



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 <u>Introduction to Calls</u> 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*.



Calls - Time Review

¥			1-		Call Listing - BPO: Vers	sion 2.5.0.8 - Example (Company v2.5	i.0.8				
Home Equ	ipment / Locati	ons	Contract Fi	nance / HR	Inventory Maintenar	ice / Projects Manufa	acturing Prot	curement	Sales	Service Rep	orting Uti	lities — 🗗
D 1/01	/2020 -	45	Default 🗸	Save La	yout 🛛 🚜 My Call			De	2	1		
		0.6		Workspi	aces 🔻 🚜 Assign			Delever				
dd Edit 16/05	/2022 •	кет	esn My Calls	🐐 Save Fil	ter 👔 Start	Close Complete Ho	old Pending	Release	T	*		
Maintain	3 St	ate		Format	Work 4	Proc	ess		Print a	Repo		
) Find O Filt	ter											
			CallReference	CallDate	CallState	Technician	CallTime	Descriptio	n		CallType	CallTypeDesc
		Ę.	8 0 4	=	a 🗖 c	8 🖬 C	8 🖬 C	R 🗖 C			8 C	REC
nformation	No Of Calls		E CN0005305	04/04/2022	UnAssigned		12:25:17	B6004			IMP	Implementation
Durban	198		E CN0005304	15/03/2022	UnAssigned		10:30:03	Loan unit	required w	hile main unit is be	. REP	Repair
New	181	Þ		18/01/2022	Awaiting Acceptance	Julanda Kessler	12:51:45	Printer di	splaying en	ror code	REP	Repair
In Progress	3			26/10/2021	Awaiting Acceptance	Julanda Kessler	08:00:00	2MS - 2 m	nonth servi	ce	SM	Scheduled Maintenan
C Panding	1			22/10/2021	Awaiting Acceptance	Julanda Kessler	08:00:00	BathBinM	aint - Bathr	oom Bin Maintena	SM	Scheduled Maintenan
Complete	9			16/10/2021	Rejected by Tech	John Twain	08:00:00	2MS - 2 m	nonth servi	ce	SM	Scheduled Maintenan
O Closed	4			15/10/2021	UnAssigned		08:00:00	BathBinM	aint - Bathr	oom Bin Maintena	SM	Scheduled Maintenan
O All	198		E CN0005289	08/10/2021	UnAssigned		08:00:00	BathBinM	aint - Bathr	oom Bin Maintena	SM	Scheduled Maintenan
D Pretoria	0			01/10/2021	UnAssigned		08:00:00	BathBinM	aint - Bathr	oom Bin Maintena	SM	Scheduled Maintenan
New	0		E CN0005287	24/09/2021	UnAssigned		08:00:00	BathBinM	aint - Bathr	oom Bin Maintena	SM	Scheduled Maintenan
In Progress	0	-	E CN0005286	17/09/2021	UnAssigned		08:00:00	BathBinM	aint - Bathr	oom Bin Maintena	SM	Scheduled Maintenan
(b) Hold	0	-10	E CN0005285	16/09/2021	Awaiting Acceptance	Theo Peterson	08:00:00	Tier - Cor	nmercial Tie	er Test	INST	Installation
Pending	0		E CN0005284	15/09/2021	UnAssigned		08:00:00	2MS - 2 m	onth servi	ce	SM	Scheduled Maintenan
Complete	0		E CN0005283	10/09/2021	UnAssigned		08:00:00	BathBinM	aint - Bathr	room Bin Maintena	SM	Scheduled Maintenan
Closed	0	-	E CN0005282	03/09/2021	UnAssigned		08:00:00	BathBinM	aint - Bathr	oom Bin Maintena	SM	Scheduled Maintenan
Gana Tawa	0		E CN0005281	27/08/2021	UnAssigned		08:00:00	BathBinM	aint - Bathr	room Bin Maintena	SM	Scheduled Maintenan
New New	0		E CN0005280	26/08/2021	UnAssigned		08:00:00	2MS - 2 m	onth servi	re	SM	Scheduled Maintenan
In Progress	0	1-	E CN0005279	20/08/2021	UnAssigned		08:00:00	BathBinM	aint - Bathr	room Bin Maintena	SM	Scheduled Maintenan
() Hold	0	-	E CN0005278	17/08/2021	UnAssigned		08:00:00	2MS - 2 m	onth servi	re	SM	Scheduled Maintenan
Pending	0		E CN0005277	17/08/2021	UnAssigned		08-00-00	Tier - Cor	nmercial Tie	ar Test	INST	Installation
O Complete	0		/	170072021	on dagned		00100100	ner cor	and our file			
Closed	0		Count: 183									
All	0	v 4	<u> </u>		-							
n Windows 🔻								Liser - Jul	andak 1	6/05/2022 Versio	0.2508	Example Company v2.5 (

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

ф , т	4	Call	I maintenance : Call	ref CN0005	300 - BPO: Ver	sion 2.5.0	.8 - Exa	mple Company	v v2.5.0.8					
Home Equipment / Loca	ations Con	tract Finan	ice / HR Inventory	Maintena	nce / Projects	Manufact	turing	Procurement	Sales	Service	Reporting	Utilities	-	₽ ×
	- P	4 13	Dr /	51		<u>_</u>	•							
Save Back Close Complete	Accian Hole	d Rending	Palaara Dainctata	Cave Lavout	Workenaces	Print	Note							
oure buok complete	rissign non	a renaing	Tourisdue. Tourisdue.	bure cuyout	*	*	Hote							
Maintain 🖌	Proc	ess		For	nat 🦼	Print "	Info ,	x						\Diamond
Links #					Relates To :									
Enter text to search P	Customer	Big Bargains	م	+ *	ReferenceTy	pe	Re	ferenceNo						- In pri
	Contact	Francis Parish	م	••• •	Serial No Prior Call Perf	erence	AKJ	M001002						Tenc
	Contact No.	01010101			Call Request	Reference								Into
On Site Info 1	Address	29 Dune Ave	م	*	Contract No									
		New Town			Location									usto
		Durban		~	Project Refer	ence								me
For Contract		Repair		*	Quote Refer	ence	_							Inc
	con type	repon		-	Order Refere	nce								Ľ
	Error Code			•										SLAS
Time Review	Description	Printer display	ing error code	· •										
														User
				Ÿ										Den
Ca	all Date Time	18/01/2022	▼ 12:51:45	÷										ned
	Priority	3 🗘 *		l	Prior Calls :									_
Processing	SLA				CalReference	e Cal	Date	CallTime	Description	ı				CallT
		10 10 1 100 00	-		CN0005300	18/0	01/2022	12:51:45	Printer disp	olaying error	code			REP
Quotes	ate kequired	18/01/2022	•											
	Order No													
	Logged By	JulandaK												
Orders	Status	N - New												
	0-1-1													
	optional No													
Invoices					4									•
Meters			Cap	ture screens	not.									
Open Windows 🔻								User : Ju	landaK 1	6/05/2022	Version : 2.5.	0.8 Examp	le Company v2.	5.0.8



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 <u>contract inclusions</u> linked to an item on the selected work order.

					Time Not	Billed for C	all Ref CN000530	00 - BPO: Ve	ersion 2.5.0	0.8 - Exam	ple Compa	ny v2.5.0.8					-		×
	Hom	e Equipm	ent / Locations	Contract	Finance / HR	Invento	ry Maintenanc	e / Projects	Manufa	acturing	Procuremen	nt Sales	Service	Reporting	Util	ities	_	8	×
E Save	Invoice WO	Invoice In Call Pr	voice Back	Flag Reviewer	d SLA Time	View WO	View Call View Pr	roject Sar	ve Layout	Workspace	s Save Filt	ter Refresh							
		Processin 3	-,	Maint	ain 4		Navigation	_		Format		Curr							2
2								_					-			SLA			a
Ding a co													/	/					
WOCo	ode	Description	WOStatus	Employee	Manager	Craft	CraftDesc	Date	Billable	Reg	gularHours	OvertimeHo	SLAHours	NonBillableH					
■ PDC		* 0 :	* 0 ¢	* 0 :	8 🗖 C	R C	4 0 4	=	e 🗖 c	=		-	-	=		fldIt	Code	De	:SCI
► WO00	06252	Printer displ	. 0	Julanda Kes	Julanda Kes	ADMN	Administrati	10/05/202	2 No		0.50	0.00	0.00	0.0	0	9 =	R C	R	C.
WOOO	06252	Printer displ	0	Julanda Kes	Julanda Kes	ADMN	Administrati	13/05/202	2 No		3.00	0.00	0.00	0.0	0				
с	count: 2										3.50		0.00	0.0	0				•
Open Wi	ndows 🔻										User :	JulandaK 1	6/05/2022	ersion : 2,5,0	8	Example (Company v2	.5.0.8	
Open Wi	ndows 🔻										User :	JulandaK 1	.6/05/2022 V	ersion : 2.5.0	8	Example (Company v2	.5.0.8	

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.



*		4		-	Add new Cus	tomer Inv	voice - BP	PO: Versio	n 2.5.	0.8 - E	xamp	le Comp	any v2.5.0.	8					x
Home	Equipment / Loc	ations Cor	ntract	Finance	e / HR Inver	ntory M	laintenano	e / Projects	s I	Manufa	octuring	Pro	curement	Sales	Service	Reporting	Utilities	_ 8	×
	× 🗈																		
Save Back D	elete Save Layo	ut																	
	Item																		~
Maintain	P ∡ Format	4																	~~
Customer Name	Big Bargains		Q	•	Reference					•	Billin	g addre	ss		_				
Contact Name			Q	•	Status	New								Q	<u>^</u>				
Commercial	Type Class Comme	ercial	•	•	Date & Time	16/05/202	2 🔻	12:34:30	÷		china								
Salesman	Julanda Kessler		•	•						1	Snip	ping add	iress	Q	÷				
Billing Customer	Big Bargains		م	* Bi	illing Contact				م ر	*									
Invoice Currency	South African Ran	d	•	Ex	change Rate				1 🗘			_							
Tax Rate	15.00 •		15 🗘			Suppre	ess Line D	Detail on F	Print		Addre	sses R	Related Refer	ences					
SuppressOnPrint	ItemType	ItemCode	ItemDe	escription	InvoiceLineDe	scription	Warehou	iseName	Batch	Serial	lo q	uantity	UnitCost	Markup	Discount	UnitSellingP	Price BaseCcyPrice	e TaxRa	te D
P 🔳	-	R O C	* 0 ¢		n∎c		R C		n 🗖 c		_	-	-	-	-	-	-	-	-
•	Select type																		
1																			Þ
Comment						-										Sub Total			0.00
																VAT			0.00
						Ψ.									G	irand Total			0.00
Open Windows 🔻													User : Jula	ndaK 16	/05/2022	Version : 2.5.0	0.8 Example Com	pany v2.5.0	.8 /

- 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 <u>Time Review</u> <u>flag</u> 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.

Help v2.5.0.14 - Pg 4 - Printed: 25/06/2024



Ф	Ŧ			6		Time Not	Billed for Call	Ref CN000530	0 - BPO: Vers	sion 2.5.0.8 - E	xample Compa	any v2.5.0.8						x
	۰	Home	Equipme	ent / Locations	Contract	Finance / HR	Inventory	Maintenano	e / Projects	Manufacturing	p Procureme	nt Sales	Service	Reporting I	Utilities		- 8	х
		C			P	to	Ê.			2	8							
S	ave Ir	WO	Call Pro	voice Back	Flag Reviewed	SLA Time	View WO Vi	ew Call View Pr	oject Save	Layout Works	paces Save Fil	ter Refresh						
		P	rocessing		MA 7	in 🔺	Na	avigation	4	Forma	at	. Curr	4					$\hat{\sim}$
Dr															SLA			4
	WOCode	2	Description	WOStatus	Employee	Manager	Craft	CraftDesc	Date	Billable	RegularHours	OvertimeHo	SLAHours	NonBillableH	Drag			
٩	n 🗖 c		n 🛛 C	n 🛛 c	n 🛛 c	N C	NDC .	* 0 ¢	-	a 🗖 c	-	-	-	-	f	dIt Code	0	Descr
۲	WO0006	5252	Printer displ	0	Julanda Kes	Julanda Kes	ADMN	Administrati	10/05/2022	No	0.50	0.00	0.00	0.00	9	- # O C	1	n 🖬 c
	WO0006	5252	Printer displ	0	Julanda Kes	Julanda Kes	ADMN	Administrati	13/05/2022	No	3.00	0.00	0.00	0.00				
														1				
	Cou	int: 2									3.50		0.00	0.00	1.5	_		
4												A day day	c/oc/2022	+	10	and a Comm		-
0	pen Wind	iows •									User	: JulandaK 1	6/05/2022 V	ersion : 2.5.0.8	Exar	npie Compan	y v2.5.0.8	

- **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.

Help v2.5.0.14 - Pg 5 - Printed: 25/06/2024



\$	Ŧ		0-		Time Not	Billed for Call	Ref CN000530	0 - BPO: Ver	sion 2.5.0.8 - E	xample Compa	ny v2.5.0.8					-	
6	Hor	ne Equipme	ent / Locations	Contract	Finance / HR	Inventory	Maintenano	e / Projects	Manufacturing	Procureme	nt Sales	Service	Reporting I	Utilitie	ES	-	₽ X
Sa	e Invoice	Invoice Inv	roice Back	Flag Reviewer	d SLA Time	View WO Vie	ew Call View Pr	oject Saw	E Layout Works	paces Save Fil	ter Refresh						
÷	WO	Cal 🤜	viect 2														
0		Processing	x	Maint	ain 🔺	Na	vigation		Forma	at	J Curr	4					~~~
														SI	LA		4
V	VOCode	Description	WOStatus	Employee	Manager	Craft	CraftDesc	Date	Billable	RegularHours	OvertimeHo	SLAHours	NonBillableH	DI			
•	C.	R O C	n 🛛 c	e 🗖 c	NDC .	A C	1 C	-	* 0 ¢	-	-	-	-		fldIt	Code	Descr
۷	VO0006252	Printer displ	0	Julanda Kes	Julanda Kes	ADMN	Administrati	10/05/2022	No	0.50	0.00	0.00	0.00	٩	-	R O C	n 🖬 c
V	VO0006252	Printer displ	0	Julanda Kes	Julanda Kes	ADMN	Administrati	13/05/2022	No	3.00	0.00	0.00	0.00				
	Count: 2									3.50		0.00	0.00				
4 0							-						÷	4			F
Ope	n Windows •									User	: JulandaK 1	6/05/2022 V	ersion : 2.5.0.8	E	cample C	ompany v2.	5.0.8

- Non Billable Hours: Time allocated to this field will <u>not</u> be billed. In this image, **1**hr 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.



Calls - Time Review

۵	Ŧ			0			Add new Cus	tomer In	voice - Bl	PO: Versio	n 2.5.0	0.8 - 1	xam	ple Con	ipany v2.5.0	.8						-)[x
	Home	Equipmen	it / Locatio	ons Contrac	t	Finance	/HR Inven	itory !	Maintenand	e / Project	s I	Manuf	acturir	ng P	rocurement	Sales	Serv	/ice I	Reporting	Utilit	es	-	8	×
Save	Back D Maintain 5	elete tem	e Layout	4																				\$
Cust	omer Name	Big Bargains			P *		Reference					•	Billi	ing addr	ess									
Co	ntact Name	Francis Paris	sh		P *		Status	New				i	PO	Box 198	5	Q	-							
	Commercial	Type Class 0	Commercia	bl .	• •	0	Date & Time	16/05/202	22 *	13:55:23	¢		INC	N TOWIT			-							
	Salesman	Julanda Kes	sler		•							1	Shi	pping ac	ldress	0								
Billin	g Customer	Big Bargains			•	Bill	ling Contact				Q	•	Net	w Town	-	þ	Î							
Invoid	e Currency	South Africa	in Rand		•	Exc	hange Rate				1 🗘	•	Dur	rban										
	Tax Rate	15.00	•	15				Suppr	ess Line I	Detail on I	Print	1	Add	resses	Related Refe	rences								_
Sup	pressOnPrint	ItemType	Ite	emCode Item	Desc	ription	InvoiceLineDe	scription	Warehou	iseName	Batch	Serial	No	Quantity	UnitCost	Marku	Dis	count	UnitSellingP	rice	BaseCcyPrice	Tax	Rate	D
9		-	*B)c #Oc			R C		R C		R C			-	-	-	=		-		-	-		4
•		Select typ	e																					
1																								
Com	ment																		Sub Total				0	, 00
																		-	VAT				0	00
								-										Gen	and Total				0	00
	1															1.00		Gra					0.	
Open	windows •														User : Jul	noak	16/05/20	UZZ Ve	ersion : 2.5.0	J.8 E	xample Compan	y v2.	5.0.8	

- 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.

٩	Ŧ			6	Time Not	Billed for Cal	Il Ref CN000530	0 - BPO: Vers	ion 2.5.0.8 - E	kample Compa	ny v2.5.0.8				_	
\mathbb{N}	Hor	ne Equipme	ent / Locations	Contract	Finance / HR	Inventory	/ Maintenand	e / Projects	Manufacturing	Procureme	nt Sales	Service	Reporting U	tilities	-	₽ ×
	🗄 💼			Fine Reviewe		I North		int Sau			Pafrach					
	WO WO	Call Pri	oject	Flag Reviewer	u SLA Time	VIEW WO V	New Call View P	oject Save	Layout Works	paces save ni	ter kerresn					
		Processing		Linta	ain ⊿	N	lavigation	4	Forma	at	⊿ Curr	4				\sim
Dr														SLA		4
	WOCode	Description	WOStatus	Employee	Manager	Craft	CraftDesc	Date	Billable	RegularHours	OvertimeHo	SLAHours	NonBillableH			
۴	n O C	n O C	R O C	#EC	#CC	R O C	*Oc	-	# C	-	-	-	-	fidIt.	Code	Descr
Þ	WO0006252	Printer displ	0	Julanda Kes	Julanda Kes	ADMN	Administrati	10/05/2022	No	0.50	0.00	0.00	0.00	9 =	REC	R O C
	WO0006252	Printer displ	0	Julanda Kes	Julanda Kes	ADMN	Administrati	13/05/2022	No	3.00	0.00	0.00	0.00			
	Carata 2									2.50		0.00	0.00			
	Count: 2						_			5.50		0.00	0.00	1		+ ·
0	pen Windows •									User	: JulandaK 1	6/05/2022 V	ersion : 2.5.0.8	Example	Company v2.	5.0.8



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

۰ 🖨	,					Tin	ne Not Bi	illed for Call	Ref DCN0000	208 - BPO: Ver	sion 2.4.0.0 -	TEST ALPH/	A - JUDITH PC	LOCAL					x
-	Home	Equipme	ent / Locations	Contr	ract Fir	nance / HR	Inver	ntory Mair	ntenance / Proj	ects Manufa	acturing Pro	ocurement	Sales Ser	vice Repo	orting Utilities			- 8	×
E	Ē			P		6	Ê			2		7							
Save	Invoice WO	Invoice In Call Pr	voice Back oject	Flag Re	eviewed	SLA Time	View WC	D View Call	View Project	Save Layout	Workspaces	Save Filter	Refresh						
	Pri	ocessing		4	Maintain	4		Navigation	4		Format		Curr ⊿						
Drag a														SLA					4
Billat	le F	tegularHours	OvertimeH	ours SL	LAHours	NonBillable	Hours	TotalHours	IsReviewed	CustomerCode	e Custom	erName	Departm	Drag a colur					
₽ 8 0 0		-	-	-	-	-		-		* D :	8 0 0		* 0 ¢	Code	Description	SLAType	Quantity	ContractNo	Use
► No		5.	00	0.00	0.00		1.00	6.00		CON001	Consoli	dated	Sales	P 100	100	1 0 0	-	* 0 ¢	-
		11.4	10		0.00		1.00	12.00											

SELECT 'FLAG REVIEWED'

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



\$ =					Time Not	Billed for Call	Ref CN000530	00 - BPO: Vers	ion 2.5.0.8 - E	cample Comp	any v2.5.0.8					
	Home	Equipm	ent / Locations	Contract	Finance / HR	Inventory	Maintenand	e / Projects	Manufacturing	Procureme	ent Sales	Service	Reporting	Utilities	-	₽ ×
Save	Invoice WO	Invoice In Call Pr	voice Back	Flag Reviewed	SLA Time	View WO Vie	w Call View P	roject Save	Layout Works	paces Save Fi	iter Refresh					
	Pr	ocessing		Mainta	in 🔺	Na	vigation	4	Forma	st	∡ Curr	4		_		\diamond
2.g a co														SLA		4
Employ	ee N	lanager	Craft	CraftDesc	Date	Billable	RegularHours	OvertimeHo	SLAHours	NonBillableH	TotalHours	IsReviewed	CustomerC	Drag a co		
• • • •		C	n O c	n O c	-	n O c	-	-	-	-	-		* 0 <	fidIt	Code	Descr
▶ Julanda	a Kes J	ulanda Kes	ADMIN	Administrati	10/05/2022	No	0.50	0.00	0.00	0.00	0.50		BIG0001	9 =	n O C	R O C
Julanda	Kes J	ulanda Kes	ADMIN	Administrati	13/05/2022	No	3.00	0.00	0.00	0.00	3.00		BIG0001	1		
							3.50		0.00	0.00	3.50					
4																•
Open Wir	ndows •									User	: JulandaK :	6/05/2022	Version : 2.5.0.8	Example (Company v2.	5.0.8 //.

- 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 <u>checked</u>.



Calls - Time Review

۵	Ŧ					Time Not Billed	for Ca	all Ref CN000	5300 - BPO:	Version 2.5.	0.8 - Ex	ample Compa	any v2.5.0	.8						x
	Þ	Home	Equipment /	(Locations	Contract	Finance / HR In	ventor	ry Mainter	nance / Projec	ts Manufa	acturing	Procureme	nt Sale	s Service	Reporting	Utilities	s	_	8	×
Sa	/e	Invoice I WO	nvoice Cal Project	e Back	Flag Reviewed	SLA Time View	wo	View Call Vie	w Project	Save Layout	Works	paces Save Fi	ter Refr	esh						~
	-	PTO	uessing		Mdirita			Navigauori	4		Forma	L	a curr			SI	۵			
Drag	a co	lumn heade	r here to group	by that colum	n			a 10 f												
÷	ISH	eviewed	CustomerC	CustomerN	Departn	DeptName		CaliReference	CallDescript	Calistatus		ProjectRefe	ProjectDe	sc LabourCon	n Marked		fidte	Code	De	-
+ 5)		BIG0001	Big Bargains	0			CN0005300	Printer displ		0			Updated lo	9	9	=	REC	100	is c
0	0		BIG0001	Big Bargains	0			CN0005300	Printer displ	N	0			Machine				-		
3						Input value	Are y	you sure you	wwant to flag t	the selected i	tems.	×								•
4								0				1								_
Ope	n Wir	ndows *										User	: JulandaK	16/05/2022	Version : 2.5.	D.8 Exa	ample Co	mpany v2	.5.0.8	11.

SAVE TIME REVIEW

• Click on *Save*.

۵	Ŧ				Time Not E	Billed for Call	Ref CN000530	0 - BPO: Versio	on 2.5.0.8 - Ex	ample Compar	iy v2.5.0.8				_	
	Hom	e Equipme	nt / Locations	Contract	Finance / HR	Inventory	Maintenance	e / Projects	Manufacturing	Procuremen	t Sales	Service	Reporting I	Utilities	_	вx
P	Ê			1	6	Ê		2		8	63					
Sav	e Invoice WO	Invoice Inv Call Pro	oice Back	Flag Review	ed SLA Time	View WO Vi	ew Call View Pri	oject Save L	ayout Worksp	aces Save Filte	er Refresh					
		ocessing		Main	itain 4	Na	avigation	4	Format	t	. Curr					~
Drag	a column hea	der here to gro												SLA		4
1	/OStatus	Employee	Manager	Craft	CraftDesc	Date	Billable	RegularHours	OvertimeHo	SLAHours	NonBillableH	TotalHours	IsReviewed	Drag a c		
9	C.	* 0 0	1 0 0	4 0 0	ADC.	-	4 0 0	-	-	-	-	-		fldIt.	. Code	Desc
+ (1	Julanda Kes	. Julanda Kes	ADMIN	Administrati	10/05/2022	No	0.50	0.00	0.00	0.00	0.5	0	9 =	n 🗖 c	REC
(1	Julanda Kes	Julanda Kes	ADMIN	Administrati	13/05/2022	No	3.00	0.00	0.00	0.00	3.0	• / •			
								2.00		0.00	0.00	20				
4								3.50		0.00	0.00	3.5	, ,	4		Þ
Ope	Windows •									User :	JulandaK 16	/05/2022 V	ersion : 2.5.0.8	Example	Company v2	2.5.0.8

Help v2.5.0.14 - Pg 10 - Printed: 25/06/2024



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

Time Not Billed for Call Ref CN0005300 - BPO: Version 2.5.0.8 - Example Company v2.5.0.8															_		x
	Home Equipme	nt / Locations	Contract	Finance / HR	Inventory	Maintenance	/ Projects	Manufacturing	Procuremen	nt Sales	Service I	Reporting	Utilitie	es	-	8	×
Save Invo	Dice Invoice Invoice Invoice	voice Back	Flag Reviewe	d SLA Time	View WO Vie	w Call View Pro	pject Save	ayout Works	paces Save Filt	er Refresh							
	Processing		Maint	ain 🔺	Na	vigation	4	Forma	t	⊿ Curr	4						~
Drag a column													S	LA			4
WOStatus	s Employee	Manager	Craft	CraftDesc	Date	Billable	RegularHours	OvertimeHo	SLAHours	NonBillableH	TotalHours	IsReviewed	D				
P #00	* 0 ¢	* 0 ¢		* 0 ¢	-			-	-		-			fldIt	Code	0	Descr
• 0	Julanda Kes.	Julanda Kes	ADMN	Administrati	10/05/2022	No	0.5	0.00	0.00	0.00	0.50		*	-	R C	1	
-			(D) III		10/00/2022	110	0.01		0100	0100	5100						
				lin	i Time	Review process	ing successfu	lly updated.	0.00	0.00	3.50						
4	<u></u>						>						F 4	-			F
Open Windov	vs •								User :	Julandák 16	5/05/2022 Ve	ersion : 2.5.0.	8 E	xample (ompany v2	1.5.0.8	

 Note: For a record to be <u>removed</u> from this screen, the Work Order has to be <u>closed</u>.

For more information, refer to:

- <u>Time Review for an Item with Linked Craft Inclusions</u>
- <u>Reviewing time using the 'Is Reviewed' check box</u>

MNU.122.050