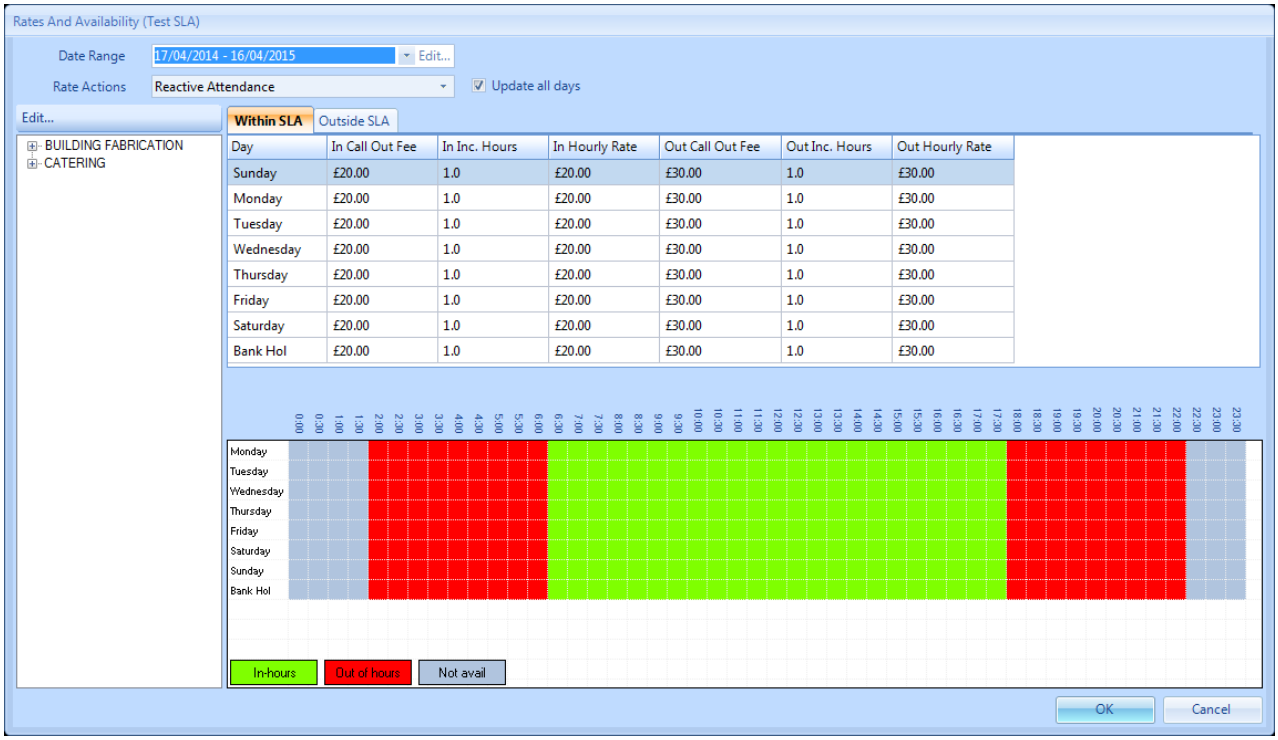
Editing Rates and Availability - Service Level Achievement

Wed, Jan 17, 2024 Rates and Availability - Service Level Achievement

To edit a Resource's Rates and Availability, select the Resource from the Resource List and click the "Rates and Availability" button.

1. The first screen to appear is the Rates and Availability Client Groups screen. From here, select the Client Rates Group for the desired Client and double click to open up their rates.

2. This displays the Rates and Availability screen. This is where the rates the Resource charges and when the Resource is available to work. Each of the rates fields are explained below:



Date Range is a drop down in which different date ranges can be selected. Different ranges can have different rates and Date Ranges can be added or edited using the "Edit" button next to the field.

Rate Actions is a drop down in which different rate groups can be selected. There are three Rate Actions that can be selected and they are "Reactive Attendance" - these rates are used on the scheduler and in the calculation of the Total Calculated Cost field upon stop job on a reactive work order, "Remote Fix" - these rates will apply when using the Agent Action of Remote Fix on a reactive work order and "Day Rates" - will apply when selecting "use day rate" on the scheduler. Each of these contain different sets of rates.

Update all days is a tick box that, when selected, tells the system to update all the days with the value that is entered. This reduces the need to duplicate data across multiple days.

Day is a non-editable column that display the days on the week (and a Bank Holiday field) in separate rows.

In Call Out Fee is a numerical column where the cost of calling out the Resource is entered. This can be different for each Day if applicable and applies to In Hours only.

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In Inc. Hours is a numerical selection column where the number of included In Hours hours is entered. Select the amount of hours by using the increase and decrease arrows.

In Hourly Rate is a numerical column where the In Hours hourly rate is entered.

Out Call Out Fee is a numerical column where the cost of calling out the Resource is entered. This can be different for each Day if applicable and applies to Out of Hours only.

Out Inc. Hours is a numerical selection column where the number of included Out of Hours hours is entered. Select the amount of hours by using the increase and decrease arrows.

Out Hourly Rate is a numerical column where the Out of Hours hourly rate is entered.

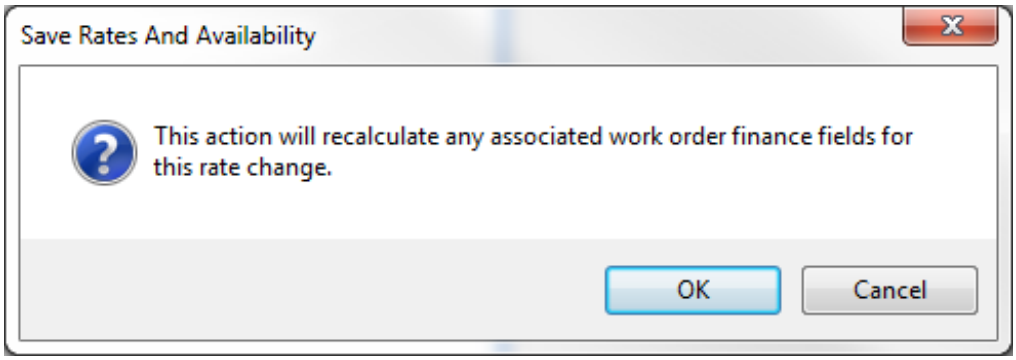
Day Rate is a numerical column where the rates for working for whole days is entered.

3. Underneath the rates is the availability section. This is where the Resource's availability is recorded. To record this information there are three buttons: In-hours, Out of hours and Not avail. Use "In-hours" to record the times of the Resource's working hours, "Out of hours" to record the times when the Resource is out of their office working hours and "Not avail" when the Resource is not available at all.

Note: Each time block on the table is half an hour and starts from the time displayed above it. E.G. the 8:00 block starts at 8:00 and finishes at 8:30, the 8:30 block starts at 8:30 and finishes at 9:00 etc.

4. Next, enter the Work Order Types the rates will apply to. Select the Work Order Type Group and click the "Edit..." button in the left column from the list. It is possible to set different rates for different Work Order Types. For more information on how to do this, please refer to Editing Rates and Availability - Hours.

5. Any of the above can be amended. Once any changes have been made click "OK" to save these changes. This message will be displayed:



6. Clicking "Cancel" will take the User back to the previous screen with no changes being saved. Clicking "OK" will recalculate any affected work orders.

Note: This will only apply to Reactive Work Orders that have had a Stop Job event.

Online URL: https://ostarasystems.knowledgebase.co/article.php?id=143

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