

# Item Automatically Added to Work Order

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Service Level automatically adding a line item to the work order (Managely)

In case 104261 the Dealer asked us why every time she added the service level T&M it would automatically add a line item to the work order and she would have manually delete this. This is tied to the service level and this is how you enable/disable this feature

1. Go into Setup then Service Levels and click the edit button to the right of the service level in question

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2. If the Other charges option is enabled, a line item will be added to the work order

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3. In this example, when we add the service level T&M to a work order, we see the Service Fee line item

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4. At this point, if you do not want the item, you can either delete the line item or remove it from the service level

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