

How to Add hours to a ticket

1. Open the ticket you wish to add hours to.
2. This ticket may be linked to a JIRA issue or could be a stand alone ticket.
3. Add a new line in the hours tab of the ticket
4. Save the ticket and hours will be billed the next time the billing process is completed.

Ticket - HDTN-210695 - Quickbooks import into GL for journal entries

New Create Multiple Tickets Reply Save Search Undo Duplicate Assign To Close Ticket Watch Print Escalate Add to Calendar Close

Customer Details

Ticket No: HDTN-210695
Created By: [User]
Created Date: 03/15/2018 11:07 AM
Due/Comp Date: [Date]
Customer: [Customer]
Contact: [Contact]
Phone: [Phone]
Mobile: [Mobile]
Time Zone: [Time Zone]

Ticket Details

Company: [Company]
Priority: Sev 3 - Standard
Module: General Ledger
Assigned To: George Olney
Type: PCR-Enhance
Status: Open
Project: [Project]
Sequence: [Sequence]
Go Live: [Go Live]
Milestone: General Ledger Setup

Quickbooks import into GL for

Details Participants Attachments Hours Worked History Call Tracking JIRA Issues Ticket Links Audit Logs Activities

Quoted Milestone Hours: 20 Actual Milestone Hours: 1

X Delete Export View Filter (F3)

Agent	Hours	Date	Job Code	Billable	Rate	Description	Exported	Invoice #	Date Exported	JIRA Link
<input checked="" type="checkbox"/>	1.00	3/14/2018	PROG	<input checked="" type="checkbox"/>	200.00	Spec for GL Import - Quickbooks format	<input type="checkbox"/>	[Link]		

Enter your actual hours worked.

Rate is based on job code

Description of the work completed

Link to the invoice (this is created when the item is invoiced)

Budgeted time for this task or series is recorded her

Page 1 of 1 Refresh