

Q: Why am I getting an error message that says the part number already exists when doing a remove transaction?

- That part already exists in the site configuration. Complete the remove transaction from the Site Assets, rather than the Part Catalog.

Q: I'm having problems logging into GoServicePro.

- Contact your Field Service Lead with your username. The Field Service Lead will request a password reset and provide you with a temporary password. Log in with the temporary password as soon as possible, as the temporary password will expire the next day at 5:00 AM Central. You will be prompted to set a new password upon logging in.

Q: I can't see the Work Order I was assigned.

- Call Dispatch at 1-866-325-8425 (Select Option 2). Dispatch will review the Work Order to confirm that you are assigned.

Q: Where can I find information to correctly complete a Work Order?

- Documentation is available on the Field Service Portal.

Q: I realized I forgot something after I closed my Work Order.

- Call Dispatch at 1-866-325-8425 (Option 2) immediately.
- Failing to report missing information right away could result in underpayment to your customer, incorrect customer billing, or parts arriving without documentation.

Q: I need to see a Work Order that I closed.

- The only way to see your closed Work Orders is to locate them on your schedule. Under the My Work Service Workspace, click on My Information to display the My Schedule tab. Use the calendar or arrows to navigate back. Once the Work Order is found, double-click on it to bring it up in your workspace.

Q: GoServicePro is spinning, giving error messages or is running abnormally slow.

- Try refreshing GoServicePro or clearing your Internet Explorer cache. If this doesn't work, escalate to the Field Service Lead.

Q: I have a question about inventory or parts transactions.

- Contact Dispatch at 1-866-325-8425 (Option 2) for information on transacting parts.

Q: What if I can't find my part number, or I get a "Part Not Found" error?

DAKTRONICS GOSERVICEPRO FAQs FOR SERVICE PARTNERS

- Verify that you have entered a zero (0) as part of the part number instead of the letter o (o).
- If you continue to have issues, contact Dispatch.
- **DO NOT** enter part number(s) or information in your notes. This will be missed during the closeout process and the part will not be accounted for.

Q: Can I go back and forth between GoServicePro, the Field Service Portal, and other Daktronics websites without losing my progress in GoServicePro?

- You can go back and forth between GoServicePro and any other site.
Tip: Right-click the “Log Into GoServicePro” button on the Field Service Portal site and select “Open in New Tab.” This will allow you to access training and support documents in your current tab and have GoServicePro open in its own tab.

Q: How do I copy and paste into GoServicePro?

- When you right-click in the Notes field, there is not a menu of options for copying and pasting. Use keyboard shortcuts to copy and paste— Highlight the text you want to copy using your mouse, then use Ctrl + C to copy, and Ctrl + V to paste.

Q: What do I do when I have 15 or more serialized parts to return?

- Call the Field Support Line 866-325-8425, and select Option 3 for Customer Service.
- Customer Service Representative will create line to return.
- Close Work Order as usual

Q: Do I need to do anything with open FA part lines in my default view?

- Open FA part lines are field returns that haven’t been returned to Daktronics.
- You should check your shop for these parts.
- If located, you should return those parts with a properly completed toe tag.
- If the parts have been returned or you are unable to locate them, you don’t need to do anything.

Q: How do split a part line into two or more transaction types?

- Transact the first type and select the quantity for that type.
- A new PR will be created for the remaining balance.
- Transact the newly created line with the next type.
- Repeat process until all of the quantity have been transacted.

Q: Can my Arrive Onsite/Repair Start and my Repair Stop/Leave Site times be the same?

- Yes, those times can be the same. You do not need to space these times 1 minute apart.

Q: What do I do if I take more than one lunch break?

- If you haven't logged your lunch time, combine the two lunches into one time log.
- If you have already logged your lunch time and need to log the second lunch, please call Dispatch to adjust your time log.

Q: What part number should I systematically remove?

- You should systematically remove the same part number that you physically removed. Reference the sticker on the part for the part number and serial number (if applicable). Click on the Parts button in the ribbon and choose REMOVE. Click on the lookup button next to part number. Type the part number in the "Part No" field. If you get too many results, try typing the serial number in the "serial number" field.
- Removing a part number in GoServicePro that is not the same as the part you physically removed will result in inaccuracies in the site information. If you cannot locate the correct part number, or are missing a part sticker, contact your Field Service Lead.

Q: What should I do with the FA part order lines?

- You do not need to do anything with the FA part order lines. FA lines are created when a part is systematically removed. FA lines will appear in your Part Order list when installing a part, but do NOT install FA lines or try to do a Part Return from the Part Orders detail. You only have to transact parts that begin with "PR".

Q: Can I see previous troubleshooting notes on a case?

- You are able to see the notes that you have logged previously by opening your calendar in My Information, and My Schedule. Open the work order from the previous appointment on the calendar to review notes.
- Currently, you are not able to see previous troubleshooting notes logged by other techs on work orders not assigned to you. Only the tech assigned to that work order can view the notes.

Q: What if I'm still unable to find the answer I'm looking for?

- Contact your Field Service Lead.