CEO A.I. JUICE
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ID522 Project Invoice Sync

EA Field		CW Field		Notes
Service Call 'Header' Fields				
1	Customer	1	Company	Company must be linked to customer record via the ZCJ_CW_CompanyID custom property
2	Call number	2	Ticket # / Invoice #	Default option uses the next call number from EA, option to use the CW ticket # Invoice # as call number in invoice-only mode.
3	Item number		NA	CW-Service item is added to all calls created by ID522
4	Location		NA	Location always matches main company
5	Contract	3	Agreement	
6	Description	4	Summary	Description contains ticket summary along with CW ticket # and Project name
7	Caller	5	Contact	
8	Call type	6	Ticket Type	
9	Priority		NA	Priority is pulled from the call type used on the call in EA
10	Technician	7	Ticket Owner	If there is no ticket owner, the member from the last time entry will be used as the tech on the call.
11	Call received at	8	Entered time	If there is a time entry that predates the entered time, the sync will roll back the received at time in EA to match the first time entry
12	PO number	9	Customer PO	PO number in CW is set on the finance tab of the project
13	Bill code		NA	Pulls from bill code on the CW-Service item set on the contract, if no contract, uses the default bill code in variable 5.

EA Field	CW Field	Notes
Service Call Labor Entries		
1 Technician	1 Member	
2 Activity Code	2 Work type	If there is no match between work type and activity code, the activity code from the call type will be used.
3 Arrival	3 Start time	
4 Departure	4 End time	
5 Labor Rate	5 Hourly Rate	If sync is running in Override Bill Code mode, labor rate and labor hours are pulled from these fields in CW. If the sync is running in the
6 Labor hours	6 Total hours - Applied hours	default mode, these two fields in EA are calculated based on the bill code

EA Field	CW Field	Notes
Service Call Remarks/Notes		
1 Remarks	1 Resolution Remark	If there is no note in CW marked as the resolution, a default remark of 'Ticket #XXXX closed'
2 Call Notes	Summary of time entries	One call note added to call with a summary of the time entries on the ticket in CW