

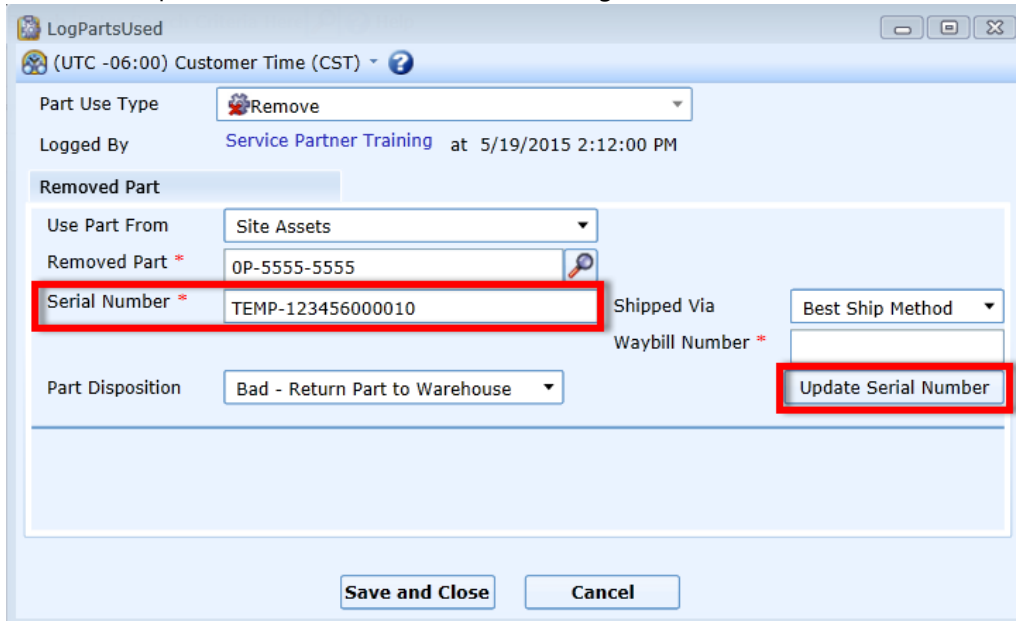
GoServicePro - Updating a Serial Number When Removing a Part

This process is completed by Service Partners using GoServicePro.

This document reviews the steps to enter the correct serial number when removing a part.

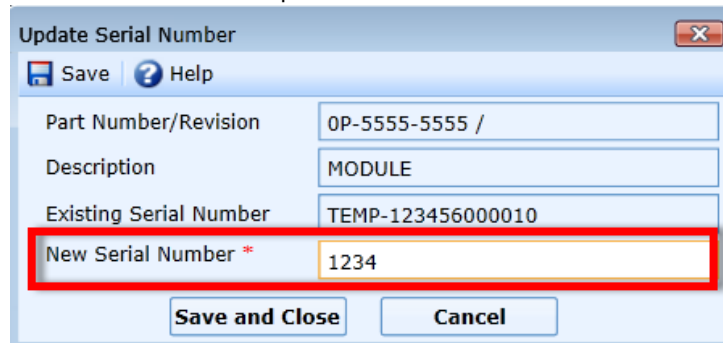
Video: [GoServicePro for Field Service: Remove a Part and Update Serial Number](#)

1. The serial number will need to be updated to show the correct serial number if:
 - Starts with TEMP
 - Starts with COMP
 - Pulls in wrong serial number
2. Follow the process to REMOVE a part
3. Click on the Update Serial Number button in the LogPartsUsed screen



The screenshot shows the 'LogPartsUsed' window. At the top, it displays '(UTC -06:00) Customer Time (CST)'. Below this, the 'Part Use Type' is set to 'Remove'. The 'Logged By' field shows 'Service Partner Training' at '5/19/2015 2:12:00 PM'. The 'Removed Part' section includes a 'Use Part From' dropdown set to 'Site Assets', a 'Removed Part' field with '0P-5555-5555', and a 'Serial Number' field with 'TEMP-123456000010'. To the right, 'Shipped Via' is 'Best Ship Method' and 'Waybill Number' is empty. The 'Part Disposition' is 'Bad - Return Part to Warehouse'. A red box highlights the 'Serial Number' field and another red box highlights the 'Update Serial Number' button. At the bottom, there are 'Save and Close' and 'Cancel' buttons.

4. Enter the serial number from off the part in the New Serial Number field



The screenshot shows the 'Update Serial Number' dialog box. It has a 'Save' button and a 'Help' icon. The fields are: 'Part Number/Revision' with '0P-5555-5555 /', 'Description' with 'MODULE', 'Existing Serial Number' with 'TEMP-123456000010', and 'New Serial Number' with '1234'. A red box highlights the 'New Serial Number' field. At the bottom, there are 'Save and Close' and 'Cancel' buttons.

5. Click the Save and Close button to return to the LogPartsUsed screen

