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

- 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.

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Workfile If your workfile was **Cancelled**, meaning repairs were not completed, and it Cancelled 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.	CCC ONE You have chosen to void the event and the action may not be reversed. Do you want to continue? Yes No				
5	Select Save to save the workfile. The workfile	will now show as Cancelled.				

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CCC® UpdatePlus - Promises Date Still Saying In Progress, Continued

If your workfile was a Total Loss, and it is still showing as In Progress, this Workfile is a **Total Loss** 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 desigated as a Total Loss.

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VIN	Options		Damage	
Recall Notices			Repairable Vehicle Condition:	(12)
UNK	Decode	Vehicle not selected from VIN	· _ 11	
Vehicle Informati	on		Primary Point of Impact:	(2)
Vehicle:	Standard 🔘 Generic	Exterior Color:		
Type:	Unknown 🗸	Interior Color: 3	14 Unknown 15 Total Loss	(13) (3)
Year / Make:	2018 ~ ~	Paint Code:	16 Non-Collision	
Model:	×	Trim Code:	17 Left & Right Side 8 18 Front & Rear	(4)
	Select Vehicle	License Plate:	19 All Over 7	5
Body Style:	×	License Expiration:	21 Undercarriage 22 Total Burn	6
Engine:		Package 1: V	23 Interior Burn	
Mileage In:	Out:	Package 2:	24 Engine Burn 25 Fresh Water	-
Production Date:	_/	Job Number:	26 Salt Water 27 Hail	
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