

How Import Billable from Help Desk work

1. Add an Item with **Item Type** set to **Service**. See also [How to Add Item - Service Type](#).
2. Associate above item to a **billable Job Code**. See also [How to Add Ticket Job Codes](#).

Ticket Job Codes

Save Export Undo Close

+ Insert Up Down Remove Layout Filter Records (F3)

Job Code	Description	Billable	Rate	Linked Item	Supported
<input type="checkbox"/> AHE - hr	After Hours - hour	<input checked="" type="checkbox"/>	35.00	Installation	<input checked="" type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>	0.00		<input type="checkbox"/>

3. Create a ticket for the customer and add an **Hours Worked**. On the **Job Code** field, select a code that is billable and is linked to an item. The **Rate** will default to the price configured on the inventory item at the time the job gets created. See also [How to Create Tickets](#).

Ticket - HDTN-16 - Sample Import Billable from HD

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

Customer Details

Ticket No: HDTN-16
Created By: IRELY ADMIN
Created Date: 06/29/2016 11:49 AM
Due/Comp Date: 06/29/2016
Customer: ABC Reseller
Contact: Sample Contact

Sample Import Billable from HD

Details Attachments (0) Hours Worked Internal Notes History Call Tracking JIRA Issues Ticket Links Audit Logs (1)

Quoted Milestone Hours: Actual Milestone Hours: 8.00

X Delete Layout Filter Records (F3)

Agent	Hours	Date	Job Code	Billable	Rate	Description	Exp
<input checked="" type="checkbox"/> IRELY ADMIN	8.00	6/29/2016	AHE - hr	<input checked="" type="checkbox"/>	35.00		

4. Open the **Import Billable from Help Desk** screen, **Sales | Import Billable from Help Desk** menu. The screen will display all the billable hours from Help Desk.
5. Select the row/s to be imported then click the **Import** button. You have two import options,
 - a. **Import Only** - this will import the billable hours and generate an Invoice. Invoice is not posted.
 - b. **Import and Post** - this will import the billable hours, generate an Invoice, and Post the Invoice.

Import Billable from Help Desk

Import Refresh Close

Import Only
Import and Post

☒ Select All ☒ Clear All Layout Filter Records (F3)

Customer No.	Customer Name	Ticket Number	Agent	Date	Job Code	Hours	Price	Total
<input type="checkbox"/> 0001005109	no terms	HDTN-10	ARman Arenas	6/7/2016	AHE - hr	1.00	35.00	35.00
<input checked="" type="checkbox"/> 0001005095	ABC Reseller	HDTN-16	IRELY ADMIN	6/29/2016	AHE - hr	8.00	35.00	280.00

If you chose the 'Import and Post' button, it will show the Batch Posting Details once done importing. This screen will show the importing status per record. Close this screen.

Batch Posting Details

Close

Details

Open Layout Filter Records (F3)

Record No	Description
<input type="checkbox"/> SI-444	Transaction successfully posted.

Posted = 1 Failed = 0

Ready

6. This message will be displayed. Click the **OK** button. All imported records will be removed in the Import Billable from Help Desk grid.



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Billable Hours Import Completed!

OK

7. Open the Invoice search grid, **Sales | Invoices** menu. The imported record will be displayed on the upper row of the search grid.



If there are multiple imported billable hours, the system will group it by customer and location. Thus, tickets from the same Customer and having the same Location will be grouped in a single Invoice.

8. Open the Invoice record and verify the details.

Invoice - ABC Reseller

New Save Search Delete Undo Print Add Shipment Email Duplicate Unpost Recap Recurring Close

Details Prepays and Credit Memos Instructions Payments (0) Attachments (0) Audit Log (1) Comments (0)

Source: Standard Recurring: ☐ Location: 0001 - Fort Wayne PO Number: Invoice No: SI-444

Type: Invoice Bill To: ABC Reseller Freight Term: Deliver/Pickup: Pickup Split: ☐

Customer: ABC Reseller Ship To: ABC Reseller Ship Date: 7/29/2016 Salesperson: Jared Smith

Invoice Date: 6/29/2016 Ship Via: UPS Account 12000-0000-000 Currency: GBP Accrual: 1

Post Date: 6/29/2016 Terms: 5% 5, Net Due Date: 7/29/2016 Comments:

+ Insert Q Open X Remove Add Recipe Get Previous Details Layout Filter Records (F3)

Item No.	Contract No.	Sequence	Description	Ordered	Order UOM	Shipped	UOM	Discount %	Tax	Sub Cur	Price	Total	Tax Group	Weight UOM
<input type="checkbox"/>			Installation	8.00	Hour	8.00	Hour	0.00%	25.20		35.000000	280.00		
<input type="checkbox"/>			Sample service ...	0.00		0.00		0.00%	0.00		0.000000	0.00		

Bill To: ABC Reseller
Somewhere St.
Indianapolis, IN, 46204 United States

Ship To: ABC Reseller
Somewhere St.
Indianapolis, IN, 46204 United States

Item: On Hand: On Order (PO): Subtotal: 280.00

Committed: Back Order: Shipping: 0.00

Tax: 25.20

Total: 305.20

Amount Received: 0.00

Amount Due: 305.20

Posted Page 1 of 1

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Ticket Job Codes

Save Undo Close

Remove Up Down Layout Filter Records (F3)

Job Code	Description	Billable	Rate	Linked Item	Supported
<input type="checkbox"/>	AHE-hr	<input checked="" type="checkbox"/>	150.00	Installation	<input checked="" type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>	0.00		<input type="checkbox"/>

3. Create a ticket for a customer, then add an **Hours Worked**. On the Job Code field, select a code that is billable and is linked to an item. The **Rate** will default to the price configured on the inventory item at the time the job gets created. See also [How to Create Tickets](#)

4. On **Sales folder**, click the **Import Billable from Help Desk** menu. The screen will display all the billable hours from Help Desk.

Customer No.	Customer Name	Ticket Num...	Agent	Date	Job Code	Hours	Price	Total
HOMEDeALER	Home Dealers	HDTN-1	TEST	06/29/2015	AHE-hr	10.00	6.11	61.10

5. Select the row to be imported then click the **Import toolbar button**. You have two import options,

- a. **Import Only** - this will import the billable hours and generate an Invoice. Invoice is not posted.
- b. **Import and Post** - this will import the billable hours, generate an Invoice, and Post the Invoice.

6. Once importing is successful, you will receive this message. Click **OK button**. The imported billable hours should be removed in the grid.

7. On **Sales folder**, click the **Invoice** menu. The imported record will be displayed on the upper row of the search grid.

Invoice Number	Customer Name	Customer Number	Transaction Type	Term	Due Date	Invoice Total	Is Posted	Is Paid	Comments
IS-2	Home Dealers	HOMEDeALER	Invoice	5% 5 Net 30	07/29/2015	61.00			HDTN-1 - AHE-hr
IS-1	Home Dealers	HOMEDeALER	Invoice	Due 28th of the Month	06/28/2015	61.00			HDTN-1 - AHE-hr

8. Open the Invoice record and verify the details.

Invoice - Home Dealers

New Save Search Delete Undo Print Email Post Recap Close

Details Attachments

Customer: HOMEDEALER Location: 1000-Location A Invoice Date: 06/29/2015 Post Date: 06/29/2015 Currency: USD Invoice No: SI-2

Bill To: US Ship To: US

US 18 Central St.
Edison, OH, 43320 United States

US 18 Central St.
Edison, OH, 43320 United States

Salesperson: JAS Terms: 5% 5 Net 30

Ship Via: FedEx Ground PO Number:

Ship Date: 06/29/2015 Due Date: 07/29/2015

Comments: HDTN-1 - AHE-hr Freight Terms: Deliver/Pickup:

Remove Layout Filter Records (F3)

Item No	Description	UOM	Ordered	Shipped	Discount	Tax	Price	Total
Installation	service type		10.00	10.00	0.00	0.00	6.11	61.10
			0.00	0.00	0.00	0.00	0.00	0.00

Subtotal: 61.100000

Shipping: 0.000000

Tax: 0.000000

Total: 61.100000

Edited Page 1 of 1