

Account Management

SERVICES PROVIDED	Clearly identify the services you provide for your current and prospective customers.
SMART ZONE COVERAGE	Select pre-defined geographical areas where you provide services so your customers can easily connect with you.
USER MANAGEMENT	Add, edit, and delete user access to your CorrigoPro account.
CUSTOMER MANAGEMENT	Invite all of your non-connected customers to join you on the CorrigoPro Network via the CorrigoPro Request app to manage their communications and CruChats.
SUBCONTRACTOR MANAGEMENT	Invite all of your Subcontractors to connect with you via CorrigoPro to easily manage all communications, work orders, and CruChats.
SUBSCRIPTION MANAGEMENT	Manage your subscription, including credit card information and view/print 12 months of membership billing history.
SUPPORT CENTER	One-click access to the most current support and training information for the CorrigoPro platform.

COMMUNICATION (CRUCHAT) MANAGEMENT

Maintain real-time communication with customers, Subs and CruLeads/Members.
Filter, search and review all active and archived work orders and CruChats.

YOUR CRU

These are your internal resources such as department directors, operations managers, team supervisors, dispatchers, group leads and technicians.

YOUR CUSTOMERS

Your customers that invite and connect with you via the CorrigoPro Network as well as those customers that you invite and connect with via the CorrigoPro Request app.

YOUR SUBS

Your partner Service Providers that you can connect and communicate with, distribute work orders to and/or receive work orders from.

CRUMEMBERS

Your employees, invited as "CruLeads" who have visibility to all work orders, or as "CruMembers" who can be brought into CruChats as needed to perform and complete the actual work.

CRULINK

An active link to any CruChat for sharing and archiving all the details of any work order and/or CorrigoPro conversation.

Work Order Management

ACCEPT/REJECT WORK ORDERS	Accept or reject any work orders you receive from your connected customers and now you have the ability to reject a work order after it has already been accepted.
STATUS UPDATES	All actions taken in CruChats and work orders are logged and visible to you and your customer.
CHECK IN/OUT	Start the work order by checking in, pause the work order at any time, and then check out to complete the work order. Arrival on site and time to complete the work are accurately dated and timestamped.
NTE MANAGEMENT	See the NTE (Not To Exceed) amount for the work order and easily request an increase. If sending the work order to a Sub, your financial details can also be hidden from the CruMember or technician assigned to the work order.
CREATE QUOTES	Create a quote on the spot and submit for approval. Receive notification of approval directly on your mobile device.
GPS MAPPING	The location requiring service will be displayed in the work order details. By clicking on the location map, your system's native mapping application will be enabled to provide driving directions.
WORK ORDER PRIORITY	Instantly see the priority of the work order so you can adjust your schedule if needed.
SLA REQUIREMENTS	Know the SLA (service level agreement) of the work order before you accept.
CHECKLISTS	Required steps/actions to complete a work order.
REQUIRED FIELDS	If required by your customer, you will be prompted to enter specific details of the work prior to completing the work order.
CUSTOMER CONTACT INFO	The customer contact info is clear and complete. You know who to contact if there is an issue.
ASSET DATA	Repair category and code, condition, model number, serial number, and more.
WORK VERIFICATION	Once you complete a work order, the customer will verify the work completion before it can be invoiced. Enterprise clients can enable this option.
PICS/DOCS	Review pictures and documents received from your customer, and send back pictures of your work from your mobile device.
TIME/DATE STAMP	Every transaction is dated and timestamped.
FEEDBACK/SCORING	Upon verification, your customer can score your work as positive, neutral, negative or not complete. If negative, or not complete, your customer is required to include feedback.
ALERTS	Receive audible and visual pop-up alerts to your desktop every time a work order status changes. You will also receive an email alert when you have work orders and/or CruChats that have not been read after an hour.
CORRIGOPRO DIRECT	CorrigoPro integrates with Service Pro's work order management system, enabling work order data flow in both directions between CorrigoPro and vendor business system.
ATTACH DOCUMENTS / PICTURES	Send and receive pictures and documents using CorrigoPro Desktop and CorrigoPro mobile app.



Work Order Management

SYSTEM SYNC	Full two-way work order sync between Service Pros and their customers.
EMAIL NOTIFICATION	Subscribe or unsubscribe from email notifications for new reactive work orders.
CHECKLIST NOTES	Add notes to attached checklists.
NTE ADJUSTMENT	Adjust NTE after the work order has been closed.
PROVIDER SCORECARD	See overall customer feedback score; drill down into positive, negative, and neutral ratings.
WORK ORDER COMMENTS	Complete work order notes are viewable, including repair category and repair code.
SELF-CREATE BRANCHES	Service Pros can request branches to be created within CorrigoPro Desktop - your customer must update their auto-routing for the appropriate branches.
WORK ORDER TYPE FILTER	Filter work orders by work order type, PM/RM.
LOGIN PAGE BOOKMARK	Ability to bookmark CorrigoPro login page.
FLASH ALERT BOX	The CorrigoPro tile has been redesigned to display a new Flash Alert box, which highlights the hot items that need your attention now, as well as real-time KPI data, which is always personalized based on user permissions, branch selection and work order assignments.
TABLE VIEW FOR CRUCHATS	New Table View of work order CruChats, which will empower users to customize columns and save named shared and private views. Shared views will be available to all company users. This will provide majorly improved visibility!

E-Invoicing

READY TO INVOICE	Easily identify work orders that are ready and able to be invoiced.
PENDING VERIFICATION	Invoices can be created for work orders completed but not yet customer-verified. These invoices can only be submitted for payment after the customer verifies that the work orders are complete.
SEARCH/FILTER	Powerful filtering criteria and options simplify work order and CruChat management.
BULK ACTIONS	Ability to submit, import and export invoices in bulk.
DATA EXPORT	Select and click to export invoices to an Excel or CSV file.
INVOICE TEMPLATE	Dynamic generation of invoice import templates.
TAX VALIDATION	Verification of proper tax rates to ensure invoice accuracy.
INVOICE CREATION	Ability to create invoices manually or using bulk import.
ATTACHMENTS	Supporting documents can be attached to and submitted along with invoices being sent to a customer.
AUTO-SAVE	Never lose your work. CorrigoPro automatically records all CruChat work order and invoicing activity.
TIME-ON-SITE	Check-in/Check-out info is displayed on invoice header, further enforcing proper billing.
ACTIVITY LOG	All work order activity is automatically recorded for easy review and invoicing.
PAID STATUS	Paid invoices will show payment details.
WARRANTY INVOICING	Submit \$0 invoices to close out warranty service work orders.