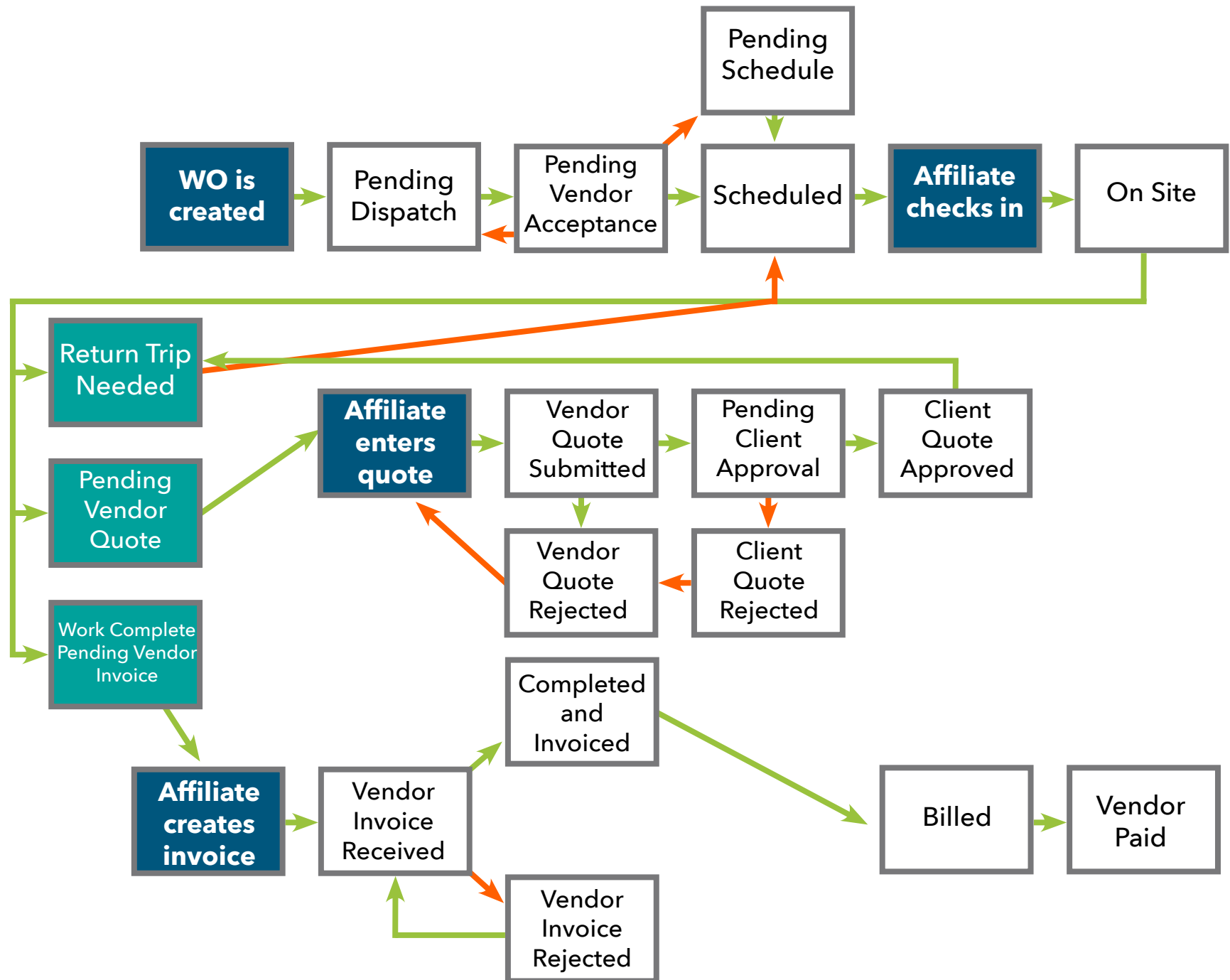


REACTIVE WORKFLOW



Work Order Status Definitions

- **Pending Dispatch:** A new WO has been received and is waiting for SMS to assign the WO to an Affiliate.
- **Pending Vendor Acceptance:** A WO has been dispatched to an Affiliate but they have not accepted or declined the WO.
- **Pending Schedule:** An Affiliate has accepted a soft scheduled WO but has not specified the date and time of service.
- **Scheduled:** An Affiliate has provided a date and time for service window.
- **On Site:** A technician is onsite performing services.
- **Return Trip Needed:** More time or parts/materials are needed to complete the repairs and the work can be done at or under the approved Affiliate NTE. The WO needs to be rescheduled once the technician is ready to return and complete the work. This status is also used after the Client quote is approved.
- **Pending Vendor Quote:** The work cannot be completed under the current Affiliate NTE. The Affiliate needs to submit a quote to complete repairs to SMS.
- **Work Complete Pending Vendor Invoice:** The WO has been completed under the NTE and the Affiliate needs to invoice SMS.
- **Vendor Quote Submitted:** The Affiliate has uploaded a quote to complete repairs.
- **Vendor Quote Rejected:** The Affiliate's quote has been reviewed and rejected by SMS Assist. The Affiliate must make any appropriate adjustments and re-submit the quote.
- **Pending Client Approval:** An SMS approved quote has been submitted to the Client for review.
- **Client Quote Rejected:** The Client has reviewed a quote and declined it.
- **Client Quote Approved:** The Client has reviewed a quote and approved it.
- **Vendor Invoice Received:** A WO has been completed and an Affiliate submitted their invoice with final costs.
- **Vendor Invoice Rejected:** An Affiliate submitted their invoice with final costs, but the invoice is missing information or the SMS Billing team is not satisfied with the invoice (price is too high, information was entered incorrectly, etc.).
- **Completed and Invoiced:** An Affiliate invoice has been reviewed and approved by the SMS Billing team. It is waiting for final approval by SMS Management before being submitted to the Client.
- **Billed:** An invoice batch has been reviewed by SMS Management and sent to the Client to review and remit payment to SMS according to payment terms.
- **Vendor Paid:** The invoice has been approved by SMS and the Client and payment has been remitted to the Affiliate according to SMS payment terms.