

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

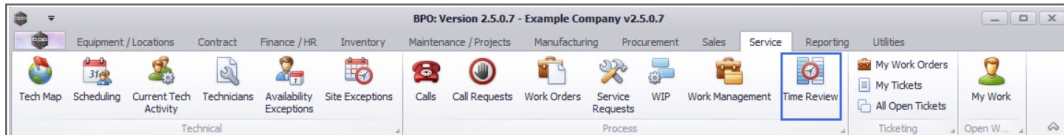
SERVICE

TIME REVIEW – FLAG REVIEWED

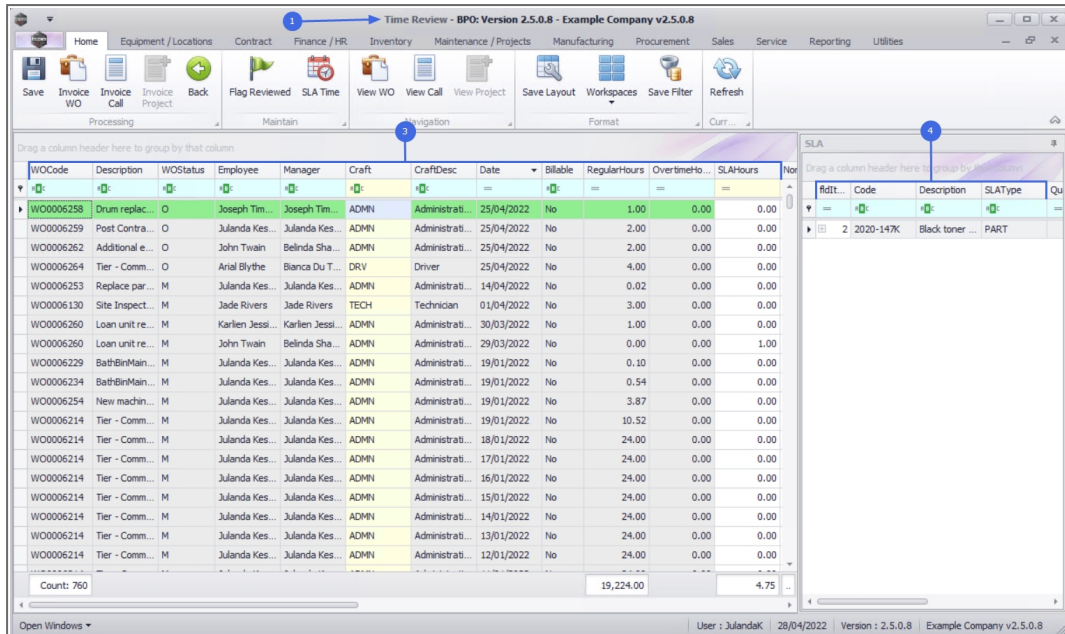
Time review enables managers to allocate **regular** time logged by employees as **SLA** or **non billable** time. For example, if an employee books **4** hours against a work order, and the manager knows that the task should only require **2** hours to complete, then the manager can allocate **2** hours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



5. Click on the **row** of the Work Order you would like to review time for.

REVIEW TIME – NO LINKED CRAFT INCLUSIONS

6. The item linked to the selected Work Order has no linked contract inclusions and therefore will have no **SLA** information.



Note that only craft inclusions (CRFT) are affected by Time Review.

- The **Billable** column indicates whether the labour time is billable or non-billable.
- **Regular Hours** displays the time logged by the employee against the work order. This field cannot be changed.
- Any overtime logged against the work order will display in the **Overtime Hours** column. This field cannot be changed.



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.

- Time allocated as **SLA Hours** on the work order, will be deducted from the client's contractual agreement as service or support time.

Note on SLA Hours

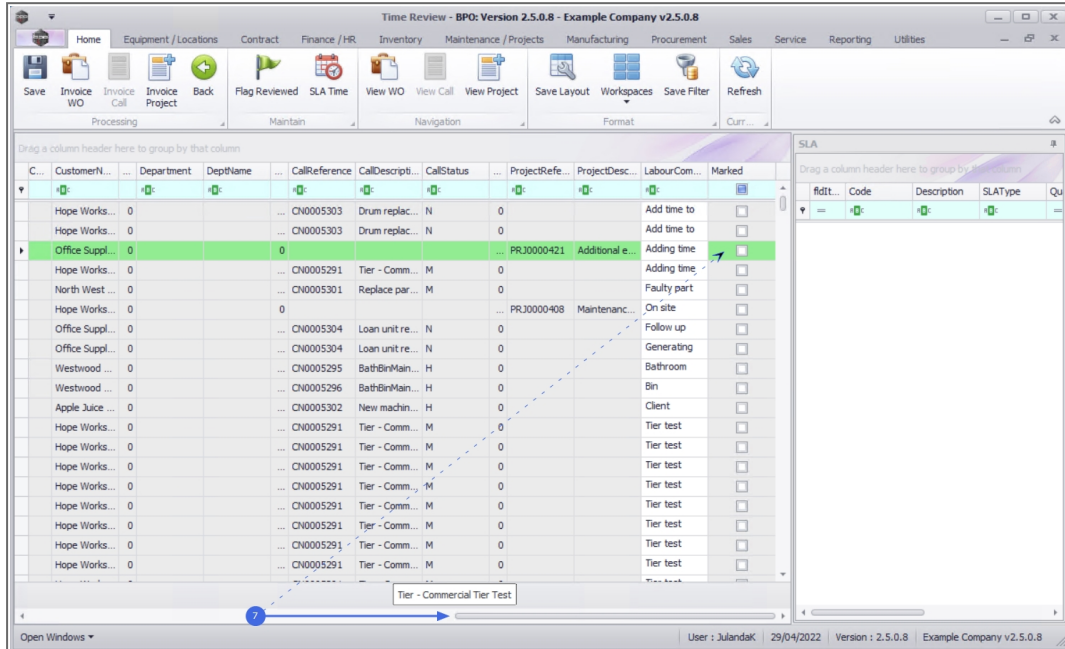
- Time allocated as *SLA Hours* will be deducted from *Regular Hours*. The example has no time was allocated as *SLA Hours* and therefore the *Regular Hours* remained the same. If 1hour had been allocated as *SLA Hours*, then the *Regular Hours* would have changed to 1.25.
- The *Overtime Hours* field is not affected by changes in the *Regular Hours*, *SLA Hours* and *Non Billable Hours* fields.

WOCCode	Description	WOSStatus	Employee	Manager	Craft	CraftDesc	Date	Billable	RegularHours	OvertimeHours	SLAHours	NonBillableHours
WO0006258	Drum replac...	O	Joseph Tim...	Joseph Tim...	ADMIN	Administrati...	25/04/2022	No	1.00	0.00	0.00	0.00
WO0006259	Post Contra...	O	Julanda Kes...	Julanda Kes...	ADMN	Administrati...	25/04/2022	No	2.00	0.00	0.00	0.00
WO0006262	Additional e...	O	John Twain	Belinda Sha...	ADMN	Administrati...	25/04/2022	No	1.00	0.00	0.00	0.00
WO0006264	Tier - Comm...	O	Arial Blythe	Blanca Du T...	DRV	Driver	25/04/2022	No	4.00	0.00	0.00	0.00
WO0006253	Replace par...	M	Julanda Kes...	Julanda Kes...	ADMN	Administrati...	14/04/2022	No	0.02	0.00	0.00	0.00
WO0006130	Site Inspect...	M	Jade Rivers	Jade Rivers	TECH	Technician	01/04/2022	No	3.00	0.00	0.00	0.00
WO0006260	Loan unit re...	M	Karlien Jessi...	Karlien Jessi...	ADMN	Administrati...	30/03/2022	No	1.00	0.00	0.00	0.00
WO0006260	Loan unit re...	M	John Twain	Belinda Sha...	ADMN	Administrati...	29/03/2022	No	0.00	0.00	1.00	0.00
WO0006229	BathBinMain...	M	Julanda Kes...	Julanda Kes...	ADMN	Administrati...	19/01/2022	No	0.10	0.00	0.00	0.00
WO0006234	BathBinMain...	M	Julanda Kes...	Julanda Kes...	ADMN	Administrati...	19/01/2022	No	0.54	0.00	0.00	0.00
WO0006254	New machin...	M	Julanda Kes...	Julanda Kes...	ADMN	Administrati...	19/01/2022	No	3.87	0.00	0.00	0.00
WO0006214	Tier - Comm...	M	Julanda Kes...	Julanda Kes...	ADMN	Administrati...	19/01/2022	No	10.52	0.00	0.00	0.00
WO0006214	Tier - Comm...	M	Julanda Kes...	Julanda Kes...	ADMN	Administrati...	18/01/2022	No	24.00	0.00	0.00	0.00
WO0006214	Tier - Comm...	M	Julanda Kes...	Julanda Kes...	ADMN	Administrati...	17/01/2022	No	24.00	0.00	0.00	0.00
WO0006214	Tier - Comm...	M	Julanda Kes...	Julanda Kes...	ADMN	Administrati...	16/01/2022	No	24.00	0.00	0.00	0.00
WO0006214	Tier - Comm...	M	Julanda Kes...	Julanda Kes...	ADMN	Administrati...	15/01/2022	No	24.00	0.00	0.00	0.00
WO0006214	Tier - Comm...	M	Julanda Kes...	Julanda Kes...	ADMN	Administrati...	14/01/2022	No	24.00	0.00	0.00	0.00
WO0006214	Tier - Comm...	M	Julanda Kes...	Julanda Kes...	ADMN	Administrati...	13/01/2022	No	24.00	0.00	0.00	0.00
WO0006214	Tier - Comm...	M	Julanda Kes...	Julanda Kes...	ADMN	Administrati...	12/01/2022	No	24.00	0.00	0.00	0.00
Count: 760									19,223.00		4.75	

7. Use the **Scroll** bar at the bottom of the frame to scroll until the **Marked** column is visible.



Note that the **Marked** field will remain unchecked as no time was allocated as **SLA Hours**. If time had been allocated as **SLA Hours**, then this field would have been checked.



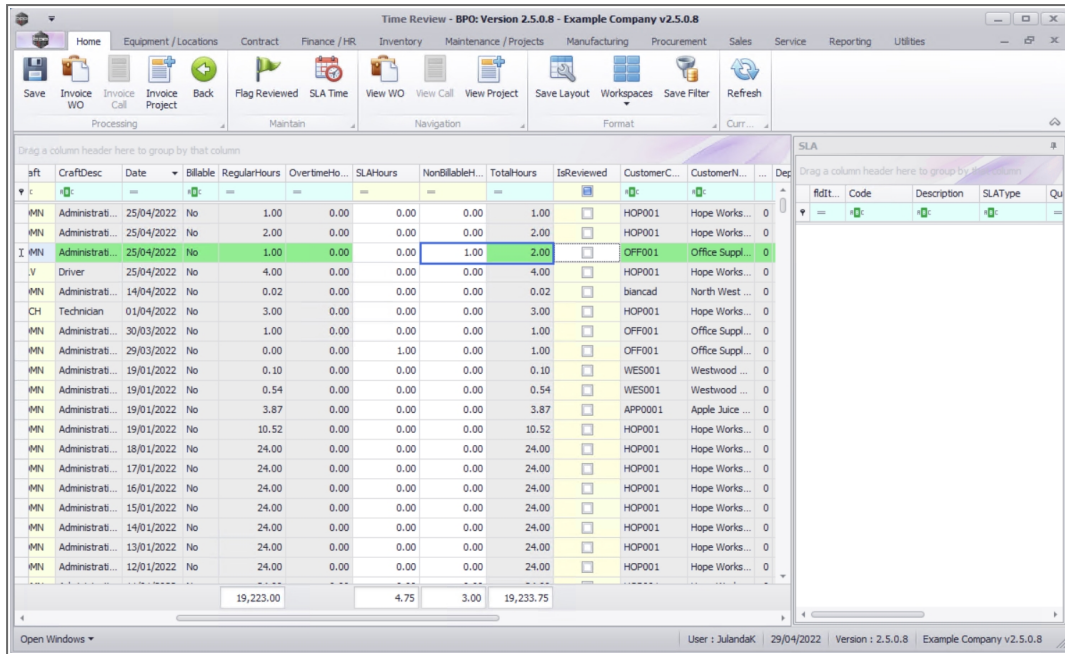
- Time allocated to **Non Billable Hours** will not be billed. Click in this field to type in or use the **arrow** indicators to allocate non billable hours for the work order, if required.
 - Time allocated as **non billable hours** will be deducted from **Regular Hours**.



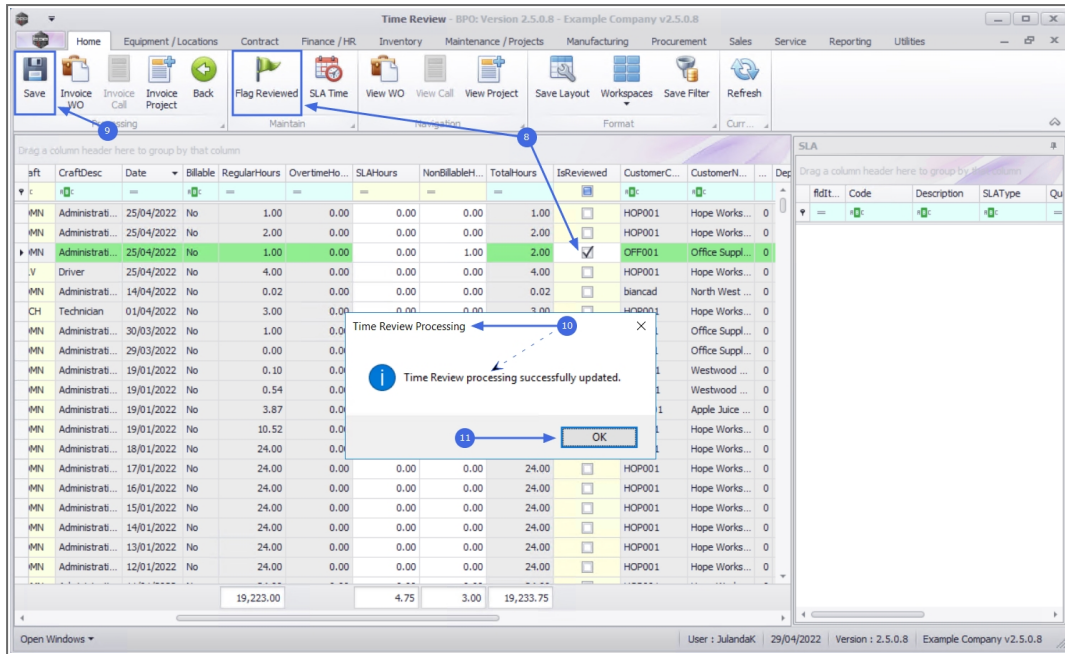
Overtime Hours will not be affected by changes in the **Regular Hours**, **SLA Hours** or **Non Billable Hours** fields.

$$\text{Total Hours} = \text{Regular Hours} + \text{Overtime Hours} + \text{SLA Hours} + \text{Non Billable Hours.}$$

- **Total Hours** is greyed out and cannot be adjusted.

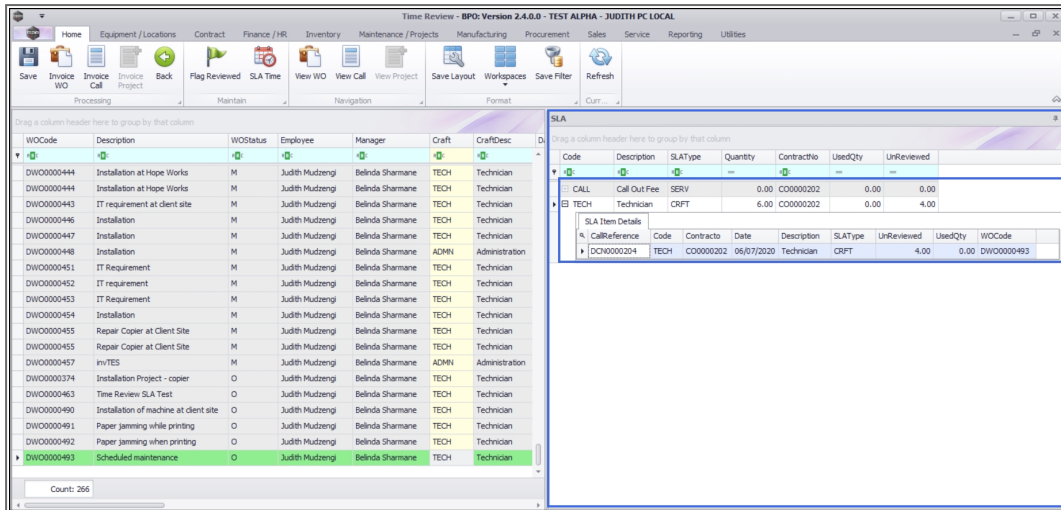


8. When you are done reviewing the time click on the **Is Reviewed** check box or click on **Flag Reviewed** to mark the check box.
9. Click on **Save**.
10. When you receive the *Time Review Processing* message to confirm that;
 - *Time Review processing successfully updated.*
11. Click on **OK**.



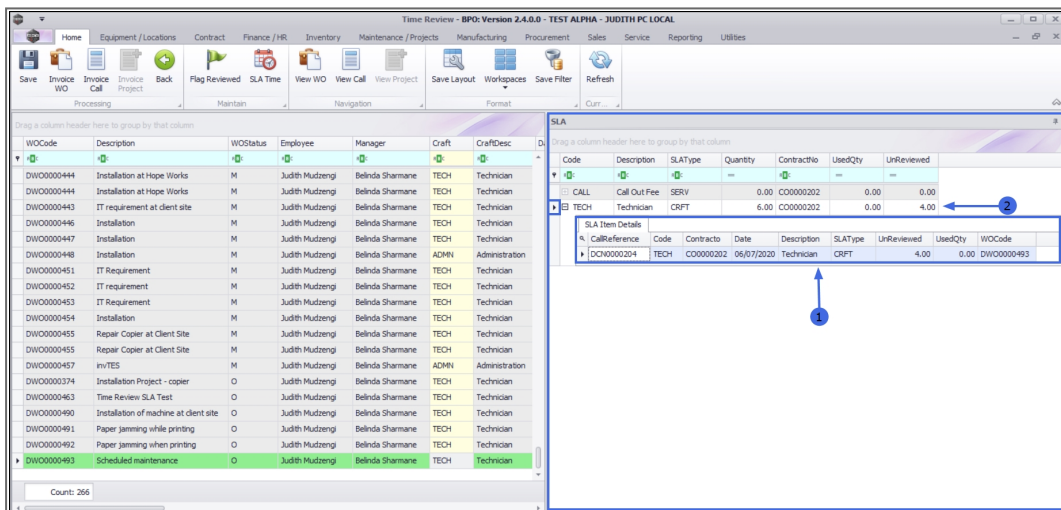
TIME REVIEW WITH LINKED CRAFT INCLUSIONS

- In this image, the item on the selected work order has linked **contract inclusions** and they are displayed in the **SLA** section.
 - **Note 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.
 - **Note 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.



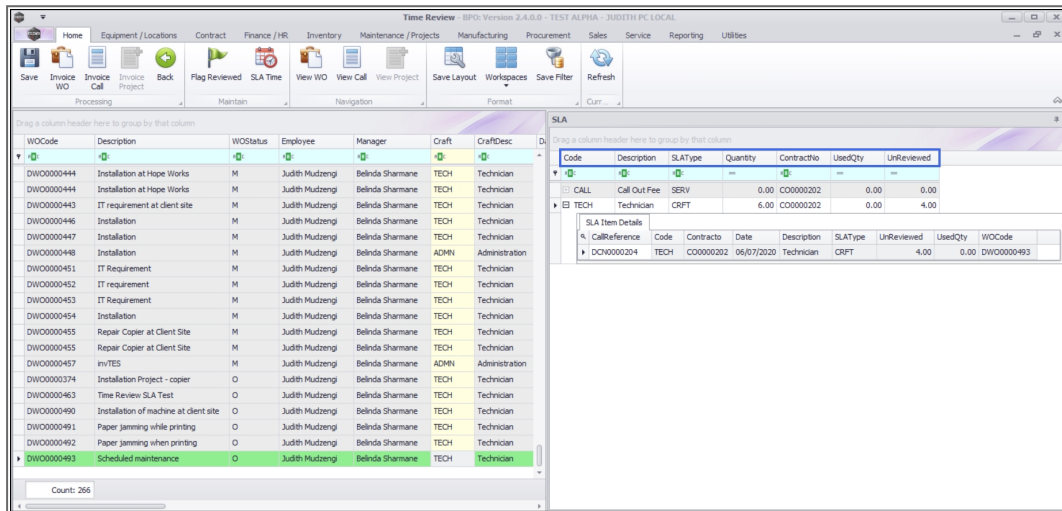
In the **SLA** panel,

1. the **SLA Item Details** for the
2. the **craft inclusion** linked to the item on the selected work order will auto display.



- **Code:** This shows the code of the contract inclusion.
- **Description:** This shows the description of the contract inclusion.
- **SLA Type:** This shows the type of the contract inclusion.
- **Quantity:** This shows the quantity of the contract inclusion.

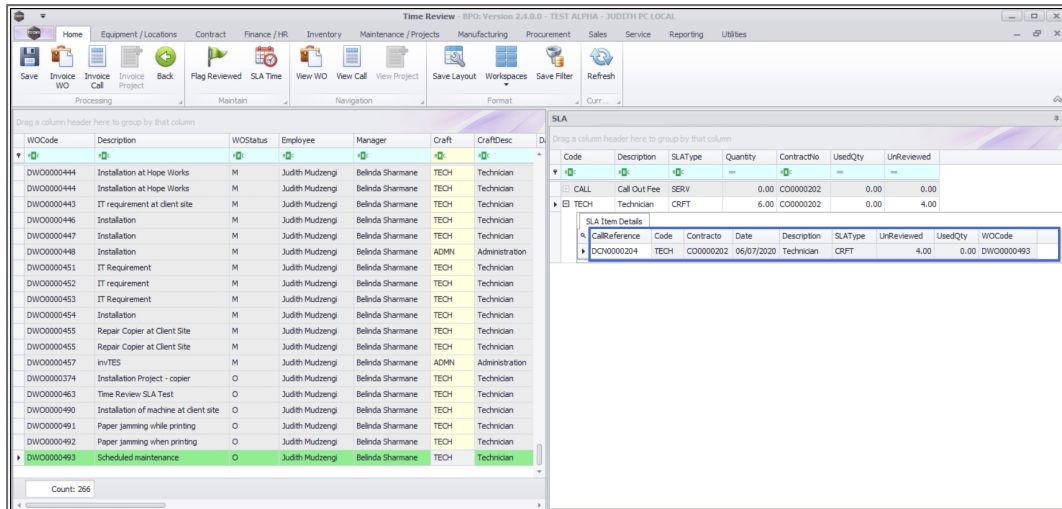
- **Contract No:** This shows the contract number where the item on the selected work order is linked to.
- **Used Qty:** This shows the quantity of the contract inclusion that has been used up.
- **UnReviewed:** This shows time logged against the item on the selected work order that has not been reviewed.



In the **SLA Item Details** panel:

- **Call Reference:** This shows the call number where the selected work order is linked to.
- **Code:** This shows the code of the contract inclusion.
- **Contract No:** This shows the contract number where the item on the selected work order is linked to.
- **Date:** This shows the date when time was logged.
- **SLA Type:** This shows the type of the contract inclusion.
- **UnReviewed:** This shows time logged against the work order that has not been reviewed.
- **Used Qty:** This shows the SLA hours that have been allocated to this craft inclusion.

- **WO Code:** This shows the work order number of the selected work order.



In the work orders panel, scroll to the right until you see the fields described below;

- The **Billable** field shows whether the labour time is billable or non-billable. In this example, the billable field is **No**.
- The **Regular Hours** field shows the employee time logged against the work order. This field cannot be changed. In this example, the **Regulars Hours = 4**.
- 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** have been logged.
 - **Note:** All work orders that are 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.

The screenshot shows the 'Time Review' software interface. The main table displays time entries with columns: Billable, Regularhours, Overtimehours, SLAhours, NonBillablehours, Totalhours, IsReviewed, CustomerCode, and CustomerName. The 'SLA' panel on the right shows details for a selected entry, including CallReference, Code, Contracto, Date, Description, SLAType, UnReviewed, UsedQty, and WCode.

Billable	Regularhours	Overtimehours	SLAhours	NonBillablehours	Totalhours	IsReviewed	CustomerCode	CustomerName
No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works
No	2.47	0.00	0.00	0.00	2.47	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	CON001	Consolidated
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	TIA001	Titan Group
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.19	0.00	0.00	0.00	0.19	<input type="checkbox"/>	HOP001	Hope Works
No	6.02	0.00	1.00	0.00	7.02	<input checked="" type="checkbox"/>	HOP001	Hope Works
No	3.03	0.00	0.00	0.00	3.03	<input type="checkbox"/>	HOP001	Hope Works
No	0.03	0.00	0.00	0.00	0.03	<input type="checkbox"/>	HOP001	Hope Works
No	5.00	0.00	0.00	0.00	5.00	<input type="checkbox"/>	HOP001	Hope Works
No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	1.00	0.25	1.25	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>	GL000001	Doff Lundgren
No	2.00	1.00	0.00	0.00	3.00	<input type="checkbox"/>	CON001	Consolidated
No	4.00	0.00	0.00	0.00	4.00	<input type="checkbox"/>	MEG001	Megapak

- **SLA Hours:** Time allocated to this field will be deducted from the **service / support time** from a client's contractual agreement.
- You can choose to allocate **a portion of** or **all Regular Hours** logged by an employee as **SLA Hours**.

This screenshot is identical to the one above, but with the 'SLAhours' column in the main table highlighted in blue, indicating that all regular hours are being allocated to SLA hours.

ALLOCATE 'ALL' REGULAR HOURS

- To allocate all *Regular Hours* as *SLA Hours*, click on *SLA Time*.

The screenshot shows the 'Time Review' software interface. The main table displays time entries with columns for Billable, Regular hours, Overtime hours, SLA hours, Nonbillable hours, Total hours, IsReviewed, Customer Code, and Customer Name. The SLA details panel on the right shows information for a specific SLA item, including Code, Description, SLA Type, Quantity, Contract No, Used Qty, and UnReviewed.

Billable	Regular hours	Overtime hours	SLA hours	Nonbillable hours	Total hours	IsReviewed	Customer Code	Customer Name	
No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works	
No	2.47	0.00	0.00	0.00	2.47	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	CON001	Consolidated	
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works	
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	TIA001	Titan Group	
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works	
No	0.19	0.00	0.00	0.00	0.19	<input type="checkbox"/>	HOP001	Hope Works	
No	6.82	0.00	1.00	0.00	7.82	<input checked="" type="checkbox"/>	HOP001	Hope Works	
No	3.03	0.00	0.00	0.00	3.03	<input type="checkbox"/>	HOP001	Hope Works	
No	0.03	0.00	0.00	0.00	0.03	<input type="checkbox"/>	HOP001	Hope Works	
No	5.00	0.00	0.00	0.00	5.00	<input type="checkbox"/>	HOP001	Hope Works	
No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	1.00	0.25	1.25	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>	GIL00001	Doff Lundgren	
No	2.00	1.00	0.00	0.00	3.00	<input type="checkbox"/>	CON001	Consolidated	
No	4.00	0.00	0.00	0.00	4.00	<input type="checkbox"/>	MEG001	Megapak	
					4,283.17		4.00	1.25	4,296.42

- An **Input Validation** message will pop up asking you;
 - *Are you sure you want to move all the regular hours to SLA for the selected items.*
- Click on **Yes**.

The screenshot shows the same 'Time Review' software interface as above, but with an 'Input validation' dialog box overlaid on the table. The dialog box contains a question mark icon and the text: 'Are you sure you want to move all the regular hours to SLA for the selected items.' There are 'Yes' and 'No' buttons at the bottom of the dialog box.

- All **Regular Hours** will now be allocated as **SLA Hours**.

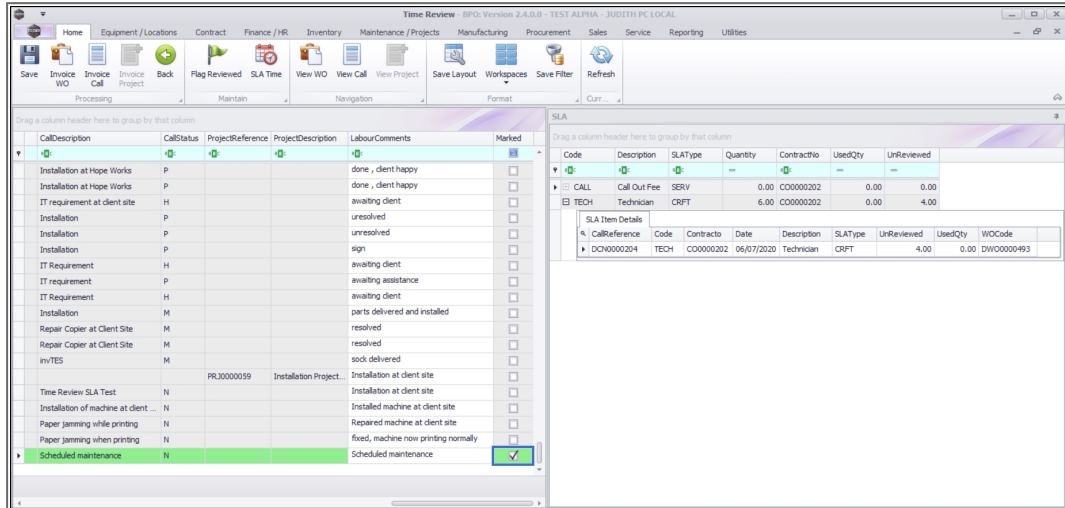
Billable	Regularhours	Overtimehours	SLAhours	NonBillablehours	Totalhours	IsReviewed	CustomerCode	CustomerName
No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works
No	2.47	0.00	0.00	0.00	2.47	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	CON001	Consolidated
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	TIAG01	Titan Group
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.19	0.00	0.00	0.00	0.19	<input type="checkbox"/>	HOP001	Hope Works
No	6.02	0.00	1.00	0.00	7.02	<input checked="" type="checkbox"/>	HOP001	Hope Works
No	3.03	0.00	0.00	0.00	3.03	<input type="checkbox"/>	HOP001	Hope Works
No	0.03	0.00	0.00	0.00	0.03	<input type="checkbox"/>	HOP001	Hope Works
No	5.00	0.00	0.00	0.00	5.00	<input type="checkbox"/>	HOP001	Hope Works
No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	1.00	0.25	1.25	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>	GL000001	Doff Lundgren
No	2.00	1.00	0.00	0.00	3.00	<input type="checkbox"/>	CON001	Consolidated
No	0.00	0.00	4.00	0.00	4.00	<input type="checkbox"/>	MEG001	Megapak
	4,283.17		4.00	1.25	4,296.42			

ALLOCATE A 'PORTION' OF REGULAR HOURS

- To allocate a portion of the *Regular Hours* as *SLA Hours*, type in the number of hours you wish to apportion as *SLA Hours*.
- In this example, **3 hrs** have been allocated as *SLA Hours*.
- The time allocated as *SLA Hours* has now been deducted from *Regular Hours*. Click away from this field to see the changes. In this case, *Regular Hours* now display as 1.
- **Note:** The *Overtime Hours* field is no affected by changes in the *Regular Hours*, *SLA Hours* and *Non Billable Hours* fields.

Billable	Regularhours	Overtimehours	SLAhours	NonBillablehours	Totalhours	IsReviewed	CustomerCode	CustomerName
No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works
No	2.47	0.00	0.00	0.00	2.47	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	CON001	Consolidated
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	TIAG01	Titan Group
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.19	0.00	0.00	0.00	0.19	<input type="checkbox"/>	HOP001	Hope Works
No	6.02	0.00	1.00	0.00	7.02	<input checked="" type="checkbox"/>	HOP001	Hope Works
No	3.03	0.00	0.00	0.00	3.03	<input type="checkbox"/>	HOP001	Hope Works
No	0.03	0.00	0.00	0.00	0.03	<input type="checkbox"/>	HOP001	Hope Works
No	5.00	0.00	0.00	0.00	5.00	<input type="checkbox"/>	HOP001	Hope Works
No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	1.00	0.25	1.25	<input type="checkbox"/>	HOP001	Hope Works
No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>	GL000001	Doff Lundgren
No	2.00	1.00	0.00	0.00	3.00	<input type="checkbox"/>	CON001	Consolidated
No	1.00	0.00	3.00	0.00	4.00	<input type="checkbox"/>	MEG001	Megapak
	4,280.17		7.00	1.25	4,296.42			

- **Scroll** right until you see the **Marked** field.
- Since time was allocated as **SLA Hours**, this field is now be checked.
- **Scroll** left to go back.



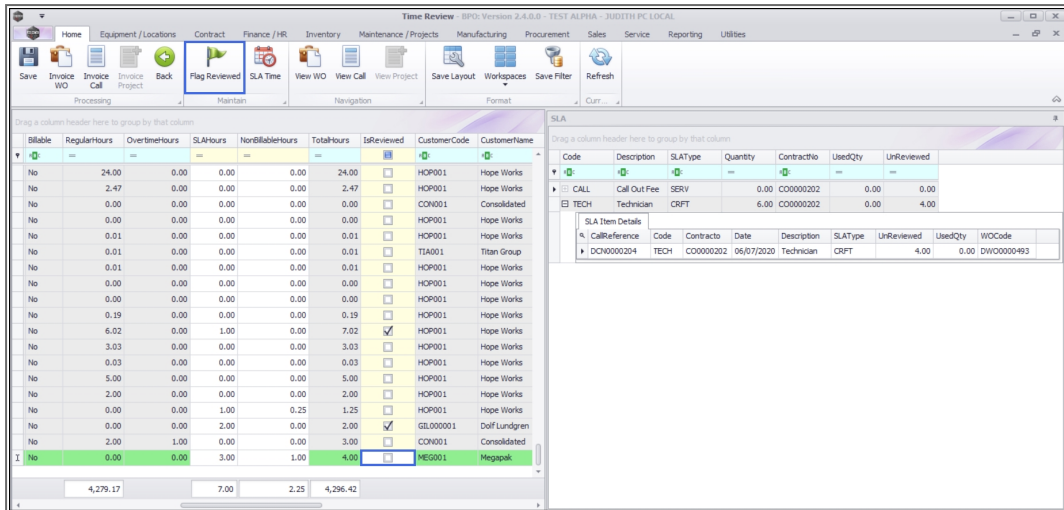
- **Non Billable Hours:** Time allocated to this field will not be billed. In this example, **1 hr** was allocated as non billable hours.
- The time allocated as **Non Billable Hours** has now been deducted from **Regular Hours**. Click away from this field to see the changes. In this case, **Regular Hours** field now has **0 hrs**.
 - **Note:** The **Overtime Hours** field is not affected by changes in the **SLA Hours** or **Non Billable Hours** fields.

Billable	Regularhours	Overtimehours	SLAhours	NonBillablehours	Totalhours	IsReviewed	CustomerCode	CustomerName	
No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works	
No	2.47	0.00	0.00	0.00	2.47	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	CON001	Consolidated	
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works	
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	TIA001	Titan Group	
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works	
No	0.19	0.00	0.00	0.00	0.19	<input type="checkbox"/>	HOP001	Hope Works	
No	6.02	0.00	1.00	0.00	7.02	<input checked="" type="checkbox"/>	HOP001	Hope Works	
No	3.03	0.00	0.00	0.00	3.03	<input type="checkbox"/>	HOP001	Hope Works	
No	0.03	0.00	0.00	0.00	0.03	<input type="checkbox"/>	HOP001	Hope Works	
No	5.00	0.00	0.00	0.00	5.00	<input type="checkbox"/>	HOP001	Hope Works	
No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	1.00	0.25	1.25	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>	GL000001	Doff Lundgren	
No	2.00	1.00	0.00	0.00	3.00	<input type="checkbox"/>	CON001	Consolidated	
No	0.00	0.00	3.00	1.00	4.00	<input type="checkbox"/>	MEG001	Megapak	
					4,279.17		7.00	2.25	4,296.42

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

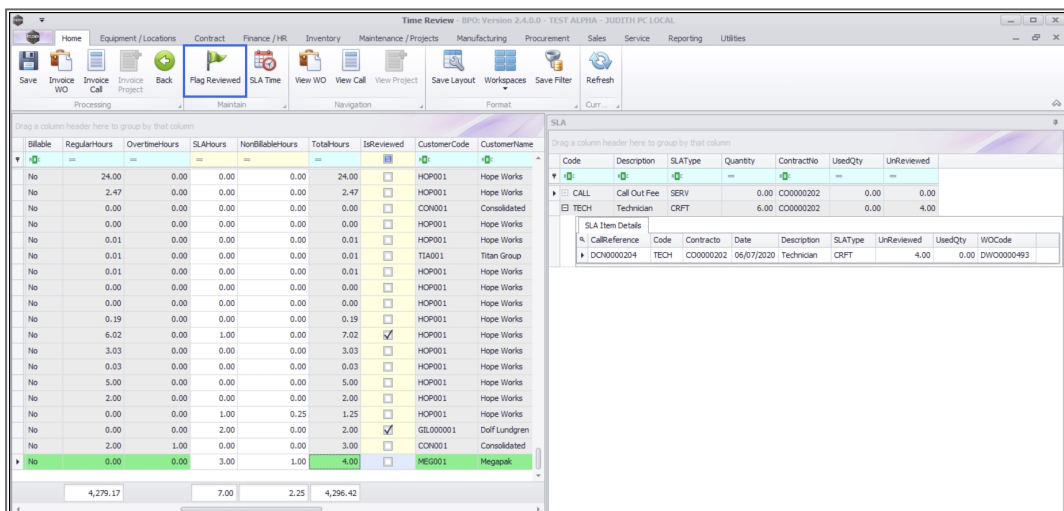
Billable	Regularhours	Overtimehours	SLAhours	NonBillablehours	Totalhours	IsReviewed	CustomerCode	CustomerName	
No	24.00	0.00	0.00	0.00	24.00	<input checked="" type="checkbox"/>	HOP001	Hope Works	
No	2.47	0.00	0.00	0.00	2.47	<input checked="" type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>	CON001	Consolidated	
No	0.01	0.00	0.00	0.00	0.01	<input checked="" type="checkbox"/>	HOP001	Hope Works	
No	0.01	0.00	0.00	0.00	0.01	<input checked="" type="checkbox"/>	TIA001	Titan Group	
No	0.01	0.00	0.00	0.00	0.01	<input checked="" type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>	HOP001	Hope Works	
No	0.19	0.00	0.00	0.00	0.19	<input checked="" type="checkbox"/>	HOP001	Hope Works	
No	6.02	0.00	1.00	0.00	7.02	<input checked="" type="checkbox"/>	HOP001	Hope Works	
No	3.03	0.00	0.00	0.00	3.03	<input checked="" type="checkbox"/>	HOP001	Hope Works	
No	0.03	0.00	0.00	0.00	0.03	<input checked="" type="checkbox"/>	HOP001	Hope Works	
No	5.00	0.00	0.00	0.00	5.00	<input checked="" type="checkbox"/>	HOP001	Hope Works	
No	2.00	0.00	0.00	0.00	2.00	<input checked="" type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	1.00	0.25	1.25	<input checked="" type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>	GL000001	Doff Lundgren	
No	2.00	1.00	0.00	0.00	3.00	<input checked="" type="checkbox"/>	CON001	Consolidated	
No	0.00	0.00	3.00	1.00	4.00	<input checked="" type="checkbox"/>	MEG001	Megapak	
					4,279.17		7.00	2.25	4,296.42

You can now mark the time as reviewed by either clicking on the **Is Reviewed** check box or the **Flag Reviewed** button.

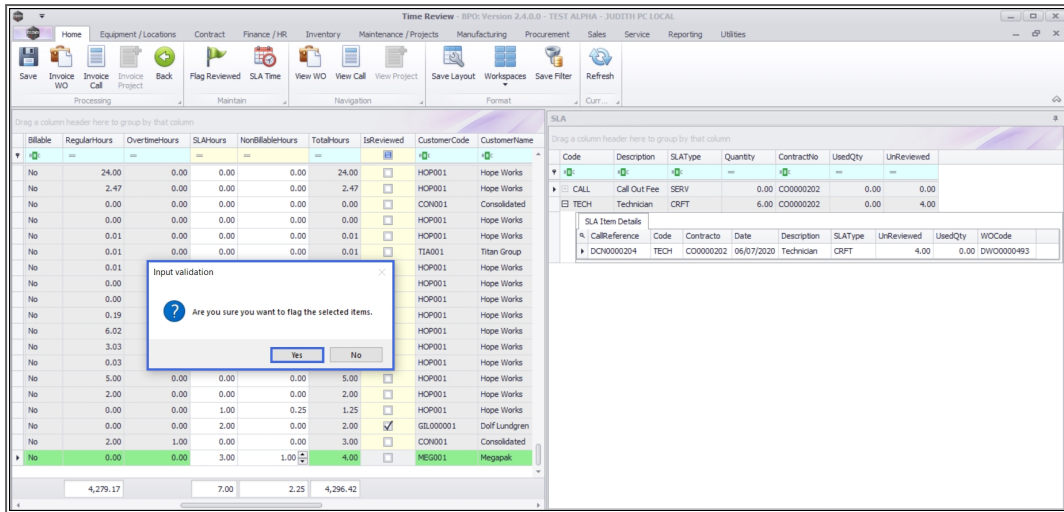


REVIEW TIME USING THE 'FLAG REVIEWED' BUTTON

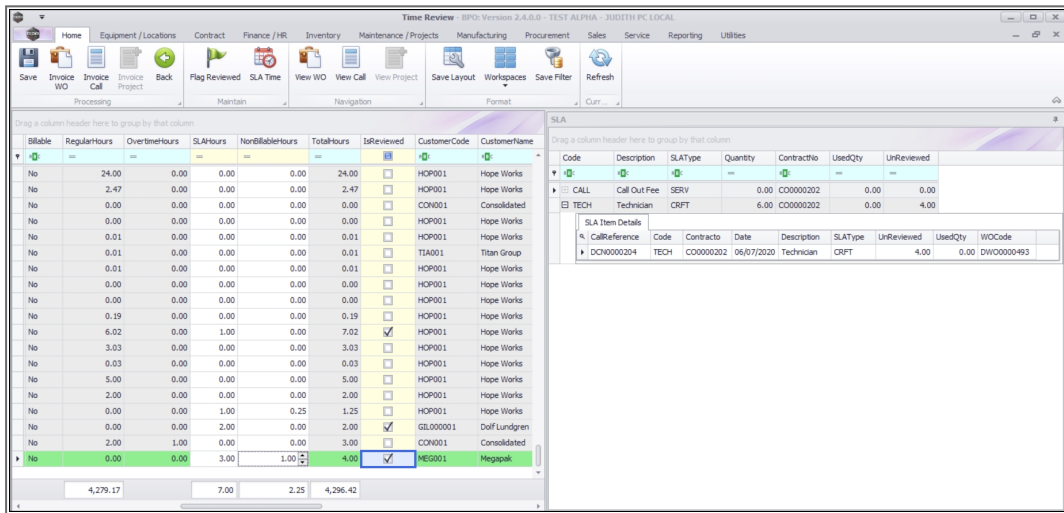
- Click on *Flag Reviewed*.



- An *Input Validation* message 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.



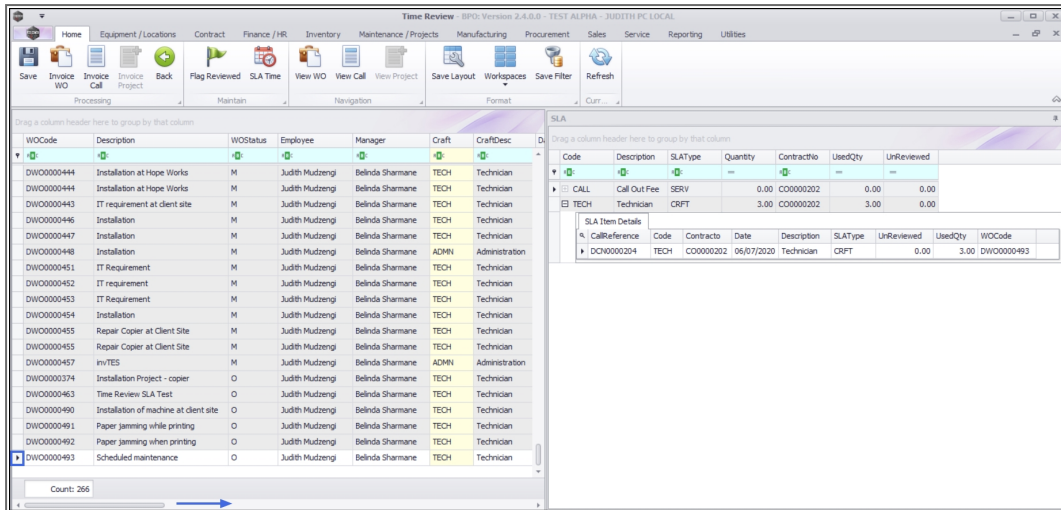
SAVE REVIEWED TIME

- Click on *Save*.

Billable	Regularhours	Overtimehours	SLAhours	Nonbillablehours	Totalhours	IsReviewed	CustomerCode	CustomerName	
No	24.00	0.00	0.00	0.00	24.00	<input type="checkbox"/>	HOP001	Hope Works	
No	2.47	0.00	0.00	0.00	2.47	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	CON001	Consolidated	
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works	
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works	
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	TIAD01	Titan Group	
No	0.01	0.00	0.00	0.00	0.01	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	HOP001	Hope Works	
No	0.19	0.00	0.00	0.00	0.19	<input type="checkbox"/>	HOP001	Hope Works	
No	6.02	0.00	1.00	0.00	7.02	<input checked="" type="checkbox"/>	HOP001	Hope Works	
No	3.03	0.00	0.00	0.00	3.03	<input type="checkbox"/>	HOP001	Hope Works	
No	0.03	0.00	0.00	0.00	0.03	<input type="checkbox"/>	HOP001	Hope Works	
No	5.00	0.00	0.00	0.00	5.00	<input type="checkbox"/>	HOP001	Hope Works	
No	2.00	0.00	0.00	0.00	2.00	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	1.00	0.25	1.25	<input type="checkbox"/>	HOP001	Hope Works	
No	0.00	0.00	2.00	0.00	2.00	<input checked="" type="checkbox"/>	GL000001	Doff Lundgren	
No	2.00	1.00	0.00	0.00	3.00	<input type="checkbox"/>	CON001	Consolidated	
No	0.00	0.00	3.00	1.00	4.00	<input checked="" type="checkbox"/>	MEG001	Hexapak	
					4,279.17		7.00	2.25	4,296.42

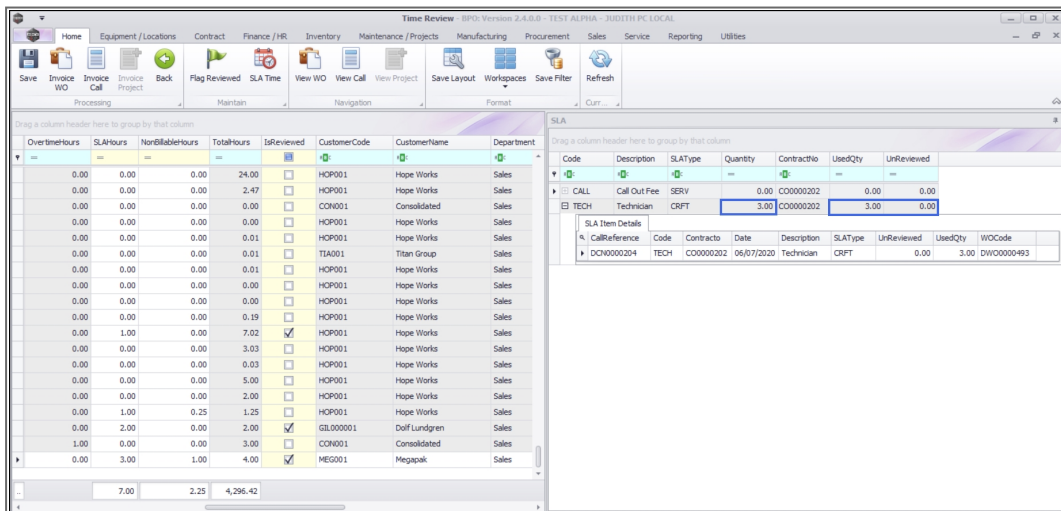
- A *Time Review Processing* message will pop up telling you;
 - *Time Review processing successfully updated.*
- Click on *Ok*.

- *Scroll* to the right to view more fields.



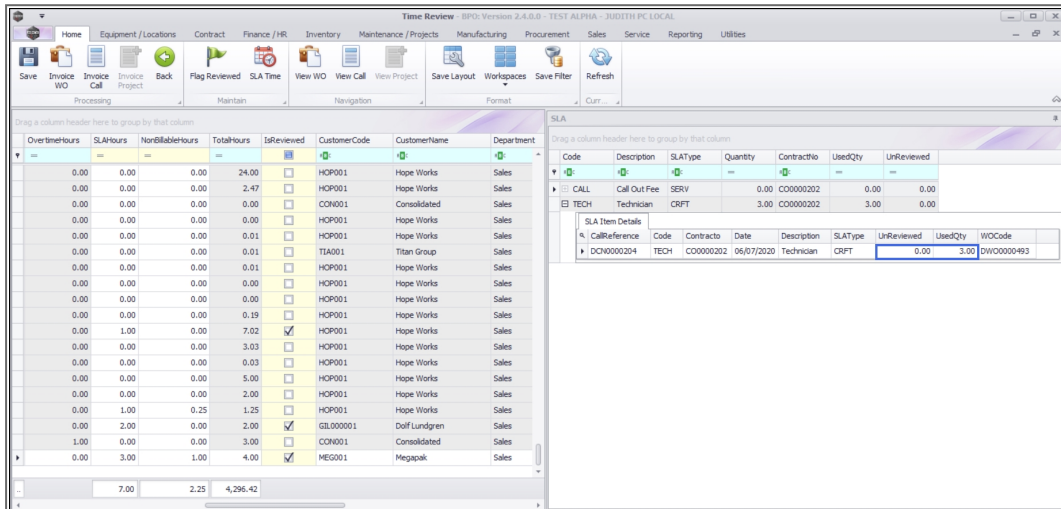
In the **SLA** panel,

- the **Quantity** will now be auto adjusted to reflect the balance of unused service or support hours left after time has been reviewed for the selected craft inclusion.
- The **Used Qty** will now show the total number of service or support hours that have been consumed for the selected craft inclusion.
- The **UnReviewed** field will now show the total number of hours that have not been reviewed for the selected craft inclusion.



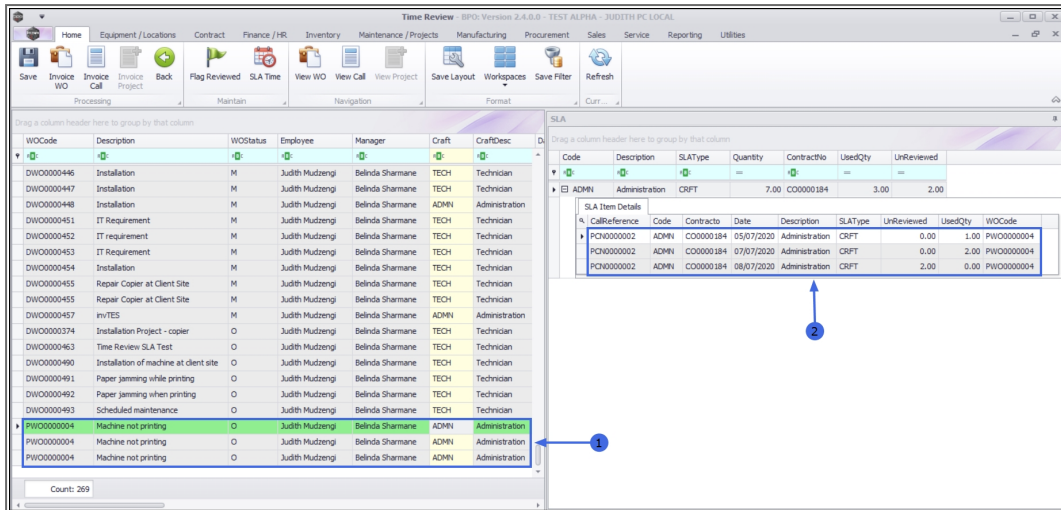
In the *SLA Items Details* panel,

- The *UnReviewed* field will now show the total number of hours that have not been reviewed on the selected call.
- The *Used Qty* will now show the total number of service or support hours that have been consumed on the selected call.



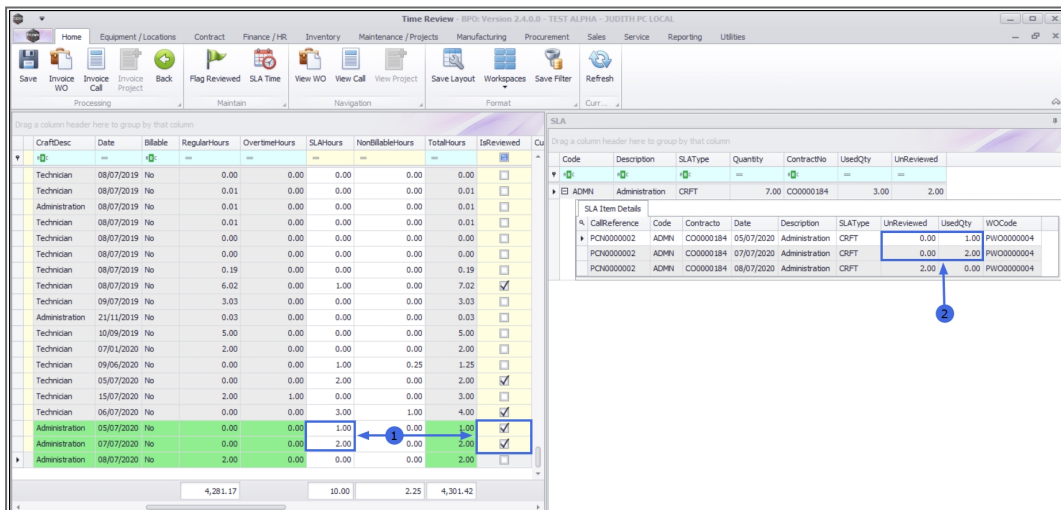
- If multiple time records were logged against a **craft inclusion**, all the individual time records will be displayed in the *SLA Item Details* panel.

1. In this image, three time records relating to the **ADMN** craft were logged and
2. each individual transaction for **ADMN** can be seen in the *SLA Item Details*.



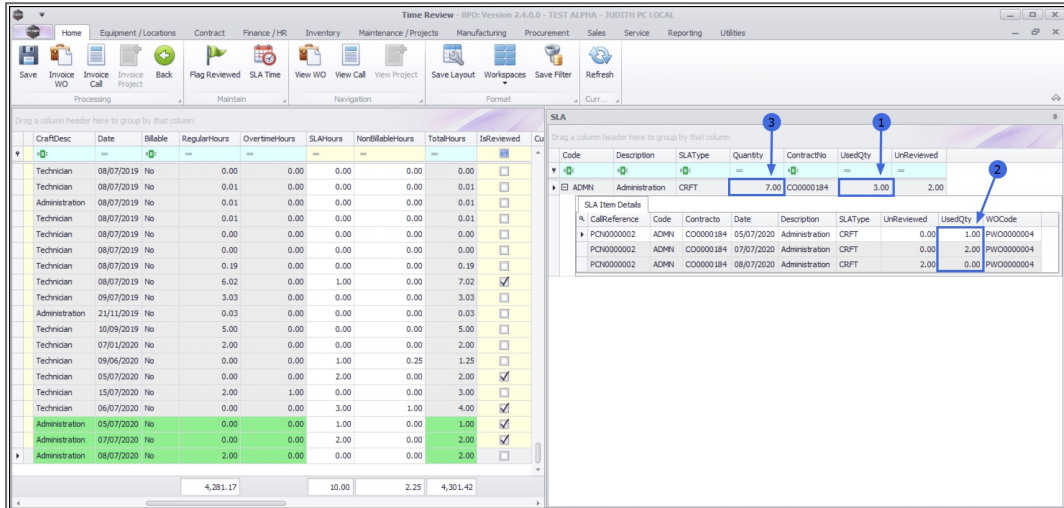
- Scroll to the right in the work orders section to view more columns.

1. In this image, the first two time records were reviewed and **1hr** and **2hrs** were allocated as **SLA Hours** respectively.
2. These individual transactions can be viewed in the **SLA Items Details** panel, where **1 hr** and **2 hrs** are displayed in the **Used Quantity** field and **0** is displayed in the **UnReviewed** field for both transactions.

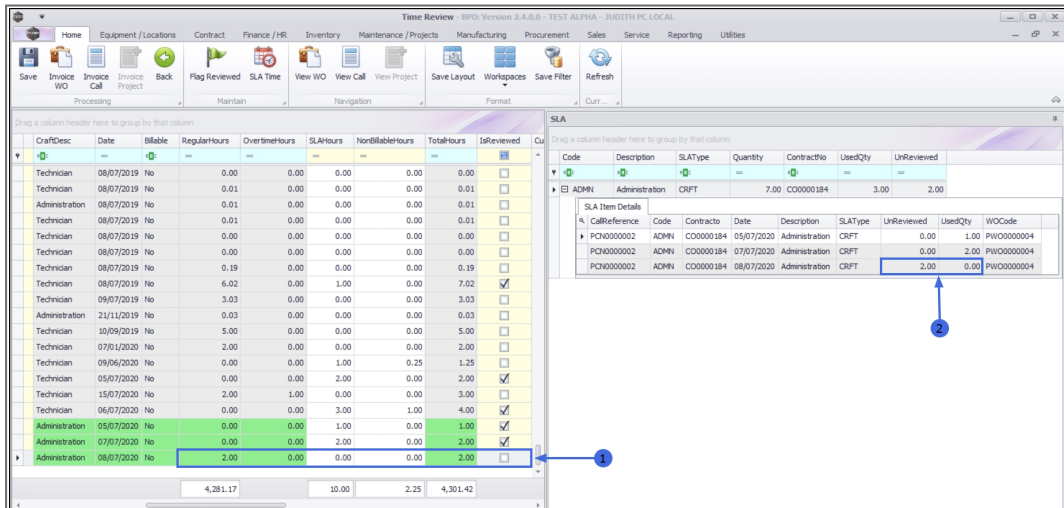


In the **SLA** panel:

1. the *Used Quantity* is the summation of all the
2. individual *Used Quantity* transactions displayed in the *SLA Item Details* frame. In this case $Used\ Quantity = 1 + 2 + 0 = 3$.
3. the $Quantity = Initial\ Quantity$ (you can view this in the **Balances** screen) - *Used Quantity*. In this case it is 7.

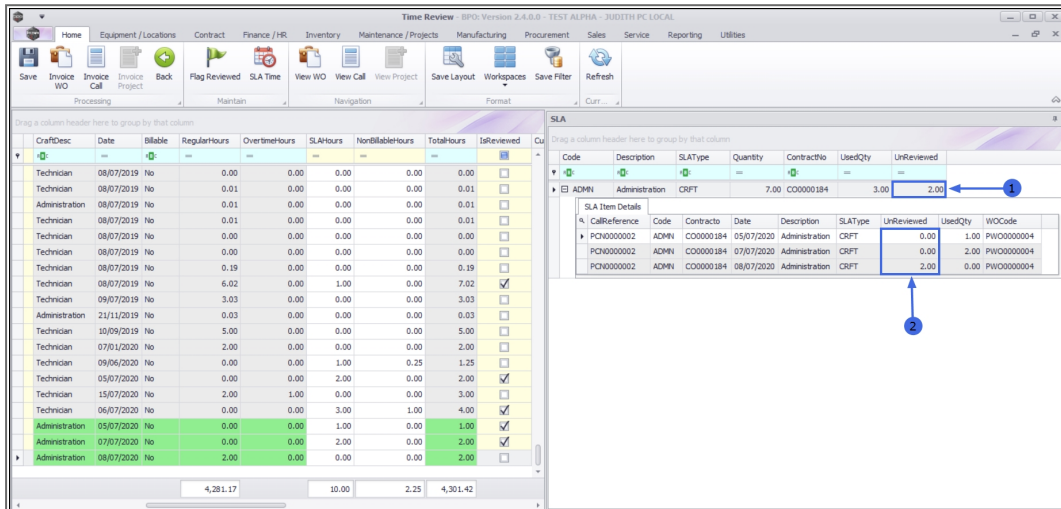


1. In the work orders panel, the last record is not reviewed and all hours are still allocated as *Regular Hours*.
2. This transaction can also be viewed in the *SLA Item Details* panel, where $UnReviewed = 2$ and $Used\ Quantity = 0$.



In the *SLA* panel:

1. the *UnReviewed* (hours) are the summation of all the
2. individual *UnReviewed* transactions displayed in the *SLA Item Details* frame. In this case, *Unreviewed* = 0 + 0 + 2 = 2 since there is only 1 transaction that has not been reviewed yet.



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

MNU.075.001