

Hours by Service Code

Overview

The purpose of this report is to show a breakdown of services performed. The breakdown also includes the number of hours and the amount billed for each service.

Roles

Staff with the role of [Scheduler](#), and customers who are [Administrative Group Members](#), have the ability to run this report.

Where

[Reports](#) → [Customers](#) → [Hours by Service Code](#)

Filters

Group

Include only service requests for this group and all of its child groups.

Start Date

Include only service requests where the [request date](#) is on or after this date.

End Date

Include only service requests where the [request date](#) is on or before this date.

Search Terms

uSked will display only rows where the search terms given is at least a partial match with either the service request ID, service provider name, or group name.

Built-In Filters

- Do not include unassigned service provider slots.
- Do not include service provider slots where the customer billing [service code](#) is set to [not billable](#).

Columns

service code

This is the service code selected for this assignment.

services

These are the services that this service code falls under.

id

This will be the service request ID if the row is for a service request, or the block ID if the row is for a block. See [Service Request ID](#).

request date

This is the date when the customer initiated this service request.

request time

This is the time when the customer initiated this service request.

short notice

This will be ☐ **yes**  if the selected service code has been flagged as being short notice, and ☐ **no**  otherwise.

service provider

This is the name of the service provider that has been assigned to this service provider slot or block.

group

This is the customer that will be billed for the services performed.

event name

This is the name of the event. This will be left blank for blocks.

status

This is the current status of the service request. This will be left blank for blocks.

client list

This is a list of the names of the clients to receive services. This will be left blank for blocks.

date

This is the date on which the client wants the services performed.

start time

This is the time when this service provider is expected to begin providing the service.

end time

This is the time when this service provider is expected to stop providing the service.

total time

This is the total time to be billed, including any docked time and additional time. The time is expressed in decimal hours.

adjustment

Any surcharges or discounts to be applied, will be shown in this column.

allowed travel expenses

This is the total amount allowed for travel expenses, after factoring in the travel cap.

allowed travel miles

This is the total amount allowed for travel miles, after factoring in the travel cap.

additional minutes

This is the total number of additional minutes to be billed.

service tax

This is the total amount charged for the service tax. This field is visible only to staff with the role of [Billing](#).

grand total

The final amount to be billed to the customer. This field is visible only to staff with the role of [Billing](#).

internal notes

These are the internal notes stored with the service request for this service provider slot. This will be left blank for blocks. This field is not visible to customers.

Aggregate Totals

The first few rows of this report shows the aggregate total for each service code, followed by the total for all service codes combined. These rows will have **** TOTAL **** shown in the **id** column.