



The **Business Process Flow**, or **BPF**, provides a high-level, at-a-glance update on the progress of the Work Order. There are four standard stages on the BPF and one *Exception* stage (that is outside of the flow). Of the four progressive stages, **RMA in Progress** will be skipped *unless* the customer is expected to return the defective part to the Parts Vendor.

The **Work Order Status** field, located in the upper right area of the top banner, provides a more granular update on the status of a Work Order *within* a BPF stage.

The **Part** line item is found on the **Products & Services** tab, **Products** section. Look under its **Work Order Product Status** column for the current status level.