"Solutions" Image Services
Motor Vehicle Active Workflow Corrections

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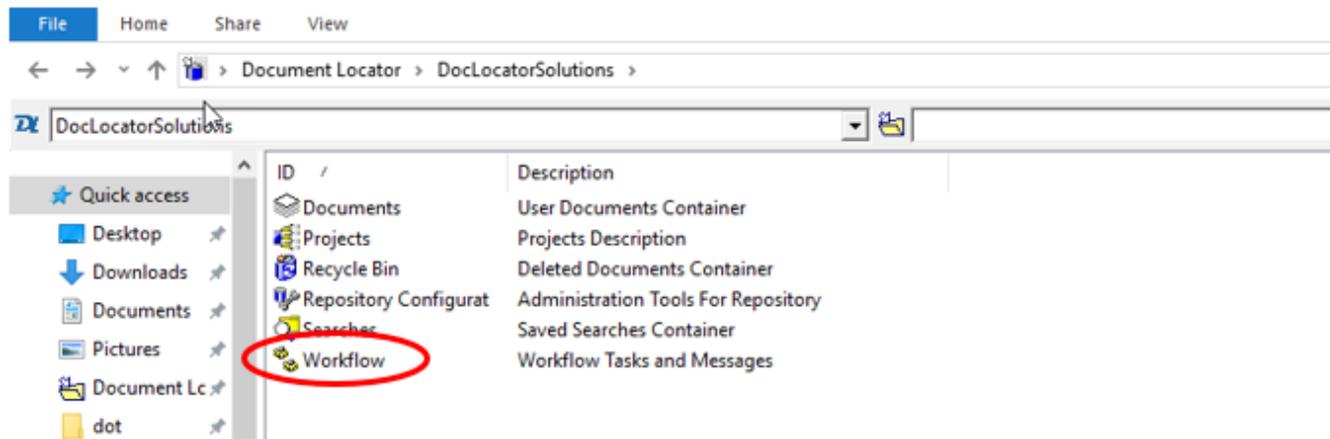
Introduction

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.
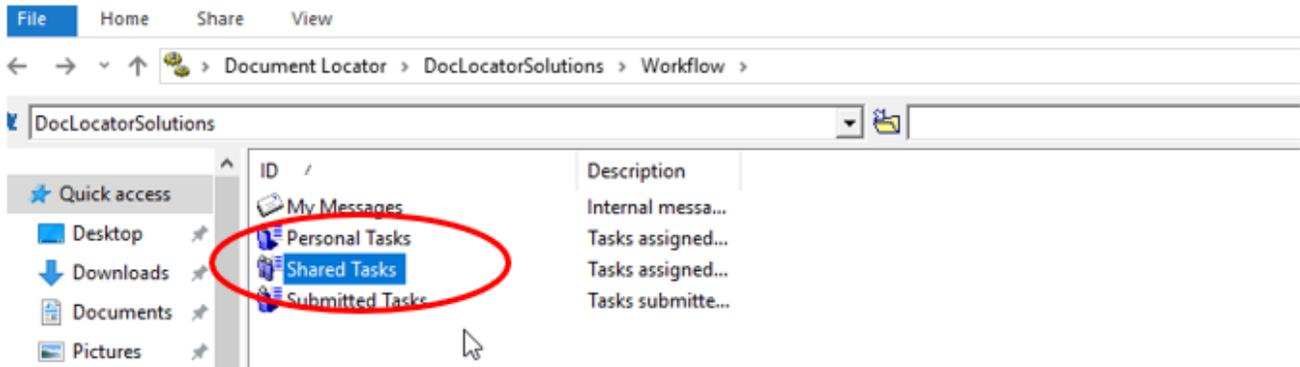
Process
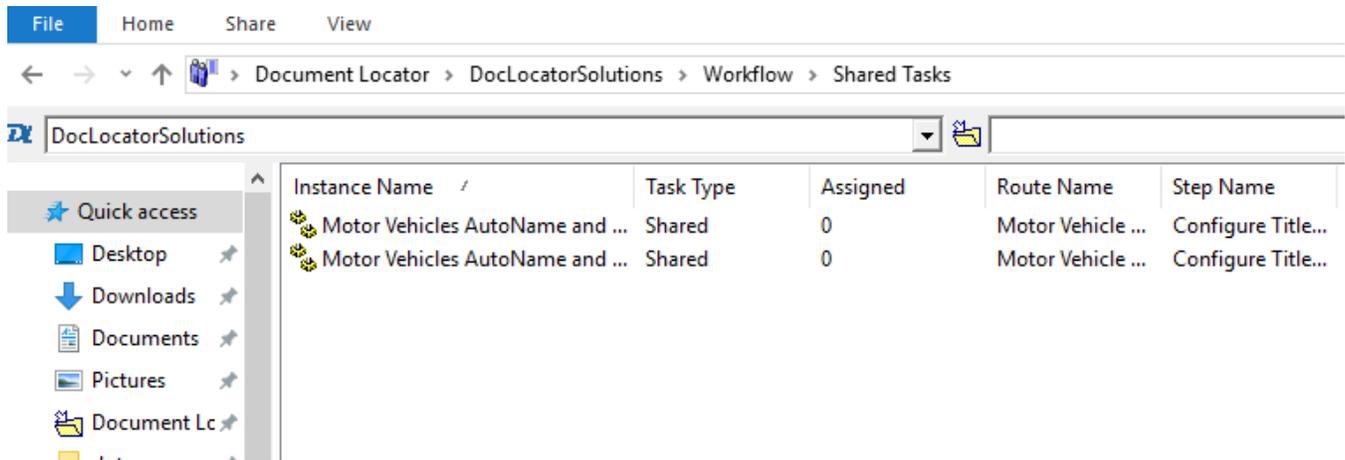
Open Document Locator
Click on Workflow

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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.
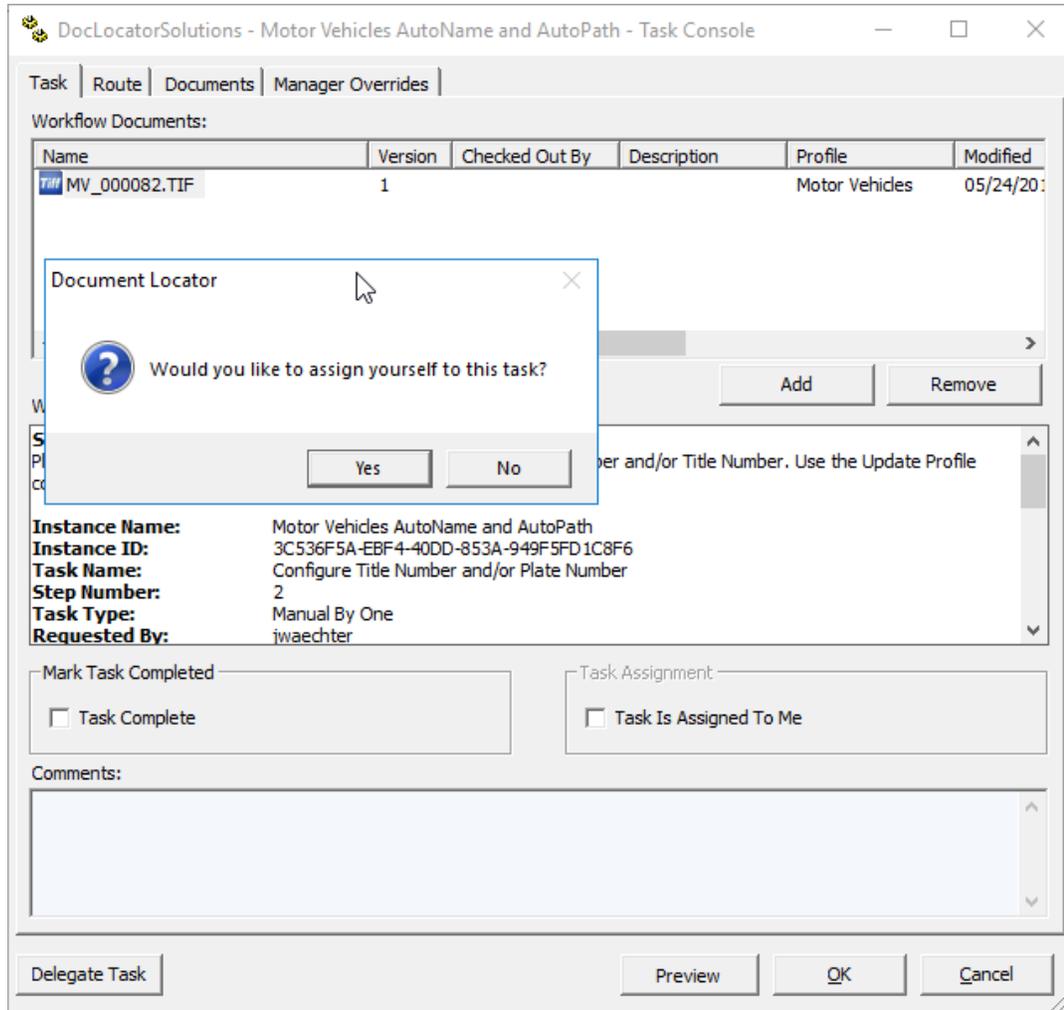

The documents with errors will show up in the window like this:

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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.

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.
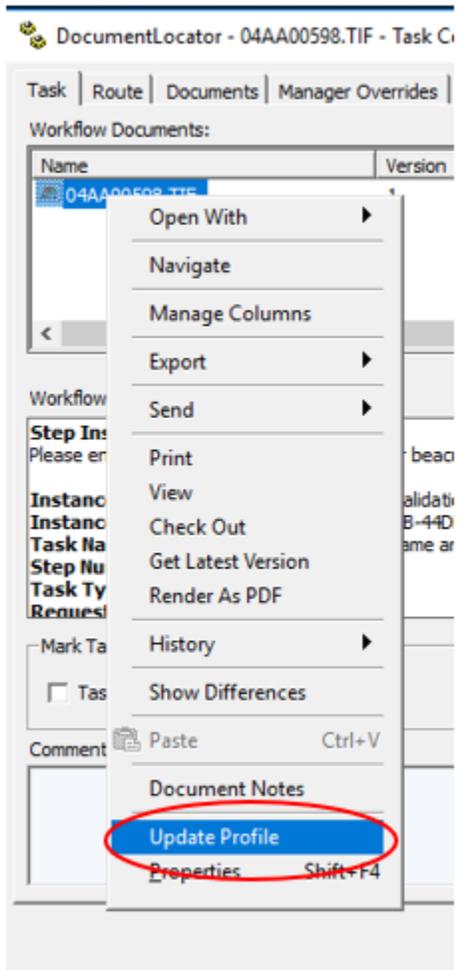

To fix this error you will need to update the profile and enter the information. Please follow the steps below.

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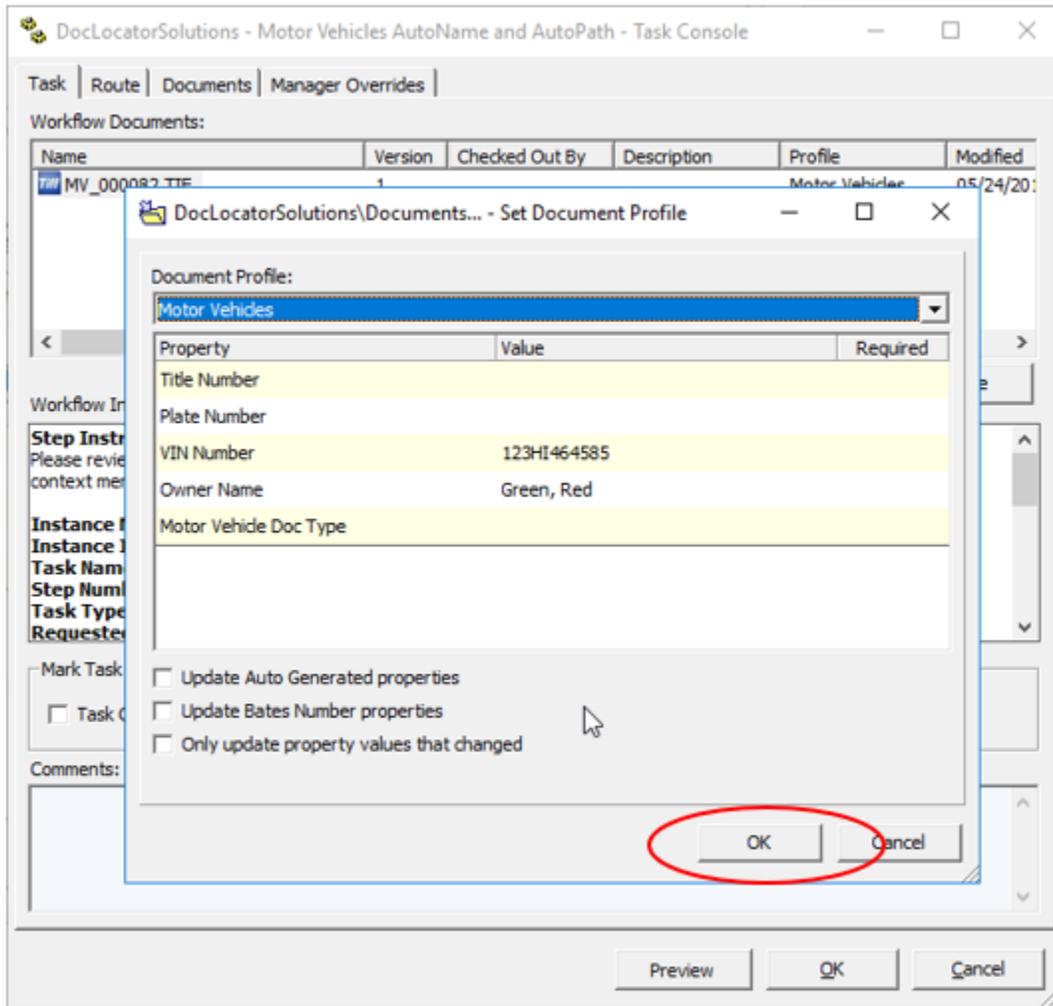## Motor Vehicle Active Workflow Corrections

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.

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

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.
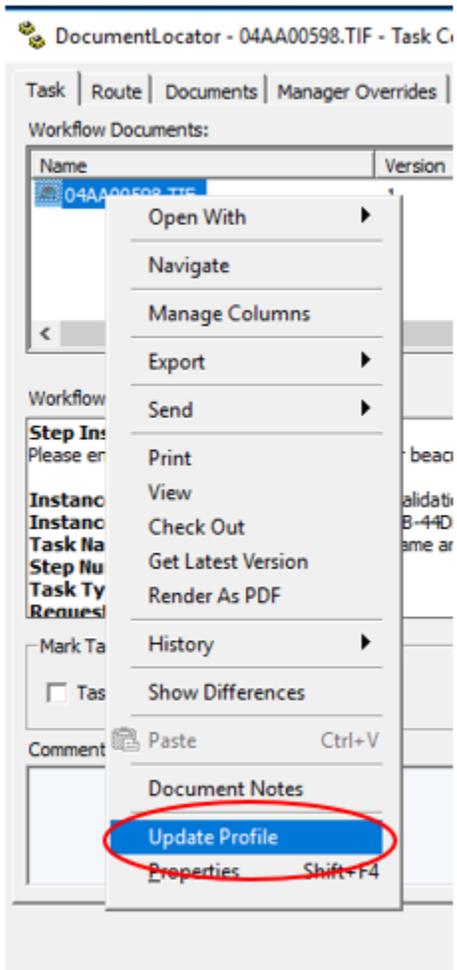

To clear this error and rerun the Auto Populate you will need to check your title or plate and ensure that they are correct. To do this you will need to update your profile settings by following these steps.

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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.

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.

If you have entered all the information manually and verified it is correct you can select the "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.