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# Manage Services And Parts

In a work order, services and their affiliated skills and products need to be added. All the data related to services and parts is added in the Services And Parts module.



Available in Editions: **All Editions**

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## Add Services and Parts

**i** **Permission Required:** [Services And Parts](#)

To add a service or product:

1. Select the **Services And Parts** module and click **Create**.
2. Select **Service** or **Part** from the dropdown.
3. Enter the following details and click **Save**:
  - a. **Service/Part Name**
  - b. **Unit Price**
  - c. [SKU](#)
  - d. **Taxable** or **Non-Taxable**  
An [Exemption Reason](#) should be selected if Non-Taxable is chosen.
  - e. Add [Service Tasks](#)  
Service tasks can only be added to services

Services and Parts can be also be imported from [Invoice](#).

## Clone Services and Parts

You can easily create a service or part by replicating the details of another service or part using the cloning feature. To clone a service or part:

1. Select the **Services And Parts** module.
2. Click the service or part you want to clone and in the *Services And Parts details* page, click **Clone**.

The screenshot shows the Zoho FSM interface for managing services and parts. The main header includes navigation tabs like Home, Customers, Work Order Management, Dispatch Console, Services And Parts (active), Assets, and Workforce. The sub-header for 'Services And Parts' shows 'Beehive Max Toilet Plunger' with details: Goods, \$ 30 Each, Elizabeth McCord, and XYZ12345. The left sidebar contains sections for Tax Details (Taxable: true, Tax Name: --, Tax Exemption Code: --), Invoice Info (Record is not linked yet), and Owner/Creation/Modification details (all attributed to Elizabeth McCord on Feb 21, 2023). The main content area has tabs for Timeline, Notes, and Related list. The Timeline tab shows a single event: 'Part created' at 01:24 AM on Feb 21, 2023, by Elizabeth McCord. A red arrow points to the 'Edit' dropdown menu in the top right corner, which contains options: Change Owner, Clone, Delete, and Merge Service and Part.

3. Click **Save** after making any changes.

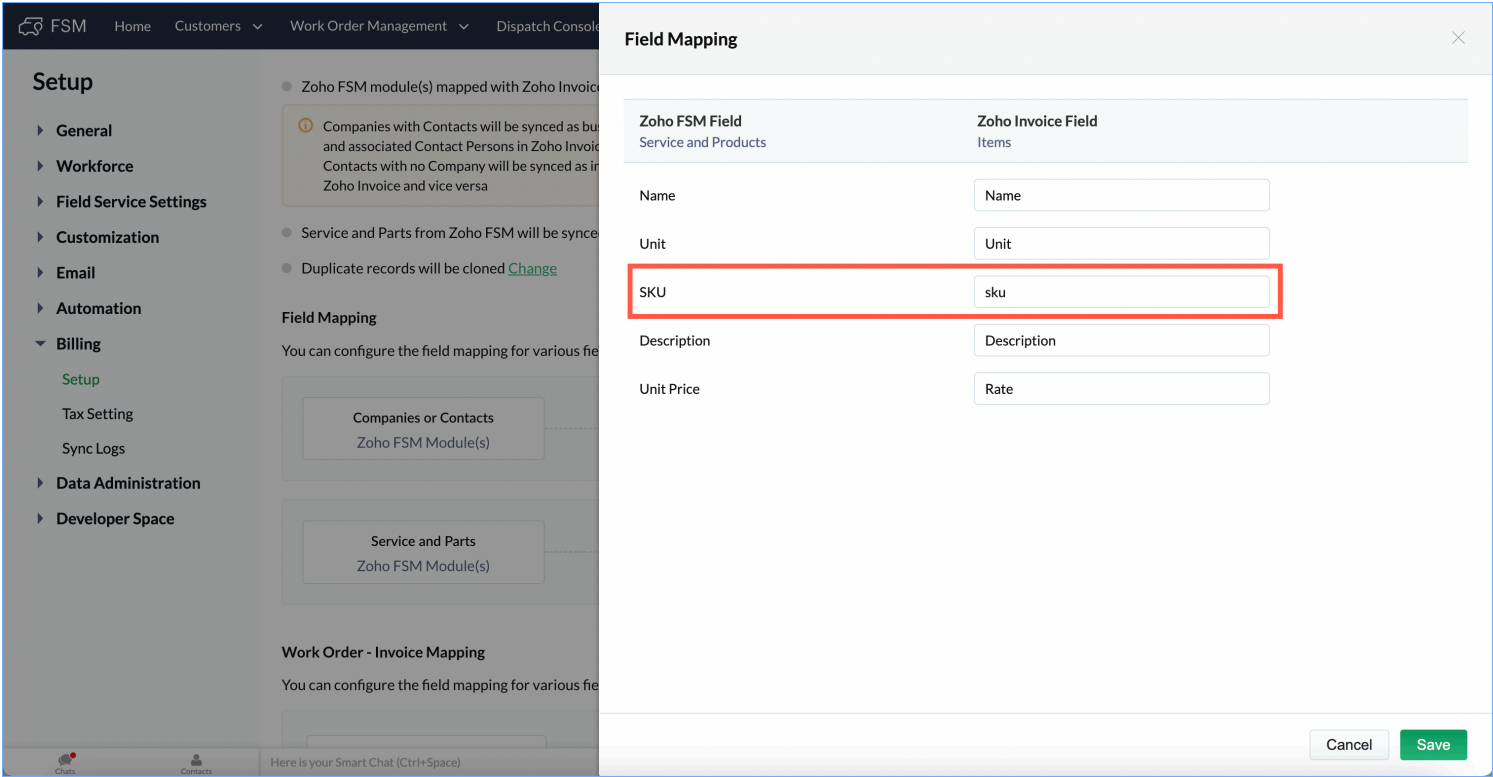
The 'Clone Service and Part' dialog box is shown. It has a title bar with 'Clone Service and Part' and a 'Parts' dropdown. Below the title bar is a section for 'Quickly import Parts that are already present in Zoho Invoice by clicking here' with an 'Import' button. The main section is divided into 'Part Details' and 'Tax Information'. Under 'Part Details', there are input fields for Name (pre-filled with 'Beehive Max Toilet Plunger'), Description, Unit (dropdown menu showing 'Each'), Unit Price (pre-filled with '30'), and SKU (pre-filled with 'XYZ12345'). Under 'Tax Information', there is a 'Taxable' section with radio buttons for 'Taxable' (selected) and 'Non-Taxable'. At the bottom right, there are 'Cancel' and 'Save' buttons.

All the details from the source service or part will be prefilled.

## SKU Field

SKU (Stock Keeping Unit) is an alphanumeric code that uniquely identifies a service or part. It helps in organizing and tracking inventory. In a work order, you can [search](#) a Service or Part using SKU.

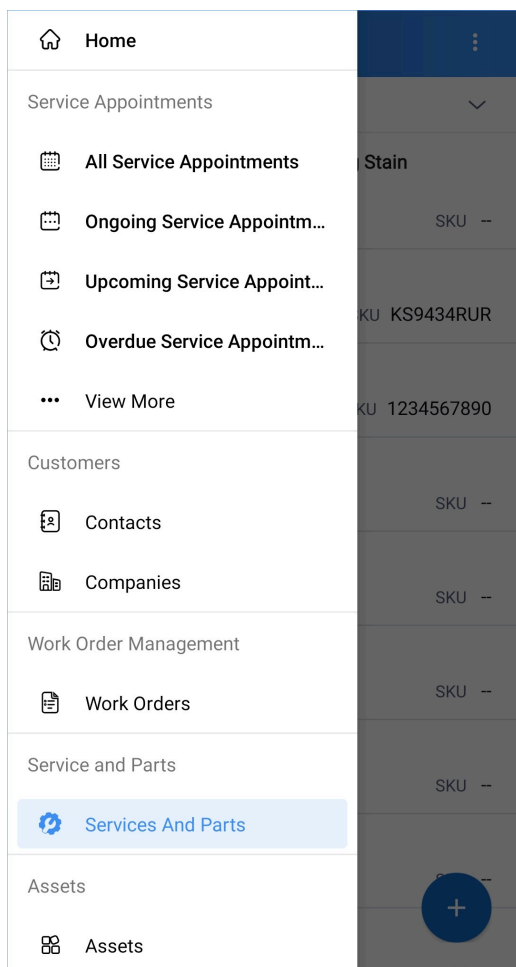
By default, this field will be [mapped](#) to the SKU field of **Items** in Zoho Books/Invoice. This mapping cannot be modified.



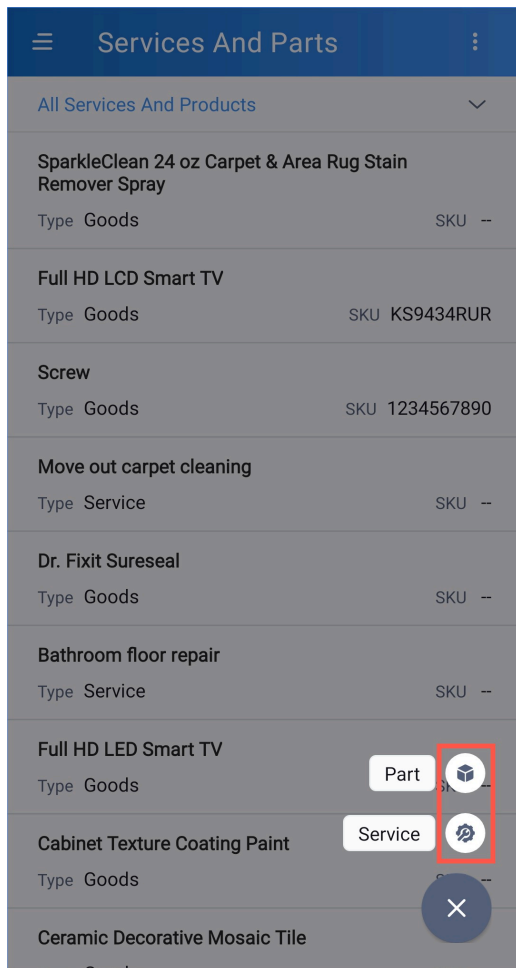
## Add Services And Parts from Mobile App

To create a service or part:

1. Select **Services And Parts**, in the left menu.



2. In the *Services And Parts* screen, tap the add [+] icon and tap **Service** [🔧] or **Part** [📦] icon.



3. In the *Create Service/Part* page, enter the necessary details and click **Save**.

←

Create Service

Save

Service Details

\* Name

AC Installation

Description

Unit

Hours

▼

\* Unit Price

50.00

Work Type

>

SKU

Tax Details

\* Taxable

Taxable

▼


Service Tasks

+

Tap on '+' to create a Service Task

4. In the lookup fields, you can do an [advanced search](#).

The created service or part can be edited. To edit a service or part:

1. Click the **Edit**  icon on the top right side.
2. Make the necessary changes and click **Save**.

← Service and Part

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AC Installation

Type - Service

Unit Price - \$ 50 Hours

Work Type

Work Type

--

Tax Details

Taxable

true

Tax Name

--

Tax Exemption Code

--

Invoice Info

Record is not linked yet.

← Edit Service

Save

Service Details

\* Name

AC Installation

Description

Unit

Hours

▼

\* Unit Price

50.00

Work Type

>

SKU

Tax Details

\* Taxable

Taxable

▼

Service Tasks

+

Tap on '+' to create a Service Task

You can also add notes, service tasks, and view the related records.