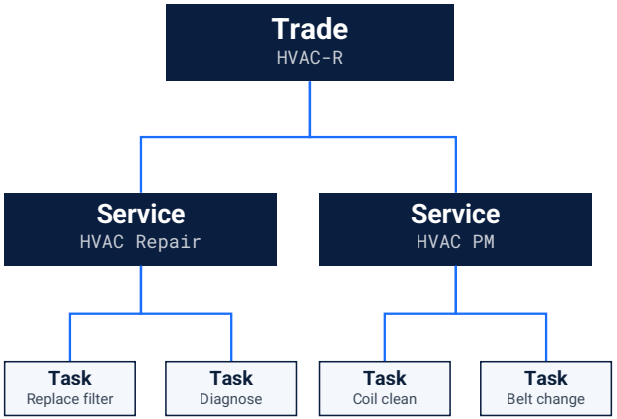
Rate and *item structure.*

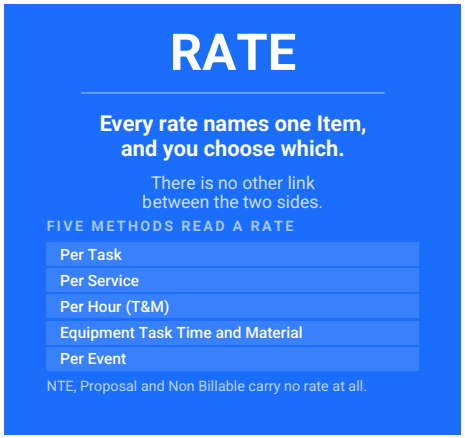
How pricing actually attaches to work in UtilizeCore. There are **two separate structures**, not one. Work is described on the left. Money is described on the right. They touch at exactly one place.

WHAT THIS COVERS	WHAT IT DOES NOT	AUDIENCE	UPDATED
The item side, and the join	**Rate tiers and rate types, see Rate Structure**	**Admin, finance, implementation**	**September 2026**

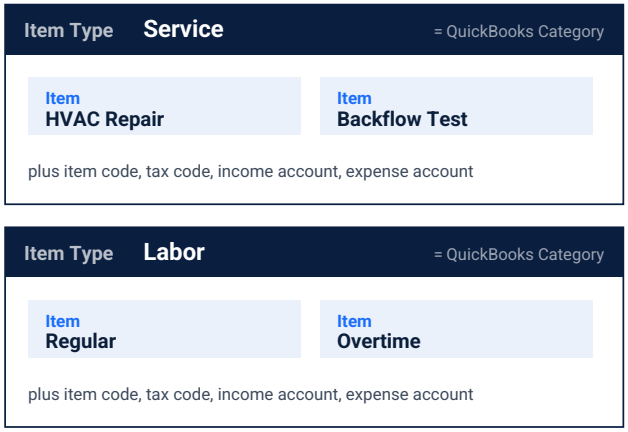
THE WORK · ONE TRADE BRANCHES INTO MANY



THE BRIDGE



THE MONEY · TYPED CONTAINERS



One more object, and it is the one people actually click. Users do not pick Items. They pick **Derived Items**, frozen strings the system builds so the dropdown loads fast. One Item can carry many of them. Only real Items reach the accounting system.

THE ONE LINE READ

Trade, Service and Task describe **what the work is**. Item Type and Item describe **where the money goes**. The Rate is the only wire between them, so a rate with no item, or the wrong item, is a line that cannot be priced or booked.

Read with. Rate Structure owns the rate tiers. This document owns the item side.

Where structure attaches to the *work order lifecycle.*

Each phase of a work order locks in a different part of the structure, and the two halves only meet at the very end.

01 WORK ORDER CREATED

Trade, Service and Task are selected.

Nothing is priced yet. The work is described, not costed.

WHAT LOCKS IN HERE

- Trade
- Service
- Task

02 TRIP DISPATCHED

The Vendor and the Site become known.

This is what makes a rate resolvable. A Vendor pre-assigned at the Site pulls in with Site rates.

WHAT LOCKS IN HERE

- Vendor
- Site

03 SERVICE VERIFIED

Completed Tasks are confirmed.

On Per Task this sets the quantity. On Per Service it confirms the Trip happened.

WHAT LOCKS IN HERE

- Quantity

04 INVOICE GENERATED

The rate resolves and names its Item.

Only here do the two structures meet, which is why setup errors surface at invoicing.

WHAT LOCKS IN HERE

- Rate
- Item
- Invoice line

Full lifecycle detail lives in WG-01 The Life of a Work Order and WG-02 Managing Work Orders Day to Day. This page covers only where rate and item structure attaches to it.

01 WORK ORDER	02 SERVICE	03 TASK	04 RATE	05 ITEM	06 INVOICE LINE
Macri Associates	HVAC Repair	Replace filter	$175.00	HVAC Repair	$175.00
Trade selected: HVAC-R	Carries the tax code, the GL accounts and the default billing method	Carries a cost code. No price of its own	Resolved at the Client tier. Per Service	Item Type Service. Item code, tax code, both accounts	Booked to the income account, taxed by the item tax code

Why setup problems surface late. A trade, service or item configured wrong on Monday does not fail on Monday. It fails at invoicing, often days later and usually in front of finance. That delay is the single biggest reason item structure gets blamed on the platform rather than on setup.

THE PRACTICAL CONSEQUENCE

If you are troubleshooting a bad invoice line, **work backwards through these four phases** rather than forwards from the invoice. The fault is almost always at phase 1 or phase 2, not at the invoice itself.

See also. WG-01 The Life of a Work Order and WG-02 Managing Work Orders Day to Day.

The seven objects, and what *each one carries.*

If two people mean different things by any of these words, the setup will be wrong.

THE SEVEN OBJECTS, AND WHAT EACH ONE CARRIES

Trade
The discipline

CARRIES
name, colour, GL accounts, trade code

Service
Trade plus the work

CARRIES
tax code, GL accounts, priority, billing method

Task
The field directive

CARRIES
name, description, cost code

Rate
The bridge

CARRIES
buy and sell rate, scope, the one Item it names

Item Type
The category

CARRIES
display switches, maps to a QB Category

Item
The billing bucket

CARRIES
item code, tax code, income and expense account

Derived Item
What you actually pick

CARRIES
a frozen string built by the system

THE ANATOMY OF ONE ITEM RECORD

Six fields. Every one of them does a job downstream, and a blank in any of them shows up somewhere else.

Item **Backflow Test** — sits under Item Type › Service

Item Code
`ABC-1140`
The join key to Avalara and to the accounting system. Blank means no tax lookup.

Tax Code
`PE070000`
Drives the taxability decision. This is step one of the tax chain.

Income Account
`4100 Service Revenue`
Where a client invoice line books.

Expense Account
`5100 Subcontract`
Where a vendor bill line books. Blank blocks the AP sync.

Sale description
`Annual backflow test`
What prints on the client proposal and invoice.

Purchase description
`Backflow test, per device`
What the vendor sees on their document.

Item Type also carries display switches controlling which documents the item can appear on, covered on page 5.

HOW A DERIVED ITEM NAME IS BUILT

This is the string in the line item dropdown. Nobody types it. The system assembles it from up to eight objects.

Task		Service		Trade		Union status		Rate type		Site		Client		Vendor and method
`Shovel Municipal Sidewalks`	+	`Snow Removal`	+	`Snow Removal`	+	`NonUnion`	+	`On Demand Rate`	+	`Newington Ice Arena`	+	`Macri Associates`	+	`WestCoast · Per Task`

WHAT THE USER SEES

`Shovel Municipal Sidewalks - Snow Removal - Snow Removal - NonUnion - On Demand Rate - Newington Ice Arena - Macri Associates - WestCoast Services LLC - Per Task`

Frozen at save time across roughly 4.6 million rows, which is why the order cannot simply be reshuffled. The same Task appears once per rate context, which is why the dropdown repeats.

THE NAMING RULE

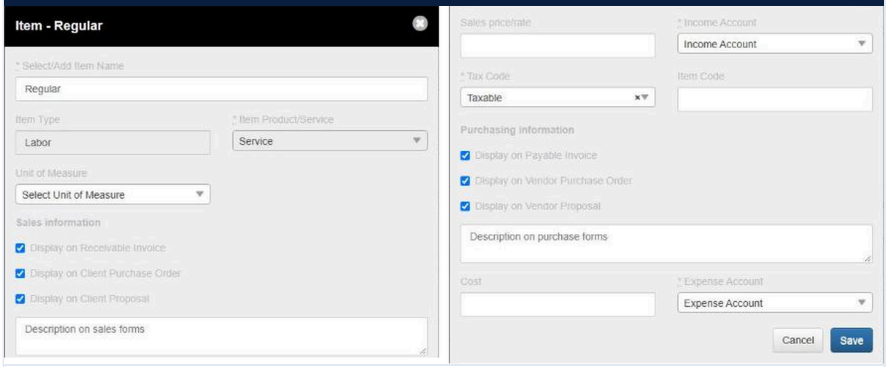
A **Service** answers what work is being done. An **Item** answers where the dollars land. When a client asks for a new item because the work is slightly different, the answer is almost always a new service or a new task.

Watch for. Item Type is the platform word. Item category is what clients and QuickBooks call the same thing.

One item record, and the string *a biller actually picks.*

Left, the Item form with every field the anatomy figure describes. Right, the Name dropdown on a Receivable line: the same Task four times, once per rate context.

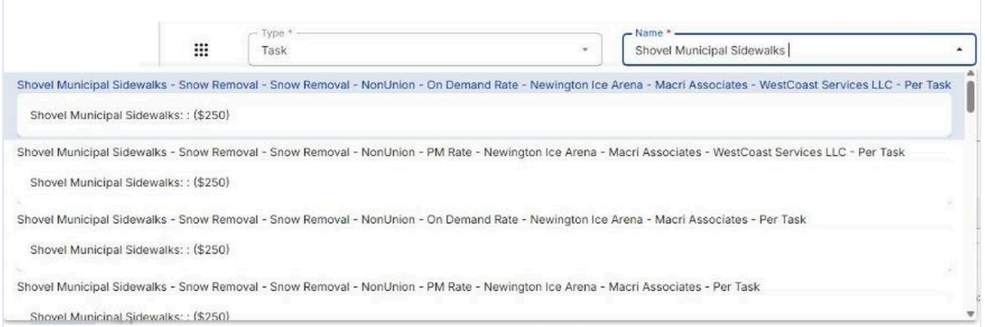
ITEM, EDIT FORM (SHOWN IN TWO COLUMNS)



Name and Item Type on top, then a sales block and a purchasing block, each with its own display switches, description and account.

1. Income Account and Tax Code on the sales side
2. Expense Account on the purchasing side
3. Display switches live on the Item too, not only the Item Type

RECEIVABLE LINE ITEM, NAME DROPDOWN



Shovel Municipal Sidewalks appears four times. Each row is a Derived Item: the Task, then Service, Trade, union status, rate type, Site, Client, Vendor and method, concatenated and frozen.

1. Eight objects in one string, in a fixed order
2. Generic Item Name underneath is the real Item that reaches QuickBooks
3. Pick the wrong row and the price is right but the context is not

WHY THE DROPDOWN REPEATS

Nobody created four items. One Task has four rate rows, one per rate context, and each row gets its own Derived Item so the dropdown can load without a lookup. **Only the Generic Item Name is a real Item.**

Captured on evanstestcompany, Receivable 0247.

The billing method picks the item type. *You can overrule it.*

Eight billing methods. Five read a rate table, three do not, and the item each rate points at stopped being fixed in August.

FIVE METHODS READ A RATE TABLE

The item type below is the default the rate starts on

Per Task	one line per Task ticked at check-out	**Task**
Per Service	one line for the Service, per Trip	**Service**
Per Hour (T&M)	check-in to check-out, plus materials	**Labor**
Equipment Task Time and Material	time on each Task by technician, plus materials	**Equipment Task T&M**
Per Event	the range the official snow total falls in	**Snow Event**

SINCE 26 AUGUST 2026, THE DEFAULT IS ONLY A DEFAULT

The Item inside a Rate is now yours to choose. A Per Service rate no longer has to point at a Service item. It can point at any Item, under any Item Type you created.

It also took away the last thing stopping a rate from pointing at the wrong item. Nothing checks the pairing now, so the review has to.

THREE DO NOT READ A RATE AT ALL

Nothing to set up here, and nothing for the chain on page 7 to resolve

NTE	caps whatever method is billing	the capped method's items
Proposal	the approved Proposal's own lines	the items chosen on the Proposal
Non Billable	nothing, the Trip is proof not price	none

THE RESERVED ITEM TYPES

Shipped with the platform, read from the Item Type and Items screen. Several share a name with a billing method and are not the same thing.

Agreement	Equipment Rental	Equipment Task T&M	Labor	Material	Material Code	Other	Proposal	Purchase Order	Service	Snow Event

Every other item type is user creatable, and since the item lock came off, a rate can point at any of them.

WHAT THE DROPDOWN WILL NOT TELL YOU

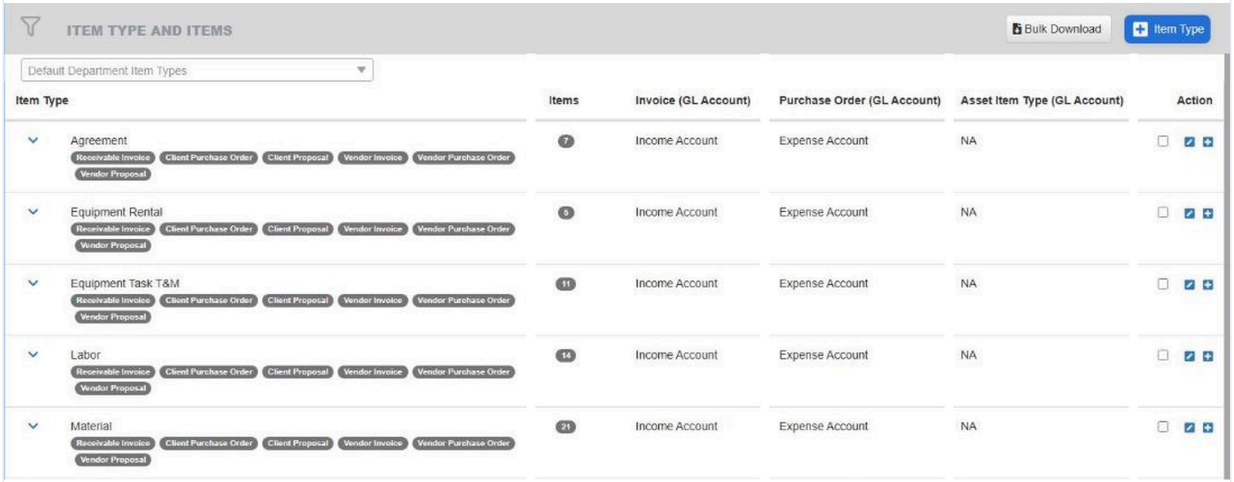
Technician, Purchase Order and Inspection appear in billing method dropdowns and are not billing methods. A purchase order is a cost control record. **Agreement is an item type, not a method**: a seasonal contract bills its fixed amount through the Scheduled Service Agreement while its Trips run Non Billable.

See also. WG-11 Understanding Billing Methods covers each method in full.

The Item Type screen, *and what it carries.*

The display switches under each name are the documents the type can appear on. The two account columns are the QuickBooks mapping. A red delete icon means someone created that type.

ITEM TYPE AND ITEMS (FIRST FIVE ROWS, COLUMNS TIGHTENED)



Reserved types carry no delete icon. Service T&M further down the list does, so it was user created.

1. Six display switches: Receivable Invoice, Client PO, Client Proposal, Vendor Invoice, Vendor PO, Vendor Proposal
2. Invoice and Purchase Order GL accounts, the QuickBooks Category mapping
3. Item count per type sits beside the name

ITEMS UNDER THE LABOR TYPE



Name	Item Product/Service	Tax Code	Account Type	Account Name
Regular	Service	Taxable	Income	Income Account
			Expense	Expense Account
Snow Removal	Service	Taxable	Income	Income Account
			Expense	Expense Account
Construction Cleaning	Service	Taxable	Income	Income Account
			Expense	Expense Account

Expand a type and each Item shows its Income and Expense account on two rows.

1. Regular, Snow Removal and Construction Cleaning are Items, not Item Types

WHAT THIS CORRECTS

The reserved list on page 5 was rebuilt from this screen. **Equipment Rental, Material, Material Code and Other are reserved**; Task and Trip Charge were not visible as reserved types on this tenant and have been removed from the list until confirmed.

Captured on evanstestcompany.

Every invoice line runs *three lookups.*

Each one asks a different question. Each one starts at the most specific level and falls until it hits an answer.

What does it cost?

RATE CHAIN — 4 TIERS

- Site Assignee — no rate at this level
- Site Generic — no rate at this level
- **Client Assignee / Client Generic** — FIRST HIT

Generic

1 tier below are never consulted

Where does it book?

ACCOUNT CHAIN — 4 TIERS

- Item Type — no account set
- **Service or Task** — FIRST HIT

Trade

Company default

2 tiers below are never consulted

How is it taxed?

TAX CHAIN — 3 TIERS

- **Item tax code** — FIRST HIT

Trade Service tax code

No tax code

2 tiers below are never consulted

resolved value

resolved value

resolved value

FROM THE RATE CHAIN	FROM THE ACCOUNT CHAIN	FROM THE TAX CHAIN
$175.00	4100 Service Revenue	NY 8.875%

ONE INVOICE LINE — HVAC Repair · Work order 88214 · Site 412 · Per Service

Three independent lookups run on every single line, and they fail independently too. A Zone rate, set by state, county or zip, refines the Generic row.

IF THIS CHAIN FALLS ALL THE WAY THROUGH
$0.00 on the invoice
Caught by hand, or billed short.

IF THIS CHAIN FALLS ALL THE WAY THROUGH
AP sync blocked
Fails silently rather than loudly.

IF THIS CHAIN FALLS ALL THE WAY THROUGH
Wrong tax charged
Shows up at filing, not at invoicing.

WHY THIS MATTERS COMMERCIALLY

A **$0 line item** is almost never a bug. One of these three chains fell all the way through, or the user picked the wrong item out of several sharing a name. Roughly **nine out of ten** $0 lines trace back to item setup, and each one is revenue caught by hand or billed short.

Rate tiers are summarized here and owned in full by Rate Structure. The account and tax chains are documented only here.

Where the rate ladder *shows itself.*

Rates and Assignees carries a Rate Level on every row, and expanding a row shows the Derived Items that rate generated.

RATES AND ASSIGNEES, PER SERVICE TAB



Service	Trade	Client	Vendor	Site	Assignee	Rate Level	Serviceable Area	Zone	Rate Type	Generic Client PM Rates	Generic Vendor PM Rates	Generic Client Rates	Generic Vendor Rates
Landscape Maintenance	Landscape	Hartford Healthcare	--	Kohl Center	--	Site Generic	--	--	Non Union	$1,250.000	$500.000	$1,250.000	$500.000
Hvac Inspection	HVAC	Macri Associates	--	--	Evan Testing Vendor	Client/Vendor Assignee	--	--	Non Union	$275.000	$200.000	$275.000	$200.000
Hvac Inspection	HVAC	--	Evan Testing Vendor	--	--	Vendor Generic	--	--	Non Union	$225.000	$150.000	$225.000	$150.000
Snow Removal	Snow Removal	Macri Associates	--	Newington Ice Arena	WestCoast Services LLC	Site Assignee	--	--	Non Union	$500.000	$350.000	$750.000	$425.000

Rate Level column: Site Generic, Client/Vendor Assignee, Vendor Generic, Site Assignee. The rung decides which row wins.

1. Five tabs, one per rate bearing method
2. Rate Level is the ladder on page 7, one row at a time

TRIP, SERVICES BLOCK



Trade, Service and Tasks on the Work Order. These three are the first objects the rate lookup reads.

1. Tasks are what Per Task rates price

ONE RATE ROW, EXPANDED

Rate Type	Item Name	Generic Item Name
Regular Rate	Shovel Store Sidewalks - Snow Removal - Snow Removal - NonUnion - Regular - Cell Tower #1 - Hartford Healthcare - Equipment Task Time and Material	Shovel Store Sidewalks
Overtime Rate	Shovel Store Sidewalks - Snow Removal - Snow Removal - NonUnion - Overtime - Cell Tower #1 - Hartford Healthcare - Equipment Task Time and Material	Shovel Store Sidewalks
Double Rate	Shovel Store Sidewalks - Snow Removal - Snow Removal - NonUnion - Double/Holiday - Cell Tower #1 - Hartford Healthcare - Equipment Task Time and Material	Shovel Store Sidewalks

Derived Items from one Equipment Task T&M rate: regular, overtime and double, with the Generic Item Name beside each. The screen lists the set twice, so the first three lines are shown.

1. Rate Type on the left, the full Derived Item in the middle, the real Item on the right

THE LINK MADE VISIBLE

This is the only screen where the rate, the Derived Item and the real Item sit on one row. **If a $0 line needs explaining, start here**, on the rate that should have produced it.

Captured on evanstestcompany.

One invoice, and where *every field came from.*

Nothing on this invoice was typed by hand except the quantities the field captured. Each column traces back to a different object.

CLIENT INVOICE

INV-2261 · Macri Associates · Site 412

Net 30 · Trade HVAC-R · Work Orders 88214, 88231, 88246 · Billed 30 Sep 2026

1 ITEM TYPE	2 LINE DESCRIPTION · WHAT THE CLIENT READS	3 QTY	4 RATE	5 TAX CODE	6 AMOUNT
Service	HVAC Repair - HVAC-R - NonUnion - On Demand Rate - Per Service Generic	1	175.00	Taxable	175.00
Task	Replace filter - HVAC-R - NonUnion - On Demand Rate - Per Task Generic	3	45.00	Taxable	135.00
Labor	Regular - HVAC-R - NonUnion - On Demand Rate - Per Hour Generic	2.5	95.00	Non-Taxable item blank, took the Trade Service code	237.50
Materials	Filter media 20x25 - HVAC-R - Stocked	4	15.60	Taxable	62.40
Trip Charge	Standard trip charge	1	85.00	none no tax code at either level	85.00

Subtotal	694.90
Sales tax NY 8.875% on 372.40	33.05
INVOICE TOTAL	**$727.95**

VENDOR INVOICE

WestCoast Services

7 THE SAME TRIP, THE OTHER SIDE

SAME ITEMS	QTY	VENDOR RATE	COST
HVAC Repair	1	110.00	110.00
Replace filter	3	28.00	84.00
Regular labor	2.5	62.00	155.00
Filter media 20x25	4	9.75	39.00
Trip charge	1	55.00	55.00
Vendor total			443.00

MARGIN ON THIS INVOICE

$251.90 — **36.2%**

694.90 billed to the Client, 443.00 owed to the Vendor

1 The Item Type decides where the money books.
It is the QuickBooks Category, and it carries the income account the line falls back to.

2 The description is the Derived Item.
Five objects concatenated and frozen at save time. Nobody typed this string, and nobody can reorder it.

3 Quantity comes from the billing method.
Three Tasks ticked at check-out gave 3. The Per Hour line got 2.5 from check-in to check-out.

4 The rate is the Client rate the chain resolved.
Most specific level that had an answer. A blank here is the $0 line, not a bug in the item.

5 The tax code runs its own chain.
Item first. The Labor line was blank so it took the Trade Service code. Trip Charge had neither.

6 The amount is qty times rate, nothing else.
No markup is applied at this point. Markup lives on the item and on the agreement, upstream of here.

7 One trip, two invoices, two rates.
Same items and same item types. Client and Vendor rates resolve separately, and the spread is the margin.

WHAT HITS QUICKBOOKS ON THE CLIENT SIDE

Item Type is the Category. The account came from the item, or fell to its type.

Service	4100 Service Revenue	175.00
Task	4100 Service Revenue	135.00
Labor	4200 Labor Revenue	237.50
Materials	4300 Materials Revenue	62.40
Trip Charge	4150 Trip Revenue	85.00
Sales tax	2200 Sales Tax Payable	33.05
DEBIT ACCOUNTS RECEIVABLE		**727.95**

AND ON THE VENDOR SIDE

Same items, expense accounts.

Service	5100 Subcontract	110.00
Task	5100 Subcontract	84.00
Labor	5200 Subcontract Labor	155.00
Materials	5300 Materials COGS	39.00
Trip Charge	5150 Trip Cost	55.00
CREDIT ACCOUNTS PAYABLE		**443.00**

READ A BAD INVOICE THIS WAY

Find the wrong column and it names the object to go fix. Wrong **description** is the item, wrong **rate** is the rate chain, wrong **tax** is the tax code, wrong **quantity** is the billing method.

Fictitious. Macri Associates and WestCoast Services are demo records, and the figures are illustrative.

A proposal uses the same items, and *ignores the rate table.*

This is the one place where the chain on page 7 does not decide the price. The items are identical. The pricing is not, and the labor line proves it.

PROPOSAL — P-2261 · Macri Associates · Site 412 · Awaiting approval

Scope: rooftop unit 3 compressor replacement, 5 ton scroll, including crane and recharge

1 ITEM TYPE	2 ITEM	QTY	3 PRICE	4 TAX CODE	AMOUNT
Labor	Regular	6	118.00	Non-Taxable	708.00
Materials	Compressor, 5 ton scroll	1	1,840.00	Taxable	1,840.00
Materials	Refrigerant R-410A	12	18.50	Taxable	222.00
Service	Crane rental	1	650.00	Non-Taxable	650.00

Subtotal	3,420.00
Sales tax NY 8.875% on 2,062.00	183.00
PROPOSAL TOTAL	**$3,603.00**

ON APPROVAL

Client approves (5)
The number is frozen here.

Work Order opens (6)
Billing method: Proposal.

Trip runs
Proof of work, not price.

Invoice bills $3,603.00
The rate table never runs.

1. **Same item library, same item types.** A proposal does not get its own items. If it needs a new one, every work order gets it too.
2. **The Item still books to the same account.** Item Type to QuickBooks Category, unchanged. Nothing about a proposal reroutes the money.
3. **The price is the Proposal price.** There is no Proposal rate to read. Rates can seed the draft, but what bills is the line as approved.
4. **The tax chain still runs, exactly as before.** Item tax code first, then the Trade Service. Materials taxable, labor and crane not, in this state.
5. **Approval freezes the figure.** Change the rate table tomorrow and this proposal does not move. That is the point of approving it.
6. **The work order carries billing method Proposal.** One of the three methods with no rate table, so there is nothing left for it to resolve.

THE SAME ITEM, FOUR DIFFERENT PRICES

ITEM
Regular
Item Type: Labor
Carries no price of its own.

>

CLIENT · SITE 412
$95.00
Rate chain fell to the Client tier

CLIENT · SITE 208
$112.00
This Site carries a rate of its own

VENDOR · WESTCOAST
$62.00
The cost side of the very same line

PROPOSAL P-2261
$118.00
The Labor line above. No chain ran.

One item, four prices, and the item held none of them. This is why renaming an item, or building a second one that looks the same, never fixes a pricing problem.

WHY PROPOSALS GO WRONG

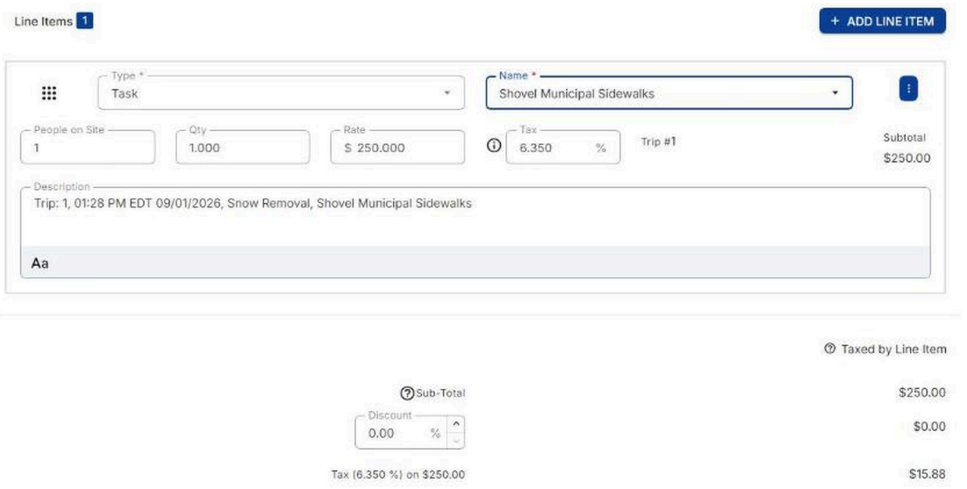
Teams build a parallel set of proposal items so the pricing looks right on the quote. Now the same work books to two different accounts depending on how it was sold, and **the revenue report stops reconciling**. Use one library and let the proposal price differ.

See also. The proposal lifecycle guide covers approval, revision and conversion in full.

The worked examples, *on screen.*

A real Receivable line and a real Proposal line from the test tenant, beside the fictitious ones on pages 9 and 10.

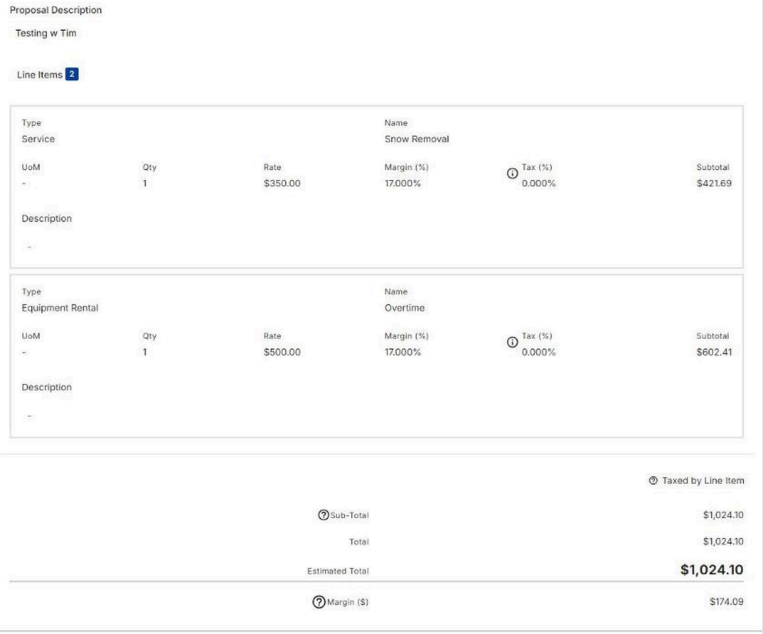
CLIENT RECEIVABLE, LINE ITEM



Type and Name are the Item Type and Item. People on Site, Qty, Rate, Tax and the Trip number sit on the same row. Taxed by line item.

1. Type: Task. Name: the Derived Item
2. Trip number ties the line to the proof of work

CLIENT PROPOSAL, LINE ITEMS



Same Type and Name fields, plus Margin and Tax per line. The Rate is typed here; no rate chain ran.

1. Type: Service, Equipment Rental. Same item library
2. Margin per line, which the invoice does not show

READ THEM SIDE BY SIDE

The two screens share the Item Type and Item fields and nothing else about the price. **The invoice line resolved a rate. The proposal line was typed.** Same items, different source of the number.

Captured on evanstestcompany, Receivable 0247 and Proposal 76993.

Build it in this order, and the *five ways it goes wrong.*

1. **Trades** — Short standard list
2. **Services** — Trade plus what you do
3. **Tasks** — Directives plus cost codes
4. **Tax and GL** — Set on the service
5. **Item types** — Agree with finance first
6. **Items** — Codes and both accounts
7. **Rates** — Generic first, even at $0
8. **Validate** — Item Report and Rate Validation

> **Every step depends on the one before it, and step 5 is the one teams skip.** Item types become QuickBooks Categories, and Categories must be switched on in QuickBooks before the first sync. Agree the list with the client's finance lead and get it in writing. Changing it after go live means touching invoices already sent.

SETUP	EXCEPTION		CORRECTION
Priority as a service	HVAC Repair · Emergency + HVAC Repair · Holiday	>	One service. Priority is a work order field.
Complaint as a task	Task: “Thermostat not working”	>	Task: “Diagnose thermostat”. Symptoms are problem codes.
Empty item type	Item Type: Service › Well Water Sampling Test	>	Item Type: Well Water › Nitrate Test
No generic rate	Site rate only, nothing at generic	>	Generic Per Service rate set first, even at $0.00
Open item creation	Vendors adding items from the mobile app	>	Creation restricted. Deactivate, never delete.

Questions? Contact your Customer Success team or email **support@utilizecore.com**.

CLEANUP PLAYBOOK, WHEN IT IS ALREADY WRONG

Export every item, group by type, rank by usage. Draw a line by volume, consolidate above it, hide below it. Triage by blast radius: **no history means delete, low volume means remap, live usage means remap carefully**. Pause the sync, fix both sides, resume matched.

Never delete an item that appears on a sent invoice.

This is suggested best practice, not a mandate. Adjust it to the way your company runs.