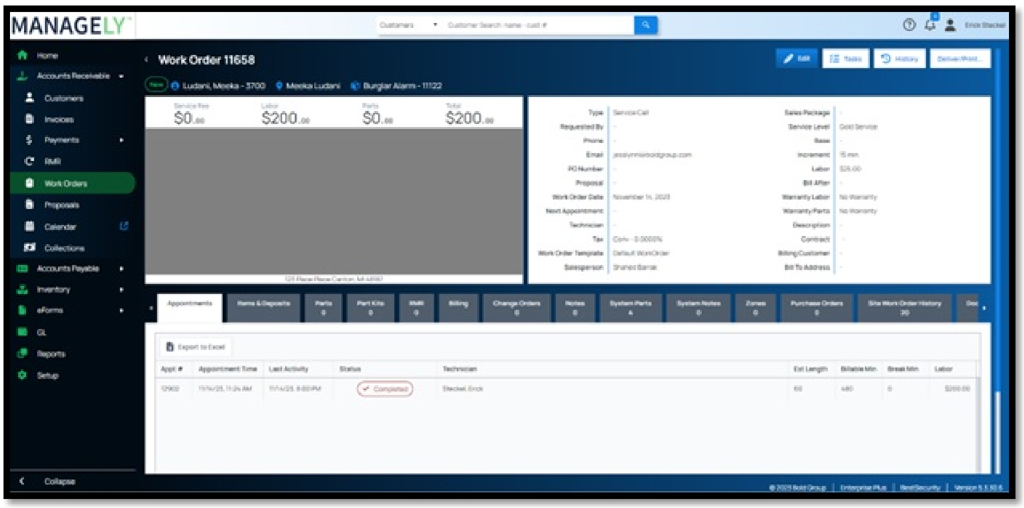
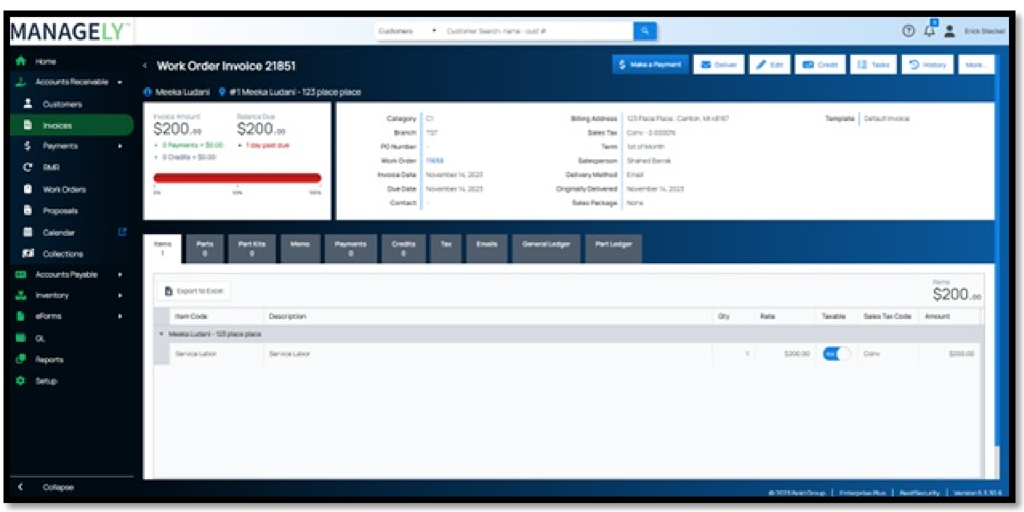
How to get the work order/service call invoice to display the labor and rates (Managely)

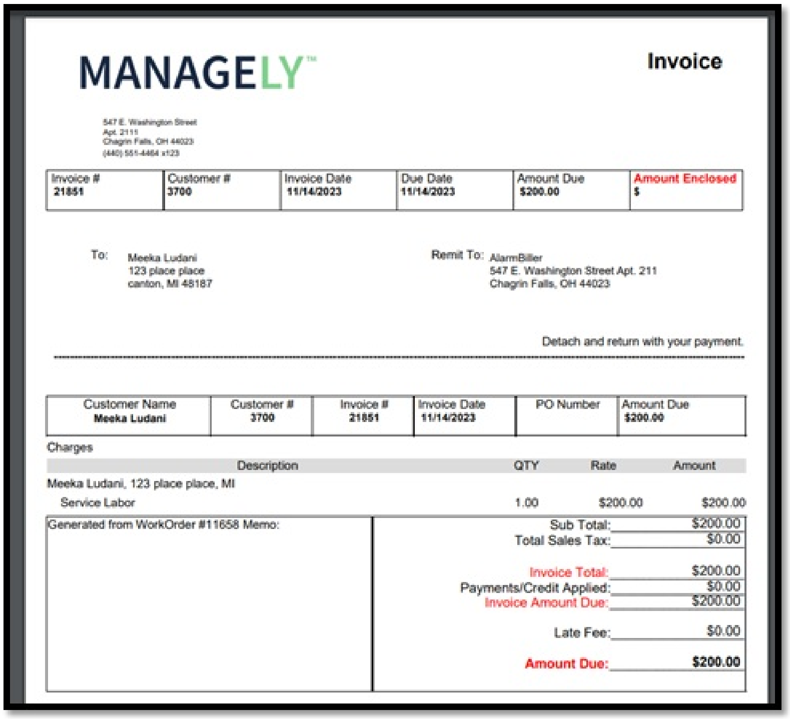
02/12/2024 5:55 pm EST

When a work order/service call is closed out and invoiced the labor will be shown as a single line item. We have sent this to our Product Management Team for review, however, you can manually adjust this as shown in the below example.

Let's say we had a service call that required eight hours of labor at $25 an hour. The work order and invoice will look like this...







MANAGELY™

Invoice

547 E. Washington Street
Apt. 2111
Chagrin Falls, OH 44023
(440) 551-4464 x123

Invoice #	Customer #	Invoice Date	Due Date	Amount Due	Amount Enclosed
21851	3700	11/14/2023	11/14/2023	$200.00	$

To: Meeka Ludani
123 place place
canton, MI 48187

Remit To: AlarmBiller
547 E. Washington Street Apt. 211
Chagrin Falls, OH 44023

Detach and return with your payment.

Customer Name	Customer #	Invoice #	Invoice Date	PO Number	Amount Due
Meeka Ludani	3700	21851	11/14/2023		$200.00

Charges

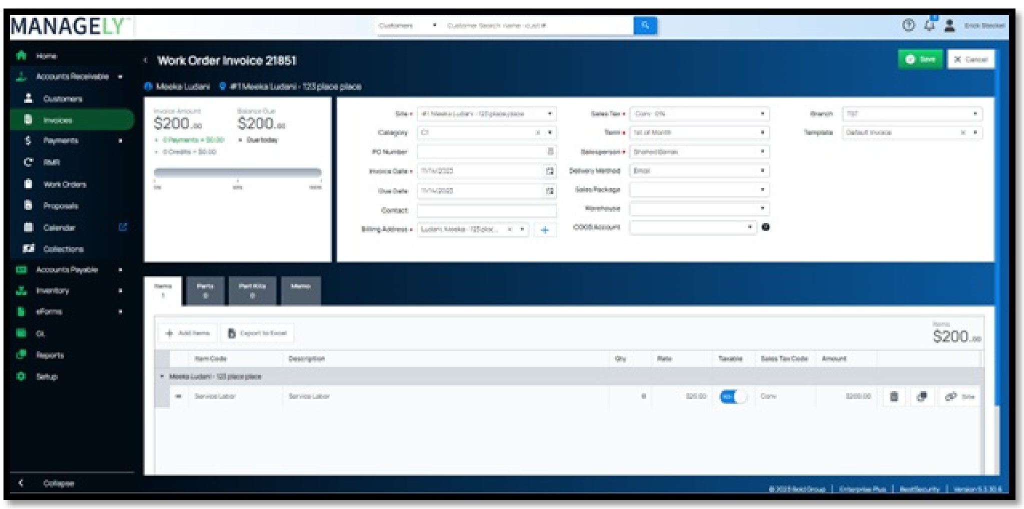
Description	QTY	Rate	Amount
Meeka Ludani, 123 place place, MI			
Service Labor	1.00	$200.00	$200.00

Generated from WorkOrder #11658 Memo:

Sub Total:	$200.00
Total Sales Tax:	$0.00
Invoice Total:	$200.00
Payments/Credit Applied:	$0.00
Invoice Amount Due:	$200.00
Late Fee:	$0.00
Amount Due:	$200.00

The issue is the labor is added as a single line item with the total of the labor in the Rate column and aquantity of 1.00

What you would need to do is go into the invoice in question, click the edit, and modify the rate and quantity like this…



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Customer Name	Customer #	Invoice #	Invoice Date	PO Number	Amount Due
Meeka Ludani	**3700**	**21851**	**11/14/2023**		**$200.00**

Charges

Description	QTY	Rate	Amount
Meeka Ludani, 123 place place, MI			
Service Labor	8.00	$25.00	$200.00

Generated from WorkOrder #11658 Memo:

Sub Total:	$200.00
Total Sales Tax:	$0.00
Invoice Total:	$200.00
Payments/Credit Applied:	$0.00
Invoice Amount Due:	$200.00
Late Fee:	$0.00
Amount Due:	**$200.00**