

Member-Specific Service Rates

A member-service rate is a custom hourly rate set for a specific team member on a specific service. It applies across all projects that use that service, making it the right tool when a team member should always be billed at a different rate for a particular type of work — regardless of which project they're on.

What Is a Member-Service Rate?

By default, all team members who log time to a service are billed at the same rate — the service's base rate (or whichever rate the [rate chain](#) resolves). A member-service rate overrides this for a specific team member, so they get a different rate whenever they log time to that service.

For example, if a "Consulting" service has a base rate of \$200/hr, you could set a member-service rate of \$300/hr for a senior consultant and \$150/hr for a junior associate. Each team member is then billed at their own rate whenever they log time to "Consulting" — on any project.

How to Set a Member-Service Rate

Member-service rates are configured on the service detail page, under the **Member Rate Overrides** section.

1. Go to **Settings > Services** and click the service you want to configure.
2. In the **Member Rate Overrides** dropdown, select one or more team members.
3. A table appears with each selected team member and a **Hourly Rate (/hr)** input.
4. Enter the custom rate for each team member.
5. Click **Save Changes**.

Rate input placeholders

When you add a team member but leave their rate blank, the input shows a placeholder indicating which rate would apply instead:

- **"Service rate: X/hr"** — if the service has a base rate, the placeholder shows it
- **"Base rate: X/hr"** — if the service has no base rate, the placeholder shows the team member's organization-level base rate

When you first select a team member, the input is automatically pre-filled with the service rate (if set) or the team member's base rate — so you have a starting point to adjust.

Removing a rate override

To remove a team member's rate override, deselect them from the **Member Rate Overrides** dropdown and click **Save Changes**. Their time entries will then fall through to the next level in the rate chain.

Where Member-Service Rates Fit in the Rate Chain

For service-based projects, the rate chain checks multiple levels from most specific to least specific. The member-service rate sits in the middle:

Priority	Source	Scope
1	Non-billable check	If the service is non-billable, rate is \$0.00
2	Project-service-member rate	This team member + this service + this project
3	Member-service rate	This team member + this service (all projects)
4	Project-service rate	This service + this project
5	Service base rate	This service (all projects, all team members)
6	Project rate	This project (all services, all team members)
7	Member base rate	This team member (all projects, all services)

The first non-null rate wins. A rate of \$0.00 is a valid rate and does not fall through.

This means a member-service rate is overridden only by a **project-service-member rate** — the most specific level, set per-project. It takes priority over the service's base rate, the project rate, and the team member's base rate.

For the full rate chain explanation, see [Rate Locking — How Rate Resolution Works](#).

Member-Service Rates vs Project-Level Overrides

Both member-service rates and project-level rate overrides let you customize what a team member is charged. The difference is scope:

Rate level	Where to set it	Applies to
Member-service rate	Service detail page (Settings > Services)	All projects using this service
Project-service-member rate	Project form, on the service card	Only this specific project

Use member-service rates when the team member should always be billed at a different rate for this type of work, regardless of which project they're on. This is the typical case for seniority-based or role-based pricing.

Use project-service-member rates when the rate is specific to a particular engagement — for example, a negotiated discount for one client's project that shouldn't carry over to other projects.

Both can coexist. If a team member has a member-service rate of \$200/hr for "Development" but a project-service-member rate of \$175/hr on Project X, they'll be billed at \$175/hr on Project X and \$200/hr everywhere else.

Practical Examples

Experience-based pricing — Architecture firm

An architecture firm has three architects who all perform "Design" work but at different experience levels. Rather than creating separate services for each, they create one "Design" service with a base rate of \$150/hr and set member-service rates:

Team member	Member-service rate
Principal Architect	\$250/hr
Project Architect	\$150/hr (matches the service base rate, so no override needed)
Junior Designer	\$95/hr

Now when any of them logs time to "Design" on any project, the correct rate is applied automatically.

Specialist premium — Marketing agency

A marketing agency bills most team members at \$200/hr for their "Strategy" service. However, one team member is a brand strategist with a niche specialty who commands a higher rate. They set a member-service rate of \$325/hr for that team member on the "Strategy" service. Everyone else continues at the \$200/hr base rate.

Client-specific discount with a global baseline — Accounting firm

A senior accountant at an accounting firm has a member-service rate of \$275/hr for "Tax Advisory". A long-standing client has negotiated a discounted rate of \$225/hr for all advisory work on their engagement. On that client's project, the firm sets a project-service-member rate of \$225/hr. The senior accountant is billed at \$225/hr on that project and \$275/hr on all other engagements.

Important Notes

- Setting a member-service rate does **not** restrict which team members can log time to the service. Any team member assigned to a project's service can log time, regardless of whether they have a rate override.
 - Member-service rates only affect service-based projects. Projects without services use the simpler project-member rate chain.
 - If your organization uses the "At Creation" [rate lock policy](#), the rate is frozen at the moment the time entry is created. Changing a member-service rate afterward won't affect existing locked entries.
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