

How to Calculate O/T on Service Tickets

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When a customer wants to know how overtime is calculated on a service ticket, the following steps can be used to help with calculating.

Steps to calculate:

1. Verify the Appointments Labor hours start and end times under Sedona Setup> Service Companies> Labor Setup, below is an example.
2. Dispatch times are important because Overtime is calculated once **Dispatch** time is confirmed before Start times, for the whole day or the rest of that specific appointment.

The screenshot displays the 'General' tab of a software interface for Labor Setup. It includes fields for 'Code' (WOM), 'Description' (Midwest - Omaha), and 'Begin Day From' (Address: 9864 M Street, Omaha, NE 68127). The 'Appointments' section shows 'Start' as Monday 7:00:00 AM and 'End' as Friday 5:30:00 PM. The 'Labor To GL' section is checked, with 'Labor Expense Type' set to 'Expense at time of entry', 'Labor Expense' set to '020000' (Service Wages), and 'Labor Deferred' set to '2300' (Wages_Salaries - Accrued). The 'Override Tech Rate' is set to '0'.

Example: on 4/4 below technician was dispatched 6:30am, this triggered OT for the rest of the day

4/5 no overtime because the technician was dispatched 9:30am

4/16 below technician was dispatched 6:30am, this triggered OT for the rest of the day

5/28 below technician was dispatched 6:00am, this triggered OT for the rest of the day

Appointment	Dispatched	Arrived	Departed
2024 9:00 AM	4/4/2024 6:30 AM	4/4/2024 8:00 AM	4/4/2024 12:00 PM
2024 8:00 AM	4/5/2024 9:30 AM	4/5/2024 9:30 AM	4/5/2024 11:00 PM
2024 6:00 AM	4/16/2024 6:30 AM	4/16/2024 8:00 AM	4/16/2024 11:00 AM
2024 7:00 AM	5/28/2024 6:00 AM	5/28/2024 7:30 AM	5/28/2024 10:30 AM

4/4 dispatched 6:30 - 5.5 OT

4/5 arrived and departed – no overtime

4/16 dispatched 6:30 - 4.5 OT

5/28 dispatched 6:00 4.5 OT

1680 total minutes