

SERVICELINK DIRECT – JOB INVOICING

ServiceLink provides a method to ensure that each job, which should be billed, gets billed. There is a safeguard to prevent jobs being carried out and then archived if they have not been invoiced. Invoices can show labour , material etc in detail , or a simple "as quoted"

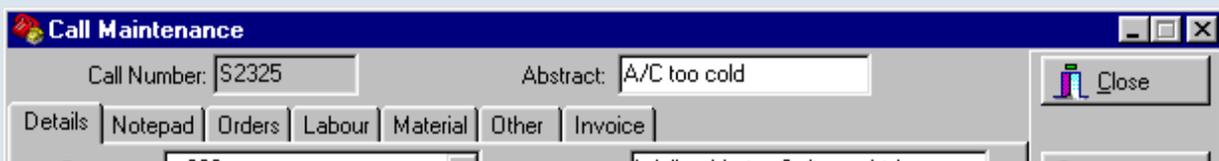
INVOICING

The user enters time and materials used for a job and the system will calculate the invoice value to be charged.

The details of contract charging (e.g. time & materials, cost plus etc) are held on the contract details. The charge rates for time are also held on each contract.

Invoice details can be posted to accounting packages that have a data import capability.

The various "tabs" on the job details provide quick access to all information about a job, including time and materials



TIME

Time against jobs can be entered either in bulk (from weekly timesheets) or per job (from jobsheets returned), or from mobile devices.

This information is then used for costing and billing.

There are facilities to have labour charged at different rates on different contracts.

The operator entering time information does not need to remember charge rates for different trades on different contracts - this is done by ServiceLink's invoicing routine

| Resource | Description | Date | Hours | Rate | Value |
|----------|-------------|------------|-------|-------|---------|
| cd | Plumber | 01/05/2000 | 4 | 25.00 | £100.00 |
| cs | Labourer | 01/05/2000 | 4 | 20.00 | £80.00 |

MATERIALS

Materials used can also be entered against jobs, thus enabling invoicing and costing data to be accumulated. Contracts can be set up for charging on the basis of time and materials, SOR , fixed price , labour only etc.

| Product | Description | Date | Qty | Price | Value |
|-----------------|--------------------------|------------|-----|----------|---------|
| 011/40413-064 | GEC 011/40413-064 63A SW | 01/05/2000 | 1 | 99.3600 | £99.36 |
| rt3231/2eb/cp/4 | C&D RT3231/2EB/CP/SS 4 | 01/05/2000 | 1 | 106.5360 | £106.54 |

SYSTEM AUDITING

The system automatically logs the date and time of the call being invoiced, as well as any changes to WIP status, employee assigned to the job etc.

This audit is automatic and is not alterable by the user, which means that an independent, verifiable history of "who did what & when" is built-in.

SOR FACILITIES

There are facilities in Service Pro that enable SOR type work to be processed and billed.

Multiple schedules can be set up within the system, for any number of clients.

The entry of \SOR codes against jobs is fast and straightforward.

ACCOUNTING SYSTEM INTERFACE

ServiceLink can interface to sales ledgers in order to transfer details of invoices printed by ServiceLink directly into the sales ledger without having to do any manual posting. (Note that this requires the sales ledger software to be capable of accepting transactions from outwith it's own database).

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INVOICE CALCULATION

If work done is chargeable, the time spent and materials used is built up, from the details entered against each job, and an invoice printed.

Jobs can be

1. Charged on a Time and materials basis.
2. Charged at a fixed price i.e. there was a fixed price quote given for this work.
- 3 Charged on an SOR basis

All jobs stay visible on the main screen until they are invoiced, they can't be "accidentally" archived before they are invoiced.

Invoicing can be done either in batches or for one specific job at a time.

JOB COSTING

The financial picture of each job is readily visible on the job invoice tab which shows costs, sales value, margin and percentage margin for labour, material, other items and in total. There are also various management reports showing job costing and profitability.



| | Estimate | Cost | Sell | Margin | % |
|----------------|--------------|----------------|----------------|----------------|--------------|
| Labour: | £0.00 | £200.00 | £400.00 | £200.00 | 100.00 |
| Material: | £0.00 | £43.99 | £43.99 | £0.00 | 0.00 |
| Other: | £0.00 | £0.00 | £0.00 | £0.00 | 0.00 |
| Totals: | £0.00 | £243.99 | £443.99 | £200.00 | 86.28 |

CUSTOMER HISTORY

It is possible to locate the job that an invoice was raised from quickly and easily using the job number , invoice number , customer order number etc