CLAIMS

1. A method for determining chargeable time relating to services performed by a service technician at a current work site, comprising the steps of:

(A) associating a hand-held wireless communication device with the service technician wherein the wireless device includes at least a display and an input interface;

(B) determining a travel-to time indicative of the time spent by the technician travelling from a previous work site to the current work site using a previous-site departure time and a current-site arrival time captured by the wireless device by confirming through the wireless device the previous-site departure time and the current-site arrival time, and defining the travel-to time as the difference between the confirmed current-site arrival time and confirmed previous-site departure time; wherein the step of confirming through the wireless device the previous-site departure time and the current-site arrival time comprises the steps of adjusting at least one default value for the previous-site departure time and the current site arrival time and accepting, through interaction with the wireless device, the at least one adjusted default value;

(C) determining an on-site time indicative of the time spent by the technician at the current work site using at least the current-site arrival time and a current-site departure time captured by the wireless device;

(D) selectively determining a travel-from time for the technician to travel from the current work site to a successor work site selected using the wireless device and based on at least the respective locations of the current and successor work sites; and

(E) determining chargeable time based on at least the travel-to time, the on-site time and the travel-from time.

2. The method of claim 1 wherein said associating step includes the sub-step of:

registering the association of the wireless device with the service technician on a central server using the wireless device.

~~3. The method of claim 1 wherein said step of determining the travel-to time includes the sub-steps of:~~

~~confirming through the wireless device the previous-site departure time and the current-site arrival time; and~~

~~defining the travel-to time as the difference between the confirmed current-site arrival time and confirmed previous-site departure time.~~

~~4. The method of claim 3 wherein said confirming sub-step includes:~~

~~accepting, through interaction with the input interface of the wireless device, default values for the previous-site departure time and the current-site arrival time.~~

~~5. The method of claim 3 wherein said confirming sub-step includes:~~

~~adjusting at least one default value for the previous-site departure time and the current-site arrival time; and~~

~~accepting, through interaction with the wireless device, the at least one adjusted default value.~~

~~6.~~3. The method of claim 1 wherein said step of determining the travel-to time is performed only when the current work site is associated with a service order that is other than the first service order of a calendar day.

~~7.~~4. The method of claim 1 wherein said step of determining the on-site time includes the sub-steps of:

confirming through the wireless device the current-site arrival time and the current-site departure time; and

determining the on-site time using at least the confirmed current-site arrival and departure times.

~~8.~~5. The method of claim 4~~7~~ wherein said confirming sub-step includes:

accepting, through interaction with the input interface of the wireless device, default values for the current-site arrival time and the current-site departure time.

~~9.~~6. The method of claim 4~~7~~ wherein said confirming sub-step includes:

adjusting at least one default value for the current-site arrival time and the current-site departure time; and

accepting, through interaction with the wireless device, the at least one adjusted default value.

~~10.~~7. The method of claim 1 wherein said step of selectively determining a travel-from time includes the sub-steps of:

providing a mapping database configured to provide at least a travel time between first and second locations;

defining the first and second locations using the respective locations of the current and successor work sites; and

obtaining an estimated travel-from time using the mapping database.

~~11.~~8. The method of claim 1 wherein the current work site is associated with a service order, said step of selectively determining a travel-from time being selectively performed when at least one of a plurality of conditions is satisfied wherein the conditions include the service order being a 100% billable service order and the service order being an overtime service order which is the last service order of a calendar day.

~~12.~~9. The method of claim 1 wherein the current work site is associated with a service order, said method further including the steps of:

displaying components of the paid time for the service order on the display of the hand-held device in a recap fashion wherein the components include at least the current-site arrival time, the current-site departure time, an off-duty time, an on-duty time, and the on-site time; and

configuring the interface of the device to allow alteration of the on-site time only through adjustment by the technician of one or more of the current site arrival time, the current site departure time, the off-duty time and the on-duty time.

~~13.~~10. The method of claim 9~~12~~ wherein the on-site time comprises a straight-time component and an overtime component, wherein said configuring step further includes allowing alteration of the straight-time component only through adjustment by the technician of one or more of the current site arrival time, the current site departure time, the off-duty

time and the on-duty time.

~~14.~~11. The method of claim 1 wherein the services performed by the technician at the current work site are associated with a service order, the method further comprising the step of:

setting a billing parameter when the service order constitutes a 100% billable order;

displaying, when the billing parameter is set, a message on the wireless device requesting the technician to enter mileage or mileage expense associated with the service order;

providing an mileage input field on the device configured to receive a mileage or mileage expense input; and

generating an invoice for the service order using at least the on-site time and the mileage input.

~~15.~~12. The method of claim 1 wherein said step of determining paid time includes the sub-steps of:

entering, using the wireless device, an off-duty time and an on-duty time where the off-duty time indicates the time when the technician went off-duty and the on-duty time indicates the time the technician resumed duty; and

adjusting the on-site time in accordance with the entered off-duty and on-duty times.

~~16.~~13. The method of claim 1 further including the steps of:

recording time-based location readings associated with and obtained using the wireless hand-held device after the technician arrives at the current work site;

receiving an off-duty indication through the device interface representative of the technician going off-duty and recording an off-duty time;

receiving an on-duty indication through the device interface representative of the technician resuming duty and recording an on-duty time;

suppressing the recording of the time-based location readings between the off-duty time and the on-duty time; and

validating the on-site time using at least (1) the current site arrival and departure times; (2) the off-duty and on-duty times, (3) the recorded time-based location readings, and (4) a work-site location associated with the current work site.

~~17.~~14. The method of claim 13~~16~~ wherein said validating step includes the sub-steps of:

determining whether the recorded location readings correspond to the work-site location within a predetermined range.

~~18.~~15. The method of claim 1 further including the steps of:

selecting, through the device interface, a primary work site where the primary work site is associated with a service order;

after said selecting step, specifying, through the device interface, a secondary work site where the technician is to perform services associated with the service order;

recording time-based location readings associated with and obtained using the wireless hand-held device; and

determining a variance between the location readings and a secondary work-site location.

~~19.~~16. The method of claim 15~~18~~ wherein said specifying step includes the sub-step of choosing a shop location.

~~20.~~17. The method of claim 15~~18~~ further including the step of:

validating the on-site time at the secondary work site using at least (1) the arrival and work-site departure times for the secondary work site; (2) the determined variance.

~~21.~~18. The method of claim 1 further including the steps of:

recording time-based location readings associated with and obtained using the wireless hand-held device;

validating the travel-to time to the current work site using at least (1) the previous-site departure time and the current site arrival time; (2) the recorded time-based location readings, and (3) respective locations associated with the previous work site and the current work site.

~~22.~~19. The method of claim 1 further including the steps of:

recording time-based location readings associated with and obtained using the wireless hand-held device;

validating the travel-from time to the successor work site using at least (1) the current-site departure time and a successor-site arrival time; (2) the recorded time-based location readings, and (3) respective locations associated with the current work site and the successor work site.

~~23.~~20. A method for operating a service organization for rendering service at a work site, comprising the steps of:

(A) associating a first hand-held wireless communication device with a first service technician wherein the device includes a display and an input interface;

(B) accepting a callout to the work site by the first technician using the first device;

(C) after arriving at the work site, interrupting the callout through interaction with the input interface of the first wireless device;

(D) associating a second hand-held wireless device with a second technician;

~~(D)~~(E) resuming the callout by accepting the callout by the second technician using the second wireless device; and

~~(E)~~(F) closing out the callout.

~~24. The method of claim 23 further including the step of associating a second hand-held wireless device with a second technician, wherein the step of resuming the callout includes the sub-step of accepting the callout by the second technician using the second wireless device.~~

~~25.~~21. The method of claim 20~~24~~ wherein said step of closing out is performed through interaction with the input interface of the second wireless device.