

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

ABC Company

ErickSupportAbLogout

CustomersCustomer Search: name - cust #

CustomersInvoicesPaymentsRMRWork OrdersProposalsCalendarGLReportsSetupAccounting

Notifications

Parts will not be invoiced based on the service level.

Work Order - 2538 : Don Asbell - 0123

asdf - #123
Tax: MN - 7.1230%
asdf
SADF, AB 55555
(555) 555-5555
asdf@asdpolice@asdfsudd.com
PO#:
Proposal:
Work Order Date: 11/10/2023

Service Level: Labor Only
Base: \$0.00 Labor: \$25.00
Increment: 1 min. Bill After: 0 min.
Warranty Labor: No Warranty
Warranty Parts: No Warranty
Sales Package: None

Type: Access Control Installation
Status: New
Salesperson: Tony Clara
Technician:
Next Appointment: No Appointments Scheduled
Warehouse: Main Warehouse - Main Warehouse
Brief Description:

Service FeeLaborItemsPartsTaxTotalRMR

\$0.00

\$200.00

\$0.00

\$0.00

\$0.00

\$200.00

\$0.00

AppointmentsItemsPartsRMRNotesCompleteSite PartsSite NotesZonesPOUtilities

On SiteDispatchedScheduledCompletedConfirmedDeclinedBreak

App...	Appointment Ti...	Technician	Last Activity	Est Le...	Billable ...	Break M...	Labor
2089	11/10/2023 10:4...	Erick Steckel	Completed: 11/10/2023 7:00 PM	0	400	0	\$200.00

1 - 1 of 1 items

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...

ABC Company
Customers

Customers
Invoices
Payments
RMR
Work Orders
Proposals
Calendar
GL
Reports
Setup
Accounting

Edit WorkOrder Invoice: Master Builders - M-1089

Invoice Number: 11016

PO Number:

Invoice Date: 11/10/2023

Due Date: 2/8/2024

Contact:

Customer Site: #123 asdf - asdf

Sales Tax: MN - 7.1230%

Term: 90 Days

Salesperson: Tony Clara

Delivery Method: Print

Invoice to Master: This Invoice will be billed to the Master Customer

Sales Package: Select a Sales Package

Warehouse: Main Warehouse

COGS Account: GL Account

Items Total: \$200.00

Parts Total: \$0.00

Estimated Tax: \$0.00

Invoice Total: \$200.00

Invoice Items Invoice Parts Memo

Site: asdf - asdf, AB

S.	Item Code	Item Description	Qty	Rate	Ta.	Sales Tax	Amount	Item Cost	Total C.	Labor
1	AR, EDITED	AR	1	\$25.00	N	MN	\$200.00	\$0.00	\$0.00	



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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