Definitions of Issue Categories

Request
• Initial placement of all new requests.

Open
• Request has been received and has not been assigned to an employee to fulfill. A priority status and completion date (when available) will be assigned in this area.

Assigned
• Request is assigned to the appropriate employee for completion.

In Progress
• Requests will be moved to this area by assignee after they are assigned and the assignee is actively completing the request.

Need More Info
• After a request is received, we will determine if request is clearly specified or if we need more info to assign and begin fulfilling the request. Assignee will use if need additional information.

Customer Responded
• When a request appears in this area, we will review, respond (if needed), and place in the appropriate area.

Await Payment
• If a request needs to be paid for in advance, used for external requestors. When payment is received the issue will be placed in the assigned area.

Ready for Review
• Request is placed here when data is pulled and ready to be looked at before sending to the requestor.

Closed
• Requests will be moved to this area by assignee when completed.