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.
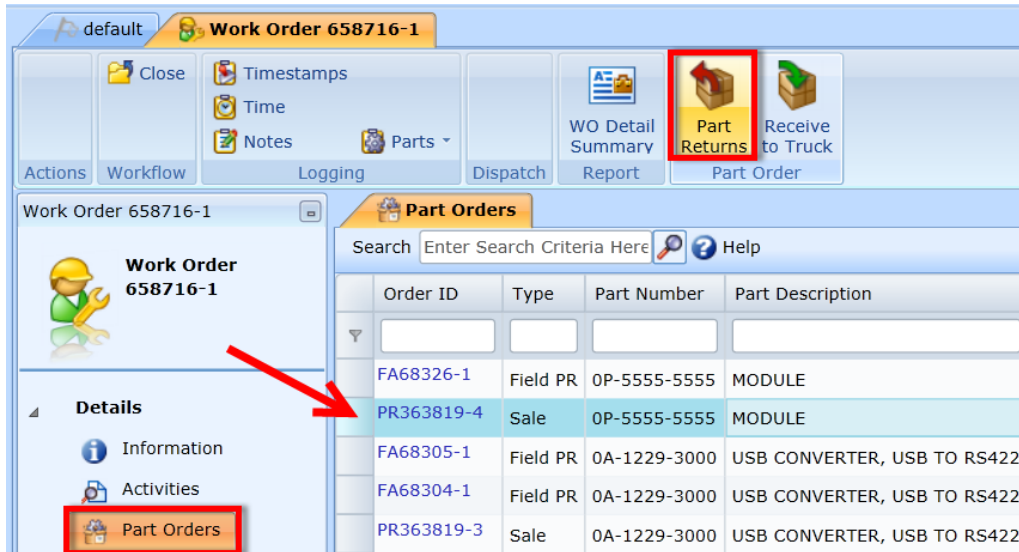
Video: GoServicePro for Field Service: Part Return

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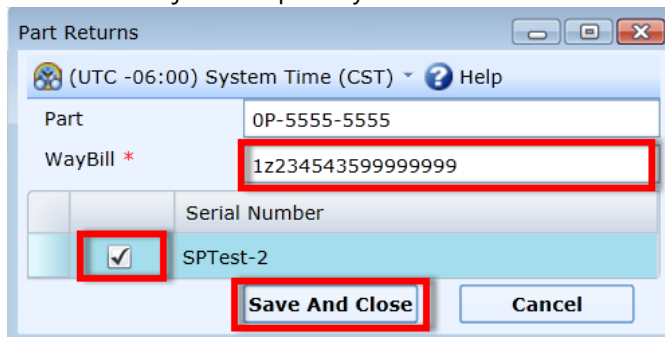
    *Note: ONLY return **Sale or Adv Exch Out** part types. If needing to return an R&R, please contact Dispatch.

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

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

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

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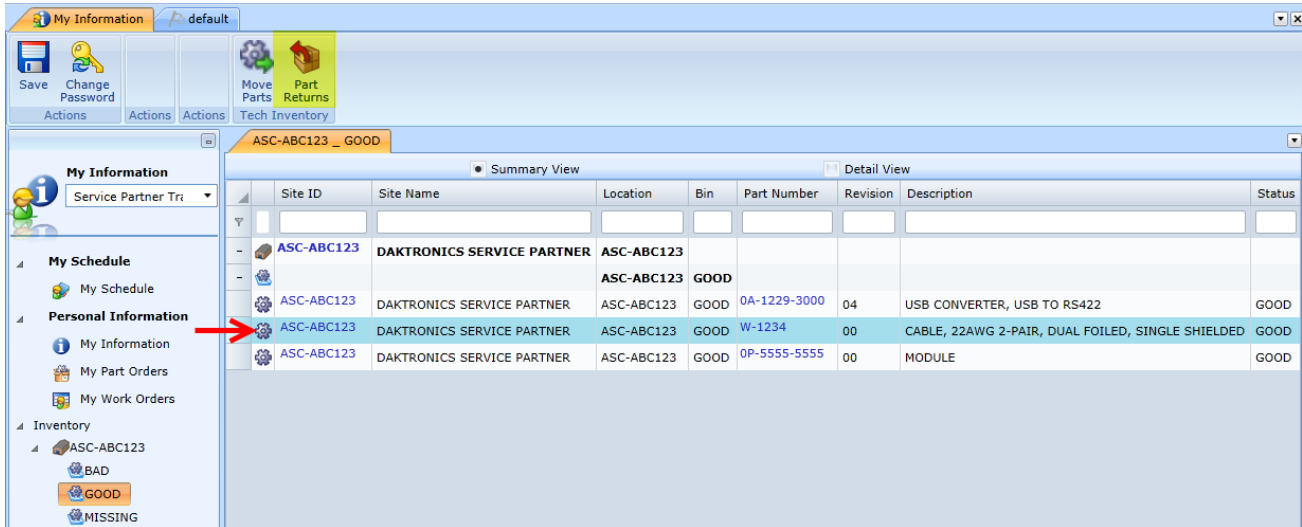
5. Fill in the Waybill number with the shipment tracking number.

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