

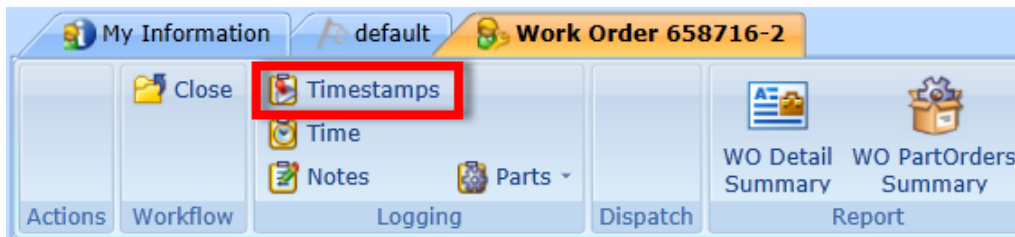
GoServicePro - Log Timestamps

This process is completed by Service Partners and Customer Trainers using GoServicePro.

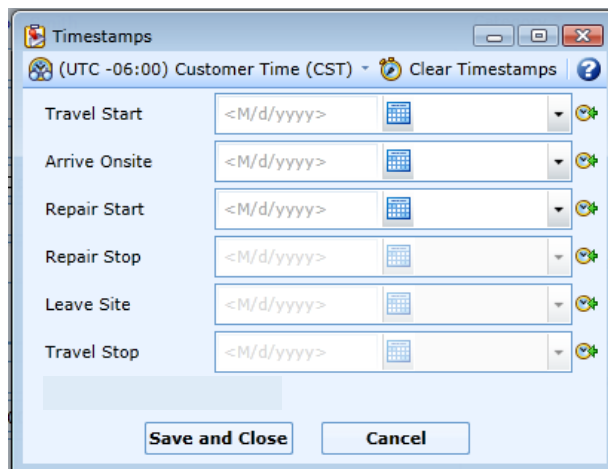
This article reviews the steps to enter and edit timestamps.

[View the video tutorial here.](#)

1. Open the Work Order in GoServicePro.
2. Click on the Timestamps button in the ribbon.



3. Enter the 6 timestamps for the service call. ***Note:** Future dates/times are not allowed.
 - a. Dates can be entered using an auto-fill feature.
 - First three timestamp date fields: Select the appropriate date from the calendar in the Repair Start field and the same date will automatically populate in the Travel Start and Arrive Onsite fields.
 - Last three timestamp date fields: Select the date for the Travel Stop, which will populate up through the Repair Stop.
 - b. Select the Travel Start time via the dropdown (1/2 hour increments) or manually type in the time.
 - When time is entered in the Travel Start field, the time automatically fills down through all fields that have a date.
 - c. If you are traveling from one job to another, then split the travel time.
 - Example: If it takes 1 hour to go from site A to site B, charge 30 minutes to site A and 30 mins to Site B. Travel Stop for site A would be 11:30 am and Travel Start for site B should be 11:31 am to not cause a timestamp conflict.

A screenshot of the 'Timestamps' dialog box in GoServicePro. The dialog has a title bar with 'Timestamps' and standard window controls. Below the title bar, there is a dropdown menu for '(UTC -06:00) Customer Time (CST)' and a 'Clear Timestamps' button. The main area contains six rows, each with a label and a date/time field. The labels are 'Travel Start', 'Arrive Onsite', 'Repair Start', 'Repair Stop', 'Leave Site', and 'Travel Stop'. Each field contains the placeholder '<M/d/yyyy>' and has a calendar icon to its right. At the bottom of the dialog, there are two buttons: 'Save and Close' and 'Cancel'.

4. Click the Save and Close button.
 - a. Timestamps cannot conflict with entries on other Work Orders. You will receive an error at this point if time overlaps with another Work Order.
5. The Timestamps are visible in the Audit Trail.

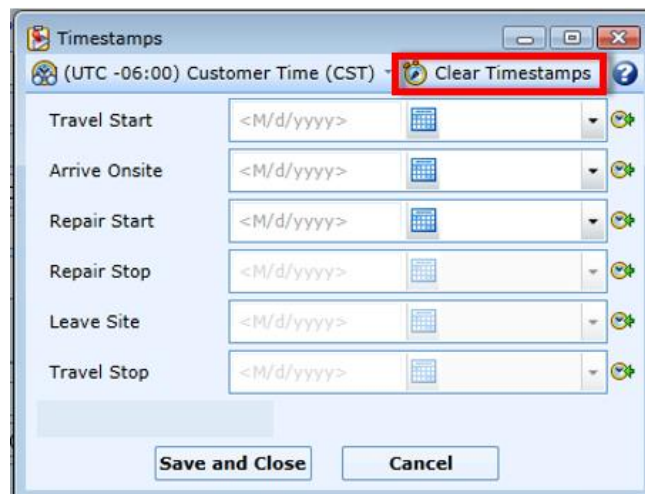
Edit Timestamps

1. Click on the Timestamps button in the ribbon.
2. Override the existing information.
3. Click the Save and Close button.

***Note:** Once the Work Order has been closed, the timestamps cannot be modified.

Clearing Timestamps

1. Click the Clear Timestamps button in the Timestamps window.



2. Check the checkbox of the field you wish to clear. All of the checkboxes below your selected checkbox will check automatically. For example, checking the Repair Stop checkbox will auto-check the Leave Site and Travel Stop checkboxes.

