

Work Order Status Guide

Open: Work order generated; not yet accepted.

In Progress: Work order accepted; provider actively working.

- In Progress/Dispatch Confirmed:** Open work order accepted.
- In Progress/On Site:** Provider arrived at location.
- In Progress/Parts On Order:** Parts are needed to complete the job.
- In Progress/Incomplete:** Job needs further follow-up. (Note this status should be used only when checking out temporarily; e.g. for lunch, coming back the next day to complete the work).
- In Progress/Waiting for Quote:** A price quote needs to be submitted for additional parts or labor.
- In Progress/Waiting for Approval:** Proposal for additional resources submitted; not yet approved.
- In Progress/Proposal Approved:** Proposal approved by facilities manager.
- In Progress/Unsatisfactory:** Job completed but location user or facility manager deemed the work not acceptable.

Completed: Provider completed the work; can generate an invoice.

- Completed/Confirmed:** Equivalent to Completed status; provider has completed the work order and can generate an invoice.
- Completed/Pending Confirmation:** The provider has completed the work, but a location user or facility manager must provide satisfactory feedback on services before the work order is Completed/Confirmed. (This status appears only if configured by the client.)
- Completed/Cancelled:** Work order withdrawn; no further services needed.
- Completed/No Charge:** Work order completed; no service fees incurred.

Invoiced: Provider has submitted the invoice for payment.