



Job Codes Explained

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The Basics: Why Job Codes Are Needed

This document explains what the concept of “job codes” means in SMMware, and how it may be useful to you. In short, within the same job, ‘job codes’ allow you to charge a different hourly rate for different tasks (Packing, Organizing, etc).

	Job Codes are a powerful tool, but are also probably the most difficult aspect of SMMware to fully understand. When in doubt, don't hesitate to contact SMMware Support.
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In understanding a concept it is often helpful to understand the relevant history. The first and simplest approach to charging clients is to add up the hours, then multiple that total by a rate to arrive at the dollar amount. However, what if you want to charge \$60/hr for Packing, and \$80/hr for work on Floorplans? If you hold a 3 hour consultation with a potential client and want to give the first hour free and then charge for the remainder, how should the software you use handle that? What if you want to charge \$70/hr for time that you, as company owner, spend in packing, but \$60/hr for time spent by your employees?

The concept of “Job codes” came about as an answer to the above questions. A “Job Code” is simply the combination of a label (like Packing), and an hourly rate.

Examples:

- 1) ‘Packing - Associate’: \$60/hr,
- 2) ‘Packing - Company Owner’: \$70/hr,
- 3) ‘Floorplans’: \$80/hr



Job Codes Explained

Job Codes are defined once in the system, and shared across all jobs. Each job does not have a separate set of job codes. The next page will help clarify by example.

There are two basic approaches to how you can charge a client in SMMware:

- 1) Using the same hourly rate regardless of task type
- 2) Using a different hourly rate per task type, labelled as 'job codes'

Example 1) Job Profile 1 (Client Jane Doe, Job ID 235, Downsize and Move)

Client Fee Model: **Per Job Rate**

Hourly Rate: \$60/hr

~~Discount: 10%~~

Description	Job Code		Rate	Hours	Subtotal
Decluttering	Decluttering,	\$60/hr - 10% = \$54.00/hr	\$60.00/hr	10	\$600.00
Organizing	Organizing,	\$60/hr - 10% = \$54.00/hr	\$60.00/hr	5	\$300.00
Floorplan	Floorplan,	\$80/hr - 10% = \$72.00/hr	\$60.00/hr	20	\$1,200.00
Packing	Packing,	\$65/hr - 10% = \$58.50/hr	\$60.00/hr	10	\$600.00
Unpacking	Unpacking,	\$65/hr - 10% = \$58.50/hr	\$60.00/hr	10	\$600.00

Example 2) Job Profile 2 (Client John Smith, Job ID 236, Downsize and Move)

Client Fee Model: **Per Job Codes**

~~Hourly Rate: \$60/hr~~

Discount: 10%

Description	Job Code		Rate	Hours	Subtotal
Decluttering	Decluttering,	\$60/hr - 10% = \$54.00/hr	\$54.00/hr	10	\$540.00
Organizing	Organizing,	\$60/hr - 10% = \$54.00/hr	\$54.00/hr	5	\$270.00
Floorplan	Floorplan,	\$80/hr - 10% = \$72.00/hr	\$72.00/hr	20	\$1,440.00
Packing	Packing,	\$65/hr - 10% = \$58.50/hr	\$58.50/hr	10	\$585.00
Unpacking	Unpacking,	\$65/hr - 10% = \$58.50/hr	\$58.50/hr	10	\$585.00



Job Codes Explained

The same concept above for the rates you charge clients also applies to the rates at which you pay your associates.

- 1) They can be paid the same rate regardless of task type, with the rate being pulled from their associate profile. Each associate profile has its own rate so, for example, an experienced employee can be paid \$25/hr and a new inexperienced one can be paid \$20/hr. But they will get that rate regardless of task type.
- 2) They can be paid a different rate depending on task type, in which case the rate is being pulled from the job code.

Job Code Levels

But what if you want to BOTH pay associates different rates depending on AND different rates depending on their experience? This situation is more complicated, but SMMware can still handle it. The answer to this additional wrinkle is to have multiple SETS of job codes, one for experienced employees and one for the newbies. Employees are assigned to an experience level (Junior, Senior). Everyone within that group gets paid the same, but can be paid differently per task type.

Even though your specific scheme for charging clients and paying associates may get complicated, once we set it up in SMMware it is still easy to actually use because the different groups only see the appropriate options.

Note, SMMware has a fixed number of 'levels', providing 5 of them, which should be sufficient. If you need more, contact SMMware support.

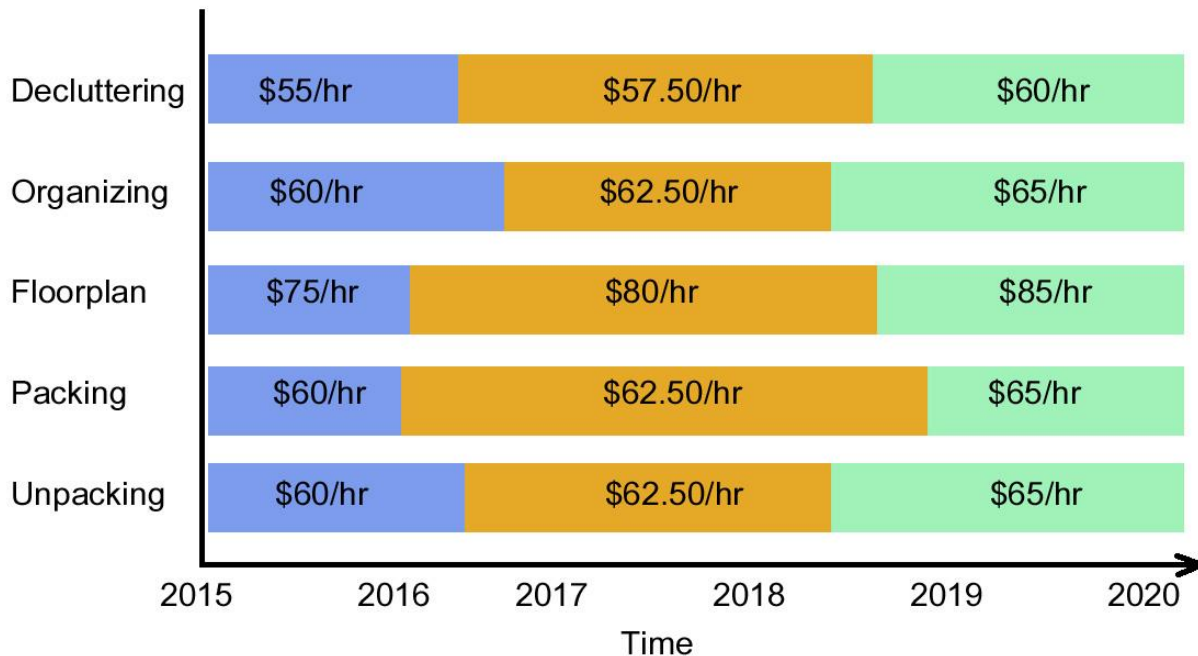


Job Codes Explained

Changing Rates Over Time

As time passes, you will want to change your rates. SMMware keeps a history of the rates for a given job code. The Settings Editor in SMMware allows you to manage your job codes and your rates.

Whenever the charge for an hourly entry is calculated (for an invoice, for example), SMMware compares the work date of the entry against the job code history to determine what the hourly rate should be.



Any given chunk of color in the above diagram is another item in the history of the applicable job code, and so we'll call them 'History Items'.

The date when a new rate takes effect is called its 'Effective Date'. That rate will apply from that moment on, until replaced by another.

Example: For the 'Floorplan' job code above, the effective date for the \$80/hr rate is January 1, 2016.

Some observations, when looking at any one job code:

- There are no gaps. For any moment in time that you might realistically enter hours for, there must be a rate defined.
- There are no overlaps. For any moment in time, there must be one and only one rate defined.



Job Codes Explained

For a given History Item, there is also a rate for associate pay, but note that if you use this option all associates are paid the same for the same job code (as opposed to each associate being paid according to their individual rates in their associate profiles).

Lastly, SMMware will not allow rate changes to affect existing hourly entries which are already invoiced, for the sake of data integrity. The Settings Editor does allow changes to existing hourly items which are not yet invoiced.

When using the Settings Editor, you will notice that there are limits on how far back you can set the effective date. Each noneditable History Item has a note about the date that History Item was last used by an invoiced hourly entry. This date is the limit of how far back a new entry can be set. There is also a letter 'i' information symbol that can tell you how many invoiced hourly entries this History Item applies to.

When you finish making edits to the Job Codes, we recommend going back to the (noneditable) listing view of the Settings Editor where the table of Job Codes is presented in a more compact and easily reviewed form.

The ideas above should be kept in mind when working with the Job Codes section in the Settings Editor.



Job Codes Explained

Constraints on History Item Changes

The diagram above about changing rates over time implies some constraints. The history items cannot overlap dates or leave gaps. If the history item has been used by an hours entry, it cannot be edited or deleted. You will see that the SMMware Settings Editor enforces those constraints. Some History Items will not be editable or deletable.

If a History Item has never been used, you cannot add a new one. This makes sense, as you may as well just edit the existing item.

This Job code has two History Items.
The first one has been used and can't be edited.
The second one has not been used, and can be edited.
It can also be deleted (with the 'X' button).

Job Code Name	Level	Active	History Item 1 Effective Date	History Item 1 Last Used	Client Rate	Assoc Rate	Buttons
De-Cluttering - Senior	Level 3	Active	2010-11-27	2010-11-27	\$56.00	\$16.00	+ X
De-Cluttering - Senior			2015-05-01		\$66.00	\$26.00	+ X
De-Cluttering - Associate2	Associate	Active	2010-11-27	2015-03-27	\$57.00	\$17.00	+ X
De-Cluttering - Associate2			2015-05-01		\$67.00	\$27.00	+ X
Develop Action Plan - Senior	Senior	Active	2010-11-27	2010-11-27	\$55.00	\$15.00	+ X
Develop Action Plan - Senior			2015-05-01	2016-12-06	\$65.00	\$25.00	+ X

This job Code has two History Items.
Both items have been used, and can't be edited.
If you mouse over the 'i' info symbol, it will tell you
the last date this history item was used.
You can add a new history item with the '+' button,
and the earliest effective date is one day later than the
last date of the existing history item.



Job Codes Explained

Regarding QuickBooks Integrations

If you are integrated with QuickBooks (either Online or Desktop) and you add NEW job codes, you will need to contact SMMware support to coordinate the SMMware job codes with QuickBooks Service Items.

But you can feel free to tweak the names of existing job codes, to deactivate them, to switch their levels, and perhaps most commonly, to change their pricing.

FAQs

Q1) Do I have to choose one approach and then use that for every job?

A1) No, one particular job can charge the client based on one overall hourly rate, while another job can charge based on job codes. The choice is made in the Job Profile for each job.

Q2) Can you clarify the difference between the concepts of “Job Types” and “Job Codes”?

A2) Each job has one and only one “Job Type” assigned to it. The job type is intended to describe the overall goal of the job. Various kinds of tasks can be involved. For example, a “Downsize and Move” job may require 5 or more job codes to describe the various kinds of work involved, like “Packing” and “Floorplan”.

If the overall goal of a given job is very simple, like “Packing”, then it may only call for a single job code (like “Packing”). At that basic level, job codes do in fact become redundant, and you could just use the single hourly rate approach, without job codes.

Q3) When I want to change prices, should I just use a new ‘Job Code Level’?

A3) No, new prices can be set for the existing job codes, using ‘History Items’.

Q4) For packing materials, do I use job codes?

A4) No, job codes only apply to hourly work, and are a way to indicate the hourly rate to charge. If you want to account for packing materials on a box by box basis, you can use SMMware’s “Inventory” command. If you feel that it is too much effort to track each box and want to charge a single blanket fee for packing materials, you can use SMMware’s “Flat Fee” command.