

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

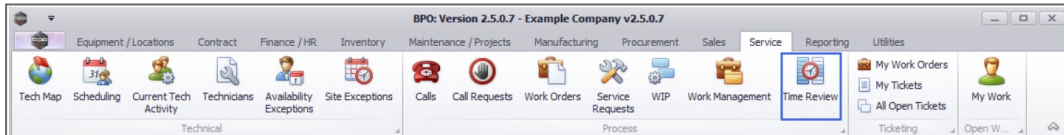
SERVICE

INTRODUCTION TO TIME REVIEW

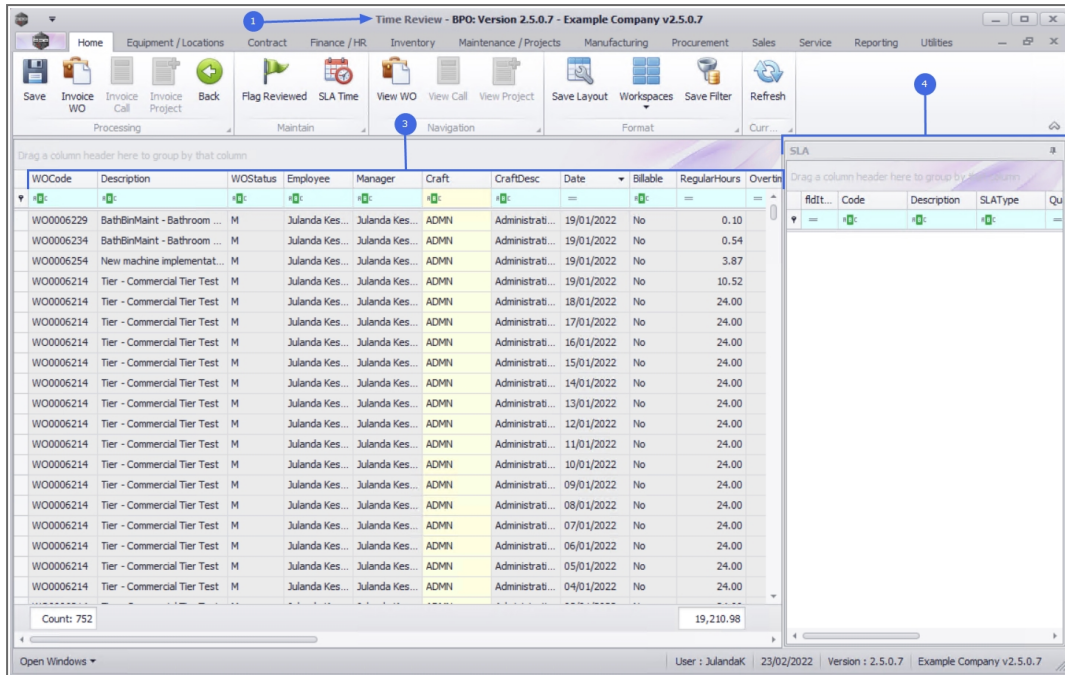
Time review enables managers to allocate **regular** time logged by employees as **SLA** or **non billable** time. For example, if an employee books **4** hours against a work order, and the manager knows that the task should only require **2** hours to complete, then the manager can allocate **2** hours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



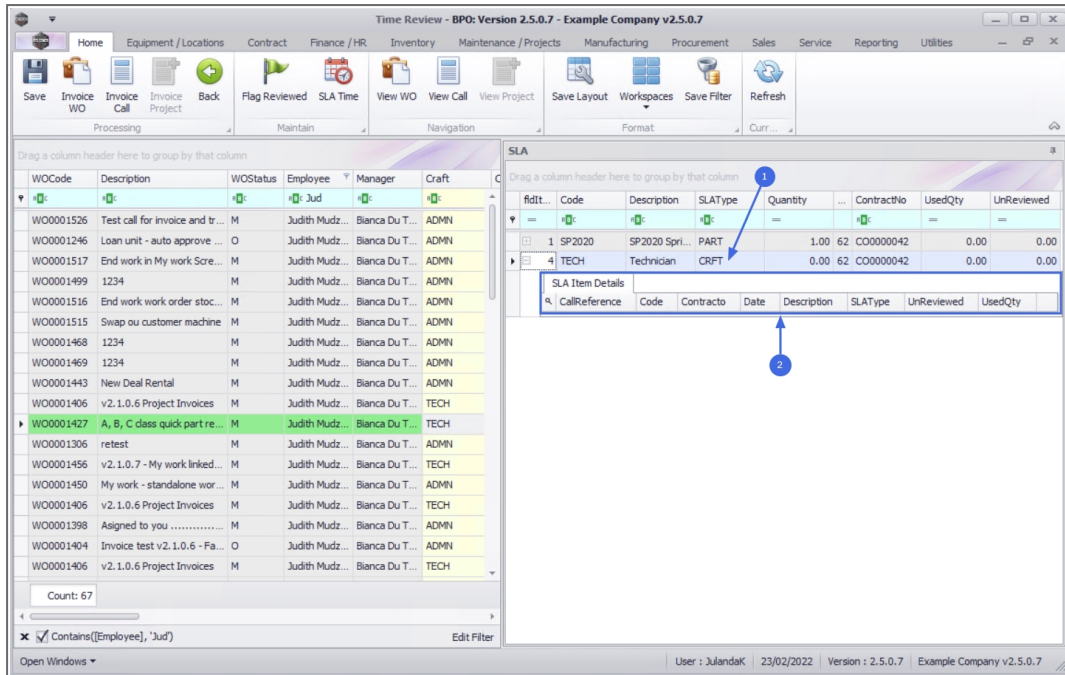
1. The **Time Review** listing screen will be displayed.
2. This screen is divided into 2 sections:
 - The **Work Orders** frame and the
 - **SLA** frame.
3. The **Work Order** frame displays all work orders with time records.
4. The **SLA** frame displays all [contract inclusions](#) linked to an item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

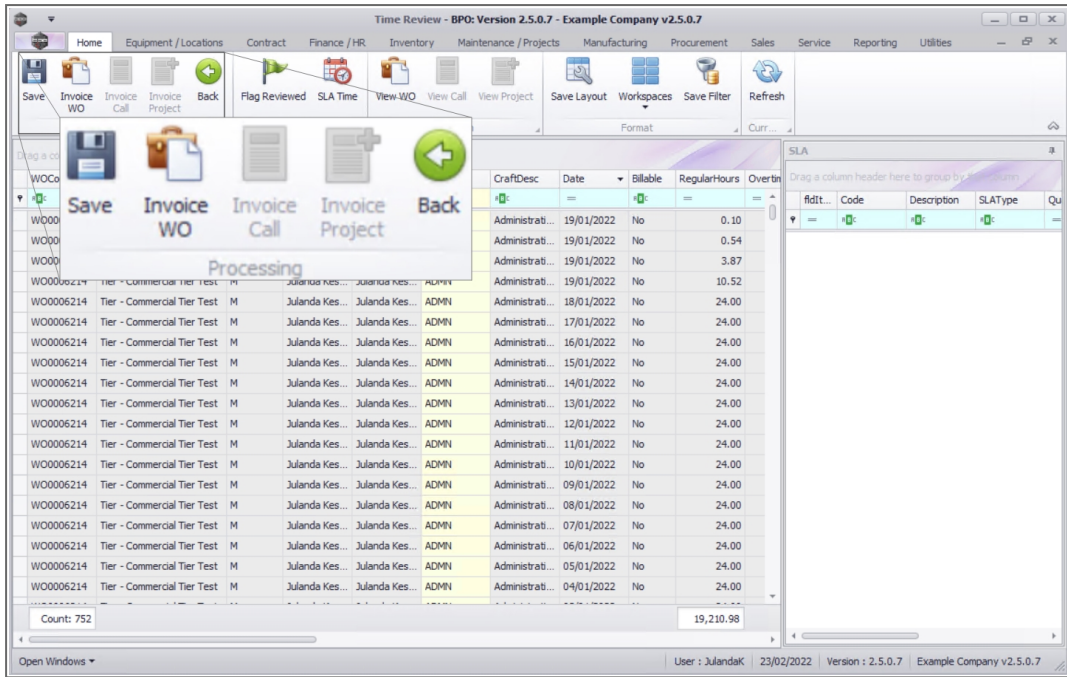


RIBBON ACTION BUTTONS

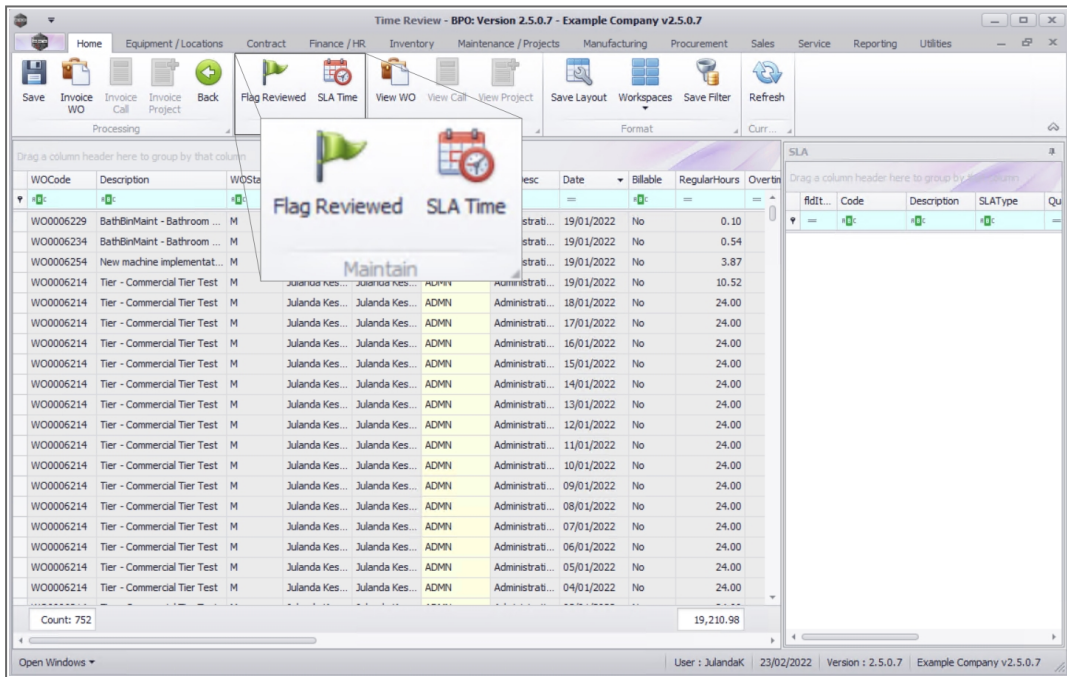
The Time Review ribbon action buttons will be available (bold) or unavailable (greyed out) depending on the work order selected.

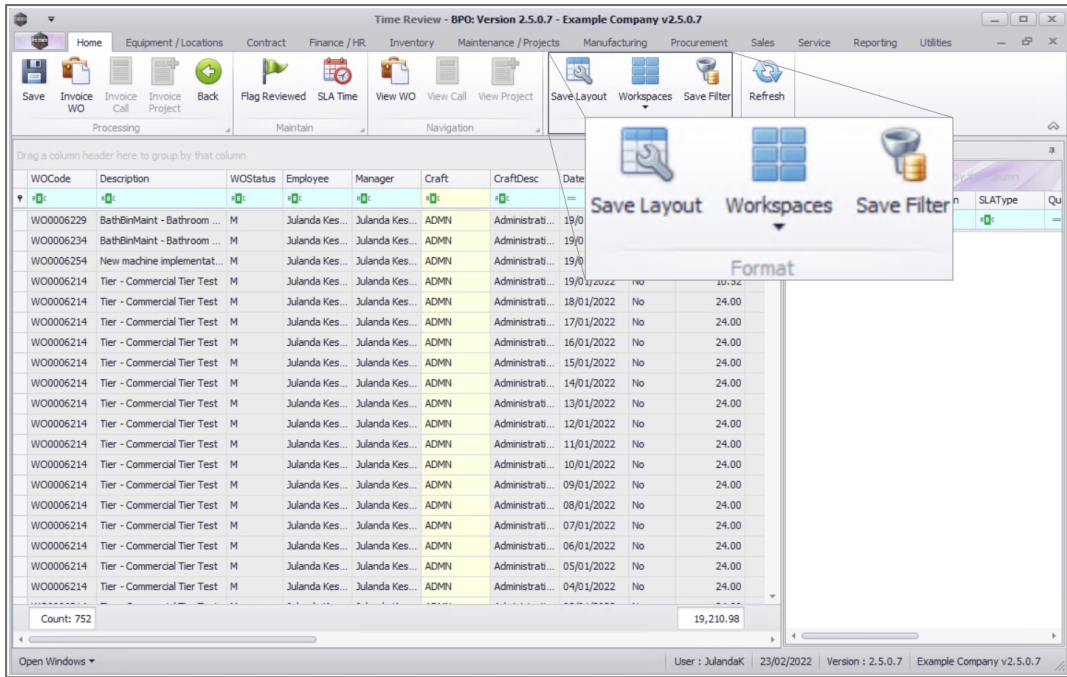
Use the **Processing** buttons to **Save** any changes made to a Work Order, **Invoice a Work Order**, **Invoice Call** or **Invoice Project** or click on **Back** to close the screen.

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

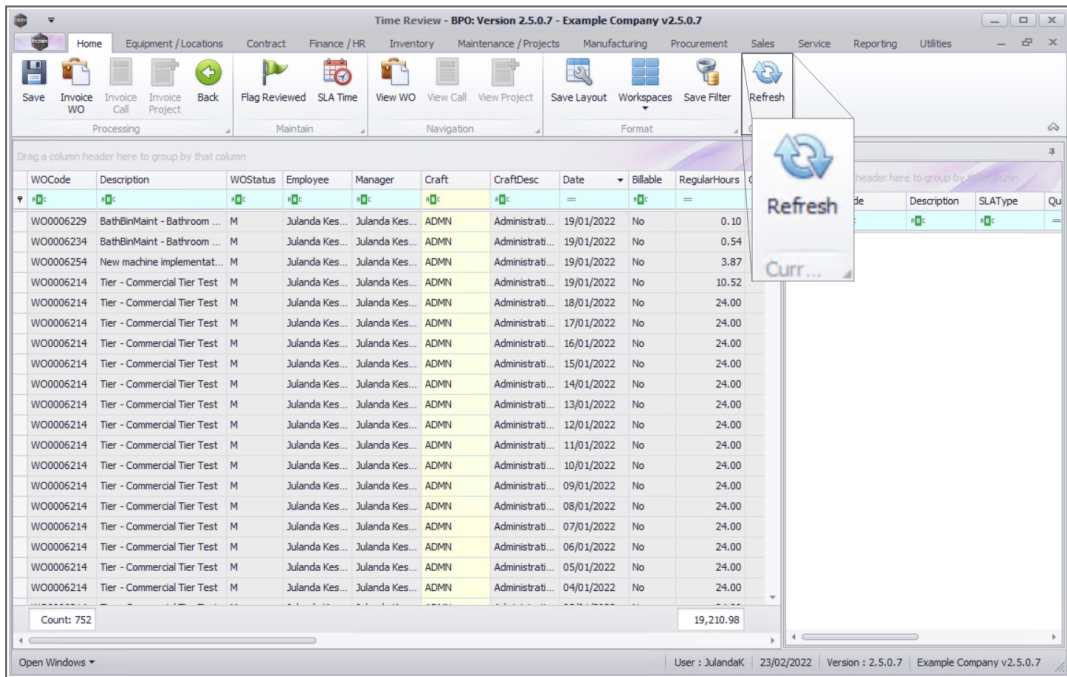


Use the **Maintain** buttons to Flag a Work Order when time has been Reviewed and to review the SLA Time.





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



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