

GoServicePro Terms

Work Ticket	GoServicePro
Subcase	Work Order
Parts Shipped By Daktronics for this Service Event	Part Orders Detail
Scope of Work & Subcase Notes	Audit Trail
Work Ticket Summary	WO Detail Summary
Your Assigned Subcases	Default tab
Dispatch Times Information	Timestamps/Time
Tracking #	Waybill Number
Scheduled Date	Early Start
Submit Work Ticket	Close
Other Parts Used	Parts > Install > Inventory
Parts Being Returned to Daktronics for Repair/Return or Disposal	Parts > Remove > Site Assets

Case: A complete and formal record of a customer request and the activities of Daktronics to provide a solution.

Work Order: Assignment item for technician to review and document service details

Early/Late Start: Earliest and latest time the technician can begin work

Status: Current or next step in process

Condition: Current state

Category: These codes define the service work, such as: Service-Product Issue, Planned Service, and Installation

Part Order Details: Displays the parts sent from Daktronics for that service call; shows part transactions

Default tab: Access your open assignments; storage place for in-progress items you own

Inventory bins (Bad, Good, Missing): Storage place for Service Partner Truck Stock and parts Received to Truck

Audit Trail: Contains all activity and logged notes on the Work Order

Timestamps: Designate service work times – travel start, arrive onsite, repair start, repair stop, leave site, travel stop

Parts: Button in Work Order ribbon used to transact parts

Install: Systematically log the part(s) that was put in the sign

Remove: Systematically log the part(s) that was taken out of the sign

(Install) Part Order: Systematically logs part into the sign from parts that were shipped from Daktronics for the service call

(Install) Inventory: Systematically logs part into the sign from Service Partner good stock

(Remove) Site Assets: Systematically takes part out of the sign's site configuration (parts systematically installed at the site)

(Remove) Part Catalog: Part could not be found in the Site Assets, so systematically removed the part from a list of Daktronics parts

Notes: Document service details via completed templates and typing

Time: Log Lunch time (system only allows one entry)

Close: Ends the service work

Dispatch Template: Logged in the Audit Trail by Daktronics Customer Service Rep, this provides the necessary information to complete the service. Also see template logged by Dispatch with Service Information, Parts Information, & Lift information

Type: Identifies the item (Dispatch, Part Order – Sale, Exchange)

Rev: Stands for revision; a part is assigned a rev number rather than a new part number after improvements are made

B/O: Stands for Back Order; part is not in stock

Resolution Code: Defines how the work was resolved

Serial Number: Unique identifying number on the part sticker; not all parts are serialized

WO Closeout Note Template: Template to be completed by all Service Partners and logged on the Work Order notes with service details, including who you communicated with onsite, follow-up needed, ground reading, NCT, services performed

WO Detail Summary: Button in the Work Order ribbon that allows technician to print out Work Order entries – timestamps, part transactions, notes

Part Returns: Button in the Work Order ribbon that allows users to systematically send back an unused part to Daktronics corporate

Receive to Truck (formerly Trunk): Button in the Work Order ribbon that allows users to systematically move part(s) into Inventory bin (good, bad, missing) for use later

Field Service Portal: Online one stop shop for announcements, training documents, product support documentation, and access to the Daktronics Knowledge Base

Waybill Number: Shipping tracking number

Shipped Via: Ship method (example: UPS Ground)

My Schedule: View assignments (open or closed) on a calendar view and block off times that you are unavailable for service calls