

We are currently updating our site; thank you for your patience.

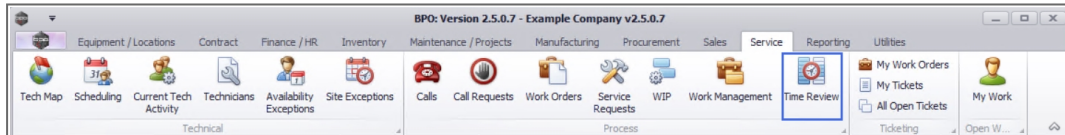
SERVICE

TIME REVIEW – FLAG REVIEWED

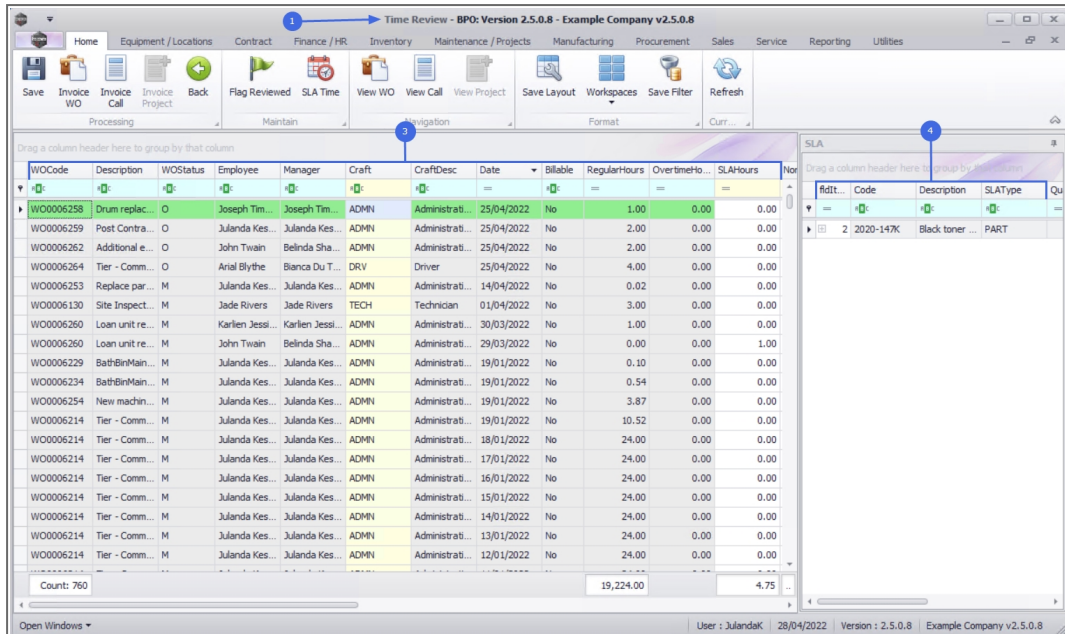
Time review enables managers to allocate **regular** time logged by employees as **SLA** or **non billable** time. For example, if an employee books **4** hours against a work order, and the manager knows that the task should only require **2** hours to complete, then the manager can allocate **2** hours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

The [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** frame displays all [contract inclusions](#) linked to an item on the selected work order.



The screenshot shows the 'Time Review - BPO: Version 2.5.0.8 - Example Company v2.5.0.8' window. The main table lists Work Orders with columns: WOCode, Description, WOStatus, Employee, Manager, Craft, CraftDesc, Date, Billable, RegularHours, OvertimeHours, and SLAHours. A 'Flag Reviewed' button is visible in the top toolbar. A right-hand pane shows details for a selected Work Order (WO0006258), including its description 'Drum replac...', employee 'Joseph Tim...', manager 'Joseph Tim...', craft 'ADMIN', and date '25/04/2022'. The 'Billable' column is set to 'No', and 'SLAHours' is 0.00.

5. Click on the **row** of the Work Order you would like to review time for.

REVIEW TIME – NO LINKED CRAFT INCLUSIONS

6. The item linked to the selected Work Order has no linked contract inclusions 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.



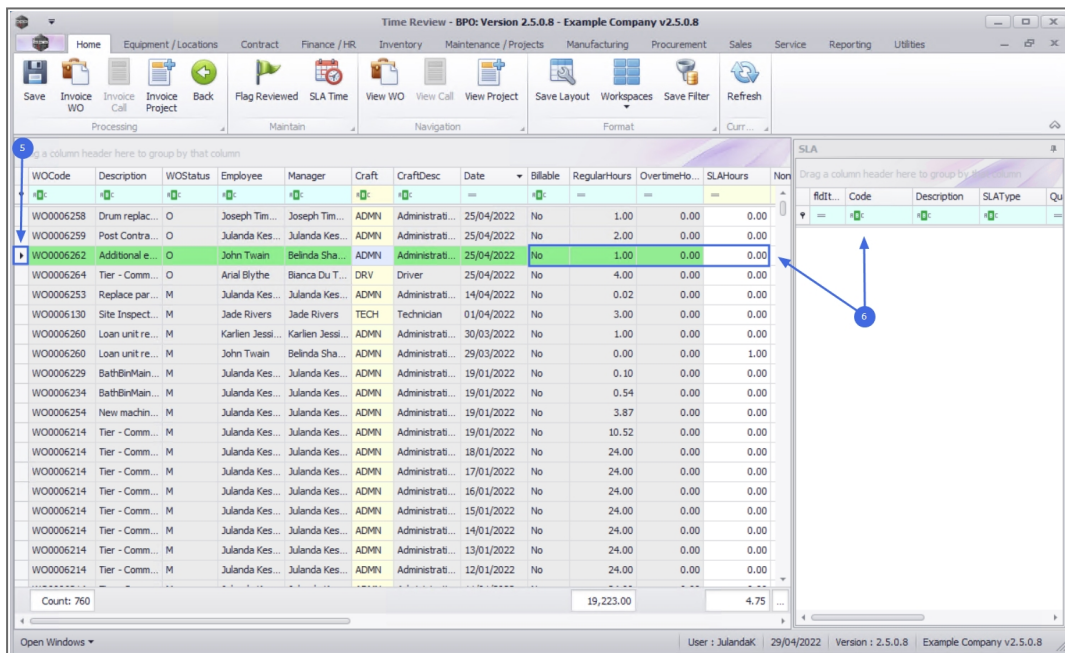
All Work Orders created after the **Time Review** flag has been set to 'Yes' in the Configurator will have the Billable flag set to 'No'

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 1 hour 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.

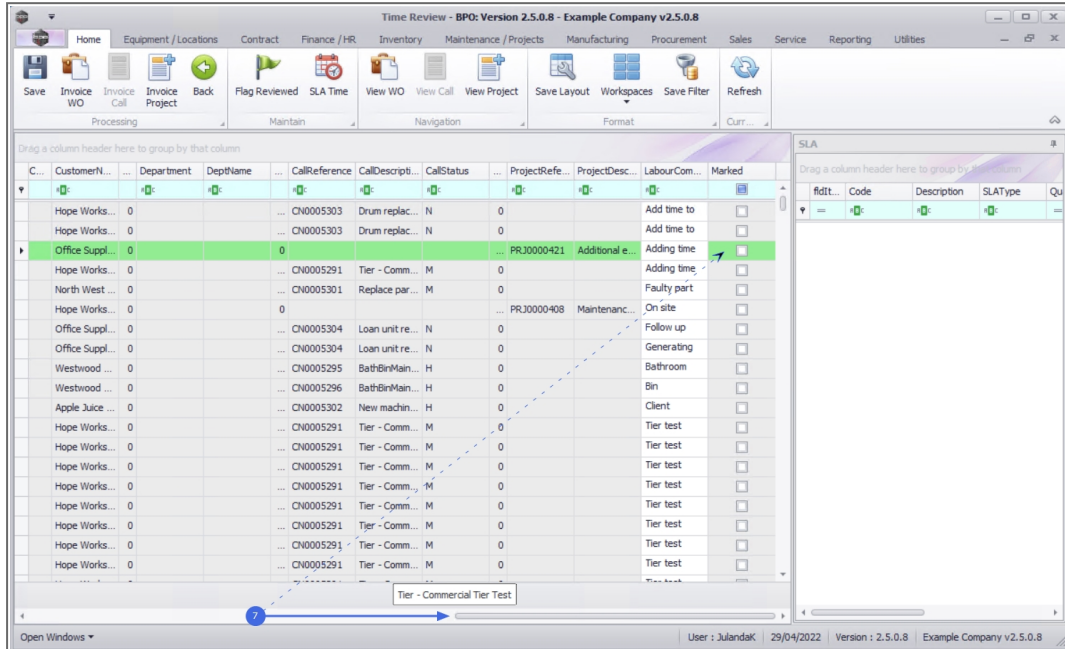


WOCCode	Description	WOSStatus	Employee	Manager	Craft	CraftDesc	Date	Billable	RegularHours	OvertimeHours	SLAHours	Non Billable
WO0006258	Drum replac...	O	Joseph Tim...	Joseph Tim...	ADMIN	Administrati...	25/04/2022	No	1.00	0.00	0.00	
WO0006259	Post Contra...	O	Julanda Kes...	Julanda Kes...	ADMIN	Administrati...	25/04/2022	No	2.00	0.00	0.00	
WO0006262	Additional e...	O	John Twain	Belinda Sha...	ADMIN	Administrati...	25/04/2022	No	1.00	0.00	0.00	
WO0006264	Tier - Comm...	O	Arial Blythe	Blanca Du T...	DRV	Driver	25/04/2022	No	4.00	0.00	0.00	
WO0006253	Replace par...	M	Julanda Kes...	Julanda Kes...	ADMIN	Administrati...	14/04/2022	No	0.02	0.00	0.00	
WO0006130	Site Inspect...	M	Jade Rivers	Jade Rivers	TECH	Technician	01/04/2022	No	3.00	0.00	0.00	
WO0006260	Loan unit re...	M	Karlien Jessi...	Karlien Jessi...	ADMIN	Administrati...	30/03/2022	No	1.00	0.00	0.00	
WO0006260	Loan unit re...	M	John Twain	Belinda Sha...	ADMIN	Administrati...	29/03/2022	No	0.00	0.00	1.00	
WO0006229	BathBinMain...	M	Julanda Kes...	Julanda Kes...	ADMIN	Administrati...	19/01/2022	No	0.10	0.00	0.00	
WO0006234	BathBinMain...	M	Julanda Kes...	Julanda Kes...	ADMIN	Administrati...	19/01/2022	No	0.54	0.00	0.00	
WO0006254	New machin...	M	Julanda Kes...	Julanda Kes...	ADMIN	Administrati...	19/01/2022	No	3.87	0.00	0.00	
WO0006214	Tier - Comm...	M	Julanda Kes...	Julanda Kes...	ADMIN	Administrati...	19/01/2022	No	10.52	0.00	0.00	
WO0006214	Tier - Comm...	M	Julanda Kes...	Julanda Kes...	ADMIN	Administrati...	18/01/2022	No	24.00	0.00	0.00	
WO0006214	Tier - Comm...	M	Julanda Kes...	Julanda Kes...	ADMIN	Administrati...	17/01/2022	No	24.00	0.00	0.00	
WO0006214	Tier - Comm...	M	Julanda Kes...	Julanda Kes...	ADMIN	Administrati...	16/01/2022	No	24.00	0.00	0.00	
WO0006214	Tier - Comm...	M	Julanda Kes...	Julanda Kes...	ADMIN	Administrati...	15/01/2022	No	24.00	0.00	0.00	
WO0006214	Tier - Comm...	M	Julanda Kes...	Julanda Kes...	ADMIN	Administrati...	14/01/2022	No	24.00	0.00	0.00	
WO0006214	Tier - Comm...	M	Julanda Kes...	Julanda Kes...	ADMIN	Administrati...	13/01/2022	No	24.00	0.00	0.00	
WO0006214	Tier - Comm...	M	Julanda Kes...	Julanda Kes...	ADMIN	Administrati...	12/01/2022	No	24.00	0.00	0.00	
Count: 760									19,223.00		4.75	

- 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.



C...	CustomerN...	Department	DeptName	CallReference	CallDescripti...	CallStatus	ProjectRef...	ProjectDesc...	LabourCom...	Marked
	Hope Works...	0		CN0005303	Drum replac...	N	0		Add time to	<input type="checkbox"/>
	Hope Works...	0		CN0005303	Drum replac...	N	0		Add time to	<input type="checkbox"/>
	Office Suppl...	0		0			PRJ0000421	Additional e...	Adding time	<input type="checkbox"/>
	Hope Works...	0		CN0005291	Tier - Comm...	M	0		Adding time	<input type="checkbox"/>
	North West ...	0		CN0005301	Replace par...	M	0		Faulty part	<input type="checkbox"/>
	Hope Works...	0		0			PRJ0000408	Maintenanc...	On site	<input type="checkbox"/>
	Office Suppl...	0		CN0005304	Loan unit re...	N	0		Follow up	<input type="checkbox"/>
	Office Suppl...	0		CN0005304	Loan unit re...	N	0		Generating	<input type="checkbox"/>
	Westwood ...	0		CN0005295	BathBinMain...	H	0		Bathroom	<input type="checkbox"/>
	Westwood ...	0		CN0005296	BathBinMain...	H	0		Bin	<input type="checkbox"/>
	Apple Juice ...	0		CN0005302	New machin...	H	0		Client	<input type="checkbox"/>
	Hope Works...	0		CN0005291	Tier - Comm...	M	0		Tier test	<input type="checkbox"/>
	Hope Works...	0		CN0005291	Tier - Comm...	M	0		Tier test	<input type="checkbox"/>
	Hope Works...	0		CN0005291	Tier - Comm...	M	0		Tier test	<input type="checkbox"/>
	Hope Works...	0		CN0005291	Tier - Comm...	M	0		Tier test	<input type="checkbox"/>
	Hope Works...	0		CN0005291	Tier - Comm...	M	0		Tier test	<input type="checkbox"/>
	Hope Works...	0		CN0005291	Tier - Comm...	M	0		Tier test	<input type="checkbox"/>
	Hope Works...	0		CN0005291	Tier - Comm...	M	0		Tier test	<input type="checkbox"/>
	Hope Works...	0		CN0005291	Tier - Comm...	M	0		Tier test	<input type="checkbox"/>
	Hope Works...	0		CN0005291	Tier - Comm...	M	0		Tier test	<input type="checkbox"/>

- 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.

Time Review - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Invoice WO Invoice Call 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

Art	CraftDesc	Date	Billable	RegularHours	OvertimeHo...	SLAHours	NonBillableH...	TotalHours	IsReviewed	CustomerC...	CustomerN...	Dep
IMN	Administrati...	25/04/2022	No	1.00	0.00	0.00	0.00	1.00	<input type="checkbox"/>	HOP001	Hope Works...	0
IMN	Administrati...	25/04/2022	No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>	HOP001	Hope Works...	0
IMN	Administrati...	25/04/2022	No	1.00	0.00	0.00	1.00	2.00	<input checked="" type="checkbox"/>	OFF001	Office Suppl...	0
IV	Driver	25/04/2022	No	4.00	0.00	0.00	0.00	4.00	<input type="checkbox"/>	HOP001	Hope Works...	0
IMN	Administrati...	14/04/2022	No	0.02	0.00	0.00	0.00	0.02	<input type="checkbox"/>	biancad	North West ...	0
CH	Technician	01/04/2022	No	3.00	0.00	0.00	0.00	3.00	<input type="checkbox"/>	HOP001	Hope Works...	0
IMN	Administrati...	30/03/2022	No	1.00	0.00	0.00	0.00	1.00	<input type="checkbox"/>	OFF001	Office Suppl...	0
IMN	Administrati...	29/03/2022	No	0.00	0.00	1.00	0.00	1.00	<input type="checkbox"/>	OFF001	Office Suppl...	0
IMN	Administrati...	19/01/2022	No	0.10	0.00	0.00	0.00	0.10	<input type="checkbox"/>	WES001	Westwood ...	0
IMN	Administrati...	19/01/2022	No	0.54	0.00	0.00	0.00	0.54	<input type="checkbox"/>	WES001	Westwood ...	0
IMN	Administrati...	19/01/2022	No	3.87	0.00	0.00	0.00	3.87	<input type="checkbox"/>	APP0001	Apple Juice ...	0
IMN	Administrati...	19/01/2022	No	10.52	0.00	0.00	0.00	10.52	<input type="checkbox"/>	HOP001	Hope Works...	0
IMN	Administrati...	18/01/2022	No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works...	0
IMN	Administrati...	17/01/2022	No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works...	0
IMN	Administrati...	16/01/2022	No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works...	0
IMN	Administrati...	15/01/2022	No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works...	0
IMN	Administrati...	14/01/2022	No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works...	0
IMN	Administrati...	13/01/2022	No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works...	0
IMN	Administrati...	12/01/2022	No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works...	0
				19,223.00		4.75	3.00	19,233.75				

SLA

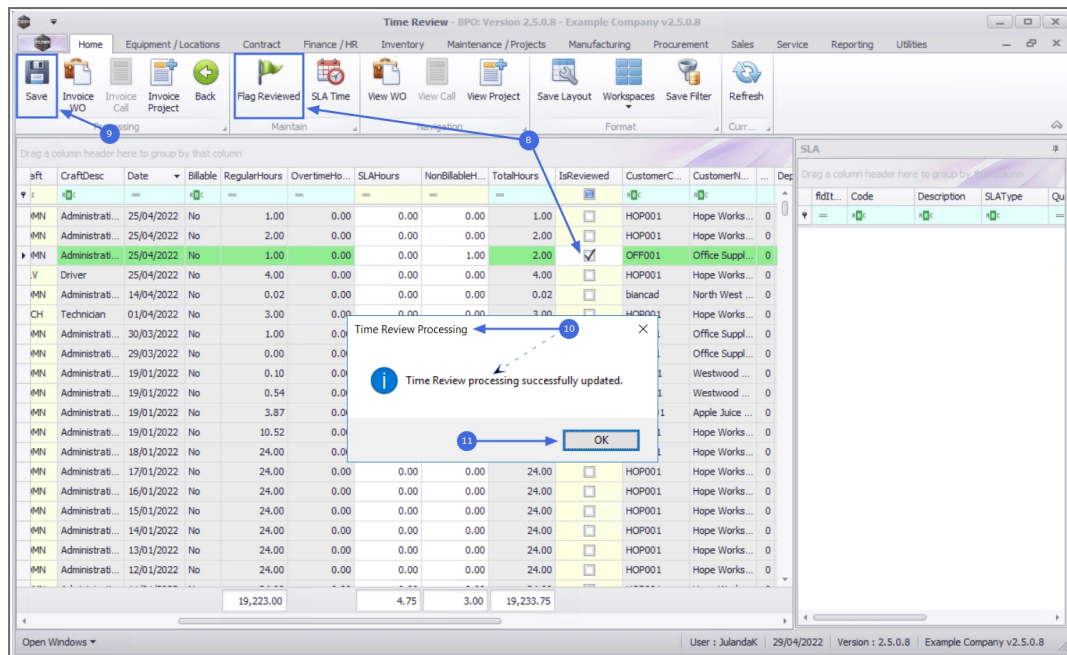
Drag a column header here to group by that column

Art	Code	Description	SLAType	Qu

Open Windows

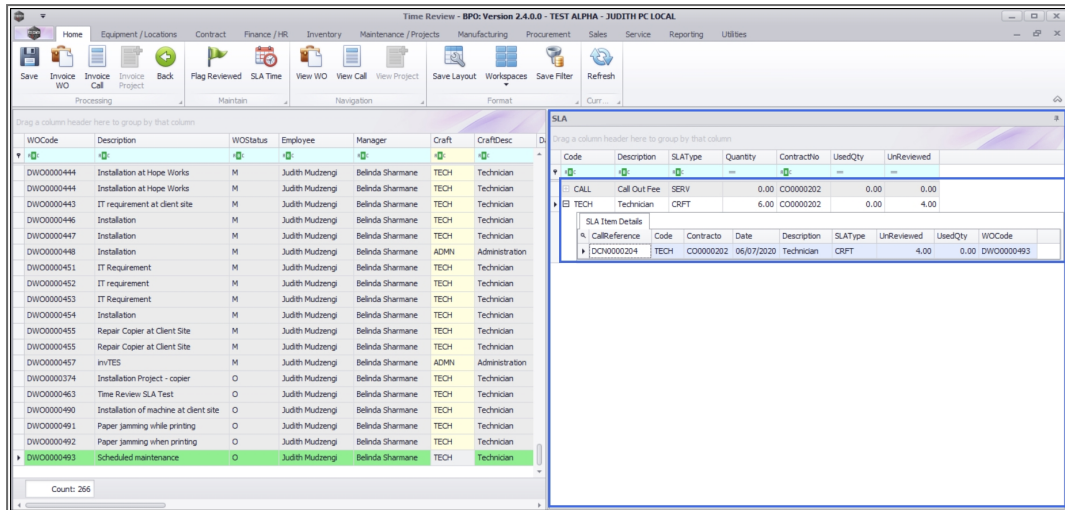
User : JulandaK | 29/04/2022 | Version : 2.5.0.8 | Example Company v2.5.0.8

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**.



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.



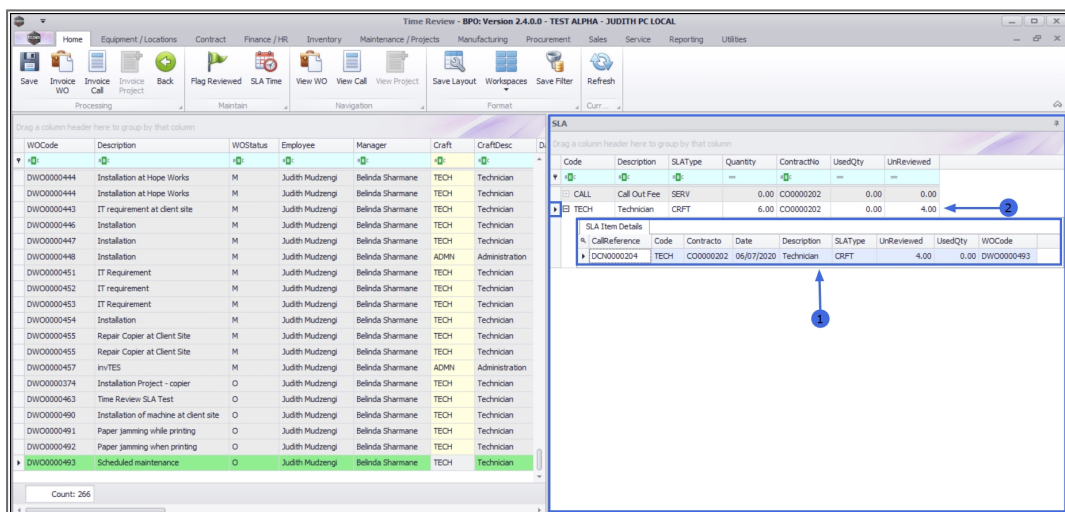
WOCode	Description	WOStatus	Employee	Manager	Craft	CraftDesc
DW0000444	Installation at Hope Works	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000444	Installation at Hope Works	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000443	IT requirement at client site	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000446	Installation	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000447	Installation	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000448	Installation	M	Judith Mudzeng	Belinda Shamane	ADMIN	Administration
DW0000451	IT Requirement	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000452	IT requirement	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000453	IT Requirement	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000454	Installation	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000455	Repair Copier at Client Site	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000455	Repair Copier at Client Site	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000457	inVIES	M	Judith Mudzeng	Belinda Shamane	ADMIN	Administration
DW0000374	Installation Project - copier	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000463	Time Review SLA Test	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000490	Installation of machine at client site	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000491	Paper jamming while printing	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000492	Paper jamming when printing	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000493	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	CRFT	6.00	CO0000202	0.00	4.00

SLA Item Details	Code	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode
CallReference								
DW0000204	TECH	CO0000202	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.



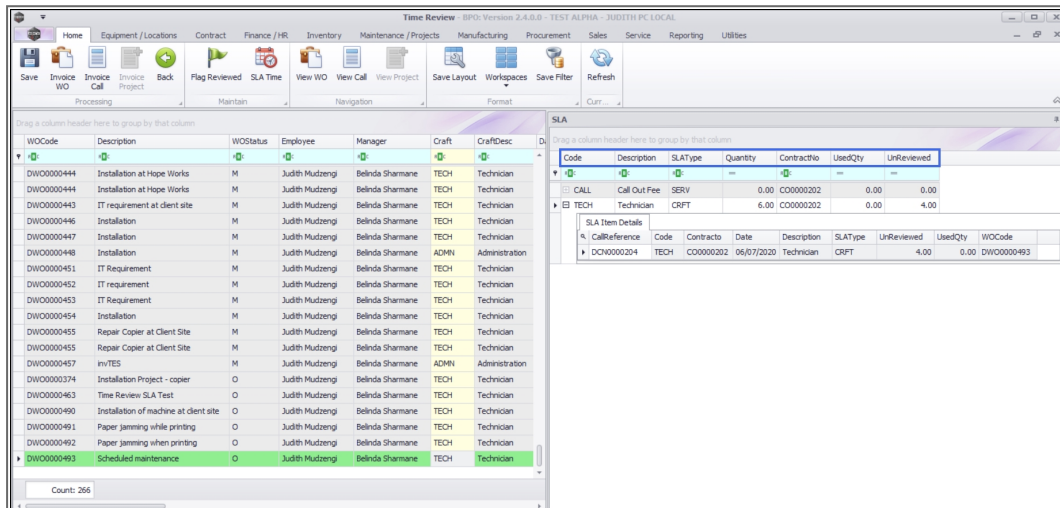
WOCode	Description	WOStatus	Employee	Manager	Craft	CraftDesc
DW0000444	Installation at Hope Works	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000444	Installation at Hope Works	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000443	IT requirement at client site	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000446	Installation	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000447	Installation	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000448	Installation	M	Judith Mudzeng	Belinda Shamane	ADMIN	Administration
DW0000451	IT Requirement	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000452	IT requirement	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000453	IT Requirement	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000454	Installation	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000455	Repair Copier at Client Site	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000455	Repair Copier at Client Site	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000457	inVIES	M	Judith Mudzeng	Belinda Shamane	ADMIN	Administration
DW0000374	Installation Project - copier	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000463	Time Review SLA Test	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000490	Installation of machine at client site	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000491	Paper jamming while printing	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000492	Paper jamming when printing	O	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW0000493	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	CRFT	6.00	CO0000202	0.00	4.00

SLA Item Details	Code	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode
CallReference								
DW0000204	TECH	CO0000202	06/07/2020	Technician	CRFT	4.00	0.00	DW0000493

- **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 list includes various tasks like 'Installation at Hope Works', 'IT requirement at client site', and 'Scheduled maintenance'. The 'SLA Item Details' panel on the right shows a table with columns: CallReference, Code, Contracto, Date, Description, SLAType, UnReviewed, UsedQty, and WOCode. The table contains one row of data for a specific SLA item.

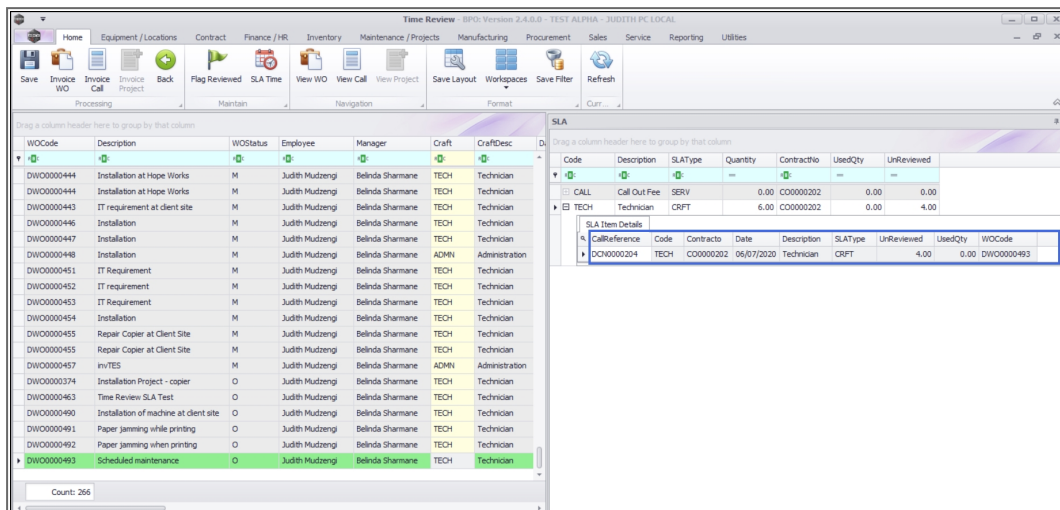
WOCode	Description	WOStatus	Employee	Manager	Craft	CraftDesc
DW00000444	Installation at Hope Works	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000444	Installation at Hope Works	M	Judith Mudzeng	Belinda Shamane	TECH	Technician
DW00000443	IT requirement at client site	M	Judith Mudzeng	Belinda 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	invTES	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 client 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

CallReference	Code	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode
DW00000204	TECH	CO00000202	05/07/2020	Technician	CRFT	4.00	0.00	DW00000493

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.



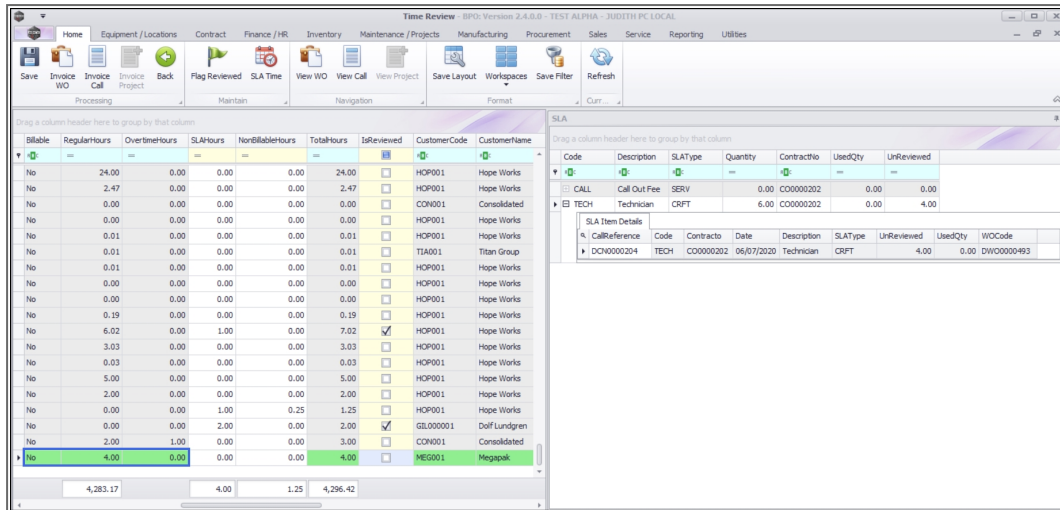
The screenshot shows the 'Time Review' software interface. The main window displays a list of work orders (WOs) with columns for WOCode, Description, WOStatus, Employee, Manager, Craft, and CraftDesc. The list includes various installation and maintenance tasks. On the right, a detailed view of a selected work order (DW0000493) is shown, including fields for Code, Description, SLAType, Quantity, ContractNo, UsedQty, and UnReviewed. The 'SLA Item Details' section shows a call reference (DCN0000204) with a date of 06/07/2020 and a technician (TECH).

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

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.

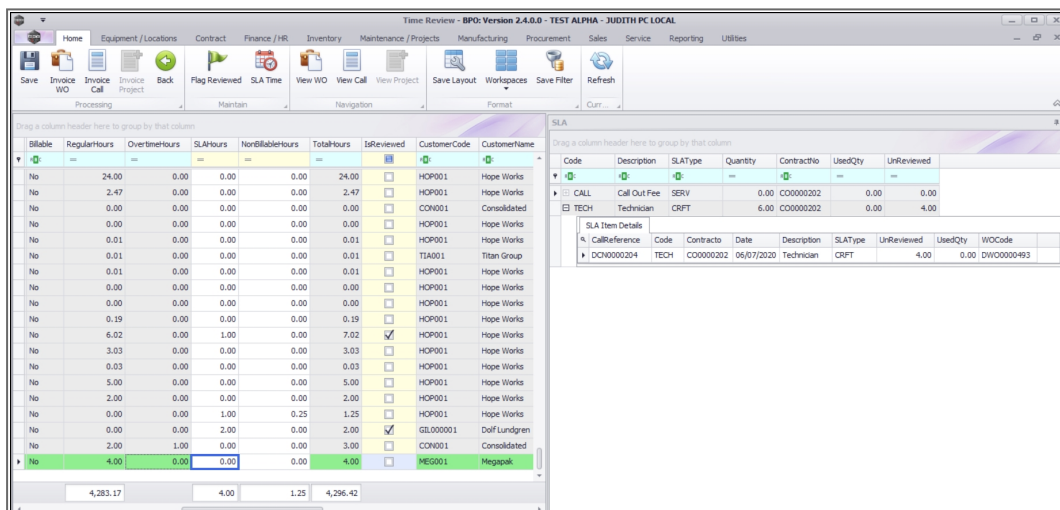
- **Note:** All work orders that are created after the **Time Review flag** has been set to **Yes** in the **Configurator** will have the **Billable** flag set to **No** by default but all hours allocated as **Regular Hours** will be billable by default.



The screenshot shows the 'Time Review' software interface. The main window displays a table of time entries with columns: Billable, Regularhours, Overtimehours, SLAhours, NonBillablehours, Totalhours, IsReviewed, CustomerCode, and CustomerName. The 'SLA' panel on the right shows details for a selected entry, including Code, Description, SLAType, Quantity, ContractNo, UsedQty, and UnReviewed.

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	0.00	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	4.00	0.00	0.00	0.00	4.00	<input type="checkbox"/>	MEG001	Megapak

- **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**.



This screenshot is identical to the one above, but with the 'SLA Time' button in the top menu bar highlighted, indicating the next step in the process.

ALLOCATE 'ALL' REGULAR HOURS

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

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

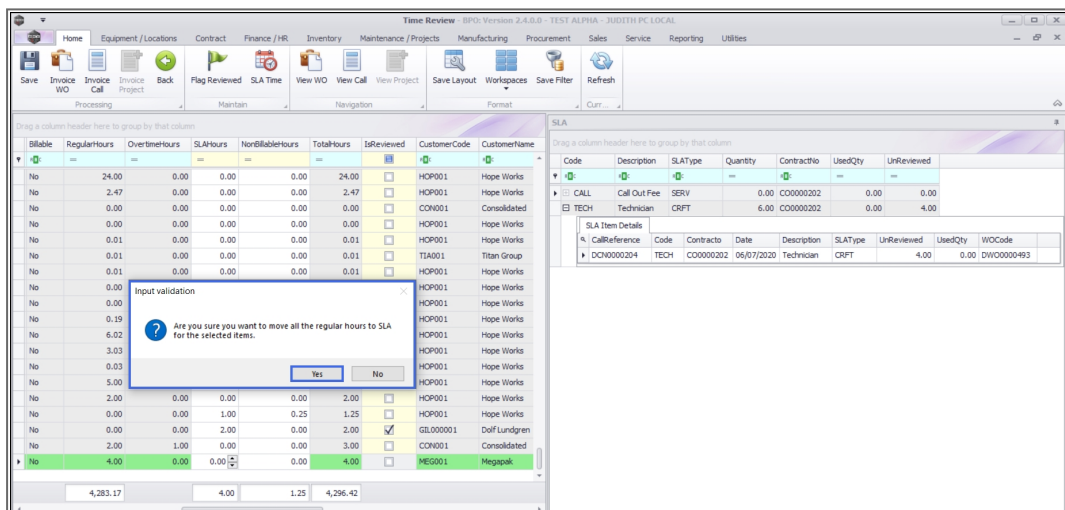
Navigation

Format

Curr

</

- 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**.



The screenshot shows the same 'Time Review' application window as before, but with an 'Input validation' dialog box open. The dialog box contains the text: 'Are you sure you want to move all the regular hours to SLA for the selected items.' with 'Yes' and 'No' buttons.

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

Home

Equipment / Locations

Contract

Finance / HR

Inventory

Maintenance / Projects

Manufacturing

Procurement

Sales

Service

Reporting

Utilities

Save Invoice WO

Invoice Call

Invoice Project

Back

Flag Reviewed

SLA Time

New WO

View Call

View Project

Save Layout

Workspaces

Save Filter

Refresh

Processing

Maintain

Navigation

Format

Curr

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	<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	0.00	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	4.00	0.00	4.00	<input type="checkbox"/>	MEG001	Megapak	
					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	Contracts	Date	Description	SLAType	UnReviewed	UsedQty	WOCCode
DCN0000204	TECH	CO0000202	06/07/2020	Technician	CRFT	4.00	0.00	DWC00000493

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 not affected by changes in the *Regular Hours*, *SLA Hours* and *Non Billable Hours* fields.

Time Review - RPO: 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 WO

Invoice Call

Invoice Project

Back

Flag Reviewed

SLA Time

View WO

View Call

View Project

Save Layout

Workspaces

Save Filter

Refresh

Cur...

Processing

Maintain

Navigation

Format

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	<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	0.00	1.25	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>	GL000001	Daf 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

SLA

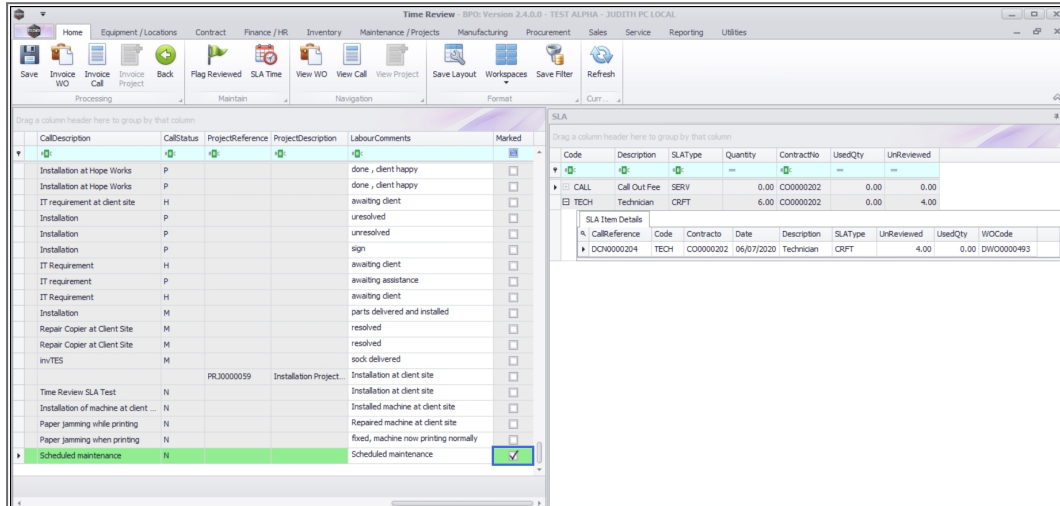
Group a column header here to group by that column

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

SLA Item Details

Call Reference	Code	Contract	Date	Description	SLAType	UnReviewed	UsedQty	WCode
DC00000204	TECH	CO0000202	06/07/2020	Technician	CRAFT	4.00	0.00	DW00000493

- **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.



The screenshot shows the 'Time Review' software interface. The main window displays a list of tasks with columns for CallDescription, CallStatus, ProjectReference, ProjectDescription, LabourComments, and Marked. The 'Marked' column has a green checkmark in the row for 'Scheduled maintenance'. On the right, there is a 'SLA' section with a table showing details for a specific task.

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	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WCode
DCN00000204	TECH	CO0000202	06/07/2020	Technician	CRFT	4.00	0.00	DW00000493

- **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.

Time Review - RPO: 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 WO

Invoice Call

Invoice Project

Back

Flag Reviewed

S/A Time

View WO

View Call

View Project

Save Layout

Workspaces

Save Filter

Refresh

Curr...

Processing

Maintain

Navigation

Format

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	<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	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	
					4,279.17		7.00	2.25	4,296.42

S/A

Group a column header here to group by that column

Code	Description	SLAtype	Quantity	ContractNo	UsedQty	UnReviewed
CALL	Call Out Fee	SRV	0.00	CO0000202	0.00	0.00
TECH	Technician	CRT	6.00	CO0000202	0.00	4.00

S/A Item Details

CallReference	Code	Contract	Date	Description	SLAtype	UnReviewed	UsedQty	WCode
CO0000204	TECH	CO0000202	06/07/2020	Technician	CRT	4.00	0.00	DWC0000493

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

Time Review - RPD: 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 WO

Invoice Call

Invoice Project

Back

Flag Reviewed

SLA Time

View WO

View Call

View Project

Save Layout

Workspaces

Save Filter

Refresh

Processing

Maintain

Navigation

Format

Curr

a column header here to group by that column

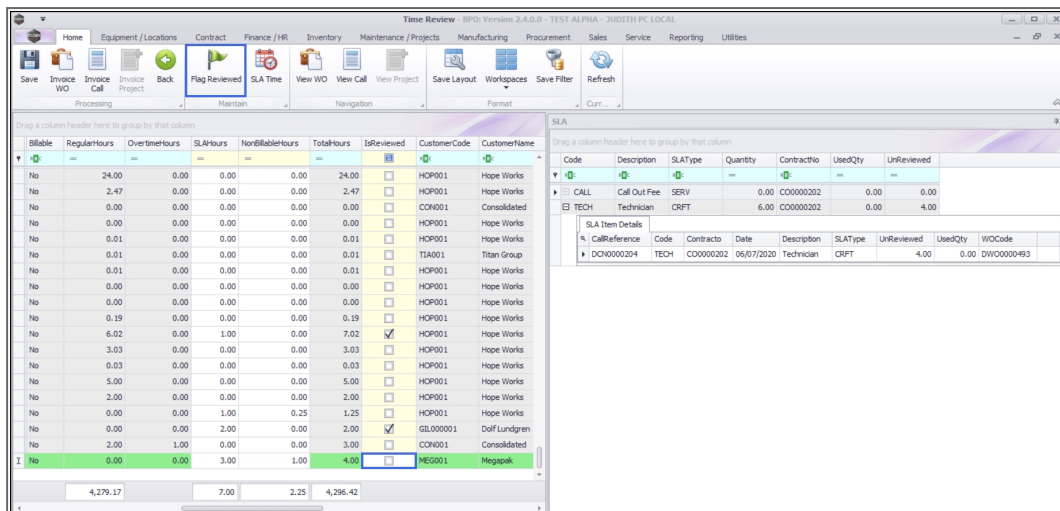
Billable	Regularhours	Overtimehours	SLAhours	NonBillablehours	Totalhours	IsReviewed	CustomerCode	CustomerName	
No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works	
No	2.47	0.00	0.00	0.00	2.47	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	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	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	
					4,279.17		7.00	2.25	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	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode
CON00000204	TECH	CO0000202	06/07/2020	Technician	CRFT	4.00	0.00	DWO0000#93

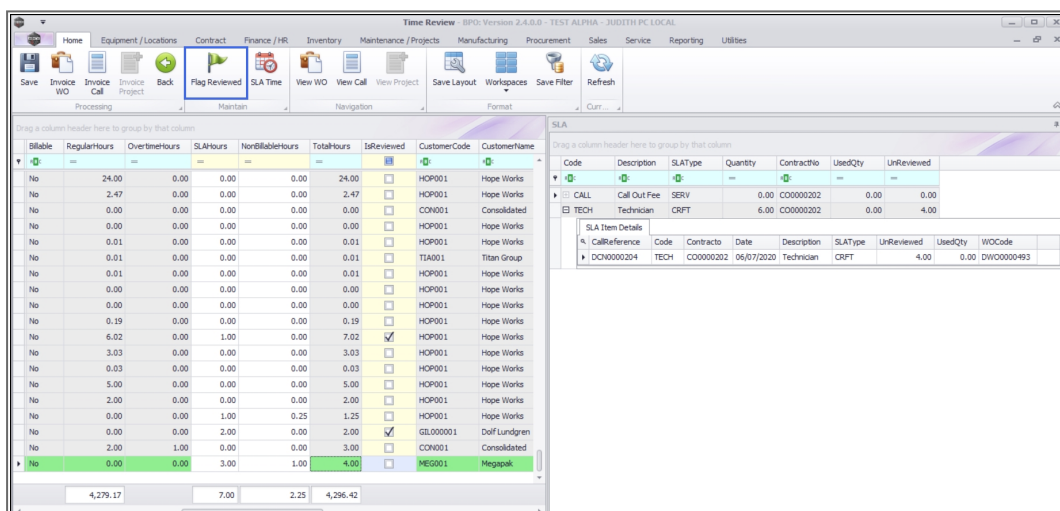
You can now mark the time as reviewed by either clicking on the **Is Reviewed** check box or the **Flag Reviewed** button.



The screenshot shows the 'Time Review' application window. The top menu bar includes 'Home', 'Equipment / Locations', 'Contract', 'Finance / HR', 'Inventory', 'Maintenance / Projects', 'Manufacturing', 'Procurement', 'Sales', 'Service', 'Reporting', and 'Utilities'. The 'Contract' menu is open, and the 'Flag Reviewed' option is highlighted. Below the menu, there is a table with columns: Billable, Regular hours, Overtime hours, SLA hours, Nonbillable hours, Total hours, Is Reviewed, Customer Code, and Customer Name. The table contains multiple rows of data, with the last row highlighted in green. To the right of the table, there is a 'SLA' section with a table showing SLA details for a specific contract.

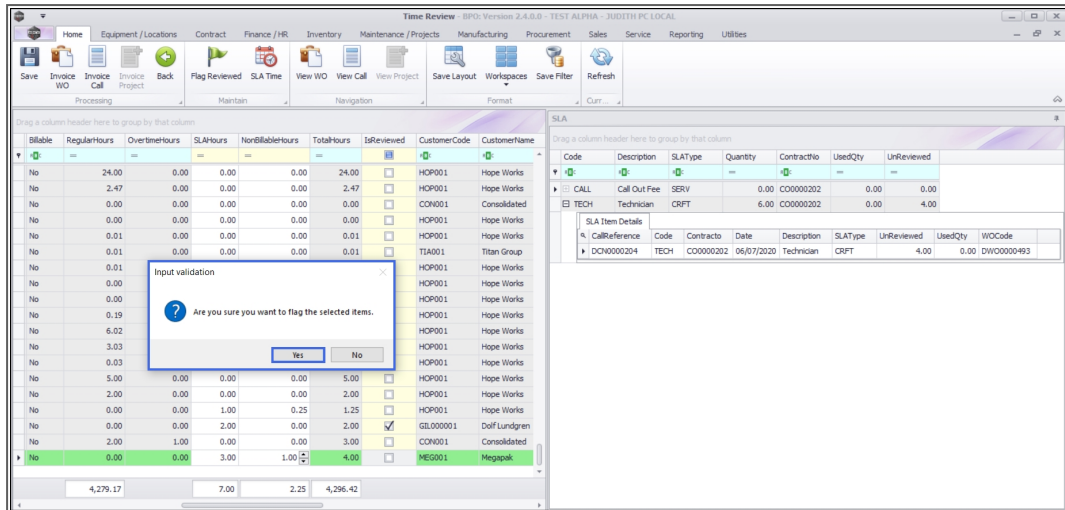
REVIEW TIME USING THE 'FLAG REVIEWED' BUTTON

- Click on *Flag Reviewed*.

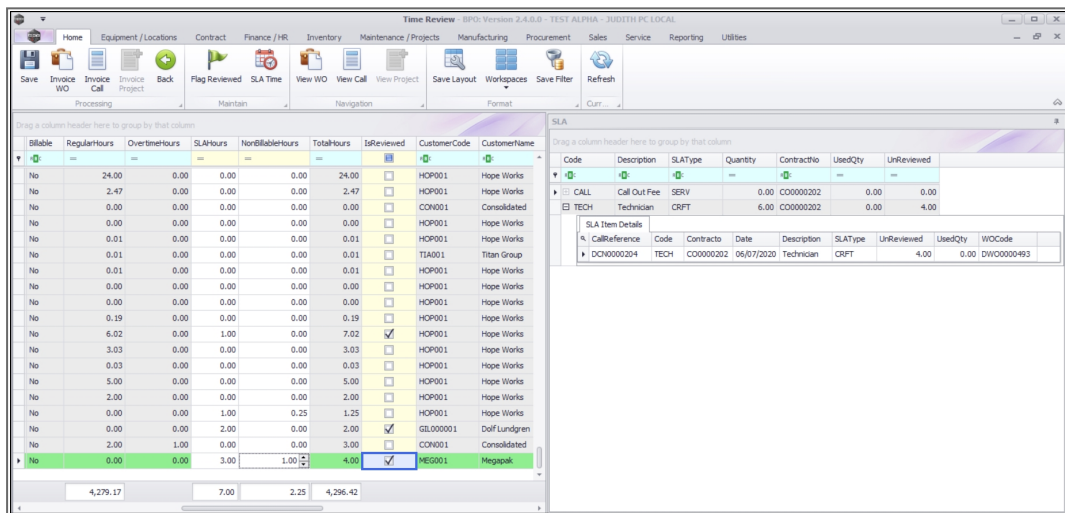


This screenshot is identical to the one above, showing the 'Time Review' application window with the 'Flag Reviewed' button highlighted in the 'Contract' menu. The table and SLA details are the same as in the previous image.

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

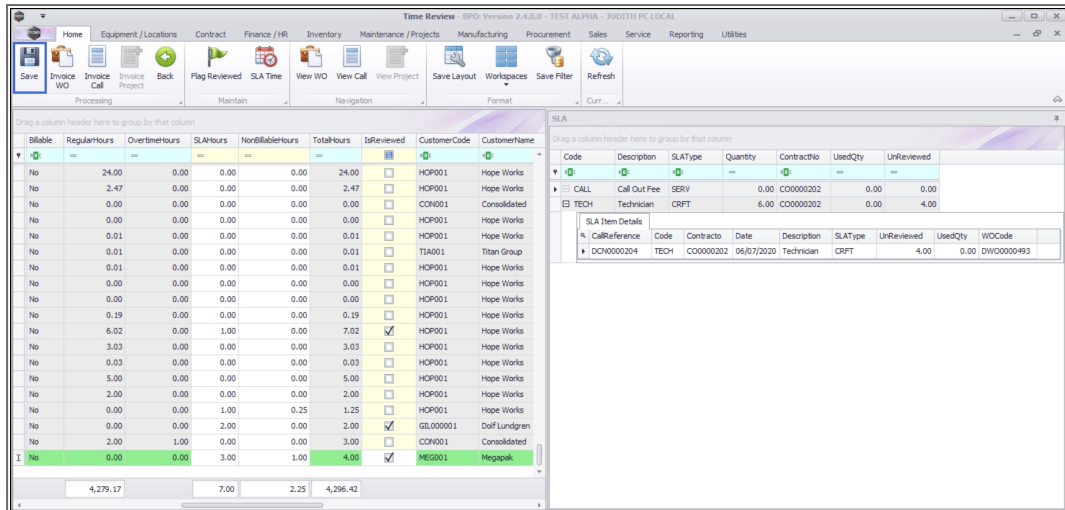


- The *Is Reviewed* field will now be checked.



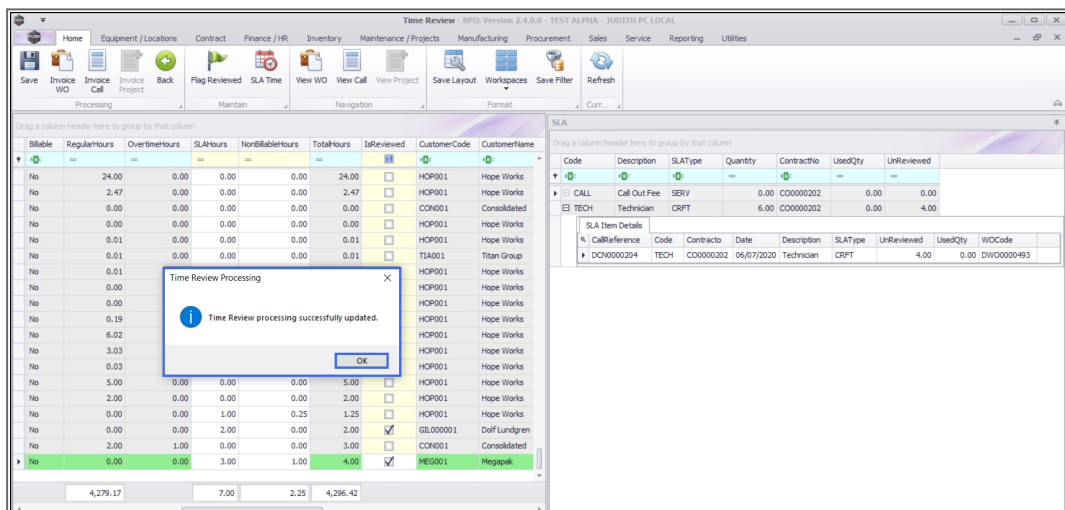
SAVE REVIEWED TIME

- Click on *Save*.



Bilable	Regularhours	Overtimehours	SLAhours	NonBilablehours	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	0.00	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
Total	4,279.17	7.00	2.25	4,296.42				

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



Bilable	Regularhours	Overtimehours	SLAhours	NonBilablehours	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	0.00	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
Total	4,279.17	7.00	2.25	4,296.42				

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

The screenshot shows the 'Time Review' software interface. The main window displays a list of work orders (WO) with columns: WOCode, Description, WOStatus, 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. The table shows data for 'CALL' and 'TECH' services. Below the table, there is an 'SLA Item Details' section with a table showing 'CallReference', 'Code', 'Contracto', 'Date', 'Description', 'SLAType', 'UnReviewed', 'UsedQty', and 'WOCode'.

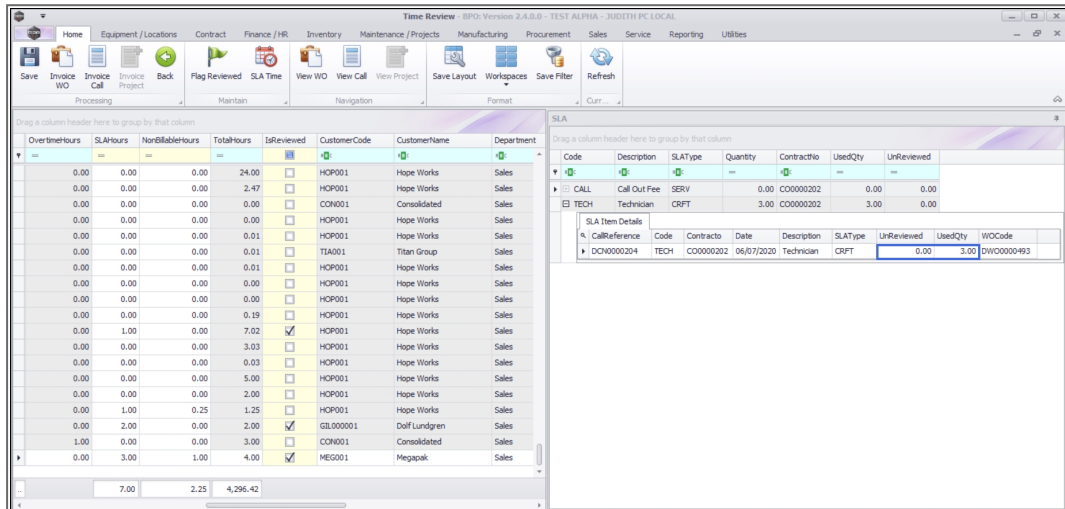
In the **SLA** panel,

- 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 window displays a list of work orders (WO) with columns: OverTimeHours, SLAHours, NonBillableHours, TotalHours, IsReviewed, CustomerCode, CustomerName, and Department. 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. The table shows data for 'CALL' and 'TECH' services. Below the table, there is an 'SLA Item Details' section 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 window displays a table of time records with columns: OverTimeHours, SLAHours, NonBillableHours, TotalHours, IsReviewed, CustomerCode, CustomerName, and Department. The 'IsReviewed' column has checkboxes, and the 'TotalHours' column shows values like 24.00, 2.47, 0.00, etc. The 'SLA Item Details' panel on the right shows a summary for a selected item, including Code, Description, SLAType, Quantity, ContractNo, UsedQty, and UnReviewed. The 'UsedQty' is highlighted in blue.

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"/>	TTA001	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:

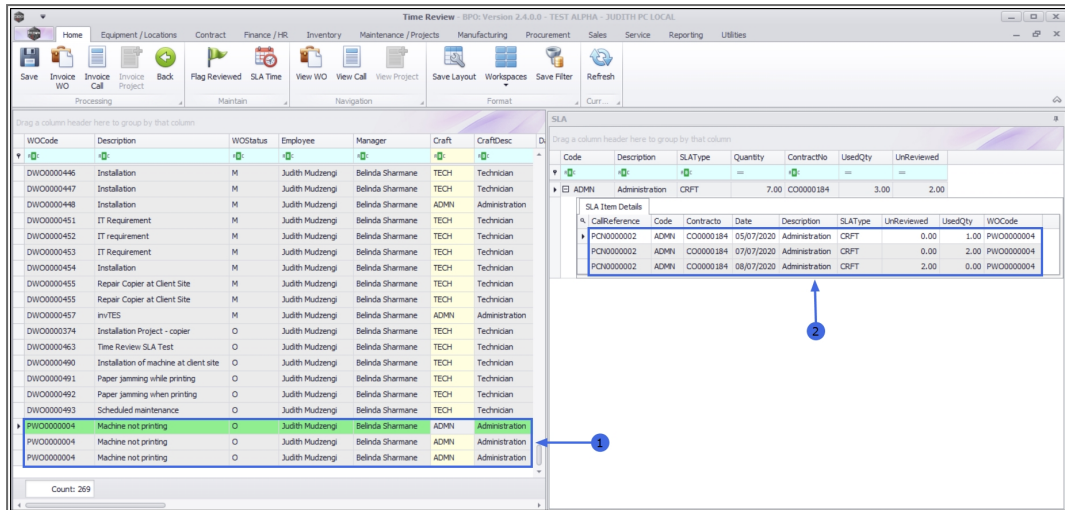
Code	Description	SLAType	Quantity	ContractNo	UsedQty	UnReviewed
CALL	Call Out Fee	SERV	0.00	CO0000202	0.00	0.00
TECH	Technician	CRFT	3.00	CO0000202	3.00	0.00

SLA Item Details (Expanded):

CallReference	Code	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCode
DCN00000204	TECH	CO0000202	06/07/2020	Technician	CRFT	0.00	3.00	DW00000493

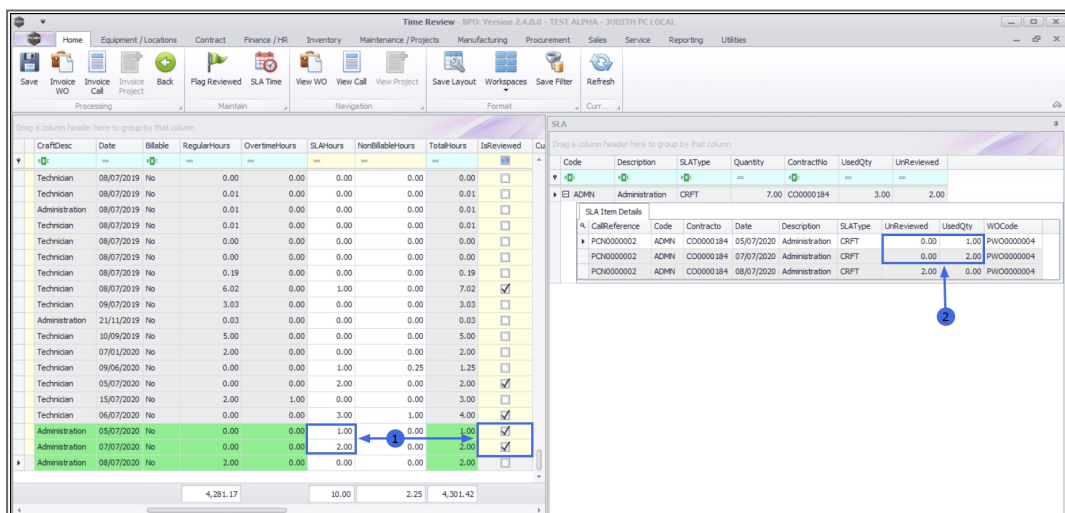
- If multiple time records were logged against a **craft inclusion**, all the individual time records will be displayed in the *SLA Item Details* panel.

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.

CraftDesc	Date	Bilable	RegularHours	OvertimeHours	SLAHours	NonBilableHours	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	SLAType	Quantity	ContractNo	UsedQty	UnReviewed
ADMIN	Administration	CRFT	7.00	CO0000184	3.00	2.00

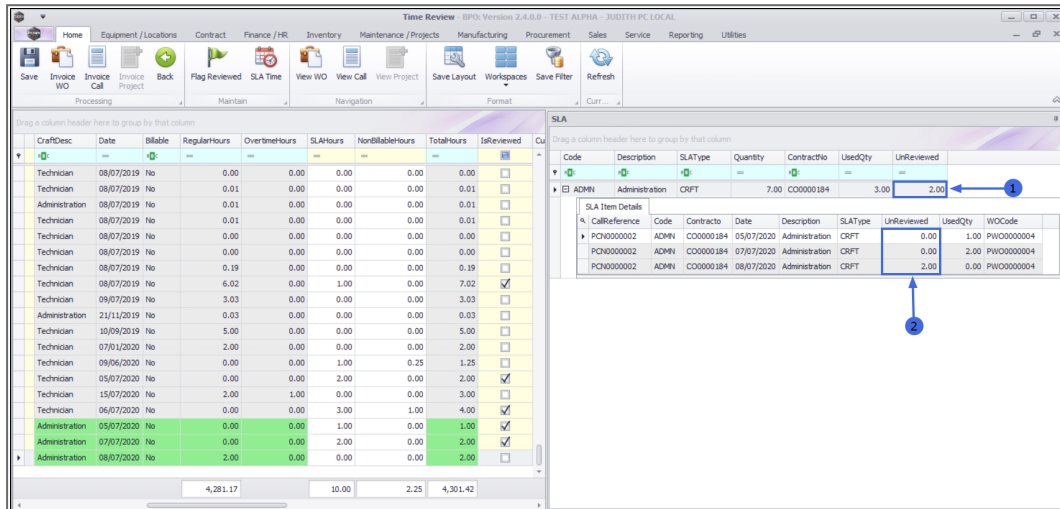
CallReference	Code	Contracto	Date	Description	SLAType	UnReviewed	UsedQty	WOCCode
PCN0000002	ADMIN	CO0000184	05/07/2020	Administration	CRFT	0.00	1.00	PW000000004
PCN0000002	ADMIN	CO0000184	07/07/2020	Administration	CRFT	0.00	2.00	PW000000004
PCN0000002	ADMIN	CO0000184	08/07/2020	Administration	CRFT	2.00	0.00	PW000000004

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.

CraftDesc	Date	Bilable	RegularHours	OvertimeHours	SLAHours	NonBilableHours	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		

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

CallReference	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.

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