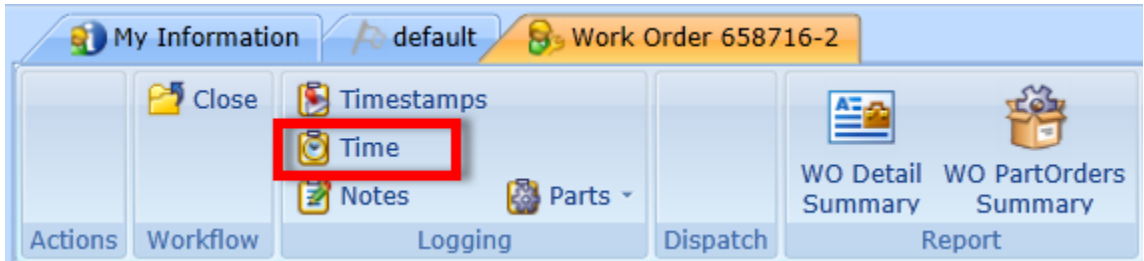


GoServicePro - Log Lunch

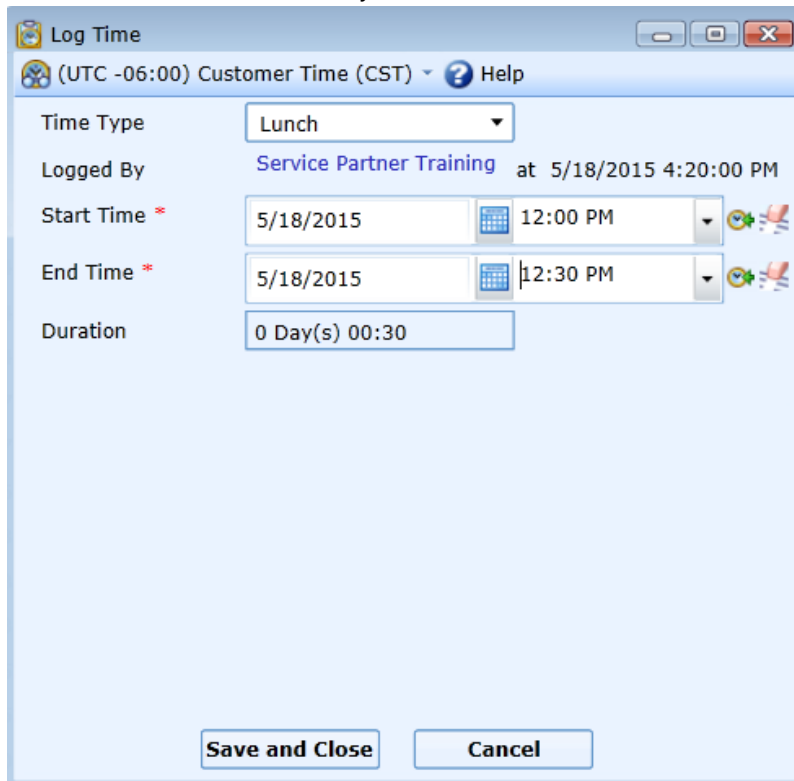
This process is completed by Service Partners and Customer Trainers using GoServicePro.

This article reviews the steps to log lunch.

1. From an open Work Order, click the Time button in the ribbon.



2. Enter the Start Time and End Time (date and time).
3. Check the Duration for accuracy.

A screenshot of the 'Log Time' dialog box. The title bar says 'Log Time'. Below the title bar, there is a dropdown menu for '(UTC -06:00) Customer Time (CST)' and a 'Help' button. The main area contains the following fields:

- 'Time Type' dropdown menu with 'Lunch' selected.
- 'Logged By' text field with 'Service Partner Training' and 'at 5/18/2015 4:20:00 PM'.
- 'Start Time *' field with date '5/18/2015' and time '12:00 PM'.
- 'End Time *' field with date '5/18/2015' and time '12:30 PM'.
- 'Duration' text field with '0 Day(s) 00:30'.

At the bottom, there are two buttons: 'Save and Close' and 'Cancel'.

4. Click the Save and Close button.
5. The Time entry is visible on the Audit Trail.
6. Once the time is logged, it cannot be edited.

Multiple Unpaid Breaks:

1. If you take multiple lunch breaks, they must be combine into one single Time entry.

- a. Example: Two separate half hour lunches taken on April 3rd from 12:30 to 1:00pm and 6:00 to 6:30pm would be entered as a single one hour block starting at 12:30 and ending at 1:30pm.
 - b. This is a workaround, as the system is designed to only process one lunch log.
2. Please log a note on the Work Order with information about the multiple separate lunches.