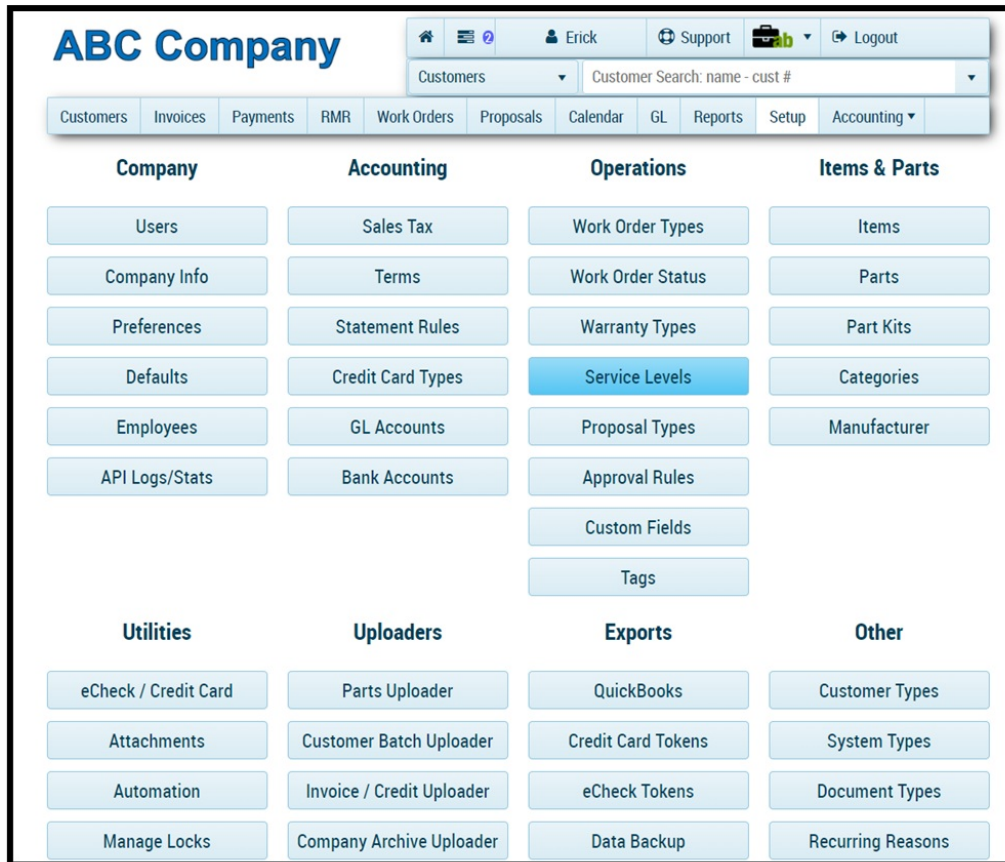


How to adjust the Service Fee on a Work Order

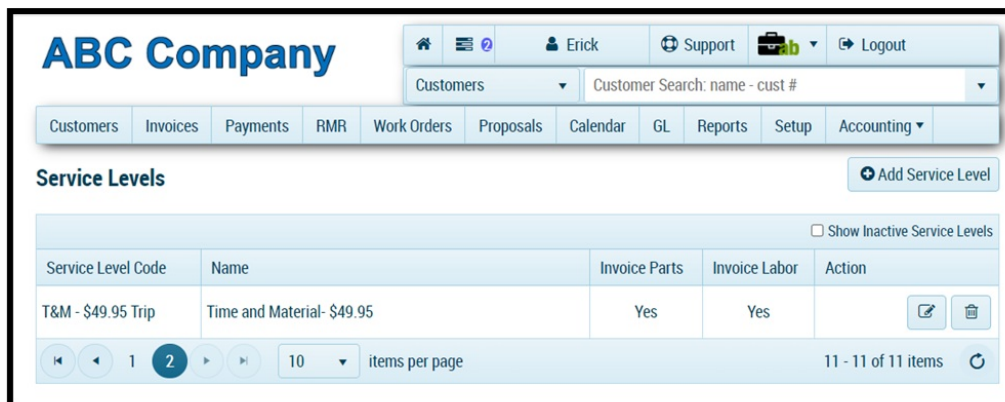
10/18/2024 5:15 pm EDT

Service fee is part of the service level. Follow these steps below to edit your service fee.

1. Click on the Setup tab up top and then click on the Service Levels (under operations)



2. Click on the pencil icon to the right of the Service Level in question



3. Edit the Base Service Fee to whatever you would like and then click Save

The screenshot shows the ABC Company software interface. At the top, there's a navigation bar with 'Customers' selected. Below it, a 'Service Level' section is visible, containing fields for 'Service Level Code' (T&M - \$49.95 Trip), 'Description' (Time and Material- \$49.95), 'Base Service Fee' (\$49.95), 'Service Item Code' (Service Labor), 'Invoice Labor' (checked), 'Hourly Labor Rate' (\$115.00), 'Labor Item Code' (Deposit), 'Billing Increment' (30 Minutes), and 'Bill After Minutes' (60). To the right, a 'Misc.' section contains fields for 'Inactive' (unchecked), 'Inactive Date', 'Invoice Parts' (checked), 'Other Charges' (unchecked), 'Other Item Code' (trip fee), and 'Other Amount' (\$0.00). At the bottom right of the form, there are 'Cancel' and 'Save' buttons.

4. When you create a new work order it will display the updated Service Fee

The screenshot shows the ABC Company software interface for editing a work order. The title is 'Edit Work Order - 2600 : Rocky Balboa - 2274'. The form is divided into several sections. On the left, there's a 'Site' section with fields for 'Site' (#1 Rocky Balboa - 78...), 'Tax' (2.Jtest - 5.0000%), 'Address' (789 Main St., Cleveland, OH 44105), 'Requested By' (rocky@gmail.com), 'Phone', 'Purchase Order Number', and 'Work Order Date' (10/7/2024). In the center, there's a 'System' section with a dropdown for 'System' and a 'Service Level' section with fields for 'Base' (\$49.95), 'Labor' (\$115.00), 'Increment' (30 min.), 'Bill After' (60 min.), 'Warranty Labor' (No Warranty), 'Warranty Parts' (No Warranty), and 'Sales Package' (Select a Sales Package). On the right, there's a 'Type' section with fields for 'Type' (Fire Inspection), 'Status' (New), 'Salesperson' (Dan Reynolds), 'Technician' (Please Select), and 'Warehouse' (Main Warehouse - ...). Below these sections, there's a 'Brief Description' field with a 500 character limit. At the bottom, there's a summary table with columns for 'Service Fee', 'Labor', 'Items', 'Parts', 'Est Tax', 'Total', and 'RMR'. The values are: Service Fee (\$49.95), Labor (\$0.00), Items (\$0.00), Parts (\$13.22), Est Tax (\$2.50), Total (\$65.67), and RMR (\$0.00). Below the table, there's a section for 'Appointments' with a 'New Appointment' button and a table with columns for 'App...', 'Appointment Time', 'Technician', 'Last Activity', 'Est Len...', 'Bill ...', 'Brea...', and 'Labor'.

