

Billing Types

- **T&M** – Used to bill a customer for service on a work order.
- **Contract** – Used to document servicing activity against a service contract.
- **No Charge** – Used to document servicing activity for customer goodwill. This will be charged against the service cost center unless the “04 Sales Rep Request” No Charge Reason Code is used. The “04 Sales Rep Request” code will allow service to charge the servicing activity to the appropriate sales cost center.
- **Stryker Owned** – Used by Field Service and the repair Depot to support Loaner and Eval devices.
- **Warranty** – Used to document servicing activity against a device that has a warranty contract.
- **Repair Warranty** – Used to document servicing activity on a device that is covered by a service repair warranty. The repair warranty is typically 90 days for SMR service repairs. *This type of billing **should** be used sparingly because it will be charged against the service cost center.*
- **99:PFA – Product Field Action** – Used to document servicing activity related to a Field Action. *This is typically prepopulated in auto generated PFA work orders.*
- **Admin Time** – Should be used appropriately for internal time billed to Stryker that cannot be billed to a customer in any way.