MEMORANDUM

To: All Field Service

Date: May 12, 2011

Re: LABOR/TRAVEL BILLING

The following are the procedures/guidelines that should be used when completing service reports and accounting for hours worked/billed on Service Reports:

**Travel Charge Guidelines**

* Service Reps should bill from the point of origin (home, starting point) to the next account or back to the point of origin depending of which occurred.
* For external customers, no service call should exceed 4 hours of travel
* Field Service Reps and customers can negotiate terms of travel based on the urgency of the repair and the customer’s needs. (ie. If a customer can wait until there are other calls in the area we may be able to reduce the travel charge because they would split the travel charge with another customer(s))
* When there are multiple internal customer calls after the first call of the day the travel between accounts should be split between the service reports
* The total number of travel hours for the entire day should never exceed those actually traveled

**Labor Charge Guidelines**

* Service Reps should bill for services rendered which should include: troubleshooting/diagnosing time, repair time, wait time and documentation time

**Overall Guidelines**

* Hours worked = Hours on Service Reports; All hours submitted in Attendance Enterprise should equal all hours submitted through GoOrder for that day (Labor + Travel), unless the shortfall is due to the 4 hour maximum for travel (for external customers)
* Service Reps should use especially good judgment in charging external customers for their labor and if excessive time is needed to fix the product and should be stated in the service report why the repair took longer than normal (ie. product was in pieces when found, customer couldn’t find the unit and asked me to wait, customer asked to wait for access to the product, etc)
* Service Reports should be written so that they are easy to understand by the customer and other Stryker staff who may audit and review the document (communicate facts and circumstances that make the service report easier to understand from a billing standpoint)

Please feel free to contact me or your Region Manager with any questions.

Jim Dorff