

# Overview

Services represent the types of work your organization performs — things like "Design", "Development", "Consulting", or "Project Management". They provide a way to categorize time entries, control billing rates at a granular level, and distinguish between work that should be invoiced and work that should not.

Services are managed at the organization level, forming a shared **service library** that can be attached to any project.

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## What Is a Service?

A service is a reusable work category with the following properties:

Property	Description
<b>Name</b>	The display name (e.g., "Development", "Design Review")
<b>Description</b>	Optional notes about what the service covers
<b>Rate</b>	An optional base hourly rate for this service
<b>Billable / Non-billable</b>	Whether time logged to this service should be billed

Services exist independently from projects. You create them once in your organization's service library, then attach them to whichever projects need them. The same service can be used across many projects, each with its own rate override if needed.

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## Billable vs Non-Billable Services

Every service is either **billable** or **non-billable**. This distinction affects how time entries are rated and invoiced.

**Billable services** (the default) follow the normal [rate chain](#) to resolve an hourly rate. Time logged to a billable service is included when generating invoices.

**Non-billable services** automatically resolve to a rate of **\$0.00**, regardless of any rates configured on the service, project, or team member. Use non-billable services for internal activities you want to track for time reporting but not bill — things like team meetings, internal training, or administrative tasks.

⏪ Back	Services				🔄 📄 ⏴ +	
👤 Profile	<input type="checkbox"/>	Name	Hourly Rate (/hr)	Billable	Status	Created
🏢 Organization	<input type="checkbox"/>	Web Development	\$150.00 <sup>5</sup>	Billable	Active	2026-03-21
📄 Invoice	<input type="checkbox"/>	UI/UX Design	\$135.00 <sup>2</sup>	Billable	Active	2026-03-21
<b>📄 Services</b>	<input type="checkbox"/>	Project Management	\$125.00 <sup>1</sup>	Billable	Active	2026-03-21
🕒 Time Entries	<input type="checkbox"/>	QA Testing	\$110.00 <sup>2</sup>	Billable	Active	2026-03-21
📄 Custom Fields	<input type="checkbox"/>	DevOps	\$145.00 <sup>1</sup>	Billable	Active	2026-03-21
🔗 Integrations	<input type="checkbox"/>	Consulting	\$175.00 <sup>2</sup>	Billable	Active	2026-03-21
	<input type="checkbox"/>	Mobile Development	\$155.00 <sup>1</sup>	Billable	Active	2026-03-21
	<input type="checkbox"/>	API Integration	\$140.00 <sup>2</sup>	Billable	Active	2026-03-21
	<input type="checkbox"/>	Database Administration	\$130.00 <sup>2</sup>	Billable	Active	2026-03-21
	<input type="checkbox"/>	Content Strategy	\$100.00 <sup>1</sup>	Billable	Active	2026-03-21
	<input type="checkbox"/>	SEO Optimization	\$95.00	Billable	Active	2026-03-21

# The Service Library

Your organization's service library is the central place where all services are defined. You can find it under **Settings > Services** (or via the main navigation).

From the service library you can:

- **Create** new services with a name, optional description, base rate, and billable setting
- **Edit** existing services to update their properties or manage member rate overrides
- **Archive** services you no longer need — archived services are hidden from active lists but preserved for historical data
- **Delete** services that have never been used on a time entry

## Archiving vs Deleting

**Archiving** hides a service from active lists and dropdowns without removing it. Archived services still appear on historical time entries and reports. You can unarchive a service at any time to bring it back.

**Deleting** permanently removes a service. This is only possible if the service has no time entries — if any time has been logged to a service, you must archive it instead. This protects your historical data from being lost.

# How Services Connect to Projects

Projects can optionally enable services. When a project has services enabled:

- You select which services from the library are available on that project.
- Team members must choose a service when logging time.
- Each service can have a custom rate on that project, overriding its base rate.

When a project does not use services, time entries are logged directly against the project with no service breakdown.

For details on adding services to projects and configuring project-level rates, see [Managing Project Services & Rates](#).

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# How Services Connect to Time Tracking

When a team member logs a time entry on a service-based project, they select both a project and a service. The service determines:

1. **Categorization** — what type of work was performed
  2. **Billing** — whether the entry is billable (based on the service's billable setting)
  3. **Rate** — which hourly rate applies (the service participates in the [rate chain](#))
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# How Services Connect to Rates

Services introduce additional levels into the rate chain, allowing fine-grained rate control. You can set rates at four service-related levels:

Level	Where to set it	What it does
<b>Service base rate</b>	Service library (service detail page)	Default rate for this service across all projects
<b>Member-service rate</b>	Service detail page, under member rate overrides	Custom rate for a specific team member on this service, across all projects
<b>Project-service rate</b>	Project form, on the service card	Custom rate for this service on a specific project
<b>Project-service-member rate</b>	Project form, on the service card's member list	Custom rate for a specific team member on this service within a specific project

These levels are checked in order from most specific to least specific when resolving a time entry's rate. See [Rate Locking](#) for the full priority order.

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# What's in This Book

This book covers everything you need to know about services in Invup:

- **Overview** (this page) — what services are and how they connect to the rest of the platform
  - **Creating and Managing Services** — how to create, edit, archive, and delete services in your service library
  - **Member Rate Overrides** — how to set team member-specific rates on individual services
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