

GO SERVICEPRO - CLOSING A WORK ORDER

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

Videos:

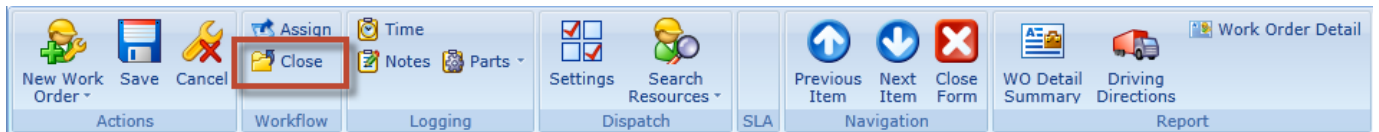
1. [GoServicePro Mobile App for Field Service: Close Work Order](#)
2. [GoServicePro for Field Service: Work Order Closure](#)
3. [GoServicePro for Field Service: Closeout Notes Training](#)

Prerequisites:

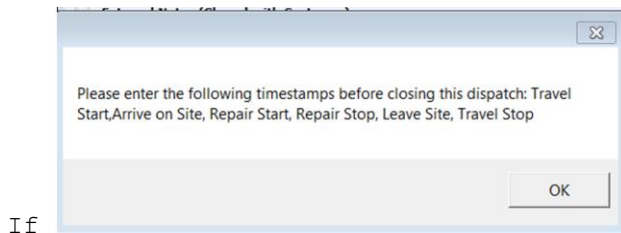
1. Timestamps logged
2. Time logged if applicable
3. Parts transacted if applicable – Service Advisor ONLY

From the Work Order you wish to close:

1. Click the **Close** button in the Work Order ribbon.



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



2. Select the **Resolution Code** from the dropdown menu.

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- Next select the **Status** from the dropdown menu. Field Engineers/Service Partners will use Closed-Complete by Tech or Closed-Incomplete.

- Select and enter information into the remaining fields in the External and Internal Notes.
- Click **Save and Close**.
- Select the appropriate tab (highlighted orange) and close it to remove the Work Order from your workspace.