

New After Sales Service Manager Statuses: How does it work?

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We recently added a new feature within the After Sales Service Manager to help you better manage the statuses of Observations linked to Punch items tracking.

Now you can easily see whether a Sign-Off has been approved, declined by the Buyer, or whether an Observation has been resolved.

Here are the new statuses you may encounter:

- **Sign-Off approved:** When the Buyer has validated and approved the Sign-Off.
- **Sign-Off declined:** When the Buyer has declined the Sign-Off.
- **Completed on Buyer side:** This status is assigned when the Observation is considered resolved on the job site after an action has been taken to address the issue raised by the Buyer.

How does it work?

When you track Observations as part of After Sales Service Manager, each Punch item can now display one of these statuses. This allows you to instantly know whether the Buyer has approved or declined the resolution of a Punch item, or whether the necessary action has been completed.

Depending on your role in the Project, you will have the ability to manage these statuses easily. Different roles can be involved in ensuring Punch items tracking, such as **Collaborator**, **After Sales Service Manager**, etc.

This new feature allows you to better track the State of Observations and know exactly where each Punch item stands.