



Gutes für alle.

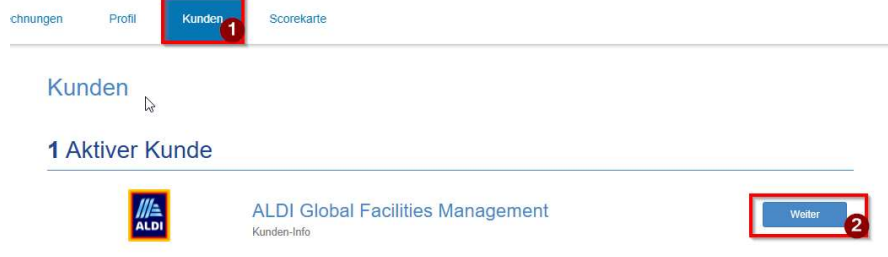
Step by step instructions

Tariff maintenance in Fixxbook/ServiceChannel – Part II

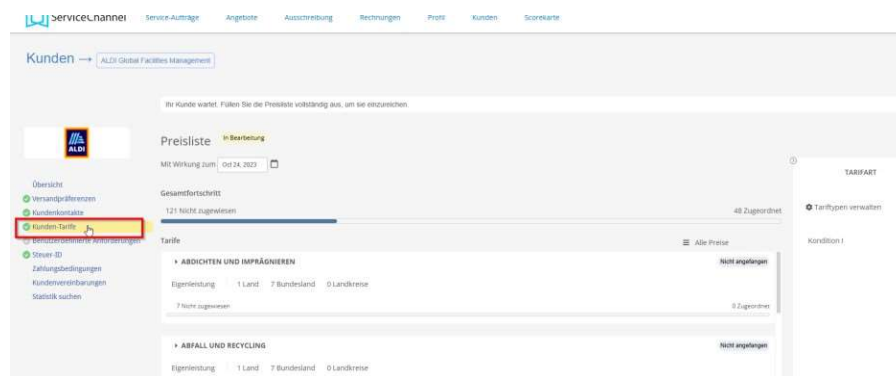
ATTENTION! Before the tariff maintenance can be carried out, the trade coverage must be filled out in your profile. If you have not yet completed this step, first read the instructions "Assignment of Trades in Fixxbook/ServiceChannel – Part I".

STEP 1

Within your ServiceChannel profile, click on the "Customers" button and then on "Continue" for the customer "ALDI Global Facilities Management".



Click on "Customer tariffs" to access an overview of your previously selected trades ("Cover").

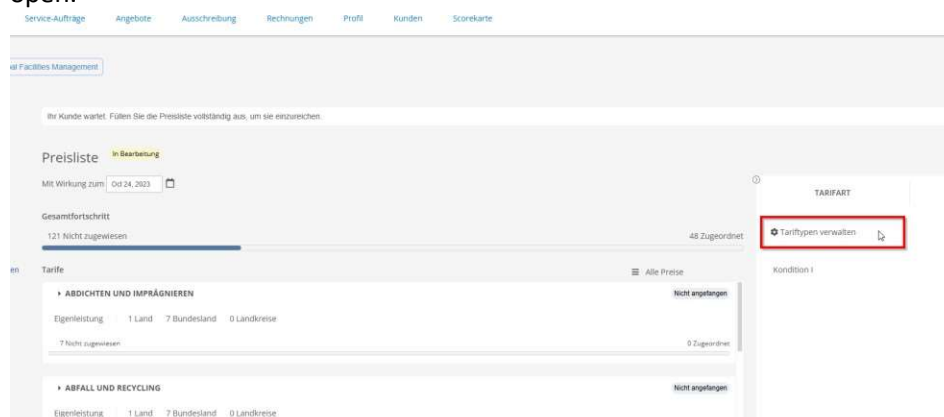


HINT!

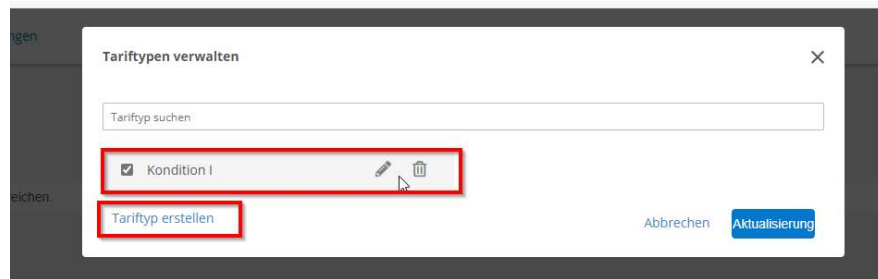
If you do not find the required trades in the list, please refer to the instructions "Assignment of Trades in Fixxbook/ServiceChannel".

STEP 2

Select "Manage Plan Types" to revise existing plans or create new plans. Another window will open.



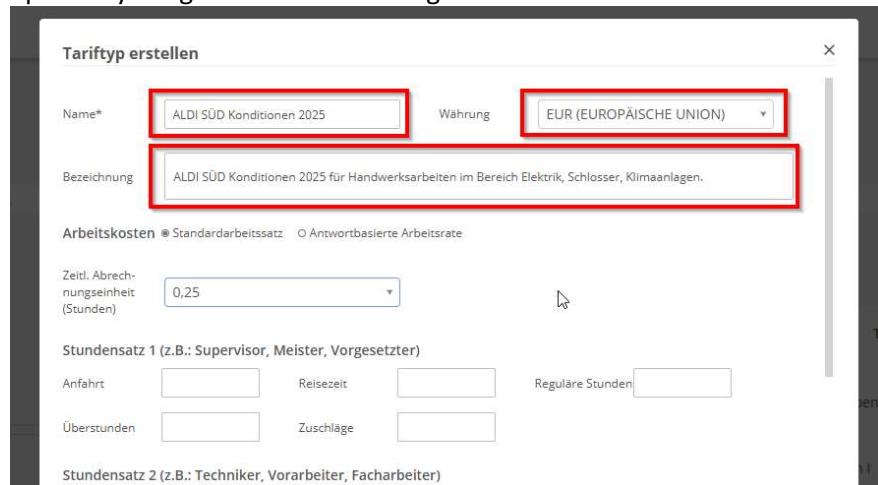
Select "Create Rate Type" to create new rates. Conditions that have already been created can be edited or deleted in this window.



STEP 3

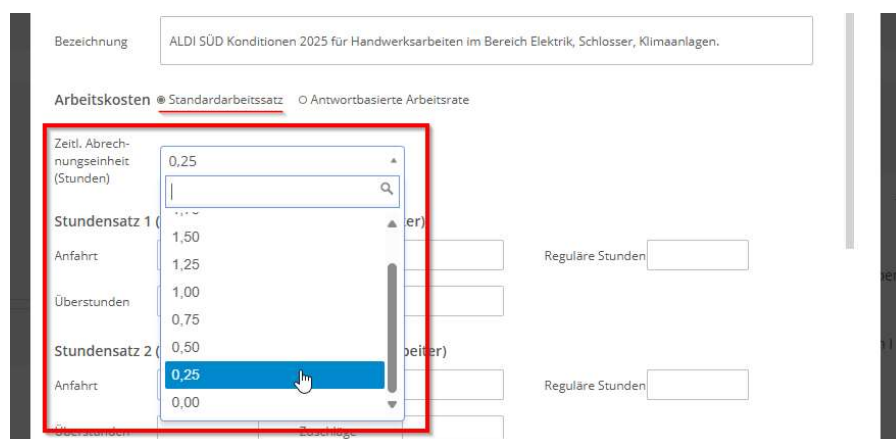
Select "Create plan type"

Give the fare type a name and change the currency to EUR (European Union). You can optionally assign an additional designation.



Zeitl. Billing Unit (Hours)

Enter your time billing unit in industrial minutes (0.25 for billing per quarter of an hour or part thereof, 0.5 for billing per half hour or part thereof, and so on). Default working set is preset and must not be changed.



Hourly

Please indicate the regular hourly rates on the right side of the screenshot below. You can enter up to three different hourly rates. If you only have an hourly rate, please enter it at hourly rate 1.



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Arbeitskosten ● Standardarbeitsatz ○ Antwortbasierte Arbeitsrate

Zeitl. Abrechnungseinheit (Stunden) 0,25

Stundensatz 1 (z.B.: Supervisor, Meister, Vorgesetzter)

Anfahrt		Reisezeit		Reguläre Stunden	65,50
Überstunden		Zuschläge			

Stundensatz 2 (z.B.: Techniker, Vorarbeiter, Facharbeiter)

Anfahrt		Reisezeit		Reguläre Stunden	60,50
Überstunden		Zuschläge			

Stundensatz 3 (z.B.: Lehrling, Azubi, Helfer)

Anfahrt		Reisezeit		Reguläre Stunden	50,90
Überstunden		Zuschläge			

If your contract provides for travel allowances, these must be entered in the "Directions" field (e.g. €120 per journey). If you bill the travel time of your employees to the place of work per unit of time, this hourly rate must be entered in the "Travel time" field (e.g. €45 per hour of travel).

Arbeitskosten ● Standardarbeitsatz ○ Antwortbasierte Arbeitsrate

Zeitl. Abrechnungseinheit (Stunden) 0,25

Stundensatz 1 (z.B.: Supervisor, Meister, Vorgesetzter)

Anfahrt	120	Reisezeit	45	Reguläre Stunden	65,00
Überstunden		Zuschläge			

Stundensatz 2 (z.B.: Techniker, Vorarbeiter, Facharbeiter)

Anfahrt	120	Reisezeit	45	Reguläre Stunden	60,00
Überstunden		Zuschläge			

Stundensatz 3 (z.B.: Lehrling, Azubi, Helfer)

Anfahrt	120	Reisezeit	45	Reguläre Stunden	50,90
Überstunden		Zuschläge			

If your contract provides for overtime and/or surcharges, please enter these including the regular hourly rates in the fields "Overtime" or "Surcharges" (e.g. 90€ per hour in the case of a surcharge of 30€ per hour to an additional hourly rate of 60€ per hour).

Zeitl. Abrechnungseinheit (Stunden) 0,25

Stundensatz 1 (z.B.: Supervisor, Meister, Vorgesetzter)

Anfahrt		Reisezeit		Reguläre Stunden	65,00
Überstunden	95,00	Zuschläge	90,00		

Stundensatz 2 (z.B.: Techniker, Vorarbeiter, Facharbeiter)

Anfahrt		Reisezeit		Reguläre Stunden	60,00
Überstunden	90,00	Zuschläge	85,00		

Stundensatz 3 (z.B.: Lehrling, Azubi, Helfer)

Anfahrt		Reisezeit		Reguläre Stunden	50,90
Überstunden	80,90	Zuschläge	75,90		

The items **Material**, **Surcharge** and **Surcharge Subcontractors** do **not** have to be filled. Finally, click on the blue **"Confirm"** button.

STEP 4

Now you have to activate the tariff by selecting it and clicking on the blue Click on "Update".

STEP 5

Assign a trade

Finally, you still have to determine the tariff for your trade or to your trades by clicking on the name of the respective trade (e.g. ELECTRICAL) and selecting "Assign Rate" select the plan you created from the drop-down menu.

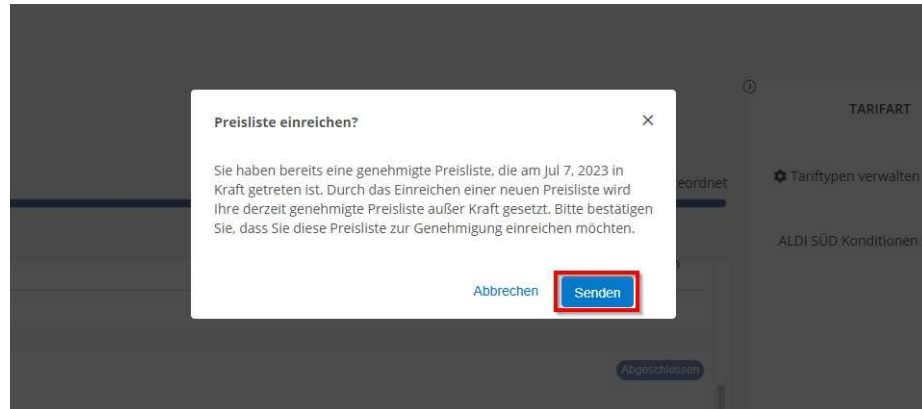
Once the fare has been assigned, a "Completed".

Please assign a tariff to all trades that you offer in ServiceChannel. You can create as many rates and different hourly rates as you need.

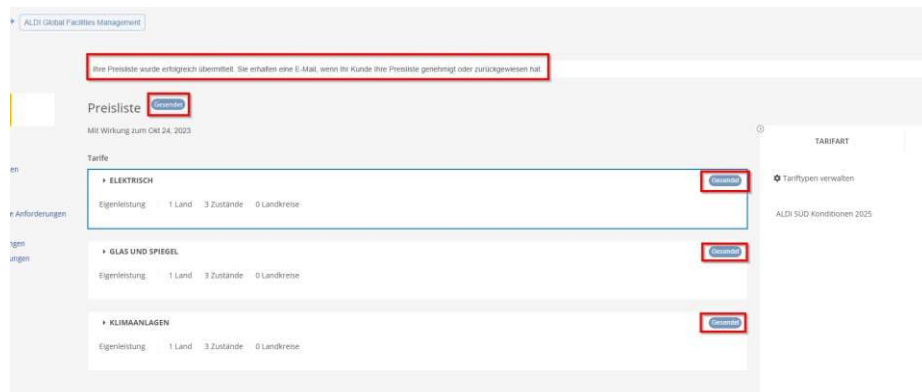
Submit tariffs (price list)

As soon as you have assigned a tariff to the last trade, you will automatically be asked whether you want to submit the price list. Click on the blue button "Send" if you want to submit the price list.

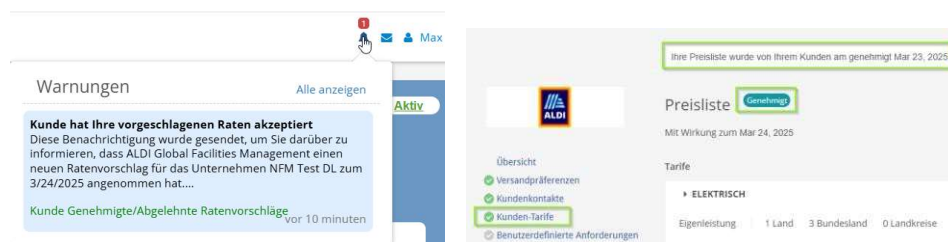
Click "Cancel" to return and you can check your entries again and adjust them if necessary.



After the tariffs have been transmitted, you will be taken back to the overview of the trades. You will now see the message "Sent" in several places and thus have the confirmation that the tariffs have been transmitted to ALDI SOUTH for review and approval.



After internal review and confirmation by ALDI SOUTH, you will receive a message from ServiceChannel. If the tariffs could not be accepted, you will also receive a notification and can revise and submit your tariffs again (step 6).



STEP 6

Step 6 is only necessary if your tariffs have been partially or completely rejected by ALDI SOUTH. If this is the case, you will receive a notification via email and in ServiceChannel.

STEP 7

Switch to the customer rates view and open the "HISTORY". Here you can see a reason for refusal, if it is specified by ALDI SOUTH became. Based on the reason for rejection, you decide whether an additional new tariff must be created or the existing one must be adjusted for all trades. Start the process in which you can access **Edit** click.

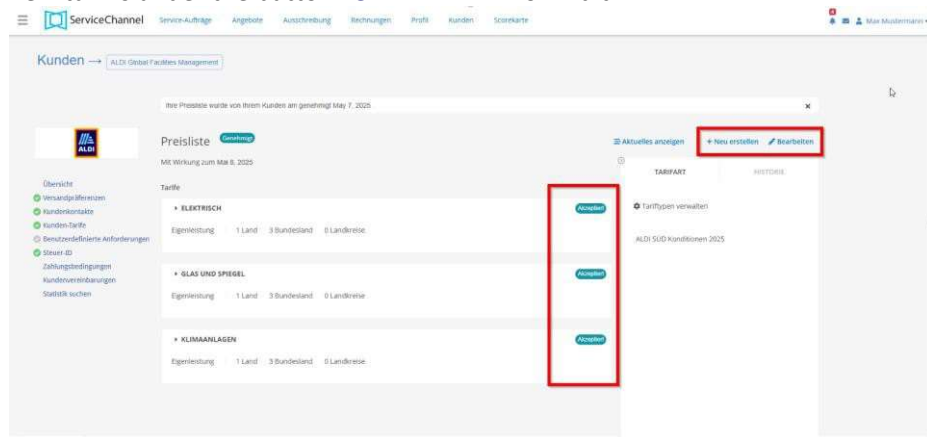
STEP 8

Jump to **STEP 2** follow these instructions and follow the steps. In the example shown, a new additional tariff was necessary for the "glass and mirror" trade, which is now available in the **STEP 2** until **5** has been recreated and assigned. Finally, the update can be sent again to ALDI SOUTH via Send.

If your tariffs are currently in the "Accepted" status, you can click on the trade submit new tariffs or edit the tariff.

CREATE NEW

If the tariffs are in the current status "Accepted", she has the option to change the new tariffs under the button **"CREATE NEW"** or "Edit".



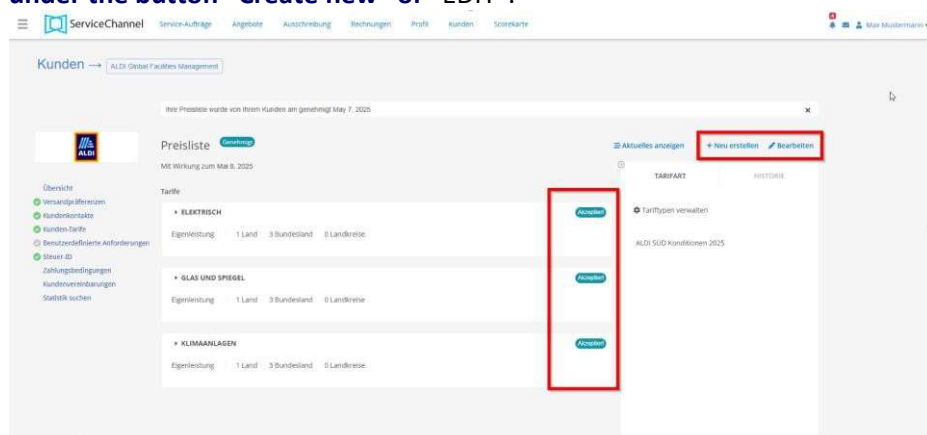
If you choose the **"CREATE NEW"** button, you will be asked if you want to discard the current price list and continue.



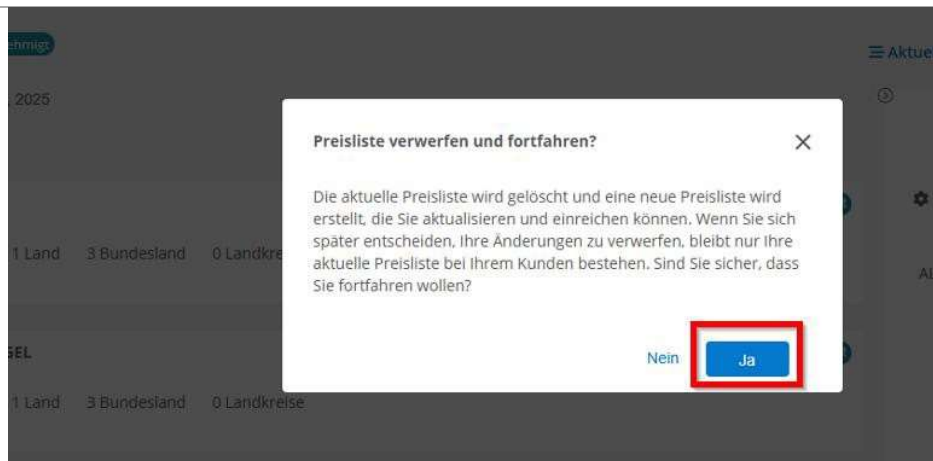
Then carry out the **STEPS 2 TO 5** already known to you.

EDIT

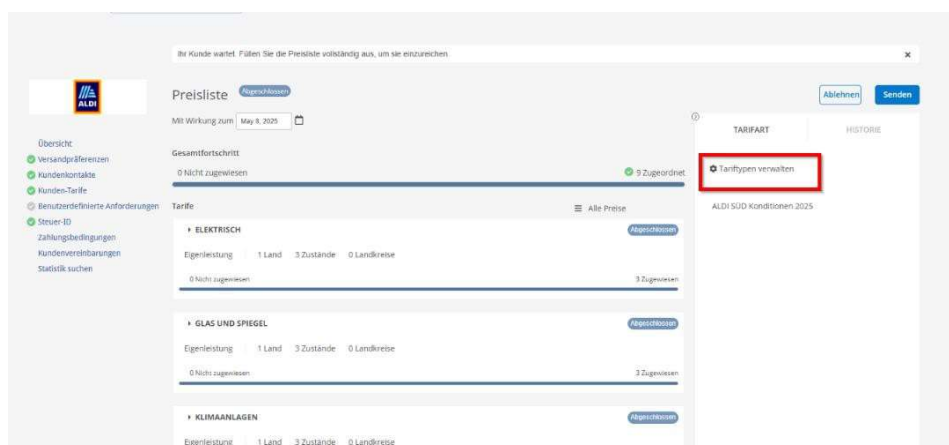
If the tariffs are in the current status "Accepted", she has the option to submit the **new tariffs** under the button **"Create new"** or "EDIT".



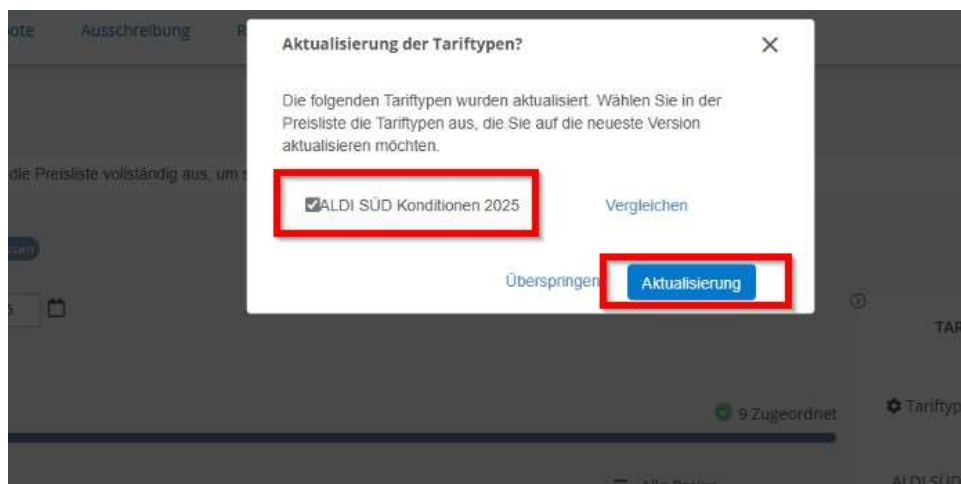
If you select the **"EDIT"** button, you will be asked if you want to discard the current price list and continue.



Then click on "Manage tariff types" and follow **STEPS 2 TO 4** . An assignment is not necessary here, as the current price list is updated.



After **STEP 4**, you will be asked to update the tariff types. Select the plan type and then click on "Update".





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Click on the "Send" button to complete the update of the tariffs and wait for their confirmation.

HINT!

If you are unable to edit the tariffs, it is because they must first be checked by us. If you have the problem that your plans are not updating, we recommend that you delete the current assigned plan (see screenshot).