

# CCC® UpdatePlus – Promises Date Still Saying In Progress

## Introduction

This job aid discusses how to resolve **CCC® Repair Workflow** 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 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** 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 **Repair Plan** 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.

The screenshot displays the 'Repair Plan' tab in the software. The 'FILE' menu is open, and the 'Save and Close' button is highlighted with a red box containing the number '3'. Below the menu, the 'Schedule' section shows a workflow with four stages: 'Vehicle In', 'Repairs Started', 'Repairs Completed', and 'Promise / Vehicle Out'. Each stage has a date and time field and a 'Complete' checkbox. The 'Repairs Completed' and 'Promise / Vehicle Out' checkboxes are checked. Red arrows point to these checked checkboxes, labeled with the numbers '1' and '2' respectively.

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## CCC® UpdatePlus – Promises Date Still Saying In Progress, Continued

### 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 <b>Workfile</b> you want to Cancel.
2	Select the <b>Repair Plan</b> tab.
3	De-select the <b>Vehicle In</b> checkbox, any subsequent selected checkbox will also become de-selected.
4	Select <b>Save</b> to save the changes to the workfile. The workfile will now show as Cancelled.

The screenshot shows the software interface for workfile management. The top toolbar includes a 'Save' button (highlighted with a red box and the number 5). The top navigation bar has a 'Repair Plan' tab (highlighted with a red box and the number 2). The 'Schedule' section shows a timeline with 'Vehicle In' and 'Repairs Started' events. Under the 'Vehicle In' event, the 'Complete' checkbox is highlighted with a red box and the number 3, with an arrow pointing to it from below.

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# CCC® UpdatePlus – Promises Date Still Saying In Progress, Continued

**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 hasn't been designated as a Total Loss.

To fix this:

Step	Action
1	Open the <b>Workfile</b> for the vehicle you want to designate a Total Loss.
2	Select the <b>Estimate</b> tab.
3	Select <b>Total Loss</b> from the Repair section.
4	Select <b>Save</b> to save the workfile. The workfile is now designated as a Total Loss. 

