



BEYOND SERVICETIMETRACKING

User Guide



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Table of Contents

About BEYOND ServiceTimeTracking

Setup

- Assign User Permissions

- Setup Beyond ServiceTimeTracking

- Create User Account

Features

- Track Times

- Edit Recorded Times

 - Edit Start Time

 - Edit End Time

 - Assign Recorded Times to Different Worksheet

- Transfer Recorded Times to Document

About BEYOND ServiceTimeTracking

About this Extension


BEYOND ServiceTimeTracking is an extension for Microsoft Dynamics 365 Business Central.
It was developed by:

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Beyond ServiceTimeTracking makes it possible to record times required to complete a service on a service item.
The app provides a special user login for resources working on lines in a service document.

The latest version of this documentation can be found at the following link: [BEYOND ServiceTimeTracking Documentation](#).

 NOTE

No dependencies on or to other apps

No dependent applications are required to use BEYOND ServiceTimeTracking, i.e. you do not need to install any additional applications.

Version	Date	Author	Comment
1.0	22.01.2024	Jannic Weidel	Initial version of the documentation

Access

public

[Next chapter](#)

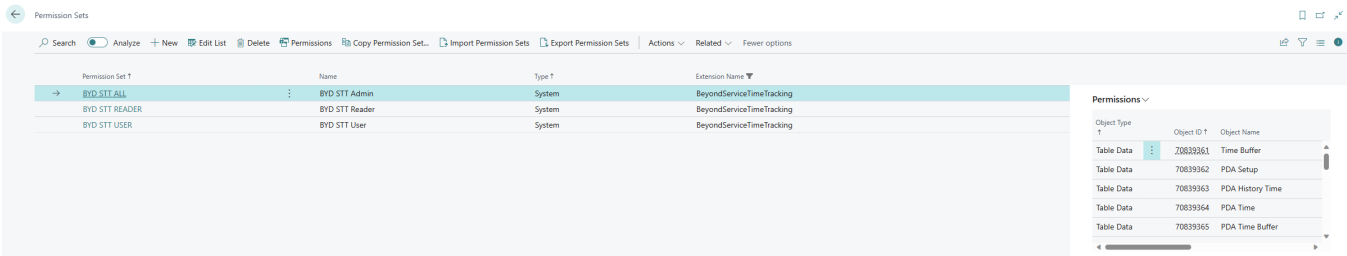
Assign User Permissions

The following description shows how to assign user permissions for the **BEYOND ServiceTimeTracking** extension. The permission sets provided are:

Permission Set	Description
BYD SST Reader	This permission set enables the use of the BeyondServiceTimeTracking extension.
BYD SST User	This permission set enables the use of the Beyond ServiceTimeTracking extension at user level. In this permission set, the setup is excluded, i.e. the user has access to the functions, but not to the setup of the app.
BYD SST Admin	This permission set gives the assigned user administrative access to the Beyond ServiceTimeTracking extension and the associated setup page.

To assign the permission set for **BEYOND ServiceTimeTracking** to a user, proceed as follows:

1. Open the search function from the role center (**ALT+Q**).
2. Search for **Permission Sets** and click on the appropriate search result.
3. The **Permission Sets** page is displayed.
4. Select one of the above permission sets from the list.
5. Click **Related > Permissions > Permission Set by User** in the menu bar.




6. The **Permission Set by User** page is displayed.
7. Show the filter area (**SHIFT+F3**) and pick **Extension Name** and the value **BeyondServiceTimeTracking** as filter criteria.
8. The list is filtered to the permission sets of **BeyondServiceTimeTracking**.
9. Select the check box on the right side of the page for the user or users to whom you want to assign the permission set.






You have assigned a permission set for **BEYOND ServiceTimeTracking** to a user. Note that users with the **SUPER** permission set have all rights, i.e. you do not need to give this user any additional rights.

Setup Beyond ServiceTimeTracking




This chapter describes how to set up **Beyond ServiceTimeTracking**.

To set up **Beyond ServiceTimeTracking**, proceed as follows:

- 1. Open the search function from the role center (**ALT+Q**) .
- 2. Search for the page **PDA Setup** and click on the corresponding search result.
- 3. The **PDA Setup** page is displayed.



✓ Saved



PDA Setup

General

Play Beep

Show Orders in Progr...

Close previous work a...

Rounding and Invoicing

Hour Unit of Measure

STUNDE

Hour Rounding Preci...

0,01

Invoice Unit of Measure

STUNDE

Invoice Rounding Pre...

0,01

- 4. In the **General** section, you can use the **Play Beep** slider to set whether a sound should be played when time recording is started.
- 5. Activate the **Display current orders** slider if you want to display orders for which times are already being recorded.
- 6. Activate the **Close previous work after starting new one** slider if you want to stop recording times when changing jobs for the original job.
- 7. In the **Rounding and Invoicing** section, you can set the unit of measurement in which times are recorded. Click in the **Hour Unit of Measure** field to specify the unit of measurement in which the times are recorded from the dropdown list.
- 8. In the **Hour Rounding Precision** field, you can define when hours are rounded when they are recorded.
- 9. In the **Invoice Unit of Measure** field, you can specify which unit of measure is used for the invoice.
- 10. In the **Invoice Rounding Precision** field, you can define how the invoice is rounded.


You have set up **Beyond ServiceTimeTracking**.


[Next Chapter](#)

Create User Account




This chapter describes how to create a user account for the PDA. The user account is used to record and assign times.


To create a user account for recording times, proceed as follows:


- 1. Open the search function from the role center (**ALT+Q**) .
- 2. Search for the page **PDA Logins** and click on the corresponding search result.
- 3. The **PDA Logins** page is displayed.





PDA Logins







 Search


 Analyze

 New

 Edit List

 Delete



Email ↑	Resource No.	Active	Name	Password
→ *	* 	<input type="checkbox"/>		

- 4. To add a new user account to the system, click on the **New** option in the menu bar.
- 5. Enter the user's e-mail address in the new line under the **Email** column.
- 6. Under the **Resource No.** column, enter the number of the corresponding resource that is assigned to the user.
- 7. Activate the **Active** checkbox to activate the user account.
- 8. Enter the name of the resource in the **Name** column. This name will be used as the login user name.
- 9. Enter the password for the user account in the **Password** column.

You have created a user account and assigned it to a resource.

[Next Chapter](#)

Track Times

This chapter describes how to record times for a service document.
To record times for a service document, proceed as follows:

- 1. Switch on the PDA station or the computer and start Business Central.
- 2. The login page for **Beyond ServiceTimeTracking** is displayed.

CRONUS DE

All Reports

Service Orders

Items

Work Orders

Insights

Main Menu

User Login

Service Orders in Progress

- 3. Click on the **User Login** button.
- 4. The **User Name** and **User Password** fields are displayed.

CRONUS DE

All Reports

Service Orders

Items

Work Orders

Insights

Scan Employee

Please scan your id or select your user...

User Name

User Password

Previous

Next

- 5. Enter the user name and the corresponding password.
- 6. To log in, click on the **Next** button.

Please scan the order...

Select Order

Document No.	Line No.	Service Item No.	Serial No.	Description	Repair Status Code	Starting Date-Time	User Name	Total Duration
--------------	----------	------------------	------------	-------------	--------------------	--------------------	-----------	----------------

Logout

7. Click on the **Select Order** button to select a service item line and start time recording.

Service Item Lines



Document Type ↑	Document No. ↑	Line No. ↑	Service Item Group Code	Service Item No.	Description	Item No.
Order	SVO000001	10000	SERVICE	SV000001	E-Bike Yellowtail 625	1900-S
Order	SVO000002	10000	SERVICE	SV000002	E-Bike Greentail 400	1896-S
→ Order	⋮ SVO000003	10000	SERVICE	SV000003	MAN Lastkraftwagen	1908-S

OK

Cancel

8. A window is displayed showing all available service item lines on which times can be recorded.
9. To select an order for time recording, click on the corresponding line and then on **OK**. If you have activated the **Play Beep** option in the setup, an acoustic signal is emitted.
10. The document is displayed on the login screen.

Document No.	Line No.	Service Item No.	Serial No.	Description	Repair Status Code	Starting Date-Time	User Name	
SVO000001	10000	SV000001	EBYT-213646	E-Bike Yellowtail 625	ANFANG	17.01.24 08:00	JANNIC	Start

Previous

11. Click on **Start** to record the time required to complete the work.
12. After starting, the **End** button is displayed, click on this button after completing the work on the service item.
13. The total duration is calculated. You can confirm the recorded time using the **Confirm** button.

You have recorded a time for a service order.

[Next Chapter](#)

Edit Recorded Times


This chapter describes how you can edit recorded times. In addition to changes to the start and end times, you can also assign the recorded times to a different work sheet. The contents of this chapter are divided into the following sections:

- [Edit Start Time](#)
- [Edit End Time](#)
- [Assign Recorded Times to Different Worksheet](#)

Edit Start Time

This section describes how you can edit the start time of a recorded time.

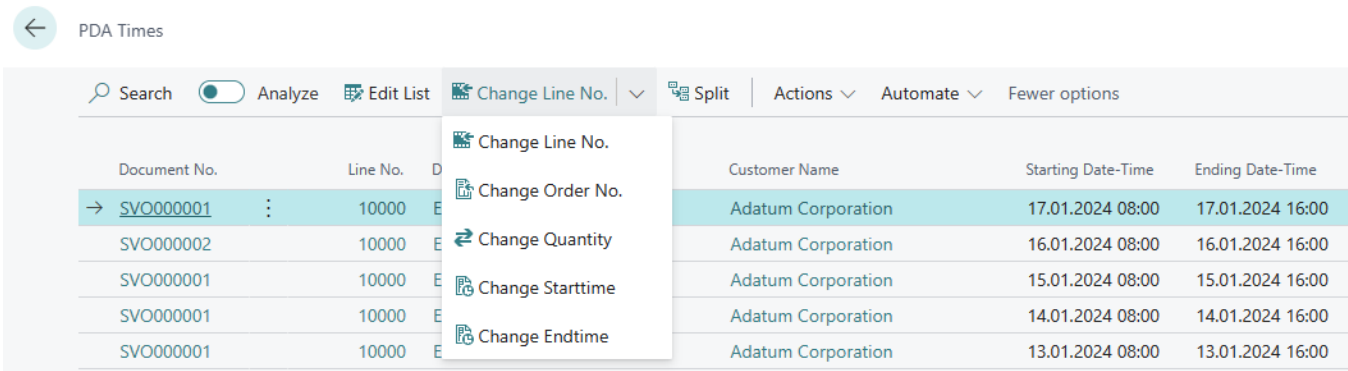
To edit the start time, proceed as follows:

1. Open the search function from the role center (**ALT+Q**) .
2. Search for the page **PDA Times** and click on the corresponding search result.
3. The **PDA Times** page is displayed.

PDA Times

</

4. Select the line for which you want to change the start time.
5. Expand the dropdown menu for the **Change Line No.** menu option.



Document No.	Line No.	Description	Customer Name	Starting Date-Time	Ending Date-Time
→ SVO000001	:	10000	E-Bike Yellowtail 625	Adatum Corporation	17.01.2024 08:00
SVO000002	:	10000	E-Bike Greentail 400	Adatum Corporation	16.01.2024 08:00
SVO000001	:	10000	E-Bike Yellowtail 625	Adatum Corporation	15.01.2024 08:00
SVO000001	:	10000	E-Bike Yellowtail 625	Adatum Corporation	14.01.2024 08:00
SVO000001	:	10000	E-Bike Yellowtail 625	Adatum Corporation	13.01.2024 08:00

Change Line No.

Change Order No.

Change Quantity

Change Starttime

Change Endtime


6. Click on the **Change Starttime** option in the dropdown menu.
7. A window is displayed.
8. Enter the start date for the line in the **Date** field.
9. Enter the start time for the line in the **Time** field.
10. Confirm the changes by closing the window using the **OK** button.

You have changed the start time for the line.

Edit End Time

This section describes how you can edit the end time of a recorded time.

To edit the end time, proceed as follows:

1. Open the search function from the role center (**ALT+Q**) .
2. Search for the page **PDA Times** and click on the corresponding search result.
3. The **PDA Times** page is displayed.

← PDA Times

Document No.	Line No.	Description	Customer Name	Starting Date-Time	Ending Date-Time	Status	User Name	Resource No.	Resource Name	Quantity	Involved with	Hours	Hours	Total Duration	Non-invo...	Posted Record Id
→ SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	17.01.2024 08:00	17.01.2024 16:00	Closed	JANNIC	JANNIC	Jannic Weidel	8.00	STUNDE	8.00	STUNDE	8 hours		
SVO000002	10000	E-Bike Greentail 400	Adatum Corporation	16.01.2024 08:00	16.01.2024 16:00	Closed	JANNIC	JANNIC	Jannic Weidel	8.00	STUNDE	8.00	STUNDE	8 hours		
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	15.01.2024 08:00	15.01.2024 16:00	Closed	JANNIC	JANNIC	Jannic Weidel	8.00	STUNDE	8.00	STUNDE	8 hours		
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	14.01.2024 08:00	14.01.2024 16:00	Closed	JANNIC	JANNIC	Jannic Weidel	8.00	STUNDE	8.00	STUNDE	8 hours		
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	13.01.2024 08:00	13.01.2024 16:00	Closed	JANNIC	JANNIC	Jannic Weidel	8.00	STUNDE	8.00	STUNDE	8 hours		
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	12.01.2024 08:00	12.01.2024 16:00	Closed	JANNIC	JANNIC	Jannic Weidel	8.00	STUNDE	8.00	STUNDE	8 hours		
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	11.01.2024 08:00	11.01.2024 12:00	Closed	JANNIC	JANNIC	Jannic Weidel	4.00	STUNDE	4.00	STUNDE	4 hours		
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	18.01.2024 16:00	18.01.2024 16:30	Closed	JANNIC	JANNIC	Jannic Weidel	0.50	STUNDE	0.50	STUNDE	30 minutes		
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	18.01.2024 15:00	18.01.2024 15:58	Closed	JANNIC	JANNIC	Jannic Weidel	0.97	STUNDE	0.97	STUNDE	58 minutes		
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	11.01.2024 12:30	11.01.2024 14:00	Closed	JANNIC	JANNIC	Jannic Weidel	1.50	STUNDE	1.50	STUNDE	1 hour 30 minutes		
SVO000003	10000	Motorstandsetzung MAN	Trey Research	18.01.2024 08:00	18.01.2024 10:30	Closed	JANNIC	JANNIC	Jannic Weidel	2.50	STUNDE	2.50	STUNDE	2 hours 30 minutes		
SVO000003	10000	Motorstandsetzung MAN	Trey Research	18.01.2024 12:30	18.01.2024 15:00	Closed	JANNIC	JANNIC	Jannic Weidel	2.50	STUNDE	2.50	STUNDE	2 hours 30 minutes		

- Select the line for which you want to change the end time.
- Expand the dropdown menu for the **Change Line No.** menu option.

← PDA Times

Document No.	Line No.	Description	Customer Name	Starting Date-Time	Ending Date-Time
→ SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	17.01.2024 08:00	17.01.2024 16:00
SVO000002	10000	E-Bike Greentail 400	Adatum Corporation	16.01.2024 08:00	16.01.2024 16:00
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	15.01.2024 08:00	15.01.2024 16:00
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	14.01.2024 08:00	14.01.2024 16:00
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	13.01.2024 08:00	13.01.2024 16:00

Change Line No.

Change Order No.

Change Quantity

Change Starttime

Change Endtime

- Click on the **Change Endtime** option in the dropdown menu.
- A window is displayed.
- Enter the end date for the line in the **Date** field.
- Enter the end time for the line in the **Time** field.
- Confirm the changes by closing the window using the **OK** button.

You have changed the end time for the line.

Assign Recorded Times to Different Worksheet

This section describes how you can assign the recorded times to another worksheet. To assign the recorded times to another worksheet, proceed as follows:

- Open the search function from the role center (**ALT+Q**) ☐.
- Search for the page **PDA Times** and click on the corresponding search result.
- The **PDA Times** page is displayed.

← PDA Times

Document No.	Line No.	Description	Customer Name	Starting Date-Time	Ending Date-Time	Status	User Name	Resource No.	Resource Name	Quantity	Involved with	Hours	Hours	Total Duration	Non-invo...	Posted Record Id
→ SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	17.01.2024 08:00	17.01.2024 16:00	Closed	JANNIC	JANNIC	Jannic Weidel	8.00	STUNDE	8.00	STUNDE	8 hours		
SVO000002	10000	E-Bike Greentail 400	Adatum Corporation	16.01.2024 08:00	16.01.2024 16:00	Closed	JANNIC	JANNIC	Jannic Weidel	8.00	STUNDE	8.00	STUNDE	8 hours		
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	15.01.2024 08:00	15.01.2024 16:00	Closed	JANNIC	JANNIC	Jannic Weidel	8.00	STUNDE	8.00	STUNDE	8 hours		
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	14.01.2024 08:00	14.01.2024 16:00	Closed	JANNIC	JANNIC	Jannic Weidel	8.00	STUNDE	8.00	STUNDE	8 hours		
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	13.01.2024 08:00	13.01.2024 16:00	Closed	JANNIC	JANNIC	Jannic Weidel	8.00	STUNDE	8.00	STUNDE	8 hours		
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	12.01.2024 08:00	12.01.2024 16:00	Closed	JANNIC	JANNIC	Jannic Weidel	8.00	STUNDE	8.00	STUNDE	8 hours		
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	11.01.2024 08:00	11.01.2024 12:00	Closed	JANNIC	JANNIC	Jannic Weidel	4.00	STUNDE	4.00	STUNDE	4 hours		
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	18.01.2024 16:00	18.01.2024 16:30	Closed	JANNIC	JANNIC	Jannic Weidel	0.50	STUNDE	0.50	STUNDE	30 minutes		
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	18.01.2024 15:00	18.01.2024 15:58	Closed	JANNIC	JANNIC	Jannic Weidel	0.97	STUNDE	0.97	STUNDE	58 minutes		
SVO000001	10000	E-Bike Yellowtail 625	Adatum Corporation	11.01.2024 12:30	11.01.2024 14:00	Closed	JANNIC	JANNIC	Jannic Weidel	1.50	STUNDE	1.50	STUNDE	1 hour 30 minutes		
SVO000003	10000	Motorstandsetzung MAN	Trey Research	18.01.2024 08:00	18.01.2024 10:30	Closed	JANNIC	JANNIC	Jannic Weidel	2.50	STUNDE	2.50	STUNDE	2 hours 30 minutes		
SVO000003	10000	Motorstandsetzung MAN	Trey Research	18.01.2024 12:30	18.01.2024 15:00	Closed	JANNIC	JANNIC	Jannic Weidel	2.50	STUNDE	2.50	STUNDE	2 hours 30 minutes		

- Select the line whose recorded times you would like to assign to another worksheet.
- Expand the dropdown menu for the **Change Line No.** menu option.

Search		Analyze	Edit List	Change Line No.	Split	Actions	Automate	Fewer options
Document No.	Line No.	D		Customer Name	Starting Date-Time	Ending Date-Time		
→ SVO000001	10000	E	Change Line No.	Adatum Corporation	17.01.2024 08:00	17.01.2024 16:00		
SVO000002	10000	E	Change Order No.	Adatum Corporation	16.01.2024 08:00	16.01.2024 16:00		
SVO000001	10000	E	Change Quantity	Adatum Corporation	15.01.2024 08:00	15.01.2024 16:00		
SVO000001	10000	E	Change Starttime	Adatum Corporation	14.01.2024 08:00	14.01.2024 16:00		
SVO000001	10000	E	Change Endtime	Adatum Corporation	13.01.2024 08:00	13.01.2024 16:00		

- Click on the **Change Order No.** option in the dropdown menu.
- A window is displayed.
- Enter the number of the new service document in the **Document No.** field. To display an overview of all available documents, click on the ellipsis (...).
- Enter the service line of the document in the **Line No.** field. The recorded times are transferred to this line.
- Confirm the changes by closing the window using the **OK** button.

You have assigned the recorded times to another service worksheet.

[Next Chapter](#)

Transfer Recorded Times to Document

This chapter describes how you can transfer the recorded times of one or more employees to the document.
To transfer the recorded times to the document, proceed as follows:

- 1. Switch on the PDA station or the computer and start Business Central.
- 2. The login page for **Beyond ServiceTimeTracking** is displayed.

CRONUS DE

All Reports

Service Orders

Items

Work Orders

Insights

Main Menu

User Login

Service Orders in Progress

- 3. Click on the **User Login** button.
- 4. The **User Name** and **User Password** fields are displayed.

CRONUS DE

All Reports

Service Orders

Items

Work Orders

Insights

Scan Employee

Please scan your id or select your user...

User Name

User Password

Previous

Next

- 5. Enter the user name and the corresponding password.
- 6. To log in, click on the **Next** button.

Please scan the order...

Select Order








Document No.	Line No.	Service Item No.	Serial No.	Description	Repair Status Code	Starting Date-Time	User Name	Total Duration
Logout								

- You have logged in.
- Click on the **Work Orders** option in the menu bar.
- A list is displayed in which all work orders are shown.
- Select the work order for which you want to transfer the recorded times as a resource line.
- In the menu bar, click **Related > Line > Service Item Worksheet**.







Work Orders: All  Search  Analyze Related  Automate 

Document Type ↑	Document No. ↑	Description
Order	SVO000001	E-Bike Yellowtail 625
Order	SVO000002	E-Bike Greentail 400
Order	SVO000003	MAN Lastkraftwagen

- The **Service Item Worksheet** page for the corresponding line is displayed.
- In the **PDA Statistics** area, you can view the recorded times. Lines formatted in red have been recorded but have not yet been transferred to the document.



 Service Item Worksheet
 



✓ Saved



SV000002 E-Bike Greentail 400

 Print...
  Adjust Service Price
  Fault/Resol. Codes Relationships
  Demand Overview
  Troubleshooting
 

General >

Lines | Manage | Functions | Line

 New Line
  Delete Line

Type	No.	Description	Location Code	Unit of Measure Code	Quantity	Fault Re Code
→ Item	1908-S	LONDON Schreibtischstuhl, blau		STÜCK	2	
Resource	JANNIC	Jannic Weidel		STUNDE	4	

PDA Statistics

Type	Quantity	Amount	Amount Including VAT
→ > Resource Group	MISC	400,00	428,00
> Resource Group PDA	MISC	8,00	8,00
> Items		382,00	454,58
Total	TOTAL	782,00	882,58

Related > Worksheet >

Comments >

Service Item >

Transfer Time...

Other >

- To transfer the recorded times to the document, click on **Related > Worksheet > Transfer Time...** in the menu bar.
- The lines with the type **PDA** from the **Statistics** area are transferred to the **Lines** area as a resource line. In addition, a dialog box is displayed indicating that lines have been added and that you need to post the document again.

You have transferred the recorded times to the document.

[Back to Start](#)