Service Requests (SRs)

**NEW**
SR has been created, and is awaiting review/action by a Unit Facility Rep (UFR) or Customer Service/EMCS.

**UFR HOLD (HOLD1)**
SR has been put on hold by a Unit Facility Representative (UFR).

**QUEUED**
SR has been queued for review in Infrastructure Properties and Planning.

**IPP HOLD (HOLD2)**
SR has been put on hold by a zone or group in Infrastructure Properties and Planning.

Work Orders (WOs)

**PENDING**
SR has been acknowledged by the zone/unit responsible for the work and is awaiting initiation. A WO is generated.

**IN PROGRESS (INPROG)**
The scope of work referenced on the SR has been initiated (the first WO changes to INPRG status).

**WAITING ON CHARGES (WOC)**
Scope of work referenced on the SR has been completed, but open WOs exist on the SR for accepting compliance documentation or contractual transactions.

**RESOLVED**
All work on the SR has been completed (all WOs associated to the SR are in COMP, CANCELLED, or CLOSED status).

**APPROVED (APPR)**
WO has been authorized and is available for assignments and transactions.

**IN PROGRESS (INPRG)**
Scope of work referenced on the work order has been started (labor transactions have been entered on the WO.)

**COMPLETED (COMP)**
Activity on the WO has been completed (All labor assignments have been completed.) WO will still accept transactions for 90 days after completion date for billing purposes.
### CLOSED
SR is permanently in a historical state. (SR will change to CLOSED after 90 days of the RESOLVED date, if there are no open WOs associated to the SR.)

### CLOSED (CLOSE)
WO is permanently in a historical state (WO will close when SR becomes CLOSED.)

### CANCELLED
SR has been declined and is permanently in a historical state.

### CANCELLED (CAN)
WO has been declined and is permanently in a historical state.

### NOT PERFORMED (NOT_PERF)
Work was scheduled to be performed but was not executed. WO is permanently in a historical state. This status is typically used on PM (Preventive Maintenance) WOs.