

“Solutions” Image Services

Motor Vehicle Active Workflow Corrections

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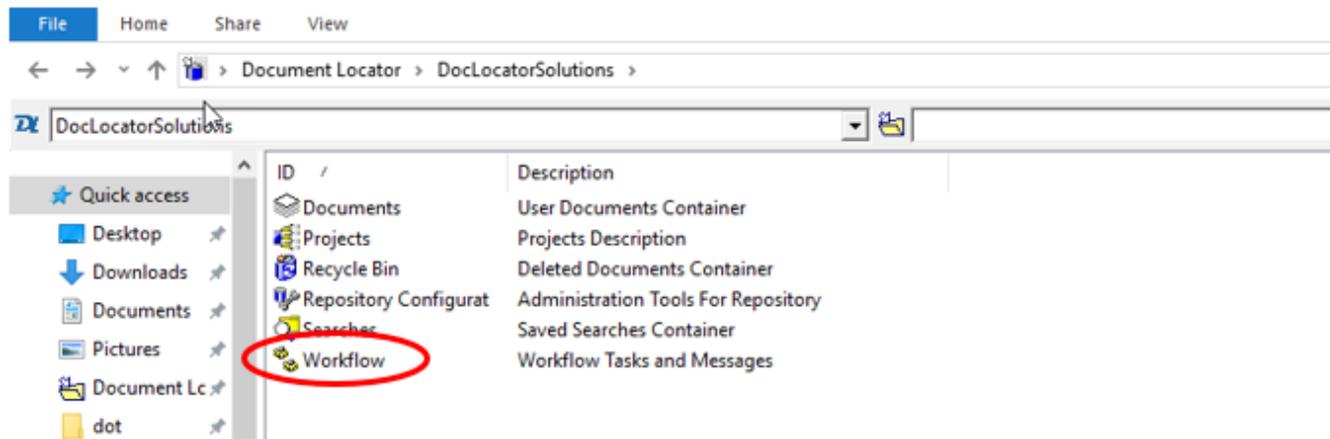
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Introduction

This Document illustrates the process for fixing documents that are currently stuck in a workflow. This is typically caused by data not being present in the DOT Import file. When doing older documents, expect to get a fair amount of these. If these documents are getting stuck out here and you believe it is an error, please do not hesitate to contact our Document Locator Support Team.

Process

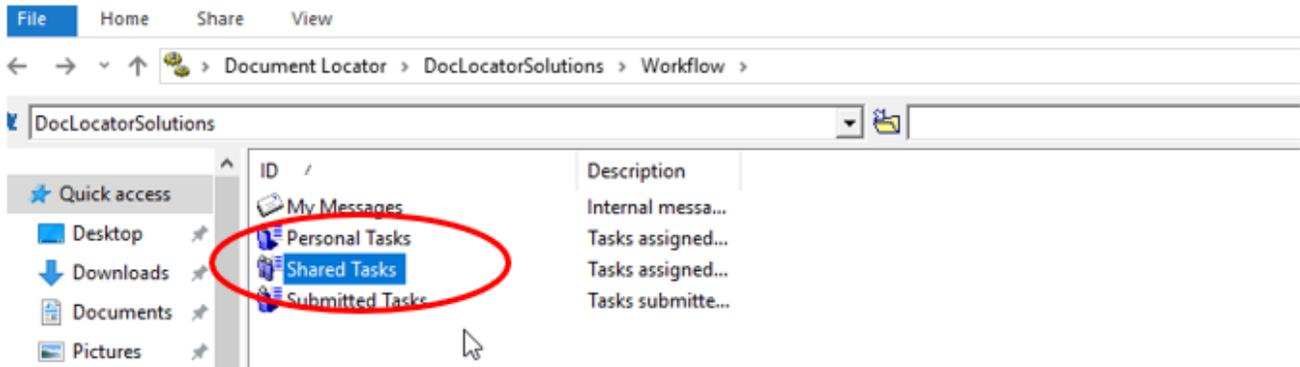
Open Document Locator
Click on Workflow



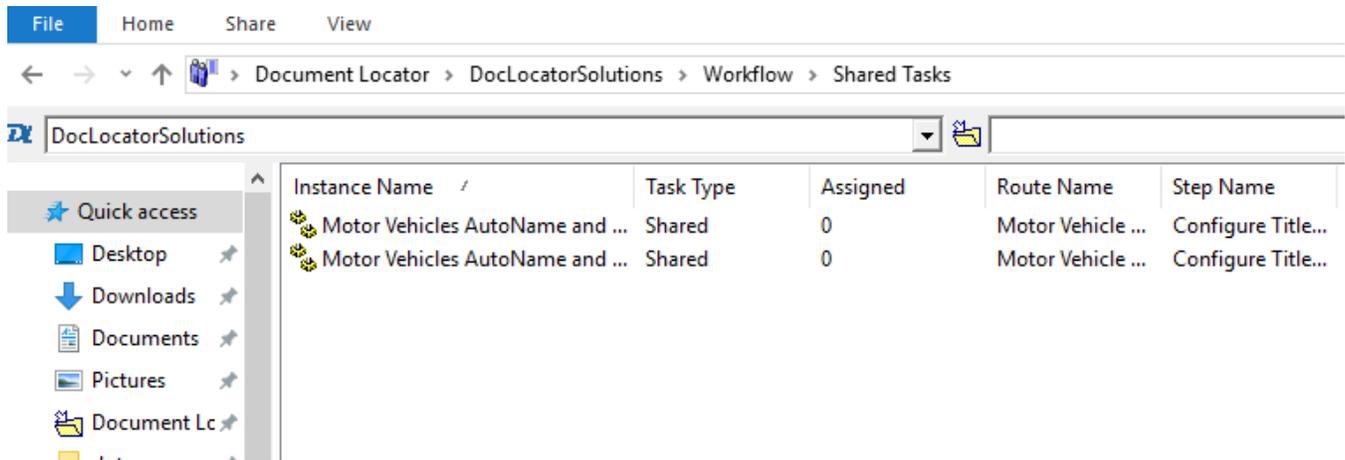
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Select Personal Tasks or Shared Tasks depending on if the workflow is set by Single User Manual Process or Single User Manual Process by Team Member. Start by checking the Personal Tasks folder, if none are present check the Shared Tasks folder.

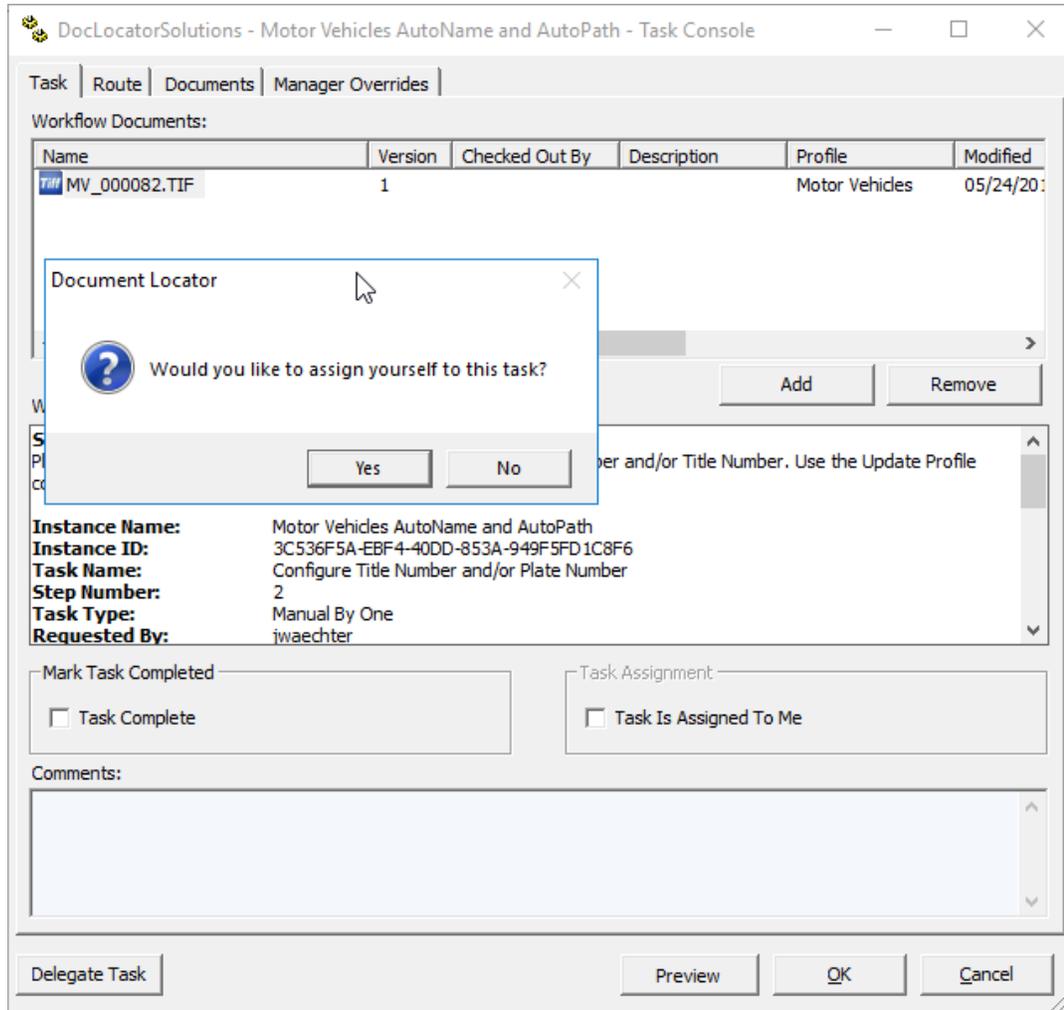


The documents with errors will show up in the window like this:



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If the document is in the Shared Tasks, once you select it, a window will pop up asking if you would like to assign this task to yourself. Select yes if you intend to take ownership and complete the task.



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No Plate or Title entered

If you receive this message when viewing the workflow process, it indicates that you do not have a Plate or Title entered in the properties.

DocLocatorSolutions - Motor Vehicles AutoName and AutoPath - Task Console

Task | Route | Documents | Manager Overrides |

Workflow Documents:

Name	Version	Checked Out By	Description	Profile	Modified
MV_000091.txt	1			Motor Vehicles	07/07/20:

Workflow Instructions:

Step Instructions:
Please review this Motor Vehicle file that failed scanning for Plate Number and/or Title Number. Use the Update Profile context menu to set the appropriate value.

Instance Name: Motor Vehicles AutoName and AutoPath
Instance ID: 8FB0EE4C-8D2C-4CEA-AA2B-733A7E038DAB
Task Name: Configure Title Number and/or Plate Number
Step Number: 2
Task Type: Manual By One
Requested By: alison

Mark Task Completed: Task Complete

Task Assignment: Task Is Assigned To Me

Comments:

If you would like to see a preview of the document you can select the preview button at the bottom right.

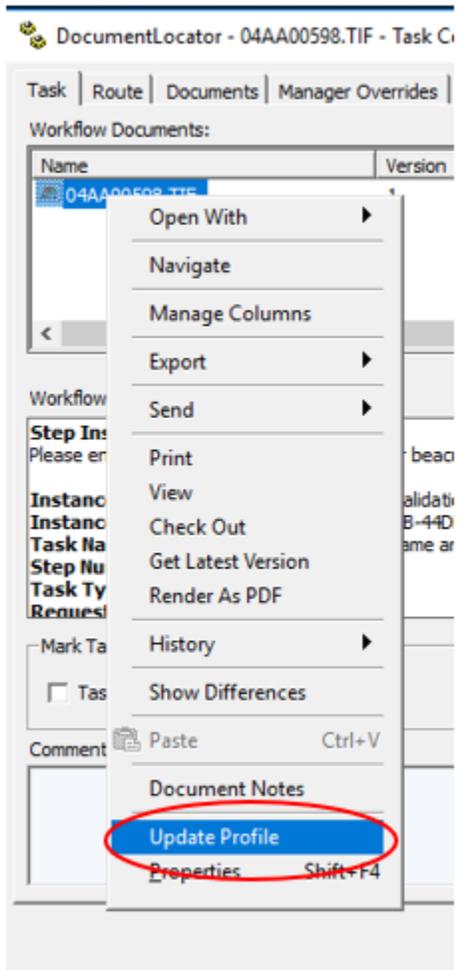
Preview OK Cancel

To fix this error you will need to update the profile and enter the information. Please follow the steps below.

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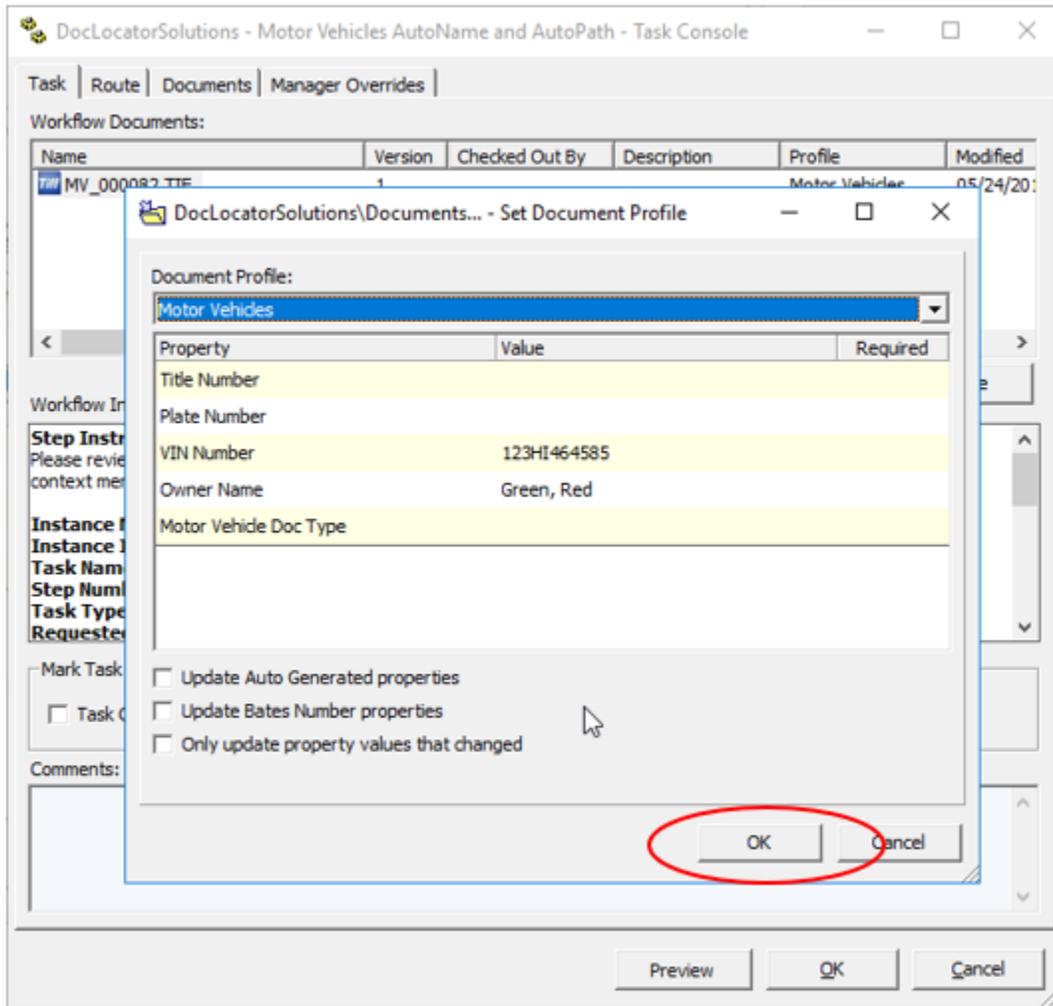
Update Profile Information

Right click on a document on the list and select Update Profile



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If you are missing the Title/Plate this is where you would need to enter the information.



If your document has an issue date older than 2005 you will need to enter all the information in the Profile. If the issue date is newer than 2005 ensure it has a valid title or plate before moving on to the next step.

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Once back in this window you need you check the box that says Task Complete and select OK.

DocLocatorSolutions - Motor Vehicles AutoName and AutoPath - Task Console

Task | Route | Documents | Manager Overrides

Workflow Documents:

Name	Version	Checked Out By	Description	Profile	Modified
MV_000082.TIF	1			Motor Vehides	05/24/20

Workflow Instructions:

Step Instructions:
Please review this Motor Vehicle file that failed scanning for Plate Number and/or Title Number. Use the Update Profile context menu to set the appropriate value.

Instance Name: Motor Vehides AutoName and AutoPath
Instance ID: 3C536F5A-EBF4-40DD-853A-949F5FD1C8F6
Task Name: Configure Title Number and/or Plate Number
Step Number: 2
Task Type: Manual By One
Requested By: jwaechter

Mark Task Completed: Task Complete

Task Assignment: Task Is Assigned To Me

Comments:

Preview OK Cancel

If you have entered a valid Title or Plate, clicking ok will allow the workflow to move forward to the AutoPopulate step.

If you do not have either it will run the Move and Rename by No Plate step. This will rename your document as “NP_” followed by 6 digits and move it to the No Plate folder.

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Invalid Plate or Title entered

If you receive this error message, it indicates that there is an invalid Plate or Title in the properties. This can also indicate that the information is not in the DOT Import file. For example, out of state Titles/Plates or older Titles/Plates issued prior to the beginning of the DOT Import file Process.

DocLocatorSolutions - Motor Vehicles AutoName and AutoPath - Task Console

Task | Route | Documents | Manager Overrides

Workflow Documents:

Name	Version	Checked Out By	Description	Profile	Modified
MV_000092.TIF	1			Motor Vehicles	05/24/20:18

Add Remove

Workflow Instructions:

Step Instructions:
Select to either continue with properties as entered or to try to populate missing information from title or plate number.

Instance Name: Motor Vehicules AutoName and AutoPath
Instance ID: D7D16217-53DB-4FF4-AFBE-1C8CE75BC294
Task Name: Enter Owner Name and/or VIN Number
Step Number: 4
Task Type: Multiple Value By All
Requested By: jwaechter

Multiple Answer Decision

Comments:

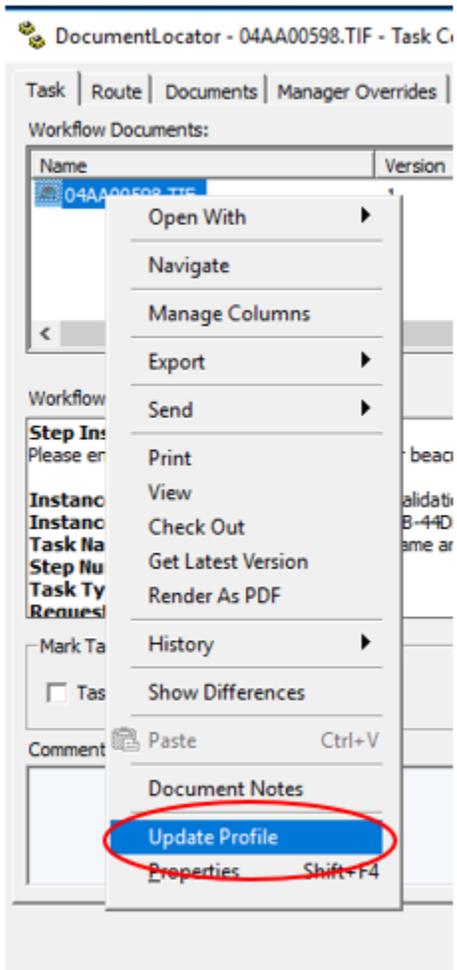
Delegate Task Preview OK Cancel

To clear this error and rerun the Auto Populate you will need to check your title or plate and ensure that they are correct. To do this you will need to update your profile settings by following these steps.

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Update Profile Information

Right click on a document on the list and select Update Profile



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Here you can validate the information and make your corrections if necessary.

DocLocatorSolutions\Documents... - Set Document Profile

Document Profile:
Motor Vehicles

Property	Value	Required
Title Number	21U112334	
Plate Number	8459BO	
VIN Number		
Owner Name	Lakes Enterprises Inc	
Motor Vehicle Doc Type		

Update Auto Generated properties
 Update Bates Number properties
 Only update property values that changed

OK Cancel

If your document has an issue date of 2005 or later, you will need to verify that the correct Title/Plate information is entered, if not, it will need to be corrected for the AutoPopulate process to run.

If your document has an issue date prior to 2005 you will need to enter the information manually before proceeding.

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If you made corrections to the profile you can select the “Populate from DOT Import with new Title/Plate” drop down option (as shown below). This will rerun the Auto Populate step and fill in your information if it is current.

DocLocatorSolutions - Motor Vehicles AutoName and AutoPath - Task Console

Task | Route | Documents | Manager Overrides

Workflow Documents:

Name	Version	Checked Out By	Description	Profile	Modified
MV_000092.TIF	1			Motor Vehicles	05/24/20:

Workflow Instructions:

Step Instructions:
Select to either continue with properties as entered or to try to populate missing information from title or plate number.

Instance Name: Motor Vehicles AutoName and AutoPath
Instance ID: D7D16217-53DB-4FF4-AFBE-1C8CE75BC294
Task Name: Enter Owner Name and/or VIN Number
Step Number: 4
Task Type: Multiple Value By All
Requested By: jwaechter

Multiple Answer Decision

Populate from DOT Import with new Title/Plate

Comments:

Delegate Task | Preview | OK | Cancel

If you have entered all the information manually and verified it is correct you can select the “Continue with Profile as is.”

Multiple Answer Decision

Continue with Profile as is

NOTE:

This option will not Auto Populate your information, it will simply continue with the information currently entered in the profile fields.