**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.
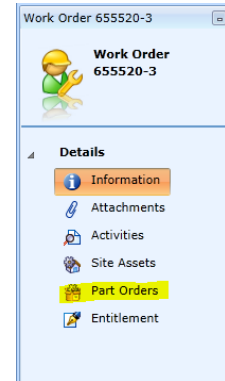
Order ID	Type	Part Number	Rev	Case/WO ID	Status	Condition	Queue	Create Date	Expected Fulfill Date	Orig. ID
PR362971-2	Sale	W-2254	00	655520-3	Intransit	Shipped		9/18/2014 5:08:00 PM	9/22/2014 3:36:50 PM	
PR362971-1	Adv Exch Out	EX-A-2538		655520-3	Intransit	Shipped		9/18/2014 5:07:40 PM		

- The Part Movement screen opens.

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

Part Movement

| Header ID	Order ID	Type	Part Number	Rev	Orig. ID	Open	Returned	Status	Condition	Create Date	Required Date
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.
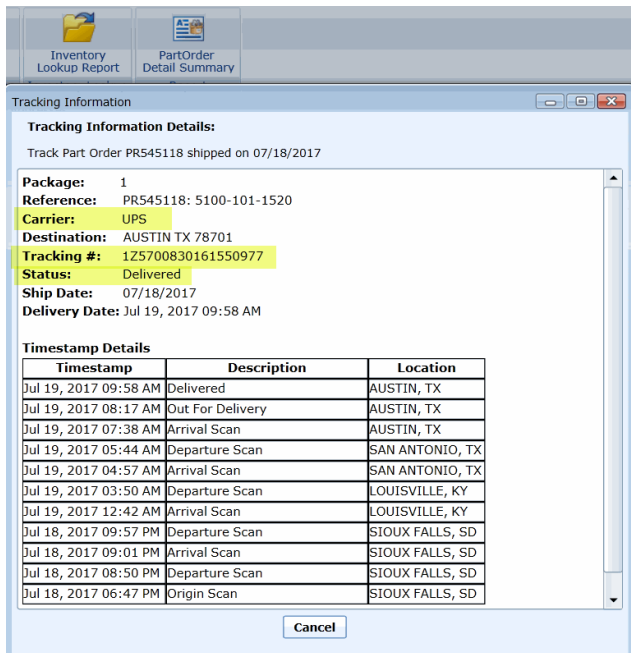
5. Click the **Addresses** tab.

- The address listed here is where the parts were physically shipped to.
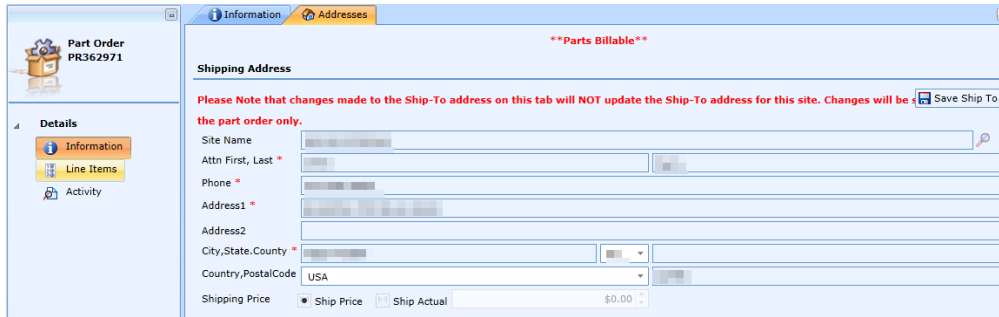
6. Click **Tracking Information** in the ribbon bar to view the UPS or FedEx tracking information.
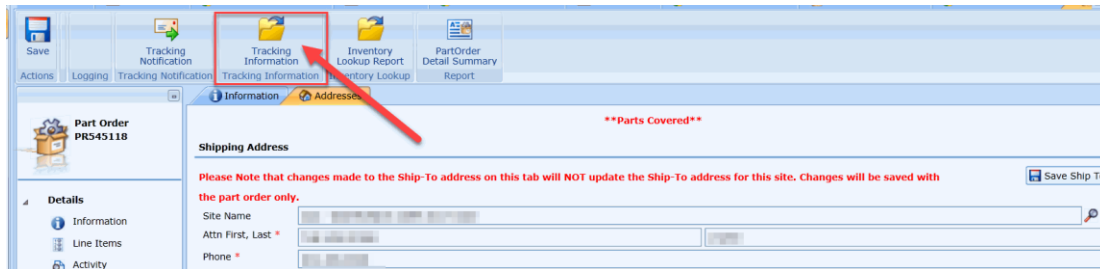
A pop up will appear with the tracking information. Highlighted items pictured below identify the shipping method (UPS or FedEx), tracking number, and status. This information is real time.

Tracking Information Details:

Track Part Order PR545118 shipped on 07/18/2017

Package:	1
Reference:	PR545118: 5100-101-1520
Carrier:	UPS
Destination:	AUSTIN TX 78701
Tracking #:	1Z5700830161550977
Status:	Delivered
Ship Date:	07/18/2017
Delivery Date:	Jul 19, 2017 09:58 AM

Timestamp Details

Timestamp	Description	Location
Jul 19, 2017 09:58 AM	Delivered	AUSTIN, TX
Jul 19, 2017 08:17 AM	Out For Delivery	AUSTIN, TX
Jul 19, 2017 07:38 AM	Arrival Scan	AUSTIN, TX
Jul 19, 2017 05:44 AM	Departure Scan	SAN ANTONIO, TX
Jul 19, 2017 04:57 AM	Arrival Scan	SAN ANTONIO, TX
Jul 19, 2017 03:50 AM	Departure Scan	LOUISVILLE, KY
Jul 19, 2017 12:42 AM	Arrival Scan	LOUISVILLE, KY
Jul 18, 2017 09:57 PM	Departure Scan	SIOUX FALLS, SD
Jul 18, 2017 09:01 PM	Arrival Scan	SIOUX FALLS, SD
Jul 18, 2017 08:50 PM	Departure Scan	SIOUX FALLS, SD
Jul 18, 2017 06:47 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.