

Assigned Status	Department Responsible
Assigned Status starting with APPT	Scheduling Department – Scheduling@BrightCovers.com
Assigned Status starting with RESULT – S or REHASH	Sales Department – Sales@BrightCovers.com
Assigned Status starting with – SALE	SOLD Department – Sold@BrightCovers.com
Exact Assign Status is PROD 1; PROD 2; SALE PENDING / PERMIT; SALE PENDING PERMIT - HOLD (Just sale pending permits means it needs remeasured)	Remeasure Department – Remeasure@BrightCovers.com ; Prefers Colby@BrightCovers.com , Remeasure@BrightCovers.com if escalation is required.
Assigned Status starting with – SALE PENDING / HOA ; SALE PENDING / PERMIT (ANY STATUS, NOT ABOVE)	Operations Department / Sub Department Permits and HOAs. - Permits@BrightCovers.com
Assigned Status start with PROD 3; PROD 4; PROD 5	Operations Department – Installs@BrightCovers.com ; See note below.
Assigned Status PROD – 6 Released	Manufacturing / Warehouse - Installs@BrightCovers.com ; See note below.
Assigned Status starting with INSTALL	Installation Department - Installs@BrightCovers.com ; See note below.
Assigned Status starting with RESULT – T	Installation Department - Installs@BrightCovers.com ; See note below.
Assigned Status starting with SERVICE	Service Department – Service@BrightCovers.com ; See note below.
Assigned Status Complete – A/R	Accounting – Accounting@BrightCovers.com
UPDATE TO CORRECT STATUS	ALL DEPARTMENTS

If a record is in your department's Assigned Status but should be in another department, please update assigned status and send an action to appropriate person / department via Fieldworx.

If you are uncertain of where to send, please send to customerservice@brightcovers.com. For advanced help send to help@brightcovers.com

If a customer wishes to cancel, do not reach out, please send to cancels@brightcovers.com. They will reach out. DO NOT CALL and state we got their cancellation request.

Please note Installs@BrightCovers.com prefers emailing Dillon@BrightCovers.com directly and elevating to Installs@BrightCovers.com if escalation is required.