

Service Center: Creating and Planning a Work Order (Customer Asset)

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- [Video-Creating and Planning a Work Order](#)

- **Select Service Center** from the menu.
- Click the **search icon**, then search for and select the **customer** you want to create an order for.
- Click the **drop-down arrow** next to the customer's name to view their assigned assets.
 - Select the **asset** you want to create the order for.
- On the **Asset Details** screen, click **+ New Order**.
 - *Note: Alternatively, you can select the customer, click **+ New Order** on the **Customer Details** screen, and then choose the asset from the drop-down menu.*

The screenshot displays the Gomocha FSP Portal interface. On the left, the 'Service center' menu item is highlighted with a green box. The main area shows the 'SELECT' screen with a table of customers and assets. The 'ASSET DETAILS' screen is visible on the right, showing fields for 'Order', 'Address', and 'Other details'. The 'CREATE NEW' button is highlighted with a green box.

Name	Number	Location
Adriaanse	NL10598T-73	Generaal Vetterstraat
Adriaanse 2	NL2289DC-51	Laan van Zuid Hooim
Advocaat	NL1043CB-227	De landweer 5 Barne
Albert Heijn XL - Sint Jacobslaan	AH-1122558	Sint Jacobslaan 61 Ni
Amstel	NL1422CB-29	Wiegerbruinlaan 29 I

Id	Serial number
!50020027	290120
!50020089	1101223
!50020162	1912326
test001id	test001sn
test1sn	sn123
test1sn2	
ParksonAdmin!aef!ba19433464388e40e8a333820b4	

Field	Value
Serial number 1	-
Name	gsm (ERA149)
Is active	Yes
Type	GSM
Serial number	290120
Project number	p10000027
Customer reference	ERA149
Maintenance Code	Fill control form during maintenance with customer
Skills	-
Project name	gsm (ERA149)
Preferred engineer	-

Field	Value
Street	Wiegerbruinlaan
House Number	29
House number addition	-
Zip	1422 CB
City	1422 CB
Country	Netherlands
State	-
Additional Address Info	-
Region	NC
Latitude	52.2448228
Longitude	4.8285074

Field	Value
CUSTOMER_KEY_08EB03B4-FBB7-4478-B0A2-5A1735739FA-	
Remark	extra opmerking bij asset
Last inspection date	6/10/2021
Inspection interval	-
Inspection interval unit	-
Warranty end date	9/23/2019
Condition	-
Installation date	-
Production date	-
Color	-
Date Of Inspection	-
DateTime	-
Decimal	-
Unknown Custom Field: DynamicDurationDays	-
Unknown Custom Field: DynamicReactDuration	-
Unknown Custom Field: DynamicDurationMinutes	-
Unknown Custom Field: DynamicDurationSeconds	-
New Asset Test ER	-
Number of Malfunctions	-
Last known location	-
TextArea	-
Time	-

- Fill in the required order details.
- In the **Contact** section at the bottom of the order, click **+ Add** to attach a contact.
- Click **Save and Plan**.
 - The order will be added to the **Planboard**.

- o You will be redirected to the **Planboard** automatically.

- Select the order and **drag and drop** it onto the desired engineer's schedule on the **Planboard**, then **confirm** the order.
- The engineer will receive a **notification** in the **Gomocha FSP App** and can begin the job.