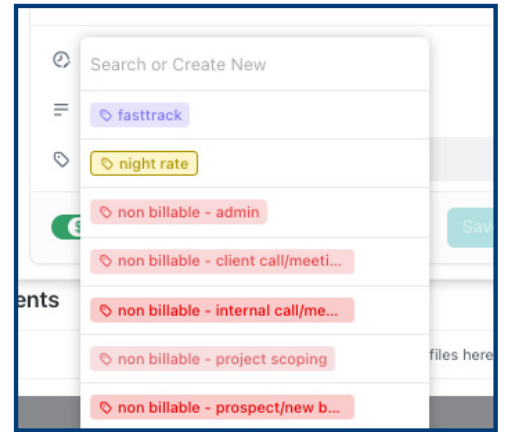


Labels

Labels have been created in ClickUp so that particular activities of recorded time can be “tagged” and easily reported on, or invoiced correctly. There are two types billable and non-billable.

Notes

- ClickUp has its own way of recording billable and non-billable time, using a \$ (Dollar) symbol. Ignore this as it has no bearing on APS time or invoicing records.
- The current labels are agreed by the business. New labels should not be added, nor at any time should existing labels be removed or altered.



Billable

There are 3 labels that apply to billable time that require studio and client approval before using.

1. **Fast Track** - Use when a task has been assigned with the fast track button ticked in the custom fields. The fast track button can be unticked for future work if fast track is not needed, so the instance of fast track time must have the label against it to generate the enhanced studio rate when invoicing.
2. **Night rate** - Specifically for night shift studio only. This label must be only be used to highlight work that is specifically requested to be completed overnight. Any work the night shift complete that is overflow from day shift is not eligible for the increased night rates and should not have this label attached.
3. **Weekend rate** - Any work that's agreed to be completed during weekend hours must have been estimated, costed and agreed with a client, account management and studio manager prior to work taking place. Once agreed any work completed during weekend hours must have this label attached.

Non-Billable

There are occasions where time recorded against an activity is deemed non-billable. This means the time spent on the effort is still valuable to the task, but is not chargeable to a client.

There are 10 labels available to use and 2 ways to record non-billable time.

1. Time required on **an existing live task** and is recorded against an existing job number.
This could be a client/internal meeting about the brief, or amends query that is specific to that activity. Adding the correct non-billable label will highlight this and will be removed from the client invoice. However, it will show in the reporting as time spent on the job and highlight to APS how much time a job actually takes.
2. Time that's part of a client related activity that has **no existing job number** to record to.
This could be travel to a client site, or a general client account meeting where no specific activity is discussed. To separate these activities from the main task list, there is a non-billable List called "**APS Group [location] Agency Internal Jobs**". Within are client specific job-tasks called "**[Client Name] - Non Billable Time / No Job Nr**". The usual sub-tasks (tied to revenue stream) are set up to record time to.

Note

It's vital that non-billable labels are used in every instance of non-billable time regardless of which route is used.

Adding Labels

Adding a label to a time record is very simple.

1. Whilst adding time record click on the "Add Tags" section.
2. Select and click on the label required.
3. Save the time record.

Click video for example →

Important notes

Do not add more than one label to any single time record. ClickUp assumes the same time is required for each label, so will in effect double the time record on the reporting.

Removing Labels

Removing a label is also very simple.

1. Click on the time tracker on the sub-task.
2. Go to your own logged time.
3. Navigate to the time record and click to open it.
4. Hover over the label that needs removing.
5. Click the little "X" that appears at the far right of the label. This will remove the label from the record.

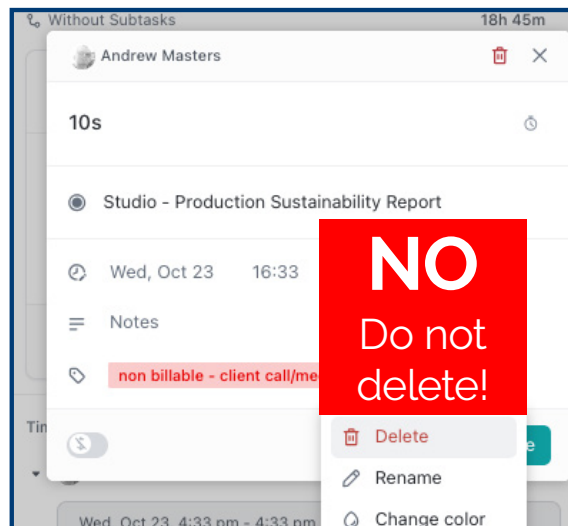
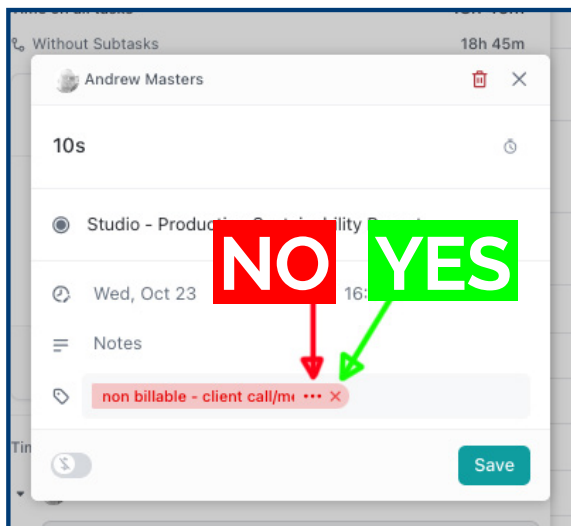
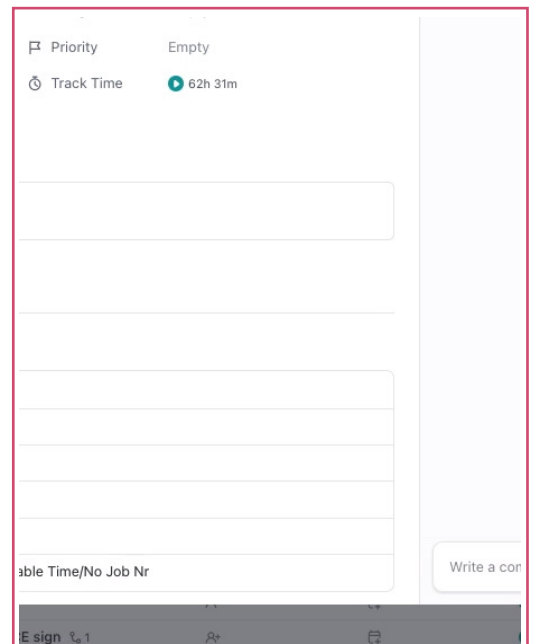
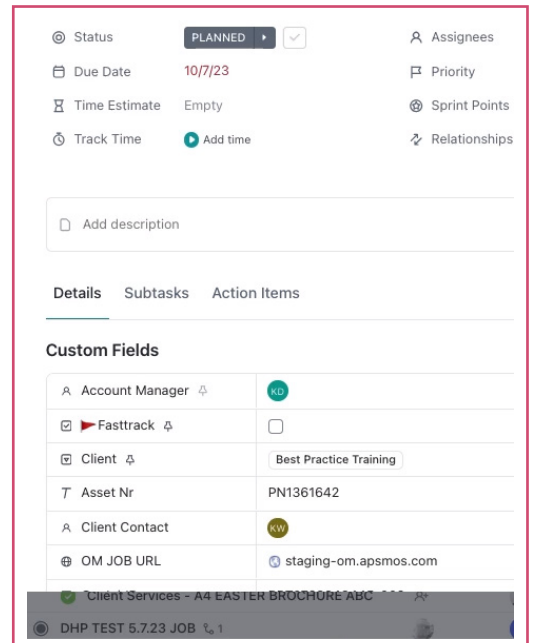
Click video for example →

Important notes

ClickUp has seen fit to put the delete label and remove label functions next to each other.

Deleting the label will delete it from the system completely and wipe any instance where this label has been used compromising time records in the system.

It is easy to avoid however if using the correct steps. Following the "removing labels" instructions above will see the correct actions have been taken. The delete option is available through the ellipsis (3 dots) and should be avoided.



Summary

Round up of the main points.

Do...

- ... add labels for billable and non-billable tasks as needed.
- ... add only **one label** to any single time record.
- ... add a label to **every instance** of non-billable time being recorded.
- ... ignore the dollar symbol, it's unnecessary to APS time recording.

Don't...

- ... remove labels from your time record if requested to do so. Only do this if added in error, or approved by your line manager.
- ... add more than one label to any single time record.
- ... delete the labels from the system....ever!
- ... create new labels to suit your own needs, or amend existing ones. These are business wide settings and should not be changed despite ClickUp leaving this as an open option.