

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

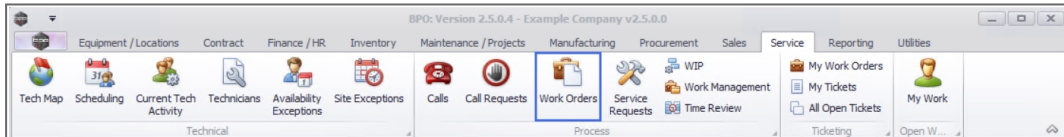
SERVICE

WORK ORDERS – TIME REVIEW

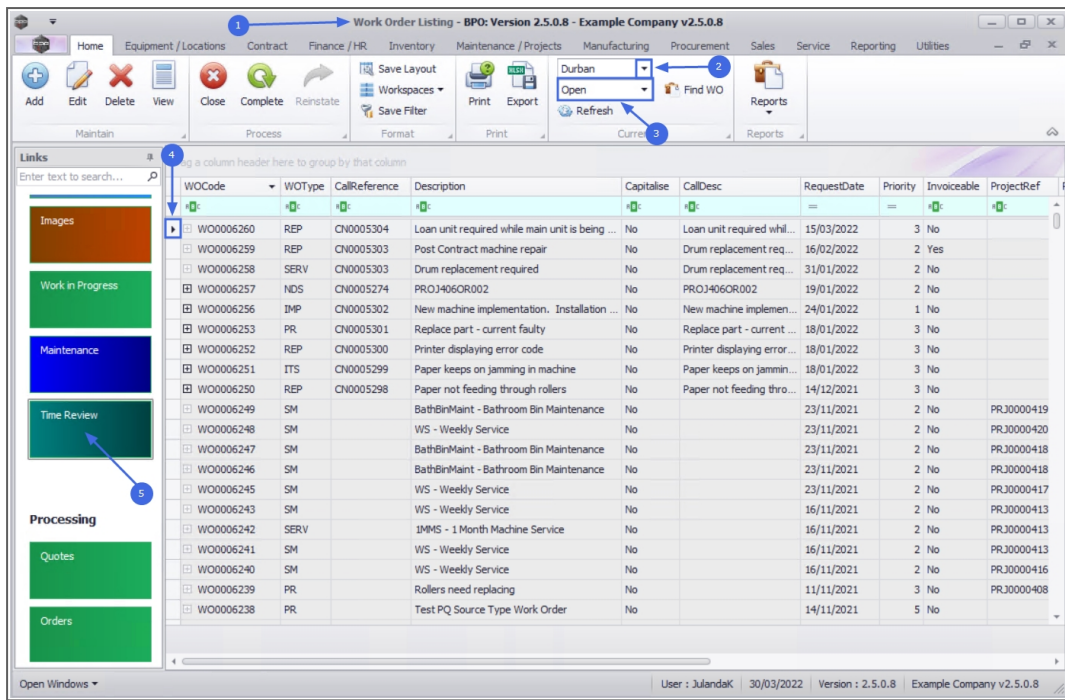
Time review enables managers to allocate **regular** time logged by employees as **SLA** or **non billable** time. For example, if an employee books **4** hours against a work order, and the manager knows that the task should only require **2** hours to complete, then the manager can allocate **2** hours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



1. The **Work Order Listing** screen will be displayed.
2. Select the **Site** where the work order has been issued.
 - The example has **Durban** selected.
3. Ensure that the **Status** has been set to **Open**.
4. Select the **row** of the work order you wish to review time for.
5. Click on the **Time Review** tile.



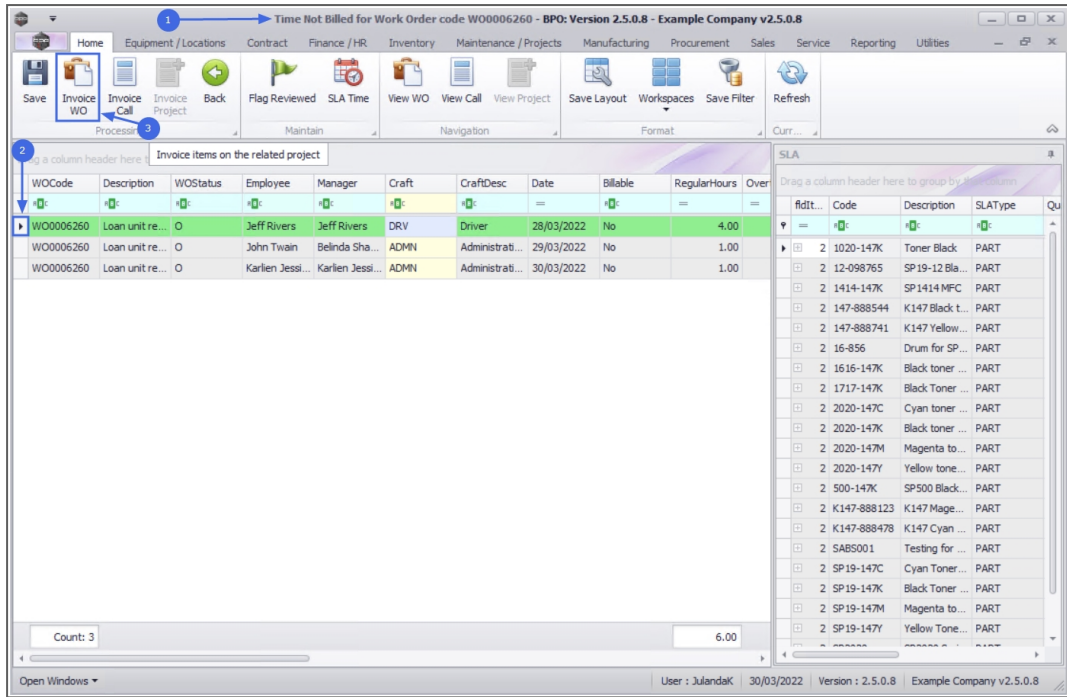
INVOICE WORK ORDER

A work order can be invoiced from the **Time Review** screen.

1. From the **Time Note Billed for Work Order code** [work order code] screen,
2. Click on the **row** of the work order you wish to invoice.
3. Click on **Invoice WO**.



Short cut key: Right click to display the All groups menu list. Click on Invoice WO.

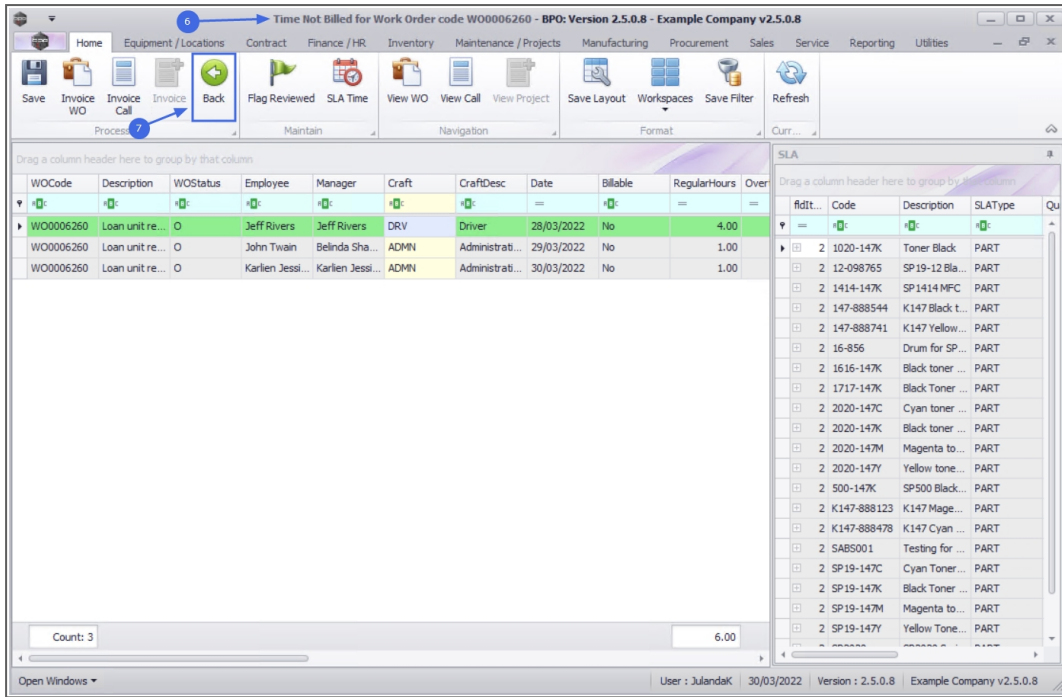


4. The **Add New Customer Invoice** screen will be displayed.
5. Complete the Customer Invoice then click on **Save**.

 For a detailed handling of this topic refer to [Time Review - Invoice Work Order](#)

6. You will return to the **Time Not Billed for Work Order** screen.
7. Click on **Back** to return to the **Work Order Listing** screen.

For a detailed handling of this topic refer to [Introduction to Invoices](#)



INVOICE CALL

1. From the **Time Note Billed for Work Order code** [work order coder]screen,
2. Click on the **row** of the work order you wish to invoice.
3. Click on **Invoice Call**.



Short cut key: Right click to display the All groups menu list. Click on Invoice Call.

4. The **Add New Customer Invoice** screen will be displayed.
5. Complete the Customer Invoice then click on **Save**.

For a detailed handling of this topic refer to [Time Review - Invoice Project](#)

6. You will return to the **Time Not Billed for Work Order code** screen.
7. Click on **Back** to return to the Work Order Listing screen.



For a detailed handling of this topic refer to [Introduction to Invoices](#)

FLAG REVIEWED

Note on the Time Review flag: Work orders created after the Time Review flag has been set to 'Yes' in the Configurator, will by default display as 'No' in the Billable column, yet all Regular Hours will be billed.

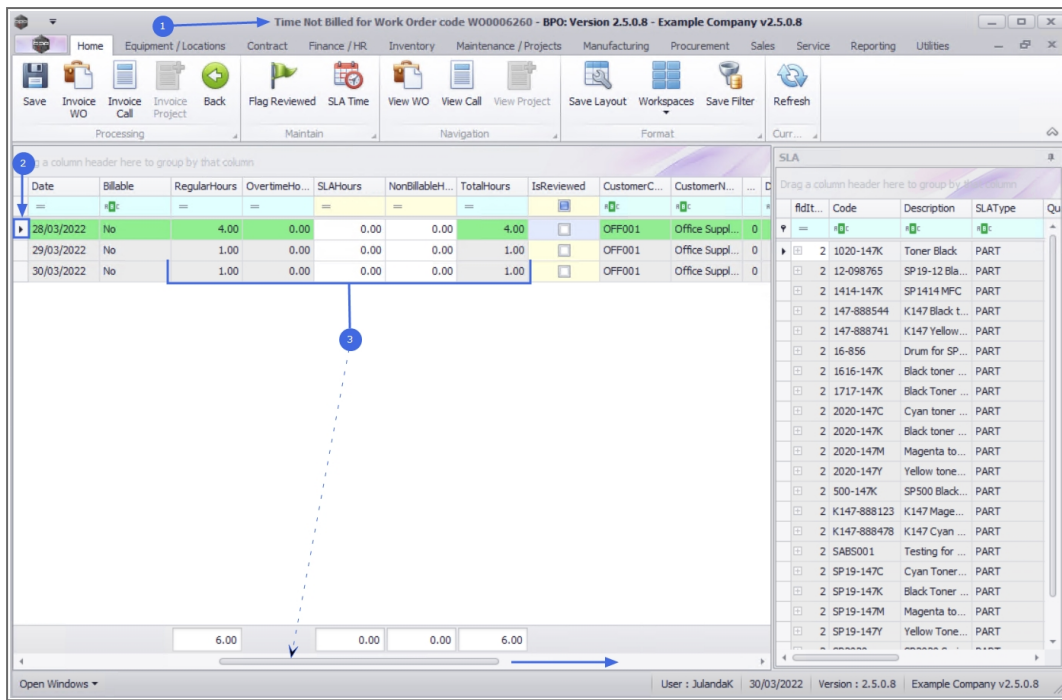
1. From the **Time Not Billed for Work Order code** [work order code] screen,
2. Click on the **row** of the Work Order you wish to review the time for.

3. **Scroll** until you can view all the Time columns.
- **Billable:** Labour time is displayed as billable or non-billable.
 - **Regular Hours:** The time logged against the work order.
(This field cannot be changed)
 - **Overtime¹ Hours:** Overtime hours logged against the work order. (This field cannot be changed)
 - **SLA Hours:²** Time allocated to this field will be deducted from the service / support time from a customer's contractual agreement.
 - **Non Billable Hours:³** Time allocated to this field will not be billed.
 - **Total Hours:** = *Regular Hours + Overtime Hours + SLA Hours + Non Billable Hours*. (This field cannot be changed)

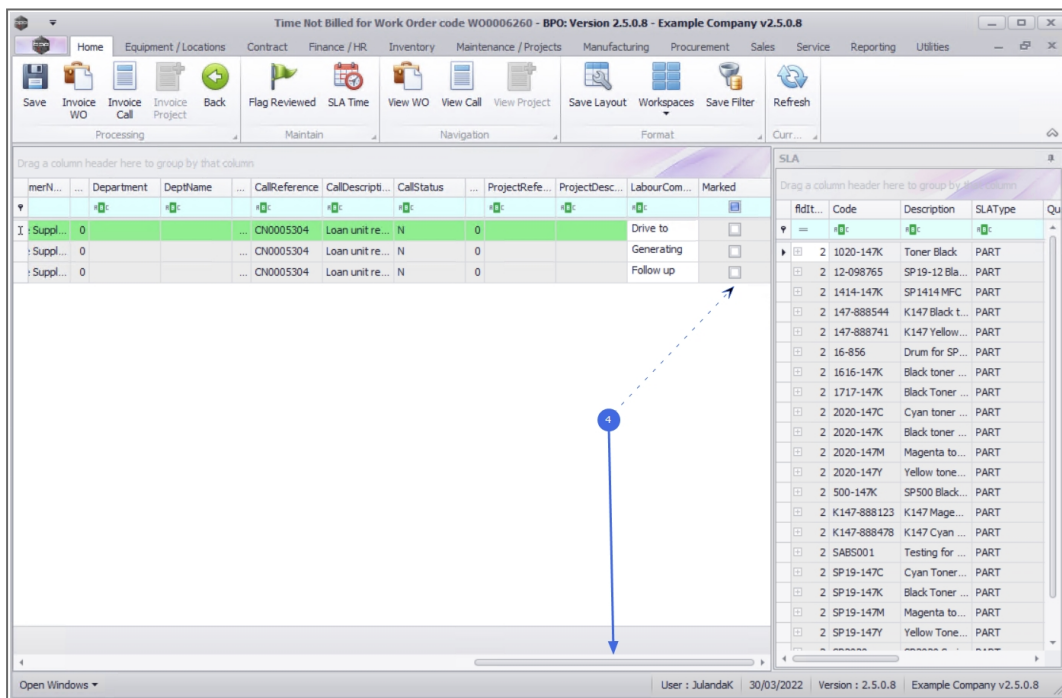
¹Overtime hours will not be adjusted when changes are made to the Regular, SLA and/or Non-billable hours.

²Time allocated to SLA hours will be deducted from Regular Hours. For example 8 Regular Hours booked, will be updated to 7 Regular Hours when you add 1 to the SLA Hours field.

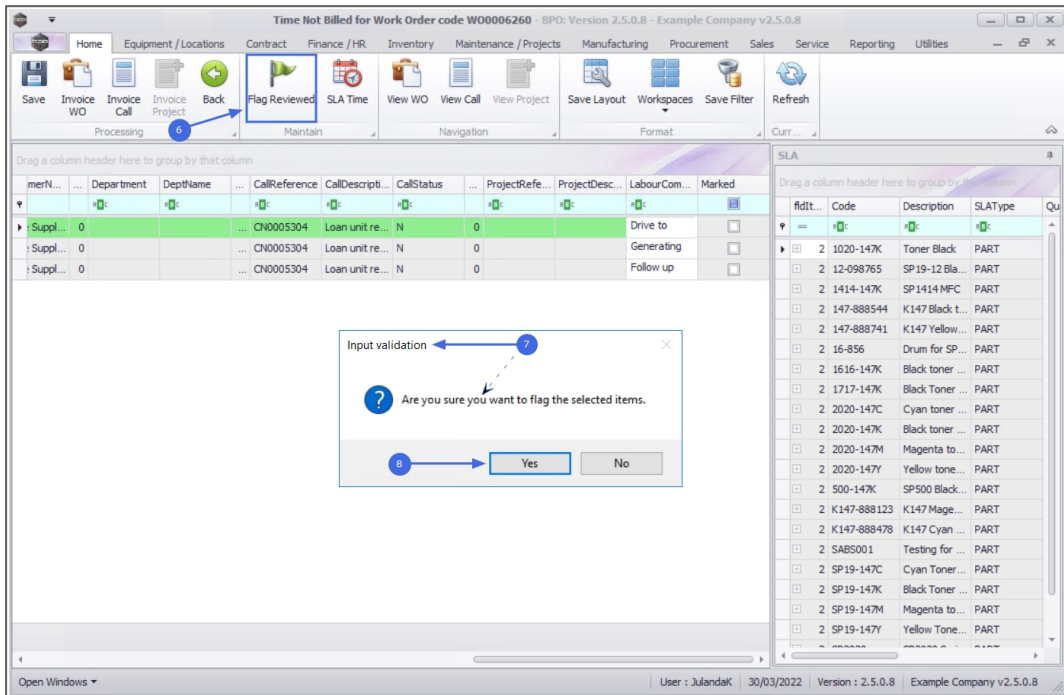
³Adding Non Billable hours will deduct from Regular hours



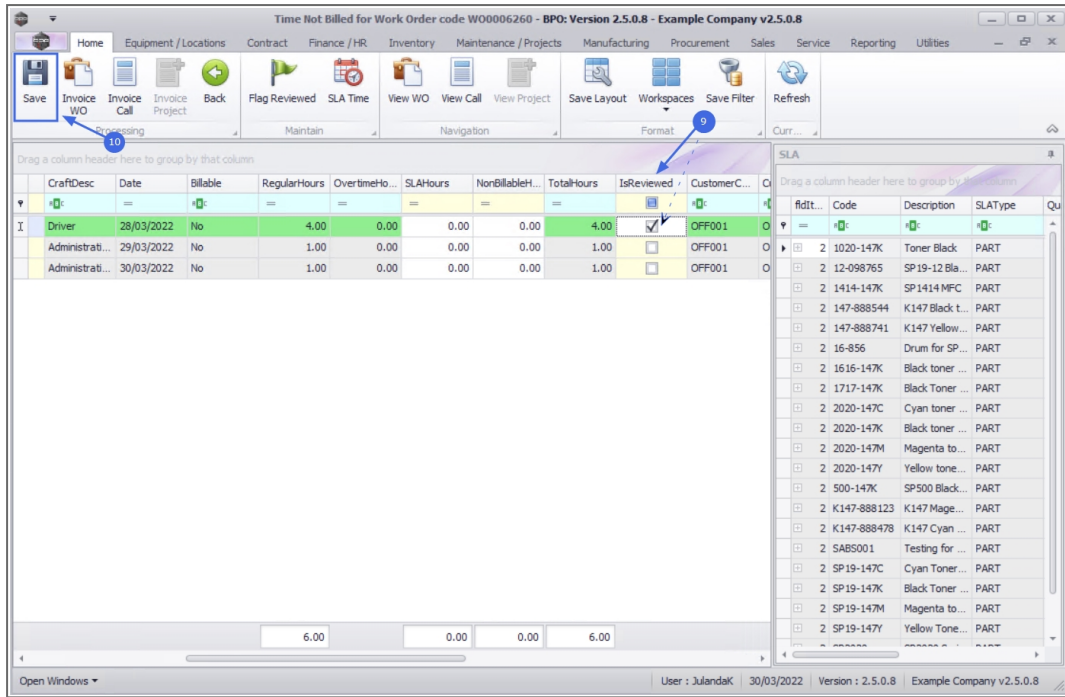
4. **Scroll** right until you can view the **Marked** column.
5. The **Marked** field for the work order will be checked when time is allocated to **SLA and/or Non Billable Hours**.



6. Click on **Flag Reviewed**, when you have completed reviewing the time for the work order.
7. When you receive the *Input Validation* message to confirm;
 - *Are you sure you want to flag the following items.*
8. Click on **Yes**.



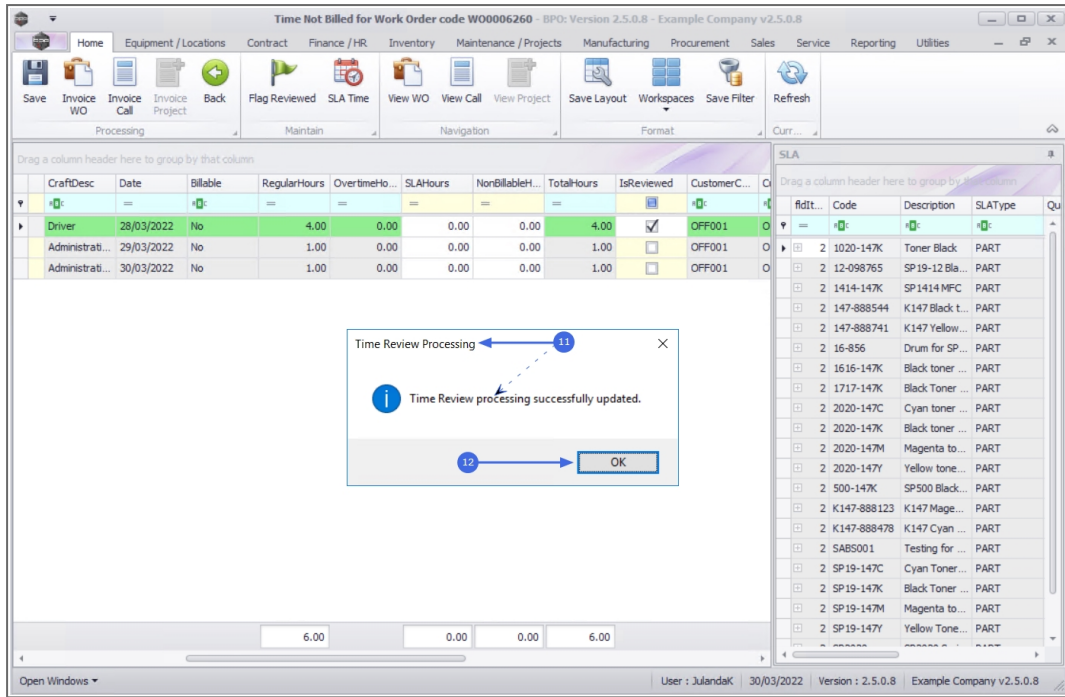
9. The *Is Reviewed* field will now be checked.
10. Click on **Save**.



11. When you receive the *Time Review Processing* message to confirm;
 - *Time Review processing successfully updated.*
12. Click on **OK**.



Note that for a record to be removed from this screen, the Work Order has to be closed.



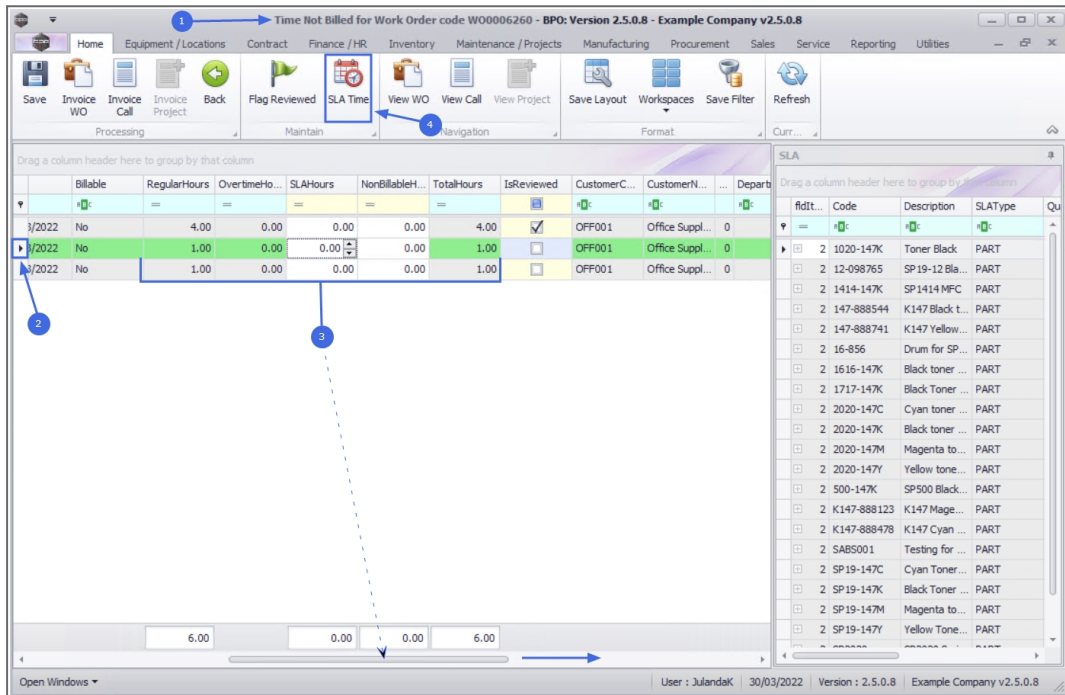
SLA TIME

SLA¹ is the Service Level Agreement that you have signed with your customer. It is a contract of performance that you have agreed to. For example, if your customer calls with a requirement for a part or service request and your agreed response time to this customer (SLA) is 5 hours then you are required to have the part or technician on site within that time frame. Failing which, the client can receive compensation of a pre-agreed type (usually also set up in the SLA).

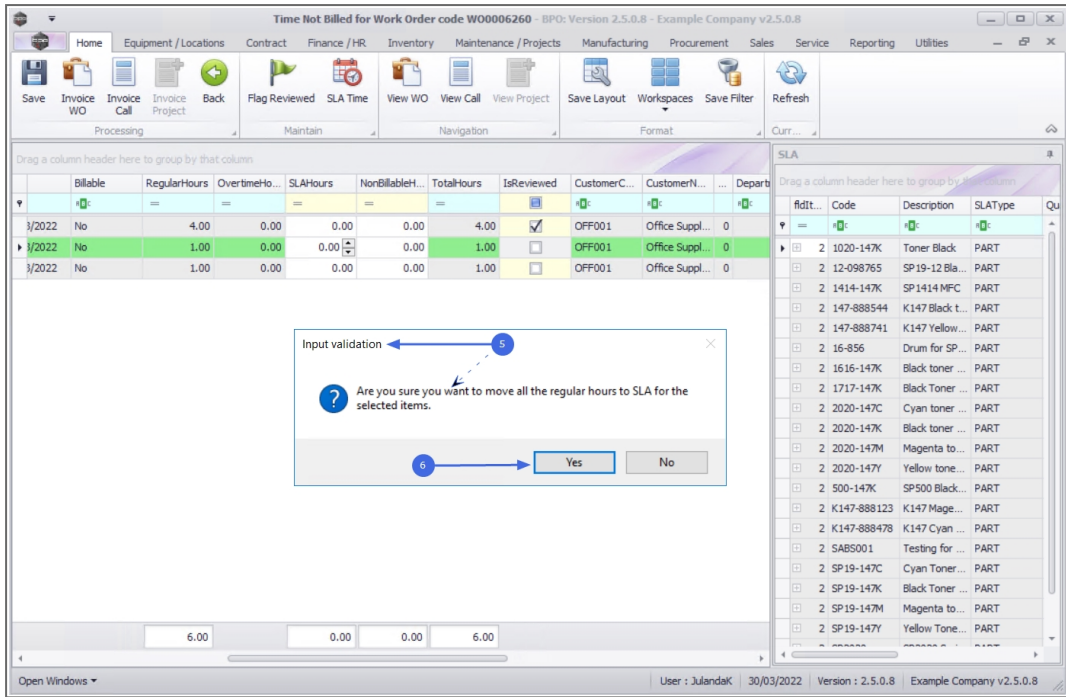
1. From the **Time Not Billed for Work Order code** [work order number] screen will be displayed.

¹This is the Service Level Agreement that you have signed with your customer. It is a contract of performance that you have agreed to. For example, if your customer calls with a requirement for a part or service request and your agreed response time to this customer (SLA) is 5 hours then you are required to have the part or technician on site within that time frame. receive compensation of a pre-agreed type (usually also set up in the SLA).

2. Click on the **row(s)** to select the Work Order(s) you would like to adjust Regular Hours booked, to SLA Time.
 - Any **contract inclusions** linked to an item on the selected work order will be displayed in the SLA section.
3. Use the **scroll bar** to scroll until you are able to see the hours booked for the Work Order(s).
4. Click on **SLA Time** to convert the Regular Hours to SLA Hours.



5. When you receive the **Input validation** message to confirm;
 - **Are you sure you want to move all the regular hours to SLA for the selected items.**
6. Click on **Yes**.

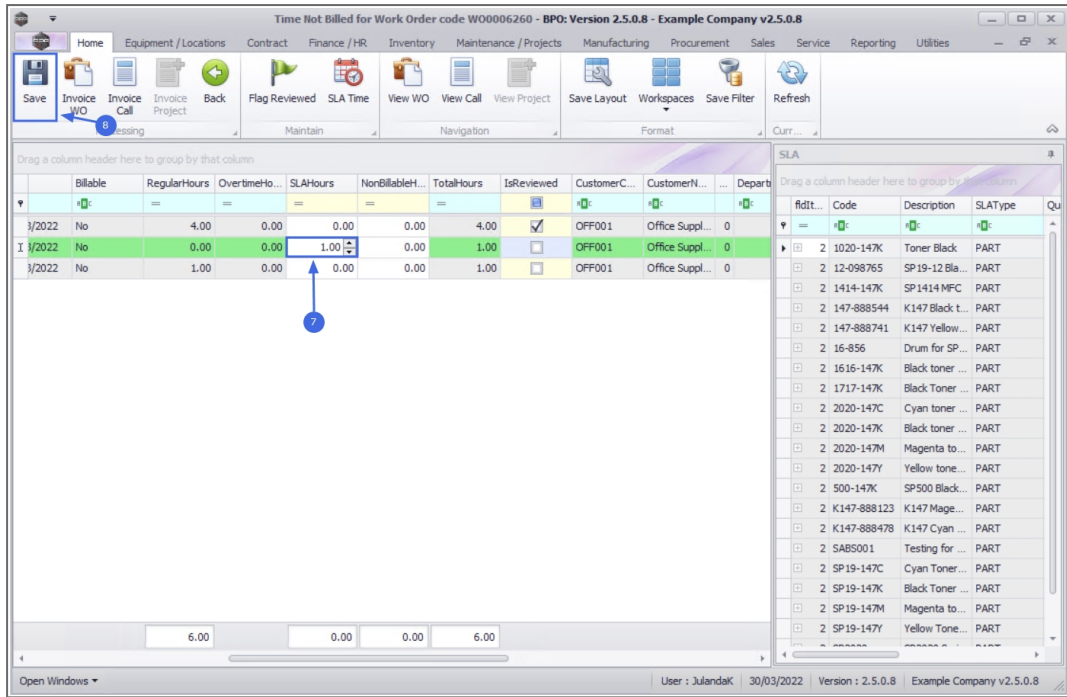


7. The selected **work order(s)** have been updated and the Regular Hours have been moved or added to the SLA Hours.

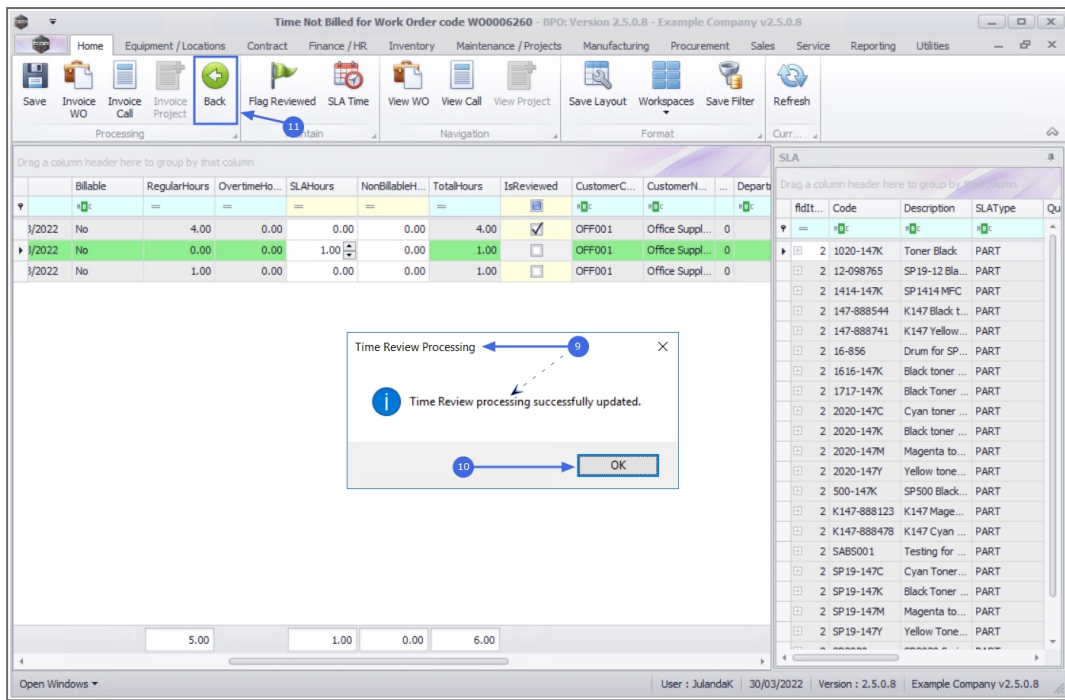


Note that only Regular Hours have been moved. Overtime and Non-Billable Hours were not affected.

8. Click on **Save** to save the changes.

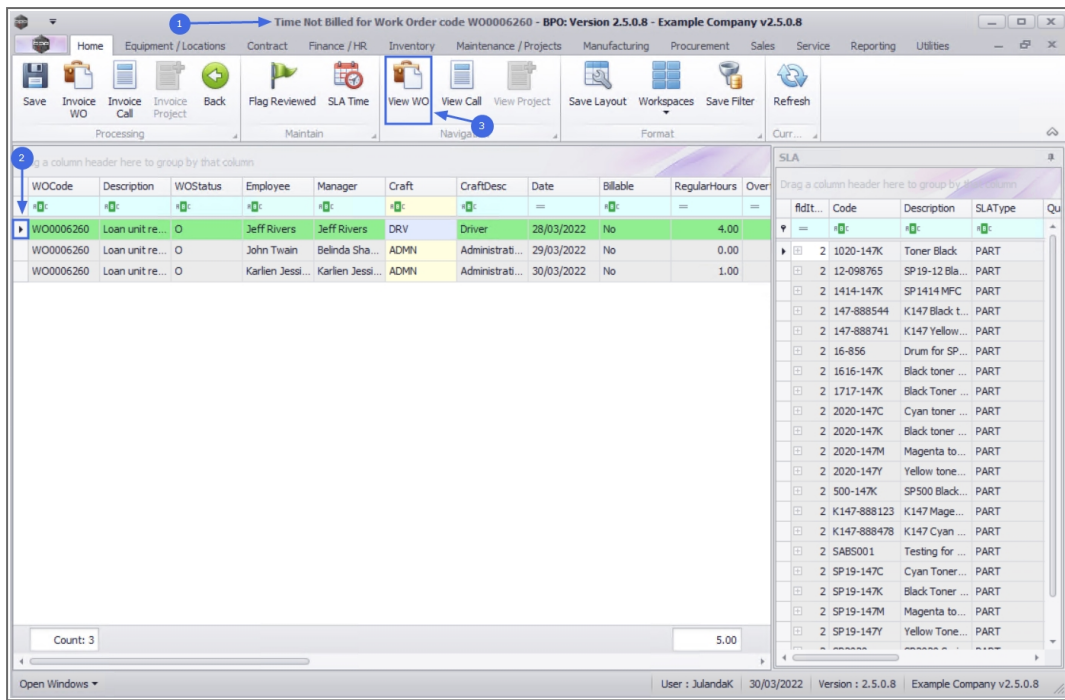


9. When you receive the **Time Review Processing** message to confirm;
 - **Time Review processing successfully updated.**
10. Click on **OK** to confirm.
11. Click on **Back** to return to the Work Order Listing screen.

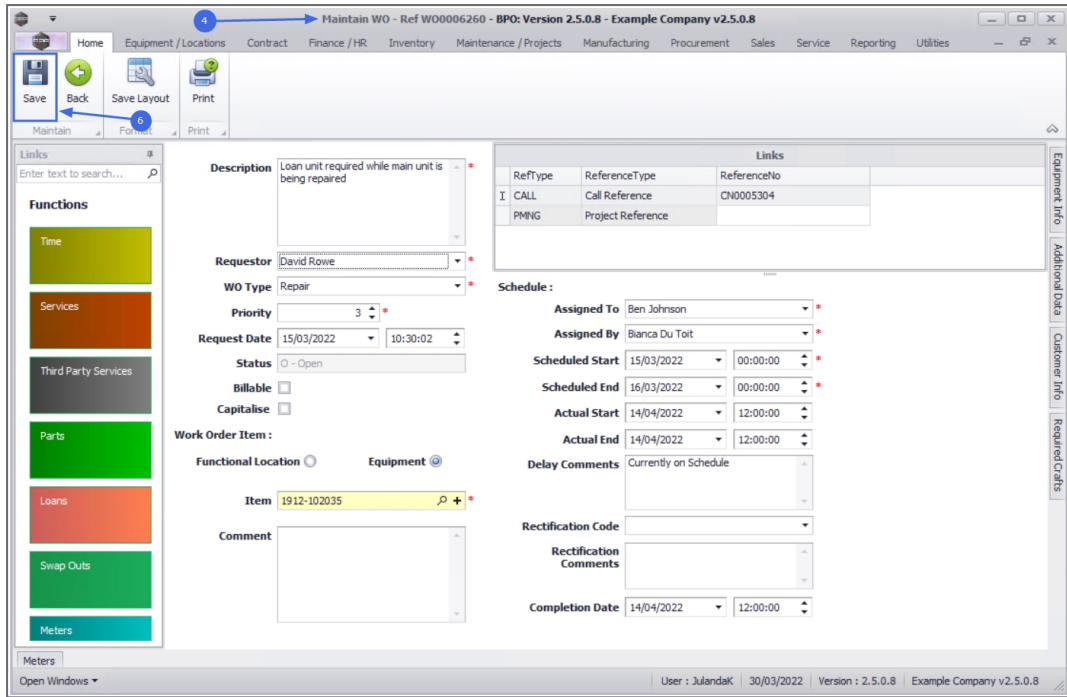


VIEW WORK ORDER

1. From the **Time Not Billed for Work Order code** [work order number] screen,
2. Click on the **row** of the Work Order you wish to view.
3. Click on **View WO**.

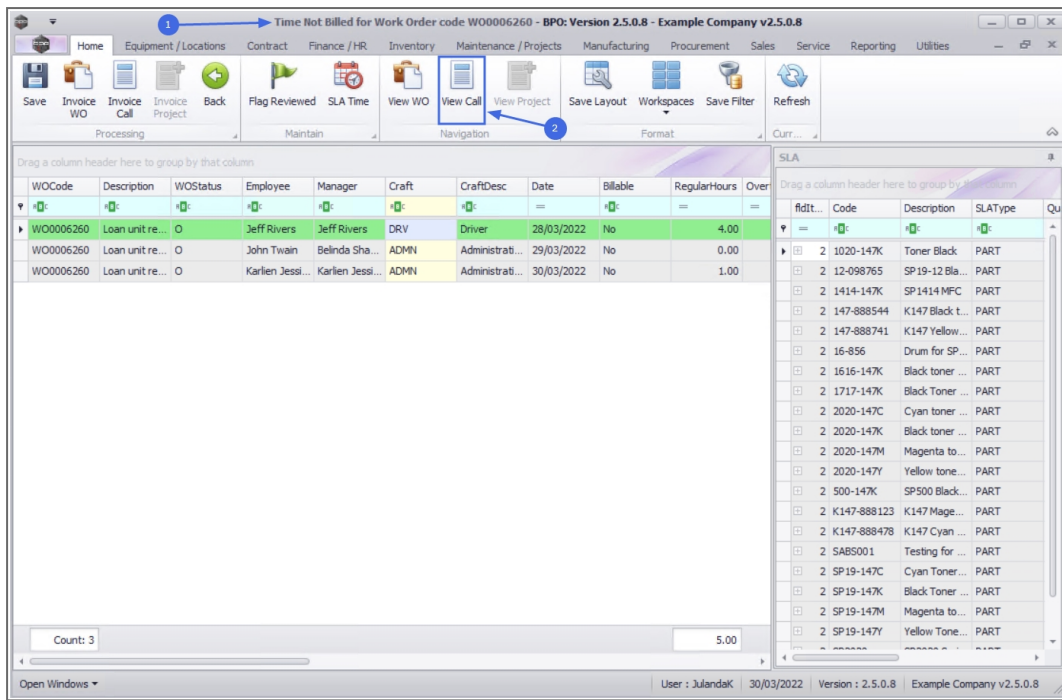


4. " The Work Order Maintenance screen will be displayed. " on page 2
5. From here you can add to or edit the **Work Order** details, **Customer Info**, the **Required Crafts**, **Additional Data** or the **Equipment Info** for the work order, or update the work order using the **Function** and **Processing** tiles.
6. When you have completed making the changes to the maintenance screen, click on **Save**.

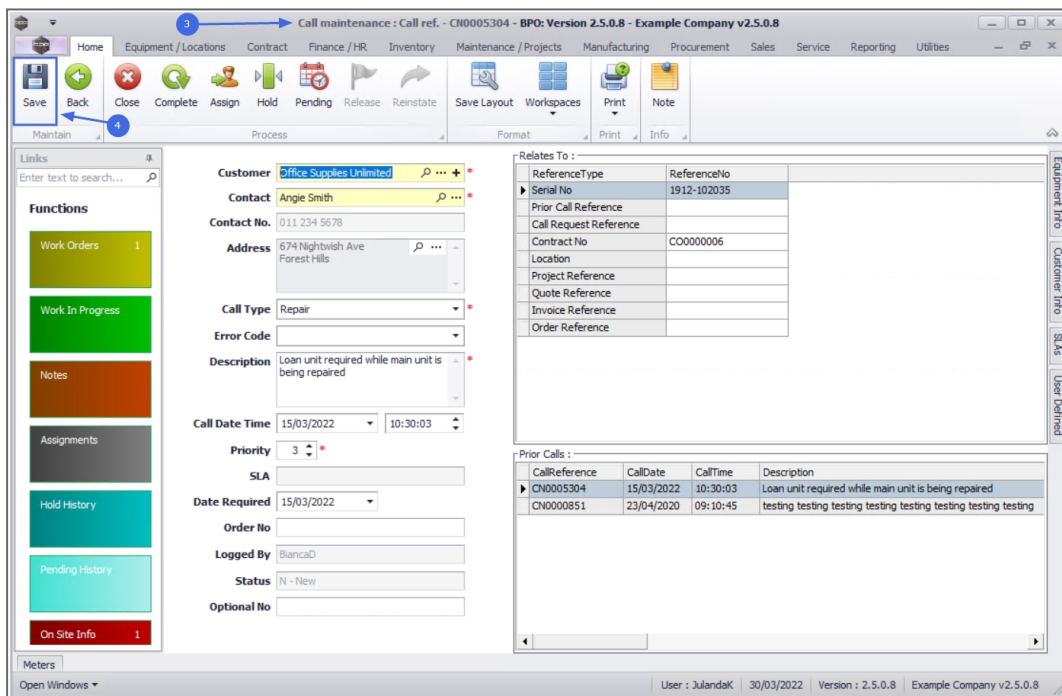


VIEW CALL

1. From the **Time Not Billed for Work Order code** [work order number] screen,
2. Click on **View Call**.



3. "The Call maintenance screen will be displayed." on page 4
4. Make the required changes to the call information and click on **Save**.



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