

GoServicePro - Return Unused Parts

This article is completed by Service Partners using GoServicePro.

This article reviews the steps to return a shipped part as unused.

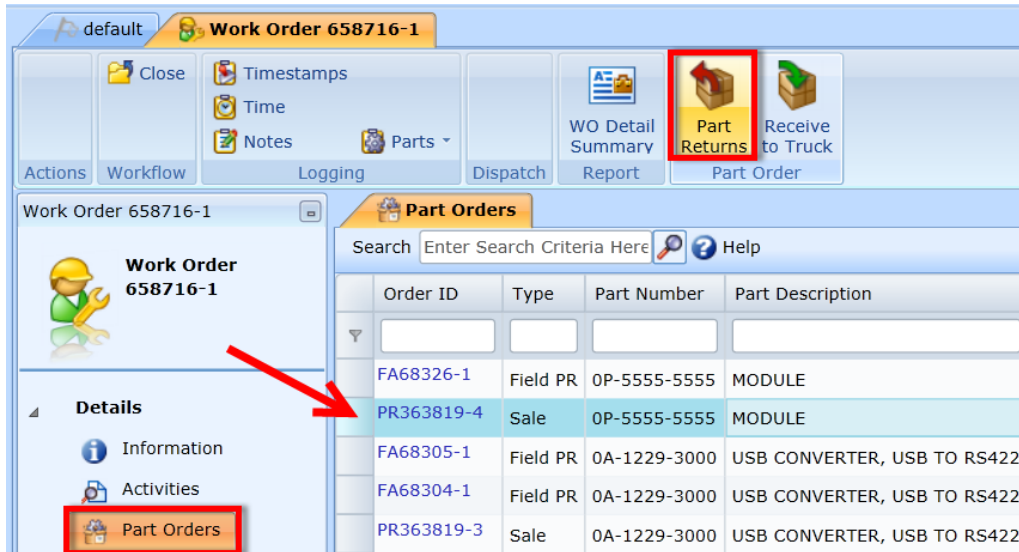
Video: [GoServicePro for Field Service: Part Return](#)

Return from Part Orders Detail

1. From the Work Order Details, click on Part Orders.
2. Highlight the appropriate Part Order line by clicking anywhere on the line except the Order ID hyperlink.

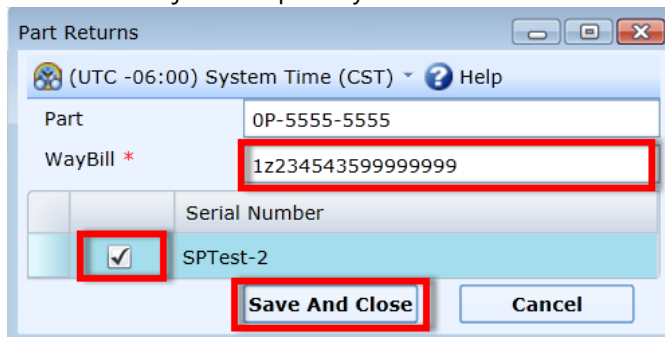
***Note:** ONLY return **Sale or Adv Exch Out** part types. If needing to return an R&R, please contact Dispatch.

3. Click on the Part Returns button in the Work Order ribbon.



Order ID	Type	Part Number	Part Description
FA68326-1	Field PR	0P-5555-5555	MODULE
PR363819-4	Sale	0P-5555-5555	MODULE
FA68305-1	Field PR	0A-1229-3000	USB CONVERTER, USB TO RS422
FA68304-1	Field PR	0A-1229-3000	USB CONVERTER, USB TO RS422
PR363819-3	Sale	0A-1229-3000	USB CONVERTER, USB TO RS422

4. Fill in the Waybill number with the shipment tracking number.
5. Check mark the serial number or adjust the quantity as needed.



Part Returns

(UTC -06:00) System Time (CST) Help

Part: 0P-5555-5555

WayBill *: 1z23454359999999

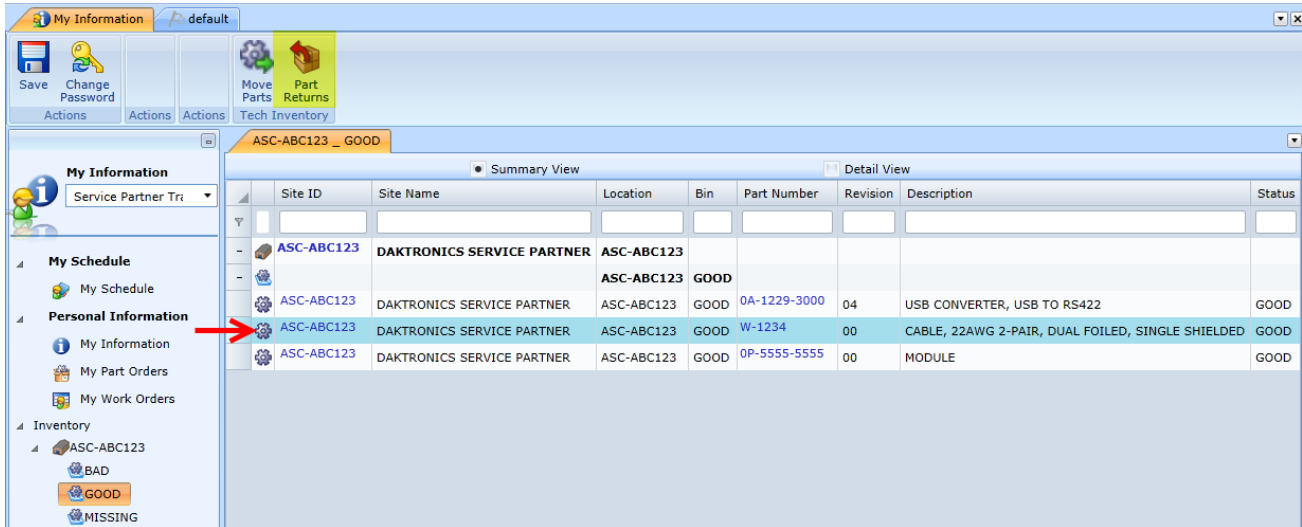
Serial Number: SPTest-2

Save And Close Cancel

6. Click the Save and Close button.

Return from Truck Stock (Inventory Bin)

1. From the My Information tab, click on the Inventory Bin the unused part is located in.
2. Click on the plus sign [+] to expand down to the part line.
3. Click on the part line to highlight (avoid clicking on the hyperlinks).
4. Click on the Part Returns button in the ribbon.



5. Fill in the Waybill number with the shipment tracking number.

6. Check mark the serial number or adjust the quantity as needed.

