Field Service Part Transactions Flow

Received Part Shipped from Daktronics

Completing an Assigned Work Order

Part Transaction Flow

Part Orders on the Work Order

Receive Part from Daktronics

What is the Part Order Type?

Part Order type **R&R Out**

Was Part shipped on Work Order or at Case Level?

Shipped on Work Order →

Leave part at site when completing current Work Order
Part is already in Customers Site Registry

Was Part Good or Faulty?

— Good → Done

Step that is not required by GSP for Tech to close their work order.
BIG miss when this step is not done because it causes an orphan.

— Faulty → **Faulty** and will be **shipped back** to Daktronics → Parts / Remove — Remove

Shipped at Case Level → Do I have a Work Order for this site?

— Yes → Leave part at site when completing current Work Order
Part is already in Customers Site Registry → Done

— No → Hold on to Part and Return on next Work Order for that site
Part is already in Customers Site Registry

Step that must be completed for Tech to close out their work order.

Part Order type **Sale or Exchange**

Was Part Shipped on Work Order or at Case Level

Shipped on Work Order → Was Part:
1) Installed or Left with the Customer?
2) Not Used or Faulty?
3) Holding for Return Service?

— **Installed**, or **left** with the Customer → Parts / Install — Install

— **Not Used** or **Faulty** and is being **returned** to Daktronics → Part Returns — Part Returns

— **Holding** for Return Service → Receive to Truck — Receive PR Type Sale or Exchange

Shipped at Case Level → Do I have a Work Order for this site?

— Yes → Leave part at site on current Work Order
Part is already in Customers Site Registry → Done

— No → Take Part with and leave on next Work Order for that site
Part is already in Customers Site Registry

Receiving Forward Stocked Parts

Tech must view "My Part Orders" to see these.

Part Order type **Request Replenishment** → Receive to Truck — Receive Part Order Type Request Replenishment

Using Part from Truck Inventory

Step that is not required by GSP for Tech to close their work order.
Missing this step will cause truck inventory and site registery to be off. Will also cause part to not get billed.

Part from **Truck Inventory** that is being **physically installed**, or **left** with the customer → Parts / Install — Install

Customer Owned Parts & Truck Inventory Being Returned to Daktronics

Step that is not required by GSP for Tech to close their work order.
Causes an orphan when step is not done.

Customer owned part that is being **returned** to Daktronics → Parts / Remove — Remove

Part **in Truck Inventory** that is **"Excess"** or **"Faulty"** and is being **returned** to Daktronics → Part Returns — Part Returns

Parts Transactions Summary

Part Orders on the Work Order

PR type **R&R Out** is a customer owned part that is being returned to the customer. The PR was systematically transacted into the customers site when it was shipped.

R&R Out was systematically transacted into the sites registry when it was shipped. No action is needed unless the part is faulty and needs repair.
If the part is faulty do a Remove per the yellow line below

PR type **Sale** or **Exchange** that is being **physically installed** or **left** with the customer

Parts
Install
Remove
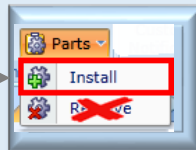
Install

PR type **Sale** or **Exchange** that is "**Not Used**" or "**Faulty**" and is being **returned** to Daktronics
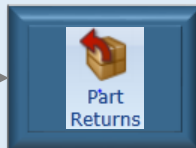
Part Returns

Part Returns

Step that must be completed for Tech to close out their work order.

PR type **Sale or Exchange** that will be held for **Return Service**

Receive to Truck

Receive PR Type Sale or Exchange

Using a Part From Truck Inventory

Part from **Truck Inventory** that is being **physically installed** or **left** with the customer

Parts
Install
Remove
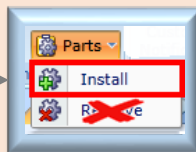
Install

Step that is not required by GSP for Tech to close their work order.
Missing this step will cause truck inventory and site registry to be off. Will also cause part to not get billed.

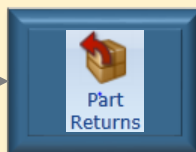## Customer Owned Parts & Truck Inventory Being Returned to Daktronics

Any part that is **customer owned** and will be **shipped back** to Daktronics

Parts
Remove
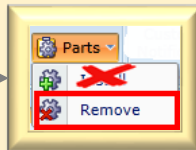
Remove

Step that is not required by GSP for Tech to close their work order.
Causes an orphan when step is not done.

Part **in Truck Inventory** that is "**Excess**" or "**Faulty**" and is being **shipped back** to Daktronics

Part Returns

Part Returns

Receiving Forward Stocked Parts

Part Order type **Request Replenishment**

Receive to Truck

Receive Part Order Type Request Replenishment

Tech must view "My Part Orders" to see these.