

SAMPro TechAnywhere Support Note

TechAnywhere Labor

When does TechAnywhere Submit Labor to SAMPro?

Labor is submitted from TechAnywhere to SAMPro in Timesheet messages. These messages are transmitted from TechAnywhere to SAMPro where the Labor is 'posted' to the Labor Journal via the TechAnywhere Event Manager on a 10 minute interval.

There are five events when a Labor message is transmitted to SAMPro:

- A. Work Order Complete – when a Work Order is completed in TechAnywhere, any un-submitted labor for that work order is sent to SAMPro (no manual sync required).
- B. Work Order Receipt/Invoice – If a WO receipt or invoice is generated, any un-submitted labor for that WO that was printed on that receipt or invoice is sent to SAMPro with the next sync.
- C. Labor Review – This function on the Main Menu of TechAnywhere will let the Tech review all labor for a pay period and submit all to SAMPro when the "Submit Labor" button is pressed.
- D. PR Warning – At the time of a successful TechAnywhere login, a warning message will appear if the technician has un-submitted labor and gives the tech the opportunity to send labor at that time.
- E. OPTIONAL – Configuration to send any un-submitted labor during every status change.

Why Does a TechAnywhere Labor Message Fail to Post?

A TechAnywhere labor message will fail the posting process when ANY of the message contents contain:

- A labor date that falls into a Payroll Period that is not active (closed) or has the TechAnywhere OK to Use flag off.
- A labor date that falls into a Payroll Period with an Accounting Period (or Accrual Period) that is closed.
- A labor date that falls into a Payroll Period where PR has already been computed or if PR checks have been printed for that employee.

For example: A technician works on the job on Friday and does not complete the work order or generate a receipt. On Sunday the payroll period ends and on Monday morning the payroll clerk turns off the TechAnywhere OK to Use flag to begin reviewing payroll for the week. If the technician completes the work order on Monday afternoon the Labor Message will fail because the OK to Use flag has been turned off for the Friday labor that was not submitted.

Note: If the message has lines for a valid payroll period and lines for a closed period, the entire message will fail.

Suggestions to Reduce the Number of Failed Labor Messages

- A. Train the technician(s) to complete or create a receipt on work orders at the end of each day.
- B. Train the technician(s) to perform a labor review at the end of each day or the end of each week.
- C. Train the technician(s) to respond to the daily warning at the end of each payroll period.
- D. Implement the new TechAnywhere feature that will automatically submit labor with each status change.
- E. Contact TechAnywhere@databasics.com with and questions or training requests.