

## Glass Doctor Work Order Status Codes

Code	Description	Notes
Stage 1 - New Phase		
#	UNCONFIRMED	Work Orders received into MEOS from website and call center, shop has not yet addressed
M	NOT CONFIRMED-WIP	Work Order has been reviewed by shop, reached out to customer via email or left message
Stage 2 - Daily Plane/ Action Phase		
N	APPT	Appointment has been confirmed and scheduled with Customer
I	INSTALL SCHEDULED	Job installation confirmed and scheduled with customer
K	PRE-SCHEDULED INSTALL	Customer given a tentative date, but will confirm when parts come in
B	AUTO INSTALL SCHEDULED	Auto Job confirmed and scheduled with customer
T	TRAVEL	Specialist enroute to job location
A	ACTIVE	Specialist is on site at job location
D	DISPATCH HOLD	Dispatcher to contact customer to schedule appointment
4	CONTACTED AND APPROVED	Dispatcher has set up appointment with customer and confirmed appointed
Stage 3 - Result/ Outcome Phase		
\$	TECH COMPLETE	Job completed by tech in field - not yet reviewed for ready to invoice
1	SHOP COMPLETE	Shop fabrication is completed. Customer to be called
O	SOLD-NEED TO ORDER	Job ready to order
5	AUTO DISPATCH	Work order ready to have Auto parts ordered - Once correct part has been selected
W	WAITING	Customers car is at location ready for tech to receive
7	NEEDS CSR REVIEW	Tech has visited and updated notes, CSR to review information and update Work Order - run deposit
E	ESTIMATE	Estimate given- Job not sold, follow up required
F	EST. NOT GIVEN	No Estimate given, follow up required to provide Estimate to customer
Stage 4 - Work Order Processing Phase		
P	WAITING CONFIRMATION	Materials ordered, waiting for vender confirmation
Q	WAITING FOR DELIVERY	Materials ordered, waiting on delivery
G	SHOP FABRICATION	Order needs shop fabrication
S	SCHEDULE INSTALL	Materials checked in, contact customer to schedule install
Y	ON TRUCK-SCHEDULE	Materials on specialist truck, contact customer to schedule install
2	SHOP TRANSFER	Material to be transported to another shop location
U	PICK UP-WILL CALL	Materials checked in, customer contacted, ready for pick up

Stage 5 - Final Stage

C	COMPLETE
V	CANCEL/VOID

Work Order reviewed for completeness, Ready to Invoice  
Cancel Work Order. Voids are only done by authorized people

Issue and Exceptions Status Codes

R	RESCHEDULE
X	INCOMPLETE-OPS
J	WORK IN PROGRESS
Z	REVISIT

This can be done by dispatcher  
Job was expected to be completed by the end, but ran into unforeseen problems  
Job is expected to span multiple days in a roq and is not yet complete  
Job site revisit/ review by manager or warranty call back

CRM Status Codes

H	PROSPECT-LEAD
6	SIMPLY CAST

Prospect customer, follow up required  
Work Order to be put into Simply cast system for follow up