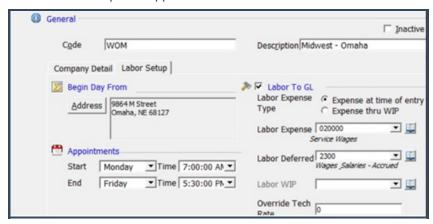
How to Calculate O/T on Service Tickets

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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.



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

ointment	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
024 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