Add a Service Level
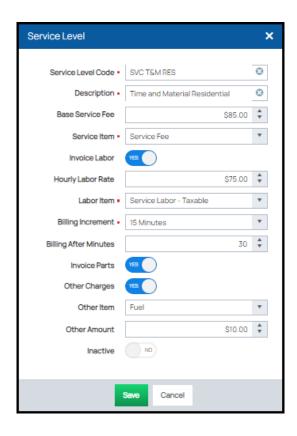
To add a new Service Level, from the main menu, arrive at the Service Levels setup with this path: Setup > Operations > Service Levels.

The Service Levels list opens. Click the **Add Service Level** button at the upper left of the form.

The Edit Service Level form opens. Each data entry field is described below.

Data Entry Fields

Data entry fields preceded by an asterisk are required.

- ***Service Level Code**: Type a short description of the service level. Maximum of 25 characters.
- ***Description**: Type a long description for the service level.
- **Base Service Fee**: If your company charges a fee for a service call in addition to any on-site labor hours, enter the amount.
- ***Service Item**: If an amount was entered in the Base Service Fee field, you must select an Item Code from the drop-down list for invoicing the Service Fee.
- **Invoice Labor**: If labor is billable, set the toggle button to Yes.
- **Hourly Labor Rate**: Enter the hourly rate for calculating billable labor.
- ***Labor Item**: If an amount was entered in the Hourly Labor Rate field, you must select an Item Code from the drop-down list for invoice labor charges.
- **Billing Increment**: Select the appropriate billing increment from the drop-down list. If labor is billable, the number of billable hours will be rounded to the nearest increment selected.
- **Billing After Minutes**: If your company is charging a Service Fee and this includes an initial amount of time on-site, then enter a value in this field.

  For example, our service fee is $85.00, which covers the first half hour of labor. We would enter 30 in this field. If the technician is on site for more than 30 minutes, any time after 30 minutes will be calculated as billable labor.

- **Invoice Parts**: If parts are billable, set the toggle button to Yes.
- **Other Charges**: If Other Charges (anything that is not parts or labor) are billable, set the toggle button to Yes.
- ***Other Item**: If you have a particular item you want to include on every service work order, select the Item Code from the drop-down list.
- **Other Amount**: If an Item Code was selected in the Other Item field, you must enter the amount.
- **Inactive**: If this service level will no longer be used, set the toggle button to Yes.

When finished, click the **Save** button at the bottom of the form.