GoServicePro - Remove a Part

This process is completed by Service Partners using GoServicePro.

This document reviews the steps to systematically remove a part to show what was taken out of the display.

Video: GoServicePro for Field Service: Remove a Part and Update Serial Number

- 1. From an open Work Order, click on the Parts button in the ribbon and choose Remove from the dropdown.
- *Note: If doing a REMOVE transaction, you will be physically sending something back to Daktronics. Example: Exchange, Repair & Return

A default By Work Order 658716-1						
	Close	 Timestamps Time Notes 	F 🛃	Parts 🗸		
Actions	Workflow	Loggin	#	Instal	I	ch
Nork Or	1	Ŵ	Remo	ve	L	

- 2. Choose appropriate option from the Use Part From dropdown:
 - a. Site Assets (default) will search the site configuration (parts systematically installed at the site).
 - b. **Part Catalog** will search all parts at Daktronics.i. This option should only be used if the part cannot be found in the Site Assets.
- 3. Click the Magnifying Glass next to the Removed Part field.

Cogrants Used				
🛞 (UTC -06:00) Custo	omer Time (CST) 👻 🕢			
Part Use Type	Remove	-		
Logged By	Service Partner Training at 9/16/2015 1:27:	00 PM		
Removed Part				
Use Part From	Site Assets			
Removed Part *				
Serial Number *		hipped Via		
	v	Vaybill Number *		

4. Locate the removed part:

- a. **Option 1 (best practice): Search**
 - i. Enter Part Number in the Part No field
 - ii. Click the magnifying at the top to display results.

iii. If too many results appear in the Site Assets, enter the serial number in the next column to refine.

Site Assets					
Save Search Enter Search riteria Here D G Help					
Tree >					
Part No 1	Serial Number	Description			
▼ 0A-1844-3259					
0A-1844-3259	TEMP-C242710034127	MOD-PL51.09PAV0KT06-10.16SMD-3			
0A-1844-3259	TEMP-C242710034128	MOD-PL51.09PAV0KT06-10.16SMD-3			
0A-1844-3259	TEMP-C24271003418	MOD-PL51.09PAV0KT06-10.16SMD-2			
0A-1844-3259	TEMP-C24271003419	MOD-PL51.09PAV0KT06-10.16SMD-3			
0A-1844-3259	TEMP-C24271003420	MOD-PL51.09PAV0KT06-10.16SMD-3			
0A-1844-3259	TEMP-C24271003421 MOD-PL51.09PAV0KT06-10.16SMD				
0A-1844-3259	TEMP-C24271003422	MOD-PL51.09PAV0KT06-10.16SMD-3			
0A-1844-3259	TEMP-C24271003423	MOD-PL51.09PAV0KT06-10.16SMD-3			
0A-1844-3259	TEMP-C24271003414	MOD-PL51.09PAV0KT06-10.16SMD-3			
0A-1844-3259	TEMP-C24271003424	MOD-PL51.09PAV0KT06-10.16SMD-3			
0A-1844-3259	TEMP-C24271003413	MOD-PL51.09PAV0KT06-10.16SMD-3			
0A-1844-3259	TEMP-C24271003411	MOD-PL51.09PAV0KT06-10.16SMD-3			
0A-1844-3259	TEMP-C242710034129	MOD-PL51.09PAV0KT06-10.16SMD-3			
0A-1844-3259	TEMP-C2427100342	MOD-PL51.09PAV0KT06-10.16SMD-3			
0A-1844-3259	TEMP-C2427100343	MOD-PL51.09PAV0KT06-10.16SMD-3			
0A-1844-3259	TEMP-C2427100344	MOD-PL51.09PAV0KT06-10.16SMD-3			
•		•			
	Select and Close Cancel				

b. Option 2: Site Assets Hierarchy

- i. Locate the equipment (High Level Part) being serviced from the Site Assets listed
- ii. Click on the plus sign [+] to the left to view the parts that make up that HLP

********** NOTE: Never remove the High Level Part! ***********

🗞 Site Assets					
a s	🔚 Save Search Enter Search Criteria Here 🔎 🝞 Help				
	Tree				
	Part No	Serial Number	Description		
Ŧ					
+	CONTROL	TEMP-C24271-CONTROL	CONTROLLER		
+	DVX-1801-10MN-6000-WN-HC	TEMP-C24271-DVX-1801-10MN-6000	Config Video Display 10mm Exterior		
+	PRELIMINARY PARTS	TEMP-C24271-PRELIMINARY PARTS	PRELIMINARY PARTS		

Site Assets					
ave Search Enter Search Criteria Here 🖉 🤪 Help					
Tree >					
	Part No	Serial Number	Description		
Ŧ					
+	CONTROL	TEMP-C24271-CONTROL	CONTROLLER		
-	DVX-1801-10MN-6000-WN-HC	TEMP-C24271-DVX-1801-10MN-6000	Config Video Display 10mm Exter		
	0A-1844-3259	TEMP-C242710034127	MOD-PL51.09PAV0KT06-10.16SMD-3		
	0A-1844-3259	TEMP-C242710034128	MOD-PL51.09PAV0KT06-10.16SMD-3		
	0A-1844-3259	TEMP-C24271003418	MOD-PL51.09PAV0KT06-10.16SMD-3		
	0A-1844-3259	TEMP-C24271003419	MOD-PL51.09PAV0KT06-10.16SMD-3		
	0A-1844-3259	TEMP-C24271003420	MOD-PL51.09PAV0KT06-10.16SMD-3		
	0A-1844-3259	TEMP-C24271003421	MOD-PL51.09PAV0KT06-10.16SMD-3		
	0A-1844-3259	TEMP-C24271003422	MOD-PL51.09PAV0KT06-10.16SMD-3		
	0A-1844-3259	TEMP-C24271003423	MOD-PL51.09PAV0KT06-10.16SMD-3		
	0A-1844-3259	TEMP-C24271003414	MOD-PL51.09PAV0KT06-10.16SMD-3		
	0A-1844-3259	TEMP-C24271003424	MOD-PL51.09PAV0KT06-10.16SMD-3		
	0A-1844-3259	TEMP-C24271003413	MOD-PL51.09PAV0KT06-10.16SMD-3		
	0A-1844-3259	TEMP-C24271003411	MOD-PL51.09PAV0KT06-10.16SMD-3		
	0A-1844-3259	TEMP-C242710034129	MOD-PL51.09PAV0KT06-10.16SMD-3		
	0A-1844-3259	TEMP-C2427100342 MOD-PL51.09PAV0KT06-10.16SMD-3			
•	_		•		
		Select and Close Cancel			

- 5. Click to highlight the appropriate part line.
- 6. Click the Select and Close button at the bottom.

*Note: If you get the error message "Part Number: 0A-####-#### with serial number: #### already exists", then try removing from the Site Assets (not the Part Catalog).

	V Impersonating			
Part Use Type	Remove		*	
Logged By	Operations2 Training	at 9/21/2015 2:55	5:00 PM	
Removed Part				
Use Part From	Part Catalog			
Removed Part *	Adde visitifities company	8	>	
Serial Number *	3335		Shipped Via	Best Ship Method
	Error Message			v7981060036681
Part Disposition	Part number; the second	with serial numb	er: 3335 already exist	s.

- 7. Back on the LogPartsUsed screen, verify the correct part number is entered in the Removed Part field.
 - a. If not, go back to step 3 and make sure to highlight the correct part line.
- 8. Enter/update the Serial Number or adjust quantity of non-serialized parts.
- 9. The Part Disposition will default to "BAD Return Part to Warehouse".
- 10. Select the ship method from the "Ship Via" dropdown.
 - a. Example: UPS Ground
 - b. If unknown, leave at Best Ship Method.
- 11. Enter the tracking number in the Waybill field.
 - a. If unknown, put an X.
- 12. Click the Save and Close button at the bottom.

📓 LogPartsUsed 💦 🕞 💷 💌			
🛞 (UTC -06:00) Cust	omer Time (CST) 🕆 🕜		
Part Use Type	₩ Remove	*	
Logged By	Service Partner Training at 5/19/	2015 10:	
Removed Part			
Use Part From	Part Catalog 🔹		
Removed Part *	0P-5555-5555		
Serial Number *	1234	Shipped Via	UPS Ground 🔹
		Waybill Number *	1Z12345679923
Part Disposition	Bad - Return Part to Wa 🔻		
	Save and Close	Cancel	

- 13. The part has now been systematically removed.
- 14. Physically ship the part back to Daktronics.

In the United States:	Outside of the United States:
Daktronics, Inc.	Ship parts to your regional Daktronics
600 E 54 th Street N	Repair Center
Door CS	
Sioux Falls, SD 57104	