

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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WO0006260	Loan unit re	м	John Twain	Belinda Sha	ADMN	Administrati	29/03/2022	No	0.00	0.0	0	1.00						
WO0006229	BathBinMain	м	Julanda Kes	Julanda Kes	ADMN	Administrati	19/01/2022	No	0.10	0.0	0	0.00						
WO0006234	BathBinMain	м	Julanda Kes	Julanda Kes	ADMN	Administrati	19/01/2022	No	0.54	0.0	0	0.00						
WO0006254	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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WQ0006234	BathBinMain	M	Julanda Kes	Julanda Kes	ADMN	Administrati	19/01/2022	No	0.54	0.00	0.00						
WO0006254	New machin	M	Julanda Kes	Julanda Kes	ADMN	Administrati	19/01/2022	No	3.87	0.00	0.00						
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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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- 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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MN	Administrati	30/03/2022	No	1.00	0.00	0.00	0.00	1.00		OFF001	Office Suppl	0					
MN	Administrati	29/03/2022	No	0.00	0.00	1.00	0.00	1.00		OFF001	Office Suppl	0					
MN	Administrati	19/01/2022	No	0.10	0.00	0.00	0.00	0.10		WES001	Westwood	0					
MN	Administrati	19/01/2022	No	0.54	0.00	0.00	0.00	0.54		WES001	Westwood	0					
MN	Administrati	19/01/2022	No	3.87	0.00	0.00	0.00	3.87		APP0001	Apple Juice	0					
MN	Administrati	19/01/2022	No	10.52	0.00	0.00	0.00	10.52		HOP001	Hope Works	0					
MN	Administrati	18/01/2022	No	24.00	0.00	0.00	0.00	24.00		HOP001	Hope Works	0					
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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	14/01/2022	No	24.00	0.00	0.00	0.00	24.00		HOP001	Hope Work	s 0						
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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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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											
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											
DWO0000491	Paper jamming while printing	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
DWO0000492	Paper jamming when printing	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician	. n										
DWO0000493	Scheduled maintenance	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician	U										
Count: 26	5						×										

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.

				Time	Review - BP	0: Version 2.4.	. 0.0 - 1	TEST	ALPHA - JU	DITH PC LO	CAL					_ – ×
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DWO0000444	Installation at Hope Works	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician		* *	0:	·D:	10:	-	10:	-	-	
DWO0000444	Installation at Hope Works	M	Judith Mudzengi	Belinda Sharmane	TECH	Technician	- 1		CALL	Call Out Fee	e SERV	0.00	CO0000202	0.00	0.00	
DWO0000443	IT requirement at dient site	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician	- 1	▶ E	I TECH	Technician	CRFT	6.00	CO0000202	0.00	4.00	
DWO0000446	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician	- 1		SLA Item	Details						
DWO0000447	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician	- 1		 CalRef 	erence C	Code Contracto	Date	Description	SLAType L	InReviewed	UsedQty WOCode
DWO0000448	Installation	м	Judith Mudzengi	Belinda Sharmane	ADMN	Administration	- 1		DCN00	00204 T	ECH C0000020	12 06/07/2020	0 Technician	CRFT	4.00	0.00 DWO0000493
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DWO0000453	IT Requirement	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician	. 1									
DWO0000454	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician							1)		
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	. 1									
DWO0000457	invTES	м	Judith Mudzengi	Belinda Sharmane	ADMN	Administration	. 1									
DWO0000374	Installation Project - copier	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician	. 1									
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										
DWO0000491	Paper jamming while printing	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician										
DWO0000492	Paper jamming when printing	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician	n									
DWO0000493	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.

٢	Ŧ				Time	Review - BF	PO: Version 2.4.	0.0 - T	EST /	ALPHA - JUC	TTH PC LC	ICAL						
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D	VO0000446	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician			SLA Item	Details							
D	VO0000447	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician			CallRefe	rence C	ode Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode
D	VO0000448	Installation	м	Judith Mudzengi	Belinda Sharmane	ADMN	Administration			 DCN000 	0204 T	ECH C000002	02 06/07/2020	0 Technician	CRFT	4.00	0.00	DWO0000493
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D	VO0000452	IT requirement	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
D	VO0000453	IT Requirement	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
D	VO0000454	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
D	VO0000455	Repair Copier at Client Site	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
D	VO0000455	Repair Copier at Client Site	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
D	VO0000457	invTES	м	Judith Mudzengi	Belinda Sharmane	ADMN	Administration											
D	VO0000374	Installation Project - copier	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
D	VO0000463	Time Review SLA Test	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
D	VO0000490	Installation of machine at client site	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
D	VO0000491	Paper jamming while printing	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
D	VO0000492	Paper jamming when printing	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician	. n										
> Di	VO0000493	Scheduled maintenance	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician	U										
	Count: 266							*										

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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DWO0000	1444	Installation at Hope Works	M	Judith Mudzengi	Belinda Sharmane	TECH	Technician			CALL	Call Out Fee	SERV	0.00	C00000202	0.00	0.00		
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DWO0000	1446	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician			SLA Item	Details							_
DWO0000	1447	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician			۹ CalRefi	rence Co	ode Contracto	o Date	Description	SLAType L	JnReviewed	UsedQty WOCode	
DWO0000	1448	Installation	м	Judith Mudzengi	Belinda Sharmane	ADMN	Administration			DCN000	0204 TE	CO00002	02 06/07/2020	Technician	CRFT	4.00	0.00 DWO000049	3
DWO0000	451	IT Requirement	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician			_								
DW00000	1452	IT requirement	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
DWO0000	453	IT Requirement	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
DWO0000	1454	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
DWO0000	1455	Repair Copier at Client Site	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
DWO0000	455	Repair Copier at Client Site	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
DWO0000	1457	invTES	м	Judith Mudzengi	Belinda Sharmane	ADMN	Administration											
DWO0000	1374	Installation Project - copier	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
D/V00000	1963	Time Review SLA Test	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
D/V00000	1490	Installation of machine at client site	0	Juaith Mudzengi	Beinda sharmane	TECH	Technician											
DWO0000	1491	Paper Jamming while printing	0	Judith Mudzengi	Beinda Sharmane	TECH	Technician											
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Co	unt: 266]						Þ										

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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- 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		0.01	0.00	0.00	0.	0.0	L 🔲	HOP001	Hope Works			CallRet	erence	Code	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode		
No		0.01	0.00	0.00	0.	0.0	L 🗌	TIA001	Titan Group			DCN00	00204	TECH	CO0000202	06/07/2020	Technician	CRFT	4.00	0.0	0 DWO00004	193	
No		0.01	0.00	0.00	0.	0.0	L 🗌	HOP001	Hope Works	г													
No		0.00	0.00	0.00	0.	0.00		HOP001	Hope Works														
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No		0.19	0.00	0.00	0.	0.19	•	HOP001	Hope Works														
No		6.02	0.00	0 1.00	0.	7.02	2	HOP001	Hope Works														
No		3.03	0.00	0.00	0.	3.03	3	HOP001	Hope Works														
No		0.03	0.00	0.00	0.	0.03	3	HOP001	Hope Works														
No		5.00	0.00	0.00	0.	5.00		HOP001	Hope Works														
No		2.00	0.00	0.00	0.	2.00		HOP001	Hope Works														
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No		0.00	0.00	2.00	0.	2.00		GIL000001	DolfLundgren														
No		2.00	1.00	0.00	0.	3.00		CON001	Consolidated														
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	4.27	9.17		7.00	2.2	4,296,42			*														
	1,27								,														

REVIEW TIME USING THE 'FLAG REVIEWED' BUTTON

• Click on *Flag Reviewed*.

						Tir	ne Review - BPG): Version 2.4.0.	.0 - T	TEST A	LPHA - JUI	DITH PC	LOCA	L						_ – ×
	Home Equ	pment / Locations	Contract	Finance / HR	Inventory	Maintenance / R	Projects Manu	facturing Pro	ocurer	ment	Sales	Service	R	Reporting L	Utilities					_ & ×
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No	0.	0.00	0.00	0.0	0.01		HOP001	Hope Works			۹ CalRefi	erence	Code	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode
No	0.	0.00	0.00	0.0	0.01		TIA001	Titan Group			 DCN000 	00204	TECH	f CO000020	2 06/07/2020	Technician	CRFT	4.00	0.00	DWO0000493
No	0.	0.00	0.00	0.0	0.01		HOP001	Hope Works												
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No	0.	19 0.00	0.00	0.0	0.19		HOP001	Hope Works												
No	6.	0.00	1.00	0.0	0 7.02	\checkmark	HOP001	Hope Works												
No	3.	0.00	0.00	0.0	3.03		HOP001	Hope Works												
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No	0.	0.00	1.00	0.2	25 1.25		HOP001	Hope Works												
No	0.	0.00	2.00	0.0	2.00	V	GIL000001	DolfLundgren												
No	2.	1.00	0.00	0.0	3.00		CON001	Consolidated	n											
No	0.	0.00	3.00	1.0	4.00		MEG001	Megapak	U											
	4,279.	7	7.00	2.2	5 4,296.42															

• 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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No	0.01	0.00	0.00	0.0	0.01		TIA001	Titan Group			 DCN00 	0204 1	ECH C000002	06/07/2020) Technician	CRFT	4.00	0.0	DWO00004	193
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No	5.00	0.00	0.00	0.0	0 5.00		HOP001	Hope Works												
No	2.00	0.00	0.00	0.0	2.00		HOP001	Hope Works												
No	0.00	0.00	1.00	0.2	1.25		FUP001	Delf Lundaren												
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	4,279.17		7.00	2.2	5 4,296.42															

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

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	No	0.1	9 0.00	0.00	0.0	0 0.19		HOP001	Hope Works												
	No	6.0	2 0.00	1.00	0.0	0 7.02	V	HOP001	Hope Works												
_	No	3.0	3 0.00	0.00	0.0	0 3.03		HOP001	Hope Works												
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SAVE REVIEWED TIME

• Click on *Save*.



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No	0.0	0.00	0.00	0.0	0.01		TIA001	Titan Group			 DCN000 	0204 1	ECH COOO	00202 06/0	7/2020	Technician	CRFT	4.0	0	0.00 DWO00004	93
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No	6.0	0.00	1.00	0.0	7.02	\checkmark	HOP001	Hope Works													
No	3.0	0.00	0.00	0.0	3.03		HOP001	Hope Works													
No	0.0	0.00	0.00	0.0	0.03		HOP001	Hope Works													
No	5.0	0.00	0.00	0.0	5.00		HOP001	Hope Works													
No	2.0	0.00	0.00	0.0	2.00		HOP001	Hope Works													
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A *Time Review Processing* message will pop up telling you;
 Time Review processing successfully updated.

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No		0.0	01	0.00	0.00	0	.00	0.01		TIA001	Titan Group	L		+ DCN00	00204	TECH	CO000020	2 06/07/2020	0 Technician	CRFT	4.00	0.0	DW000004	93
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• Click on *Ok*.

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



				Time	Review - BP	O: Version 2.4.			T ALPHA - JU	DITH PC L	DCAL					_	
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DWO0000444	Installation at Hope Works	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician		۰,	0:	(0)	(0):	-	(D)	-	-		
DWO0000444	Installation at Hope Works	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician		• 8	CALL	Call Out Fe	e SERV	0.00	CO0000202	0.0	0 0.00		
DWO0000443	IT requirement at dient site	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician		E	E TECH	Technician	CRFT	3.00	CO0000202	3.0	0.00		
DWO0000446	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician			SLA Item	Details							
DWO0000447	Installation	м	Judith Mudzengi	Belinda Sharmane	TECH	Technician			۹ CalRef	ference (Code Contra	cto Date	Description	SLAType	UnReviewed	UsedQty WOCode	
DWO0000448	Installation	м	Judith Mudzengi	Belinda Sharmane	ADMN	Administration			 DCN00 	00204 1	TECH CO000	0202 06/07/202	0 Technician	CRFT	0.00	3.00 DWO0000	493
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											
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											
DWO0000491	Paper jamming while printing	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician											
000000000000000000000000000000000000000	Paper jamming when printing	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician	0										
000000492			A solidar bit solarana ai	Delinda Charmona	TECH	Technisism											

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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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.

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- 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*.



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000000455	Repair Copier at Client Site	M	Judith Mudzengi	Belinda Sharmane	TECH	Technician								•					
DW00000457	invTES	M	Judith Mudrangi	Relinda Sharmana	ADMN	Administration													
DW00000374	Installation Project - conjer	0	Judith Mudzengi	Relinda Sharmane	TECH	Technician													
DWQ0000463	Time Review SLA Test	0	Judith Mudzengi	Belinda Sharmane	TECH	Technician								2					
DWO0000490	Installation of machine at client site	0	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													
PWO000004	Machine not printing	0	Judith Mudzengi	Belinda Sharmane	ADMN	Administration	1												
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- 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.

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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*.

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	Technician	08/	07/2019	No	0.00	0	.00 0.0	0.00	0.00				PCN00	0002	ADMIN	CO0000184	07/07/2020	Administration	CRFT		0.00	2.0	0 PWO0000004	
	Technician	08/	07/2019	No	0.19	0	.00 0.0	0.00	0.19				PCN00	0002	ADMIN	CO0000184	08/07/2020	Administration	CRFT		2.00	0.0	0 PWO0000004	
	Technician	08/	07/2019	No	6.02	0	1.00 1.0	0 0.00	7.02	1														
	Technician	09)	07/2019	No	3.03	0	0.0	0 0.00	3.03															
	Administratio	on 21/	11/2019	No	0.03	0	0.0	0 0.00	0.03															
	Technician	10/	09/2019	No	5.00	0	.00 0.0	0 0.00	5.00															
	Technician	07/	01/2020	No	2.00	0	.00 0.0	0 0.00	2.00															
	Technician	09/	06/2020	No	0.00	0	1.00 1.0	0 0.25	1.25															
	Technician	05/	07/2020	No	0.00	0	2.0	0.00	2.00	M														
	Technician	15/	07/2020	No	2.00	1	.00 0.0	0 0.00	3.00															
	Administratio	06/	07/2020	No	0.00	0	100 1.0	0 0.00	4.00	N N														
	Administratio	00 07/	07/2020	No	0.00	0	1.00 2.0	0.00	2.00	×														
	Administratio	on 08/	07/2020	No	2.00	0	.00 0.0	0.00	2.00															
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					4,281.17		10.0	2.25	4,301.42															
4								11	1		- 1													

- 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.

٢	¥						Time	Review - BPO	Version 2.4	.0.0 -	TES	ST ALPH	A - JUDITH PO	LOCAL								x
	Horr	e Equipment	/Locations	Contract	Finance / HR	Inventory	Maintenance / Proj	ects Manu	facturing	Procur	eme	ent S	ales Servic	e R	eporting U	lities					- 8	×
E	1		° 📀	1	6	î I		2		(7	4	3									
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	CranDesc	Date	Bilable	RegularHours	OvertmeHours	SLAHOURS	NonbilableHours	TotalHours	Iskeviewed	ĉ		og a colu	Deceder inere		o an	0	Contractile	Une ditte	11xD as farmed			
	Technician	09/07/2010	No	- 0.00	-	- 0.00	- 0.00	- 0.00				-Dr	Descript	ion	SLAType	Quantity	Contractivo	UsedQty	Unkeviewed			
	Technician	08/07/2019	No	0.00	0.0	0 0.00	0.00	0.00			÷	EL ADMA	Administ	ration	CRET	- 7.0	0 000000184	- 1	- 20	0		
	Administrati	on 08/07/2019	No	0.01	0.0	0 0.00	0.00	0.01			H	9	A Item Details									
	Technician	08/07/2019	No	0.01	0.0	0.00	0.00	0.01				9.1	CalReference	Code	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode	
	Technician	08/07/2019	No	0.00	0.0	0 0.00	0.00	0.00					CN0000002	ADMIN	CO0000184	05/07/2020	Administration	CRFT	0.00	1.00	PW00000004	
	Technician	08/07/2019	No	0.00	0.0	0.00	0.00	0.00					CN0000002	ADMIN	CO0000184	07/07/2020	Administration	CRFT	0.00	2.00	PWO0000004	
	Technician	08/07/2019	No	0.19	0.0	0.00	0.00	0.19					CN000002	ADMIN	CO0000184	08/07/2020	Administration	CRFT	2.00	0.00	PWO0000004	
	Technician	08/07/2019	No	6.02	0.0	0 1.00	0.00	7.02	\checkmark		1									4		_
	Technician	09/07/2019	No	3.03	0.0	0.00	0.00	3.03														
	Administrati	on 21/11/2019	No	0.03	0.0	0.00	0.00	0.03														
	Technician	10/09/2019	No	5.00	0.0	0 0.00	0.00	5.00												2		
	Technician	07/01/2020	No	2.00	0.0	0 0.00	0.00	2.00														
	Technician	09/06/2020	No	0.00	0.0	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 0.00	0.00	3.00														
	Administrati	05/07/2020	No	0.00	0.0	0 3.00	1.00	4.00														
	Administrati	07/07/2020	No	0.00	0.0	0 2.00	0.00	2.00														
	Administrati	on 08/07/2020	No	2.00	0.0	0 0.00	0.00	2.00	<u>x</u>				•									
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				4,281.17		10.00	2.25	4,301.42														
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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.

٢	v						Time	Review - BPO): Version 2.4	1.0.0	TEST	ALPHA - J	JDITH PC	LOCAL								
	Home	Equipment	/Locations	Contract	Finance / HR	Inventory	Maintenance / Proj	ects Manu	facturing	Procu	ement	t Sales	Service	Re	eporting Ut	lities					-	₽ X
E	1		' 📀	1	6	î I		2			7	3										
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•	un crarubesc	Date	ull:	Regularhours	overunerours	SCAROUTS	Involution advertisers	Totainours	Iskevieweu	÷	0.00	ada	Descriptio	an groop	CI ATume	Outertitu	Contracthia	LinedOtu	UnDevieward			
Ľ.	Technician	08/07/2019	No	0.00		0 0.00	0.00	0.00			• d	oue I:	in the set of the set		(D):	Quality	(D):	- USEUQIY	-			
	Technician	08/07/2019	No	0.01	0.0	0 0.00	0.00	0.01					Administr	ation	CRET	7.0	0 CO0000184	3.0	2.00	-	_1	
	Administratio	n 08/07/2019	No	0.01	0.0	0.00	0.00	0.01				SLA Ite	n Details									
	Technician	08/07/2019	No	0.01	0.0	0.00	0.00	0.01				۹ CalRe	ference	Code	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode	
	Technician	08/07/2019	No	0.00	0.0	0.00	0.00	0.00				PCN0	00002	ADMIN	CO0000184	05/07/2020	Administration	CRFT	0.00	1.00	PWO000000-	4
	Technician	08/07/2019	No	0.00	0.0	0.00	0.00	0.00				PCN0	000002	ADMIN	CO0000184	07/07/2020	Administration	CRFT	0.00	2.00	PWO000000-	4
	Technician	08/07/2019	No	0.19	0.0	0.00	0.00	0.19				PCN0	000002	ADMIN	CO0000184	08/07/2020	Administration	CRFT	2.00	0.00	PWO000000-	4
	Technician	08/07/2019	No	6.02	0.0	0 1.00	0.00	7.02	×										•			_
	Technician	09/07/2019	No	3.03	0.0	0.00	0.00	3.03														
	Administratio	n 21/11/2019	No	0.03	0.0	0 0.00	0.00	0.03														
	Technician	10/09/2019	No	5.00	0.0	0 0.00	0.00	5.00											2			
	Technician	07/01/2020	No	2.00	0.0	0 0.00	0.00	2.00														
	Technician	09/06/2020	No	0.00	0.0	0 1.00	0.25	1.25														
	Technician	15/07/2020	NO	0.00	0.0	2.00	0.00	2.00														
	Technician	06/07/2020	No	0.00	0.0	0 3.00	1.00	4.00	7													
	Administratio	0.5/07/2020	No	0.00	0.0	0 1.00	0.00	1.00														
	Administratio	n 07/07/2020	No	0.00	0.0	0 2.00	0.00	2.00	×													
•	Administratio	n 08/07/2020	No	2.00	0.0	0.00	0.00	2.00														
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				4,281.17		10.00	2.25	4,301.42														
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 Note: For a record to be removed from this screen, the Work Order has to be <u>closed</u>.

MNU.075.001