# Can you change the return status(s) considered complete mid-project?

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For each customer, a return status list is entered and each status is defined as either "complete" or "incomplete" to indicate cards which require further action, and cards where no further action is required (see article: Company Status Lists).

When a new project is started, the return status list is inherited onto the project from the customer's profile, including the complete/incomplete distinctions. If a change is needed (e.g., updating a return status to be considered "incomplete"), this can be done by navigating to **Project Menu > Set Up > [Customer] Return Statuses**.

Making adjustments to the return statuses can be done at any point in the project, even if documents have been submitted and returned. However, keep in mind that adjustments to a return status may result in cards changing from "complete" to "incomplete" (or vice versa).
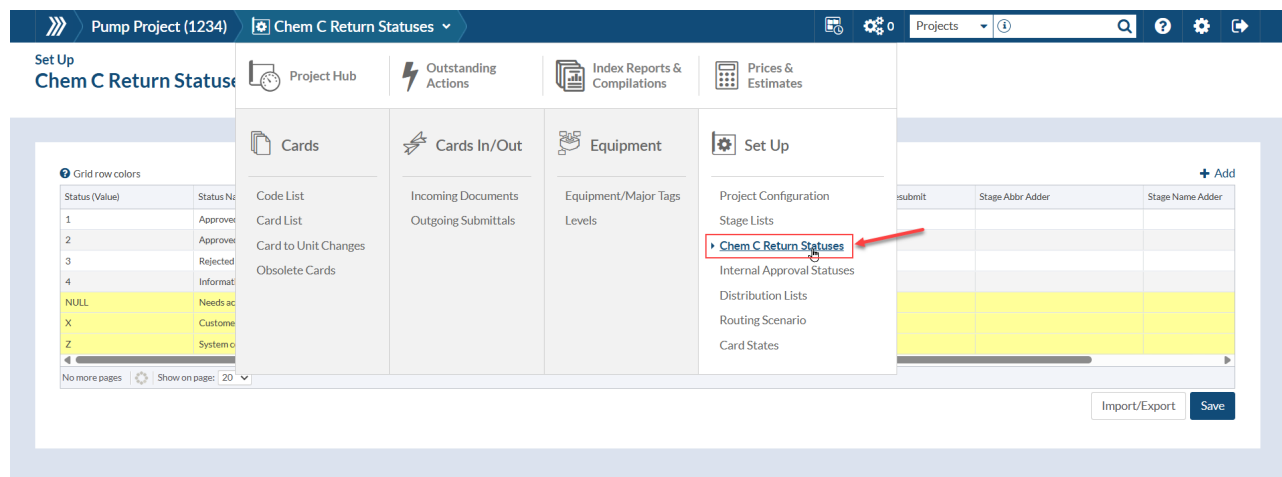


# Example use case:

Updating a return status to be considered "incomplete" can be useful in the case that a stage list was set up incorrectly/the wrong stage list was selected.

> 💡 **Example:** IFA-IFC-IAB stage list was set on the doc code, but the cards do not need to be issued as built. After the documents were returned with a complete return status (e.g., "Approved") in IFC, the cards automatically moved to the IAB stage but should instead be completed.

In the example above, the "complete" return status can be set as "incomplete" **temporarily** in order to revert the card history without automatically moving to the next stage.

# Steps:

1. Open the card history of each impacted card to revert to the history entry **before the card was moved to the next stage**. Once reverted, the card will move back to the IFC stage and previous status (i.e., queued for return to the customer due to stage complete being **disabled**).

2.  Once all the cards have been reverted, update the stage list on the doc code to the correct stage list (i.e., IFA-IFC).

    a.  ***Note:*** *Because the reverted cards will be back in the previous stage (IFC), they will remain in IFC once the stage list is changed (since both stage lists have an "IFC" stage). Any cards that have been sent to the customer in IFC and not yet returned will not be impacted.*

3.  After updating the stage list on the doc code, the return status can be re-set to "complete" and the impacted cards will now be considered complete.