

Part Disposition (Part Transactions) Completed by Tech

This process is completed by Field Engineers and Service Partner Technicians using GoServicePro

The article reviews the process and expectations for what part transactions the technicians must do on the work order they are assigned to in GoServicePro for parts sent, parts used from Part Order or Truck Stock and any part being returned to Daktronics

Parts shipped to the tech, direct to site or used from Truck Stock

1) Part Orders (PR) on a work order, that are *Status* "Intransit" and *Condition* "Shipped" **must** be correctly transacted on that work order

(Part transaction in GSP should match what was **physically done with the part**)

- Used or left with the customer = [Install](#) (*physically installed into the system or left with the customer as a spare*)
- Not Needed or Faulty = [Part Returns](#)
- Tech is holding onto for return service = [Receive to Truck](#)
- Part was identified that it should be scrapped in the field = [Part Returns](#) and then follow process in the chart below to "*Return line was created and tech learned they should dispose of part locally.*"

2) Any part being **used from techs Truck Stock** = [Install](#) to site on the work order it was used (If work order notes to not transact parts, example Event Supports, tech needs to call the service coordinator to have a new work order for service created to transact those parts on. This is only for parts being installed into the customers site from truck stock. It **Does Not** include parts that are being returned to Daktronics)

3) Parts **do not** need to be transacted in GoServicePro **when it is used** if:

- Part is on the work order and it is *Condition* "Closed"
- Part is not on the work order, this includes but is not limited to:
 - customers spare parts
 - if part is from another work order, it needs to be transacted correctly on that work order
 - any part sent from Daktronics that is not on a work order

Any Part being Returned to Daktronics

4) These are reasons a part needs to be shipped back to Daktronics:

- Part needs to be repaired and returned to the customer
- Part is not going to be used or is bad

- Part removed was replaced with an "Exchange", exchange is identified by:
 - PR Type Adv Ex Out
 - Part used from Truck Stock that has a part# EX-xx-xxxx-xxxx
- Part is currently in Truck Stock and it is not going to be used or is bad

5) **EVERY** part being shipped back to Daktronics must have a **Part Return line** (example FAxxxxxx-x) created in GSP and that number **MUST** be on the completed **toe tag** and **shipping label**

(This includes ALL types of work; Installations, Event Support, Reworks, Reactive Service, Planned Service)

How to create Part Return lines:

- Parts shipped from Daktronics not on that work order = [Remove](#)
- Any part in the customers possession that was not shipped on that work order = [Remove](#)
- Any part shipped on that work order that is Not Needed or Faulty = [Part Returns](#)
- Any part being returned from Truck Stock = [Part Returns](#)
- If the tech has 15 or more serialized parts to return, they may call a service coordinator to set-up a return line (example PRxxxxxx-x)

If the tech has questions or is having problems transacting parts

6) Do not physically ship the parts without a return line created, referenced on the Toe Tag and referenced on the Shipping label. Do not close the work order until return lines are created

- **Call Dispatch** using the Field Service Support line at 605-697-4907, option 2

The table below references specific examples for what transaction needs to be completed in GoServicePro based on where the part came from, part request type and Disposition (what did I do with the part):

Where did the part come from?	PR Type (If PR is on the work order)	PR Status (If PR is on the work order)	PR Condition (If PR is on the work order)	Disposition (What did I physically do with the part)	Part Transaction (What do I need to do in GSP)	Selections to make in GSP when doing the transaction	Reminders
Part Order that is on the work order	Sale	Intransit	Shipped	Used the part to fix customers system or	Install	Use Part From: Parts Order	If it is determined necessary to leave this part at site for return service that is being set-up, complete the Install , have notes added to the new work order being

				Left it with the customer as a spare or Determined return service was needed and it was necessary to leave the part at site			set-up with what parts were left with the customer. If those parts are not used on the return service, tech will need to Remove and ship to Daktronics
Adv EX Out	Intransit	Shipped		Used the part to fix customers system	Install	Use Part From: Parts Order	This is an "Exchange" part, Daktronics is expecting to receive a failed part back. Complete a Remove for the failed part, reference the FA# on the toe tag and shipping label and ship it back to Daktronics.
Adv EX Out	Intransit	Shipped		Left part with the customer for return service	Install	Use Part From: Parts Order	If it is determined necessary to leave a part at site for return service that is being set-up, complete the Install , have notes added to the new work order being set-up with what parts were left with the customer. If those parts are not used on the return service, tech will need to Remove and ship to Daktronics
Sale or Adv EX Out	Intransit	Shipped		Part was not used or faulty and needs to be shipped back to Daktronics	Part Returns	n/a	Reference the return FA# on the toe tag and on the shipping label. Add notes if the part is good, faulty, if faulty what the problem is
Sale or Adv EX Out	Intransit	Shipped		Need to hold onto part for return service that I have informed Daktronics is needed and is being scheduled	Receive to Truck	Receive to Good Bin	This is the preferred thing to do if return service is needed. Tech should Receive to Truck and keep the parts in their possession. Have notes added to the new work order being set-up with what parts the tech is holding onto. If those parts are not used on the return service, tech will need to do a Part Returns and ship to Daktronics
Sale, Adv EX Out or RR Out	n/a	n/a		Getting an error transacting part or need help transacting part	Call Dispatch	n/a	Call Dispatch
Sale, Adv Ex Out or RR Out	Intransit	Shipped		Did Not receive part	Call Dispatch	n/a	Call Dispatch

	RR Out	Request Satisfied	Closed	Used the part to fix customers system or Left it with the customer as a spare	Do Not Transact	n/a	Customer already owns this part. NO Transaction is required
	Sale, Adv Ex Out or RR Out	Request Satisfied	Closed	Part needs to be shipped back to Daktronics	Remove	n/a	Part is already transacted to customers site. If the part needs to be returned to Daktronics, do a Remove
Used part from Truck Inventory	n/a	n/a	n/a	Used the part to fix customers system or Left it with the customer as a spare	Install	Use Part From: Inventory	If the Part# from truck inventory begins with "EX, this is an "Exchange" part, Daktronics is expecting to receive a failed part back. Complete a Remove for the failed part, reference the FA# on the toe tag and shipping label and ship it back to Daktronics.
Any part sent by Daktronics for this service that is NOT on the Work Order or in Truck Inventory	n/a	n/a	n/a	Used the part to fix customers system or Left it with the customer as a spare	Do Not Transact	n/a	Part was automatically transacted to the customers site. NO Transaction is required.
	n/a	n/a	n/a	Part needs to be shipped back to Daktronics	Remove	n/a	Part is already transacted to customers site. If the part needs to be returned to Daktronics, do a Remove
Customer owned spare part	n/a	n/a	n/a	Used the part to fix customers system	Do Not Transact	n/a	Customer already owns this part. NO Transaction is required
Part removed from customers system and it is being shipped back to Daktronics	n/a	n/a	n/a	Shipping part to Daktronics	Remove	n/a	Reference the return FA# on the toe tag and on the shipping label.
Removed 15 or more serialized parts from customers system and are shipping back to Daktronics	n/a	n/a	n/a	Shipping 15 or more serialized parts from same customers site back to Daktronics	Call Service Coordinator	n/a	Call the Field Support Line at 866-325-8425, option 3 and visit with a service coordinator. Service Coordinator will create return lines. Reference the PRxxxxx-x created by the Service Coordinator on the toe tags and shipping labels for the parts being returned
Part removed from customers system and determined that it can be disposed of locally	n/a	n/a	n/a	Leave part to be disposed of with Customer (<i>preferred</i>) Or customer asks tech to dispose of part	Do Not Transact	n/a	If customer is asking tech to dispose of part, make sure that part is identified as one that can be disposed of locally and doesn't need to be transacted. Dispose of part in

							accordance with approved electronic recycling programs
Return line was created and tech learned they should dispose of part locally	n/a	n/a	n/a	Instructed to dispose of parts that have return lines in GSP	E-mail Dispatch	n/a	<p>Make sure parts will be disposed of in accordance with approved electronic recycling programs. E-mail return line numbers, part number, serial number to Dispatch@Daktronics.com.</p> <p>If parts cannot be disposed of in accordance with approved electronic recycling programs send parts to Daktronics with return line numbers to be disposed of.</p>