

WORK ORDER NETWORK

Glossary of Terms

Term	Similar Terms	Simple Definition	Detailed Definition
Assets			
Asset	Equipment, Serialized Asset	Things that Work Orders get created for. Items needing repair.	Services, buildings, equipment, etc. that are being managed with the help of the Work Order Network.
Punch Lists	Check Lists	Optional list of items that may be attached to work orders and presented to Technicians or Vendors when performing work.	Assigned to Scheduled Maintenance Work (RM/PM) , punch lists get converted into multiple tasks for providers.
Preventative Maintenance (PM)	PM/RM	Scheduled, routine service of an Asset to minimize downtime and Total Cost of Ownership, while increasing its operational effectiveness and life.	PM/RM Schedules dictate the automatic generation of PM/RM Work Orders based on predefined intervals.
Recurring Maintenance (RM)	PM/RM	Any form of regularly occurring service like janitorial or landscaping work.	In the case of high-frequency tasks like nightly janitorial work, a RM work order is typically created to cover one or more weeks or a month, and the individual services within that period are tracked as Visits.
Visits	PM/RM	A specific type of RM/PM where a service occurs multiple times within a given month or week.	Nightly janitorial service for a company would be classified as a Visit. E.g.: 7 nights per week.
Warranty	Service Warranty, Parts & Materials Warranty	A guarantee, issued to the Customer , promising to repair or replace an item or service if repairs are needed within a given time frame.	Service Warranties are tracked and attached to Assets upon the completion of work. These are different than Manufacturers Warranties which are associated with Assets at the time of installation.
CorrigoNet – Operations Management			
Back Office Portal	Administrative Portal, CorrigoNet, Corp Interface	The “power user” portal for Facilities Management professionals.	Where requestors can configure and control system preferences and manager their overall facilities operations.

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Alerts	Real-Time Alert	Let's a <i>User</i> of the Work Order Network know that something requires their attention/action.	Users subscribe to the various Alerts which will be sent to the defined Alert Address.
Dispatcher	Operator, Customer Service Representative (CSR)	Someone who uses CorrigoNet to dispatch work to <i>Vendors</i> and/or <i>Technicians</i> .	Centralized figure that manages incoming service request from <i>Customers</i> and assigns the appropriate resource for repair through the <i>Dispatch Board</i> .
Dispatch Board	Control Panel	Feature found in the <i>Back Office Portal</i> that allows a <i>User/Dispatcher</i> to oversee and manage <i>Work Orders</i> in real-time.	Where all <i>Service Requests</i> are aggregated from <i>Customers</i> on the <i>Back Office Solution</i>
Internal Technician	Employee, Tech	Internal employees of a company who responds to <i>Service Requests</i> and other Work Orders.	<i>Company</i> employee who services Work Orders for <i>Customers</i> .

Customer Portal - Requesting Work

Notification	Customer Notification	A message that is delivered based on a specified action being triggered. Typically notifications are third party facing Alert.	Signifies to a <i>User</i> that a particular event has been started, completed, or requires specific attention.
Assignment	Re-Assignment, Auto-Assignment, Dispatch	Deciding who will be dispatched to service a Work Order.	Dispatching work in the Work Order Network is really a 2 step process: 1 st an Assignment is made, 2 nd the assigned work order is sent to the assignee.
Call Avoidance	Self-Help	Preventing the unnecessary <i>Dispatch</i> of <i>Vendors</i> or <i>Technicians</i> to a particular location.	NA

Term	Similar Terms	Simple Definition	Detailed Definition
Chatter Log	Action Log	The chronological list of all system activity and correspondence related to a specific <i>Work Order</i> .	NA
Customer	Store, Restaurant, Building, Tennant, Location	Either internal or external people or organizations who typically inhabit or use the buildings and equipment being managed and whose welfare is paramount to the facility manager.	Typically this is a Company store or specific location.
Customer Portal	Tenant Portal, Store Portal, Requestor Portal	Where Customers can login to make Service Repair Requests and check status of all work.	Typically this a Manger at a specific store/location.
Portfolio	Region, Division, Management Area, Management Team	A collection of <i>Work Zones</i> .	Used as a means to rollup/view data/reports across multiple <i>Work Zones</i> .
Service Request	Work Order Request	A Work Order requested by a <i>Customer</i> .	Service Requests are typically initiated by a <i>Customer</i> typically through the <i>Customer Portal</i> .
Work Order	Service Request, PMRM, WO	The basic transactional unit in the Work Order Network. All work is recorded via Work Orders.	The actual description of work requested for a specific location.
Work Zone	Property, Project, Store, Region/State, Dispatching office, Subdivision	The basic organizational container for assets.	Work Zones are usually a single, fixed location that is an individual, building, or a collection of buildings that may be used to define larger geographical spaces.

Term	Similar Terms	Simple Definition	Detailed Definition
General Terms			
Client	Corrigo Customer, Requestor, Vendor	A Company on the WON network (Requestor or Vendor) who is being supported by Corrigo and Corrigo’s solutions.	Should not be confused with a Work Order Network Customer which itself, has a completely different meaning on the WON.
Cloud-Based	The Cloud, Cloud Computing, SaaS, Software-as-a-Service	The ability to access a software product anywhere internet connection is available. Typically through a “login” process.	Company or Personal data/information is stored by a third party/server and accessible wherever an internet connection exists.
Facility Service Company	Business Service Contractors “BSC”	Company that offers & performs multiple on-site services for clients under a single brand name.	A company that, for example, offers a variety of services such as janitorial, maintenance, landscaping and office care services.
User	Employee User, Tech, Dispatcher, Admin, Manager, User Roles, User Permissions	Someone with login credentials to CorrigoNet , Customer Portal , or WorkTrack .	A unique log-in name and password constitutes a “User” on the system.
Vendor Portal – Receiving and Completing Work			
Certificate of Insurance	COI	Document verifying that a Vendor is insured.	COI’s are attached to a Vendors profile in CorrigoNet and appear next to Vendors names during the Work Order Assignment process.
On-Time Response	Compliance Metric	Measures how quickly a Vendor responds (accepts or rejects) to assigned work orders.	One of the pre-set Company metrics that comprise a Vendor’s Score .

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On-Time Completion	Compliance Metric	Measures how quickly a <i>Vendor</i> completed assigned work orders that have been accepted.	One of the pre-set <i>Company</i> metrics that comprise a <i>Vendor's Score</i> .
On-Time Invoice	Compliance Metric	Measures how quickly a <i>Vendor</i> invoices for completed work.	One of the pre-set <i>Company</i> metrics that comprise a <i>Vendor's Score</i> .
Specialty	Specialty Type, Expertise	A <i>Vendors</i> area of expertise and service.	Specialties tie <i>Vendors</i> to the appropriate services in the <i>Customer Portal</i> .
Vendor	Contractor, Service Vendor	An outside resource who is assigned work via the <i>Work Order Network</i> .	Service Vendors can include; Plumbers, Electricians, HVAC Contractors, etc.
Vendor Check-In/Check-Out	GPS Check-In/ Out, IVR Check-In/ Out	The process of confirming the on-site presence at the beginning and end of a Work Order.	A <i>Vendor</i> uses their Smartphone to Check-In once they arrive on-site at a <i>Customers</i> location where GPS can verify their locality. Once work is completed, a Vendor Checks-Out and total work hours are recorded.
Vendor Scorecard	Vendor Grades, Ratings	The letter grade derived from a Vendors overall performance in servicing Work Orders for <i>Customers</i> .	Vendor Ratings are comprised of both Work Compliance and Work Satisfaction metrics from <i>Customers</i> .
Vendor Sourcing	WON Yellow Pages	Tool for those requesting repair work to find top rated <i>Vendors</i> in their area.	<i>Vendors</i> can be found by selecting a specific Vendor <i>Specialty</i> and searching within a given zip code.
WorkTrack Service Provider (WTSP)	Vendor Portal	A <i>Vendors</i> online portal to access Work Orders that have been assigned to them.	NA

Term	Similar Terms	Simple Definition	Detailed Definition
WorkTrack Service Manager (WTSM)	Vendor Portal, Vendor Business Management System	An upgraded version of WorkTrack Service Provider where a Vendor can manage their book of business in addition to the standard WTSP features. Also sold as Intuit Field Service Management.	Not only a solution to receive and complete work with current <i>WON Clients</i> , but also a system to interact and manage a Vendors entire customer base and internal technician workforce