Weekly Log Tutorial & Formatting

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A. Submit Date –Submission date for resolution task or today's date for Delink <u>Format: MM/DD/YY</u>

B. Assigned Date – This is date when you received the Resolution task from the DOW or when you processed the Delink task. <u>Format: MM/DD/YY</u>

C. Resolution/Delink – Use the <u>drop-down</u> to select

D. Region – Use the <u>drop-down</u> to select the region

E. Task ID # - <u>Numeric Entry</u>

F. Current Global Entity Name – Name of Business or Employer currently holding the level ID to be moved. <u>Open Field</u>

G. Current Global Entity ID #- <u>Numeric Entry</u>

H. Level Name – Name of business or employer subject to move. <u>Open Field</u>

I. Level – Use the <u>drop-down</u> to select the level type being moved.

J. Level ID # - <u>Numeric Entry</u>

K. Agent Name – Resolution tasks will be submitter; Delink tasks will be agent. <u>Format: First last - LDAP</u>

L. Assigned HH Agent – Use the <u>dropdown</u> to select your name.

M. HH Agent LDAP – Use the <u>dropdown</u> to select your LDAP number.

N. Closed Date – This is the date when you completed the task. <u>Format - MM/DD/YY</u>

O. Future Global Entity Name – New or proposed business or employer taking charge of the level ID being moved. <u>Open Field</u>

P. Future Global Entity ID # - - <u>Numeric Entry</u>

Q. Future Owner ID # - <u>Numeric Entry</u> only of New Owner, If no New owner <u>N/A</u>

R. Resolution – Use the <u>dropdown</u> to select (Other used for Escalations and Delegations or future unknown resolutions not written.)

S. Reasoning – <u>Use the autogen tool</u>, **http://sscwebtools.harte-hanks.com/autogen/cust_hierarchy.php**,

T. Category – Use the <u>dropdown</u> to select your category.