

This Quick Reference Guide describes the different statuses that may be assigned to a contract in the Contract Log.

Status	Description
unprocessed	Automatically assigned by Destwin to any contract that has been entered and paid in accordance with available payment options for that contract.
processed	Manually set by a system Admin or CSR. Usually a CSR or Admin will change an unprocessed contract to processed
canceled**	Manually set by a system Admin or CSR to cancel a contract.
pending postal mail return	Automatically assigned by Destwin for contracts processed by a CSR and marked 'No' for approval on-line and not a telephonic contract
unpaid	Automatically assigned by Destwin to contracts submitted but not paid for.
pending approval**	Automatically assigned by Destwin to contracts processed by a CSR and marked 'Yes, online'.
pending approval nonresponse**	Automatically assigned by Destwin to "pending approval" contracts that were not approved by the customer within the time window (default is 48 hours).
expired on gallons**	Automatically assigned by Destwin to contracts expired on gallons.
expired**	Automatically assigned by Destwin to contracts expired on date.
declined by customer**	Automatically assigned by Destwin to a "pending approval" contract when a customer declines it.
imported	Automatically assigned by Destwin to contracts imported from the backend system.

** indicates contracts with that status are not included in the forward projections

The contract status may be changed manually by an Administrator or a CSR who has access to the Contracts Log.