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.
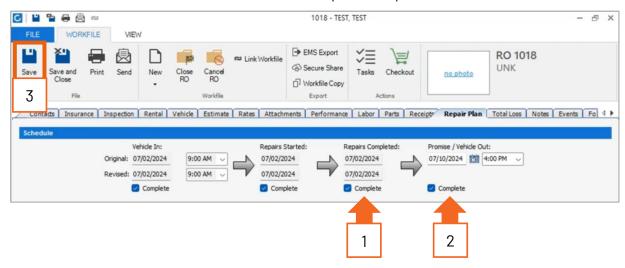- When a Workfile is a Total Loss.

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.

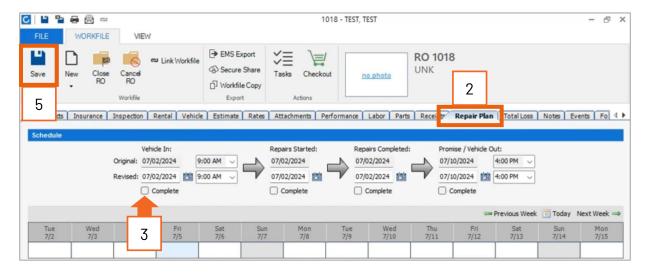# CCC® UpdatePlus – Promises Date Still Saying In Progress, Continued

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

Continued on next page

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 **Workfile** for the vehicle you want to designate a Total Loss.
2	Select the **Estimate** tab.
3	Select **Total Loss** from the Repair section.
4	Select **Save** to save the workfile. The workfile is now desigated as a Total Loss.