

How to Prepare for a Work Order Assigned through GoServicePro

This process is completed by field technicians using GoServicePro.

This article reviews the steps to prepare for an onsite service call.

Once a Technician is assigned a work order in GoServicePro an Email notification will be sent to the employee email (if this is sent to your dispatcher they are responsible for forwarding the notification to the technician). This notification provides – Site Name, Work Order Number and date assigned

To Prepare for the upcoming service call the Technician must do the following tasks. Information for each task can be found within the Work Order Technician Instructions. Directions on how to view the Instructions are below the tasks. Each Task is color coded to easily identify where to find the task within the report.

Tasks to preform after reviewing the WO Tech Instructions:

- Call the onsite contact prior to service call to confirm service (if no answer leave a message and continue to site during scheduled time)
- Gather any special tools/equipment as listed in report
- Verify parts are out for delivery/delivered prior to leaving for site
- Review all attachments

To View the Work Order Technician Instructions:

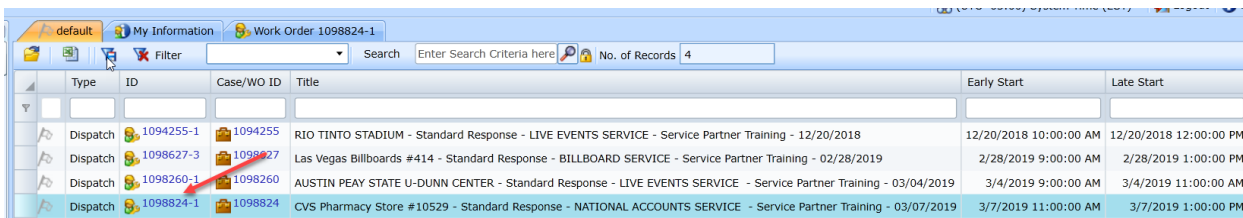
Log into GoServicePro In Service Advisor, the **Default tab** shows all work orders assigned to the technician

Work order number is under the ID Column

Title provides the name of customer, type of work, and date of assignment

Early/late start indicate when tech should arrive onsite

Click on hyperlink of work order number from your Default tab



Type	ID	Case/WO ID	Title	Early Start	Late Start
Dispatch	1094255-1	1094255	RIO TINTO STADIUM - Standard Response - LIVE EVENTS SERVICE - Service Partner Training - 12/20/2018	12/20/2018 10:00:00 AM	12/20/2018 12:00:00 PM
Dispatch	1098627-3	1098627	Las Vegas Billboards #414 - Standard Response - BILLBOARD SERVICE - Service Partner Training - 02/28/2019	2/28/2019 9:00:00 AM	2/28/2019 1:00:00 PM
Dispatch	1098260-1	1098260	AUSTIN PEAY STATE U-DUNN CENTER - Standard Response - LIVE EVENTS SERVICE - Service Partner Training - 03/04/2019	3/4/2019 9:00:00 AM	3/4/2019 11:00:00 AM
Dispatch	1098824-1	1098824	CVS Pharmacy Store #10529 - Standard Response - NATIONAL ACCOUNTS SERVICE - Service Partner Training - 03/07/2019	3/7/2019 11:00:00 AM	3/7/2019 1:00:00 PM

From the Work Order

1. Click on the Reports button on the top ribbon bar
2. Select the 2nd report – WO Technician Report. This report will give the complete work instructions for this work order. This is a living document, so it is important the report is pulled up once onsite from either Mobile or Laptop for the latest information.

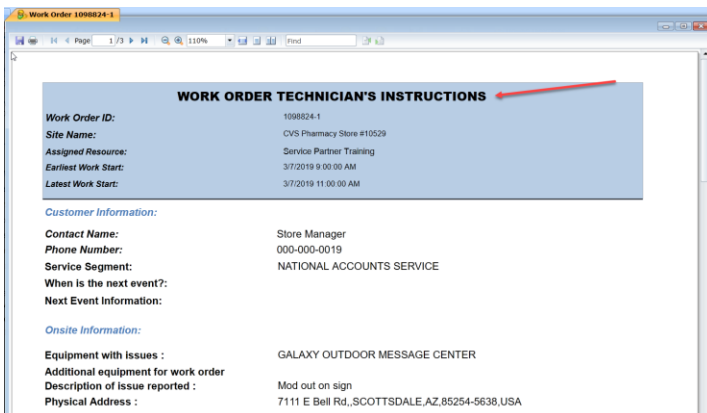


To access from Mobile –

1. Click on work order from the schedule
2. Click on the Template tab on the top ribbon bar
3. Scroll down and over to view information

Work Order Technician's Instructions

This section gives an overview of the work order- WO #, Site name, etc.



Customer Information

Contact Name - This is the onsite contact for this work order

Phone Number - This is the number for the onsite contact. Onsite contact should be called to confirm service prior to going to site.

Service Segment – this identifies which market this work order is associated with.

Event information – if there is an upcoming event this will be listed here.

Customer Information:	
Contact Name:	Store Manager
Phone Number:	000-000-0019
Service Segment:	NATIONAL ACCOUNTS SERVICE
When is the next event?:	
Next Event Information:	

Onsite Information

Equipment with issues – this identifies the equipment being worked on

Additional Equipment for work order – this identifies if multiple boards will be worked on during this service call (typically if assigned to a system check might have to check all equipment at the

Description of issue reported – this will be the scope of work (if there is a large scope of work this may be put as an attachment to the work order)

Physical Address – address sign is located at

Spare Parts Location – This will identify if customer has spare parts where they are located at.

Customer Specific Work Instructions—this section will provide the additional information for using additional customer apps for check in/out processes (typically for CVS, Walgreens, Blbds)

<i>Onsite Information:</i>	
Equipment with issues :	GALAXY OUTDOOR MESSAGE CENTER
Additional equipment for work order	
Description of issue reported :	Mod out on sign
Physical Address :	7111 E Bell Rd., SCOTTSDALE, AZ, 85254-5638, USA
Spare Parts Location:	
Customer Specific Work Instructions:	Notify store manager of your arrival
App Instructions:	Must be onsite and complete the check in and check out process via the Service Channel Mobile App (GPS Check-In for Contractors). Must have a stable internet connection and the latest updated version of the app installed on your device. Prior to going to site: Download the Service Channel Mobile App (GPS Check-In for Contractors) View the training material here: http://www.daktronics.com/FieldServicePortalDocuments/ServiceChannel%20Quick%20Guide%20for%20Daktronics%20Technicians%20and%20Service%20Partners.pdf GPS store check-in and check-out information Check-in and check out via the App Enduser Pin: [REDACTED]
Corporate Work Order:	[REDACTED]

Access Information

Site specific access instructions – this will be if specific information is needed to perform the work at this site

How to access the equipment – this is what was requested by the market for this request, this will indicated if a ladder is needed (provided by technician unless otherwise noted in the additional WO Information), lift needed, or no additional equipment needed to access the sign.

HLP Comments, Type of Surface, Obstacles, Lane Closure—additional information that will be provided based off the equipment being worked on

<i>Access Information:</i>	
Site specific access instructions :	
How to access the equipment ? :	Provided by Daktronics-Outdoor-Lift-41-45'
HLP Comments:	
Type of Surface :	Concrete
Any Known obstacles for the site or equipment:	none
WO Scheduled Lane Closure Date and Time:	

Additional Work Order Information

Additional Instructions for the WO – this will be any additional information that needs to be communicated other than the scope of work. This section will often provide additional contacts for this location

Prevailing Wage – this is based off the site

Specific Tools or Material Needed onsite – this will typically be anything in addition to the normal tools/equipment taken to site. This needs to be gathered prior to the service call

Number of NCT's ordered – this identifies what has been authorized by dispatch. If an NCT is needed but was not approved; Tech/SP dispatcher needs to call into dispatch PRIOR to going to site to get an NCT approved. This section is circled in the screenshot below.

Actual Early Start/Actual Late Start – this is the timeframe in which the tech needs to arrive onsite.

*This could differ from information on the top section if the Dispatcher is unable to assign for the actual time within GoServicePro

If a lift is ordered the following information will be filled out

Type and Size of lift ordered - this will be the equipment that was rented from the lift company (a substitute for the requested lift above might be necessary if the lift company does not have that size available).

Lift arrival date and time – this is the time the lift company has committed to delivering lift

Company providing the lift – lift company Daktronics ordered lift through

Lift delivery instructions and location – this would be any special delivery instructions Daktronics provided to the lift company

Additional notes – this could be anything additional dispatch communicates to the technician. If a specialty lift was ordered this would be indicated in this field.

Additional Work Order Information:	
Additional Instructions for the WO :	
Prevailing wage :	Yes
Specific tools or materials needed onsite :	
Number of NCT's ordered :	1
Actual Early Start:	3/7/2019 11:00:00 AM
Actual Late Start:	3/7/2019 1:00:00 PM
Type and Size of lift ordered:	45 ft Articulating Boom Lift
Lift Arrival Date and Time:	3/7/2019 8:00:00 AM
Company providing the lift :	United
Lift delivery instructions & locations:	by electronic sign
Additional notes :	

Part Order for the Work Order - This provides a list of parts ordered linked to the work order

Status – the part status needs to be Intransit day of service if it is not, Technician is NOT to go to site until speaking with dispatch for further instructions

*if not intransit the parts did not ship

Ship Method - will indicate how the parts shipped

Shipping Address – this will indicate where the parts are shipping. If shipping to technician must make sure parts are in hand prior to leaving for site.

Part Order for the Work Order:

PO Number	PO Type	Part Number	Rev	Qty	Serial No.	Status	Ship Method	Shipping Address
PR634858 -1	Sale	W-1236	04	1		Intransit	Best Ship Method	CVS Pharmacy Store #10529, Store, Manager, 000-000-0019, 7111 E Bell Rd, SCOTTSDALE, AZ, , 85254-5638, USA

*Follow the [Locating Parts Shipment Information in GoServicePro KB](#) to find tracking information on parts

Work Order Attachments

This provides an overview of the attachments that are linked to this work order

*To view the attachment please see [Viewing and Adding Attachments KB](#).

Work Order Attachments :

Attachment Type	Type	Description
DD20326886.pdf	File	1098824-1