

# WO State Definitions

**Waiting for Acceptance** – This is a new WO sent by a Customer that has not been accepted by the assigned Service Provider/Supplier.

**Open** – WO has been accepted by Service Provider/Supplier but has not been started in CorrigoPro indicating work is being performed.

**Open: In Progress** – WO has been accepted and started by Service Provider/Supplier in CorrigoPro. Referred to as “Checked In”.

**Open: Paused** – WO has been started by Service Provider/Supplier and paused within CorrigoPro (ex. parts ordered, return visit, technician break etc.)

**Completed** – WO has been “checked in” (started) & “checked out” (completed) and is ready to invoice in CorrigoPro (if applicable).

**On Hold** – Customer has initiated a hold on the work order usually about approvals or reviews for large expenses. The work order state cannot be changed by Service Provider/Supplier until the customer removes the on-hold state within their Corrigo software.

**Recalled** – WO was cancelled by customer. No further actions can be done within WO by Service Provider/Supplier. Messages cannot be sent within WO.

**Rejected** – Initiated by Service Provider/Supplier. This has indicated to the Customer that the Service Provider/Supplier will not be completing WO. The WO can only be reissued by having Customer reissue it. Messages cannot be sent within the WO in this state.

**Require Completion Details** – WO was completed either by Bulk Complete progress or by a technician using the IVR phone system. WO Completion Notes and Repair Category & Code will need to be added in CruChat to move WO into Completed state.