Locating Parts Shipment Information in GoServicePro

This process is completed by Field Engineers using GoServicePro (GSP).

This article reviews the steps to locate part shipment information.

- 1. Open the Work Order line in GoServicePro.
- 2. Click Part Orders under Work Order Details.
- 3. Click on the **PR link** associated with the parts you would like to track.

Note: Status and Condition of PR line should be Intransit Shipped (for Sale and Adv Exch Out) and Request Satisfied Complete (for R&R Out). If it is not, call dispatch for assistance.



A Part Orders														
	Se	Search Enter Search Criteria Here 🔎 🤪 Help												
		Order ID	Туре	Part Number	Rev	Case/WO ID	Status	Condition	Queue	Create Date	Expected Fulfill Date	Orig. ID		
	Ÿ													
l		PR362971-2	Sale	W-2254	00	655520-3	Intransit	Shipped		9/18/2014 5:08:00 PM	9/22/2014 3:36:50 PM			
		PR362971-1 Adv Exch Out EX-A-2538		655520-3	Intransit	Shipped		9/18/2014 5:07:40 PM						

• The Part Movement screen opens.

4. Click on the PR line link under the Header ID column within the Part Movement window.

Part Movement													
	1	Header ID	Order ID	Туре	Part Number	Rev	Orig. ID	Open	Returned	Status	Condition	Create Date	Required Date
	٣												
		PR362971	PR362971-2	Sale	W-2254	00		1		Intransit	Shipped	9/18/2014 5:08:00 PM	10/2/2014 5:06:00 PM
		PR362971	PR362971-1	Adv Exch Out	EX-A-2538			1		Intransit	Shipped	9/18/2014 5:07:40 PM	10/2/2014 5:06:00 PM
	•												

• A new tab opens within your workspace for the Part Order with the PRxxxxxx number.

5. Click the **Addresses** tab.

• The address listed here is where the parts were physically shipped to.

۰	1 Information							
Part Order PR362971	**Parts Billable** Shipping Address							
1 Com	Please Note that changes made to the Ship-To address on this tab will NOT update the Ship-To address for this site. Changes will be 🔚 Save Ship To							
⊿ Details	the part order only.							
Information	Site Name P							
Ine Items	Attn First, Last *							
E Activity	Phone *							
p Activity	Address1 *							
	Address2							
	City,State.County *							
	Country,PostalCode USA							
	Shipping Price Ship Price Ship Actual							

6. Click **Tracking Information** in the ribbon bar to view the UPS or FedEx tracking information.

Save	Logging Tracking Not	g Track ion Inform fication Tracking In	king lation Lo formation Inter	Inventory lokup Report	PartOrder Detail Summary Report					
		1 Informatio	n 🖉 Address	ses				6		
P	Part Order PR545118	Shipping Addre	🔚 Save Ship To							
⊿ Det	ails	the part order								
6	Information	Site Name		Ą						
12	Line Items	Attn First, Last	Attn First, Last *							
B	Activity	Phone *								

A pop up will appear with the tracking information. Highlighted items pictured below identify the shipping method (UPS or FedEx), tracking number, and status. This information is real time.

	2	A=@				
	Inventory Lookup Report	PartOrde Detail Sum	r nary			
Т	racking Information					
	Tracking Informa					
	Track Part Order PF					
	Package: 1 Reference: PR Carrier: UP	8545118: 51	00-101-15	520		
	Destination: AL	JSTIN TX 78	701			
	Tracking #: 1Z	570083016	1550977			
	Status: De Shin Date: 07	2/18/2017				
	Delivery Date: Ju	il 19, 2017 0	9:58 AM			
	Timestamp		Descri	otion	Location	
	Jul 19, 2017 09:58	3 AM Deliver	ed		AUSTIN, TX	
	Jul 19, 2017 08:17	7 AM Out Fo	r Delivery		AUSTIN, TX	
	Jul 19, 2017 07:38	3 AM Arrival	Scan		AUSTIN, TX	
	Jul 19, 2017 05:44	AM Depart	ure Scan		SAN ANTONIO, TX	
	Jul 19, 2017 04:57	7 AM Arrival	Scan		SAN ANTONIO, TX	
	Jul 19, 2017 03:50) AM Depart	ure Scan		LOUISVILLE, KY	
	Jul 19, 2017 12:42	2 AM Arrival	Scan		LOUISVILLE, KY	
	Jul 18, 2017 09:57	7 PM Depart	ure Scan		SIOUX FALLS, SD	
	Jul 18, 2017 09:01	PM Arrival	Scan		SIOUX FALLS, SD	
	Jul 18, 2017 08:50) PM Depart	ure Scan		SIOUX FALLS, SD	
	Jul 18, 2017 06:47	7 PM Origin	Scan		SIOUX FALLS, SD	•
				Cancel		

7. If you're still unable to get the tracking number, please call dispatch at 866-325-8425, Option 2.