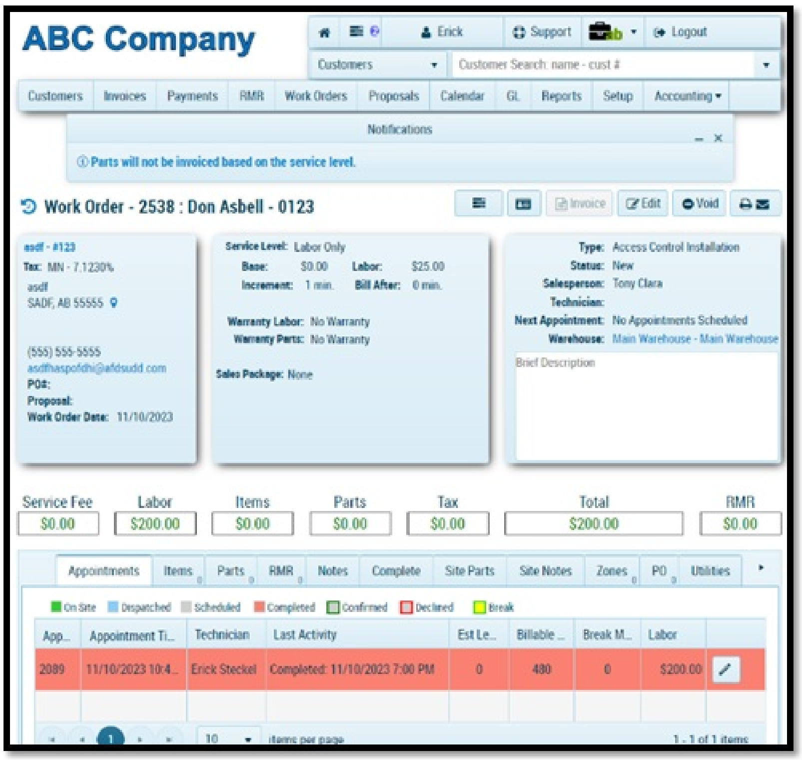
How to get the work order/service call invoice to display the labor and rates (AlarmBiller)

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...



Invoice

Invoice #	Customer #	Invoice Date	Due Date	Amount Due	Amount Enclosed
11016	**M-1089**	**11/10/2023**	**02/08/2024**	**$10,889.77**	**$**

To: Master Builders
624 Six Flags Drive Suite 265
Arlington, FL 76011

Remit To: ABC Company
999 North St.
Cleveland, OH 44139

Detach and return with your payment.

Customer Name	Customer #	Invoice #	Invoice Date	PO Number	Amount Due
Master Builders	**M-1089**	**11016**	**11/10/2023**		**$10,889.77**

Description	QTY	Rate	Amount
asdf, asdf SADF, AB			
AR	1.00	200.00	200.00

Generated from WorkOrder #2538 Memo: Does it really cost 500,000 AP to rebirth Knights of the Round?

Sub Total:	200.00
Total Sales Tax:	0.00
Invoice Total:	200.00
Payments/Credits Applied:	(0.00)
Invoice Amount Due:	200.00
Other Open Invoices:	10,689.77
Amount Due:	**$10,889.77**

The issue is the labor is added as a single line item with the total of the labor in the Rate column and a quantity 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
Master Builders	**M-1089**	**11016**	**11/10/2023**		**$10,889.77**

Description	QTY	Rate	Amount
asdf, asdf SADF, AB			
AR	8.00	25.00	200.00

Generated from WorkOrder #2538 Memo: Does it really cost 500,000 AP to rebirth Knights of the Round?

Sub Total:	200.00
Total Sales Tax:	0.00
Invoice Total:	200.00
Payments/Credits Applied:	(0.00)
Invoice Amount Due:	200.00
Other Open Invoices:	10,689.77
Amount Due:	**$10,889.77**