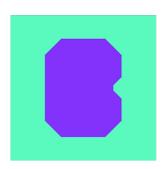


BEYOND Service Time Tracking



BEYONDIT GmbH

Schauenburgerstr. 116 24118 Kiel Deutschland

+49 431 3630 3700 info@beyondit.gmbh

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Preface

This documentation contains information on how to install and operate **Beyond Service Time Tracking** in your Business Central environment.

This documentation is intended for experienced users of Business Central. Additional knowledge of third-party software products may be required to set up **Beyond Service Time Tracking**.

Read this documentation in full to set up **Beyond Service Time Tracking** and work with it professionally. Pay particular attention to the tips, information and safety instructions contained in the documentation. Inform your employees about the proper use of **Beyond Service Time Tracking** and keep the documentation in a place that is accessible to your employees.



Manufacturer

Beyond Service Time Tracking is developed by:

BeyondIT GmbH

Schauenburgerstraße 116 24118 Kiel Germany info@beyondit.gmbh +49 431 3630 3700



Version history

Version	Date	Author	Comment
1.0	22.01.2024	Jannic Weidel	Initial version of the documentation
1.1	13.06.2025	Jannic Weidel	Added Preface Chapter
Access		public	

General Information

This documentation contains important information that you must observe when following the descriptions. The information is highlighted as notes and arranged according to type and importance. The notes are listed below in ascending order of importance:

O TIP

This represents **no risk**. In addition to the classic clicking on options, Business Central also offers the option of using so-called shortcuts. Shortcuts are key combinations with which you can also execute the desired action in the user interface. By using shortcuts, you can work faster and more effectively. Try the key combination and you will be surprised how much faster you can work.

6 NOTE

This represents **no risk**. This note contains important information on the correct use, configuration or operation of the software. Follow these instructions to avoid inefficiencies and unnecessary support tickets. For example, this note can show you that an option is hidden and tells you how to proceed if you want to show it again.

1 IMPORTANT

This represents a **low risk**. This notice refers to non-critical issues that may lead to undesired behavior or configuration problems. May affect user experience or functionality if not considered.

A CAUTION

This represents a **medium risk**. This notice indicates a potential problem that could affect system stability or data integrity.

Failure to comply may result in errors, loss of performance or partial service interruptions. The errors caused by non-compliance only affect the app itself and prevent you from working with data within the app.

A WARNING

This represents a high risk. This notice indicates an immediate and serious risk to the productive system.

Failure to observe this warning may affect the entire system. There is a risk of loss of critical data or total system failure, leading to prolonged downtime. It may not be possible to restore the data and a backup must be imported.

Beyond Service Time Tracking is an extension for Microsoft Dynamics 365 Business Central.

Beyond Service Time Tracking 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 Service Time Tracking Documentation.

The examples described in this documentation represent only a part of the possibilities that the **Beyond Service Time Tracking** solution offers you.

If you have a specific case that you would like to map via the solution, please feel free to contact us.



No dependencies on or to other apps

No dependent applications are required to use **Beyond Service Time Tracking**, i.e. you do not need to install any additional applications.

Documentation Information

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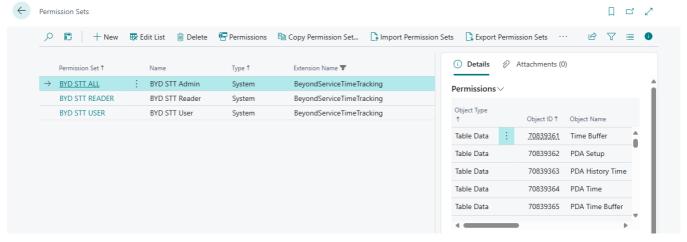
Assign User Permissions

The following description shows how to assign user permissions for the **Beyond Service Time Tracking** extension. The permission sets provided are:

Permission Set	Description
BYD SST Reader	This permission set enables the use of the Beyond Service Time Tracking extension.
BYD SST User	This permission set enables the use of the Beyond Service Time Tracking 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 Service Time Tracking extension and the associated setup page.

To assign the permission set for **Beyond Service Time Tracking** 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 Beyond Service Time Tracking as filter criteria.
- 8. The list is filtered to the permission sets of **Beyond Service Time Tracking**.
- 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.

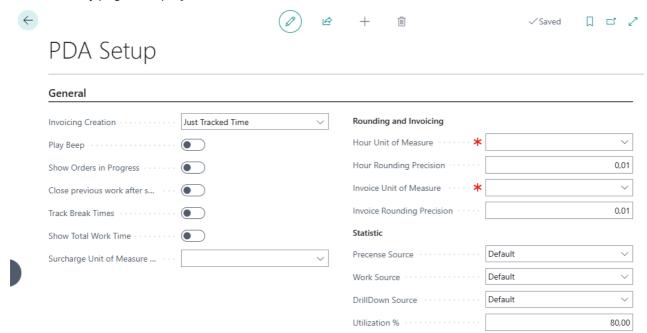
You have assigned a permission set for **Beyond Service Time Tracking** to a user. Note that users with the **SUPER** permission set have all rights, i.e. you do not need to give this user any additional rights.

Setup Beyond Service Time Tracking

This chapter describes how to set up Beyond Service Time Tracking.

To set up **Beyond Service Time Tracking**, 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.



- 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 measure 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.

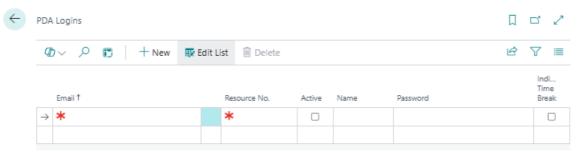
You have set up Beyond Service Time Tracking.

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.



- 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.

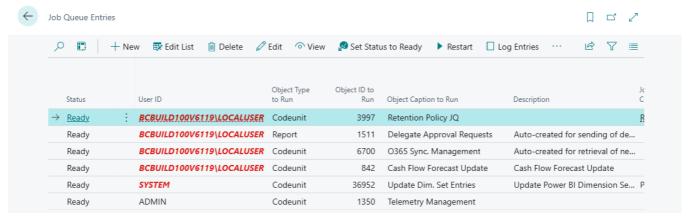
Schedule Work Time Job

This chapter describes how to configure the work time job for **Beyond Service Time Tracking**.

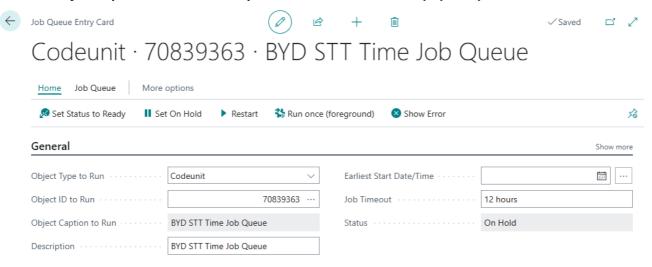
The work time job **BYD STT Time Job Queue** (ID: **70839363**) has the job of checking the work time and, if necessary, recording an end time. When executed, all running work times (status: **In progress**) are terminated and the end time is recorded.

To configure the **BYD STT Time Job Queue** work job, proceed as follows:

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



- 4. Click on the **New** option in the menu bar.
- 5. The Job Queue Entry Card is displayed.
- 6. Under the Object Type to Run field, select CodeUnit from the available options in the drop-down list.
- 7. In the input field **Object ID to Run**, enter the ID **70839363**.
- 8. The fields **Object Caption to Run** and **Description** are filled in automatically by the system.



- 9. Under the General tab, click the Show More option to display additional fields.
- 10. In the Parameter String field, enter a time for the job to be executed in the format HH:MM:SS.
- 11. You can leave the Job Queue Category Code field blank.
- 12. In the Earliest Start Date/Time field, enter the date and time when the job will be performed.
- 13. Under the **Recurrence** tab, activate the sliders for all days.
- 14. In the **Starting Time** input field, enter the time at which the job is to be executed in the format **HH:MM:SS**. This should match the value in the **Parameter String** field.
- 15. After entering all of the above values, click on the **Set Status to Ready** option in the menu bar.

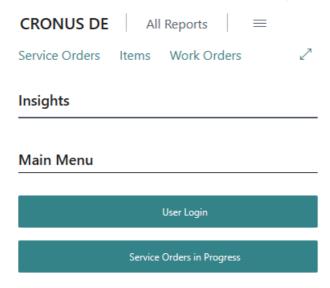
You have scheduled the job for recurring execution.

Track Times

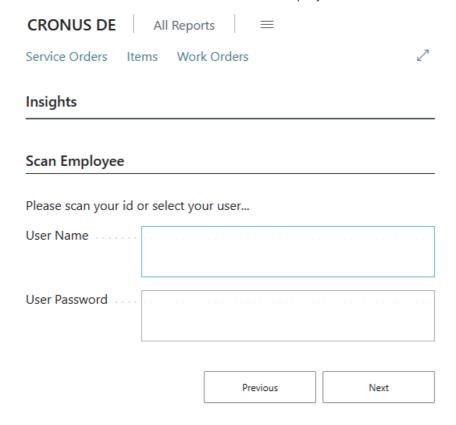
This chapter describes how to record times for a service document.

To record times for a service document, proceed as follows:

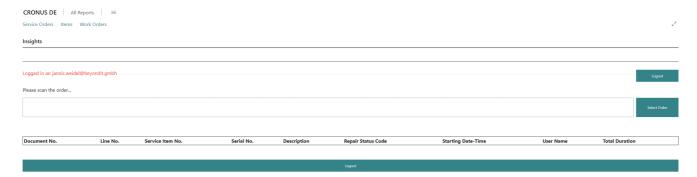
- 1. Switch on the PDA station or the computer and start Business Central.
- 2. The login page for **Beyond Service Time Tracking** is displayed.



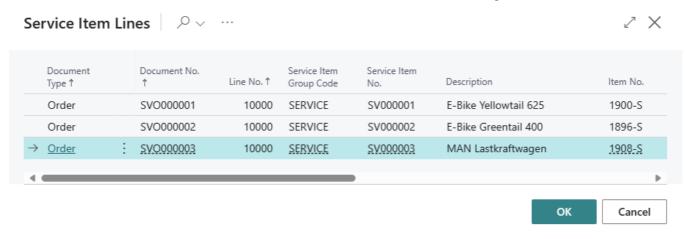
- 3. Click on the **User Login** button.
- 4. The User Name and User Password fields are displayed.



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



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



- 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.



- 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.

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:

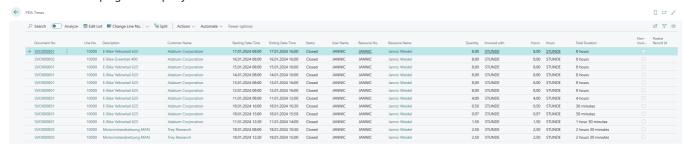
- Edit Start Time
- Edit End Time
- Assign Recorded Times to Different Worksheet

Edit Start Time

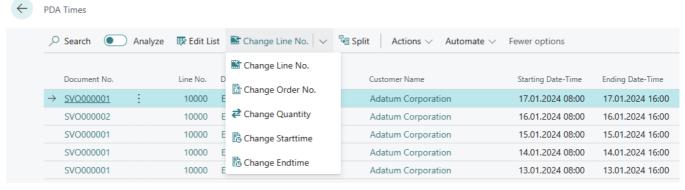
This section describes how you can edit the start time of a recorded time.

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.



- 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.



- 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.

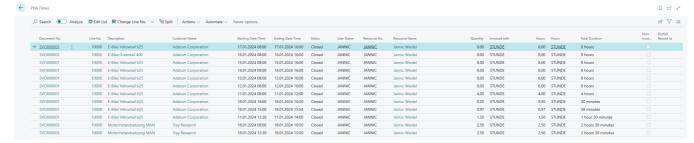
You have changed the start time for the line.

Edit End Time

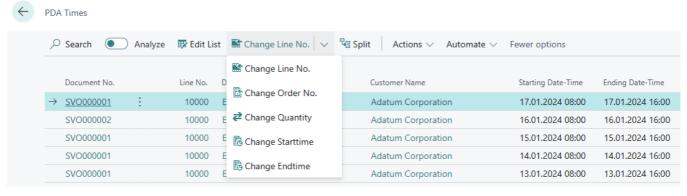
This section describes how you can edit the end time of a recorded time.

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.



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



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

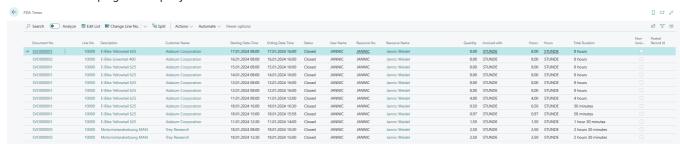
You have changed the end time for the line.

Assign Recorded Times to Different Worksheet

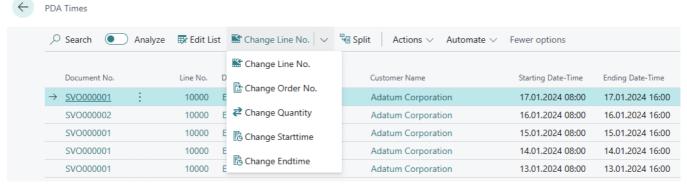
This section describes how you can assign the recorded times to another worksheet.

To assign the recorded times to another worksheet, proceed as follows:

- 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.



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



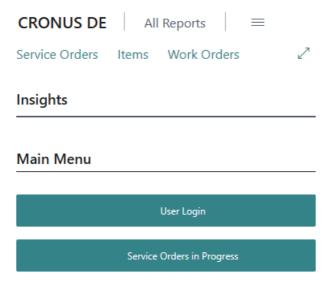
- 6. Click on the Change Order No. option in the dropdown menu.
- 7. A window is displayed.
- 8. Enter the number of the new service document in the **Document No.** field. To display an overview of all available documents, click on the ellipsis (...).
- 9. Enter the service line of the document in the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

You have assigned the recorded times to another service worksheet.

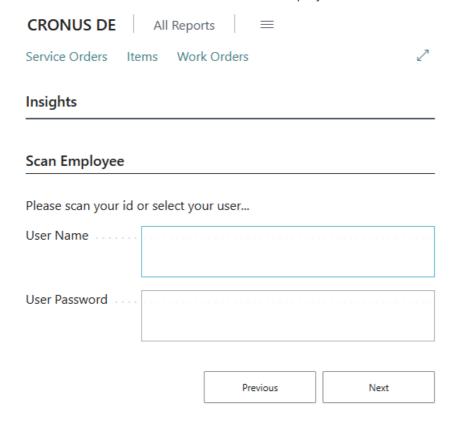
Transfer Recorded Times to Document

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:

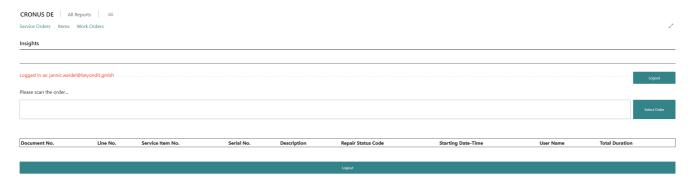
- 1. Switch on the PDA station or the computer and start Business Central.
- 2. The login page for **Beyond Service Time Tracking** is displayed.



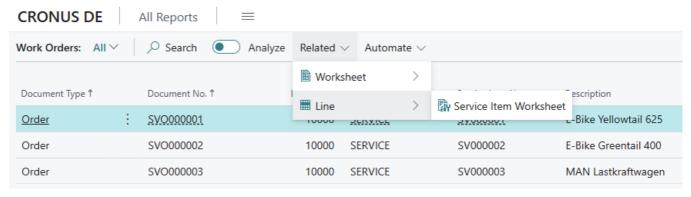
- 3. Click on the **User Login** button.
- 4. The User Name and User Password fields are displayed.



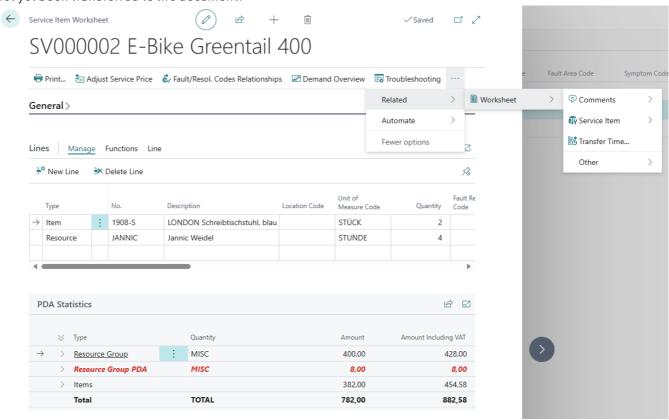
- 5. Enter the user name and the corresponding password.
- 6. To log in, click on the **Next** button.



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



- 12. The Service Item Worksheet page for the corresponding line is displayed.
- 13. 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.



- 14. To transfer the recorded times to the document, click on **Related > Worksheet > Transfer Time...** in the menu bar.
- 15. 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.