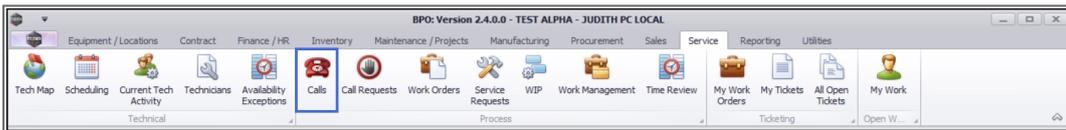


SERVICE

CALLS - TIME REVIEW

Time Review enables managers to allocate **regular** time logged by employees as **SLA** and / or **non billable** time. For example, if an employee books **4** hours against a work order, if the manager knows that the task should only required **2** hrs to complete, the manager can allocate **2** hrs as billable or **SLA** hours and the remaining **2** hrs as **non billable** hours in the Time Review screen. For this to work, the **Time Review flag** must be set to **Yes** in the **Configurator**.

Ribbon Access: *Maintenance / Projects > Projects*



- The **Call Listing** screen will be displayed.

SELECT CALL

Refer to [Introduction to Calls](#) for information on filtering and searching in this screen for a specific call.

- Select the **Call** linked to the **Work Order** that you wish to review time for and click on **Edit**.

CallReference	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc
CN0005305	04/04/2022	UnAssigned		12:25:17	B6004	IMP	Implementation
CN0005304	15/03/2022	UnAssigned		10:30:03	Loan unit required while main unit is be...	REP	Repair
CN0005300	18/01/2022	Awaiting Acceptance	Julanda Kessler	12:51:45	Printer displaying error code	REP	Repair
CN0005294	26/10/2021	Awaiting Acceptance	Julanda Kessler	08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance
CN0005293	22/10/2021	Awaiting Acceptance	Julanda Kessler	08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maintenance
CN0005292	16/10/2021	Rejected by Tech	John Twain	08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance
CN0005290	15/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maintenance
CN0005289	08/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maintenance
CN0005288	01/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maintenance
CN0005287	24/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maintenance
CN0005286	17/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maintenance
CN0005285	16/09/2021	Awaiting Acceptance	Theo Peterson	08:00:00	Tier - Commercial Tier Test	INST	Installation
CN0005284	15/09/2021	UnAssigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance
CN0005283	10/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maintenance
CN0005282	03/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maintenance
CN0005281	27/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maintenance
CN0005280	26/08/2021	UnAssigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance
CN0005279	20/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena...	SM	Scheduled Maintenance
CN0005278	17/08/2021	UnAssigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance
CN0005277	17/08/2021	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation

- The **Call maintenance** screen will be displayed.
- Click on the **Time Review** tile.

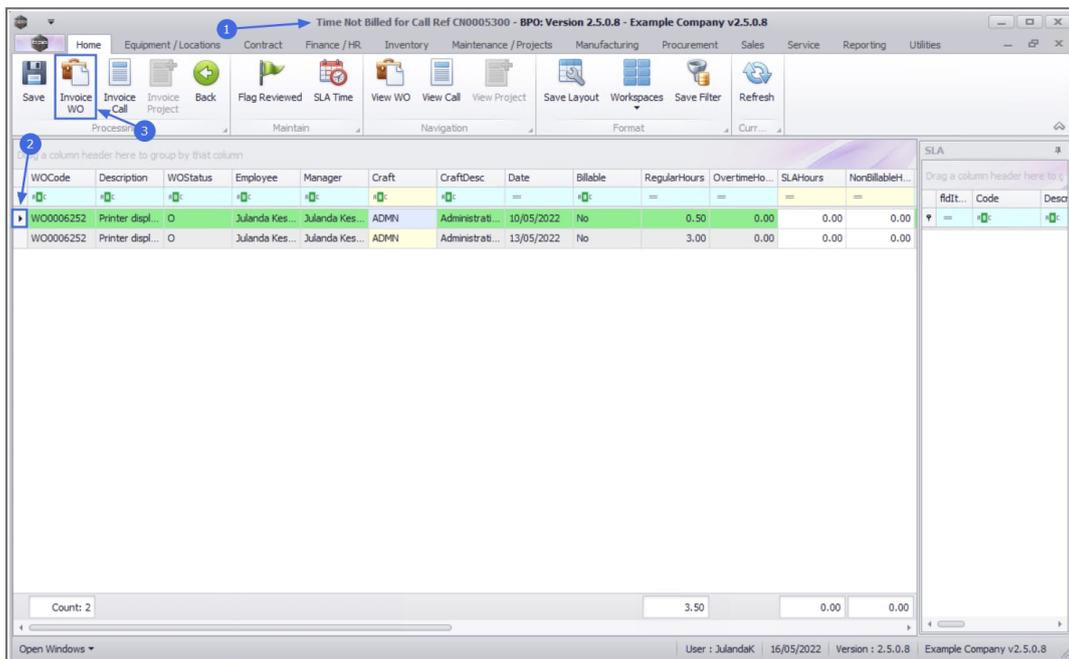
ReferenceType	ReferenceNo
Serial No	AKM001002
Prior Call Reference	
Call Request Reference	
Contract No	
Location	
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	

THE TIME REVIEW LISTING SCREEN

The *Time Review for Call Ref []* screen will open. This screen is divided into 2 sections:

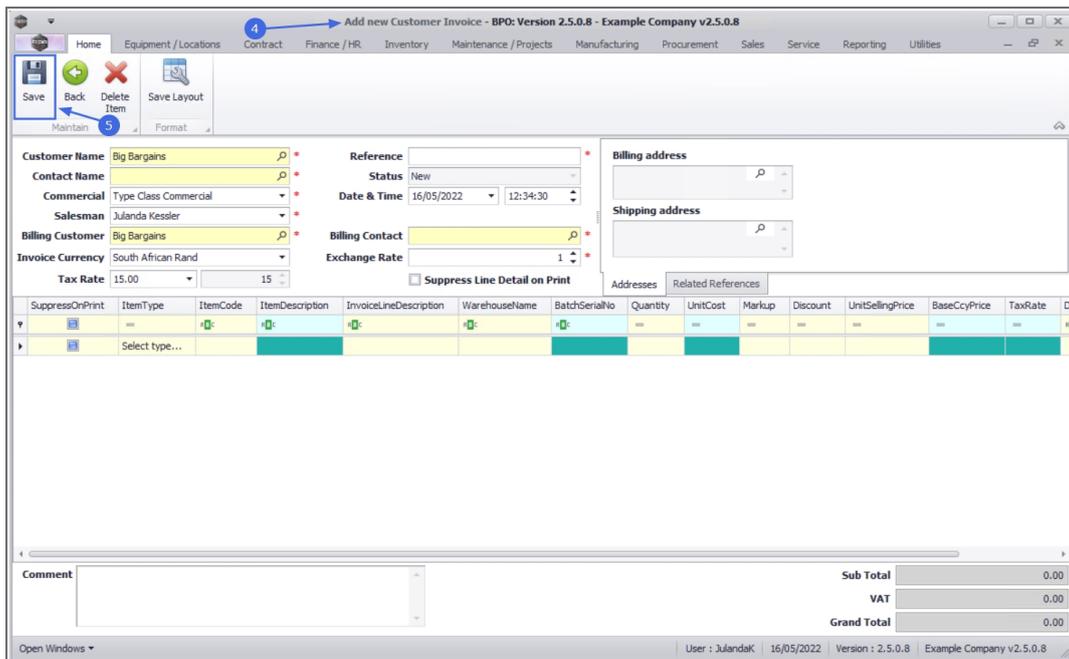
1. The **Work Orders** section and the
2. **SLA** section.

The *Work Order* section displays all Work Orders with *time records* for the selected Call and the *SLA* section displays all contract inclusions linked to an item on the selected work order.



SELECT WORK ORDER TO REVIEW

- Click on the *row selector* in front of the Work Order you would like to review time for.
- *Scroll right* in order to view more columns.



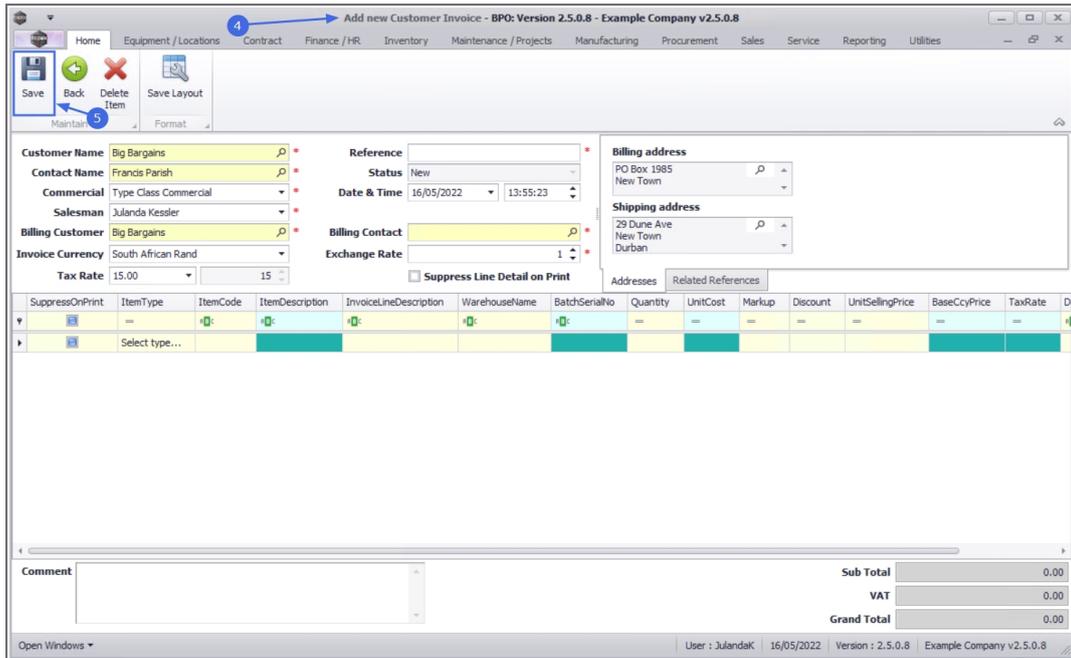
- The **Billable** field shows whether the labour time is billable or non-billable.
- The **Regular Hours** field shows the employee time logged against the work order. This field cannot be changed. In this example, Regulars Hours = **6**.
- If an employee logs overtime against a work order, it will be displayed in the **Overtime Hours** field. This field cannot be changed. In this example, no Overtime Hours were booked.
 - **Note:** All work orders created after the [Time Review flag](#) has been set to **Yes** in the **Configurator** will have the **Billable** flag set to **No** by default but all hours allocated as **Regular Hours** will be billable by default.

WOCODE	Description	WOSTatus	Employee	Manager	Craft	CraftDesc	Date	Billable	RegularHours	OvertimeHo...	SLAHours	NonBillableH...
WO0006252	Printer displ...	O	Julanda Kes...	Julanda Kes...	ADMN	Administrat...	10/05/2022	No	0.50	0.00	0.00	0.00
WO0006252	Printer displ...	O	Julanda Kes...	Julanda Kes...	ADMN	Administrat...	13/05/2022	No	3.00	0.00	0.00	0.00

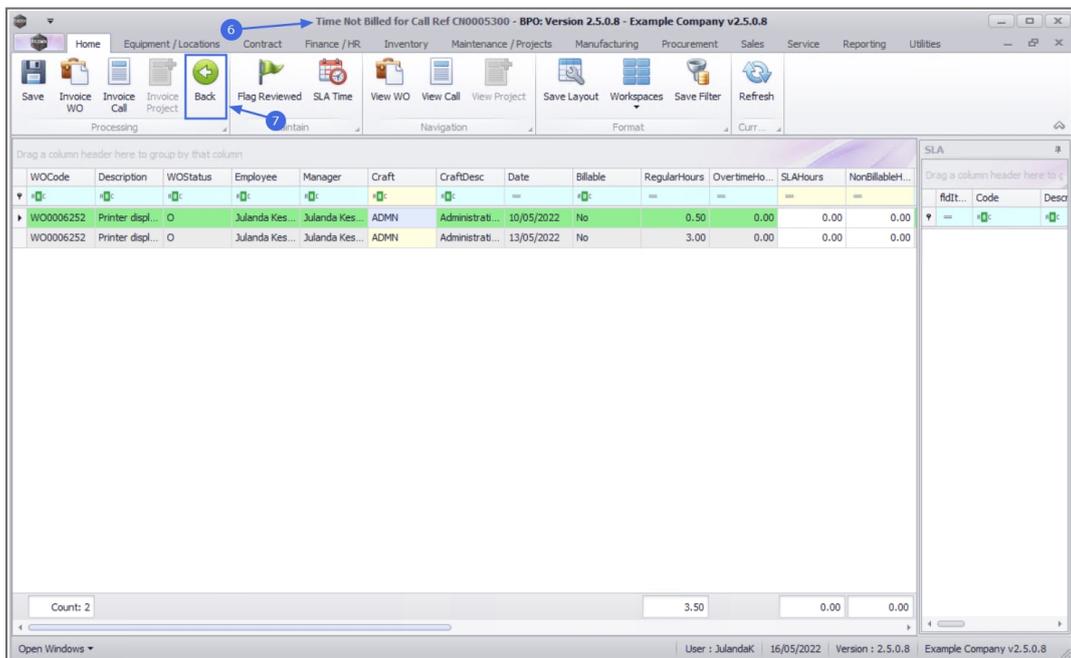
- **SLA Hours:** Time allocated to this field will be deducted from the service / support time from a client's contractual agreement.
 - **Note 1:** Time allocated as **SLA Hours** will be deducted from **Regular Hours**, in this example , no time was allocated as **SLA Hours** therefore **Regular Hours** remained the same. If **1hr** had been allocated as **SLA Hours** , then the **Regular Hours** would have changed to **5hrs**.
 - **Note 2:** The **Overtime Hours** field is not affected by changes in the **Regular Hours**, SLA Hours and Non Billable Hours fields.

WCode	Description	WStatus	Employee	Manager	Craft	CraftDesc	Date	Billable	RegularHours	OvertimeHo...	SLAHours	NonBillableH...
WO0006252	Printer displ...	O	Julanda Kes...	Julanda Kes...	ADMIN	Administrat...	10/05/2022	No	0.50	0.00	0.00	0.00
WO0006252	Printer displ...	O	Julanda Kes...	Julanda Kes...	ADMIN	Administrat...	13/05/2022	No	3.00	0.00	0.00	0.00

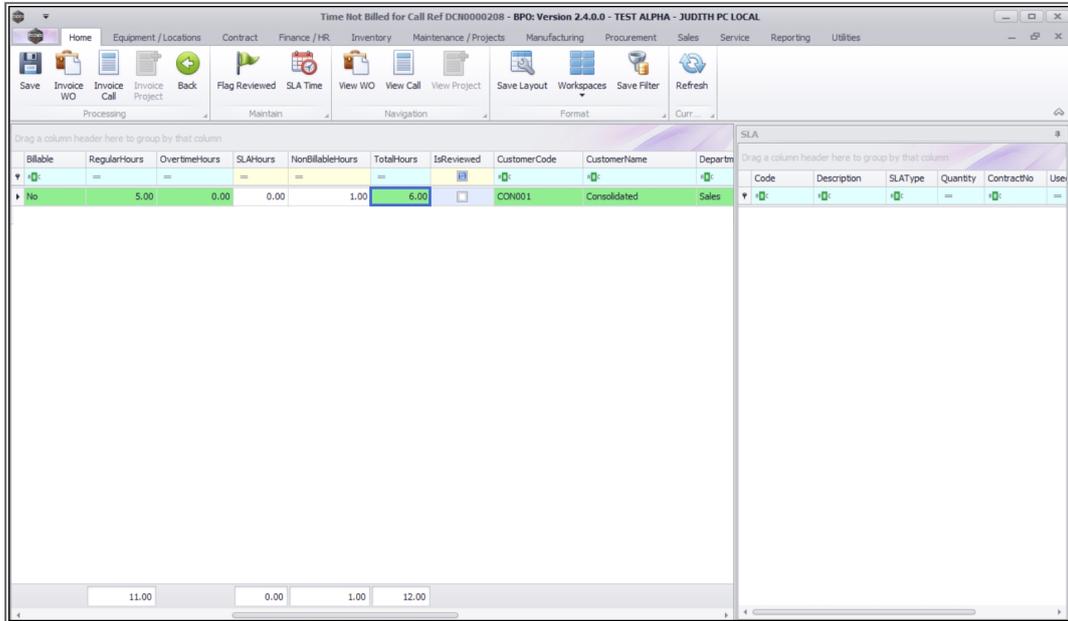
- **Non Billable Hours:** Time allocated to this field will not be billed. In this image, **1hr** has been allocated as non billable hours.
- The time allocated as **Non Billable Hours** has now been deducted from **Regular Hours**. Click away from this field to see the changes. In this image, Regular Hours now display as **5hrs**.
- If **1** had been allocated as an **SLA Hour** and **1** as a **Non Billable Hour**, then **Regular Hours** would have been displaying as **4**.
 - **Note:** The **Overtime Hours** field is not affected by changes in the **Regular Hours**, **SLA Hours** or the **Non Billable Hours** fields.



- Scroll right until you can view the **Marked** field, this field will now be checked.
 - The field will become checked if time is allocated as SLA / Non Billable Hours.
- Scroll left to go back.

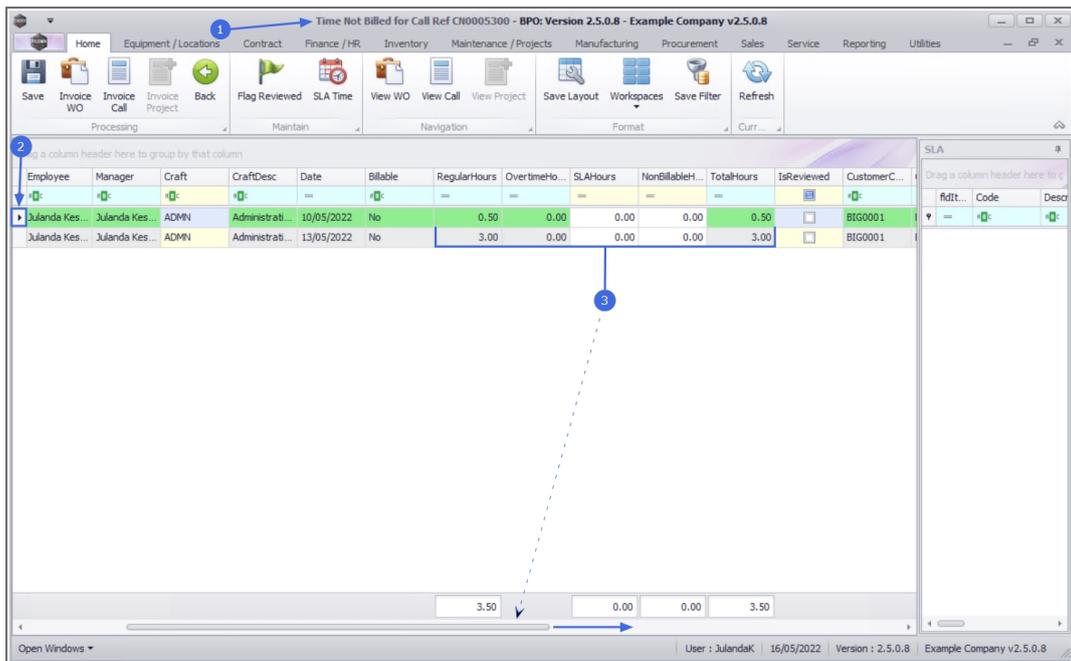


- **Total Hours** = Regular Hours + Overtime Hours + SLA Hours + Non Billable Hours.
- The Total Hours field is inactive, greyed out and cannot be changed.

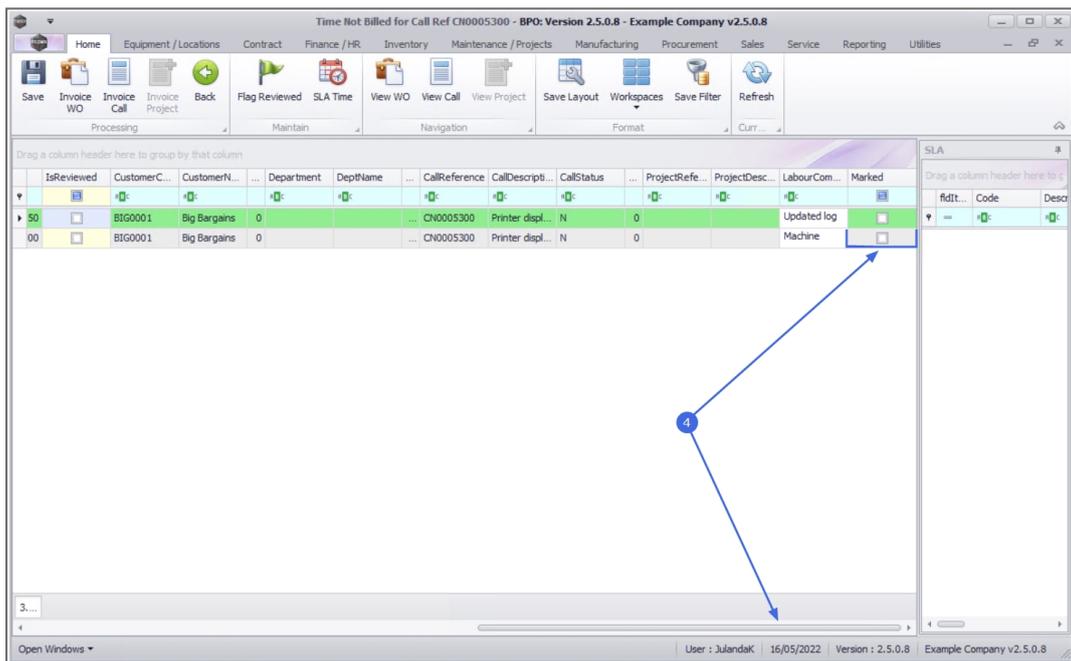


SELECT 'FLAG REVIEWED'

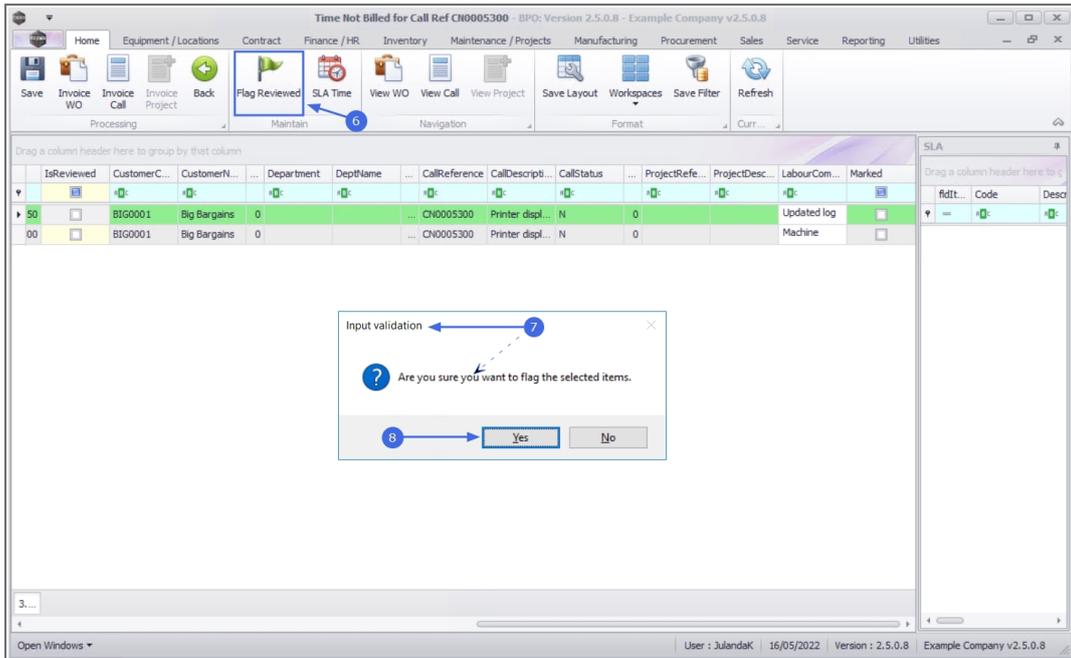
- When you are done, you can now mark time as 'reviewed by' clicking on the **Flag Reviewed** button.



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

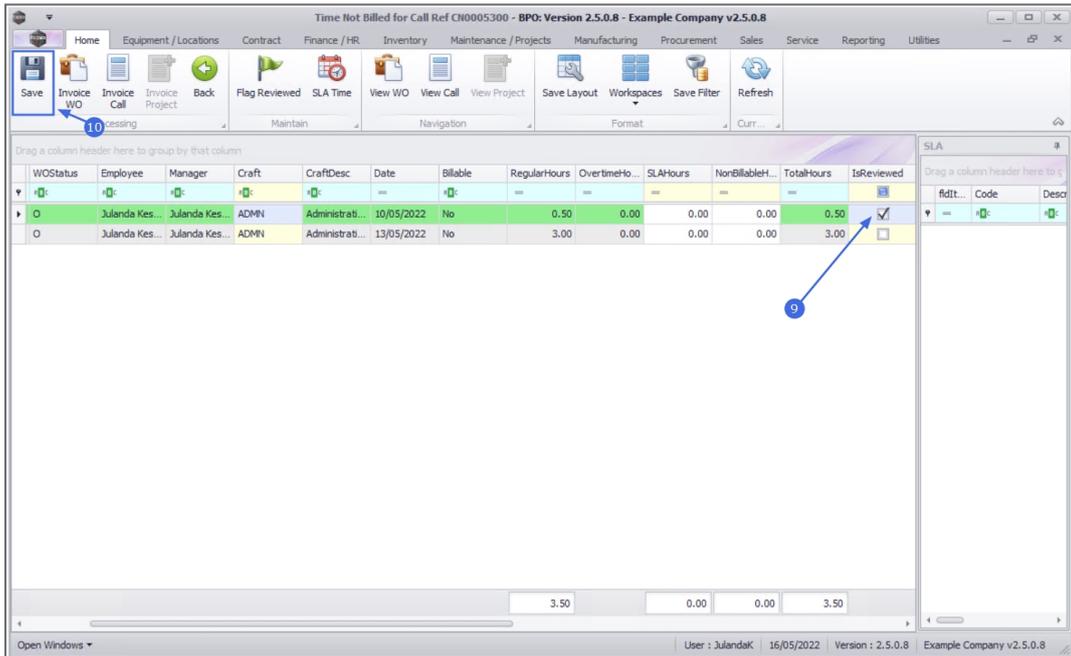


- The **Is Reviewed** field will now be checked.

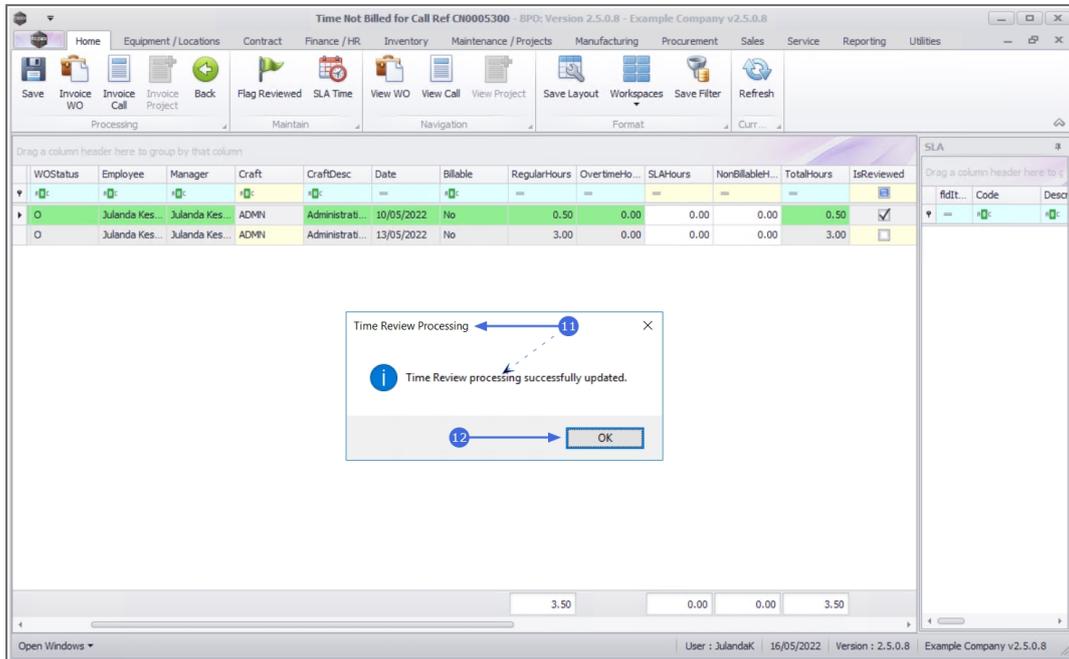


SAVE TIME REVIEW

- Click on **Save**.



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



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

For more information, refer to:

- [Time Review for an Item with Linked Craft Inclusions](#)
- [Reviewing time using the 'Is Reviewed' check box](#)

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