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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



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:



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.

DocLocatorSolutions -     Task Route Documents     Workflow Documents:     Name	Motor Vehicles AutoName Manager Overrides Version Chee	and AutoPa ked Out By	th - Task Console	Profile	Modified
Document Locator	ı Do	×		Motor Vehicles	05/24/20:
Would you	like to assign yourself to this	task? No	er and/or Title Numb	Add	Remove Profile
Instance Name: Instance ID: Task Name: Step Number: Task Type: Requested By:	Motor Vehicles AutoName ar 3C536F5A-EBF4-40DD-8534 Configure Title Number and/ 2 Manual By One jwaechter	nd AutoPath A-949F5FD 10 or Plate Nun	C8F6 Jber		~
Mark Task Completed			sk Assignment	o Me	
Comments:					• • • • • • • • • • • • • • • • • • •
Delegate Task			Preview	<u>0</u> K	<u>C</u> ancel

#### 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 an Task Route Documents Manager Overrides Workflow Documents:	d AutoPath - Task Console - 🗆 🗙
Name Version Checke	d Out By Description Profile Modified Motor Vehicles 07/07/20:
Korkflow Instructions:     Step Instructions:     Please review this Mator Vehicle file that failed scanning for P	Add Remove
context menu to set the appropriate value. Instance Name: Motor Vehicles AutoName and. Instance ID: 8FB0EE4C-BD2C-4CEA-AA2B-7 Task Name: Configure Title Number and/or Step Number: 2 Task Type: Manual By One Requested By: alison	AutoPath 133A7E038DAB Plate Number
Prark Task Completed	Toak Aasignment
Task Complete	✓ Task Is Assigned To Me
Comments:	
	^
If you would like to see a preview of	*
the <u>document</u> you can select the preview button at the bottom right.	Preview <u>O</u> K <u>C</u> ancel

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

#### **Update Profile Information**

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

🗞 Documer	tLocator - 04AA00598.TIF	- Task Co
Task Route	Documents   Manager Ov	errides
Workflow Doc	uments:	
Name		Version
04440015	Open With	
	Navigate	
< -	Manage Columns	
	Export •	
Workflow Step Ins	Send 🕨	
Please en	Print	beac
Instano Instano Task Na Step Nu Task Ty	View Check Out Get Latest Version Render As PDF	alidati B-44D ame ar
Mark Ta	History •	
Tas	Show Differences	
Comment 🙉	Paste Ctrl+V	
	Document Notes	
	Update Profile <u>Properties</u> Shift+F4	

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

me		Version	Checked Out By	Description	Profi	e	Modif
MV_0000	CocLocatorSolutio	ons\Docume	nts Set Docum	ent Profile	-		×
	Document Profile:						
	Motor Vehicles						•
	Property		Value			Require	d
	Title Number						=
kflow Ir	Plate Number						
p Instr	VIN Number		123HI46458	5			
ext mer	Owner Name		Green, Red				
tance I	Motor Vehicle Doc Typ	e					
tance 1							_
p Numl							
k Type juester							
rk Task	Lindata Auto Cono	rated properti	~				
	Update Rater Num	ateu propertier					
Task C	Oply update prope	rty values that	t changed	}			
ments:	- only openic prope	ity raises and	e e la ligea				
							. 1

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.

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

1			Motor Vehicles	05/24/2
				;
			Add	Remove
2 Manual By One jwaechter	anajor nate NUND	D		
	Task	Assignment		
		Task Is Assigned T	io Me	
	e file that failed scann priate value. Motor Vehicles AutoNa ICS36F5A-EBF4-40DD Configure Title Number Manual By One waechter	e file that failed scanning for Plate Numbe priate value. Motor Vehicles AutoName and AutoPath IC536F5A-EBF4-40DD-853A-949F5FD1C8 Configure Title Number and/or Plate Numb Manual By One waechter	e file that failed scanning for Plate Number and/or Title Numb priate value. Motor Vehicles AutoName and AutoPath ICS36F5A-EBF4-40DD-853A-949F5FD1C8F6 Configure Title Number and/or Plate Number 2 Manual By One waechter Task Assignment Task Is Assigned T	Add e file that failed scanning for Plate Number and/or Title Number. Use the Update I priate value. Motor Vehicles AutoName and AutoPath IC536F5A-EBF4-40DD-853A-949F5FD1C8F6 Configure Title Number and/or Plate Number Manual By One waechter Task Assignment I Task Is Assigned To Me

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.

#### **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.

SocLocatorSolutions -	Motor Vehicles AutoN	ame and AutoPat	h - Task Console	-	
Name MV_000092.TIF	Version   1	Checked Out By	Description	Profile Motor Vehicle:	Modified ; 05/24/20:
[<				Add 1	Permana
Worknow Instructions:				Add	Kemove
Step Instructions: Select to either continue with Instance Name: Instance ID: Task Name: Step Number: Task Type: Requested By:	h properties as entered of Motor Vehicles AutoNa D7D16217-S3DB-4FF4 Enter Owner Name and 4 Multiple Value By All jwaechter	or to try to popuate me and AutoPath -AFBE-1C8CE758C2 d/or VIN Number	missing information 194	n from title or plate	numer.
Multiple Answer Decision —		•			
Comments:					< >
Delegate Task			Preview	Ōĸ	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.

#### **Update Profile Information**

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

🌯 Docume	ntLocator - 04AA00598.TIF	- Task Co	
Task Route Documents Manager Overrides			
Workflow Do	cuments:		
Name		Version	
04AA00	Open With	1	
	Navigate		
٢	Manage Columns		
·	Export •		
Workflow	Send		
Please en	Print	beac	
Instanc	View	alidati	
Instanc Task Na	Check Out	B-44D	
Step Nu	Get Latest Version	and a	
Task Ty Request	Render As PDF		
Mark Ta	History 🕨	_	
Tas	Show Differences		
Comment	Paste Ctrl+V		
	Document Notes		
	Update Profile	D	
	Properties Shift+F4		

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

Motor Vehicles		-
Property	Value	Required
Title Number	21U112334 I	
Plate Number	8459BO	
VIN Number		
Owner Name	Lakes Enterprises Inc	
Motor Vehicle Doc Type		
Update Auto Generated pro	operties erties	

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.

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 Conso	le	- 🗆 X
Task Route Documents	Manager Overrides		
Workflow Documents:			
Name	Version Checked Out By Description	Profile	Modified
777 MV_000092.TIF	1	Motor Vel	hides 05/24/20:
<			>
Workflow Instructions:		Add	Remove
Instance Name: Instance ID: Task Name: Step Number: Task Type: Requested By:	Motor Vehicles AutoName and AutoPath D7D 16217-53DB-4FF4-AFBE-1C8CE75BC294 Enter Owner Name and/or VIN Number 4 Multiple Value By All jwaechter		
Multiple Answer Decision – Populate from DOT Impor	t with new Title/Plate		
			^ ~
Delegate Task	Preview	<u>o</u> k	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	<b>_</b>

#### NOTE:

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