W_Complete application
A_Concept
A_Create Application
A_Accepted
W_Handle leads
A_Cancelled
O_Cancelled
O_Returned
O_Create Offer
O_Created
W_Call incomplete files
A_Incomplete
O_Sent (mail and online)
O_Accepted
A_Pending
A_Denied
O_Refused
A_Validating
W_Validate application
W_Call after offers
A_Complete