

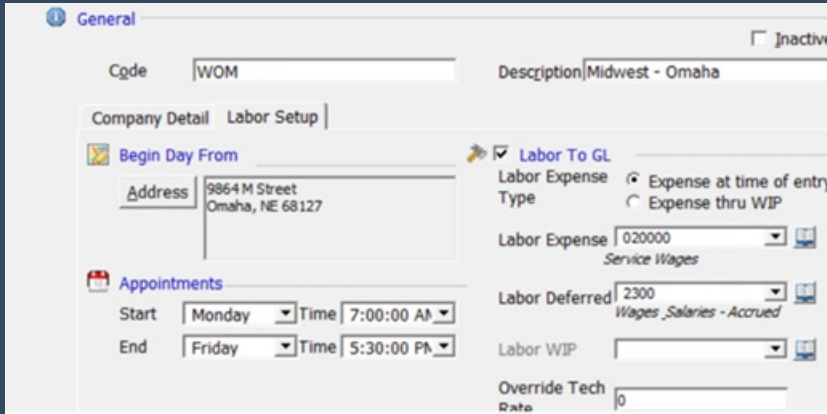
# How to Calculate O/T on Service Tickets

09/16/2024 5:56 pm EDT

When a customer wants to know how overtime is calculated on a service ticket, the following steps can be used to help with calculating.

Steps to calculate:

1. Verify the Appointments Labor hours start and end times under Sedona Setup> Service Companies> Labor Setup, below is an example.
2. Dispatch times are important because Overtime is calculated once **Dispatch** time is confirmed before Start times, for the whole day or the rest of that specific appointment.



The screenshot shows the 'Labor Setup' form in Sedona software. The form is titled 'General' and includes an 'Inactive' checkbox. The 'Code' field is 'WOM' and the 'Description' is 'Midwest - Omaha'. The 'Company Detail' tab is selected, showing the 'Begin Day From' section with an 'Address' field containing '9864 M Street Omaha, NE 68127'. The 'Appointments' section shows 'Start' as 'Monday' at '7:00:00 AM' and 'End' as 'Friday' at '5:30:00 PM'. The 'Labor To GL' section is checked, with 'Labor Expense Type' set to 'Expense at time of entry' and 'Labor Expense' set to '020000 Service Wages'. Other fields include 'Labor Deferred' set to '2300 Wages, Salaries - Accrued', 'Labor WIP', and 'Override Tech Rate' set to '0'.

Example: on 4/4 below technician was dispatched 6:30am, this triggered OT for the rest of the day

4/5 no overtime because the technician was dispatched 9:30am

4/16 below technician was dispatched 6:30am, this triggered OT for the rest of the day

5/28 below technician was dispatched 6:00am, this triggered OT for the rest of the day

Appointment	Dispatched	Arrived	Departed
2024 9:00 AM	4/4/2024 6:30 AM	4/4/2024 8:00 AM	4/4/2024 12:00 PM
2024 8:00 AM	4/5/2024 9:30 AM	4/5/2024 9:30 AM	4/5/2024 11:00 PM
2024 6:00 AM	4/16/2024 6:30 AM	4/16/2024 8:00 AM	4/16/2024 11:00 AM
2024 7:00 AM	5/28/2024 6:00 AM	5/28/2024 7:30 AM	5/28/2024 10:30 AM

4/4 dispatched 6:30 - 5.5 OT

4/5 arrived and departed – no overtime

4/16 dispatched 6:30 - 4.5 OT

5/28 dispatched 6:00 4.5 OT

1680 total minutes