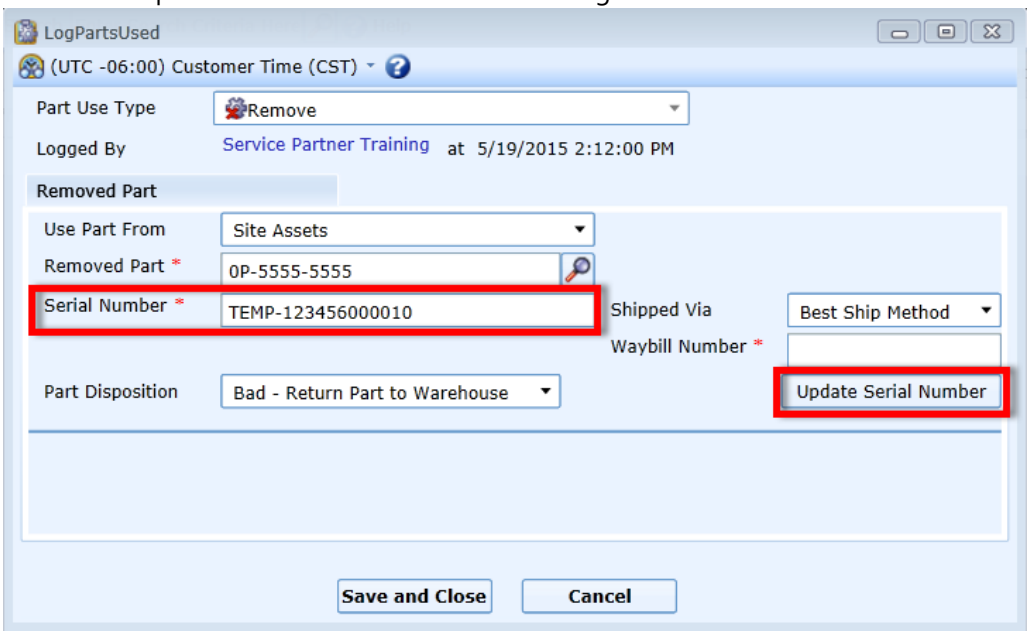
GoServicePro - Updating a Serial Number When Removing a Part

This process is completed by Service Partners using GoServicePro.

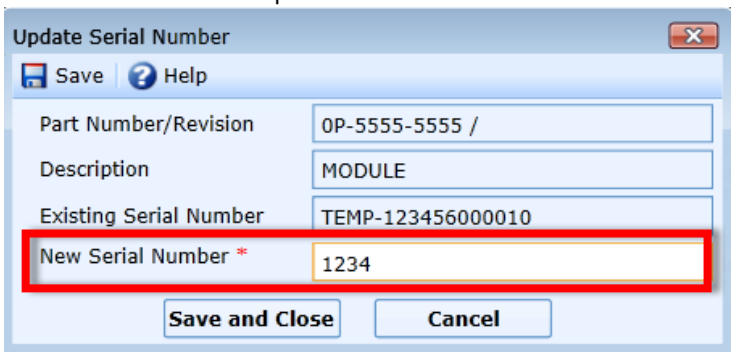
This document reviews the steps to enter the correct serial number when removing a part.

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



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



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