GoServicePro - Install a Part

This process is completed by Service Partners using GoServicePro.

This document reviews the steps to systematically install a part into the sign.

Video: GoServicePro for Field Service: Install a Part

1. From the open Work Order, click on the Parts dropdown in the ribbon and choose Install.

/ 🐒 м	y Informatio	on 🔥 default	831	Work Orde	r 658716	-2	
	Close	 Timestamp Time Notes 	s	irts 🗸	V	VO Detail Summary	W
Actions	Workflow	Logg	in 🙀	Install	ch	F	Rep
Work Or	der 658716-	2	2	Remove			

- 2. Use Part From: Choose Part Order (default) or Inventory from the dropdown.
 - **Part Order**: Part is coming from a Part Order on the Work Order.
 - **Inventory**: Part is coming from Truck Stock.
- 3. Click the Magnifying Glass next to Part Number.

🔯 LogPartsUsed													
🛞 (UTC -06:00) Cus	🛞 (UTC -06:00) Customer Time (CST) 👻 🤪												
Part Use Type	@Install •												
Logged By	Service Partner Training at 5/18/2015 3:52:00 PM												
Install Part													
Use Part From	Part Order												
Part Number *	Install Under * BILLBOARD DISPLAY												
Revision													
Description	Install Date 5/18/2015 3:52:00 PM												
Serial Number *													
	Save and Close Cancel												

- 4. Locate the part you are installing.
 - **Inventory**: Search by part number.
 - **Part Order**: Will see a list of Part Orders on the Work Order.

5. Click on the appropriate line to highlight.

6. Click the Select and Close button.

Lo	oku	up ByPartRequest								x
🕒 New 🚰 Open 🛛 😨 📡 Filter 💽 🔹 Search Enter Search Criteria l 🔎 🔒 🤪 Help										
		Part Order Number	Part Number	Description	Condition	Revision	Status	Site Name	Qu	•
	Ÿ									
		PR363819-1	0P-5555-5555	MODULE	Shipped		Intransit	TEST CUSTOMER	2	
		PR363819-3	0A-1229-3000	USB CONVERTER, USB TO RS422	Shipped		Intransit	TEST CUSTOMER	1	
		FA68304-1	0A-1229-3000	USB CONVERTER, USB TO RS422	Shipped-Dispatch		Intransit	TEST CUSTOMER	1	-
				Select and Close	Cancel					

7. If the part is:

- Serialized: Select the correct Serial Number from the dropdown (as needed).
- Non-Serialized: Enter quantity or adjust via the up/down arrows.

8. Install Under: Will default with the high level part from the Case.

9. Install Date: Defaults to today.

10. Click the Save and Close button.

- 11. Review the Part Order Details.
 - The Part Order line will now be at a Status of **Request Satisfied** and a Condition of **Closed**.
 - If the Order ID starts with:
 - PR = Part Order was created at corporate.
 - FA = Part Order was created in the field.
- 12. To see only the Part Orders that still need to be transacted, type "PR" in the Order ID column search and "Intransit" in the Status column search.

Se	Part Orders Search Enter Search Criteria Here P 2 Help														
Order ID Type Part Number Case/WO ID Rev Orig. ID Open Reserved Picked Shipped Receiv									Received	B/O	Returned	Status	Condition		
Y															
	PR363819-4	Sale	0P-5555-5555	658716-1	00	PR363819-1	1	0	0	0	0	0		Intransit	Shipped
	FA68305-1	Field PR	0A-1229-3000	658716-1	04		1	1	1	1	0	0		Intransit	Shipped-Dispatch
	FA68304-1	Field PR	0A-1229-3000	658716-1	04	PR363819-2	1	1	1	1	0	0		Intransit	Shipped-Dispatch
	PR363819-3	Sale	0A-1229-3000	658716-1	04	PR363819-2	1	0	0	0	0	0		Intransit	Shipped
	PR363819-2	Sale	0A-1229-3000	658716-1	04	PR363819-1	1	2	2	2	1	0		Part Not Used	Closed
	PR363819-1	Sale	0P-5555-5555	658716-1	00		1	2	2	2	1	0		Request Satisfied	Closed

*Note: If the part is left onsite, missing, damaged, or wrong, please contact your Field Service Lead or Dispatch for assistance.