

# GOSERVICEPRO MOBILE - CLOSING A WORK ORDER

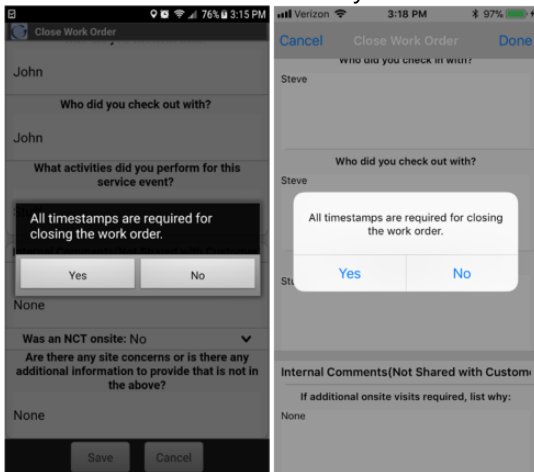
This process is completed by Field Engineers and Service Partners using GoServicePro Mobile. This article reviews the steps to close a Work Order in GoServicePro Mobile.

Before closing a work order, ensure that:

- Timestamps are logged
- Time is logged (if applicable)
- No Parts are linked to the Work Order

1. Tap the **Close Work Order** Button.

**Note:** If Timestamps are not logged, you will receive the error message shown below and will not be able to close the Work Order until you all timestamps are entered.



2. Select the **Status** from the dropdown menu.
3. Select the **Resolution Code** from the dropdown menu.
4. Select or Enter information into the remaining Notes fields.

# GOSERVICEPRO MOBILE - CLOSING A WORK ORDER

- **External Notes (Visible to customer):**
  - Who did you check in with?
  - Who did you check out with?
  - What activities did you perform for this service event?
- **Internal Notes (For administrative use; not visible to customer):**
  - If additional on-site service is needed and why
  - Was an NCT on-site?
  - NCT Timestamps
  - Concerns or any additional information

5. After all information is entered, tap **Done** to close the Work Order.