

GoServicePro - Locate and Navigate Work Orders

These processes are completed by Service Partners and Customer Trainers in GoServicePro.

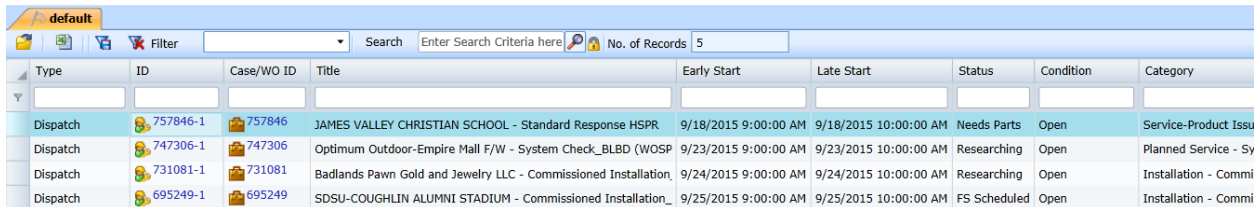
This article reviews the steps to find and navigate through Work Orders.

[View the video tutorial here.](#)

Locating Open Work Orders

A. Default tab

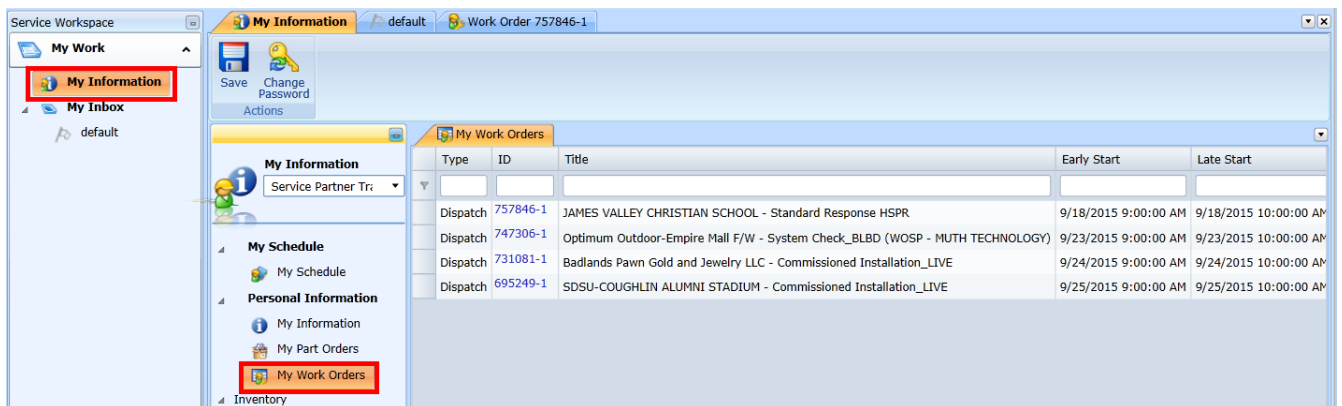
1. Click the "default" tab in your workspace to view open Work Orders that are assigned to you.
2. Any item listed as a **Dispatch** in the Type column is a Work Order.
3. Filter items by using the column search field.
 - a. Initially sorted by Early Start in ascending order.
4. Scroll over to review Work Order details, such as: Title, Early/Late Start, and Category.
5. Click the link under the **ID** column to open the Work Order.



Type	ID	Case/WO ID	Title	Early Start	Late Start	Status	Condition	Category
Dispatch	757846-1	757846	JAMES VALLEY CHRISTIAN SCHOOL - Standard Response HSPR	9/18/2015 9:00:00 AM	9/18/2015 10:00:00 AM	Needs Parts	Open	Service-Product Issu
Dispatch	747306-1	747306	Optimum Outdoor-Empire Mall F/W - System Check_BLBD (WOSP	9/23/2015 9:00:00 AM	9/23/2015 10:00:00 AM	Researching	Open	Planned Service - Sy
Dispatch	731081-1	731081	Badlands Pawn Gold and Jewelry LLC - Commissioned Installation	9/24/2015 9:00:00 AM	9/24/2015 10:00:00 AM	Researching	Open	Installation - Commi
Dispatch	695249-1	695249	SDSU-COUGHLLIN ALUMNI STADIUM - Commissioned Installation_	9/25/2015 9:00:00 AM	9/25/2015 10:00:00 AM	FS Scheduled	Open	Installation - Commi

B. My Work Orders

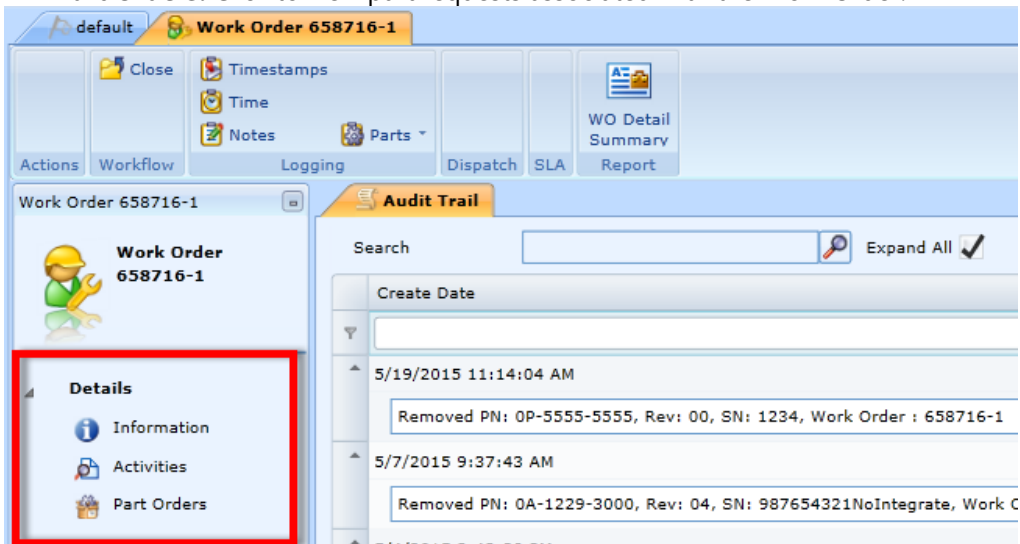
1. Click on My Information in the My Work Service Workspace.
2. Click on My Work Orders.
3. Filter items by using the column search field.
 - a. Initially sorted by Early Start in ascending order.
4. Scroll over to review Work Order details, such as: Title, Early/Late Start, Status, and Category.
5. Click the link under the **ID** column to open the Work Order.



Type	ID	Title	Early Start	Late Start
Dispatch	757846-1	JAMES VALLEY CHRISTIAN SCHOOL - Standard Response HSPR	9/18/2015 9:00:00 AM	9/18/2015 10:00:00 AM
Dispatch	747306-1	Optimum Outdoor-Empire Mall F/W - System Check_BLBD (WOSP - MUTH TECHNOLOGY)	9/23/2015 9:00:00 AM	9/23/2015 10:00:00 AM
Dispatch	731081-1	Badlands Pawn Gold and Jewelry LLC - Commissioned Installation_LIVE	9/24/2015 9:00:00 AM	9/24/2015 10:00:00 AM
Dispatch	695249-1	SDSU-COUGHLLIN ALUMNI STADIUM - Commissioned Installation_LIVE	9/25/2015 9:00:00 AM	9/25/2015 10:00:00 AM

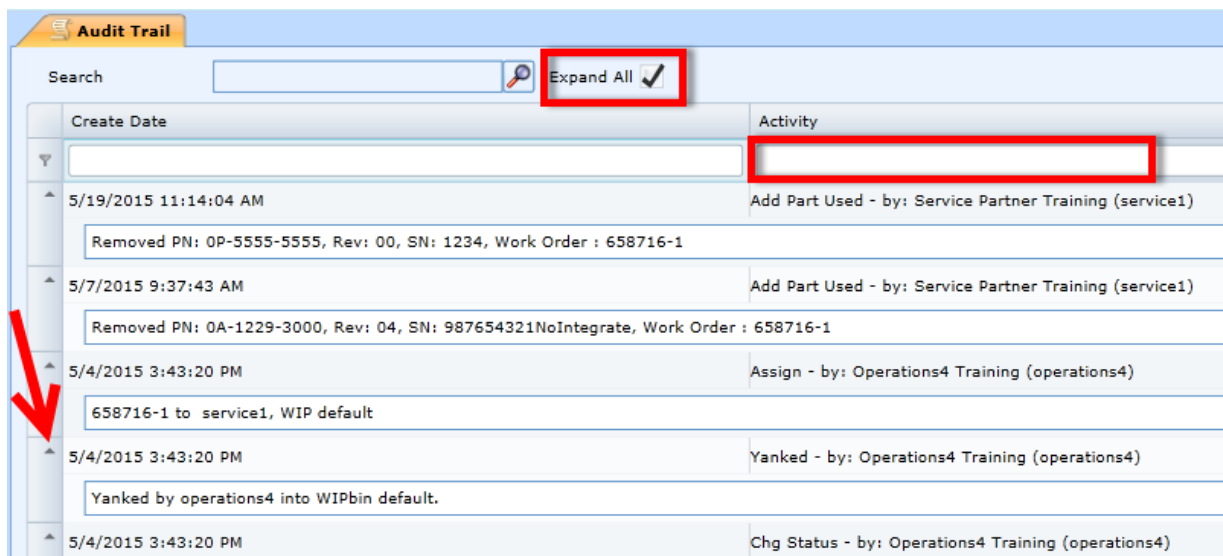
Details

1. On a Work Order, the Details menu includes a list of options used to navigate through different areas of the application. Some of these options include:
 - **Information:** The default screen of the Work Order that contains the Audit Trail.
 - **Activities:** Provides an additional view the Audit Trail.
 - **Part Orders:** Click to view part requests associated with the Work Order.



Audit Trail Tab

1. The Audit Trail tab is visible when Information or Activities is selected under the Details menu.
 - The Audit Trail contains all activity (including notes) on a Work Order.
 - Expand All is checked by default, so you can see all the details for each activity.
 - Uncheck Expand All to view the Work Order Activity at a high level.
 - Click the Arrow button on each line in the Audit Trail to expand or hide the details.



Inventory Bins

1. The Inventory bins are located below the Details on the left side of the Work Order. They contain the parts that were received to your truck.
2. Click on a bin (Bad, Good, or Missing).
3. Click on the + sign to expand twice.
4. You will see the parts located in that bin.

The screenshot shows the Work Order interface for Work Order 658716-2. The left sidebar displays the 'Inventory' section with three bins: 'ASC-ABC123', 'BAD', and 'MISSING'. The 'ASC-ABC123' bin is expanded, showing a table of parts. The table has columns for Site ID, Site Name, Location, Bin, Part Number, Revision, Description, Status, and Good OH. The data row shows: ASC-ABC123, DAKTRONICS SERVICE PARTNER, ASC-ABC123, GOOD, 0P-5555-5555, 00, MODULE, GOOD, 5.

Site ID	Site Name	Location	Bin	Part Number	Revision	Description	Status	Good OH
ASC-ABC123	DAKTRONICS SERVICE PARTNER	ASC-ABC123	GOOD	0P-5555-5555	00	MODULE	GOOD	5

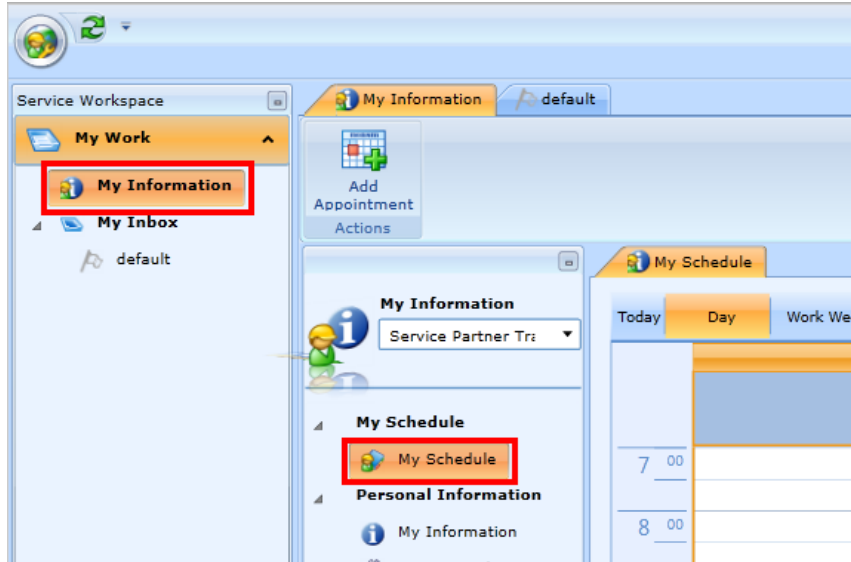
Ribbon

The ribbon contains the following buttons: Close, Timestamps, Time, Notes, Parts (dropdown), Dispatch, SLA, WO Detail Summary, Part Returns, and Receive to Truck.

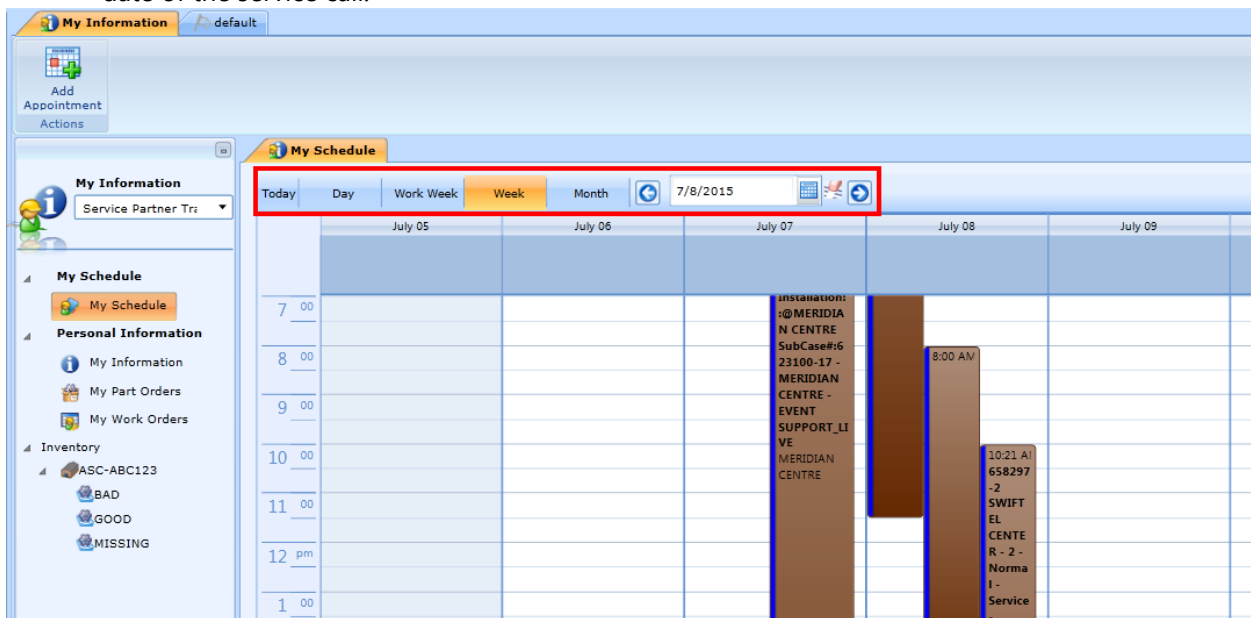
1. The ribbon contains buttons that help you do your work (similar to what you would see and use in Microsoft Office). The following buttons are available in the Work Order ribbon:
 - **Close:** Closes the Work Order. Click this button to close the Work Order after all Timestamps and Notes are logged, and all part transactions are complete.
 - **Timestamps:** Use Timestamps to log your time on-site.
 - **Time:** Use the Time button to log your break time for lunch.
 - **Notes:** Click the Notes button to enter and save a note to the Work Order.
 - **Parts:** Use the Parts dropdown to complete part transactions
 - **WO Detail Summary:** Click to generate a printable report of the Work Order details.
 - **Part Returns:** Transaction to send parts back to Daktronics.
 - **Receive to Truck:** Log parts in your Inventory bin.

Locating Closed Work Orders

1. Click on My Information in the My Work Service Workspace.
2. Click on My Schedule.



3. Change your schedule view (Day, Work Week, Week, or Month) or use the calendar to select the date of the service call.



4. Once you find the Work Order on your schedule, double-click on it to bring it up on your screen.
***Note:** You can still access the [WO Detail Summary](#) from a closed Work Order.