

10/24/2003

3:39:12PM

The Chargeable Service Plan ID's Entered:

From Technician 68 To 69

All Service Plans

All Regions

All Product Classes

From Completion Date: 10/1/2003 To 10/24/2003

All Item Numbers

Region from the Rep Table

Burden Rate Entered: 10.00

Number of Hours Worked in date range entered: 8

The Hold Parts Call Types Entered:

Sort by Tech

The Hold Time Call Types Entered:

68 Hill, Bjorn

# Comp Calls	# Canc. Calls	# PMs Comp.	# CBF's Comp.	CBO's Comp.	% of CBO's	# H-Parts Comp.	# H-Time Comp.	# H-Misc Comp.	# int-errupts	# Net Calls	FCE	# KIA	% KIA	# MIA	% MIA	# CH Calls	# No Ticket	Miles:	Mech Hours	Trav Hours	NP Hours	Total hours	Total Labor Cost						
96	0	1	23	30	0.31	0	0	3	0	63	0.66	12	0.13	0	0.00	0	0	0	110:38	0:00	0:00	110:38	\$1,106.33						
																		Ave Parts		Avg		Avg		Avg		Avg Trav		Avg Labor	
# Comp. Activities	# Incoming Calls	Chargeable				Parts	Cost /	Chargeable											Miles /	Mech	Trav/	Travel	Cost/	Cost /					
95	98					Parts:	Activity	Labor:											Act.	/ Act.	Act.	Cost	Activity	Activity					
		\$0.00				\$0.00	\$0.00	\$0.00											0	1:010	0:00	\$0.00	\$0.00	\$11.65					

69 Siebert, Adam

# Comp Calls	# Canc. Calls	# PMs Comp.	# CBF's Comp.	CBO's Comp.	% of CBO's	# H-Parts Comp.	# H-Time Comp.	# H-Misc Comp.	# int-errupts	# Net Calls	FCE	# KIA	% KIA	# MIA	% MIA	# CH Calls	# No Ticket	Miles:	Mech Hours	Trav Hours	NP Hours	Total hours	Total Labor Cost						
75	2	0	9	8	0.11	0	0	11	46	56	0.75	13	0.17	0	0.00	0	0	0	46:22	2:14	0:00	48:36	\$486.00						
																		Ave Parts		Avg		Avg		Avg		Avg Trav		Avg Labor	
# Comp. Activities	# Incoming Calls	Chargeable				Parts	Cost /	Chargeable											Miles /	Mech	Trav/	Travel	Cost/	Cost /					
121	77					Parts:	Activity	Labor:											Act.	/ Act.	Act.	Cost	Activity	Activity					
		\$0.00				\$0.00	\$0.00	\$0.00											0	0:23	0:01	\$0.00	\$0.00	\$4.02					

*** Report Totals ***

# Comp Calls	# Canc. Calls	# PMs Comp.	# CBF's Comp.	CBO's Comp.	% of CBO's	# H-Parts Comp.	# H-Time Comp.	# H-Misc Comp.	# int-errupts	# Net Calls	FCE	# KIA	% KIA	# MIA	% MIA	# CH Calls	# No Ticket	Miles:	Mech Hours	Trav Hours	NP Hours	Total hours	Total Labor Cost		
171	2	1	32	38	0.22	0	0	14	45	125	0.73	25	0.15	0	0.00	0	0	0	157:00	2:14	0:00	159:14	\$1,592.33		
																		Chargeable		Parts		Labor		Travel	
# Comp. Activities	# Incoming Calls	Chargeable				Parts	Cost:	Chargeable											Miles /	Mech	Trav/	Travel	Cost/	Cost /	
216	175					Parts:	Cost:	Labor:											0	\$0.00	\$0.00	\$0.00	\$0.00		

*** Average Per Tech ***

85.50	1.00	0.50	16.00	19.00	0.22	0.00	0.00	7.00	22.50	62.50	0.73	12.50	0.15	0.00	0.00	0.00	0.00	0.00	78:30	1:07	0:00	79:37	\$796.17
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108 88

*** Average Per Call ***

0.00	0:54	0:01	0:00	0:55	\$9.20
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	