

# SERVICE

## **INTRODUCTION TO TIME REVIEW**

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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#### **SLA FRAME**

When you click on a Work Order with Parts and Craft Inclusions linked to the work order, the details will display in the SLA frame.

- 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.
- 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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## **RIBBON ACTION BUTTONS**

The Time Review ribbon action buttons will be available (bold) or unavailable (greyed out) depending on the work order selected.

Use the *Processing* buttons to *Save* any changes made to a Work Order, *Invoice a Work Order*, *Invoice Call* or *Invoice Project* or click on *Back* to close the screen.

The processing buttons will be **bold** when *available* for work orders linked to a **Call** or **Project**.



## Introduction to Time Review

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Use the *Maintain* buttons to <u>Flag a Work Order</u> when time has been Reviewed and to review the SLA Time.

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From the Navigation panel you can *View a Work Order*. The View Call and View Project buttons are unavailable from the Time Review screen.

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Use the Format panel to Save the Layout of the Time Review Data Grid area when you have made changes to the column order or to Save the preferred Filter options to the screen.



## Introduction to Time Review

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Click on *Refresh* to update the Time Review data grid area with changes you have made.

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	WO0006214	Tier - Commercial Tier Test	м	Julanda Kes	Julanda Kes	ADMN	Administrati	16/01/2022	No	24.00						
	WO0006214	Tier - Commercial Tier Test	м	Julanda Kes	Julanda Kes	ADMN	Administrati	15/01/2022	No	24.00						
	WO0006214	Tier - Commercial Tier Test	м	Julanda Kes	Julanda Kes	ADMN	Administrati	14/01/2022	No	24.00						
	WO0006214	Tier - Commercial Tier Test	M	Julanda Kes	Julanda Kes	ADMN	Administrati	13/01/2022	No	24.00						
	WO0006214	Tier - Commercial Tier Test	м	Julanda Kes	Julanda Kes	ADMN	Administrati	12/01/2022	No	24.00						
	WO0006214	Tier - Commercial Tier Test	м	Julanda Kes	Julanda Kes	ADMN	Administrati	11/01/2022	No	24.00						
	WO0006214	Tier - Commercial Tier Test	м	Julanda Kes	Julanda Kes	ADMIN	Administrati	10/01/2022	No	24.00						
	WO0006214	Tier - Commercial Tier Test	м	Julanda Kes	Julanda Kes	ADMN	Administrati	09/01/2022	No	24.00						
	WO0006214	Tier - Commercial Tier Test	м	Julanda Kes	Julanda Kes	ADMN	Administrati	08/01/2022	No	24.00						
	WO0006214	Tier - Commercial Tier Test	м	Julanda Kes	Julanda Kes	ADMN	Administrati	07/01/2022	No	24.00						
	WO0006214	Tier - Commercial Tier Test	м	Julanda Kes	Julanda Kes	ADMN	Administrati	06/01/2022	No	24.00						
	WO0006214	Tier - Commercial Tier Test	м	Julanda Kes	Julanda Kes	ADMN	Administrati	05/01/2022	No	24.00						
	WO0006214	Tier - Commercial Tier Test	м	Julanda Kes	Julanda Kes	ADMN	Administrati	04/01/2022	No	24.00	-					
	Count: 752									19,210.98						
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