

# FSM Order Statuses

## Summary

This Job Aid covers:

### [Order Statuses](#)

This Job Aid supports the technician, FPA/FST, and QC audience.

## Order Statuses

Every order will change status several times during its “life-cycle.” It is important that technicians know, and use, the various statuses correctly.

### **Acknowledge**

This status indicates the technician has acknowledged the customer’s work order and has agreed to the scheduled date.

This status should be used when the technician has confirmed they will make the appointment.

### **Assigned**

This status indicates the customer’s work order is scheduled and assigned to a technician.

This is an automatic status and cannot be manually moved to.

### **Cancelled**

This status indicates the customer’s work order has been cancelled.

This is an automatic status and cannot be manually moved to.

### **Completed**

This status indicates the customer's work order has been completed and no further actions are required.

This is an automatic status and cannot be manually moved to.

### **Customer Delay**

This status indicates the Customer has requested a delay, up to 30 days, for their work order.

This status should be used when a customer is unable to make their appointment and has agreed to call back to reschedule.

### **En Route**

This status indicates the technician is on their way to the customer's location.

This status should be used when the technician begins transit to the customer's location.

### **Hold**

This status indicates the office is temporarily unable to fulfill the customer's work order. The customer's work order should be notated appropriately.

This status should be used for the following examples:

- Customer NCNS
- Technician did not have proper equipment
- Office is waiting on inventory
- Relentless severe weather

### **No Coverage**

This status indicates the office assigned to the customer's work order does not have any open calendar availability.

This is an automatic status and cannot be manually moved to.

### **On site**

This status indicates the technician is present at the customer's location.

This status should be used when the technician has arrived at the customer's location.

### **Past Open**

This status indicates the order has reached the end of its scheduled timeframe and has not been completed/closed.

This is an automatic status and cannot be manually moved to.

### **Pending Cancel**

This status indicates the customer's work order has been placed in line to be cancelled. The customer's work order should be notated appropriately.

This status should be used for the following examples:

- Customer requested to cancel the work order
- Customer's location has NLOS
- Customer does not have landlord permission
- Unable to contact customer after multiple attempts
- Duplicate work order

### **Pending Complete**

This status indicates the customer's work order has been placed in line to be completed.

This status should be used for the following scenarios:

- Work order did not complete systemically after activation of all services
- To complete a Service Call, Performance Follow Up or QA Follow Up work order types
- To complete a work order that contains TrackOS equipment

### **Pending Complete (Systemic)**

This status indicates the customer's work order has been placed in line for completion but may still have services, equipment, and/or products added to it. These work orders are systemically completed nightly.

This is an automatic status and cannot be manually moved to.

### **Pending Corporate Approval**

This status indicates the customer has been placed on the OFAC list and requires further examination by Viasat. The technician should not roll. The customer's work order will be placed in an Unscheduled status after the customer has been cleared.

Only Viasat corporate users may move customer work orders to this status.

### **Suspended Account**

This status indicates the customer's account has been suspended and the technician should not roll. The customer's work order will be placed in an Unscheduled status after the customer's account has been resumed.

This is an automatic status and cannot be manually moved to.

### **Unassigned**

This status indicates the customer's work order has been scheduled but is not assigned to a technician.

This is an automatic status and cannot be manually moved to.

### **Unscheduled**

This status indicates the customer's work order has not been scheduled and is not assigned to a technician.

This is the default status of new work orders. This status should be used when a work order requires the scheduled date

and/or the assigned technician to be removed.

### **Zip Unassigned**

This status indicates there is a possible issue with the customer's zip code on the account and requires manual correction.

This is an automatic status and cannot be manually moved to.