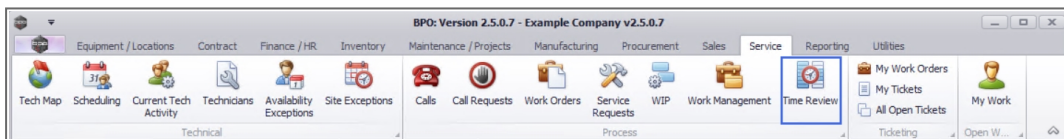# SERVICE

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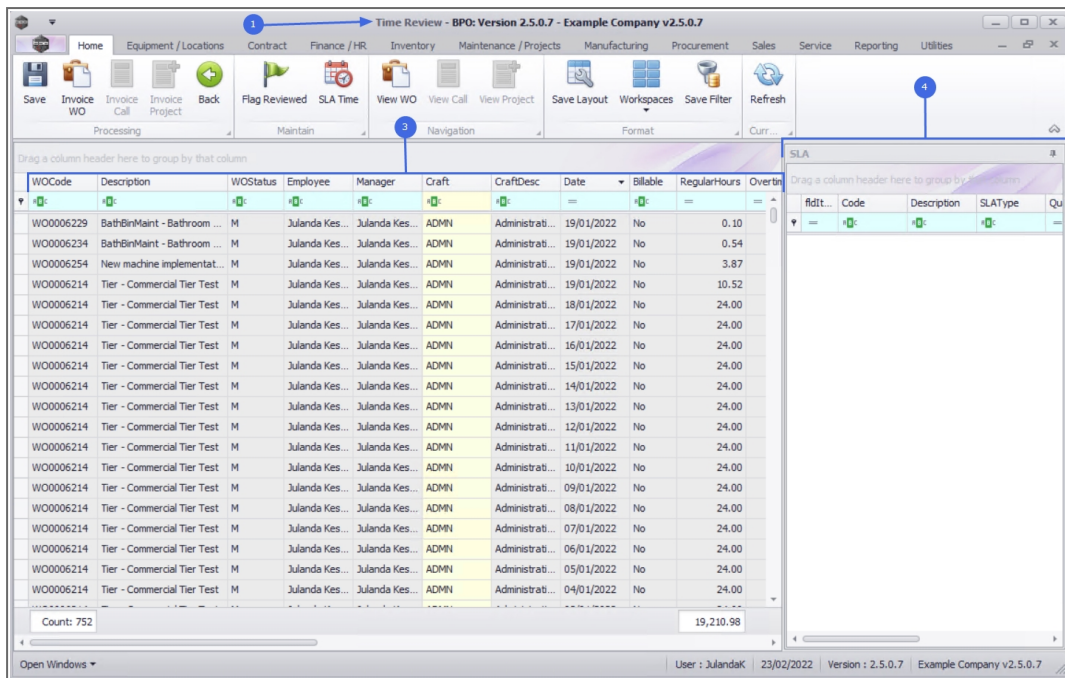
Time review enables managers to allocate *regular* time logged by employees as *SLA* or *non billable* time. For example, if an employee books **4** hours against a work order, and the manager knows that the task should only require **2** hours to complete, then the manager can allocate **2** hours as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

The Time Review flag must be set to *Yes* in *Configurator*.

Ribbon Access: *Service > Time Review*

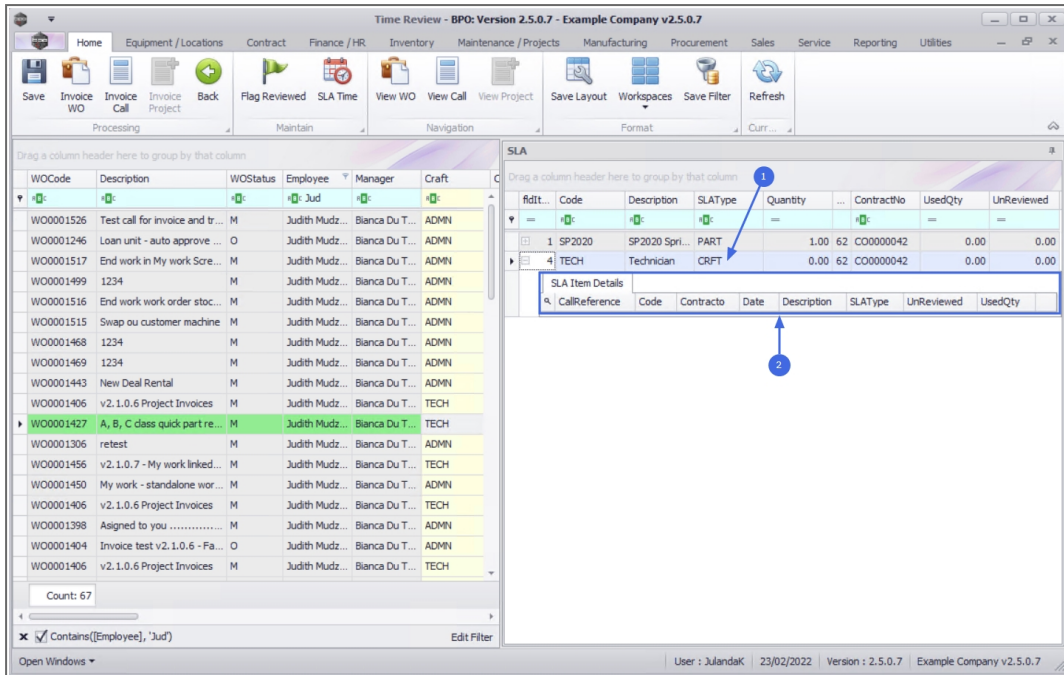

1. The *Time Review* listing screen will be displayed.
2. This screen is divided into 2 sections:
   - The **Work Orders** frame and the
   - **SLA** frame.
3. The *Work Order* frame displays all work orders with time records.
4. The *SLA* frame displays all contract inclusions linked to an item on the selected work order.

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.

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.

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.
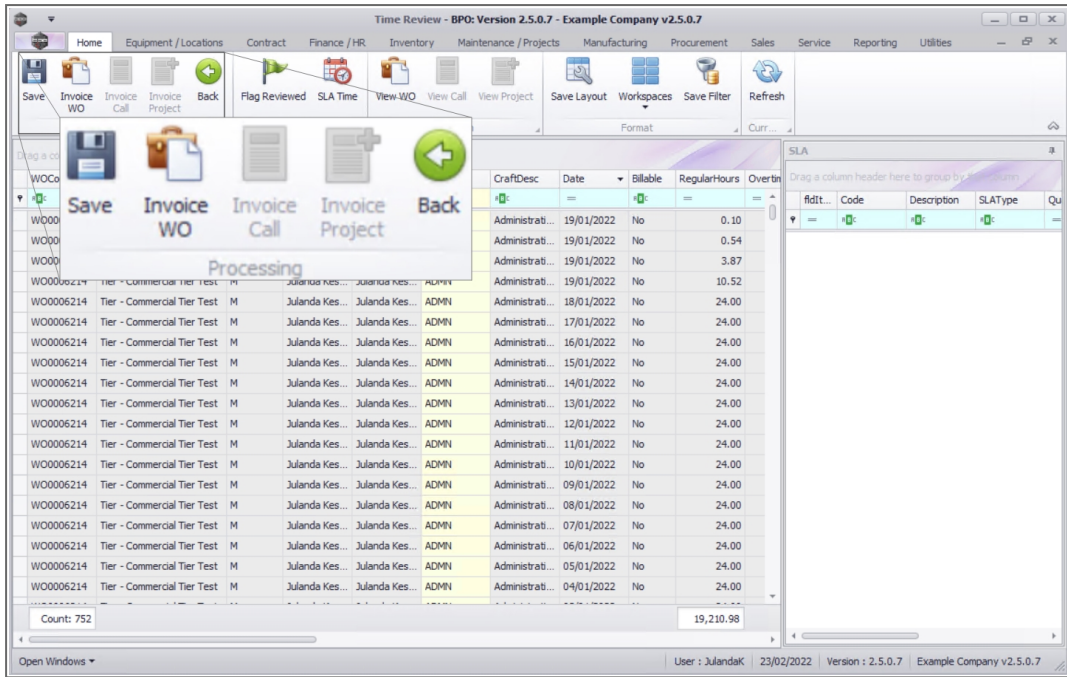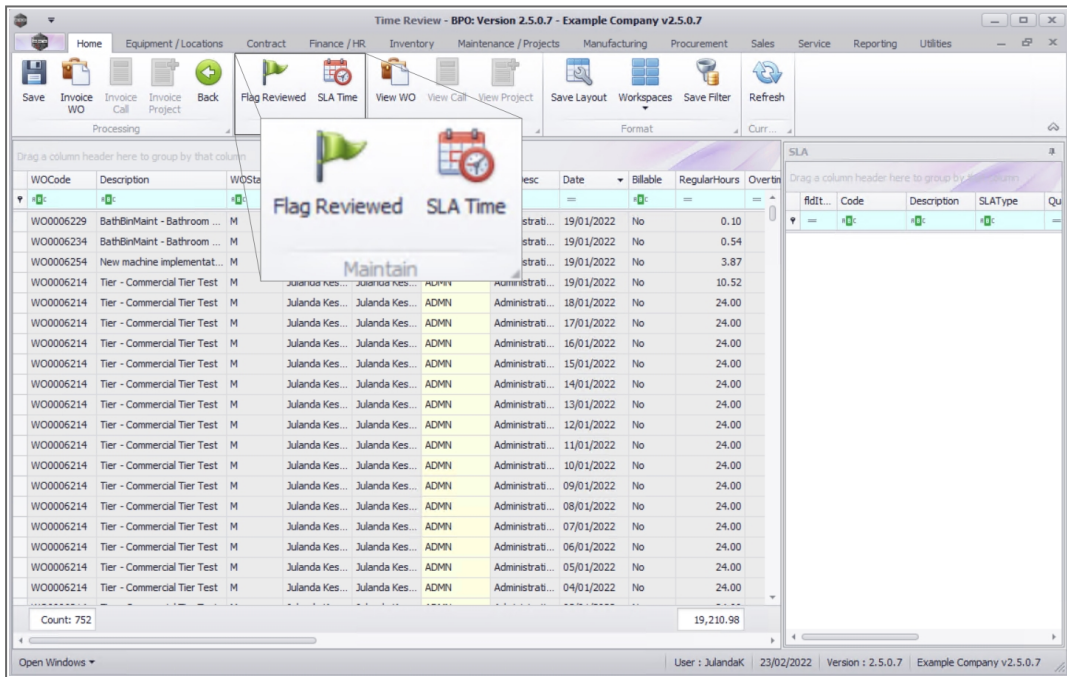
RIBBON ACTION BUTTONS

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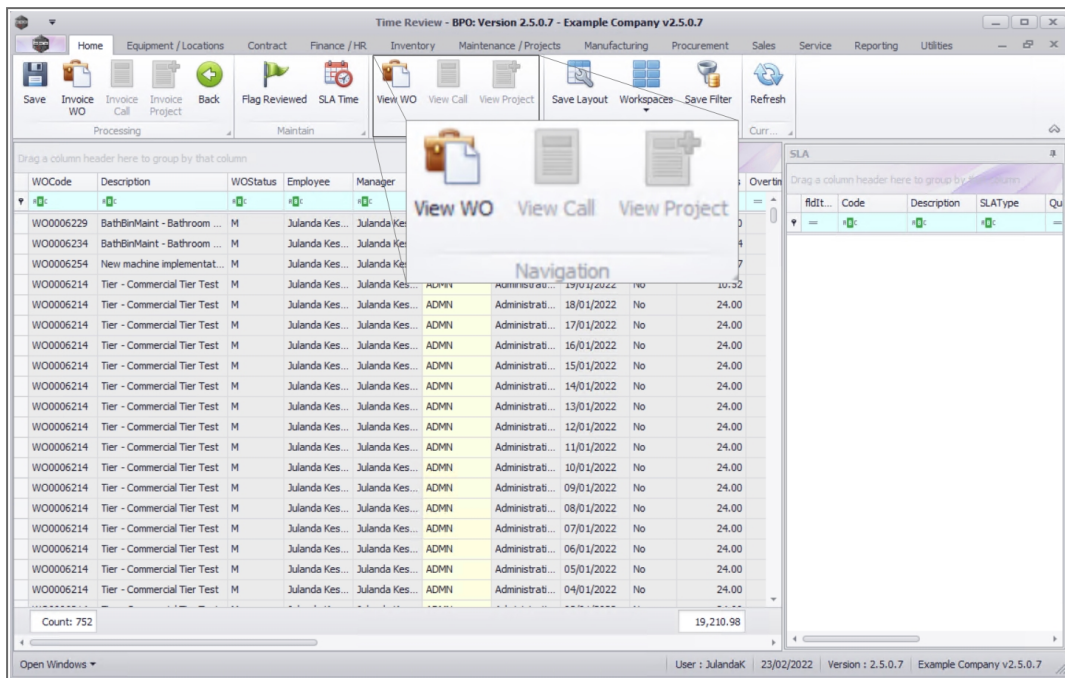
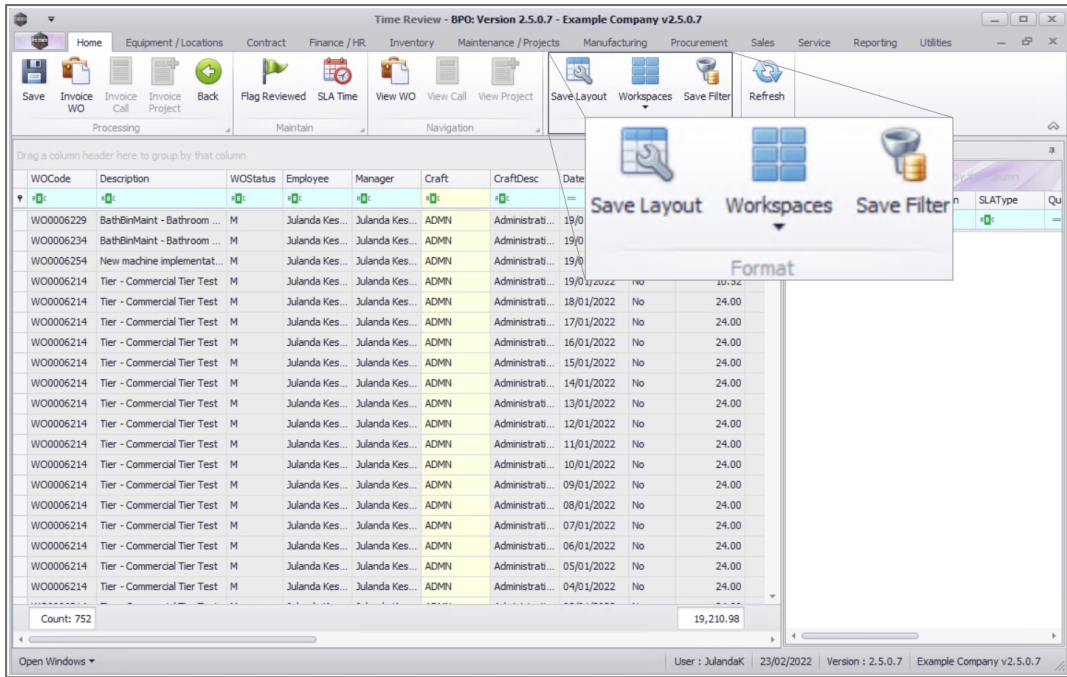The processing buttons will be *bold* when *available* for work orders linked to a *Call* or *Project*.

Use the *Maintain* buttons to Flag a Work Order when time has been Reviewed and to review the SLA Time.
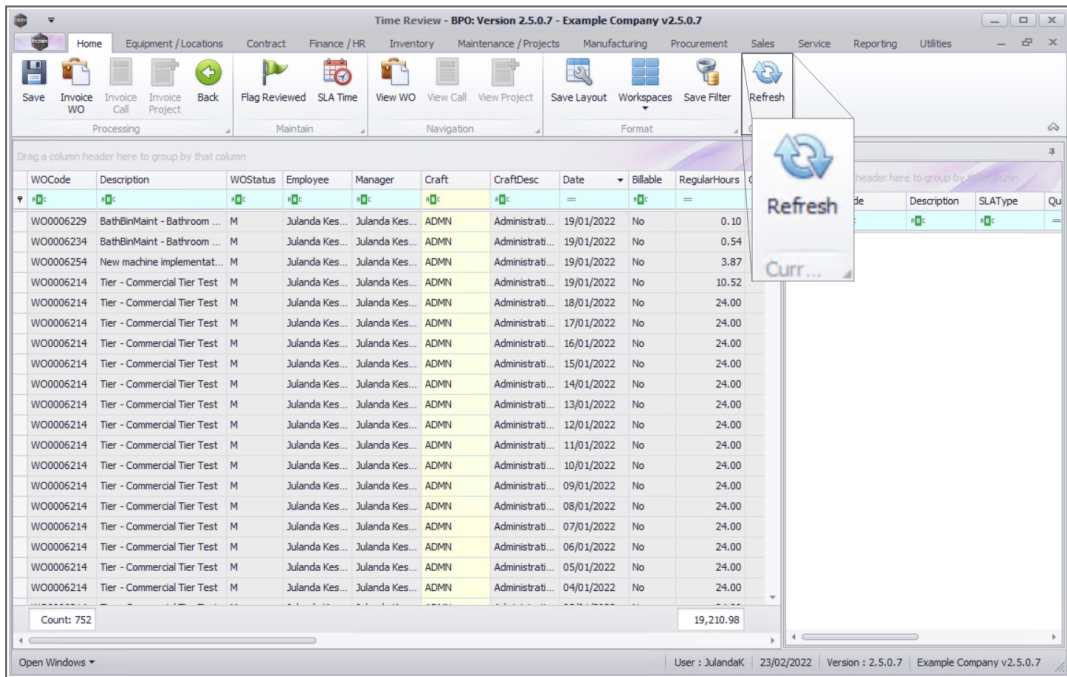
From the Navigation panel you can **_View a Work Order_**. The View Call and View Project buttons are unavailable from the Time Review screen.

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.

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

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