

Adding Assets to Customers in the Gomocha FSP Portal

Last updated by | David Mishler Gomocha | May 6, 2025 at 4:46 PM GMT+2



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- New Menu Layout
- Legacy Layout
- [Adding Assets to Customers in the Gomocha FSP Portal](#)

New Menu Structure and Layout: Service Center

Select **Service Center** from the menu > Search for and select the **customer** > On the **Customer Details** screen, tap + **Add Asset**.




The screenshot displays the Gomocha FSP Portal interface. On the left, a navigation menu is visible with 'Service center' selected. The main area is split into two panels. The left panel, titled 'SELECT', shows a table of customers with columns for Name, Number, and Location. The right panel, titled 'CUSTOMER DETAILS', shows information for a customer named 'Adriaanse'. The '+ ADD ASSET' button is highlighted with a green box. Below the main content, there are sections for Attachments, Contact, Order History, Contracts, and Opening hours.

Name	Number	Location
Adriaanse	NL1059BT-73	General Vetterstraat
Adriaanse 2	NL2289OC-51	Laan van Zuid Hoom
Advocaat	NL1043CB-227	De landweer 5 Barne
Albert Heijn XL - Sint Jacobslaan	AH-1122558	Sint Jacobslaan 61 N
Amstel	NL1422CB-29	Wegerbruinlaan 29 I
Anders	NL1211MS-2	Laan van de Heelme
Andersimport/test	1000	Granbury
Andersons	Andersons	Royal Way 9899 Ran
Apple	ParksonAdmin@aef6ba194334...	Victoria street 13500
Apple Stores	1585921	31
AprilTestGeocoder	9908521	Laan van Zuid Hoom
Arends	NL2311H8-2A	Doestraat 2 Leiden
Ascom	123456789876	Savannahweg 31 31 I
Baas	NL1322AP-12	Versterkenstraat 12 A
Basisschool de Cirkel	NL1186R-130	Mame 130 Amstelve

Fill in the required information on "Create Asset" screen > Including "Asset Type" which is created in Master Data > Save

Error: Please solve errors and try again

- Asset number is required
- Name is required
- Type is required

Asset information		Address		Custom fields	
Customer Name*	Adriaanse	Street	Generaal Vetterstraat	Brand ID	-
CustomField_AssetLabelKey	-	House Number	73		
Parent asset	Parent asset	House number addition			
Asset number*		Zip	1059 BT		
Serial number 1		City	Amsterdam		
Name*		Country	Netherlands		
Is active	<input checked="" type="checkbox"/>	State			
Type*	-	Additional Address Info	test		
Serial number		Region*	NC		
Project number		Latitude	52.3437077		
Customer reference		Longitude	4.8469751		
Maintenance Code					
Skills	Select Some Options				
Project name					
Preferred engineer	-				
		Attachments			
					

Refresh the "Call Intake" screen > select the **search icon** > **click the arrow** next to the customer's name the asset was added to > newly added assets and existing assets for the customer are displayed.

Name	Number	Location
Adriaanse	NL1059BT-73	Generaal Vetterstraat

Id	Serial number
htrdcvuj	
A1_Test	S-BM-123456789
ParksonAdminf9ae6ba19433464388e40e8a333820b4L	S-BM-123456888
A1000	S-BM-123457788
A101	S-BM-123456889
A102	S-BM-123456890
A103	S-BM-123456891
A104	S-BM-123456892
A105	S-BM-123456893
A106	S-BM-123456894
A107	S-BM-123456895
A108	S-BM-123456896
A109	S-BM-123456897

Select asset from list and **"Asset Details"** screen is displayed. From this screen the user can:

- Create new orders on the asset directly
- +Add Sub Assets
- Edit asset details

ASSET DETAILS

CREATE NEW | + ADD SUB ASSET | EXPORT

Asset Information

Customer Name	Adriaanse
CustomField_AssetLabelKeyCheck2	
Parent asset	
Asset number	htrdcvuj
Serial number 1	
Name	Ibhyno
Is active	Yes
Type	antzman
Serial number	
Project number	
Customer reference	
Maintenance Code	
Skills	
Project name	
Preferred engineer	

Address

Street	
House Number	
House number addition	
Zip	
City	
Country	
State	
Additional Address Info	
Region	
Latitude	
Longitude	

Custom fields

Brand ID	
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Attachments

Server attachments

Client attachments

Features

Contact

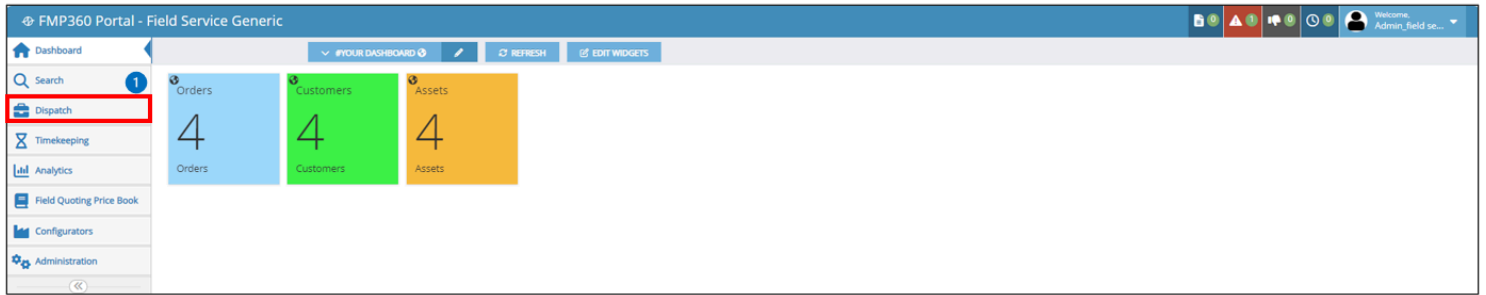
Contact	Phone number	Mobile phone	Email	Commands
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Type approval

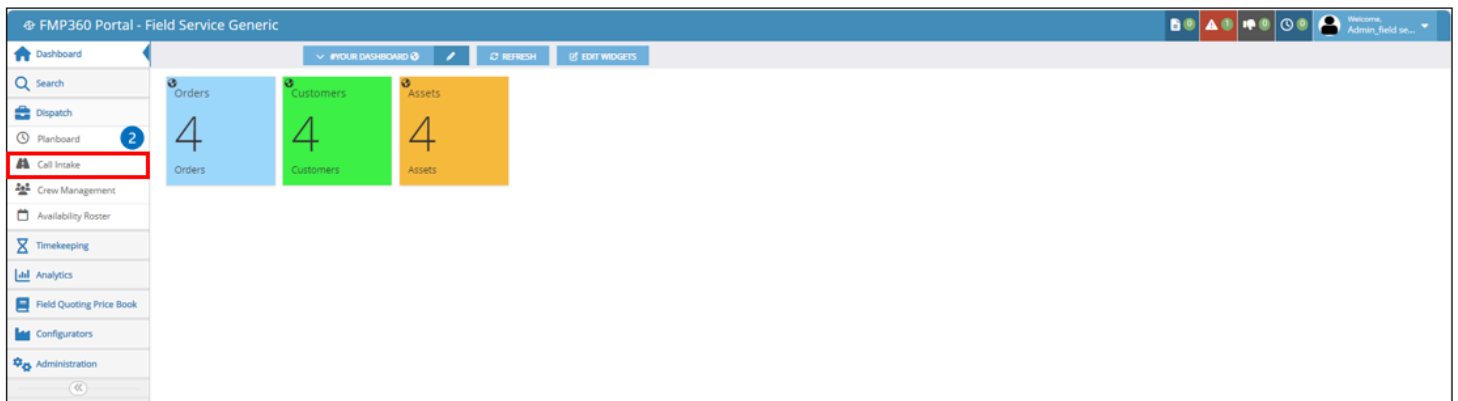
Type approved	No
Type approved asset	
Batch number	

Legacy Layout: Call Intake

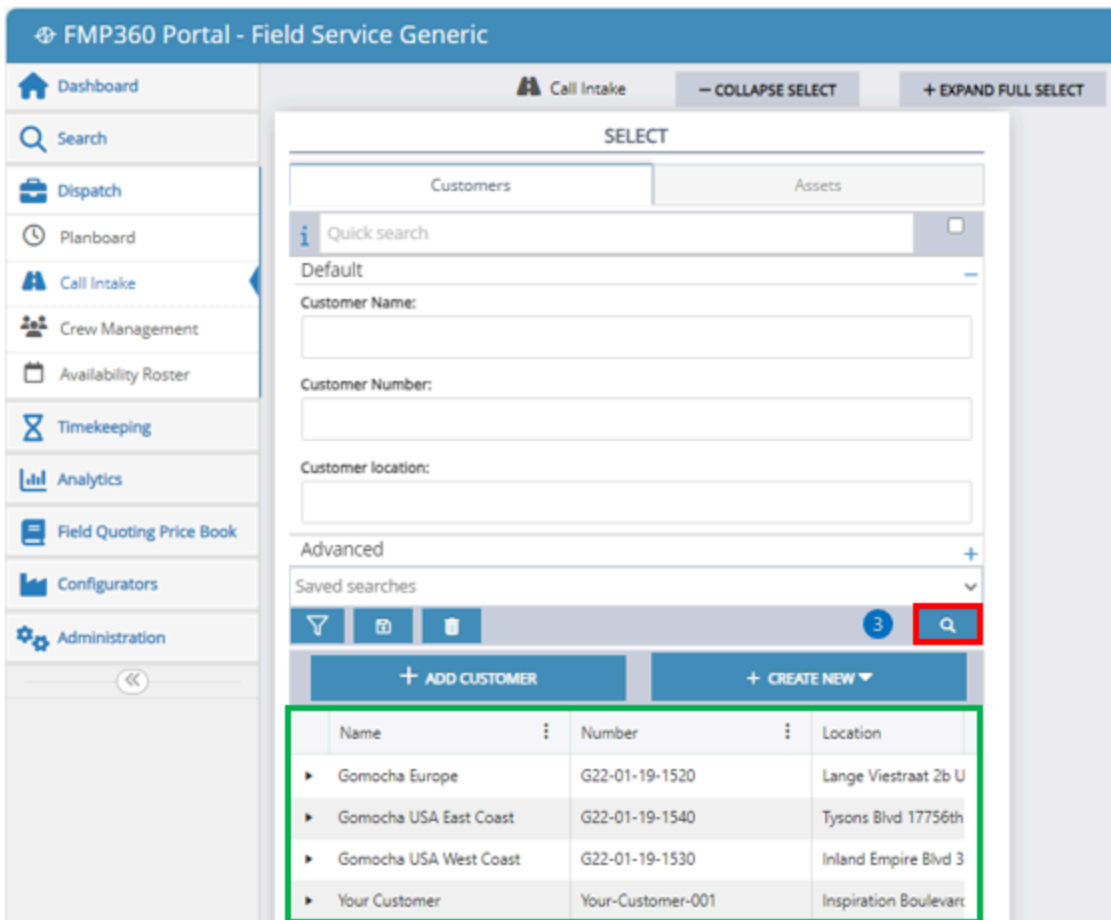
Step 1: From the Dashboard, select **"Dispatch"** from the menu



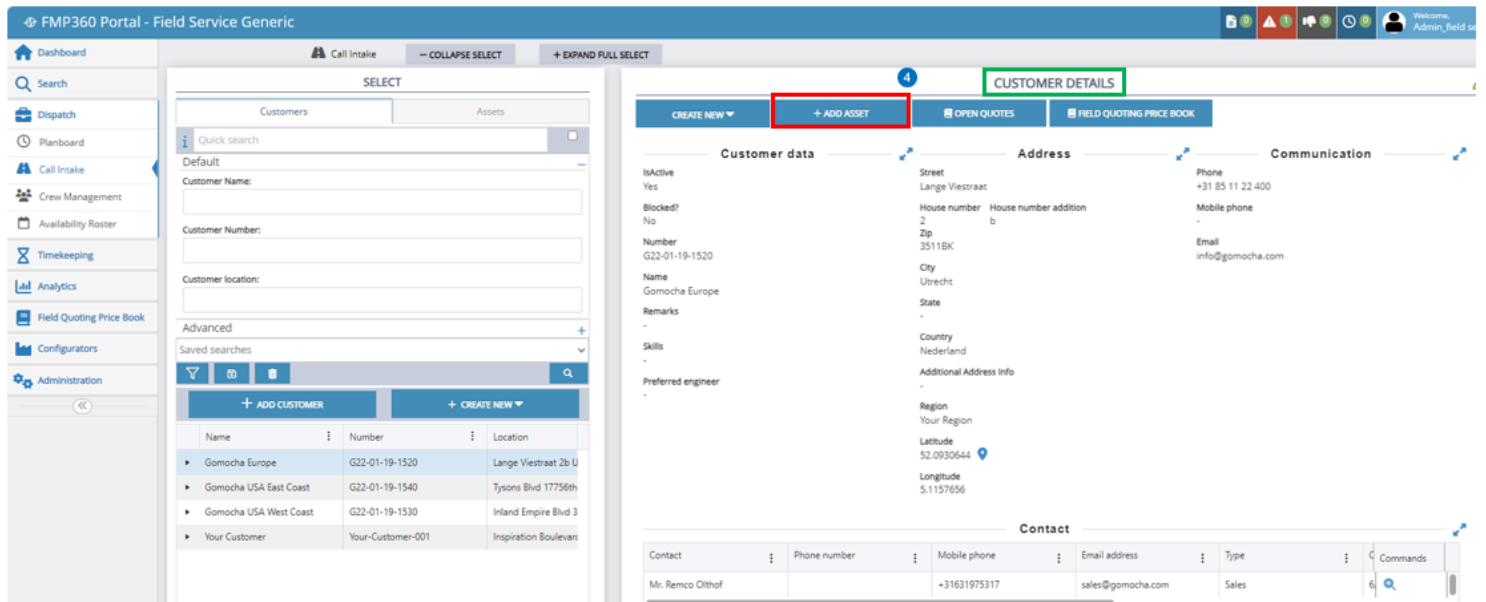
Step 2: Select **"Call Intake"** from the "Dispatch" menu



Step 3: Click the **search icon** to see list of customers & select customer.



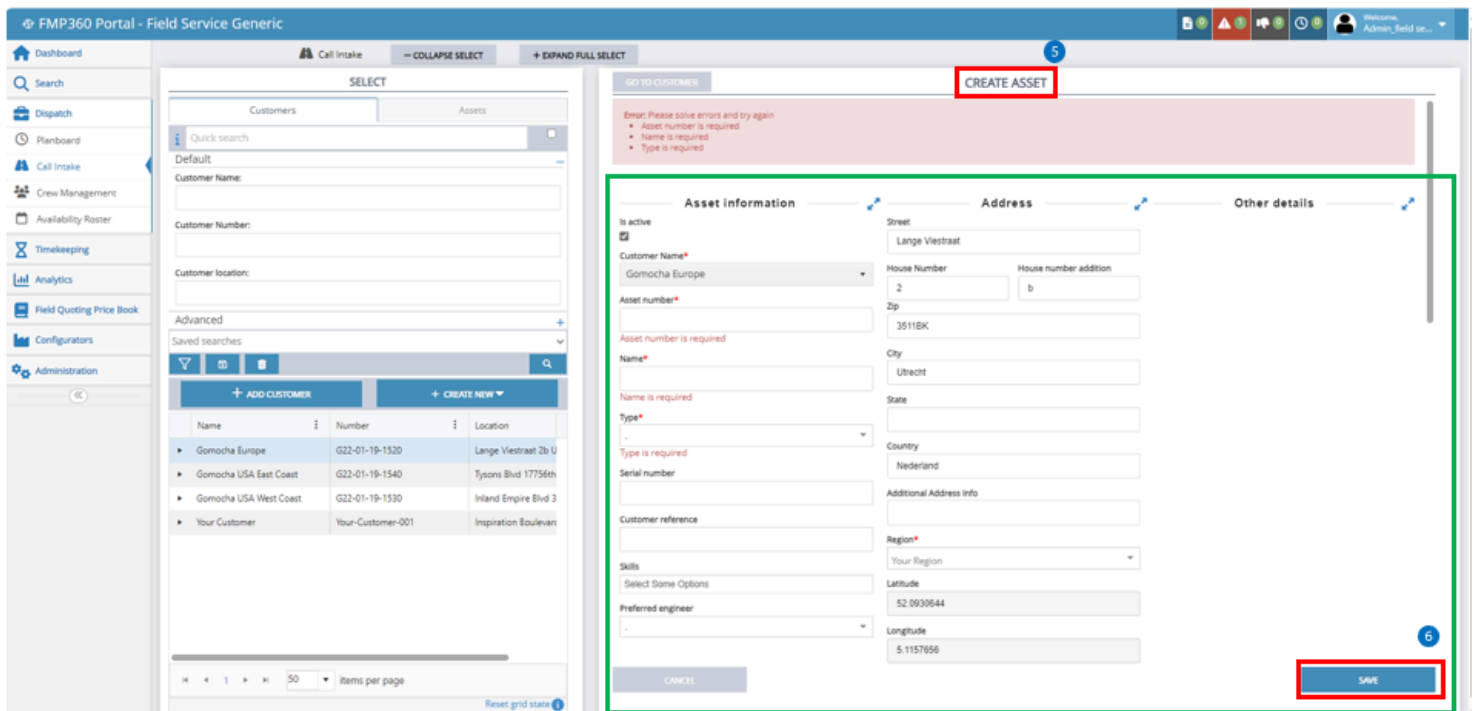
Step 4: On Customer Details Screen select “+Add Asset”



Step 5: Fill in the required information on “Create Asset” screen.

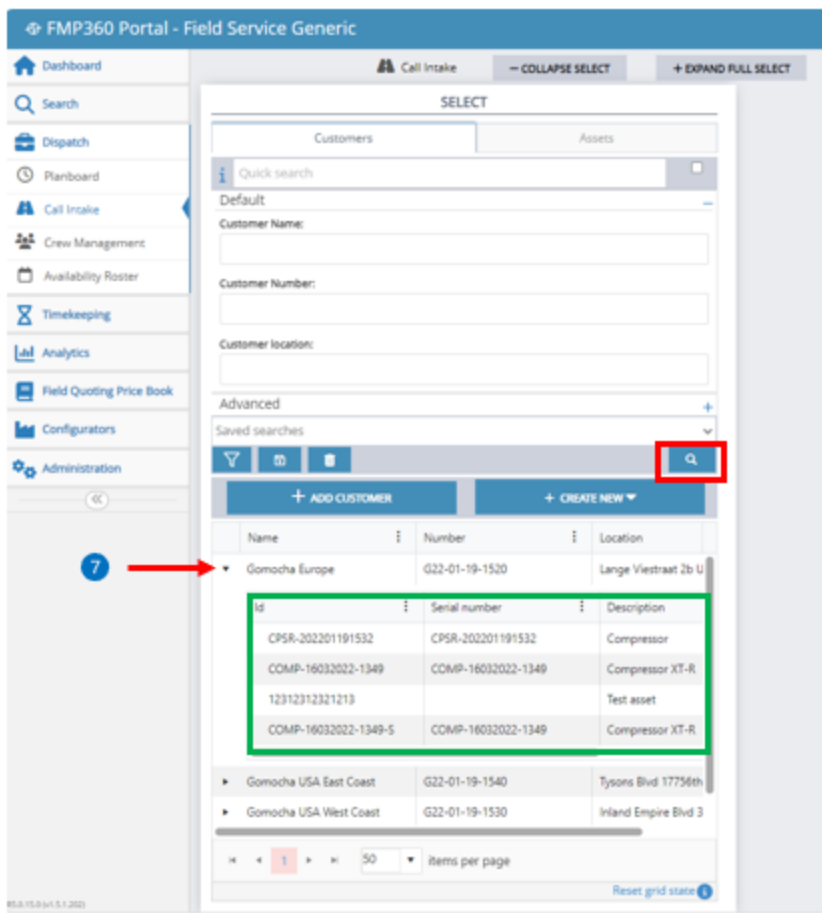
- Including "Asset Type" which is created in Master Data

Step 6: Save



Step 7: Refresh the "Call Intake" screen, select the **search icon**, **click the arrow** next to the customer's name the asset was added to.

- Newly added assets and existing assets for the customer are displayed.



Step 8: Select asset from list and "Asset Details" screen is displayed. From this screen the user can:

- Create new orders on the asset directly
- +Add Sub Assets
- Edit asset details

FMP360 Portal - Field Service Generic

Call Intake -- COLLAPSE SELECT + EXPAND FULL SELECT

ASSET DETAILS

CREATE NEW + ADD SUB ASSET

Order
New Order With Appointments
Project
Multiple Orders

Address Other details

Street
Lange Vliestraat
House Number House number addition
3511BK
City
Utrecht
State
-
Country
Nederland
Additional Address info
-
Region
Your Region
Latitude
52.0930644
Longitude
5.1157656

Compressor
Compressor
Compressor
Compressor

Serial number
CPSR-202201191532
CPSR-202201191532
CPSR-202201191532
CPSR-202201191532

Customer reference
CR-12233-CPSR
-
-
-

Skills
-
-
-

Preferred engineer
-
-
-

Contact

Contact Phone number Mobile phone Email address Type Commands

No records available

SELECT

Customers Assets

Quick search

Default

Customer Name:

Customer Number:

Customer location:

Advanced

Saved searches

+ ADD CUSTOMER + CREATE NEW

Name	Number	Location
Gomocho Europe	G22-01-19-1520	Lange Vliestraat 2b U

Id	Serial number	Description
CPSR-202201191532	CPSR-202201191532	Compressor
COMP-16032022-1349	COMP-16032022-1349	Compressor XT-R
12312312321213		Test asset
COMP-16032022-1349-5	COMP-16032022-1349	Compressor XT-R