GoServicePro - Remove a Part
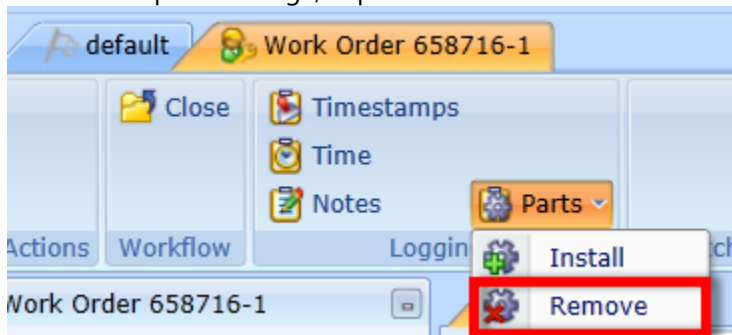
This process is completed by Service Partners using GoServicePro.

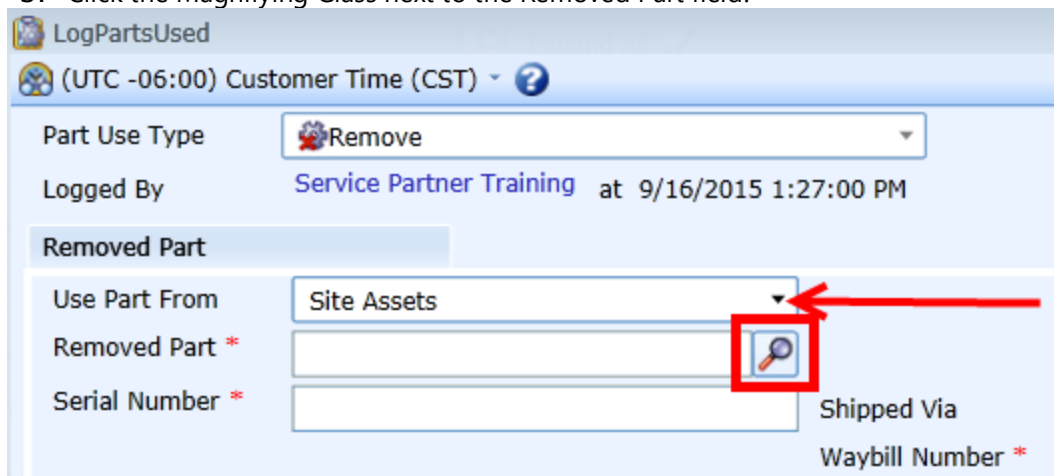*This document reviews the steps to systematically remove a part to show what was taken out of the display.*

Video: GoServicePro for Field Service: Remove a Part and Update Serial Number

1. From an open Work Order, click on the Parts button in the ribbon and choose Remove from the dropdown.
*Note: If doing a REMOVE transaction, you will be physically sending something back to Daktronics.
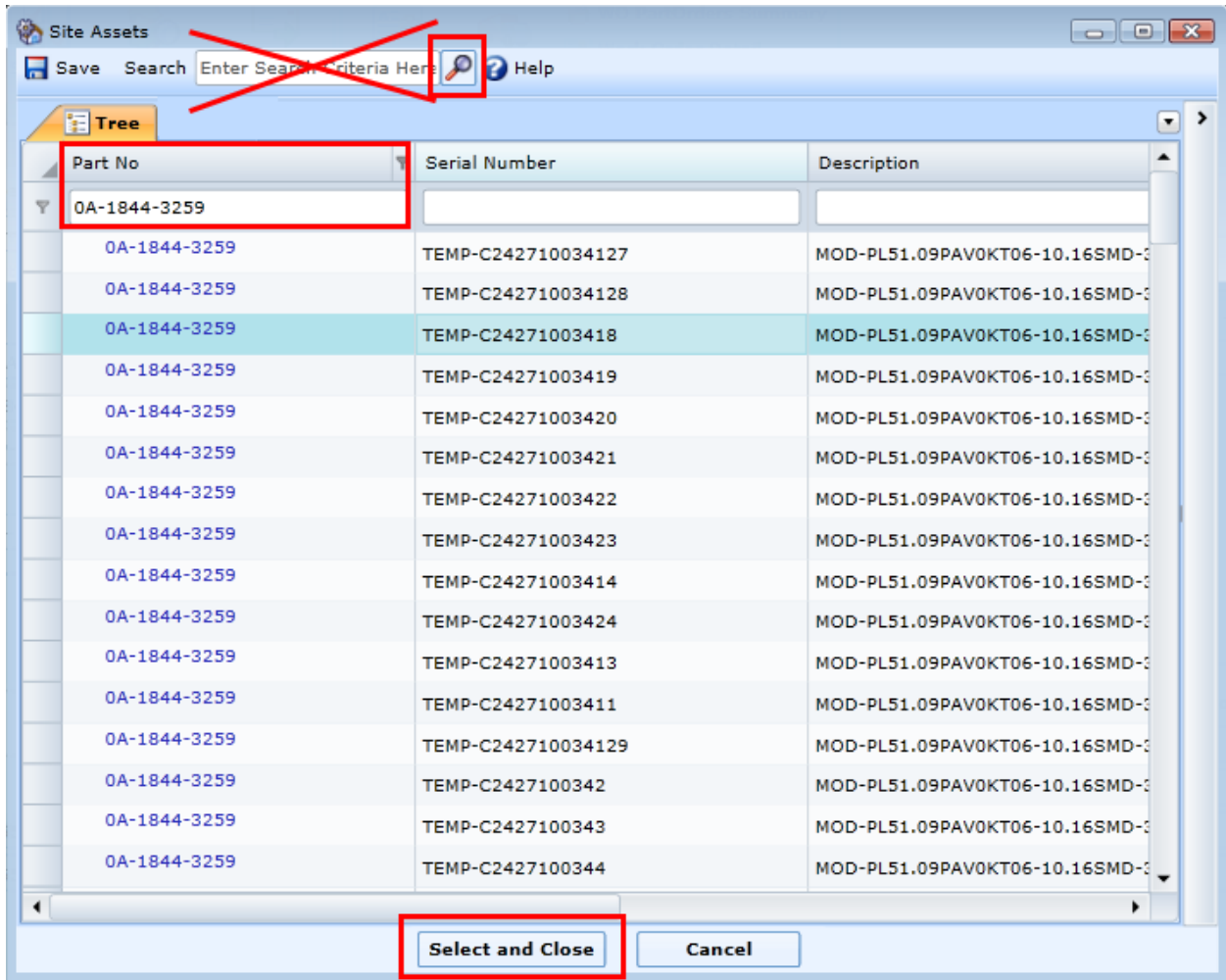   Example: Exchange, Repair & Return

2. Choose appropriate option from the Use Part From dropdown:
   a. **Site Assets** (default) will search the site configuration (parts systematically installed at the site).
   b. **Part Catalog** will search all parts at Daktronics.
      i. This option should only be used if the part cannot be found in the Site Assets.
3. Click the Magnifying Glass next to the Removed Part field.

4. **Locate the removed part:**
   a. **Option 1 (best practice): Search**
      i. Enter Part Number in the Part No field
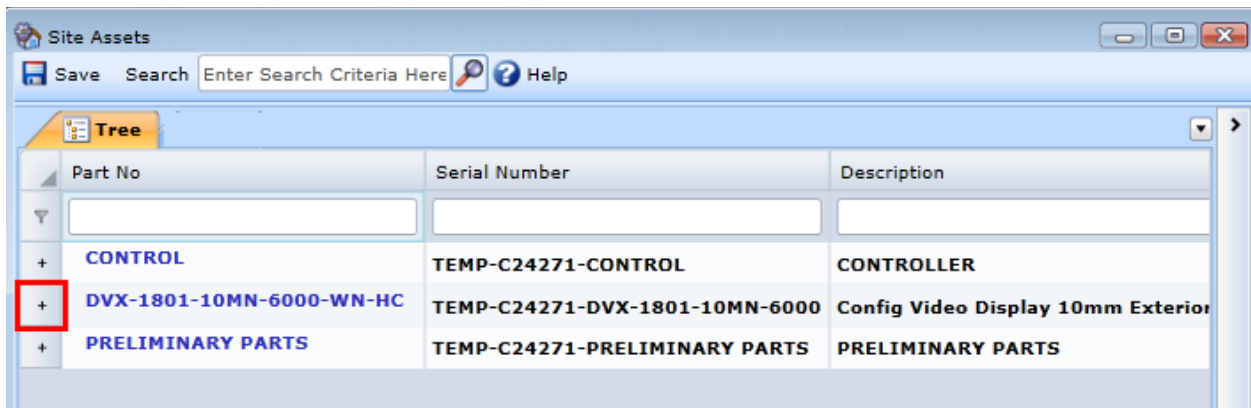   ii. Click the magnifying at the top to display results.

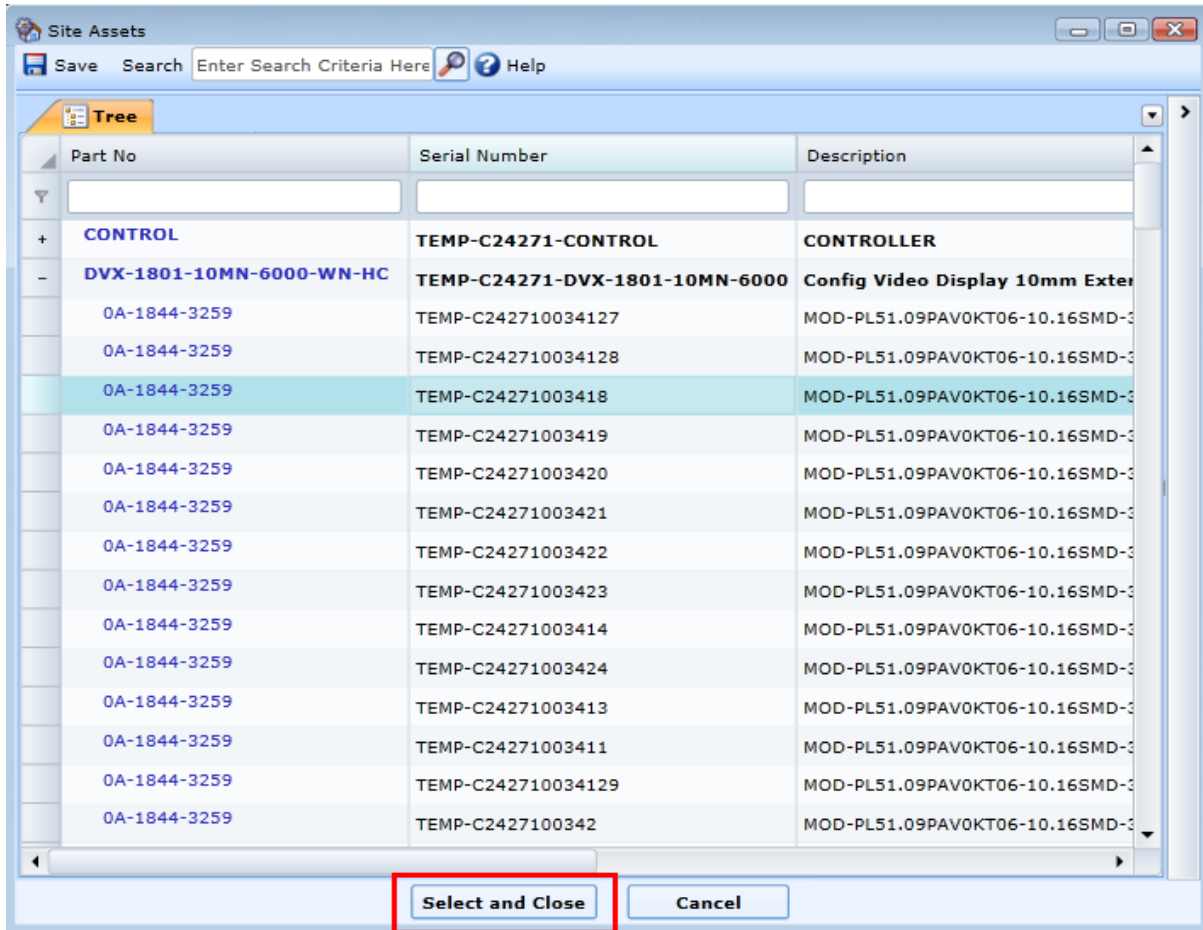iii. If too many results appear in the Site Assets, enter the serial number in the next column to refine.

b. **Option 2: Site Assets Hierarchy**
   i. Locate the equipment (High Level Part) being serviced from the Site Assets listed
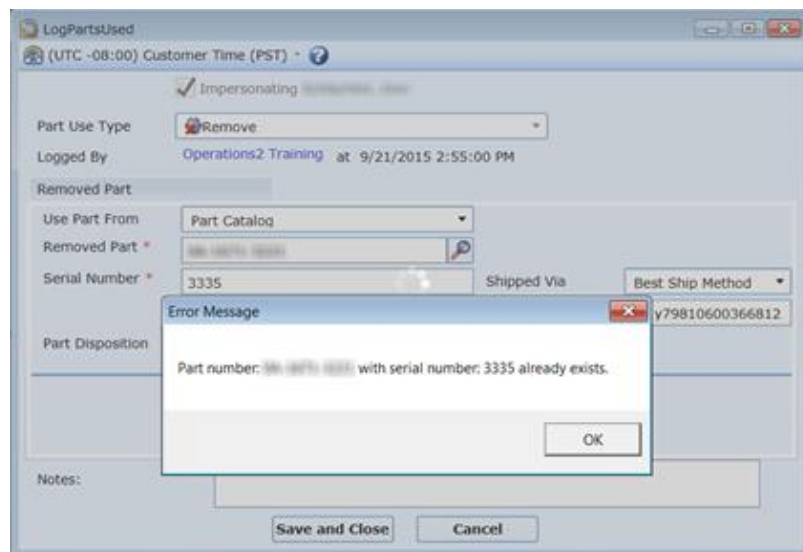   ii. Click on the plus sign [+] to the left to view the parts that make up that HLP

********** NOTE: Never remove the High Level Part! ************

5. Click to highlight the appropriate part line.
6. Click the Select and Close button at the bottom.

*Note: If you get the error message "Part Number: 0A-####-#### with serial number: #### already exists", then try removing from the Site Assets (not the Part Catalog).

7. Back on the LogPartsUsed screen, verify the correct part number is entered in the Removed Part field.
   a. If not, go back to step 3 and make sure to highlight the correct part line.
8. Enter/update the Serial Number or adjust quantity of non-serialized parts.
9. The Part Disposition will default to "BAD - Return Part to Warehouse".
10. Select the ship method from the "Ship Via" dropdown.
    a. Example: UPS Ground
    b. If unknown, leave at Best Ship Method.
11. Enter the tracking number in the Waybill field.
    a. If unknown, put an X.
12. Click the Save and Close button at the bottom.

13. The part has now been systematically removed.
14. Physically ship the part back to Daktronics.

In the United States:	Outside of the United States:
Daktronics, Inc. **600 E 54th Street N** **Door CS** **Sioux Falls, SD 57104**	**Ship parts to your regional Daktronics Repair Center**