

**Example Think IT Invoice**

Please note that this is a default invoice, some invoices may vary, if you have any questions contact [accounts@thinkit.co.nz](mailto:accounts@thinkit.co.nz)

In this example the client has a [1 hour Helpdesk](#) contract, and a Back-Up management contract.

This month Think! IT provided 3.4 hours support of which 1 hour has been charged at \$0 rate

<b>Bill To:</b> <i>This is the Bill to Contact and address.</i>		<b>Date</b> 30/10/2009	<b>Tax Invoice</b> Invoice #	
		<b>Account</b> Your Account		
<b>Terms</b> Net 20 days	<b>Due Date</b> 19/11/2009	<b>PO Number</b>	<b>Reference</b>	
Services	Work Type	Hours	Rate	Amount
Agreement Billable Time: 1 Hour Helpdesk Cover				
PABX	Onsite	1.00	90.00	\$90.00
Help Desk Engineer	Remote Support	1.00/2.40	0.00/105.00	\$252.00
PABX	Travel To	0.50	90.00	\$45.00
Agreement Billable Time: Back-Up Management				
Help Desk Engineer	Back-Up	0.60	0.00	\$0.00
Agreement Non-Billable Time: 1 Hour Helpdesk Cover				
Help Desk Engineer	Remote Support	0.10	105.00	\$0.00
<b>Total Services:</b>				<b>\$387.00</b>
Expenses				Price
<b>Billable Expenses</b>				
Tolls				\$4.00
Any expenses associated with this service will be shown here. E.g. Parking, Tolls etc.				
<b>Total Expenses:</b>				<b>\$4.00</b>
Agreement Adjustments		Quantity	Amount	
Covered by Agreement: 1 Hour Helpdesk Cover		(1)	\$0.00	
Services				
<b>Total Agreement Adjustments:</b>				<b>\$0.00</b>
Make cheques payable to Think IT Ltd or direct credit to ASB Bank, East Auckland Business Banking, 12-3237-0010809-00 GST No. 96-739-222		<b>Invoice Subtotal:</b>	\$391.00	
		<b>GST:</b>	\$48.88	
		<b>Invoice Total:</b>	<b>\$439.88</b>	

**PABX = Telephone Service/ Installation**

The invoice is split between billable and Non Billable Time. If you've signed up to one or more maintenance agreements, the time will be split up further into those categories.

See how this invoice has 1 hour Helpdesk Cover, and 1 hour has been \$0 charged.

See also that the backup management has also been charged at \$0

Confirmation of the 1 Hour Helpdesk cover is shown here.

The Time Details are shown from page 2 of the invoice as below.

Charge To: Your Company, Original Job Description, Location = Site location		
Date	Notes	Bill
7/10/2009	Service Ticket: Job/Ticket Number Summary: Job/Ticket Description same as above Address: Site These are the notes on how we worked to resolve your issue.	Y
16/10/2009	Each Line here represents a new time entry for the resolution of your issue. Note: the ticket #, summary & site address will repeat in each time entry. Each job will be split with a subtotal of each job at the bottom	NC

Notice how the first entry is billable and the second is No Charge (Non-Billable) this will be reflected in the 1<sup>st</sup> page of the invoice

**Other things to note:**

Products may also appear on the invoice, as a general rule we invoice products separately, but on some occasions they will be included and the invoice will represent the whole installation charge.

Think! IT intends to invoice labour on a weekly basis (or at least fortnightly) therefore the combination of all all invoices for 1 month will demonstrate the 1 hour inclusive Helpdesk cover. E.g 0.8 on inv#1, 0.2 on inv#2 and no credits on Inv#3.

If you require separated invoices per site or per job (ticket) just let us know and that can be arranged.

Travel to is charged as a default of 0.5 hours of your agreed rate for each Onsite Visit.