

CCC® UpdatePlus – Promises Date Still Saying In Progress

Introduction

This job aid discusses how to resolve **CCC® Estimating** workfiles that show as **In Progress** at **99%** or **100%** yet have been completed or cancelled. This can affect the ability for CCC® UpdatePlus to communicate the completion status and make the workfile appear as delayed or not responsive in your reports.

The sections below discuss how to resolve workfiles that still say **In Progress** in the following scenarios:

- When a Workfile is Completed.
- When a Workfile is Cancelled.
- When a Workfile is a Total Loss.

Workfile Completed

If your workfile is **Completed** yet is still showing **In Progress** this may be because the Workfile is missing to following information:

1. The date/time in the **Repairs Completed** field and a selected **Complete** checkbox. This may be making the status show as **In Progress** at **99%** complete.
 - To fix this, select a **Date/Time** from the field and select the **Complete** checkbox from the Repairs Completed section.
2. The date/time in the **Promise/Vehicle Out** field and a selected **Complete** checkbox. This may be making the status show as **In Progress** at **100%** complete.
 - To fix this, select a **Date/Time** from the field and select the **Complete** checkbox from the Promise/Vehicle Out section.

If either or both of the above date/times are missing, please complete the events appropriately on the **Events** tab and select the (3) **Save and Close** button between adding events on the workfile, this should allow the Promised workfile to reflect as **Completed**.

Note: The Vehicle Out date must come after the Repairs Completed date.

	Vehicle In	Repairs Started	Repairs Completed	Promise / Vehicle Out
Current	Today 08:17 AM	Today 09:00 AM	07/10/2024 10:00 AM	07/15/2024 12:00 PM
Original	Today 08:17 AM	Today 09:00 AM	07/10/2024 10:00 AM	07/15/2024 12:00 PM

Last Status: Final Bill Indicator

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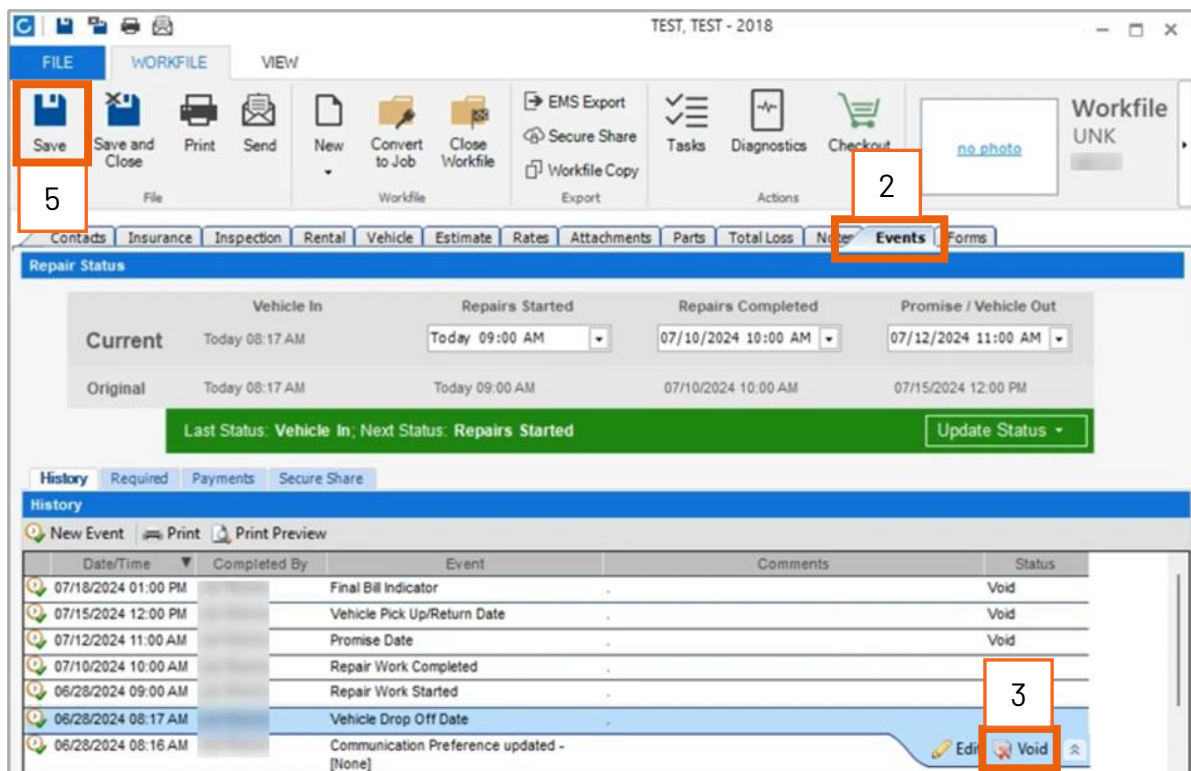
Workfile Cancelled

If your workfile was **Cancelled**, meaning repairs were not completed, and it is still showing as **In Progress**, this may be because the Workfile still includes the Vehicle In date/time.

If the vehicle was not repaired, the Vehicle In date/time event can be voided to put the workfile into a Cancelled status.

To fix this:

Step	Action
1	Open the Workfile you want to Cancel.
2	Select the Events tab.
3	Select the Vehicle Drop-Off Date event, then select Void from the mini toolbar.
4	Then, select Yes to confirm. <div data-bbox="938 730 1409 947" style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>CCC ONE</p> <p> You have chosen to void the event and the action may not be reversed. Do you want to continue?</p> <p style="text-align: right;"> <input type="button" value="Yes"/> <input type="button" value="No"/> </p> </div>
5	Select Save to save the workfile. The workfile will now show as Cancelled.



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Workfile is a Total Loss

If your workfile was a **Total Loss**, and it is still showing as **In Progress**, this may be because the Workfile doesn't include a Total Loss Point of Impact.

To fix this:

Step	Action
1	Open the Workfile for the vehicle you want to designate a Total Loss.
2	Select the Vehicle tab.
3	Select the Point of Impact of 15 Total Loss .
4	Select Save to save the workfile. The workfile is now designated as a Total Loss.

