HOW TO CONFIGURE AND PROCESS JOB TIMES

Introduction

This guide demonstrates how to add technicians, job types and labour categories to your system so that you can include job times on your work orders and invoices and use job time reports to display useful information such as technician efficiency and utilisation and the accuracy of your job time estimates.

Add Technicians

- From the Marlin GTX menu, select **System > System Files > People > Technician**.
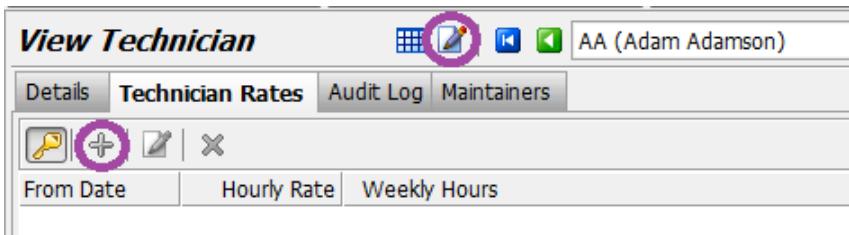

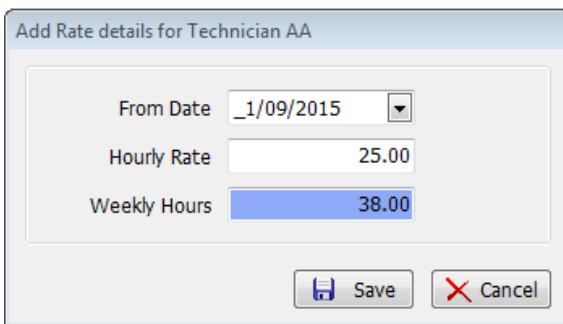- To add a new technician, click on the Add icon.

- Enter the information, tick the Active checkbox to make the technician available and click on the Save icon.

- Select the Technician Rates tab, click on the key icon and enter the password to view the rates.

- To add a new rate, click on the Edit mode icon at the top and then on the Add icon.

- Enter the appropriate information and click on the Save icon. (Note: if this employee's rate will change in future, add another rate with the new start date and new rate).

Add Job Types

Note: Before creating Job Types, confirm that you have a unique, unstocked Labour Product Code setup for each Job Type that you will create.

- From the Marlin GTX menu, select **System > System Files > Vehicle Service Jobs > Job Types**.

- To add a new Job Type, click on the Add icon.

- Enter the appropriate information and then click on the Save icon. The Labour Product is the labour product code that you setup for this job type.

Add Labour Categories

- From the Marlin GTX menu, select **System > System Files > Vehicle Service Jobs > Labour Category**.

- To add a new Labour Category, click on the Add icon.

- Enter the appropriate information and click on the Save icon.

Include Job Times on Work Orders and Invoices

- Complete the details in the top section of a Work Order or Invoice as normal.
- Click on the **Add New Line** icon and select **Add Job**.

- Key in, or use the drop down lists, to enter the relevant details of the job and add a technician.

Upon saving, a grey job header line will appear on the invoice or work order, including the Job Type description, Job Summary and Technician(s) you selected. It will also show that '0m' (0 minutes) have been applied to the job.

Below the job header line will be a line item for the Job Type you selected, including quantity and pricing details.

- Add additional product lines as appropriate for this job.
- Repeat the process above to include multiple jobs on a work order or invoice.

Clicking on the Show Details 🗗 icon (at right end of job header line) displays the technician(s) working on the job.

- Tick the red clock checkbox if you wish to start the auto timer for a technician. The elapsed minutes will be displayed in the Time Recorded column. Untick the checkbox when you wish to stop the clock for that technician.
- Alternatively, click on the icon in the Adjust column to manually enter or change the total time the technician has spent on the job.

You can also adjust job times in the Planner on the 'Jobs' tab. Click on the Adjust icon on a job to access the auto clock or enter hours manually, without opening the work order or invoice.

Job Times Reports

- From the Marlin GTX menu, select **Reports > Job Times Reports** and you will see that there are three reports available. Note that these reports should be generated for a period of at least one week to be meaningful.
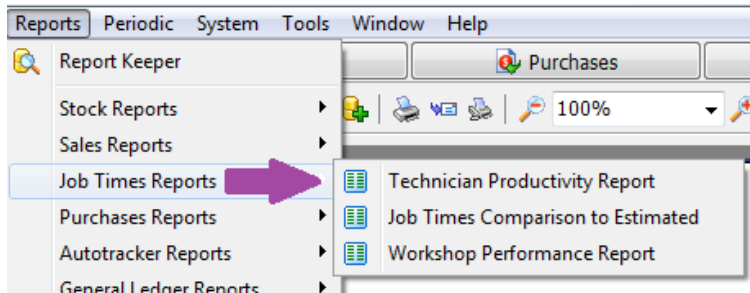
Technician Productivity Report
Time Recorded between 01/07/2015 and 03/09/2015 - Time in Hours

Technician	Name	Charged (1)	Recorded (2)	Paid (3)	No Recorded (3-2)	Charging % (1/3 x 100)	Efficiency % (1/2 x 100)	Productivity % (2/3 x 100)
AA	Adam Adamson	10.30	14.57	352.86	338.29	3	71	4
AL	Adam Little	10.00	11.00	352.86	341.86	3	91	3
SB	Steve Bridges	10.65	10.48	.	-10.48	.	102	.
TM	Trevor Martin	28.00	29.72	352.86	323.14	8	94	8
	Totals	**58.95**	**65.77**	**8115.71**	**8049.94**	**1**	**90**	**1**

This report shows the percentage of each technician's total hours that are charged out, as well as the percentage of their job time hours charged out, and their job time hours as a percentage of their total hours.

Job Times Comparison to Estimated
Time Recorded between 01/07/2015 and 03/09/2015 - Time in Hours

Job Type	Name	Total Jobs	% of Total	Estimated	Recorded	% Over/Under	Charged	% Recovered
ZLAAIR	AIR CONDITIONING LABOUR	2	6	1.38	0.59	-57	1.38	235
ZLABEL	ELECTRICAL LABOUR	25	76	1.89	2.03	7	1.73	85
ZLAMEC	MECHANICAL LABOUR	4	12	3.00	3.38	13	3.13	92
ZLAMIN	MINIMUM LABOUR CHARGE	2	6	0.63	0.17	-74	0.50	303
	Totals	**33**				**4**		**90**

This report provides you with an at a glance view of how accurate your job time estimates are versus actual job times.

Workshop Performance Report
Time Recorded between 01/07/2015 and 03/09/2015 - Time in Hours

Technician	Name	Labour Category	Sales	Cost	GP$	Hours	Avg Sales/Hours	Avg Cost/Hours	Avg GP/Hour	Unbilled Hours	Efficiency %
AA	Adam Adamson	CUSTOMER WORK	1044.06	364.25	679.81	14.57	71.66	25.00	46.66	4.27	71
	Totals		1044.06	364.25	679.81	14.57	71.66	25.00	46.66	4.27	71
AL	Adam Little	CUSTOMER WORK	1045.00	280.50	764.50	11.00	95.00	25.50	69.50	1.00	91
	Totals		1045.00	280.50	764.50	11.00	95.00	25.50	69.50	1.00	91
SB	Steve Bridges	CUSTOMER WORK	1041.43	.	1041.43	10.48	99.37	.	99.37	.	102
	Totals		1041.43	.	1041.43	10.48	99.37	.	99.37	.	102
TM	Trevor Martin	CUSTOMER WORK	2926.00	683.56	2242.44	29.72	98.45	23.00	75.45	1.72	94
	Totals		2926.00	683.56	2242.44	29.72	98.45	23.00	75.45	1.72	94
		CUSTOMER WORK	6056.49	1328.31	4728.18	65.77	92.09	20.20	71.89	6.82	90
	Totals		**6056.49**	**1328.31**	**4728.18**	**65.77**	**92.09**	**20.20**	**71.89**	**6.82**	**90**

This report shows the cost of each technician versus the revenue they are generating to determine their efficiency.

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