



Work Order Status (for Service Providers):

Please follow these steps if you have questions on the status of your work order or payment:

1. Check status of workorder in VxMaintain (instructions below).
2. If the work order is held up in “Pending Site Review” please reach out to the Area Coach or store operations, contact to request the work order be approved in VxMaintain or request status of potential issues.
3. If the work order is in “1st through 6th level invoice approval, “Bill Payment Pending” or “WS Invoice Processed” status, and is less than 30 days from date invoice information was added to VxMaintain, please wait until 30 days has been met for your ACH payment to be made. (Check payments are subject to extra postal delivery time).
4. If the work order is in “WS Invoice Processed” or “Invoice Processed” status and the invoice date is more than 30 days from VxMaintain invoice date, please email KBP.AP@kbpbrands.com to inquire about your past due status.

How to check status of all Work Orders:

1. Log into vxMaintain which should take you to your Summary Page.

Home Sites Call Center Service Asset Types **Service Providers** Manufacturers Re

Provider Sites > **Summary** WO Status Overview Provider Site Profile Addresses Roster Consumabl

Provider Setup Options

RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY Summary

Status	KBP Brands, LLC	
Pending Acceptance	813	813
Quotes/Estimates Awaiting Input	0	
Quotes Awaiting Review	0	
Estimates Awaiting Review	0	
Parked Quotes and Estimates	0	
Re-estimate Requested	0	
Assigned	0	
In Progress	0	
Service Incomplete	0	
Pending Site Review	0	
Service Complete	59	59
Provider Review Pending	0	
1st Level Invoice Approval	20	20
2nd Level Invoice Approval	10	10
3rd Level Invoice Approval	0	
4th Level Invoice Approval	0	
5th Level Invoice Approval	0	
6th Level Invoice Approval	0	
Rejected	0	
Bill Pymt. Pending	32	32
Purge Risk	0	
Total Active Work Orders	934	

2. Click "Service"

2

Home Sites Call Center **Service** Asset Types Service Providers Manufacturers Reports Admin Analytics

Authorizations WO Outstanding ERM Events WO Approvals Web Service Errors WO Accounting All Work Orders WO Administration Preview Work Orders PPM Schedules

Please choose a menu option

3. Click "All Work Orders"

3

Home Sites Call Center **Service** Asset Types Service Providers Manufacturers Reports **All Work Orders** Admin Analytics

Authorizations WO Outstanding ERM Events WO Approvals Web Service Errors WO Accounting WO Administration Preview Work Orders PPM Schedules

All Work Orders

▲▼ Status ▲▼ WO # ▲▼ Site Name ▲▼ Site Description ▲▼ Priority ▲▼ Service Provider ▲▼ Date/Time Opened ▲▼ Date Approved ▲▼ Date Assigned ▲▼ Date Started ▲▼

Please select some criteria and hit Search

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4. Type Company Name under "Service Provider" column and hit enter.

4

Home Sites Call Center **Service** Asset Types Service Providers Manufacturers Reports Admin Analytics

Authorizations WO Outstanding ERM Events WO Approvals Web Service Errors WO Accounting **All Work Orders** WO Administration Preview Work Orders PPM Schedules

All Work Orders

▲▼ Status ▲▼ WO # ▲▼ Site Name ▲▼ Site Description ▲▼ Priority ▲▼ Service Provider ▲▼ Date/Time Opened ▲▼ Date Approved ▲▼ Date Assigned ▲▼ Date Started ▲▼

Restaurant Supply

Please select some criteria and hit Search

Displaying 0 - 0 of 0

- You can now scroll through all your work orders and see the status of each. You also have the option by filtering further in any of the different columns (work order number, site number/name, etc.).

Home Sites Call Center **Service** Asset Types Service Providers Manufacturers Reports Admin Analytics

Authorizations WO Outstanding ERM Events WO Approvals Web Service Errors WO Accounting **All Work Orders** WO Administration Preview Work Orders PPM Schedules

All Work Orders

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Status	WO #	Site Name	Site Description	Priority	Service Provider	Date/Time Opened	Date Approved	Date A
Pend. Accept	67923596	FQ-05843	Mexico Rd	P2 - High (8 hours onsite)	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	07/10/2023 13:54		
Pend. Accept	67923586	FQ-05002	Elmore	P3 - Medium (2 days onsite)	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	07/10/2023 13:53		
Pend. Accept	67922349	FQ-05845	W Pearce	P3 - Medium (2 days onsite)	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	07/10/2023 11:39		
Pend. Accept	67920660	FQ-05244	Vero Beach	P1 - Emergency (3 hours onsite)	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	07/10/2023 08:50		
Pend. Accept	67916879	FQ-05641	Clarksburg	P3 - Medium (2 days onsite)	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	07/09/2023 13:03		
Pend. Accept	67916676	FQ-05434	Desiard	Historical	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	07/09/2023 11:50		
Pend. Accept	67910345	FQ-05458	Ardmore	P2 - High (8 hours onsite)	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	07/07/2023 16:03		
Bill Payment Pend.	67908865	FQ-05131	Jefferson Ave	Historical	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	07/07/2023 12:27	07/10/2023 14:32	07/07/2023 1
1st Level Invoice Approval	67908782	FQ-05410	Monroe	Historical	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	07/07/2023 12:14		07/07/2023 1
1st Level Invoice Approval	67908761	FQ-05154	S. Independence	Historical	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	07/07/2023 12:11		07/07/2023 1
1st Level Invoice	67908741	FQ-05695	Mansfield, TX	Historical	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC -	07/07/2023 12:09		07/07/2023 1

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500 Items E

6. Below is a WO flow chart on the work order process and terminology of different status's:

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	= Start and End of WO Process
	= Action Required by KBP
	= Action Required by Service Provider
WO Status	Definition
WO is Created by any KBP Ops Team, Facility Team or Construction Team user	
Pend.	If a WO is created by a Managing Partner (MP) or General Manager (GM), it will start in the "Pend." status. It now needs approval by the Area Coach (AC) or above to be sent to the Service Provider. If the WO is created by an AC or above, it will skip this status and go directly to "Pend. Accept".
Pend. Accept	The WO has been approved by an AC or above and has been sent to the Service Provider. It is now in the "Pend. Accept" status, waiting for them to accept or decline the WO.
Estimates Awaiting Input	The service provider needs to enter an estimate for approval.
Estimates Awaiting Review	The estimate needs to go through the approval process, depending on amount it will go through 1 to 4 level approval, see below.
Re-Estimate Requested	The original estimate has been rejected by the store, a new estimate needs to be entered for approval.
Assigned	The Service provider has accepted the WO and has assigned it to a technician. It is now in the "Assigned" status and we are waiting on them to complete the WO and mark as "Job Complete".
Service Incomplete	The WO is in progress and the service provider has marked the WO as "Service Incomplete" for some reason. Most of the time this means a part had to be ordered and they can not finish the WO until part arrives. When service is complete, job complete needs to be done.
Pend Site Review	The service provider has completed the WO and noted it as "Job Complete". It has now moved to the "Pend. Site Review" status and is ready for MP / GM or above to sign off on work done.
Service Complete	MP / GM or above has signed off on the work done and the WO moves to "Service Complete" status. It is now ready for the service provider to enter their invoice information in the invoice screen now available. Once the invoice information is entered, this begins the 30-day term clock.
Provider Review Pending	The service provider saved the invoice. The invoice needs to be submitted when the correct information is entered.
1st Level Invoice Approval	Invoice information is entered by the service provider and submitted. It is now ready for Area Coach (AC) or above to approve. They have approval level up to \$1,000.
2nd Level Invoice Approval	If the invoice is \$1,000 or higher, it goes to Level 2 (Area Director, Market Coach or Director of Ops) for approval after Level 1 has approved. They have approval level up to \$5,000.
3rd Level Invoice Approval	If the invoice is \$5,000 or higher, it goes to Level 3 (RVP) for approval after Level 2 has approved.. They have approval level up to \$10,000.
4th Level Invoice Approval	If the invoice is \$10,000 or higher, it goes to Level 4 (SVP) for approval after Level 3 has approved. They have approval level over \$50,000.
5th Level Invoice Approval	Invoices for certain assets stop at Level 5 after Levels 1 to 4 are complete, to confirm coding is correct. This is reviewed by Paige.
6th Level Invoice Approval	All invoices above \$5,000 stop at Level 6 to confirm coding and decision on work completed. This is reviewed by Rich.
7th Level Invoice Approval	Invoices for certain assets will stop at Level 7 to confirm proper coding.
Rejected	The service provider needs to correct the invoice and resubmit.
Bill Payment Pend.	Once the WO invoice is approved at all appropriate levels, it goes to "Bill Payment Pending" status and is waiting to get pulled into Flexi (AP System).
Purge Risk	Pending Acceptance work orders will cancel after 60 days of no acceptance. Service Complete work orders will cancel after 60 days of no invoice being entered.
WS Invoice Processed	WO invoice has been pulled into WD (AP System) for payment and a check will be issued on the due date.
Invoice Processed	The WO invoice has gone through the entire approval process and has been paid. You can get the check number, date and amount under the History section on the WO summary.

7. To see history of a work order, do the following steps:

- a. Click on Work Order Number you want to review.

Status	WO #	Site Name	Site Description	Priority	Service Provider	Date/Time Opened	Date
Pend. Accept	67826177	FQ-05597	Mt. Morris	Historical	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	06/27/2023 16:00	
Pend. Accept	67826165	FQ-05202	Madison	Historical	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	06/27/2023 15:58	
Pend. Accept	67826159	FQ-05719	Bowling Green	Historical	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	06/27/2023 15:57	
Pend. Accept	67826117	FQ-05528	North Topeka	Historical	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	06/27/2023 15:48	
Pend. Accept	67826117	FQ-05211	Harlingen	P3 - Medium (2 days onsite)	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	06/27/2023 14:41	
Invoice Processed	67823949	FQ-05711	Jeffersonville KA	Historical	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	06/27/2023 11:27	06/29/2023
Bill Payment Pend.	67823945	FQ-05833	Skowhegan	P4 - Low (30 days onsite)	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	06/27/2023 11:27	07/10/2023
Pend. Accept	67823670	FQ-05752	Tiffin Ave.	P3 - Medium (2 days onsite)	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	06/27/2023 11:04	
Pend. Accept	67820232	FQ-05607	Jefferson City	P2 - High (8 hours onsite)	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	06/26/2023 17:38	
Pend. Accept	67818734	FQ-05891	5682 Transit	P3 - Medium (2 days onsite)	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY	06/26/2023 14:01	
Bill Payment Pend.				P3 - Medium (2 days onsite)	RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY		

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b. Once in the WO Summary screen, select the “History” tab.

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All Work Orders > **Summary** Invoice Detail Scope Of Work Split Attributions Work Approval Form

Work Order # 67823949

Site FQ-05711 Jeffersonville KA

Select Action

Summary Potential Duplicates **History** Notices Contract Related Calls & Notifications Links 0 Site Information Budget Docs 2

Equipment Details - No Warranty Computer, Computers Computer Barcode: 0571100962691 Serial # Model # In-Service Date: 04/26/2023 NO WARRANTY EXPIRATION DATE	Assigned Contractor RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY PO BOX 638655 Cincinnati, OH 45263 Phone: (502) 891-4734 Fax: E-mail: ReplacementOrders@rscs.com	Status Invoice Processed DO NOT RESPOND, THIS IS FOR INVOICE
Account Code Do Not Use	Allocated Technician Currently: No Technician Allocated	Problem Description
Task Number		Problem Type Replacement
Finance Code 1 Corporate Roll-Out Program~OS0016		Floor Level
Finance Code 2 New Asset~CF031		Department Technology
Finance Code 3		Location Details 1
		Not To Exceed (NTE) \$500.00
		ETA 06/27/2023 12:25
		Priority Historical
		Flagged Condition #
		SLA Details
		Accept
		Response
		Partial Fix
		Fix

c. Click on “Work Order History”

Home Sites Call Center **Service** Asset Types Service Providers Manufac

All Work Orders > **Summary** Invoice Detail Scope Of Work Split Attributions Work App

Work Order # 67823949

Site FQ-05711 Jeffersonville KA

Select Action

Summary Potential Duplicates **History** Notices Contract Related Calls & Notifications L

Select History Type

Asset History

Credit Memo History

Work Order History

- d. You will see the below screen, which shows the complete history of the work order from start to finish (up through current status).

Home Sites Call Center **Service** Asset Types Service Providers Manufacturers Reports Admin Analytics

All Work Orders > **Summary** Invoice Detail Scope Of Work Split Attributions Work Approval Form

Work Order # 67823949

Site FQ-05711 Jeffersonville KA

Select Action

Summary Potential Duplicates History Notices Contract Related Calls & Notifications Links 0 Site Information Budget Docs 2

7d

Work Order # 67823949	
Site FQ-05711 Jeffersonville KA	
Site Local	
6/27/23 Tuesday 12:27 (EDT)	Work Order 67823949 Created via Mobile
Opened (FQ-05711)	Initiated By Paige Huffstutler Facilities Coordinator KBP Brands, LLC HQ Requested By Paige Huffstutler
6/27/23 Tuesday 12:27 (EDT)	Work Order 67823949 Call from FQ-05711 (Site) to KBP Brands, LLC HQ via Mobile
Inbound Call (FQ-05711)	Call Number 74208914 Reason Create Work Order
	Address 12394 US RT 35 Jeffersonville, OH 43128
	Caller Paige Huffstutler Recipient Paige Huffstutler Facilities Coordinator KBP Brands, LLC HQ
	Work Order Type FQ-05711 (Site) Historical
	Issues
	Asset Type Computer
	Potential Duplicates 0
	Potential Duplicates (Same Asset Tag) 0
	Duplicates Acknowledged N/A
	Operational Status
Account Code	
Comments DO NOT RESPOND, THIS IS FOR INVOICE INV359554 duplicate COMPUTER moved from 5646	
Not To Exceed (NTE) Value \$500.00	
6/27/23 Tuesday 12:27 (EDT)	Work Order 67823949
Warranty (FQ-05711)	Warranty Level Not Under Warranty
6/27/23 Tuesday 12:27 (EDT)	Alert sent to Main Addresses (RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY)
Alert (FQ-05711)	Sent To Main Addresses RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY Message Text Confirmation receipt has been sent to RESTAURANT SUPPLY CHAIN SOLUTIONS LLC - KBP ONLY regarding the dispatch of Work Order 67823949.
6/27/23 Tuesday 12:27 (EDT)	Dispatched via Mobile
Dispatched (FQ-05711)	Dispatched Paige Huffstutler Facilities Coordinator KBP Brands, LLC HQ

e. Scrolling to the bottom of the screen shows the current status of the work order

Home Sites Call Center **Service** Asset Types Service Providers Manufacturers Reports Admin Analytics

All Work Orders > **Summary** Invoice Detail Scope Of Work Split Attributions Work Approval Form

Work Order # 67823949

Site FQ-05711 Jeffersonville KA

Select Action ▼

Summary	Potential Duplicates	History	Notices	Contract	Related Calls & Notifications	Links 0	Site Information	Budget	Docs 2
6/27/23 Tuesday 12:30 (EDT)		5th Level Approval rules invoked. Work order amount exceeds the defined threshold and requires review.							
Requires Review (FQ-05711)		Submitted By	Verisae System	Rule Type	Client	Applied Rule	Facilities Review (Susanne)		
6/28/23 Wednesday 13:23 (EDT)		Account Code Modified via EAM							
Account Code Modified (FQ-05711)		The account code was changed	Daniel Cox Finance Team KBP Brands, LLC HQ						
		Old Values	New Values						
		Old Account Code		Account Code	Do Not Use				
		Old Finance Code 1	In Scope~050028	Finance Code 1	Corporate Roll-Out Program~050016				
		Old Finance Code 2	Repair Asset~CF032	Finance Code 2	New Asset~CF031				
6/29/23 Thursday 15:50 (EDT)		5th Level Approval via EAM							
5th Level Approval (FQ-05711)		5th Level Approval	Abdifatah Dirie Property Accounting Manager KBP Brands, LLC HQ						
6/29/23 Thursday 15:50 (EDT)		6th Level Approval rules (Apply on submit) invoked. Work order amount was under the defined threshold.							
Auto-Approved (FQ-05711)		Approved By	Verisae System	Rule Type	Client	Applied Rule	Final Review (Brad)		
		Enforce Next Level	No						
6/30/23 Friday 08:00 (EDT)		Invoice Processed via Web Service at 30-Jun-2023 Fri 08:00 EDT							
Invoice Processed (FQ-05711)		Work Order Accounts Payable invoice sent to client via web service	KBP Web Services Web Services User KBP Brands, LLC HQ						
		Comment	Updated by web services GetAPIInvoices						
7/3/23 Monday 17:08 (EDT)		Work Order has been Invoiced via Web Service at 03-Jul-2023 Mon 17:08 EDT							
Invoiced (FQ-05711)	7e	Invoiced By	KBP Web Services Web Services User KBP Brands, LLC HQ						
		Comment	Updated by UpdAPIInvoices with Payment Data - amount: 1481.31 date: 06302023 code: FQ-INV359554 type: EFT message: 67823949						

- f. Once a check is cut or ACH issued, the check number (or ACH number), date, and total amount paid will be in the bottom box

Home Sites Call Center **Service** Asset Types Service Providers Manufacturers Reports Admin Analytics

All Work Orders > **Summary** Invoice Detail Scope Of Work Split Attributions Work Approval Form

Work Order # 67823949

Site FQ-05711 Jeffersonville KA

Select Action ▼

Summary	Potential Duplicates	History	Notices	Contract	Related Calls & Notifications	Links 0	Site Information	Budget	Docs 2
6/27/23 Tuesday 12:30 (EDT)		5th Level Approval rules invoked. Work order amount exceeds the defined threshold and requires review.							
Requires Review (FQ-05711)		Submitted By	Verisae System	Rule Type	Client	Applied Rule	Facilities Review (Susanne)		
6/28/23 Wednesday 13:23 (EDT)		Account Code Modified via EAM							
Account Code Modified (FQ-05711)		The account code was changed	Daniel Cox Finance Team KBP Brands, LLC HQ						
		Old Values	New Values						
		Old Account Code		Account Code	Do Not Use				
		Old Finance Code 1	In Scope~OS0028	Finance Code 1	Corporate Roll-Out Program~OS0016				
		Old Finance Code 2	Repair Asset~CF032	Finance Code 2	New Asset~CF031				
6/29/23 Thursday 15:50 (EDT)		5th Level Approval via EAM							
5th Level Approval (FQ-05711)		5th Level Approval	Abdifatah Dirie Property Accounting Manager KBP Brands, LLC HQ						
6/29/23 Thursday 15:50 (EDT)		6th Level Approval rules (Apply on submit) invoked. Work order amount was under the defined threshold.							
Auto-Approved (FQ-05711)		Approved By	Verisae System	Rule Type	Client	Applied Rule	Final Review (Brad)		
		Enforce Next Level	No						
6/30/23 Friday 08:00 (EDT)		Invoice Processed via Web Service at 30-Jun-2023 Fri 08:00 EDT							
Invoice Processed (FQ-05711)		Work Order Accounts Payable invoice sent to client via web service	KBP Web Services Web Services User KBP Brands, LLC HQ						
		Comment	Updated by web services GetAPIInvoices						
7/3/23 Monday 17:08 (EDT)		Work Order has been Invoiced via Web Service at 03-Jul-2023 Mon 17:08 EDT							
Invoiced (FQ-05711)		Invoiced By	KBP Web Services Web Services User KBP Brands, LLC HQ						
		Comment	Updated by UpdAPIInvoices with Payment Data - amount: 1481.31 date: 06302023 code: FQ-INV359554 type: EFT message: 67823949					7f	