0.00	5.00	<input type="checkbox"/>
Technician	07/01/2020	No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>
Technician	09/06/2020	No	0.00	0.00	1.00	0.25	1.25	<input type="checkbox"/>
Technician	05/07/2020	No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>
Technician	15/07/2020	No	2.00	1.00	0.00	0.00	3.00	<input type="checkbox"/>
Technician	06/07/2020	No	0.00	0.00	3.00	1.00	4.00	<input checked="" type="checkbox"/>
Administration	05/07/2020	No	0.00	0.00	1.00	0.00	1.00	<input checked="" type="checkbox"/>
Administration	07/07/2020	No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>
Administration	08/07/2020	No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>
			4,281.17	10.00	2.25	4,301.42		

Code	Description	SLA Type	Quantity	ContractNo	UsedQty	UnReviewed
ADMIN	Administration	CRFT	7.00	CO0000184	3.00	2.00

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

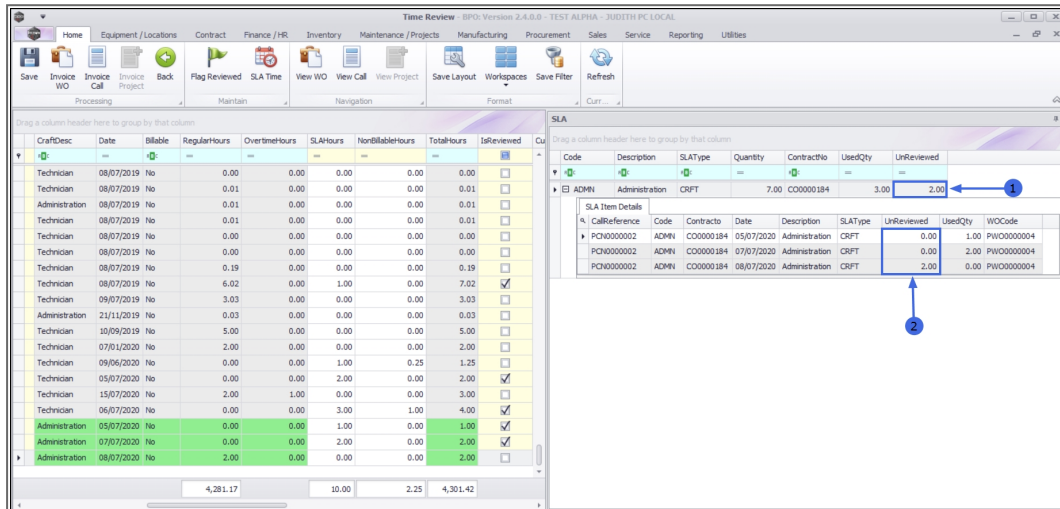
The screenshot shows the 'Time Review' software interface. The main table lists transactions with columns: CraftDesc, Date, Billable, RegularHours, OvertimeHours, SLAHours, NonbillableHours, TotalHours, and IsReviewed. The 'SLA Item Details' panel on the right shows a summary table with columns: Code, Description, SLA Type, Quantity, ContractNo, UsedQty, and UnReviewed. Blue arrows and numbers 1 and 2 highlight specific data points: 1 points to the last record in the main table (Administration 08/07/2020), and 2 points to 'UnReviewed' (2.00) in the SLA Item Details panel.

CraftDesc	Date	Billable	RegularHours	OvertimeHours	SLAHours	NonbillableHours	TotalHours	IsReviewed
Technician	08/07/2019	No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>
Technician	08/07/2019	No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>
Administration	08/07/2019	No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>
Technician	08/07/2019	No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>
Technician	08/07/2019	No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>
Technician	08/07/2019	No	0.19	0.00	0.00	0.00	0.19	<input type="checkbox"/>
Technician	08/07/2019	No	6.02	0.00	1.00	0.00	7.02	<input checked="" type="checkbox"/>
Technician	09/07/2019	No	3.03	0.00	0.00	0.00	3.03	<input type="checkbox"/>
Administration	21/11/2019	No	0.03	0.00	0.00	0.00	0.03	<input type="checkbox"/>
Technician	10/09/2019	No	5.00	0.00	0.00	0.00	5.00	<input type="checkbox"/>
Technician	07/01/2020	No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>
Technician	09/06/2020	No	0.00	0.00	1.00	0.25	1.25	<input type="checkbox"/>
Technician	05/07/2020	No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>
Technician	15/07/2020	No	2.00	1.00	0.00	0.00	3.00	<input type="checkbox"/>
Technician	06/07/2020	No	0.00	0.00	3.00	1.00	4.00	<input checked="" type="checkbox"/>
Administration	05/07/2020	No	0.00	0.00	1.00	0.00	1.00	<input checked="" type="checkbox"/>
Administration	07/07/2020	No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>
Administration	08/07/2020	No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>
			4,281.17	10.00	2.25	4,301.42		

Code	Description	SLA Type	Quantity	ContractNo	UsedQty	UnReviewed
ADMIN	Administration	CRFT	7.00	CO0000184	3.00	2.00

In the **SLA** panel:

1. the **UnReviewed** (hours) are the summation of all the
2. 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.



The screenshot shows the 'Time Review' software interface. The main table lists transactions with columns: CraftDesc, Date, Billable, RegularHours, OvertimeHours, SLAHours, NonbillableHours, TotalHours, and IsReviewed. The 'SLA Item Details' panel on the right shows a summary of transactions for a specific contract, with columns: Code, Description, SLAType, Quantity, ContractNo, UsedQty, UnReviewed, and WOCCode. Two blue arrows point to the 'UnReviewed' column in the SLA Item Details panel, highlighting the values 0.00 and 2.00.

CraftDesc	Date	Billable	RegularHours	OvertimeHours	SLAHours	NonbillableHours	TotalHours	IsReviewed
Technician	08/07/2019	No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>
Technician	08/07/2019	No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>
Administration	08/07/2019	No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>
Technician	08/07/2019	No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>
Technician	08/07/2019	No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>
Technician	08/07/2019	No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>
Technician	08/07/2019	No	0.19	0.00	0.00	0.00	0.19	<input type="checkbox"/>
Technician	08/07/2019	No	6.02	0.00	1.00	0.00	7.02	<input checked="" type="checkbox"/>
Administration	09/07/2019	No	3.03	0.00	0.00	0.00	3.03	<input type="checkbox"/>
Administration	21/11/2019	No	0.03	0.00	0.00	0.00	0.03	<input type="checkbox"/>
Technician	10/09/2019	No	5.00	0.00	0.00	0.00	5.00	<input type="checkbox"/>
Technician	07/01/2020	No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>
Technician	09/06/2020	No	0.00	0.00	1.00	0.25	1.25	<input type="checkbox"/>
Technician	05/07/2020	No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>
Technician	15/07/2020	No	2.00	1.00	0.00	0.00	3.00	<input type="checkbox"/>
Technician	06/07/2020	No	0.00	0.00	3.00	1.00	4.00	<input checked="" type="checkbox"/>
Administration	05/07/2020	No	0.00	0.00	1.00	0.00	1.00	<input checked="" type="checkbox"/>
Administration	07/07/2020	No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>
Administration	08/07/2020	No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>
			4,281.17	10.00	2.25		4,301.42	

Code	Description	SLAType	Quantity	ContractNo	UsedQty	UnReviewed
ADMIN	Administration	CRFT	7.00	CO0000184	3.00	2.00

SLA Item Details	Code	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCCode
PCN00000002	ADMIN	CO0000184	05/07/2020	Administration	CRFT	0.00	1.00	PW000000004
PCN00000002	ADMIN	CO0000184	07/07/2020	Administration	CRFT	0.00	2.00	PW000000004
PCN00000002	ADMIN	CO0000184	08/07/2020	Administration	CRFT	2.00	0.00	PW000000004

- **Note:** For a record to be removed from this screen, the Work Order has to be closed.

MNU.075.001