

# Date of reception, registration and updated

**Received** - Date and time of when the case was received in More Service inbox, ie when the customer submitted the case from email or user web.

**Registered** - Date and time of when the case was fully registered by the agent.

**Updated** - Date and time of when the case was last saved.

These dates appear at the bottom right of a case:

Time Spent: 00:00 (00:00 from tasks)  
Invoiceable: 00:00 (00:00 from tasks)  
Received: 12/04/2019 - 8:05 PM  
Registered: 01/13/2020 - 4:46 PM  
Updated: 01/13/2020 - 4:46 PM

And in the case list as columns:

Received	Updated	User	Team
04.12.19 20:05	13.01.20 16:46	Gunn Garvik	1. linje
10.12.19 14:08	13.01.20 16:36	Ronny Michelsen	1. linje
10.12.19 12:41	13.01.20 16:36	Heidi Johannes...	1. linje