ServiceLedger 2009

Getting Started Guides

Getting Started with the

Service Manager

This guide will document how to use the ServiceLedger Service Manager for tracking, managing and invoicing of your jobs.

Introduction:

The ServiceLedger Service Manager is the heart and soul of ServiceLedger and where you will most likely spend most of your time working in ServiceLedger. The Service Manager is where you will create, track and manage all of your jobs in ServiceLedger.

What's New in ServiceLedger 2009 (Version 9)?

ServiceLedger added significant functionality to the Service Manager in ServiceLedger 2009 including the following:

- Ability to easily view all job costing information on each job via the new Job Costing tab. This tab allows you to view and add job costing information only without having to update the job invoice charges.
- Restriction on equipment quantity per invoice line item was lifted from one item to unlimited items. This allows you to have a quantity greater than one for equipment items when adding equipment items on the job invoice charges.
- Time Entry Window has been expanded and improved to easily enter time for travel and job time, as well as improved functionality for tracking and billing for mileage. Time Allocation Window has been expanded to track time to tasks performed on a job.
- Job Expense function has been added to track job expenses and reimbursement expenses to technicians.
- Commission function has been expanded to better track and mange resource commissions for technicians.
- Meter Tracking has been expanded to allow each equipment record to track up to four different meters per equipment record.
- Service Tasks have been expanded to allow more task tracking including the ability to specify a quantity to determine the number of times a task will be performed on a job and a new Task Scheduling tool to schedule tasks out to resources.

Benefits of the ServiceLedger Service Manager:

The Service Manager allows you to create and track your job work orders, schedule the work orders to your resources, update work orders with tasks, invoice information and time entries and then create invoices from work orders with a click of a button. Work Orders can be linked to a project for better project management tracking as well as agreements for better contract management tracking.

Service Manager Administration:

The Service Manager will require the following items in order to create a work order:

1. Must have an account customer for the work order.
2. Must have resources to schedule the work order.
3. Must have items to invoice the work order.

Additional functionality of the Service Manager may require additional items necessary to use.

Work Order Creation:

Work orders can be created one of several different ways. The following ways are the most common ways that work orders are created:

1. Creating work orders (non-automation)

This method is the most common where a customer calls, request work and you create the work order. You can create the work order from an account, account location, equipment, agreement or project by clicking on the appropriate create work order button or the work order can be created from the work order list or dispatch or scheduling board.

2. Converting quotes (automated)

This is an automated step that will convert a quote to a work order that is ready to be scheduled. All scope of work (request) and items quoted will be copied over to the quote.

3. Recurring work orders (automated)

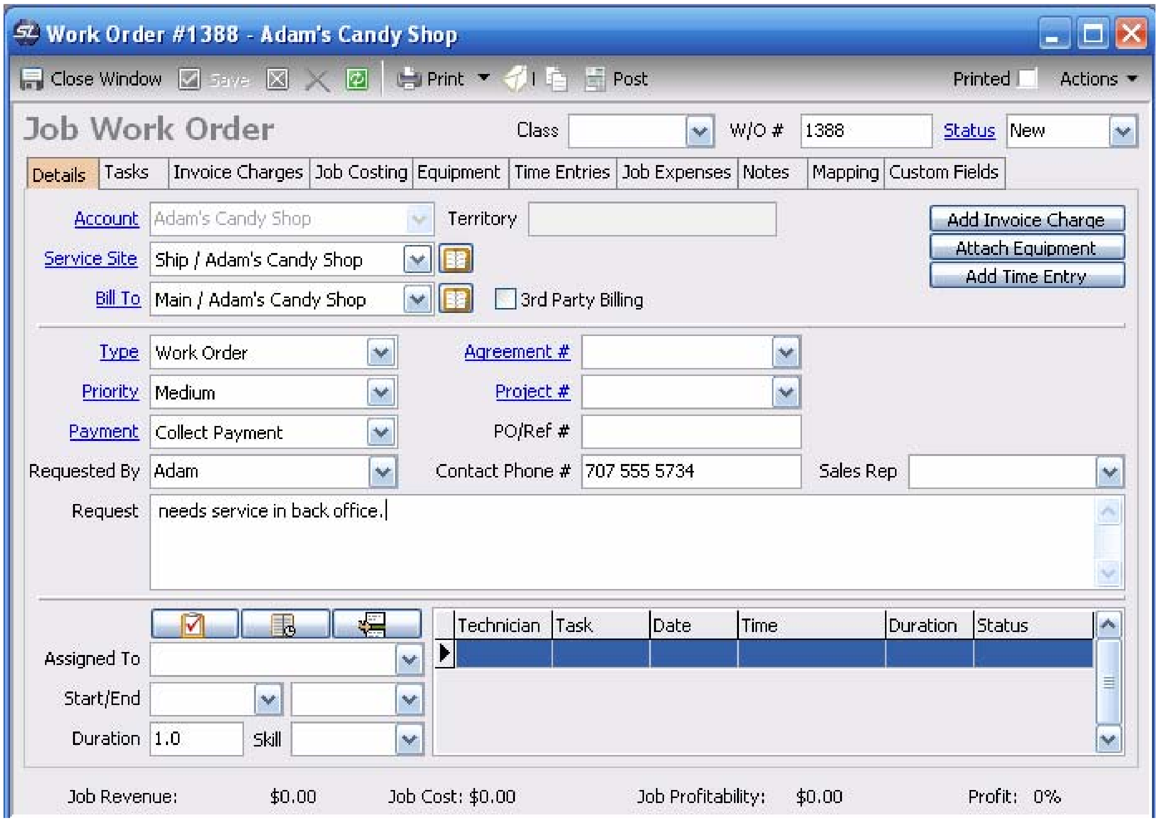
This is an automated step based upon recurring tasks you create for your customers. This is an automated step where the work orders are created for you from the Task Scheduler.

4. Preventative maintenance (automated)

This is an automated step based upon preventative maintenance schedules for equipment. This is an automated step where the work orders are created for you from the Equipment PM Scheduler.

Creating Work Orders:

Since this is the most common way you will create work orders, we will focus on the creating work order process. You can create a work order by clicking on **Service | Work Orders | Add New Work Order** from the **Navigator** or you can click on the appropriate **Create Work Order** option from any account, account location, equipment or agreement window.



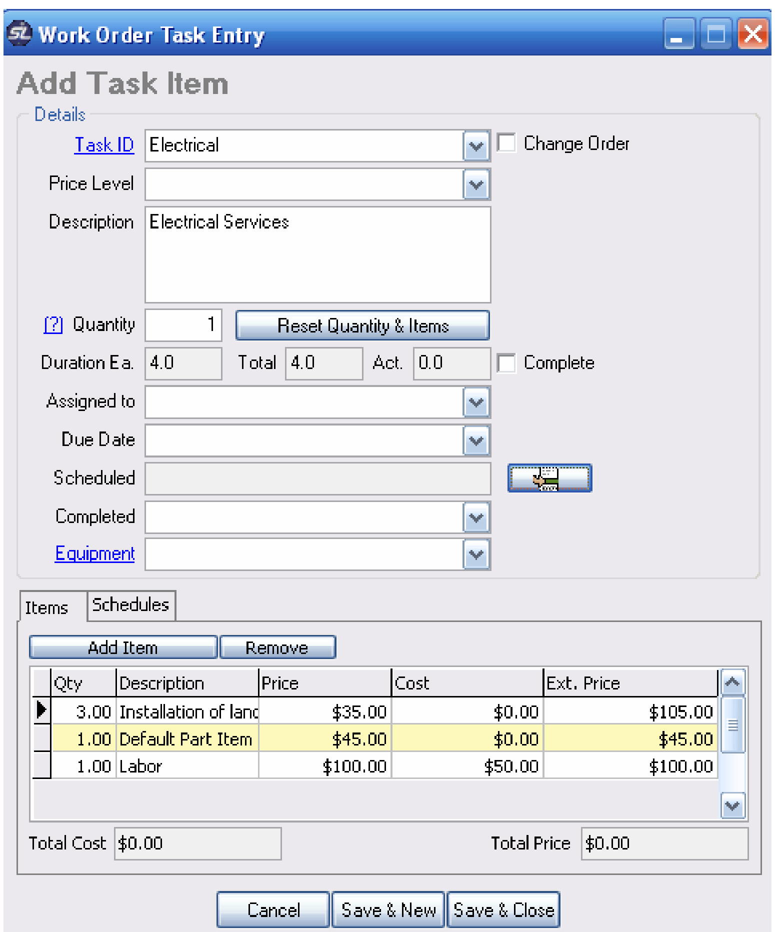
1. Select the **Account** you are creating the work order for. Click on the blue **Account** hyperlink to add an account on-the-fly.
2. Select the **Account Location** you are servicing.
3. Select the **Account Location** you want to send the invoice too. Note: If you are doing 3rd Party Billing – you can check the **3rd Party Billing** checkbox to open up your 3rd Party Payers in the **Bill-To** drop-down to select a 3rd Party Payer.
4. Select the **Work Order Type**. This is useful for reporting on different types of services you perform.
5. Select the **Work Order Priority**.
6. Select the **Work Order Payment**. This will default to the default payment option for the account.
7. If the work order is to be associated with an agreement, select the **Agreement** to link the work order to.
8. If the work order is to be associated with a project, select the **Project** to link the work order to.
9. Enter **PO/Ref #.** This is used to track customer purchase order or reference number to be copied to the invoice.
10. Enter the **Requested By** – who is requesting service.
11. Enter the **Contact Phone #**

12. Select a **Sales Rep** for the work order, if any.
13. Enter a **Request** – nature of service or work to be performed.
14. Click the **Save** button to save the work order.

Adding Tasks:

Service Tasks are a useful feature in ServiceLedger that will allow you to take common service tasks and add them to the work order with one click including all parts and labor to be invoiced for the task. This is a time saving feature that allows you to automatically update job duration based upon the expected duration for each task to be performed and update your work order invoice charges with all items to be invoiced for the task. Additionally, using service tasks allow you to track actual time spent on the task against the estimated time for the task for better resource productivity and efficiency tracking.

Click on the **Task** tab from the work order to add a task. A listing of all service tasks will display in the grid. Click the **Add Task** to add a single task or click **Add Task Group** if you have created groups of tasks to be performed (another time saving steps that will create multiple tasks with one click of a button in the work order).



1. Select the **Task ID** or click on the blue **Task ID** hyperlink to add a new service task on-the-fly.
2. The **Description** will auto-populate.
3. Enter a **QTY** – number of times this task will be performed. For example, if you are installing a light switch in ten different rooms and you have a single task for a single light switch, you can enter a quantity of 10 to update the work order that the task will be performed ten times.
4. **Assigned To** is who is assigned or scheduled to the task.
5. **Due Date** is the date the task is due to be completed, usually important with projects.
6. **Completed** is the date the task is completed.
7. **Equipment** is the equipment being serviced, usually related to preventative maintenance tasks.
8. The **Item** tab will list all items to be invoiced as part of this task.
9. The **Schedule** tab will list all resources scheduled to perform this task.

Scheduling Tasks:

You can schedule any task from the **Task** tab by right-clicking on any task in the grid and selecting the **Schedule Task** button or from the task by clicking on the **Schedule Task** icon. Scheduling a task, as opposed to the work order, is useful in that you may have multiple resources scheduled to a single work order, but each resource is only responsible for a different task.

Completing Tasks:

You can complete any task from the **Task** tab by right-clicking on any task in the grid and selecting the **Complete Task** option or from the task by clicking on the **Completed** checkbox. While not required, it is useful to complete the task and record the time spent on the task via a **Time Entry** for reporting purposes.

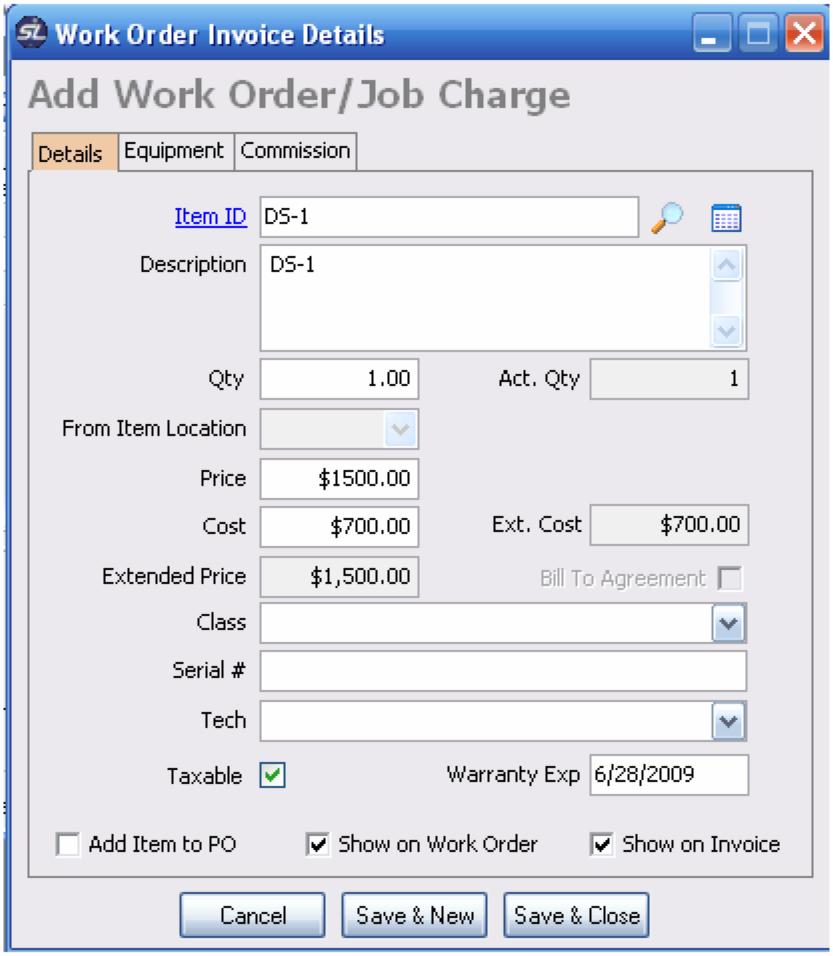
Adjusting Quantities and Resetting Quantities:

The **Task QTY** option allows you to take a single task and update the work order that you are performing the task multiple times. Behind the scenes, the work order will adjust the expected duration (single task duration times the quantity) and the items (single task item quantity times the task quantity). If you made a mistake and need to adjust it, click on the **Reset Quantities and Items** button to reset the **Task Qty** to 1 and all item quantities to the single task item quantity.

Adding Invoice Charges:

There are different ways where the work order can be auto-populated with invoice charges automatically without the need to manually enter the invoice charges. Converting quotes to work orders is a common example, as well as using Service Tasks to update the work order with tasks to be performed with associated invoice charges. Additionally, time entered on a job can create labor charges pulled from the Time Entry window.

Click on the **Invoice Charge** tab to enter an invoice charge and click on the **Add Invoice Charge** button.



1. Select the **Item ID** by clicking on the **Item Lookup** button.
2. The **Description** will automatically populate – however you can edit it as necessary for this work order.
3. Enter the **Qty** of the items to be ordered.
4. If the item is inventoried, select the **Item Location**. Note: Item Location is skipped if the item is not inventoried.
5. Use the default **Price** or change, as necessary
6. Use the default **Cost** or change, as necessary.
7. **Extended Price** is auto-calculated based upon the quantity times price.
8. If you are using class reporting, select the **Class** for the invoice charge.
9. If the item is serialized, select the **Serial Number**.
10. Select the **Tech** who performed the service – defaults to tech assigned.

11. If the item is taxable, check the **Taxable** checkbox. It will default to the taxable status defined for the item.
12. **Warranty Expiration** is auto-calculated based upon your warranty period defined for the item.
13. **Add Item to PO** allows you to flag purchasing to purchase this item.
14. **Show Item on Work Order** allows you to either show or hide the item on the printed work order.
15. **Show Item on Invoice** allows you to either show or hide the item on the printed invoice.
16. Click **Save & Close** if you have no more items to add or **Save & New** if you have more items to add.

<u>Invoicing Work Orders:</u>

When a work order is posted, an invoice is generally created. However, there are options that may allow a work order to be posted and an invoice not created. Below are several options you should be aware of.

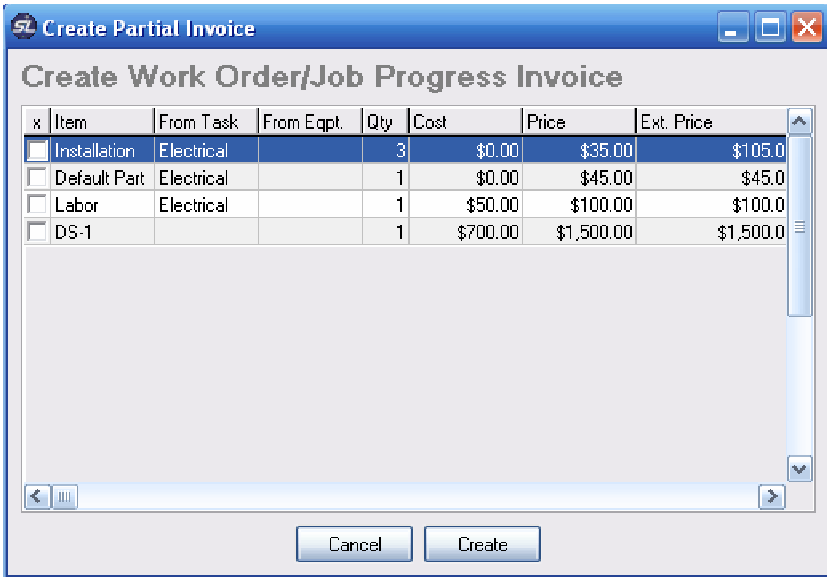
1. Work orders linked to **Projects** – if a work order is linked to a project, the work order will not create an invoice when posted if the **Project Invoice Type** = **Project Only Invoicing** or **Quote Only Invoicing**.
2. **Batch Work Order Invoicing** – this feature allows you to consolidate multiple work orders into a single invoice. If this feature is turned on, no invoice will be created when posting the work order and you must go to the **Batch Work Order Invoicing** window to consolidate work orders for clients and create a single invoice.

<u>Invoice Charges & Agreements:</u>

If a work order is linked to an agreement, the agreement coverage will define what charges will be absorbed by the agreement and what charges are not covered by the agreement and will be invoiced to the customer. For any item that is covered by an agreement, the **Extended Price** of the item will be set to 0 if the item is covered. It is possible that the coverage will only accept partial coverage of an item and the **Extended Price** will adjust itself to what is and what is not covered.

<u>Work Order Progress Invoicing:</u>

A work order allows progress invoicing. This feature should not be confused with the **Project Progress Invoicing** feature that is very robust and flexible. The **Work Order Progress Invoicing** feature allows you to invoice each line item as it is completed without having to wait until the work order is posted to create the invoice. This feature will allow multiple invoices to be linked to a single work order. When the work order is posted, any items that have not been invoiced will create a final invoice for the work order.



1. Click the items to be invoiced.
2. Click on the **Create** button to create the invoice.

Tracking Job Costs:

You can track all job costs on a work order via the Job Costing tab of the work order. This is where you can view all costs associated with the job including parts, equipment and labor costs, as well as expenses.

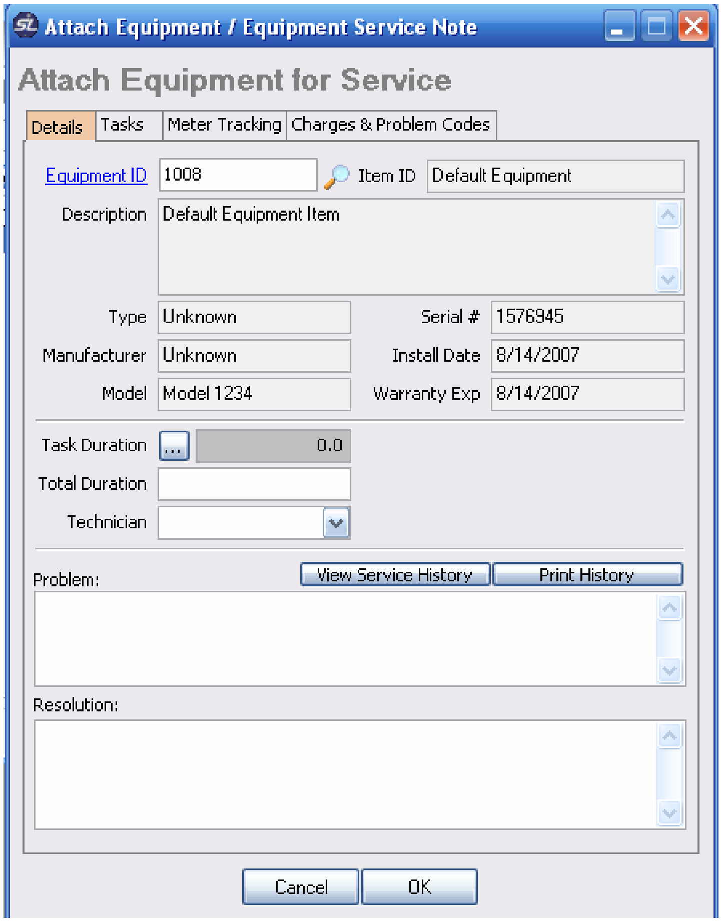
Click on the **Add Cost** button to add a job cost. The window is the same as the **Add Invoice Charge** window, except it will not allow you to enter a **Price** and the **Extended Price** will be set to zero. If you are going to be invoicing the customer for any item, you must use the **Add Invoice Charge** window.

Job Cost should only be used for items you will not be invoicing to the customer.

Tracking and Servicing Equipment on Work Orders:

Equipment service tracking is an important component of ServiceLedger from an equipment management perspective, as well as equipment preventative maintenance scheduling and tracking. If you service equipment and want to track the service history for a specific equipment record, you can attach the equipment to the work order and track its history separate from the work order. Any work order allows you to attach one or multiple equipment records to the work order.

Click on the **Equipment** tab to view existing equipment attached to the work order. Click on the **Attach Equipment** button to attach an equipment record to the work order.



1. Select the **Equipment** to be serviced.
2. The **Item ID, Description, Type, Serial #, Manufacturer, Install Date, Model** and **Warranty Exp** will auto-populate based upon the information provided by the equipment record.
3. Enter a **Problem** – problem customer is having - for the equipment.
4. Enter a **Resolution** – resolution to problem – for the equipment.
5. Click **OK** to save the equipment attachment.

<u>Tracking Equipment Tasks:</u>

From the Attach Equipment for Service window, click on the Task tab. This is where you can perform any service task specific to this equipment. This is useful for preventative maintenance tasks where you need to perform tasks on a regular basis. *Note: When the work order is created from the PM Scheduler, the preventative maintenance tasks will automatically populate for the work order equipment record.*

When you add the task from this window, it is specific to this equipment record. The service task window is the same as if you added the service task to the work order.

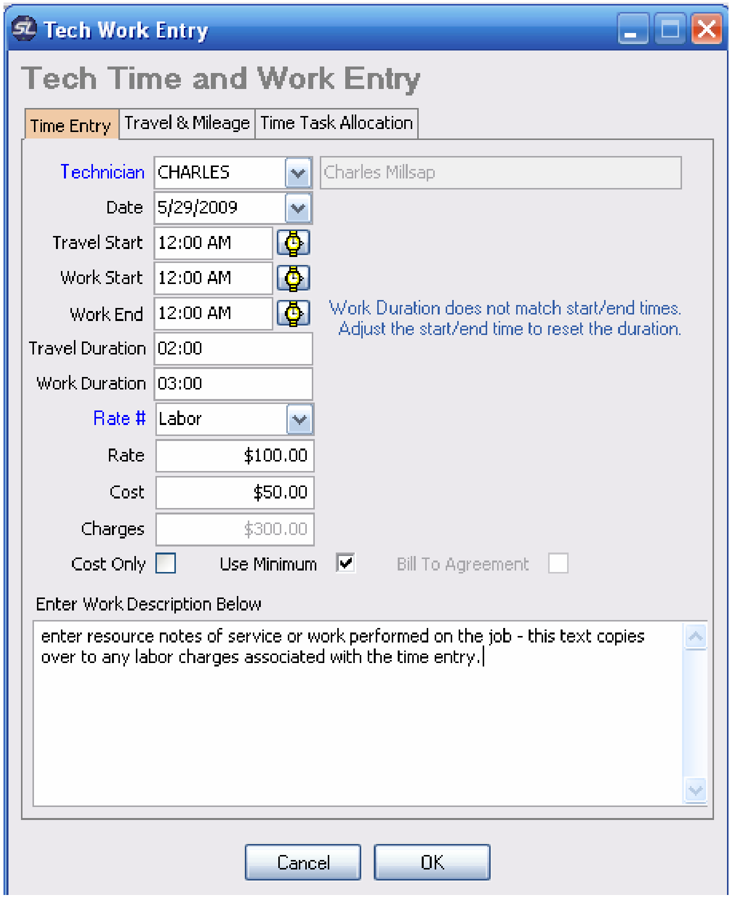
Meter Tracking:

Meter tracking is a useful feature if you need to track meters in ServiceLedger. While you can enter meter tracking details on the work order, it is recommended that you use the new Meter Tracking Billing window to invoice for meter tracking. The Equipment Meter Tracking documentation should be referred to if you are wanting to track and invoice meters.

Tracking Resource Time via Time Entries:

Time entries are in invaluable way for you to track the efficiency and productivity of your resources. Time entries allow you to track the time your resources spend on a job, or a specific task on a job, and compare the actual time to estimated time for productivity tracking. Time entries allow you to track travel time and job time, as well as invoicing for travel and job time. Additionally, time entries allow you to track mileage to and from a job and invoicing for mileage, if applicable for your business.

Click on the **Time Entry** tab to view existing time entries on the work order. To add a time entry, click on the **Add Time Entry** button.



1. Select the **Technician** to record his/her time.
2. Select the **Date** of the time entry.
3. If you wish to track actual time, enter the **Travel Start Time**. Time should be entered in xx:xx AM or PM format.
4. If you wish to track actual time, enter the **Work Start Time**. Time should be entered in xx:xx AM or PM format.
5. If you wish to track actual time, enter the **Work End Time**. Time should be entered in xx:xx AM or PM format.
6. **Travel Duration** will auto-populate based upon the **Travel Start Time** and **Work Start Time** or you can manually enter travel duration.
7. **Work Duration** will auto-populate based upon the **Work Start Time** and **Work End Time** or you can manually enter work duration.
8. Select the **Rate** – to be used if you are invoicing time or need to track resource costs on the work order. A resource can have more than one rate for different types of services they may perform.
9. The **Rate** will auto-populate based upon the rate for the technician, or you can overwrite.
10. The **Cost** will auto-populate based upon the cost for the technician, or you can overwrite.
11. **Charges** will auto-calculate based upon the **Work Duration** times the **Rate**.

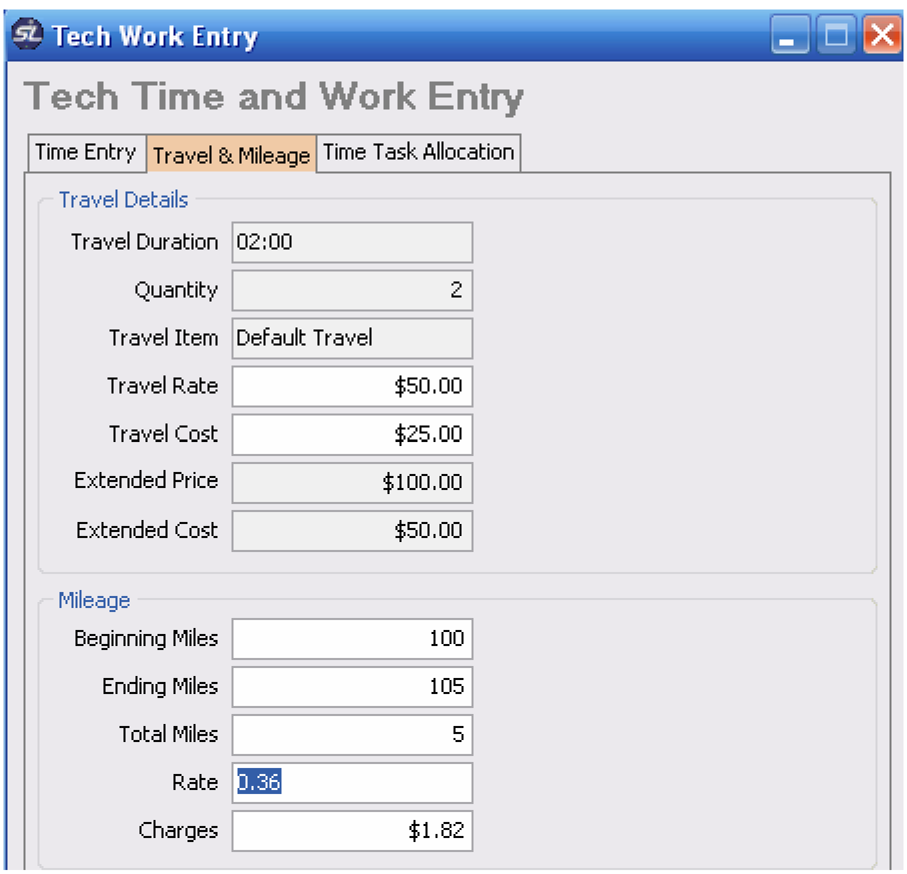
12. If you are wanting to track the time for costing purposes only and not invoice the customer for the time, select the **Cost Only** checkbox.
13. Enter a **Description** for work performed by the resource.
14. Click **OK** to save the time entry.

Invoicing Time Entries:

Time entries will automatically create an invoice charge for the time unless the time entry is a cost-only time entry or the rate is set to 0. The invoice charge is created at the time you hit the **OK** button to save the time entry. If you need to modify the invoice charge, it is recommended that you modify the time entry and then when you hit OK it will edit the invoice charge for you automatically. This will keep the time entry and invoice charge in synch.

Travel & Mileage

You have the option of invoicing for travel and mileage from the time entry. Click on the **Travel & Mileage** tab from the time entry to invoice for any travel and mileage.



For Travel:

1. **Travel Duration** defaults to the travel duration entered on the previous screen.
2. **Quantity** defaults to the quantity entered on the previous screen.
3. **Travel Item** defaults to your default travel item in ServiceLedger.
4. **Travel Rate** is the default rate for the travel item, or you can overwrite.
5. **Travel Cost** is the default cost for the travel item, or you can overwrite.
6. **Extended Price** and **Extended Cost** will auto-calculate based upon the **Quantity** times **Rate** for **Extended Price** and **Quantity** times **Cost** for **Extended Cost**.

For Mileage:

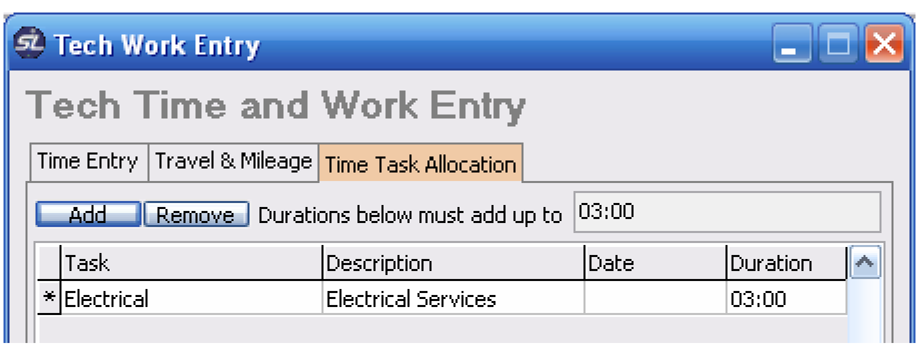
1. **Beginning Miles** is the miles on vehicle before the resource starts travel.
2. **Ending Miles** is the miles on vehicle after resources arrive at job.
3. **Total Miles** is the difference between **Beginning Miles** and **Ending Miles**.
4. **Rate** is the rate of mileage as defined in ServiceLedger – under **Travel & Mileage Defaults.**
5. **Charges** are the total charge for the mileage.

When you click **OK** on the time entry, the travel and mileage invoice charges will be automatically populated on the work order if there is an **Extended Price** and/or **Charge**.

Time Allocation:

ServiceLedger gives you the ability to break-down time entries to specific tasks via the **Time Allocation** tab on the time entry. This is useful if you want to track time down to the task level of the work order.

Click the **Add** button to add a time allocation.



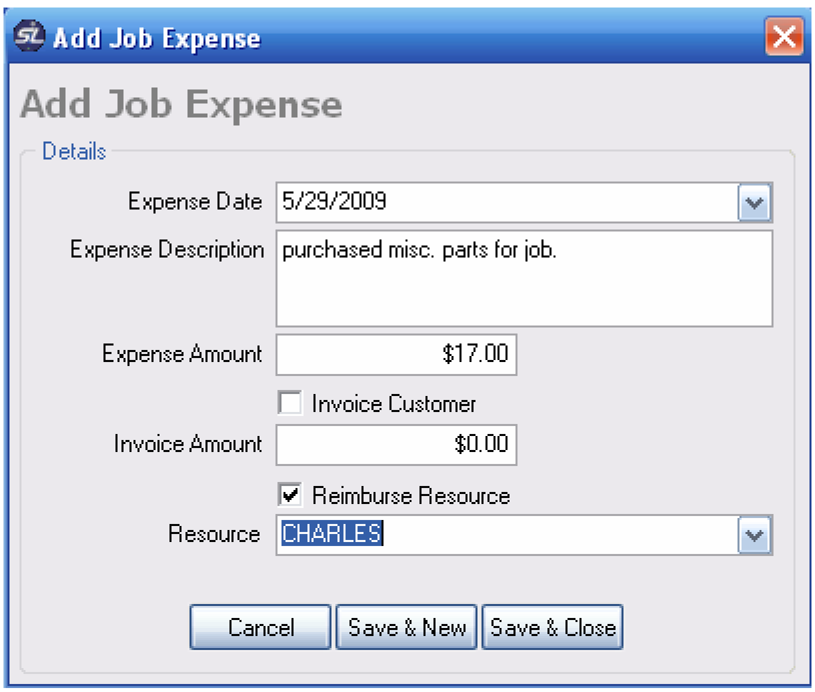
1. Select the **Task** from the grid. A task must be on the work order in order to allocate time against the task.
2. The **Duration** will default to the time entry, unless otherwise manually adjusted.

3. If you have multiple tasks on a work order and allocating time against multiple task, the **Duration** field should be adjusted for each task to ensure the time is allocated to the proper task.
4. Task allocation must equal the time entry duration. For example, if you have a 4 hour time entry and you want to allocate the four hours to three different tasks, you can select the duration for one task at 1 hour, the second task at 2 hours, and the third task at 1 hour. The allocation must equal the time entry duration.

Tracking Job Expenses:

Job expenses are useful if you have miscellaneous expenses on a job you incur that you may or may not be able to invoice the customer for. Job expenses also allow you to track reimbursable expenses of your resources. All job expenses update the cost of the job regardless if you are invoicing the customer for the expense or not.

Click on the **Job Expense** tab to view existing expenses. Click on **Add Expense** to add a new job expense.



1. **Expense Date** is the date the expense was incurred.
2. **Expense Description** is a description of the expense.
3. **Expense Amount** is the amount of the expense.
4. **Invoice Customer** checkbox flags the work order if the customer should be invoiced or not.
5. **Invoice Amount** if the amount to invoice customer, if **Invoice Customer** checkbox is checked.

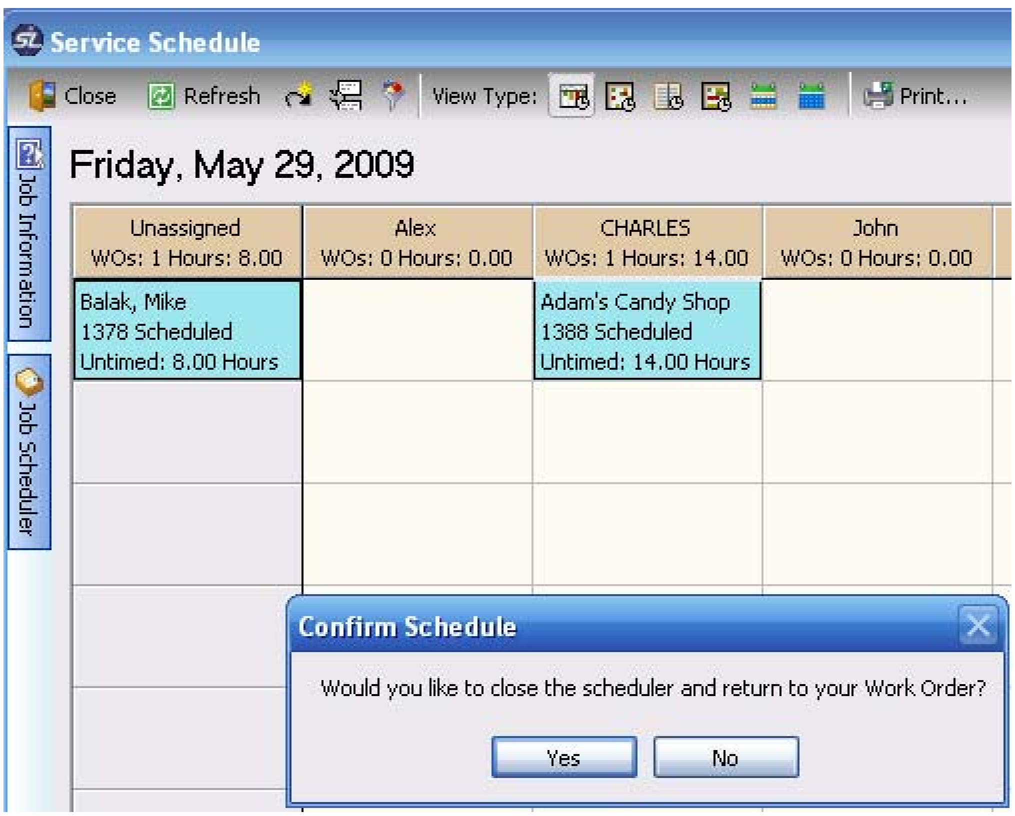
6. **Reimburse Resource** flags the **Expense Manager** to flag this expense for resource reimbursement.
7. **Resource** is the resource to be reimbursed for the expense.

Expenses are recorded in the **Job Costing** tab unless you are invoicing the customer for the expense where you will see it in **Invoice Charges** as well.

Scheduling Work Orders:

Based upon your scheduling & dispatching preferences, you can schedule the work order on the **Dispatch Board** or any of the scheduling boards including the **Time View, Slot View** or **Project View** schedulers.

Click on the **Schedule Work Order** button to schedule the work order in the scheduler. Depending upon the scheduling board you choose, select the resource, date and time, if applicable, to schedule the work order.



Any work order can be scheduled with multiple resources and/or scheduled for multiple days. Repeat the process to schedule more resources on a job or to schedule a resource on a job for multiple days.

For more options on Scheduling & Dispatching, please review the **Scheduling Manager** or **Dispatch Manager** documentation.

Understanding Work Order Statuses:

Work Order Statuses are an important work order tracking tool to help you better manage and track the status of your work orders. When used properly, the statuses can let you know what work orders are new, what work orders are scheduled, what work orders are past-due, what work orders are completed, etc.

ServiceLedger has the following system-generated statuses that will automatically update based upon the status or tracking of the work order:

1. **New** – a status of new is an alert that the work order has been created, but not scheduled or assigned.
2. **Scheduled** – a status of scheduled is an alert that the work order has been created and scheduled.
3. **Past-Due** – a status of past-due is an alert that the work order was scheduled and that date has passed.
4. **Closed** – a status of closed is an alert that the work order is closed and no further work can be performed on the work order.

Additionally, additional statuses are available or you can add custom statuses.

1. **Completed** – a status of completed is an alert that the work order is completed.
2. **Hold** – a status of hold is an alert that the work order is on hold and all scheduled activity has been removed.
3. **Reset** – a status of reset will reset the work order back to the automated tracking.
4. **Waiting for Parts** – a status of Waiting for Parts is an alert that parts are on order and waiting to be received.

Posting Work Orders and Creating Invoices:

When a work order is completed you will need to post the work order to close the work order and create an invoice, if any. Even if you have performed **Progress Invoicing** from the work order, you will need to post and close the work order when it is completed to remove it from your pending work orders for better work order tracking management.

It is important to note that the work order must be completed and all information updated including tasks performed, invoice charges to be invoiced added, equipment to be serviced and time entries, etc. before you post the work order. Once the work order is posted, you are unable to go back into the work order to make modifications.

Click on the **Post** button to post the work order. You will be prompted if you want to close the work order. Select **Yes** and follow the prompts, if any.

Managing Work Orders:

The **Work Order List** is an excellent tool to help you manage your work orders. The list allows you to sort, filter and review work orders that match any criteria you are looking for. You can search by work order number, account name, status, etc. Double-click on any work order from the **Work Order List** to open any work orders.

ServiceLedger also provides the **Escalation Manager** that allows you to see work orders in escalated view. Click on **Service | Work Order | Escalation Manager** to view the **Escalation Manager**. This view allows you to view work orders sorted by different criteria including due dates, status, etc.

ServiceLedger also provides a tracking tool on the **Overview** Window that allows you to track work orders by new, scheduled, past-due and completed statuses. Click on the **Overview | Service** tab to access this view.

If you have any questions about the Service Manager or the work order process not covered in this document, please email questions@serviceledger.com.