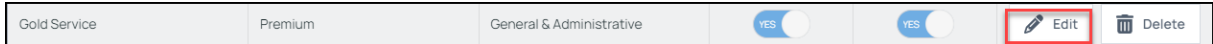


Changing Billing Increment

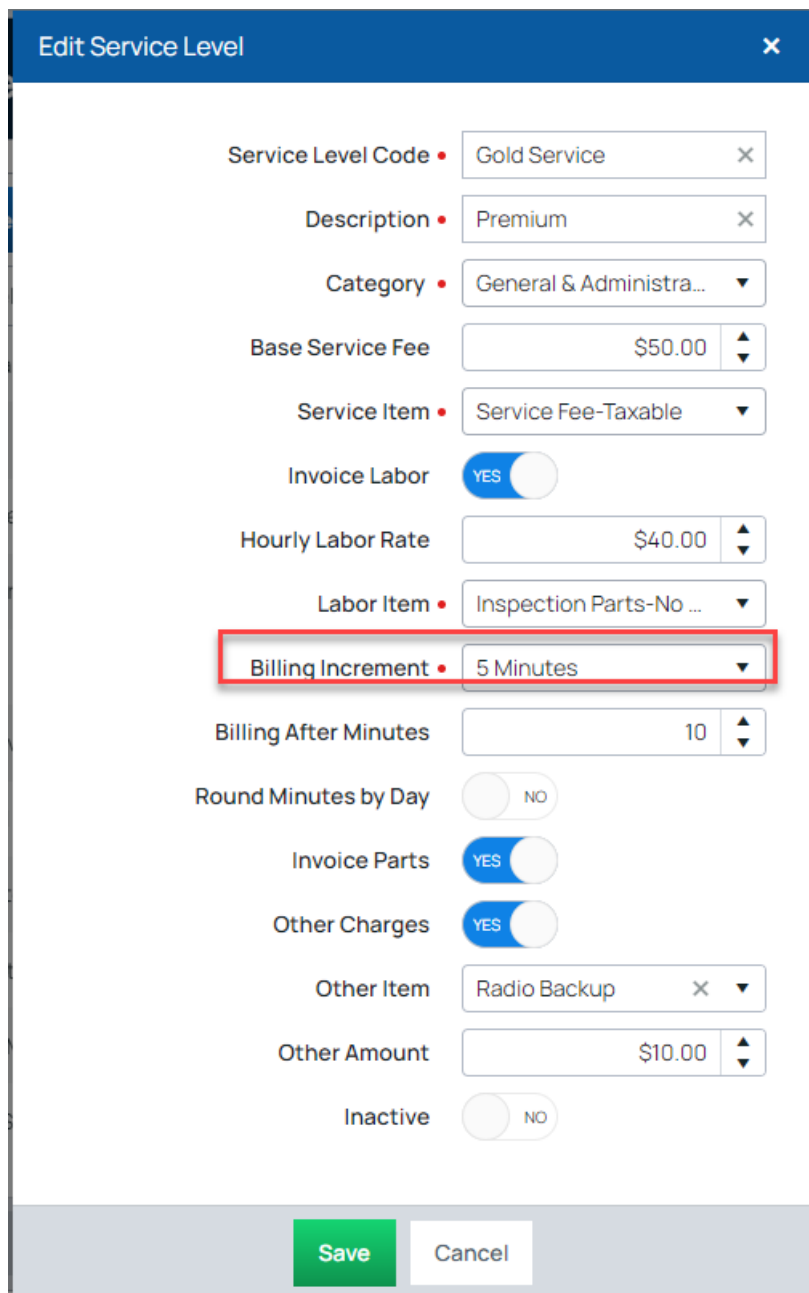
Last Modified on 11/07/2023 3:59 pm EST

To change the Billing Increment for a Service Level, follow the steps below.

1. Navigate to **Setup > Operations > Service Levels**
2. Locate the Service Level Code you wish to edit; click **Edit**



3. In the Edit Service Level screen, change the billing increment in the **Billing Increment** field.
4. Click **Save**.

A screenshot of the 'Edit Service Level' form. The form has a blue header with the title 'Edit Service Level' and a close button. The form contains several fields: 'Service Level Code' (Gold Service), 'Description' (Premium), 'Category' (General & Administra...), 'Base Service Fee' (\$50.00), 'Service Item' (Service Fee-Taxable), 'Invoice Labor' (YES), 'Hourly Labor Rate' (\$40.00), 'Labor Item' (Inspection Parts-No ...), 'Billing Increment' (5 Minutes), 'Billing After Minutes' (10), 'Round Minutes by Day' (NO), 'Invoice Parts' (YES), 'Other Charges' (YES), 'Other Item' (Radio Backup), 'Other Amount' (\$10.00), and 'Inactive' (NO). The 'Billing Increment' field is highlighted with a red box. At the bottom of the form are 'Save' and 'Cancel' buttons.