

	= 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 it 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.