CASH Workflow

Contents

Chapter 1. Product Monthly Release Schedule

Our Production environments will be temporarily unavailable monthly while we complete scheduled maintenance from 10:00 PM CST as of the dates listed below. Regular service is scheduled to resume the following day at 2:00 AM CST.

January	January 28, 2023
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Chapter 2. What's New

What's New includes monthly updates to Cash Workflow. Information will be provided if a monthly release includes updates. If a month does not include updates, a monthly entry will not display.

Note:
Support Discontinued for Internet Explorer 11 (IE11)

Wolters Kluwer will no longer support Internet Explorer 11. Our recommended browsers for accessing the application(s) will be Google Chrome and Microsoft Edge (Chromium-based, current two versions).

Wolters Kluwer does not anticipate prevalent issues for users accessing the application(s) via IE11. However, Wolters Kluwer will no longer remediate problems that are specific to the IE11 browser.

April 2021

- **Product Release Schedule Added:** We have added the Product Release Schedule to Help. You can find the Product Monthly Release Schedule tile next to the What's New tile after you open Help or as a topic in the left pane in the What's New section. (Select **Schedule** ***(on page 8)***.) This information provides the monthly dates when a product is released so you can plan accordingly.

April 2020

- CASH Workflow now supports the use of Groups and Locations in CASH Suite. After upgrading CASH Suite to 2020.1 or later, data segregation will be effective in CASH Workflow. If an organization uses groups and locations in CASH Suite, a user will see only the processes and their related information (dashboard, tasks, alerts, notifications) in Workflow that are tied to the groups and locations where they have access in CASH Suite. If an organization does not use groups and locations in CASH Suite, all the users will continue to have access to all the processes. For more information, select Groups and Locations *(on page 38)*.

January 2020

- Dashboard alerts will now display only for the last 7 calendar days so only recent and relevant alerts show for a user. This change also helps the dashboard to display more quickly.

September 2019

- **Session Timeout Message:** If a user is inactive for 15 minutes, an 'Inactive Session' message will now display to warn a user their session is about to expire. A user must select **Continue** to continue the session and avoid logging in again. If a user does not select **Continue** prior to the session timeout at 20 minutes, the 'Session Expired' webpage displays, the session is ended, and a user is logged out. For Help information, select Active/Inactive Sessions *(on page 22)*.

- **Process Type added to Pipeline Report:** The Process Type has been added to the Pipeline Report and downloaded Excel reports. For Help information, select Pipeline Reports *(on page 142)*.

August 2019

- **View Dispositions**: This version of CASH Workflow adds the ability to view dispositions on the Process Grid, Pipeline Report, and downloaded reports. The ability to filter by dispositions has also been added to the Process Grid and Pipeline Report. Dispositions are a way of categorizing stop/end/pause states of a process. For more information select the following Help topics: Dispositions and Document Categories *(on page 112)*, Processes Grid *(on page 122)*, and Pipeline Reports *(on page 142)*.

- **Saved Last Search:** Search behavior for Tasks, Processes, and Process Templates grids has been updated to remember the last used search term during a session. Select x in the search box to clear the last saved search and show all items in the list.

- **Updated New Gate Default Setting:** The default setting for the **Ignore Unreachable Paths** on any new Gate node has been changed to unchecked by default. With this default, a Gate opens only when all incoming paths to the Gate are complete. Existing Process Templates are unchanged.

July 2019

- **New Gate Behavior**: CASH Workflow now supports two different behaviors for the “Gate” node. A new setting on this node will block the gate and prevent the process to mover further until either all the incoming paths are complete, or all the reachable incoming paths are complete. When the user selects a particular conditional choice, all remaining choices and paths originating from them become unreachable. By default, the unreachable incoming paths will be ignored for existing custom and default templates.

- **Import/Export of Process Templates**: CASH Workflow now supports importing and exporting of process templates. A user can create a process template, export it, and another user can import this template in a different account and/or environment. This allows for efficient sharing of process templates. Both the default (predefined) as well as custom process templates can be imported/exported. Please note that templates can be exported and imported only one at a time (bulk operations are not supported).

May 2019

- **Improvements to shared grid and report views:** This version of CASH Workflow further enhances the Shared Views and Shared Reports functionality. If a user is removed from the system, any views shared with others will remain available. Any recipient of those views can assign a new owner. Only the individuals with Shared Report Views and Shared Grid Views permissions will be eligible to become new owners. As a reminder, an owner can update, rename, or delete a shared view, and those changes are propagated to all recipients of the view automatically.

April 2019

- **Shared Grid and Report Views**: This version of CASH Workflow introduces the ability to share grid and report views with other users or roles. Users with appropriate permissions can share views for reports (Pipeline & Performance) and grids (Processes & Tasks). This functionality will allow managers and supervisors to create common views for grids and reports for their team members, so everyone is looking at a consistent set of data.

- **IP Filtering Support**: CASH Workflow now supports IP (Internet Protocol) filtering capabilities that allow you to limit access to the application only from specific IP addresses specified in Security Administration. IP addresses that are not white-listed will be blocked from the accessing CASH Workflow application. This is an optional capability; Financial Institutions who choose not to use this functionality will not be impacted. For more information, refer to the IP Filtering section in Security Administration Help.

March 2019

- **Updated Pause Behavior**: This version of CASH Workflow adds the option to continually update the due dates and keep the SLA unchanged while a process is paused. Previously, the due dates did not update automatically while the processes were paused. As a result, the processes, their tasks and phases could become critical or late while paused. Users can now configure a template level setting to update due dates and keep SLA unchanged while the process is paused.

- **Active Tasks on Process Grid**: CASH Workflow now provides users an easy way of viewing active tasks of a process directly from the process grid. A user can click on the process state and SLA icon to view the list of all active tasks including the assignee, due date, and status for each. Additionally, a new optional “Active Tasks” column is now available on the process grid that displays the names of all active tasks for each process. The data in this column can also be downloaded to Excel through the Download action on the process grid.

- **Manage saved views**: CASH Workflow introduces a more streamlined user experience for creating, updating, renaming and deleting views for Process and Task grids and Pipeline and Performance Reports. Users can now perform all these actions from a single menu. Additionally, users can now specify self-created views as defaults for the grids and reports. When user goes to a particular grid or report after login, the data will load using the default view. The system provided default view is still available and has been renamed as “Standard” view. After the first-time login, the grids or reports will load with the “Standard” view, but user can change that any time they want.

January 2019

- **Updated CASH Workflow Onboarding and Setup for new customers**: This version of CASH Workflow streamlines the new customer on-boarding process by installing sample process templates. The templates are automatically installed when a new customer is granted a CASH Workflow license. New customers receive the CRE (Commercial Real Estate) Loans template and the C&I (Commercial and Industrial) Loans template. New customers can use these templates as is or as a starting point when creating their own.

December 2018

- **Management of Dispositions & Document Categories:**CASH Workflow now provides users the ability to create, modify and delete dispositions (i.e. various end states such as ‘Approved’, ‘Denied’, ‘Boarded’ etc.) and document categories. Users with appropriate permissions can manage these entities themselves without the need to involve Wolters Kluwer personnel. Newly created or updated dispositions and document categories will be immediately available for use. Select Dispositions and Document Categories *(on page 112)* for more information.

- **New Integrated Task (Enter Rent Roll):** This release of CASH Workflow improves integration further with CASH Suite with the introduction of another integrated task (Enter Rent Roll). Users can now define tasks in the templates to enter rent rolls for income generating properties by using dynamically generated links. After completion of work, the tasks can be marked done either directly from CASH suite or through CASH Workflow. Select Enter Rent Roll *(on page 61)*for more information.

- **Max. Number of Columns in Grids:** CASH Workflow now supports the addition of any number of columns to the Processes and Tasks grids. Previously, users were not allowed to add more than 8 columns at a time to the grids, but that restriction has now been lifted.

November 2018

- **New Integrated Tasks:** This release of CASH Workflow introduces two new integrated tasks: Spread Tax Returns and Spread CRE Operating Statements. The introduction of these tasks further improves the integration between CASH Workflow and CASH Suite. Users can add tasks to their process templates, and assignees can use the links provided within these tasks to automatically load appropriate files in the CASH CRE or CASH Insight modules. After the work is complete, assignees can mark the tasks complete directly from CASH Suite as well.

> **Note:**
> To user Integrated Tasks functionality, you must upgrade to version 6.3.

- This release resolves an issue where the claim, assign and reassign actions executed from the Tasks grid were not working for tasks with a sticky assignment (same assignee for specific roles).

June 2018

- The June release of CASH Workflow adds the ability to include working links to other websites (i.e. URLs) to tasks and moves the What's New information to a more visible location in the Help menu.

February 2018

- **Process Visualization**: This release introduces a new way of looking at processes. Process Visualization provides a complete visual history and progress of an active process to date. This live view, accessible from process or task detail pages, shows the path(s) taken, including previously completed, currently active, and upcoming future tasks. It helps a user understand exactly where they are in the process and how they got there. Color coded tasks and phases provide a complete SLA status of the process. A user can also go directly to specific tasks by using actions available within the live view. Several filters let a user highlight relevant parts of the diagram by focusing on their own tasks or tasks for one particular role or roles within the process. Process Visualization provides a high level view of the overall process for managers and an easy way to dig deep into specific parts of the process for team members. In addition, the historical view of completed and stopped processes will be valuable from an audit and compliance perspective.

- **Improvements**: Several small improvements are included in this release. Users now have the ability to overwrite previously saved views for grids and reports. New search capability helps users find the right documents within the process or any of its tasks quickly. All grids now have a reload option available plus tool tips have been added to column names for process and task grids. Lastly a manage link is now available on profile screen so users can easily change their password and or challenge questions.

January 2018

- **Performance Report**: This release introduces a new report to analyze and compare the work performance of employees based on how they are doing against their assigned workflow tasks. Managers can review the performance of a particular employee or compare multiple employees against each other. The assigned task and hour count together provides a complete picture of employee's workload. The graphical view helps identify the bottlenecks quickly, and tabular view with filtering and sorting options provides further details so appropriate actions can be taken to address those problems. Managers will easily be able to see the unassigned/late and critical tasks for each job function and take actions to get those tasks completed. Users can save multiple customized views of this report to quickly access relevant data in the future. Additionally, tabular data from these reports can be exported to Microsoft Excel format for further use.

- **Bulk Actions for Documents:** Users can now work more efficiently and take actions (upload, download, move or delete) against multiple files. Previously, these actions had to be performed one file at a time. Users can choose one or more files within a placeholder and download, move or delete those with a single click. Users also have the ability to download all the files from a process itself or all the files within a placeholder through a single action. When multiple files are selected for download, a zip archive is created. During upload, if some of selected files are invalid (due to their format or size), the rest will still be uploaded. User can retry or cancel selected or all the erroneous files in one go as well.

December 2017

- **Pipeline Report**: Users will now have access to a pipeline report that shows all the active processes/loans/transactions in the system. Users will be able to view the total dollar in the pipeline with respect to different time horizons. They can also toggle between graphical and tabular data. Users can apply various filters and create custom views for the report as well.

- **Enhanced Search and Filters on Grids**: Both tasks and processes grids now have advanced filtering and improved searching capabilities. Filters allow users to quickly get to most relevant data while enhanced search works not just on the name column but on all visible columns in the grid. Several optional columns are also available for both grids and user can pick and choose the most relevant ones for each. Users also have ability to download all or selected data from a grid as Microsoft Excel files. Lastly, users will be able to create multiple custom views of each grid including filter and column selection. These views will be useful to quickly get to most relevant data in the future.

November 2017

- **Integrated Task (CASH Spread Financial Statements):** This version introduces first integrated task to improve integration between CASH Insight and Workflow. Users will now be able to define tasks in Workflow to ‘spread financial statements’ in CASH Insight. When such tasks are executed, assignees can use the links provided within the tasks to automatically open up CASH Insight with appropriate spreads loaded. After spreading is complete, users will also be able to mark their spreading activities or workflow tasks complete directly from CASH Insight. Future versions will contain support for more such integrated tasks.

- **Multi-Account Support:** Any user that belongs to more than one account will now be presented with a selection screen at the time of login to choose the appropriate account. Once successfully logged in, such users will have an option to switch to one of their other accounts during the session.

October 2017

- **Email Notifications:** Workflow can now send email notifications to users for various activities. This is in addition to standard desktop notifications for task assignments. Emails can be generated for various process and task specific activities and not just for assignment activities. By default all the email notifications are turned off for users but those notification preferences can be set up by users through ‘My Settings’ page. Once set up, users will receive email notifications to their registration email address when appropriate task and process specific activities take place in the system.

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Chapter 3. Overview and the Dashboard

CASH Workflow helps achieve full automation of a business workflow.

- CASH Workflow provides instant visibility and control of a workflow by showing information about processes including tasks, due dates, and status.
- Process Templates help manage workflows efficiently. Administrators can set up templates quickly and efficiently by dragging and dropping template components, defining data points, and managing users and roles.
- Users complete tasks in a Process. A personalized dashboard helps a user manage and complete tasks in a Process by displaying a user's tasks, notifications, alerts, and all tasks in the system.

Accessing CASH Workflow

CASH Workflow can be accessed directly from the CASH Workflow URL, from a product in CASH Suite, or the CASH Suite Opportunity module. To access CASH Workflow:

- Open the URL for CASH Workflow. Enter login credentials.
- In CASH Suite, open a product. On the Main tab, select **Start Workflow**. Select a template, and select **Start**. Select **OK** to confirm the process.
- In CASH Suite, open the Opportunity module and select **Pipeline**. Double-click an opportunity. Select **Workflows** in the left pane. Select **Start Workflow** and select a workflow process.

> **Note:**
> To log out of CASH Workflow, select your name in the upper-right corner, and select **Logout**.

Dashboard Overview

The Dashboard is the home page for CASH Workflow, and the first page that opens after a user logs in. The Dashboard includes the following areas.

- The upper-right corner provides access to user settings and notifications.

- The left pane provides access to Processes, Tasks, Reports, Manage, and Help functions.
- The right panes includes My Tasks, My Processes, All Processes, Alerts, and Workload sections.

> **Note:**
>
> To return to the Dashboard from any page, select the Wolters Kluwer logo in upper-left corner on any page.

User Settings and Notifications

User Settings

- To access user settings, select your name and select **My Settings**.
- With Profile selected, select **Manage**.
    - A profile page opens in Security Administration where you can change your password, edit your security questions, and view the accounts where you have access.

Notification Settings

- To access notifications settings, select your name and select **My Settings**.
- Select **Notifications**.
- Select the option to receive notifications. Select options for receiving specific task and process notifications by email.

  > **Note:**
  >
  > To view notifications at a glance, select to the left of your name. The number next to the bell shows the number of notifications.
  >
  > - Select **Clear All** at the bottom of the Notifications pane to remove all notifications.
  > - Hover over a notification and select **X** to delete the notification.

Left Pane

The left pane provides access to Processes, Tasks, Reports, and Manage menus.

- **Manage**: The Manage menu allows administrators to create process templates, manage users, create data types, and configure working schedules.
  - The Manage menu only displays for users with administrator rights.
  - Select **Process Templates** to view, create and test Process Templates.
  - Select **Data Views** to show all Summary views and Data Cards defined in the system. Administrators can create new or update existing Summary views and Data Cards. The Summary views and Data Cards are used when a Process Template is created.
  - Select **Data Entity Types** to view all Data Entities Types. Administrators can define new data points to collect information for tasks and processes.
  - Select **Roles** to view all roles, add new roles, or edit existing roles.
  - Select **Users** to view all users in the system and assign or remove roles for a user.
  - Select **Configuration** to define a working schedule for the institution. The working schedule applies to completion dates for tasks and processes.

Processes

Processes

The Processes menu allows a user to view a list of all processes in the system and a list of processes assigned to the user.

- Select **Processes** and a specific process to view the Process Details page.
- Processes can be sorted by due date.
- To view all processes, select **Processes** and **See All**. The Processes grid displays with all the processes including name, process, customer, assignee, role, due and completed information.
- For Help information about processes, select Users: Processes *(on page 121)*.

Tasks

The Tasks menu provides a list of tasks assigned to the user and access to a grid with all tasks for all users.

- Select **Tasks** in the left pane and select a specific task to view Task Details page.
- Tasks can be sorted by due date.
- To view all tasks, select **Tasks** and **See All**. The Tasks grid displays all the tasks including name, process, customer, assignee, role, due and completed information.
- For Help information about tasks, select Users: Tasks *(on page 130)*.

Reports

The Reports menu provides access to Pipeline and Performance report s. The Pipeline report shows all the active processes/loans/transactions in the system. The Performance report helps administrators analyze and compare the work performance of single or multiple employees against their assigned tasks.

- **Pipeline Reports**
  - Pipeline reports can be customized and saved for future use.
  - Pipeline totals can be viewed in a graph or table format.
  - Reports can be filtered by SLA, projected, product type, process type, account rep, location, due, phases, amount, context, progress, started, day, week, month, and quarter filters.
  - For Help information about Pipeline reports, select Pipeline Reports *(on page 142)*.
- **Performance Reports**
  - Performance reports can be customized and saved for future use.
  - The number of on-time, late, and critical tasks for assignees or roles can be viewed in a graph or table format.
  - Reports can be filtered by assignees, roles, tasks, hours, state, SLA, due, actual, completed, phase, planned, process type, product type, started, and stopped filters.

  - For Help information about Performance reports, select Performance Reports (For Administrators) *(on page 150)*.

Manage

The Manage menu provides the following functions for administrators: creating process templates, managing users, creating data types, and configuring working schedules.

- The Manage menu only displays for users with administrator rights.
- Select **Process Templates** to view, create, and test process templates.
- Select **Data Views** to show all summary views and data cards defined in the system. Administrators can create new or update existing Summary views and data cards. The summary views and data cards are used when a process template is created.
- Select **Data Entity Types** to view all Data Entities Types. Administrators can define new data points to collect information for tasks and processes.
- Select **Roles** to view all roles, add new roles, or edit existing roles.
- Select **Users** to view all users in the system, and assign or remove roles for a user.
- Select **Configuration** to define a working schedule for the institution. The working schedule is used when determining completion dates for tasks and processes.

Dashboard Sections

The Dashboard includes the following sections in the right pane.

- **My Tasks**: My Tasks shows the total number of tasks, and the number of On Time, Critical, and Late tasks for a user. Specific tasks can be accessed from this section. For Help information about tasks, select Users: Tasks *(on page 130)*.
- **My Processes**: My Processes shows the number of On Time, Critical, and Late processes for a user. For Help information about processes, select Users: Processes *(on page 121)*.

- **All Processes**: All Processes shows the number of New, In Progress, and Completed processes for the previous three months. For Help information about processes, select Users: Processes *(on page 121)*.
- **Alerts**: Alerts display Critical, Late, or Unassigned tasks and processes for the last 7 days (including the current day) that indicate that action is required. The most recent alert displays first. Select the alert to display detailed information for the alert.
- **Workload**: Workload shows the assigned hours and task count for each role in CASH Workflow.

Active/Inactive Sessions

What is a session?

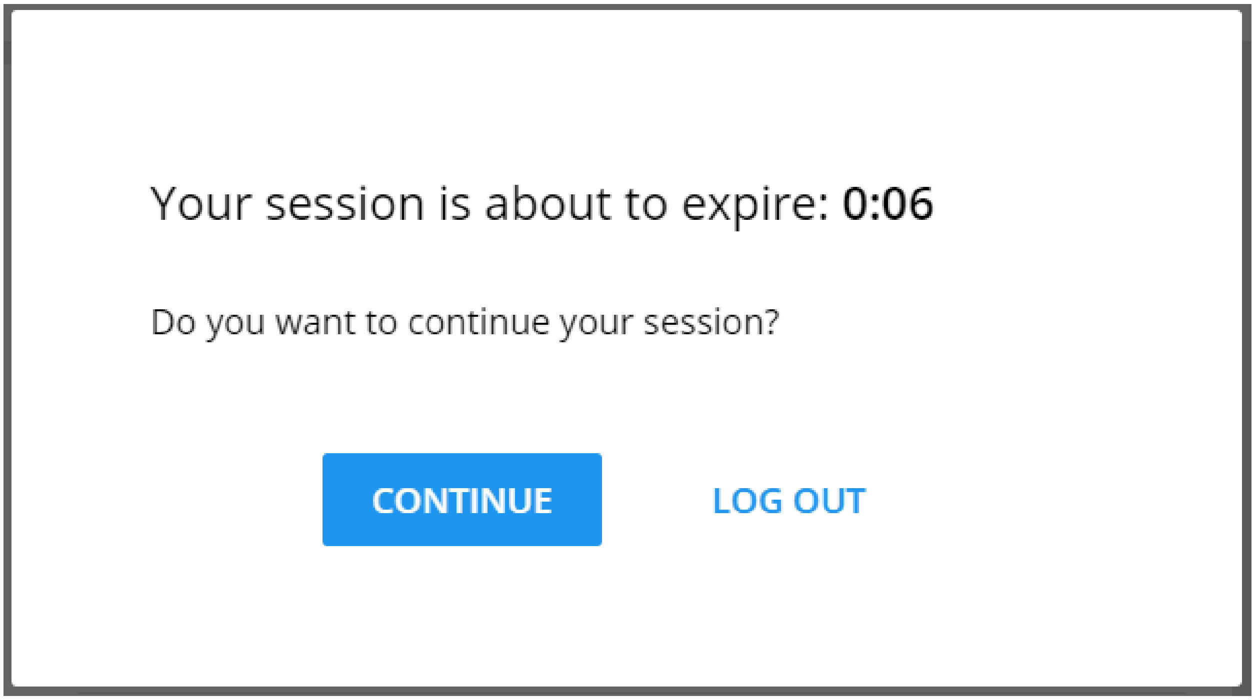
After you sign in, you are uniquely identified and a session is started allowing you to use CASH Workflow. As long as you remain active in CASH Workflow, you do not need to sign on again. After a 20-minute period of inactivity, the session is ended.

How do I remain in an active session in CASH Workflow?

Navigating between pages, entering data, or scrolling on a page is remaining active in CASH Workflow. After 15 minutes of inactivity, an 'Inactive Session' message displays. Select **Continue** to continue the session and avoid having to sign in.

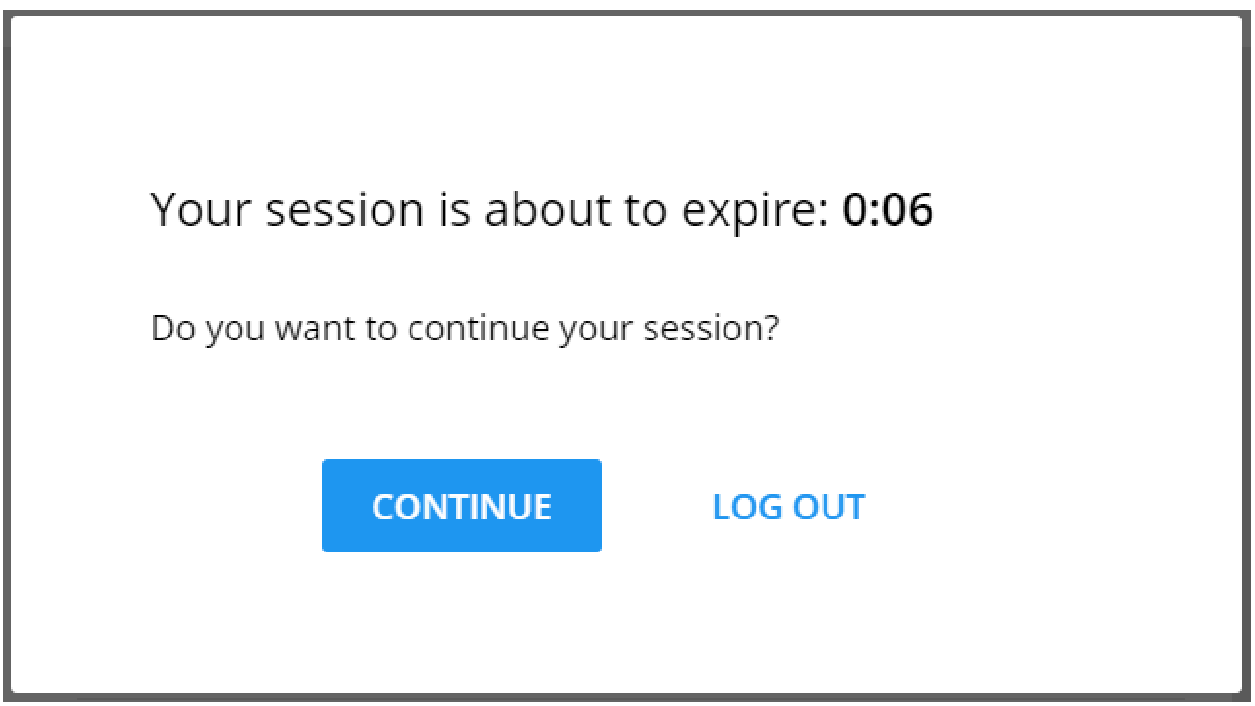
Why am I receiving an Inactive Session message?

If you are inactive for 15 minutes, the 'Inactive Session' message displays to protect against unauthorized use. You must select **Continue** to continue the session and avoid having to sign in again. If you do not select **Continue** prior to the session timeout at 20 minutes, the 'Session Expired' message displays, the session is ended, and you are logged out.



Why did my session timeout?

If you were inactive for 20 minutes and did not select **Continue** when the 'Inactive Session' message' displayed at the 15 minutes point during the 20 minutes period of inactivity, the 'Session Expired' message displays, the session is ended, and you are logged out to protect against unauthorized use.



Chapter 4. Managing Views on Grids and Reports

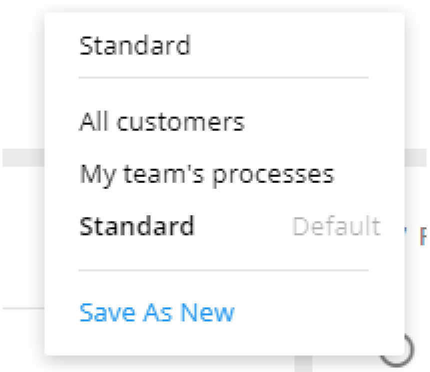
Custom views provide streamlined access to data most relevant to users. With options like filters, data sorting, column selection and ordering, users can create a data view that applies to their work and save it with a name for easy access in the future. Users can create any number of views for grids and reports. Custom defaults for specific grids or reports can be set up so a grid or report always opens with a specific view.

- To prioritize their daily work, task assignees can create their own views that display only the tasks assigned to them, sorted by SLA. A view can be set up as a default so the view displays each time a user signs on.

- Managers and supervisors can create custom views and set those views as defaults for their team members. When teams members sign on, all members view the same view and data.

Standard View

The Standard view is the default view for each grid and report and displays after a user CASH Workflow the first time.



- The Processes grid's Standard view shows only active processes.

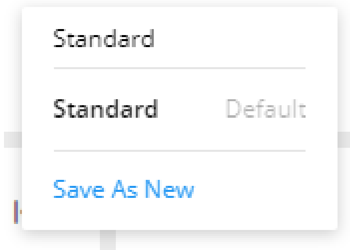
- The Task grid's Standard view shows only active tasks.

- The Pipeline report's Standard view shows total dollar amount per month.

- The Performance report's Standard view shows number of tasks per assignee along with their SLAs.

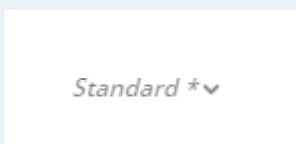
Creating a Custom View

1. On a task or reports grid, select **Standard** or other custom view from the list.

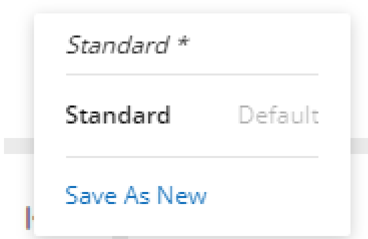


2. Make changes using filters, sorting, column selection, and reordering.

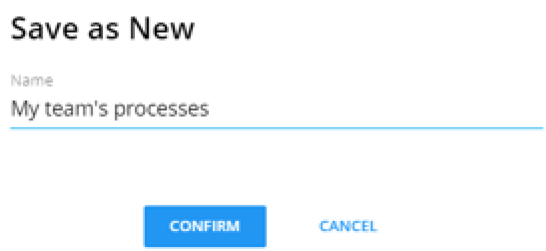
Note:
The state of the selected view is changed to modified as indicated by the text in italics and the asterisk.



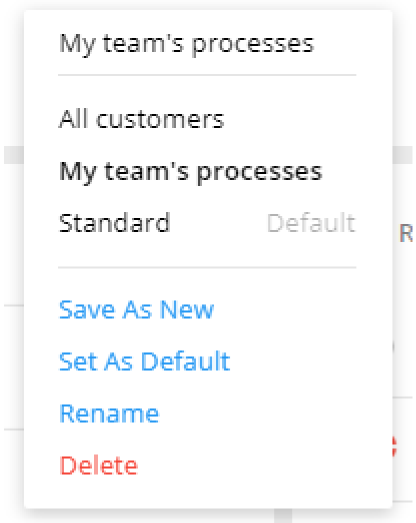
3. To save the view, select **Save As New**.



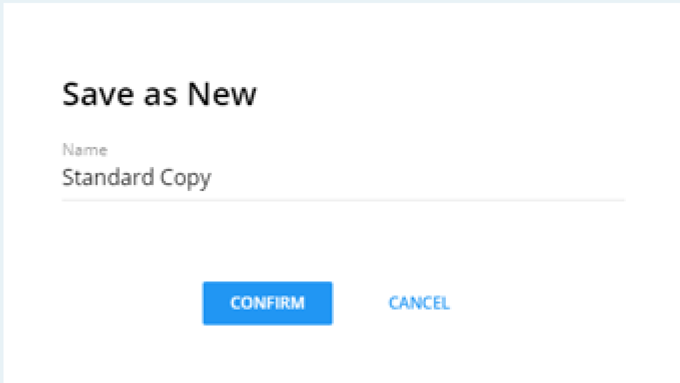
4. Enter a name for the new custom view select **Confirm**.



After the view is saved, it displays in the views list.



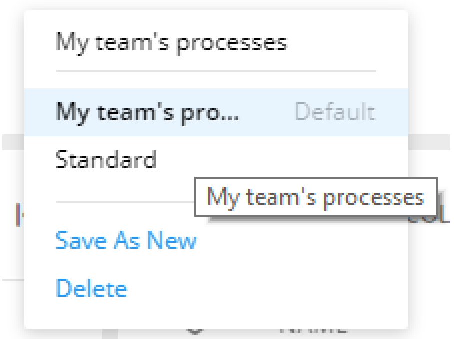
Note:
The custom view should have a unique name. If an existing name is entered for a view, 'Copy' is added at the end of the name.



Note:
A custom view name should be unique. If a view already exists with the same name, the text ‘Copy’ will be added.

Setting a Custom View as a Default View

Select a custom view for the task grid or report to make it a default view. Select **Set as Default** in the view list. Each time the grid or report is opened, the view designated as a default view will open. The current view in the list displays in bold font as shown below with the **My team's processes** view.

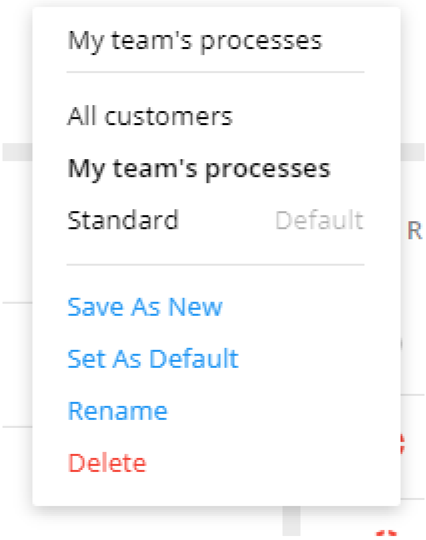


Note:
Each user can have only one default view per grid or report.

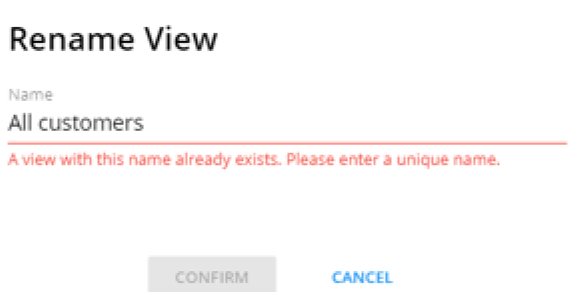
Renaming a Custom View

Note:
The Standard view cannot be renamed.

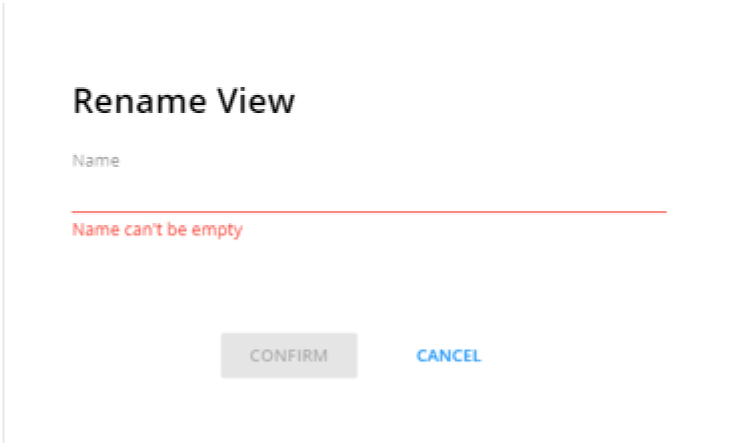
To rename a custom view and keep all the existing settings, open the view. Select **Rename** in the list. Enter a new name and confirm the change.



If the new name is an existing name, a message displays. A unique name must be entered before **Confirm** is available.



If Name is empty, a message displays. A name is required before **Confirm** is available again.

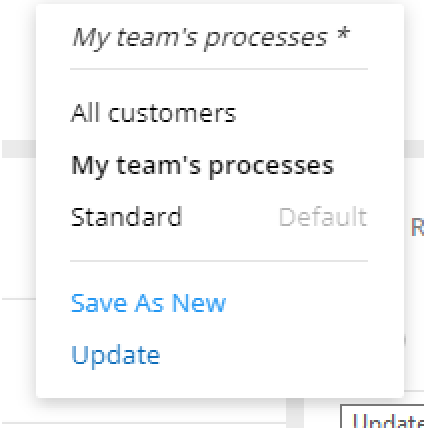


If the name is more than 100 characters, a message displays and **Confirm** is disabled. Shorten the name to 100 characters or less and **Confirm** will be available again.

Updating a Custom View

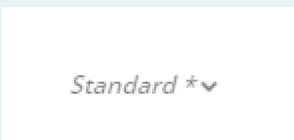
> **Note:**
> The Standard view cannot be updated.

To update a custom view, select the custom view and **Update**.



Use filters, sorting, column selection, and reordering to make changes.

Note:
The state of the selected view is changed to modified as indicated by the text in italics and the asterisk.



The previous settings will be overwritten. The view will be updated with the new setting and its state will change from modified to normal.

Sharing Grid and Report Views

Users with 'Share Grid Views' and 'Share Report Views' permissions assigned in Security Administration can share their custom views for grids and reports with other users or roles. The users who create the views are considered owners of those views. Owners can modify the views (change filters, reorder columns, rename or delete the view) and those changes are propagated to all the recipients. Any recipient with sharing permissions can also share those views further with others, but only owners can modify, rename or delete shared views.

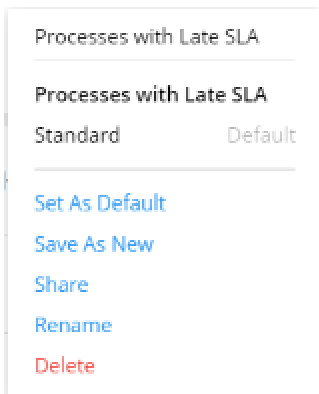
Sharing grid and report views provide the following benefits:

- Managers and supervisors can create custom views for their groups or departments and share with their team members, so everyone is looking at the data consistently. Also, managers can modify the shared views once and the changes are available for all the recipients.

- If task assignees find certain custom personal or shared views beneficial, they can share those with others in similar job function so everyone can benefit. The views don't need to be reconstructed multiple times.

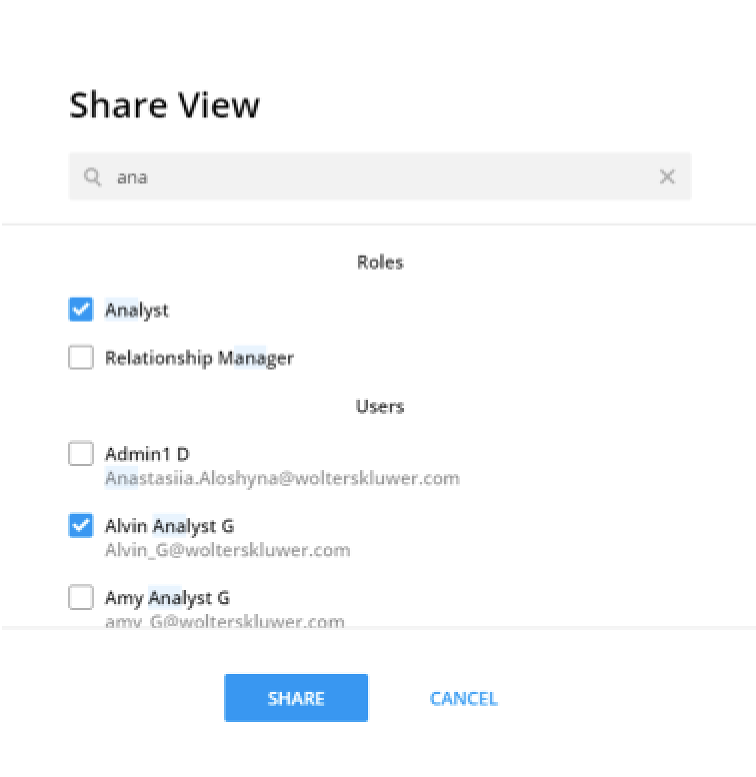
Sharing a View

1. Select a personal or shared view. Select **Share** in the list.

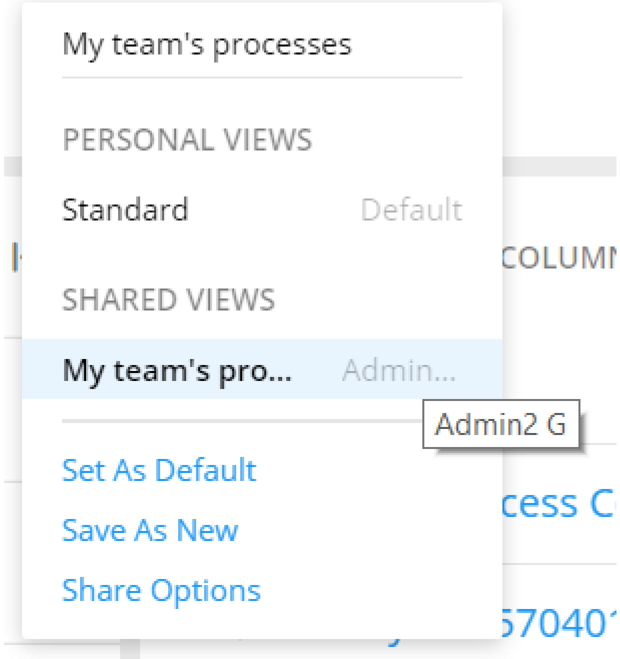


2. Select the users and roles to receive the shared view.

Note:
Search is available for searching for a user.



- The recipient receives the view if they have the selected role or User ID. In the example above, the view will be shared with Alvin as well as everyone with the Analyst role. Although Alvin doesn't have the Analyst role, the view will still be shared with him as a selected user.
- All recipients will see the shared views under the Shared Views heading in the list. The owner name displays next to the name of the view. In this example, the owner for the shared view is Admin2-G.



- A user's personal views and the Standard default view display under the Personal Views heading in the list.

- To modify users and roles for a shared view, select the shared view and select **Share Options** in the list. Update the roles and users to receive the shared view. To modify users and roles, a user must have the 'Share Grid Views' and 'Share Report Views' permissions assigned in Security Administration.

- To set a shared view as a default view, select the view and select **Set as Default** in the list.

- To save a shared view as personal view, select the view and select **Save As New**.

> **Note:**
> Only the owner can modify, rename, or delete a shared view.

Assigning an Owner

Overview

If a view was created and shared by a user, and the user was later removed from the system (for example, they left the organization), the view will continue to show up for recipients as a shared view but with a **No**

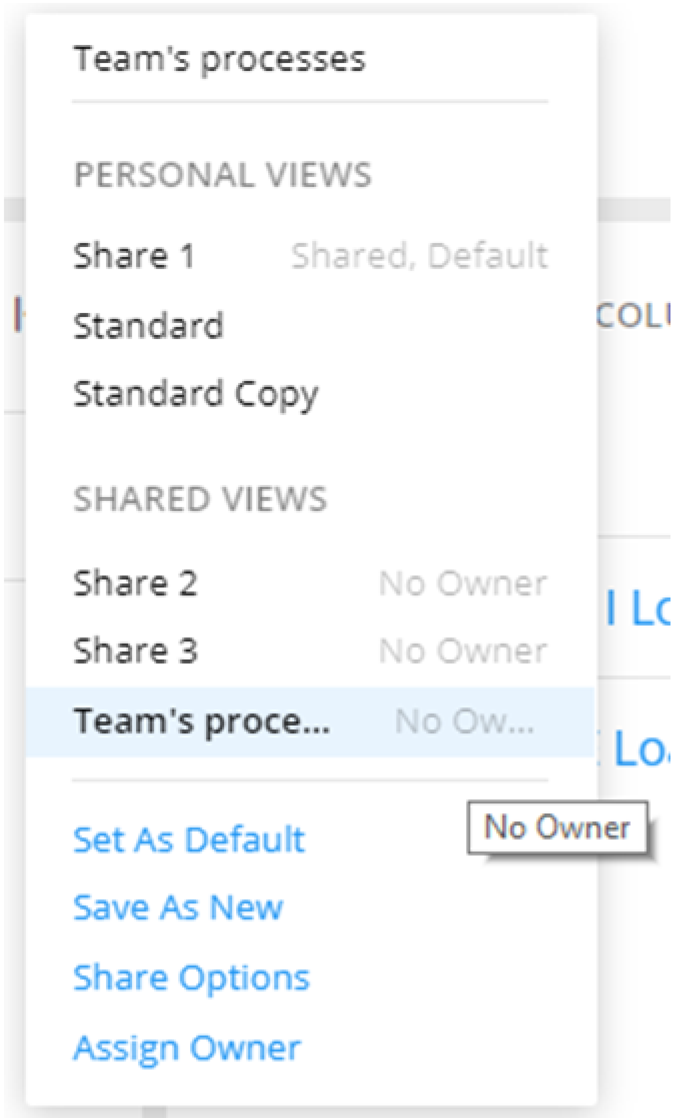
Owner label. Any user with whom this view was shared with originally would now see an **Assign Owner** action and can use it to specify a new owner.

Note:
Only the users with **Share Grid Views** or **Shared Report Views** permissions will be eligible to be the new owners of appropriate views. This will ensure that the shared views remain in the system, and someone else can take their ownership and maintenance even if the original owner is removed from the system.

Assigning an Owner to the Shared View

1. Select the shared view with the No Owner label.

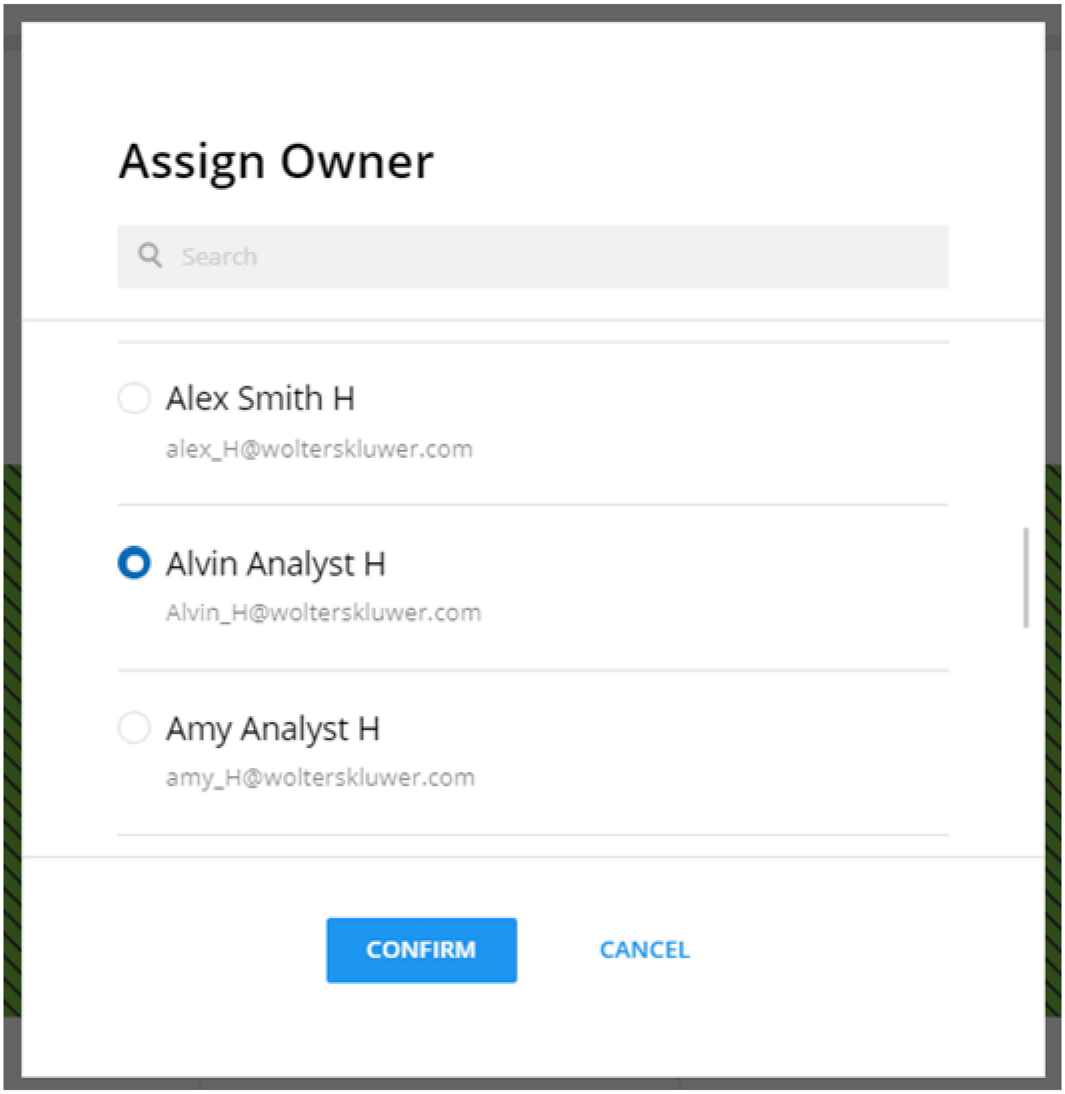
   Note:
   The Assign Owner is present in the list.



2. Select a user to assign as an owner to the view.

Note:

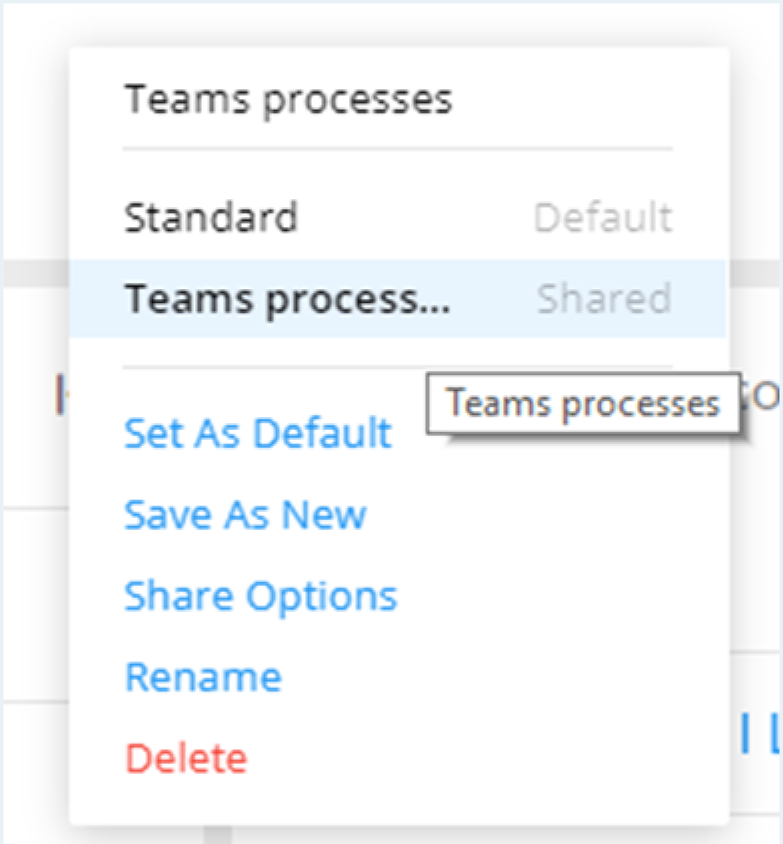
Users with Shared Grid Views and Share Report Views permissions display in the list. Use Search to find the a user. Only a single user can be assigned.



Note:

- The selected user becomes the new owner of the view. In the example above, the view will now be owned by Alvin and the view will display in his **Personal Views** section.
- All previous sharing settings are retained.

- All recipients will now see Alvin as the owner of this view.
- If the previous owner is re-activated in the system, then all his views will be owned by him as well. That means that there will be 2 owners now.



Deleting a Shared View

Owners can delete a shared view.

To delete a shared view, select the view and select **Delete**. Select **Confirm** to confirm the deletion.

Note:
The delete action is irreversible. The view is deleted for the owner and all recipients of the shared view.

Chapter 5. Groups and Locations

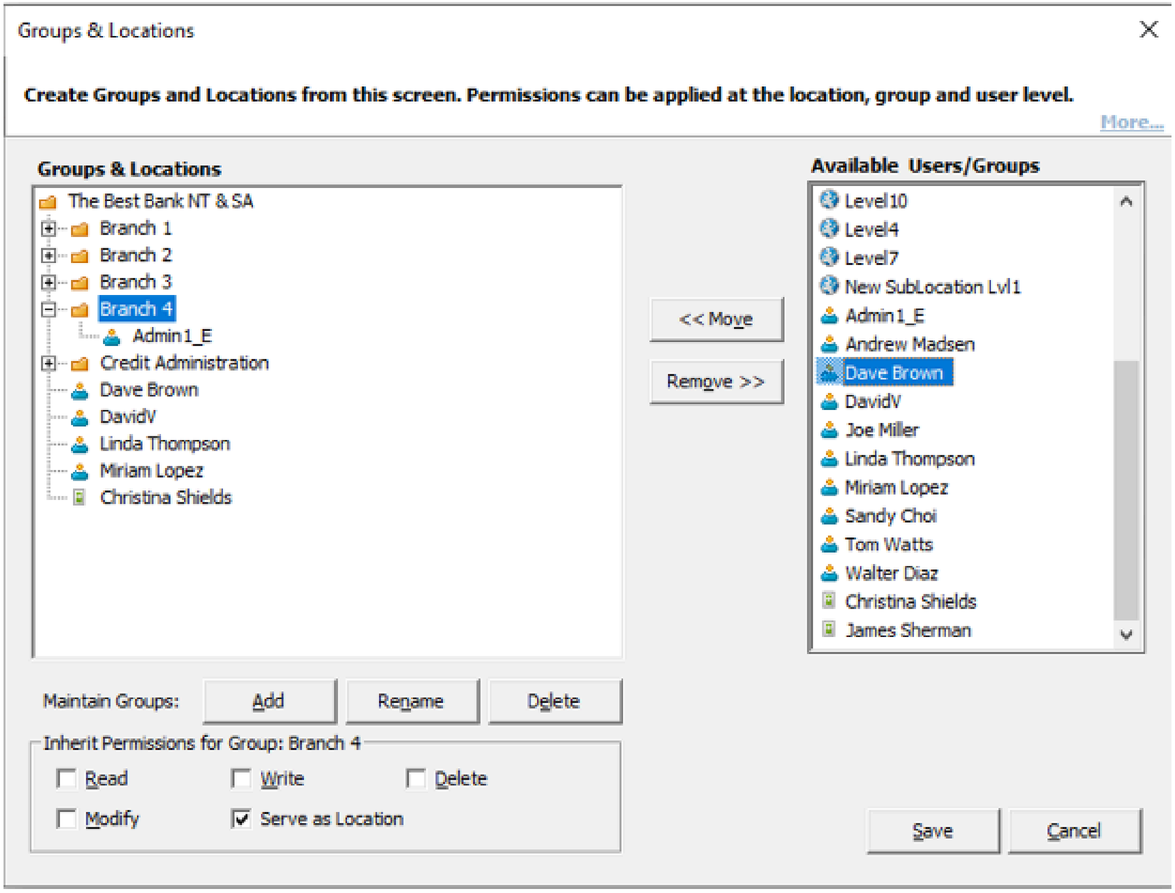
In CASH Suite, groups and locations can be set up and users can be assigned to the groups and locations. CASH Workflow will display the groups and locations set up in CASH Suite. A user will see only the processes and their related information (dashboard, tasks, alerts, notifications) that belong to the groups and locations where they have access.

Note:
Changes and maintenance of groups and locations must be completed in CASH Suite.

Assigning a Location to a User

1. Log in to CASH Suite.
2. Select **Groups and Locations** on the Admin tab.
3. Verify **Serve as Location** is selected.
4. Select a location.
5. Select a user and select **Move**.

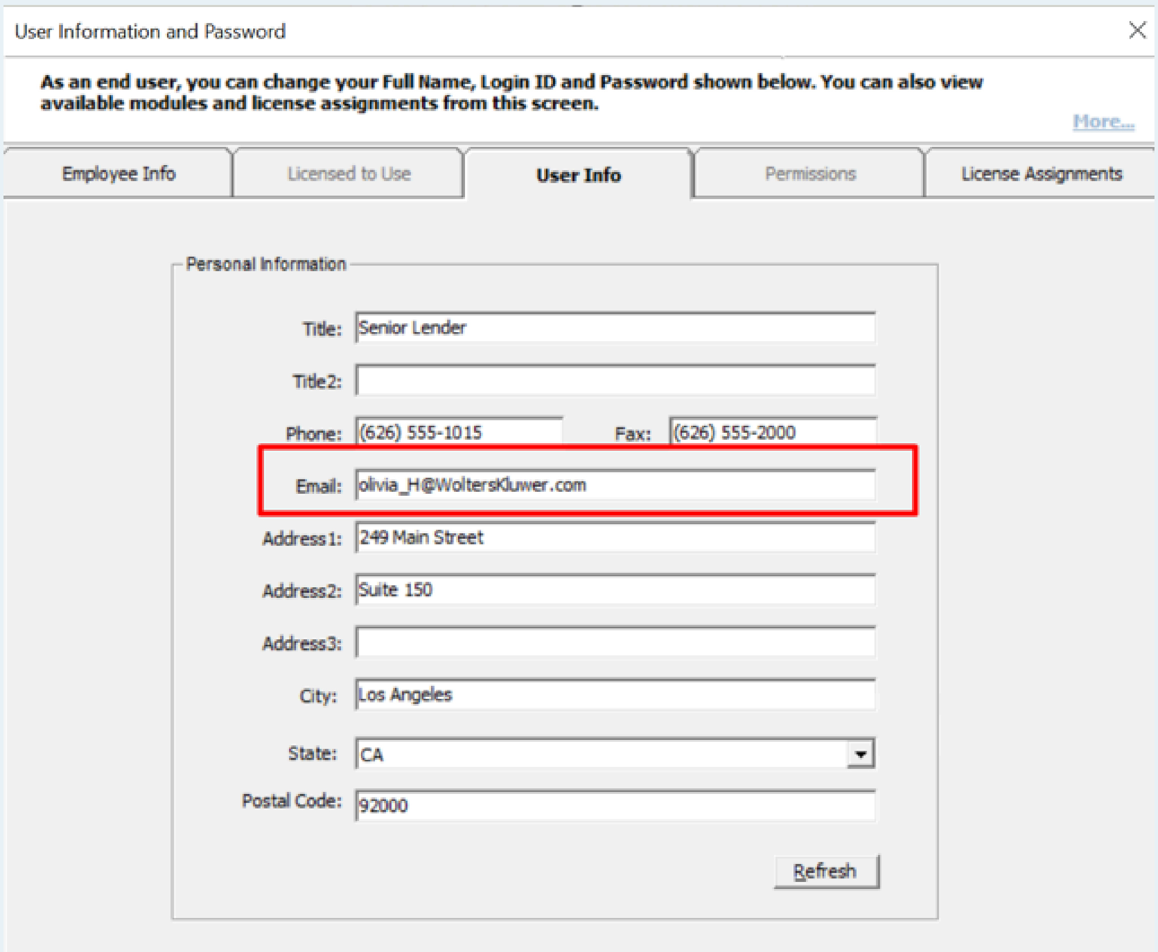
   Note:
   Select **Inherit to sub-group** to add the user to all locations below the selected location.



6. Select **Save** to apply the changes.

> **Note:**
> After the changes are applied, CASH Workflow will display data on grids and reports according to the locations where a user has access.

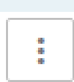
> **Note:**
> Verify the user's email address in CASH Suite and the User Name in Security Administration are identical. A user must log in with the same email address to see the same data in CASH Suite and CASH Workflow.

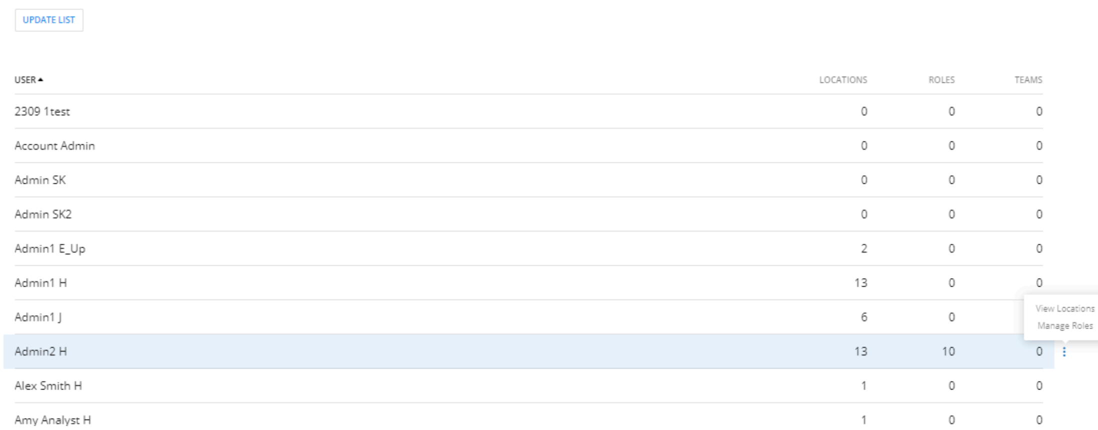


Viewing a User's Groups and Locations

A user assigned the **Manage Users** permission for CASH Workflow in Security Administration can view the groups and locations assigned to a user on the Users grid without having to log in to CASH Suite. The total count of all locations assigned to a user is shown in the Locations column next to the user's name.

1. On the Users grid in CASH Workflow, select the  for a user and select **View Locations**.

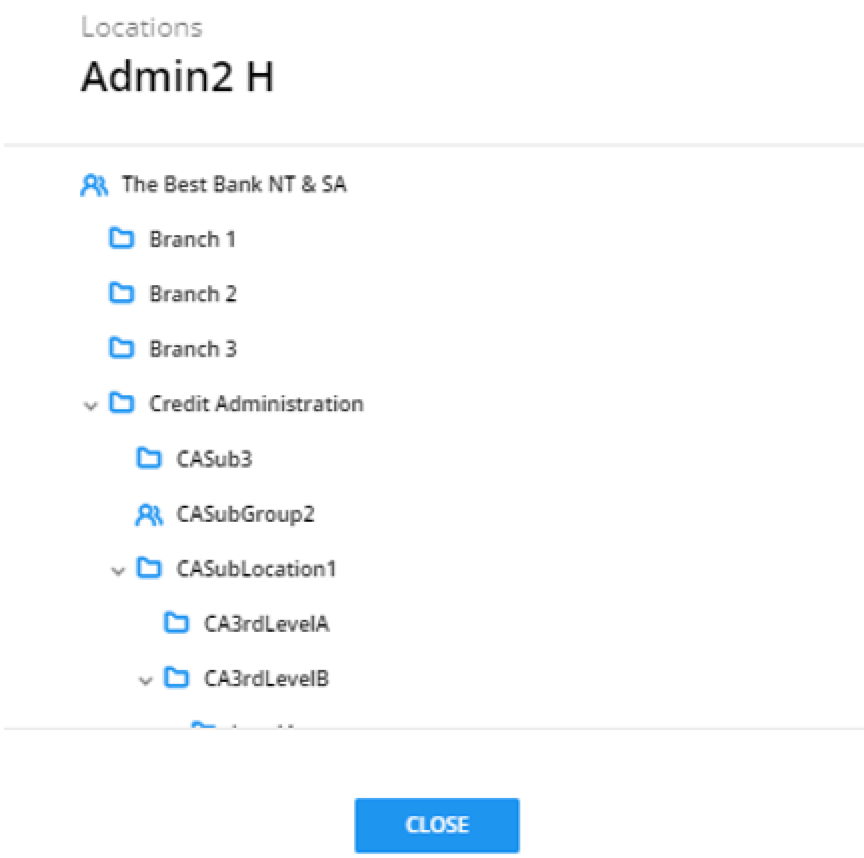
> **Note:**
> If a user is not assigned to any location in CASH Suite, **View Locations** will not be available in the  menu.



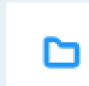
UPDATE LIST

USER ▲	LOCATIONS	ROLES	TEAMS
2309 1test	0	0	0
Account Admin	0	0	0
Admin SK	0	0	0
Admin SK2	0	0	0
Admin1 E_Up	2	0	0
Admin1 H	13	0	0
Admin1 J	6	0	
Admin2 H	13	10	0
Alex Smith H	1	0	0
Amy Analyst H	1	0	0

2. Expand and collapse the locations to see all assignments.

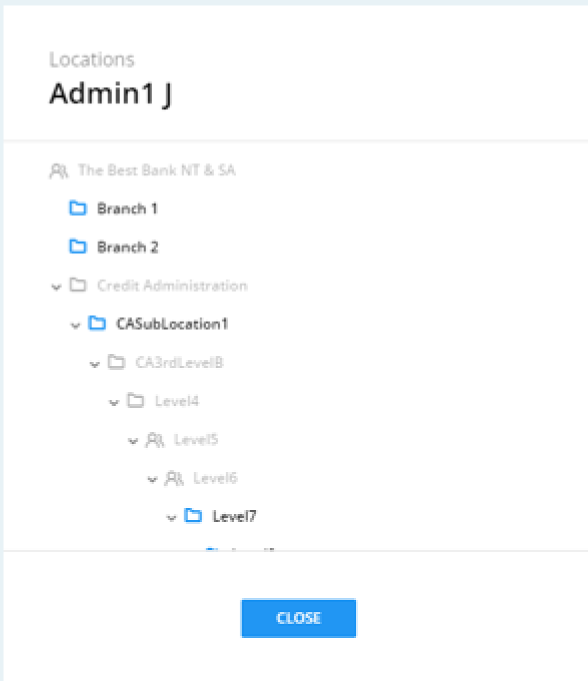


Note:

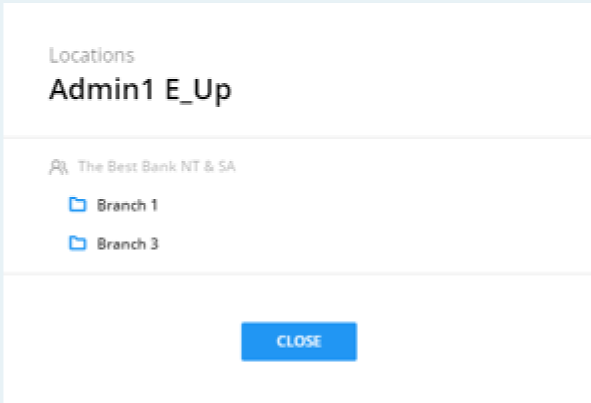
 refers to an available group.  refers to an available location.

Note:

Groups and locations only display in the tree view if the user has been assigned to groups and locations under a branch. Groups or locations not assigned to a user display in gray text.



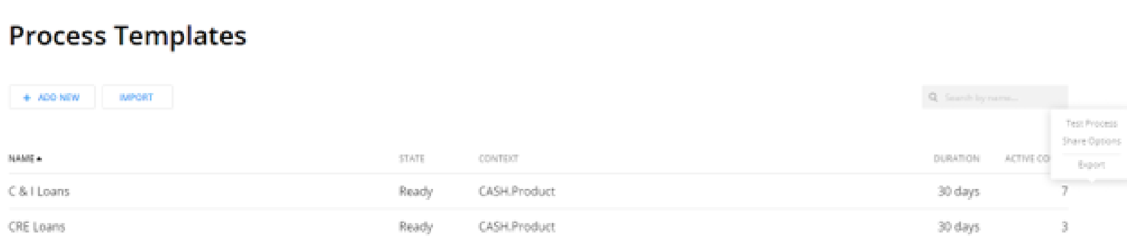
If a user is not assigned to a group or location in a branch, the entire branch structure will be hidden from the user's view. In the example below, **Credit Administration** and all sub-locations are hidden for the user.



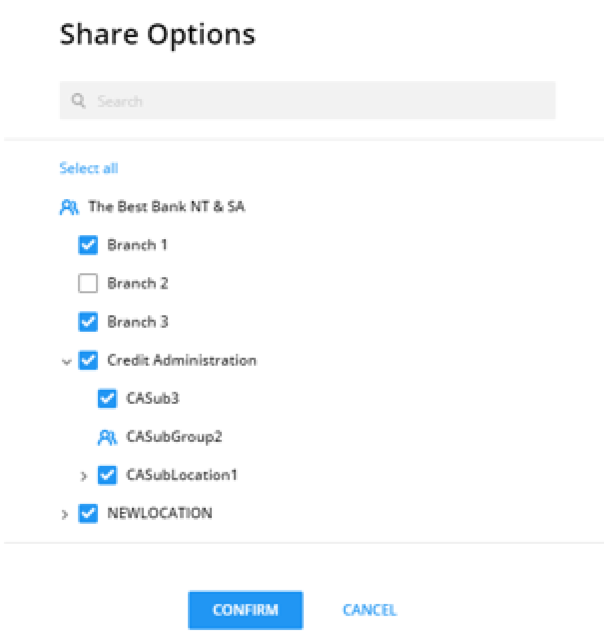
Sharing a Process Template with a Group or Location

In the Process Template grid, a user assigned the **Manage Process Templates** permission for CASH Workflow in Security Administration can share templates in a Ready state with one or more locations assigned to a user. This option allows sharing specific process templates with specific locations. If a template is not shared with a particular location, the users in that location will not be able to run processes against the template because the template will not be available when starting a Workflow process in the CASH Suite.

1. On the Process Template grid in CASH Workflow, select ⋮ next to a template and select **Share Options**.



2. Select the location(s) where you want to share the template.



> **Note:**
> Select **Select all** to select all locations. Select **Deselect all** to clear all locations.

3. Select **Confirm**.

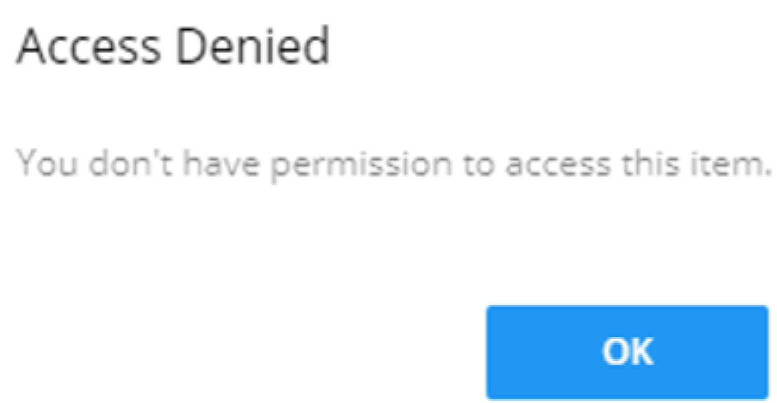
> **Note:**
> After selecting **Confirm**, the template will be shared with all the selected locations and will available in CASH Suite for starting a CASH Workflow process.

Error Message when Accessing a Process or Task

All data on CASH Workflow is segregated according to user's assigned locations. A user will be able to see only those processes and their related information (dashboard, tasks, alerts, notifications) in Workflow that are tied to locations that they have access to in CASH suite.

When a user's or a product's location is changed, all appropriate processes to move to the changed location.

If a user does not have access to a location, the user's assigned locations were changed, or the product's location was changed, the following message displays when a user attempts to access a process or task by a direct link.



Your Administrator can provide support in assigning a user to the appropriate location(s) in CASH. Suite.

> **Note:**
> If the Product location is changed, the associated active processes ((in progress, on hold) and product will be moved to new location. All "least busy" tasks will be assigned to the available user with the fewest number of tasks. All "queue" tasks will be put in a queue without a user’s assignment.

Logging into Workflow and Viewing an Empty Dashboard

All data in Workflow is segregated according to user’s assigned locations. A user will be able to see only those processes and their related information (dashboard, tasks, alerts, notifications) in Workflow that are tied to locations where they have access in CASH Suite.

If an empty dashboard displays when logging into Workflow, a user may not be assigned to any locations in CASH Suite or the location(s) may have been deleted. Your Administrator can provide support in assigning a user to the location(s) in CASH. Suite.

Note:
If a location was deleted, all active processes (in progress, on hold) will be visible for users that are assigned to the top-level location or a group. All historical processes (stopped, completed) will keep the name of deleted location.

Syncing Users with Groups and Locations in CASH Suite

If several users in CASH Suite are assigned to groups/locations in the same email, an empty dashboard may display in Workflow and locations will not display in the Users section for the users included in the email. An Administrator can update the email in the Users and Lenders section to resolve the issue.

Chapter 6. Integrated Tasks

Overview

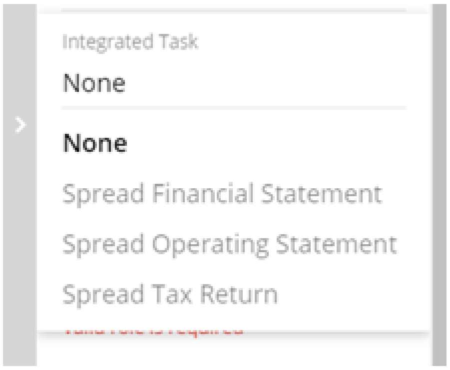
CASH Workflow supports tasks that can be completed using other Wolters Kluwer products such as CASH Suite. These tasks are called 'Integrated' because they contain dynamically generated links that allow users to automatically load appropriate files in specific CASH Suite modules such as CASH CRE, and CASH Insight. Users can complete these tasks directly from the CASH Suite without going back to the CASH Workflow. After an integrated task is marked complete in CASH Suite, the process continues, the same as with tasks completed in Cash Workflow. As of this release, CASH Workflow includes the following integrated tasks.

- Spread Financial Statement
- Spread Tax Return
- Spread CRE Operating Statement
- Enter Rent Roll

Configuring Integrated Tasks

To configure an integrated task, follow the process below.

1. In the Process Properties pane, select **Product**, **Customer**, or **Collateral** in the Context list.
2. Add a task to the template.
3. On the Task Properties pane, select the appropriate option in the Integrated Tasks list. Each task can have only one integrated task.



Note:
After selecting the integrated task type, select one or more appropriate entities (borrowers, guarantors, grantors etc.) that apply to the task.

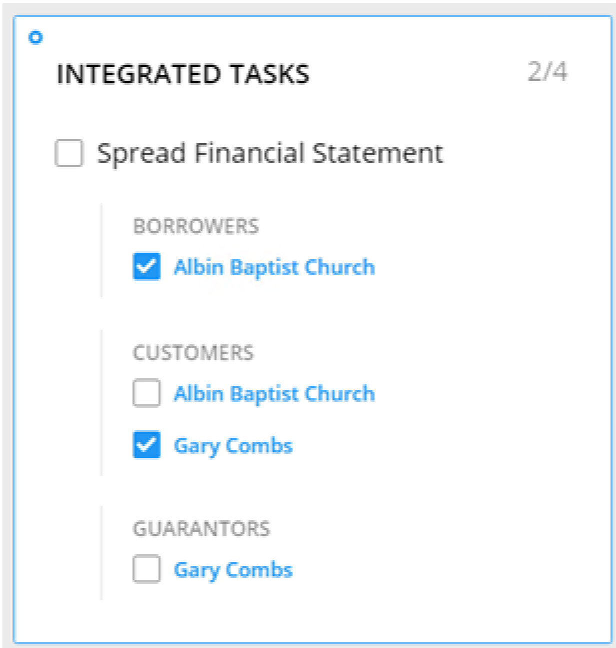
4. After completing the template, activate the template so it is available for users to start new processes.

Executing an Integrated Task

After an integrated task is started for a process, the Task Details page displays an Integrated Tasks card that includes one or more items (links) based on related loan entities, such as the number of borrowers or guarantors.

Selecting link opens the appropriate file in CASH Insight or CASH CRE. If loan entities are modified, such as removing or adding a borrower in CASH Suite, the Integrated Tasks card displays updated links in CASH Workflow after refreshing the page. If new entities are added to previously completed integrated tasks, a warning displays.

The example below displays a Spread Financial Statement integrated task that requires spreading for both borrowers and guarantors. The items on the card will be labeled with borrowers and guarantors names.



To mark a task complete, all the items on the Integrated Tasks card must be completed and checked  . All other data, document, and decision requirements must be met as applicable.

Completing an Integrated Task

Integrated tasks can be completed in CASH Workflow on the Tasks Details page, or in CASH Insight or CASH CRE by selecting **Complete My Tasks** on the Workflow menu. To mark a task complete, all items for an integrated task must be checked. All other requirements (data, documents or decisions) must be completed.

Cash Workflow includes the following integrated tasks:

- Spread Financial Statement
- Spread Tax Return
- Spread CRE Operating Statement
- Enter Rent Roll

Spread Financial Statement

A financial statement is a formal record of the financial activities and position of a business, person, or other entity. A personal financial statement provides a full balance sheet, a summary income statement, and a statement of contingent liabilities.

Financial statements for businesses usually include income statements, balance sheets, statements of retained earnings and cash flows but may also require additional detailed disclosures depending on the relevant accounting framework.

If a financial statement spread does not exist in CASH Suite for an entity (borrower, guarantor etc.), selecting the link opens CASH Suite so a financial statement spread can be created. Some information displays as defaulted. If multiple financial statements exist, the appropriate financial statement can be selected.

Configuring

1. Create a process template.
    - In the Properties pane, select **Product** in the Context list. Complete the other required information.
    - In Task Properties pane, select **Spread Financial Statement** in the Integrated Task list.
    - Select an option in the Integrated Task Entity list. Example: If 'Borrower' is selected, selecting a link for the borrowers related to the loan will load their spread directly in CASH Insight when completing the task.
2. After the template is completed, activate the template so it is available for users to start new processes in CASH Suite.

Completing

An integrated task can be completed directly in CASH Suite or in CASH Workflow.

Completing in CASH Suite

Open the appropriate spread in CASH Insight in CASH Suite, or select the link on the Spread Financial Statement Integrated Task card.

After the spread opens, complete the following steps:

1. Select the **Workflow** tab.

2. Select **Complete My Tasks** to display the tasks specific to current spread.

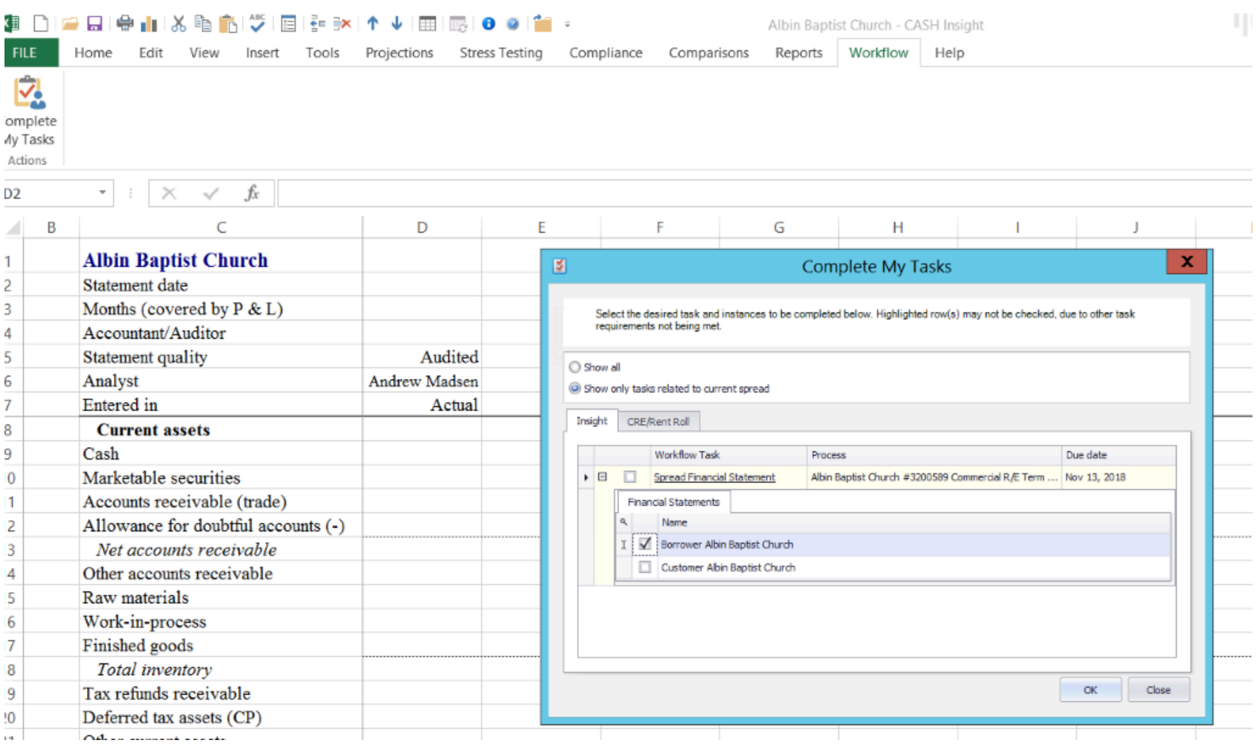
3. Select appropriate tasks.

    ◦ Select **+** to view the items related to current spread.

4. After spreading is complete, select the appropriate items to mark them complete.

5. If requirements for other tasks are met, select these items to mark them complete.

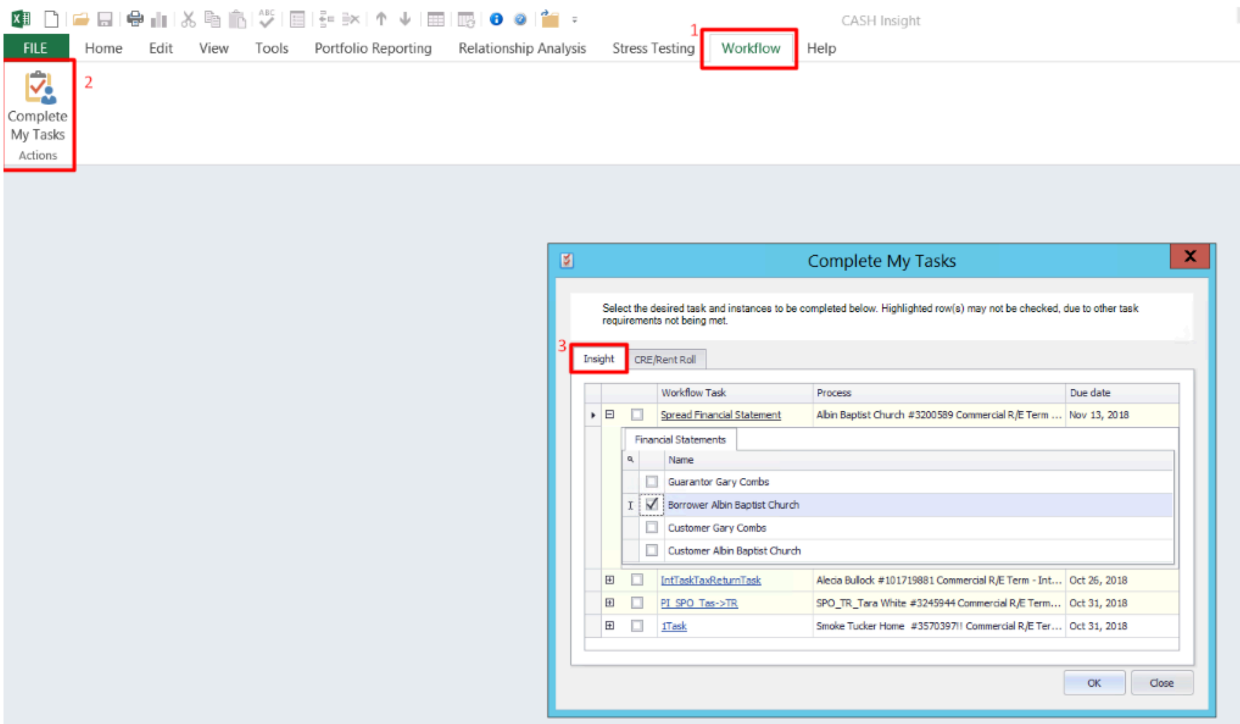
> **Note:**
> To see all Insight tasks, select **Show all**. Expand specific tasks and mark some or all items complete for the tasks as needed.



If a spread is manually opened in CASH Insight, selecting **Complete My Tasks** on the Workflow tab displays a user's tasks for the spread. Selecting **Show All** displays all tasks in CASH Insight for a user. If a user does not have tasks in CASH Insight, tasks will not display.

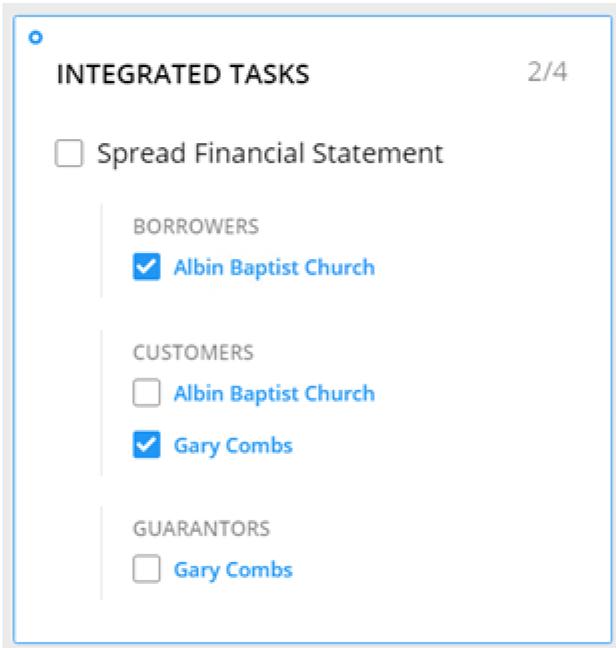
> **Note:**
> When the link in CASH Insight is used to open a spread, **Show only tasks related to current spread** displays as selected.

Users can complete only the tasks that are assigned to them. Tasks must have all requirements met before completing a task. Hovering on a task name displays missing requirements. Selecting the task name will mark the task and all items for the task complete at the same time.



Completing in CASH Workflow

An integrated task can be completed directly in CASH Workflow. To mark a task complete, all items for an integrated task must be selected and all other requirements (data, documents or decisions) must be completed. Selecting **Spread Financial Statement** marks the task and all items for the task complete at the same time.



Spread Tax Return

A tax return includes the form(s) filed with a taxing authority that reports income, expenses, and other pertinent tax information. Tax returns allow taxpayers to calculate their tax liability, schedule tax payments, or request refunds for the overpayment of taxes. Individuals use variations of the Internal Revenue System's Form 1040. Examples of the templates used by businesses include the 990 US Tax Exempt Tax Return, the 1041 Estate/Trust Tax Returns, the 1120 US Corporation Tax Return, 1120-S US Income Tax Return for an S Corporation, and the 1065 US Partnership Return of Income etc.

> **Note:**
> If a tax return does not exist in CASH Suite for an entity (borrower, guarantor etc.), selecting the link opens CASH Suite so a tax return can be created. Some information displays as defaulted. If multiple tax returns exist, the appropriate return can be selected.

Configuring

1. Create a process template.
   - In the Process Properties pane, select **Product** in the Context list. Complete the other required information.
   - In Task Properties pane, select **Spread Tax Return** in the Integrated Task list.

    - Select an option in the Integrated Task Entity list. Example: If 'Borrower' is selected, selecting a link for the borrowers related to the loan will load their tax return directly in CASH Suite when completing the task.
2. After the template is completed, activate the template so it is available for users to start new processes in CASH Suite.

Completing

Any integrated task can be completed either directly in CASH Suite or in CASH Workflow.

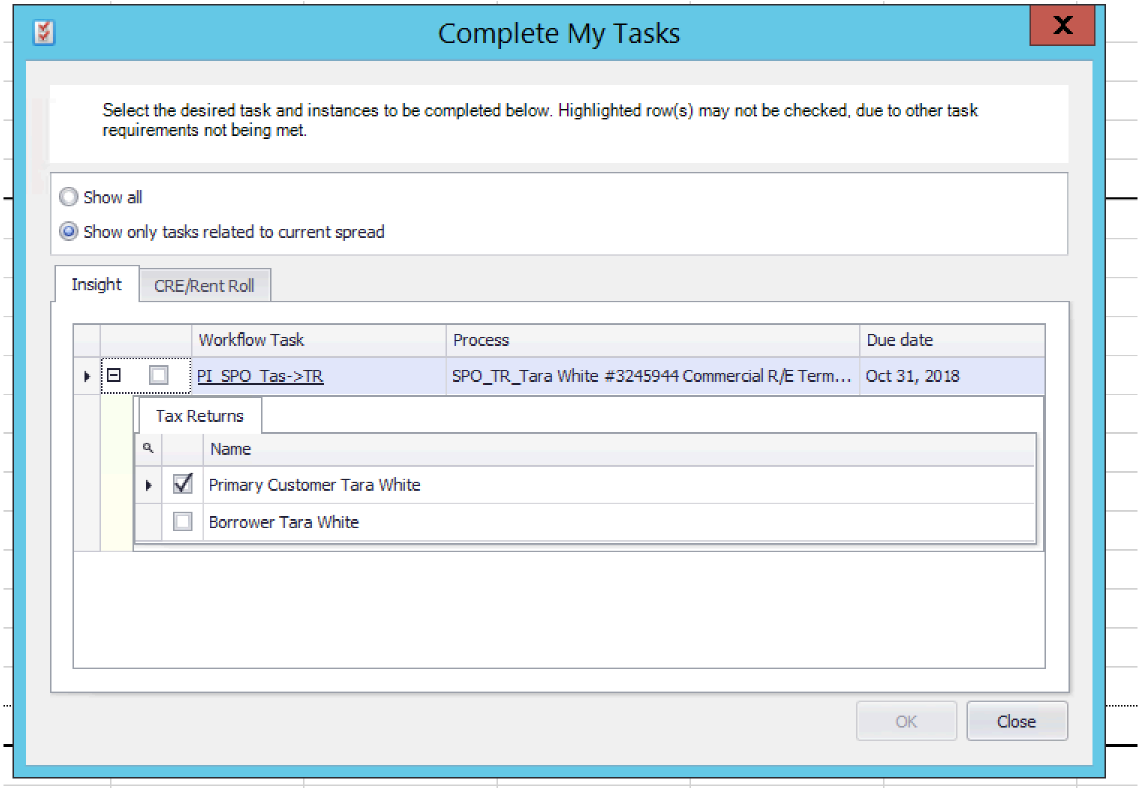
Completing in CASH Suite

Open the appropriate spread in CASH Suite or select the link on the Spread Tax Return Integrated Task card in CASH Suite.

After the spread opens, complete the following steps:

1. Select the **Workflow** tab.
2. Select **Complete My Tasks** to display the tasks specific to current return.
3. Select the appropriate tasks.
    - Select **+** to view the items related to current tax return.
4. After the tax return is complete, select the appropriate items.
5. If requirements for other tasks are met, select these items to mark them complete.

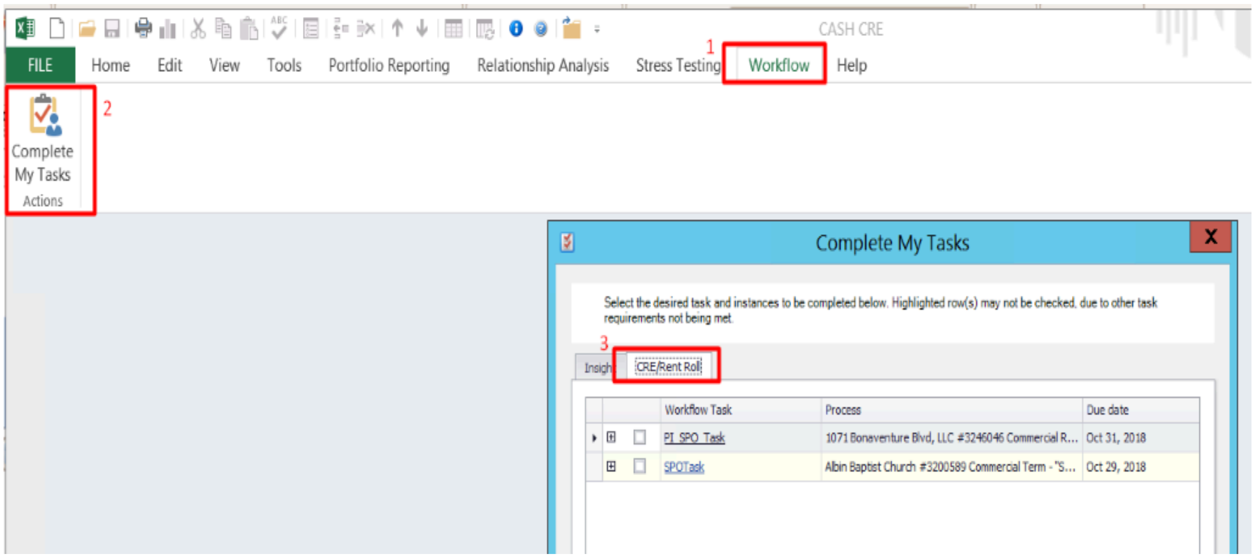
> **Note:**
> To see all Insight tasks, select **Show all**. Expand specific tasks and mark some or all items complete for the tasks as needed.



If a spread is manually opened in CASH Insight, selecting **Complete My Tasks** on the Workflow tab displays a user's tasks for the spread. Selecting **Show All** displays all tasks in CASH Insight for a user. If the user does not have tasks in CASH Insight, tasks will not display.

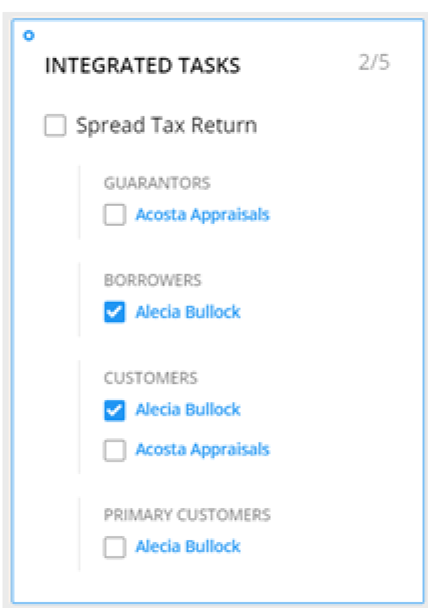
Note:
When the link in CASH Insight is used to open a spread, the **Show only tasks related to current spread** displays as selected.

Users can complete only the tasks that are assigned to them. Tasks must have all requirements met before completing a task. Hovering on a task name displays missing requirements. Selecting the task name will mark the task and all items for the task complete at the same time.



Completing in CASH Workflow

An integrated task can be completed directly in CASH Workflow. To mark a task complete, all items for an integrated task must be selected and all other requirements (data, documents or decisions) must be completed. Selecting **Spread Tax Return** marks the task and all items for the task complete at the same time.



Spread CRE Operating Statement

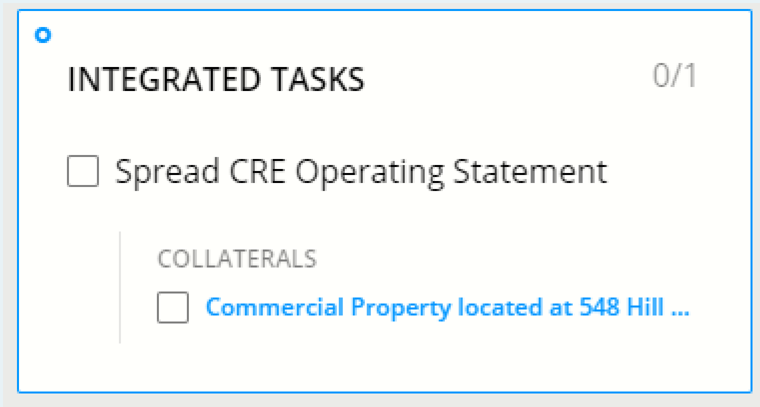
The property operating statement documents the income and expenses of the property for a specific period. Tasks can only be created for a CASH Suite collateral entity that apply specifically for the Real Estate type collateral. A loan may have none or multiple real estate collateral. A link displays for each collateral using the collateral's description information from CASH Suite. If a loan does not have real estate, a link to create real estate collateral displays.

> **Note:**
> If an operating statement does not exist in real estate collateral for an entity (borrower, guarantor etc.), selecting the link opens CASH Suite so an operating statement can be created. Some information displays as defaulted. If multiple statements exist, the appropriate statement can be selected.

Configuring

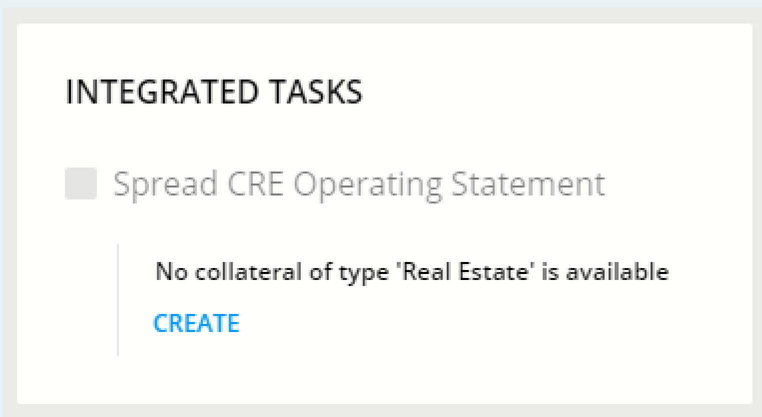
1. Create a process template.
    - In the Process Properties pane, select **Product** in the Context list. Complete the other required information.
    - In Task Properties pane, select **Spread CRE Operating Statement** in the Integrated Task list.
    - Select **Collateral** in the Integrated Task Entity list.
2. After the template is completed, activate the template so it is available for users to start new processes in CASH Suite.

> **Note:**
> If multiple collateral are associated with a loan, only real estate collateral will be filtered and display on Integrated Tasks card. Selecting the link will open the specific operating statement.



Note:

If an operating statement does not exist in real estate collateral for an entity (borrower, guarantor etc.), selecting **Create** opens CASH Suite so collateral can be created. Some information displays as defaulted. If multiple collateral exist, the appropriate collateral can be selected.



Completing

Any integrated task can be completed either directly in CASH Suite or in CASH Workflow.

Completing in Cash Suite

Open CASH Insight. Open the appropriate spread or select the link on the Spread CRE Operating Statement Integrated Task card in CASH Workflow.

After the spread opens, complete the following steps:

1. Select the **Workflow** tab.

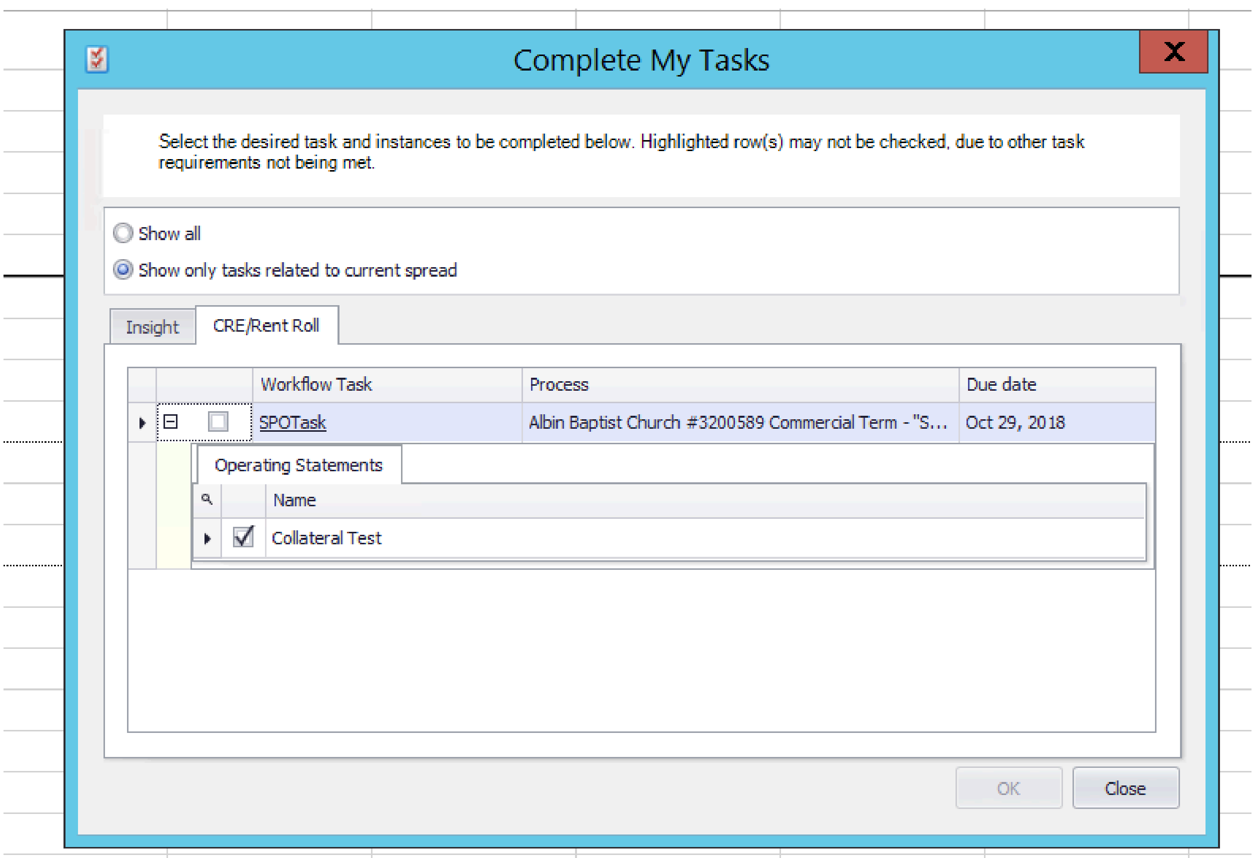
2. Select **Complete My Tasks** to display the tasks specific to statement.

3. Select appropriate tasks.
    - Select **+** to view the items related to current tax return.

4. After the statement is complete, select the appropriate items.

5. If requirements for other tasks are met, select these items to mark them complete.

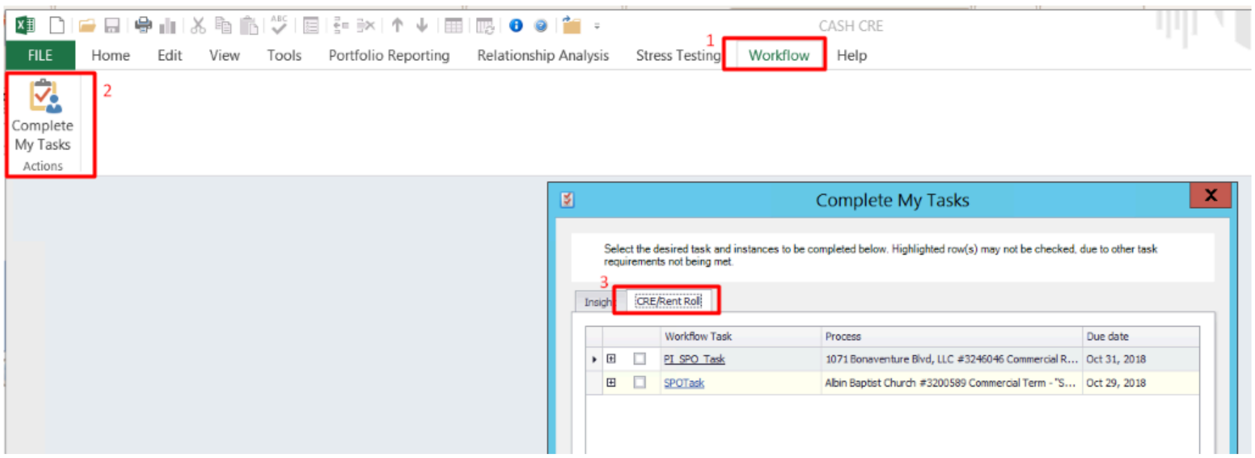
> **Note:**
> To see all Insight tasks, select **Show all**. Expand specific tasks and mark some or all items complete for the tasks as needed.



If a spread is manually opened in CASH Insight, selecting **Complete My Tasks** on the Workflow tab displays a user's tasks for the spread. Selecting **Show All** displays all tasks in CASH Insight for a user. If the user does not have tasks in CASH Insight, tasks will not display.

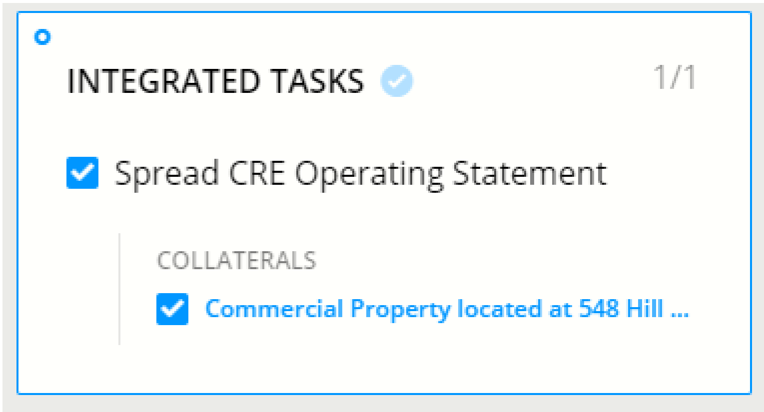
> **Note:**
> When the link in CASH Insight is used to open a spread, the **Show only tasks related to current spread** displays selected.

Users can complete only the tasks that are assigned to them. Tasks must have all requirements met before completing a task. Hovering on a task name displays missing requirements. Selecting the task name will mark the task and all items for the task complete at the same time.



Completing in CASH Workflow

An integrated task can be completed directly in CASH Workflow. To mark a task complete, all items for an integrated task must be selected and all other requirements (data, documents or decisions) must be completed. Selecting **Spread CRE Operating Statement** marks the task and all items for the task complete at the same time.



Enter Rent Roll

The Rent Roll is the property owner's representation of rental income derived from an income producing real estate asset. It is a snapshot of rents due for the period as reflected in signed and valid leases, and states the start and end date of the obligation to pay rent per the terms of the lease.

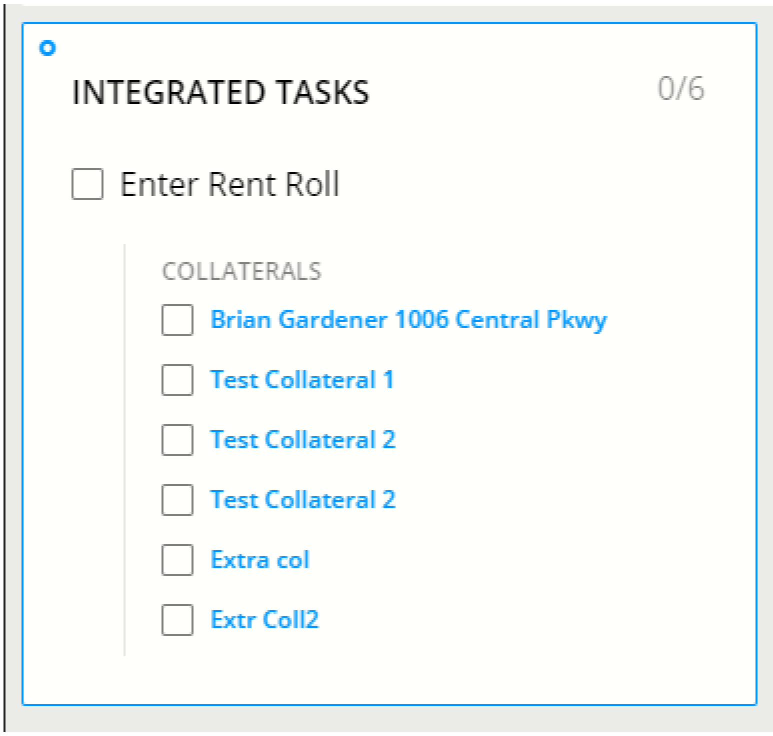
An Enter Rent Roll integrated task can only be created for a CASH collateral entity. The tasks apply specifically to the Real Estate collateral type. A loan may have none or multiple real estate collateral for a loan. If a loan has multiple collateral, only the real estate collateral types will display on the integrated task card. Description information from CASH Suite is used for the hyperlinks.

> **Note:**
> If a rent roll document does not exist for a real estate collateral type, selecting the link opens CASH Insight so a user can add a new rent roll document for the collateral. If multiple rent roll documents exist for a collateral, a user can select the appropriate one.

Configuring

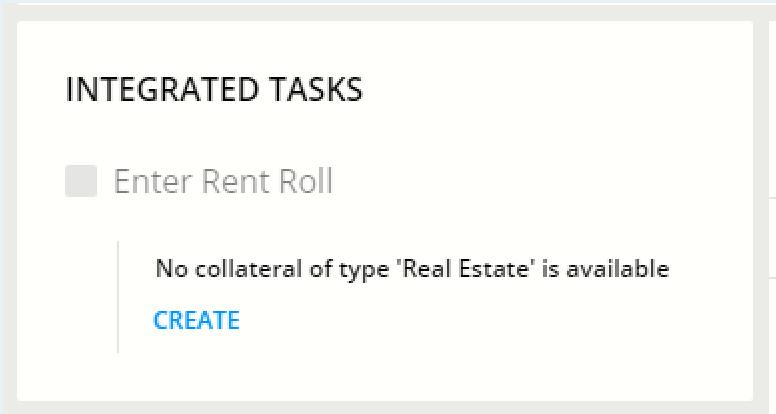
1. Create a process template.
    - In the Process Properties pane, select **Product** in the Context list. Complete the other required information.
    - In Task Properties pane, select **Enter Rent Roll** in the Integrated Task list.
    - Select **Collateral** in the Integrated Task Entity list.

2. After the template is completed, activate the template so it is available for users to start new processes in CASH Suite.



Note:
If multiple collateral are associated with a loan, only real estate collateral displays on Integrated Tasks card. Selecting a link will open CASH Insight and display specific rent roll documents.

Note:
If the loan doesn't have collateral with a real estate type, selecting **Create** on the Integrated Task card opens CASH Suite so collateral can be created. Some information displays as defaulted.



Note:
After a Rent Roll has been created, a user can mark their rent roll activities and workflow tasks complete on the CASH Dashboard- Rent Roll page or in CASH Workflow.

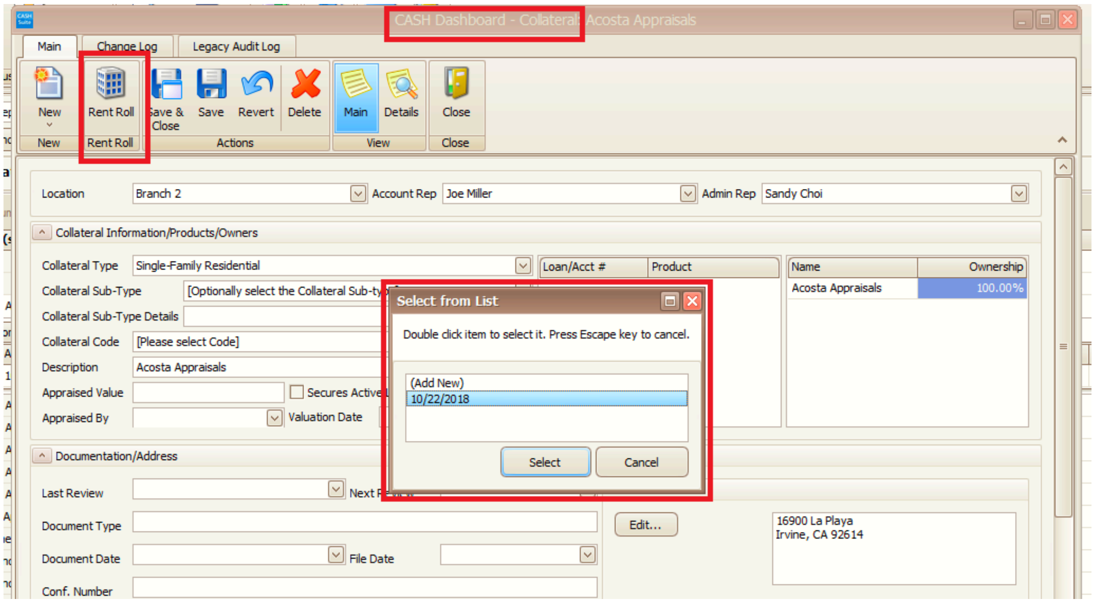
Completing

An integrated task can be completed directly in CASH Suite or in CASH Workflow.

Completing in CASH Suite

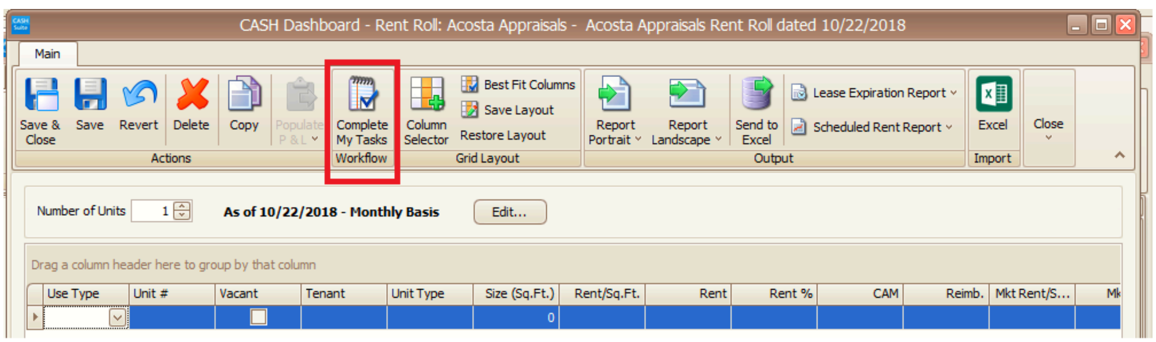
1. Open CASH Suite.
2. Open a Rent Roll by one of the following options:

- Navigate to the Collateral Details page and select **Rent Roll**. Select a Rent Roll from the list.



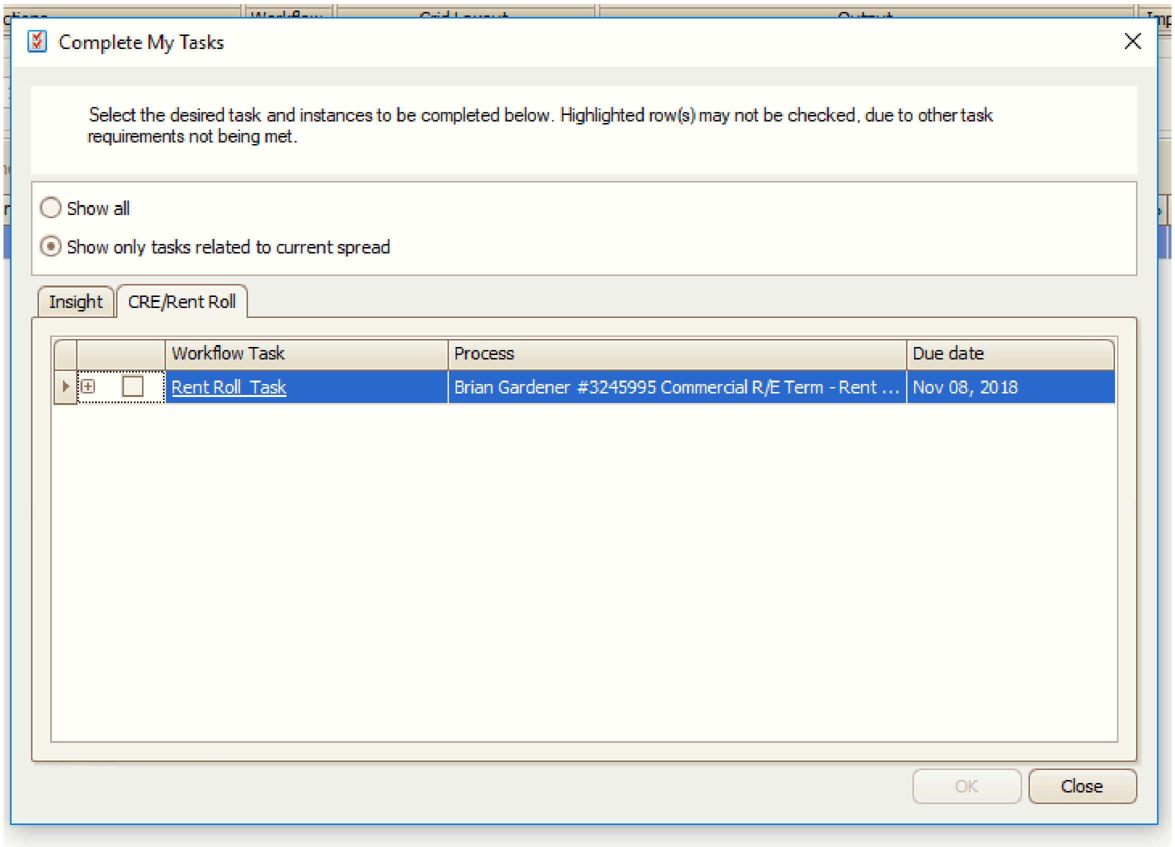
- Select the link on the Enter Rent Roll integrated task card in CASH Workflow to open the appropriate rent roll.

3. After the Rent Role is open, select **Complete My Tasks**.



4. Select appropriate tasks. Select the plus sign (**+**) to view the items for the task. After work is completed, select the tasks. If requirements for other tasks are met, select these items to mark them complete.

> **Note:**
> To see all CRE/Rent Roll tasks, select **Show all**. Expand the task to see all items.

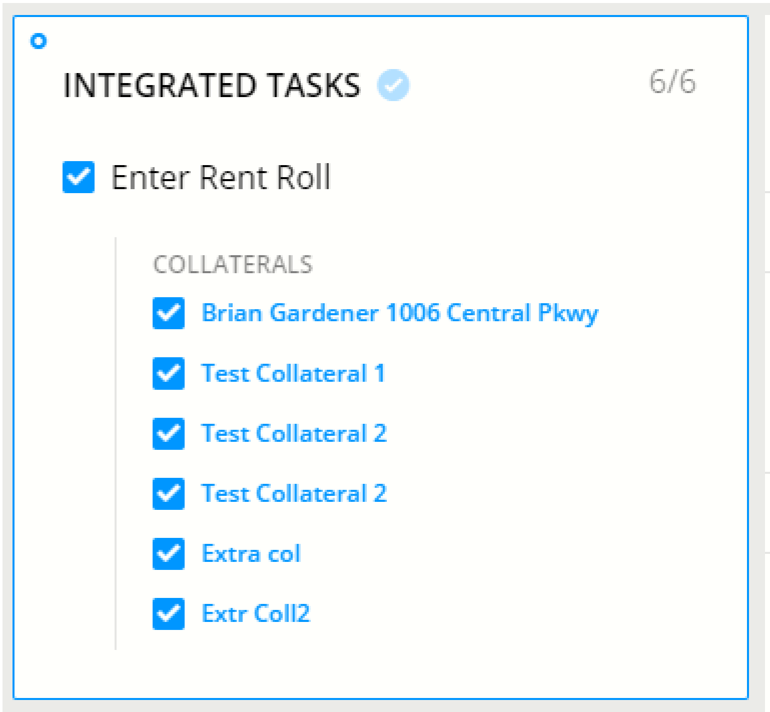


Note:

After selecting the Rent Role link in CASH Workflow, **Show only tasks related to current spread** displays as selected. Users can complete only the tasks that are assigned to them. Tasks must have all requirements met before completing a task. Hovering on a task name displays missing requirements. Selecting the task name will mark the task and all items for the task complete at the same time.

Completing in CASH Workflow

An integrated task can be completed directly in CASH Workflow. To mark a task complete, all items for an integrated task must be selected and all other requirements (data, documents or decisions) must be completed. Selecting the **Enter Rent Role** task will mark the task and all items for the task complete at the same time.


INTEGRATED TASKS
6/6
Enter Rent Roll
COLLATERALS
Brian Gardener 1006 Central Pkwy
Test Collateral 1
Test Collateral 2
Test Collateral 2
Extra col
Extr Coll2

Chapter 7. Administrators: Roles and Users

Overview

In CASH Workflow, roles can be created to group users together for easier management of tasks in process templates. Users can be grouped into roles such as operations members, analysts, and appraisers in an organization. Roles are used in process templates to define the users who will complete a task. The roles and users information should be completed before creating process templates.

Roles should be set up before working with users so the roles are available to assign to users. Roles are set up on the Roles page and assigned to users on the Users page. Both the Roles and Users pages are accessed from the Manage menu in the left pane. Refer to the Setting up Users and Roles in CASH Workflow *(on page 67)* section to learn about the setup process for users and roles.

- **Roles**: The Roles page shows all roles and allows an administrator to add new roles or edit existing roles.
- **Users**: The Users page shows all users in the system and allows an administrator to assign or remove roles for a user.

Setting up Users and Roles in CASH Workflow

Before creating Process Templates in CASH Workflow, information must be set up in the following areas listed below. The first area that should be set up is Security Administration where you will set up your users. Next, complete the Roles section to set up roles to be assigned to users. The third task is to assign roles in CASH Workflow to the users previously set up in Security Administration.

- Security Administration
- CASH Workflow Roles
- CASH Workflow Users

Roles in CASH Workflow

Select **Manage** and **Roles** in the left pane to access the Roles page.

- All the roles can be viewed.

- Roles can be added.
- Roles can be renamed.

Roles Page

The Roles page includes default roles and all roles added by an administrator.

- You can add and edit roles on the Roles page. Roles must be added before they can be assigned to a user.
- You can select the Active, Inactive, or Draft category in the list above the grid to filter.
- The State column indicates the category that includes the role. Hover your cursor over a symbol to view the state.
    - 

Active: Active roles are roles used in a process template. You can edit a role in a active state.
    - 

Inactive: Inactive roles are no longer used in a process template.
    - 

Draft: Draft roles are not yet assigned to users. You can edit and delete a role that has a draft state.
- The Active Users column shows the number of active users in a category.
- You can sort the columns by selecting a column heading. Select the browser's back button to reverse the sort.
- Select a role to view a list of users assigned to the role.

Adding a Role

After a role is added, it appears in the grid on the Roles page with 'Draft' as the status.

1. Select **Manage** and **Roles** in the left pane.
2. Select **+Add Role**.
3. Enter a name for the role.
4. Select **Confirm** to confirm the role.

> **Note:**
>
> To delete a role, hover your mouse at the end of a row and select ⋮ and **Delete**. The role is immediately deleted. You can only delete roles that have a draft status.

Editing a Role

1. Select **Manage** and **Roles** in the left pane.
2. Hover your mouse at the end of the role and select ⋮ and **Edit**.
3. Enter a new name for the role.
4. Select **Confirm** to confirm the change.

Users in Security Administration

Security Administration is a separate but integrated application with CASH Workflow. Users must be set up in Security Administration before they are available in CASH Workflow. Creating a user in Security Administration has two steps. First, an Administrator sets up a user in Security Administration. Next, the user receives an email and completes the user registration process.

Setting up Users in Security Administration

To set up a user, complete the following steps:

1. Open Security Administration.
2. Select an account on the Accounts page.
3. After the account opens, select the **Users** tab.
4. Select **+ User** .
5. Enter the username.
6. Confirm the username.
7. Select the User Status and Role(s) as applicable.

    Note:
    In Security Administration, roles are used to assign specific functions in CASH Workflow to a user. Each role includes specific permissions. Refer to Security Administration Default Roles and Default Permissions *(on page 71)* for the roles and permissions in Security Administration.

8. Select **Save**.

Completing User Registration in Security Administration

After a user is set up in Security Administration, they will receive an email to complete registration. After a user selects the registration link, the user completes the following steps:

1. Enters first and last names. (required)
2. Enters the phone number and extension. (optional)
3. Creates and confirms a password. (required)
4. Selects challenge questions and enters answers. (A minimum of one question is required).
5. Selects **Save**.

Updating a User in Security Administration

To update a user in Security Administration, complete the following steps.

1. Open Security Administration.
2. Open the account that includes the user.
3. Select the user to update.
4. Edit the data.

    Note:
    Account Access data cannot be edited.

5. Select **Save**.

Security Administration Default Roles and Default Permissions

Default roles and permissions in Security Administration grant users access to functions in CASH Workflow. Roles in CASH Workflow are used to arrange users in groups that are used for assigning tasks in Process Templates.

Default Role	Default Permission	Permission Group	Description
Workflow Administrator	Assign Tasks for All Role(s)	CASH Workflow	Allows an Account Administrator to assign tasks for all available CASH Workflow roles
Workflow Administrator	Assign Tasks for My Role(s)	CASH Workflow	Allows an Account Administrator to assign tasks for their own CASH Workflow role only
Workflow Administrator	Basic Workflow Access	CASH Workflow	Allows an Account Administrator access to CASH Workflow. This is minimum required permission f a CASH Workflow user.
Workflow Administrator	Claim Assigned Tasks	CASH Workflow	Allows an Account Administrator to claim tasks that have already been assigned to other users

Workflow Administrator	Claim Unassigned Tasks	CASH Workflow	Allows an Account Administrator to claim unassigned tasks
Workflow Administrator	Delete All Processes	CASH Workflow	Allows an Account Administrator to delete any/al processes
Workflow Administrator	Delete Documents	CASH Workflow	Allows an Account Administrator to delete previously uploaded documents from any task or process
Workflow Administrator	Delete My Process	CASH Workflow	Allows an Account Administrator to delete their processes. (A process is considered a user's if th previously completed or currently have a task on particular process.)
Workflow Administrator	Download Documents	CASH Workflow	Allows an Account Administrator to download do uments from any task or process
Workflow Administrator	Edit Document Metadata	CASH Workflow	Allows an Account Administrator to add/edit a do ument's placeholder, name, or notes
Workflow Administrator	Launch Processes from CASH	CASH Workflow	Allows an Account Administrator to start a CASH Workflow process from CASH Suite.
Workflow Administrator	Manage Configuration	CASH Workflow	Allows an Account Administrator to view and edit settings on configuration page
Workflow Administrator	Manage Data Types	CASH Workflow	Allows an Account Administrator to view and edit data types
Workflow Administrator	Manage Data Views	CASH Workflow	Allows an Account Administrator to view existing and create/edit data views
Workflow Administrator	Manage Process Templates	CASH Workflow	Allows an Account Administrator to create, edit, copy, deactivate, activate and delete CASH Workflow Process Templates.
Workflow Administrator	Manage Roles	CASH Workflow	Allows an Account Administrator to view, create, edit and delete Roles

Workflow Administrator	Manage Teams	CASH Workflow	Allows an Account Administrator to view, create, edit and delete Teams
Workflow Administrator	Manage Users	CASH Workflow	Allows an Account Administrator to view, create and edit Users
Workflow Administrator	Manage Workflow Permissions	CASH Workflow	Allows an Account Administrator to grant CASH Workflow permissions to other users
Workflow Administrator	Pause All Processes	CASH Workflow	Allows an Account Administrator to pause any/al processes
Workflow Administrator	Pause My Process	CASH Workflow	Allows an Account Administrator to pause their process. (A process is considered a user's if they previously completed or currently have a task on particular process.)
Workflow Administrator	Stop All Processes	CASH Workflow	Allows an Account Administrator to stop any/all processes
Workflow Administrator	Stop My Process	CASH Workflow	Allows an Account Administrator to stop their processes. (A process is considered a user's if th previously completed or currently have a task on particular process.)
Workflow Administrator	Test Process Tem-plates	CASH Workflow	Allows an Account Administrator to start Process Templates from CASH Workflow for testing purpo es
Workflow Administrator	Upload Documents	CASH Workflow	Allows an Account Administrator to upload docu-ments
Workflow Basic User	Basic Workflow Ac-cess	CASH Workflow	Allows a user access to CASH Workflow. This is minimum required permission for a CASH Workfl user
Workflow Basic User	Claim Assigned Tasks	CASH Workflow	Allows a user to claim tasks that have already bee assigned to other users
Workflow Basic User	Claim Unassigned Tasks	CASH Workflow	Allows a user to claim unassigned tasks
Workflow Basic User	Delete Documents	CASH Workflow	Allows a user to delete previously uploaded docu-ments from any task or process

Workflow Basic User	Download Documents	CASH Workflow	Allows a user to download documents from any task or process
Workflow Basic User	Edit Document Metadata	CASH Workflow	Allows a user to add/edit a document's placehol name, or notes
Workflow Basic User	Launch Processes from CASH	CASH Workflow	Allows a user to start a CASH Workflow process from CASH Suite
Workflow Basic User	Pause My Process	CASH Workflow	Allows a user to pause their process. (A process i considered a user's if they previously completed c currently have a task on a particular process.)
Workflow Basic User	Stop My Process	CASH Workflow	Allows a user to stop their processes. (A process considered a user's if they previously completed c currently have task on a particular process.)
Workflow Basic User	Upload Documents	CASH Workflow	Allows a user to upload documents
Workflow Basic User	Receive Automated Tasks	CASH Workflow	If user has this permission, system will assign pu tasks (sticky included) to that user (as long as the have the role needed for this task)
Workflow Power User	Assign Tasks for All Role(s)	CASH Workflow	Allows a user to assign tasks for all available CAS Workflow roles
Workflow Power User	Assign Tasks for My Role(s)	CASH Workflow	Allows a user to assign tasks for their own CASH Workflow role only
Workflow Power User	Basic Workflow Access	CASH Workflow	Allows a user access to CASH Workflow. This is minimum required permission for a CASH Workfl user
Workflow Power User	Claim Assigned Tasks	CASH Workflow	Allows a user to claim tasks that have already bee assigned to other users
Workflow Power User	Claim Unassigned Tasks	CASH Workflow	Allows a user to claim unassigned tasks
Workflow Power User	Delete All Processes	CASH Workflow	Allows a user to delete any/all processes
Workflow Power User	Delete Documents	CASH Workflow	Allows a user to delete previously uploaded documents from any task or process

Workflow Power User	Delete My Process	CASH Workflow	Allows a user to delete their processes. (A proces is considered a user's if they previously complete or currently have a task on a particular process.)
Workflow Power User	Download Documents	CASH Workflow	Allows a user to download documents from any task or process
Workflow Power User	Edit Document Metadata	CASH Workflow	Allows a user to add/edit a document's placehol name, or notes
Workflow Power User	Launch Processes from CASH	CASH Workflow	Allows a user to start a CASH Workflow process from CASH Suite
Workflow Power User	Manage Roles	CASH Workflow	Allows a user to view, create, edit and delete Role
Workflow Power User	Manage Teams	CASH Workflow	Allows a user to view, create, edit and delete Tean
Workflow Power User	Manage Users	CASH Workflow	Allows a user to view, create and edit Users
Workflow Power User	Pause All Processes	CASH Workflow	Allows a user to pause any/all processes
Workflow Power User	Pause My Process	CASH Workflow	Allows a user to pause their process. (A process i considered a user's if they previously completed c currently have a task on a particular process.)
Workflow Power User	Stop All Processes	CASH Workflow	Allows a user to stop any/all processes
Workflow Power User	Stop My Process	CASH Workflow	Allows a user to stop their processes. (A process considered a user's if they previously completed c currently have a task on a particular process.)
Workflow Power User	Upload Documents	CASH Workflow	Allows a user to upload documents.

Users in CASH Workflow

After users are added in Security Administration, they appear on the CASH Workflow Users page. Administrators can view users and assign default and/or custom roles to users in CASH Workflow.

Viewing Users in CASH Workflow

After selecting **Manage** and **Users** in the left pane, an administrator can see a list of all users in an account.

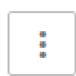
- Users display alphabetically with the number of roles assigned to each user.

- A newly added user in Security Administration will appear approximately 10 minutes after they are added, as synchronization occurs every 10 minutes between CASH Workflow and Security Administration.
- To see a user immediately after they are added in Security Administration, manually update the list. After selecting **Manage** and **Users**, select **Update List**. The date of the last update displays at the top.
- The Users list can be sorted by Name and Roles. Select a column heading to sort the list.

Assigning a Role to a User

In CASH Workflow, setting up Roles allows you to create different departments or business categories such as Loan Officer, Underwriter, Credit Administrator that might be assigned to a specific task in a Process Template. A user can be assigned to a single or multiple role(s) that will be used in Process Templates to assign tasks.

> **Note:**
> CASH Workflow custom roles must be created on the Roles page before they are available to assign to a user.

1. Select **Manage** and **Users** in the left pane.
2. Select **Update List** to verify all the users previously set up in Security Administration display.
3. Hover your mouse at the end of a row, and select  and **Manage Roles**.
4. Select the role(s) to assign to the user in the Manage Roles list that appears.
5. Select **Confirm** to confirm the changes.

   > **Note:**
   > - A message displays confirming the role(s) were successfully added.
   > - The number of roles assigned to a user displays in the Roles column of the Users grid.

Chapter 8. Administrators: Data Views, Data Entity Types, and Configuration

Data Views are sections of information that are used in a process to show details and collect information for a workflow. Data Views are created before defining Process Templates so they are available when defining templates. Data Views include Summary views and Data Cards.

A Summary view provides a quick view of a process. Data Cards include data points for collecting data such as a credit score, loan amount, and rate. Data points can also be used to collect documents such as an Application, Flood Report, and Credit Analysis Report. A library of Data Views can be created and used for process templates as needed.

A user must have administrator rights to create Data Views.

Data Views Page

Select **Manage** and **Data Views** in the left pane to display the Data Views page. The Data View page displays a list of Summary views and Data Cards.

- Sort the list in ascending or descending order by selecting the arrow next to Data View column title.
- Filter the list by selecting filter options in the Data View Types and Entity Types sections.
- Add more data views by selecting **+ Add**.
- Selecting a data view displays details for the data view.

Data Views: Summary View

A Summary view includes data points that provide an overview of the important information about a process. A maximum of five data points can be selected for a Summary view, so it is advisable to select the most important data items such as Product Category, Product Type, Loan Amount, or Account Rep. Summary views display at the top of the Process Details page and the Tasks Details page.

Creating a Summary View

1. In the left pane, select **Manage** and **Data Views**.

2. Select **+ Add** and **Summary**.

> **Note:**
> As you enter information in the New Summary pane, a preview of the Summary displays in the middle of the page.

3. Enter a name for the summary, and select an option in the Entity Type list.

> **Note:**
> The selected entity type determines the available entity type categories and data points for the summary. After you select an entity type, entity type categories display in blue font and data points display in black font.

4. Select an entity type category (in blue font).

> **Note:**
> Selecting a category displays the data points for a category. To return to a previous category, select ‹ DATA FIELDS.

5. Select the **+** next to a data point to add it to the summary.

> **Note:**
> Data points appear in the order they are added. The summary preview is automatically updated as data points are added.

> **Note:**
> To delete a data point, hover over the data point and select the . To move a data point up or down in the list, hover over the data point and select  or .

6. Continue to add data points. A maximum of five data points is allowed. Select **Save** when finished adding data points.

> **Note:**
>
> To delete a summary, hover over the summary in the Data Views grid. Select , and **Delete**. Select **Confirm**. If the summary is used in a current process, the information will not be deleted from the process.

Editing a Summary View

A summary view can be edited at any time, and the changes are automatically updated on the summary.

1. In the left pane, select **Manage** and **Data Views**.
2. Select the summary in the Data Views grid.
3. Make your edits.

   > **Note:**
   > The summary opens with the information initially entered. Data points can be added, moved, or deleted. To delete a data point, hover over the data point and select the . To move a data point up or down in the list, hover over the data point and select or .

   > **Note:**
   > If a different entity type is selected, you will need to confirm that you want to discard the existing data points. To keep the existing data points, select **Cancel**. If you discard the existing data points and decide you want to keep them, select **No** when you save the summary to cancel your changes.

4. Select **Save** to save your changes.

Data Views: Data Card

Data Cards are collections of data points that provide details and collect information in a process template. A process template may include multiple data cards. Creating a library of data cards helps streamline the process of defining templates.

- Cash Workflow provides default data cards for the activities, tasks, phases, and documents in a process template. Create custom data cards items not included in a default data card.
- Default data cards display at the bottom of a process template after they are activated. Custom data cards appear next to the default data cards.
- The Data Views grid includes a list of available data cards that have been activated. To open the Data Views grid page, select **Manage** and **Data Views** in the left pane.

Creating a Data Card

1. In the left pane, select **Manage** and **Data Views**.
2. On the Data Views page, select **+Add** and **Data Card**.

   > **Note:**
   > The New Data Card pane displays on the right side of the page, and a preview of the data card displays in the middle of the page.

3. Enter a name for the data card and select an option in the Product Entity Type list.

   > **Note:**
   > The selected entity type determines the available entity type categories and data points for the summary. After you select an entity type, entity type categories display in blue font and data points display in black font.

4. Select an entity type category (in blue font).

Note:
Selecting a category displays the data points for a category. To return to a previous category, select DATA FIELDS.

5. Select **+** next to a data point to add it to the data card.

Note:
Data points appear in the order they are added. The data card preview is automatically updated as data points are added.

Note:
To delete a data point, hover over the data point and select the . To move a data point up or down in the list, hover over the data point and select or .

6. Continue to add data points. Select **Save** when finished adding data points.

Note:
To delete a summary, hover over the data card in the Data Views grid. Select , and **Delete**. Select **Confirm**.

Editing a Data Card

A data card can be edited at any time, and the changes are automatically updated on the data card.

1. In the left pane, select **Manage** and **Data Views**.
2. Select the data card in the Data View grid.
3. Make your edits.

> **Note:**
> The data card opens with the information initially entered. Data points can be added, moved, or deleted. To delete a data point, hover over the data point and select the . To move a data point up or down in the list, hover over the data point and select or .

> **Note:**
> If a different entity type is selected, you will need to confirm that you want to discard the existing data points. To keep the existing data points, select **Cancel**. If you discard the existing data points and decide you want to keep them, select **No** when you save the summary to cancel your changes.

4. Select **Save** to save your changes.

Data Entity Types

A data entity type is a collection of data points. CASH Workflow includes Collateral, Customer, and Product data entity types. A data entity type can include default and custom data points. The data points are used when defining summary views and data cards used in a process template. Administrators can view information about data entity types and add custom data points on the Data Entity Types page.

- Only administrators can access Data Entity Types.
- A data entity type describes entity metadata such as fields, types, and referenced entities.
- A data entity type can have a reference to another entity type such as a loan having a collection of borrowers.

Accessing the Data Entity Types page

Select **Manage** and **Data Entity Types** in the left pane. The Data Entity Types page displays with the Collateral, Customer and Product entity types. The Updated column shows the most recent update. After selecting a data entity type, custom data items can be added and existing data items can be viewed.

Adding custom data item to a Data Entity Type

1. Select **Manage** and **Data Entity Types** in the left pane.
2. Select the entity type.
3. Select **+ Add Item**.
4. Enter the name of the custom data item.
5. Select the data type.
6. Select **Confirm** to save the custom data item.

> **Note:**
> After a custom data item is created, a check mark appears in the Custom column in the entity type grid. A green circle in the State column indicates an Active state and a grey circle indicates an Inactive state.

Using supported data types for a custom data item

The following data types are available when defining a custom data item:

- **String**: Allows up to 1000 characters.
- **Memo**: Allows up to 1000 characters.
- **Number**: Allows only numbers and rejects non-numerical entries.
- **Integer number**: Allows only integer values.
- **Money**: Allows a specific currency and currency symbol.
- **Date**: Allows only a date.
- **Percent**: Allows only a percent.
- **Boolean**: Allows only one of two options.

- **Document**: Allows uploading files.
- **Lookup**: This type has a defined list of values and the fields belonging to this data item are read only.

Adding custom data items in a Data Entity Type to collect documents for a task

To allow users to upload documents when completing tasks in a process, a custom data item must be added to a Product entity type. After the custom data item is created for the Product data entity type, it can be used when adding tasks to a process template. The data item will display as a Required Documents data card. When used in a process, the documents are uploaded to a Documents folder. The Unsorted folder is a default folder that can be used to add documents.

1. Select **Manage** and **Data Entity Types**.
2. Select a data entity type (Collateral, Customer, or Product).
3. Select **+ Add Item**.
4. Enter a name.
5. Select **Document** in the Data Type list. (You may need to scroll to the bottom of the list.)
6. Select an option in the Category list.
7. Select an option in the Identifier list. Example: You could select loan# for an application.

   > **Note:**
   > The selected identifier helps to identify the data entity that will upload to the document(s).

8. Select **Confirm** to save.

Configuration

Before creating process templates, an organization's working schedule should be defined with working hours, time zone, and working days. A process template will use this information to help set due and completion dates when defining a workflow.

Configuring CASH Workflow

1. In the left pane, select **Manage** and **Configuration**.
2. Select the working hours and time zone.
3. Select the working days.
4. Select **Save** and **OK**.

Chapter 9. Administrators: Process Templates

In CASH Workflow, administrators create process templates that customize workflows for an organization. Process templates include start and end points, tasks, phases, decisions, and gates that help manage users through a workflow process.

Process Templates Page

An administrator can access the Process Templates page by selecting **Manage** and **Process Templates**. This page displays a grid of all the process templates with status, context, duration, and a count of active processes.

- **Sort**: Select a column heading to sort the grid.
- **Search**: Enter a search term in the search box to search for a template.

> **Note:**
> The last term searched during a session will be remembered. Select **x** in the Search box to clear the last saved search and show all items in the list.

- **Workflow and Properties**: Select a process template to view the template's workflow and properties.
- **Add**: Select **+ Add New** to add a new template.
- **Test**: Test a template by hovering over a template, selecting  and **Test Process**.
- **Export**: Export a template by hovering over a template, selecting  and **Export**. The template will be exported as a json file.
- **Importing**: Import a template by selecting IMPORT at the top of the Process Templates grid and selecting the appropriate json file.

Before Creating a Process Template

Process Templates use roles, summary cards, data cards, entity types, business schedules, and dispositions to define a workflow. These items should be defined before creating process templates. Administrators should complete the following activities before creating process templates:

- Manage your users by assigning them appropriate roles. Select Administrators: Roles and Users *(on page 67)* for Help information.
- Create Summary and Data Cards. Select Administrators: Data Views, Entity Types, and Configuration *(on page 84)* for Help information.
- Configure your business schedule. Select Configuration *(on page 84)* for Help information.
- Configure dispositions for Pause, Stop, and End points. Select Dispositions and Document Categories *(on page 112)* for Help information.

Process Template Overview

After selecting **+ Add New** or selecting an existing process template on the Process Templates page, the Process Template page displays with the Process and Properties panes.

Process

The process pane is the canvas for the template. It is blank for a new template and includes the workflow diagram for an existing template. It is the area where a workflow diagram is defined.

Process Properties

The right pane displays as the Process Properties pane. When an item is selected in the workflow diagram, this pane changes to collect information specific to the item. Process, Tasks, Phase, Gate, or Decisions Properties panes may display.

Process Template Buttons

- Select **Activate** to activate a process template. A process template must be activated before it can be used by users. Selecting **Deactivate** deactivates an active process template so it can be edited. Process templates can only be edited if they are used in an existing process.

- Select **Save** to save the process template during process template creation. Save often to avoid losing data.
- Select **Save As** to saves the current process template with a different name.
- Select **Cancel** to discontinue work on the process template without saving. Confirm the cancel process.
- Select **Delete** to remove the process template. Deletion is permanent and cannot be undone. Confirm the deletion.
- Select **Export** to export the process template.
- Select **Import** to import the process template.

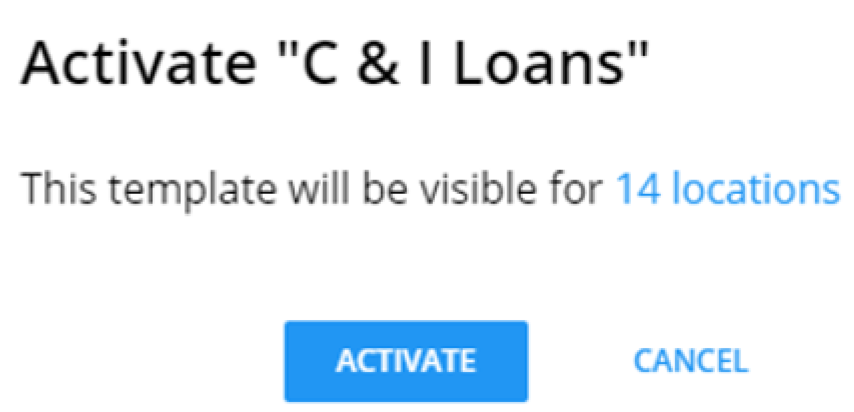
Steps for Creating a Process Template

1. Select **Manage** and **Process Templates** in the left pane.
2. Select **+ Add New**.
3. Drag a Task, Decision, Gate, Stop, or Phase symbol to the canvas. As you drag items, move the arrows to connect the tasks. Select a link below for details about each item.
    - Start *(on page 91)*
    - Task *(on page 91)*
    - Decision *(on page 92)*
    - Gate *(on page 94)*
    - Stop *(on page 97)*
    - Phase *(on page 97)*
    - End *(on page 98)*
4. Correct any errors.

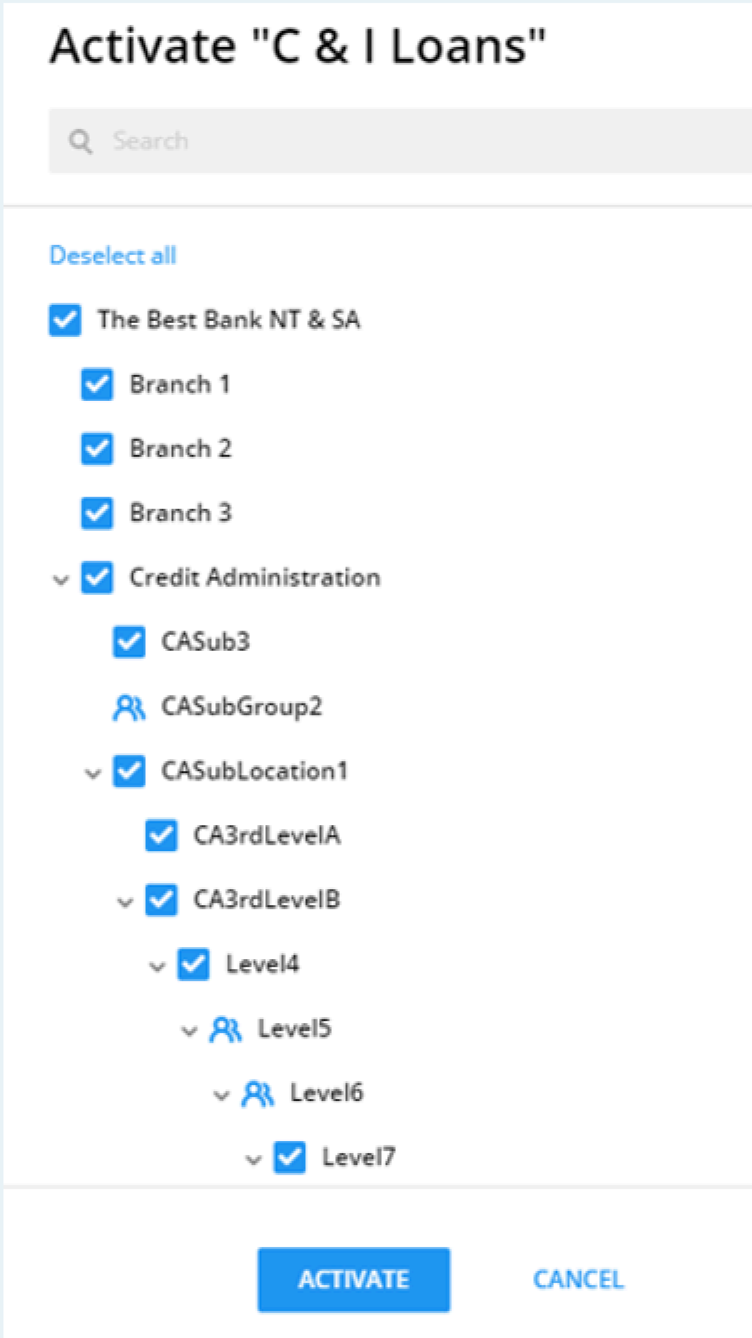
Note:

If your process template includes errors, the  symbol (the number refers to the number of errors) displays at the upper right on the page. To correct the errors, select  and select an error. The error is selected in the workflow diagram and the Properties pane displays for the error. Complete the missing information. To see details for the error, hover over the . You can correct errors at any time when creating a process template.

5. Select **Activate** to activate and share the template at the same time. After a process template is activated, it appears in the process templates grid with a Ready status.



Note:
Select the # locations link to see all locations sharing the template. By default, the template is shared with all locations.



Note:
After activating and sharing the process templates with the selected locations, the process can be used in CASH Workflow by selecting **Start** in the toolbar. After a process template is activated, it appears in the Process Templates grid with a Ready status. A user may change the sharing settings of a template by selecting **Share Options** on the Process

> Templates grid. For Help information, select Share a Process Template to user's locations If there is a single location on the account and user is assigned to it, then the template activation popup with activating template locationswon't be visible for this userwill be skipped (it will be automatically shared to this location, once user confirms Activate action). In other words, if locations concept is not utilized by a customer, all the templates will be shared with the default location without any specific action on user's part

Start

Start displays by default and represents the starting point in the process diagram. The Start item must be used to start a process template. The Process Properties pane collects information about the Start item. After dragging Start to the canvas, complete the following information in the Start Properties pane.

- Enter a name for the process.
- Enter a description.
- For the duration, enter the number of hours, days, or weeks to complete the process's entire cycle.
- Select an option in the Context list.
- Select an option in the Summary View list.

> **Note:**
> You can select only one summary view.

- Select predefined data cards.

Task

Selecting Task adds a manual task that moves the process along. After dragging Task to the canvas, complete the following information in the Task Properties pane.

- Enter the name of the task.
- For the duration, enter the maximum number of hours, days, or weeks needed to complete the task.
- Select a task from the Integrated Tasks list if applicable. Select an option in the Integrated Task Entity list. Select Integrated Tasks *(on page 47)* for Help information.
- Select an assignment. Selecting an assignment allows a user to remain with the process for all tasks assigned to the role. Select **Queue** to assign the task to the next user in the selected role. Select **Least Busy** to assign the task a user in the selected role who has the least amount of tasks in their queue.
- Select an option in the Roles list.
- Select **Allow partial completion of the task** if applicable.
- Select **Select** under Required Data. Select a category in blue font. Hover over a data item in black font and select to add a data item. Select **Done** when finished adding data items.
    - Data points appear in the order they are added. The Data Card preview is automatically updated as data points are added.
    - To delete a data point, hover over the data point and select the . To move a data point up or down in the list, hover over the data point and select or .
- Select **Select** under Required Documents. Select a category in blue font. Hover over a data item in black font and select to add a document. Select **Done** when finished adding documents.
- Select **Add to Library** to save the task to the Data Cards library for reuse later.

> **Note:**
> Messages display in red font if information is missing in the Task Properties pane.

Decision

Select Decision to define two paths proceeding from a task. After dragging Decision to the canvas, complete the following information in the Decision Properties pane as applicable.

- Enter a name for the decision.
- Enter a description.
- Select a task type (manual or automatic).
- For the duration, enter the maximum number of hours, days, or weeks needed to complete the task.
- Select a task from the Integrated Tasks list if applicable. Select an option in the Integrated Task Entity list. Select Integrated Tasks *(on page 47)* for Help information.
- Select an assignment. Selecting an assignment allows a user to remain with the process for all tasks assigned to the role. Select **Queue** to assign the task to the next user in the selected role. Select **Least Busy** to assign the task a user in the selected role who has the least amount of tasks in their queue.
- Select an option in the Roles list.
- Select **Select** under Required Data. Select a category in blue font. Hover over a data item in black font and select to add a data item. Select **Done** when finished adding data items.
    - Data points appear in the order they are added. The Data Card preview is automatically updated as data points are added.
    - To delete a data point, hover over the data point and select the . To move a data point up or down in the list, hover over the data point and select or .
- Select **Select** under Required Documents. Select a category in blue font. Hover over a data item in black font and select to add a document. Select **Done** when finished adding documents.
- Enter a name for Decision 1. (Example: Yes)

- Enter a name for Decision 2. (Example: No)
- Select **+** if more than two decision paths are needed. Enter a name for each added decision.
    - Select **-** to remove a decision.
- Select **Add to Library** to save the Decision to the Data Cards library for reuse later.

> **Note:**
> Messages display in red font if information is missing in the Decision Properties pane.

Gate

Select 

to start or end multiple tasks. Using gate in the process requires that all tasks must be completed before moving to the next step in the process. After dragging 

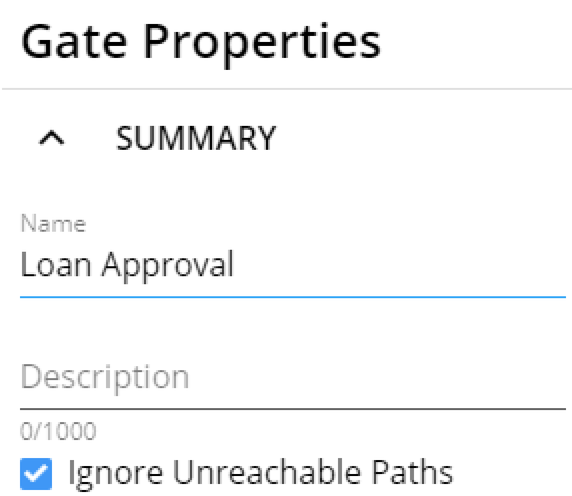
to the canvas, complete the following information in the Gate Properties pane as applicable.

- Enter a name.
- Enter a description.
- **Ignore Unreachable Paths** is not selected by default. Select the option if applicable.

    > **Note:**
    > If this option is selected, the process will continue only after all reachable incoming paths are complete. Unreachable paths will be ignored. A path becomes unreachable after a decision is made to continue down one path and close the other (unreachable) path. Select this option when using a decision paths to prevent a blocked gate. See Example 1 below.
    >
    > For all existing custom and default process templates, **Ignore Unreachable Paths** will be selected by default for a gate. The gate will only open when all reachable paths coming into a gate are complete.

When creating a new gate for a template, the setting is unchecked by default. The gate will open when all paths coming into a gate are complete.

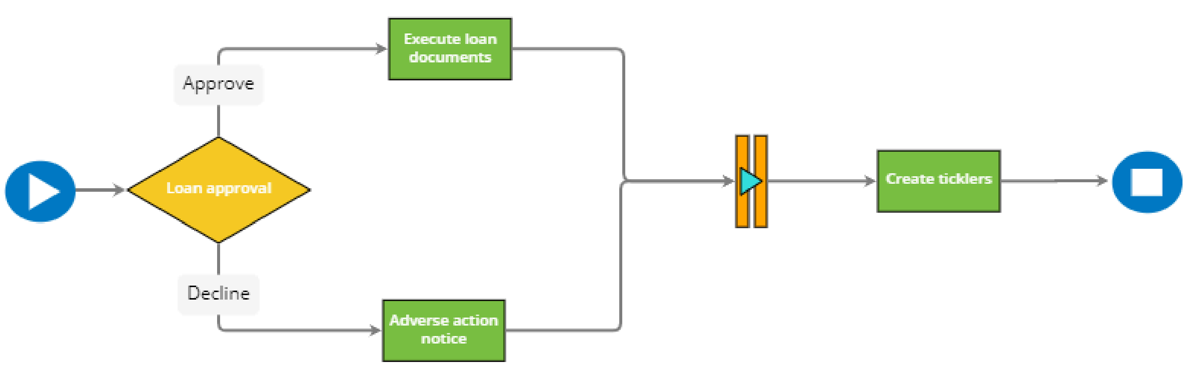
A process template can have gates with some gates that have the option selected, and some gates that do not have the option selected.



Outcome Examples of Selecting and Not Selecting 'Ignore Unreachable Paths'

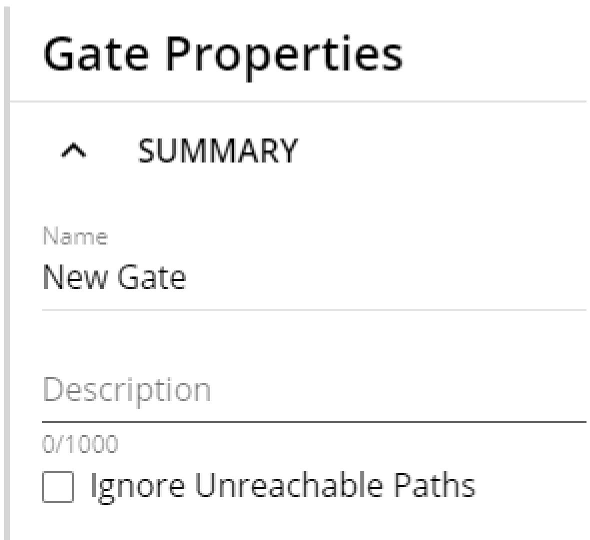
Example 1

In Example 1, the process has two decision options ('Execute loan documents' and 'Adverse action notice') that are merged into a single gate.



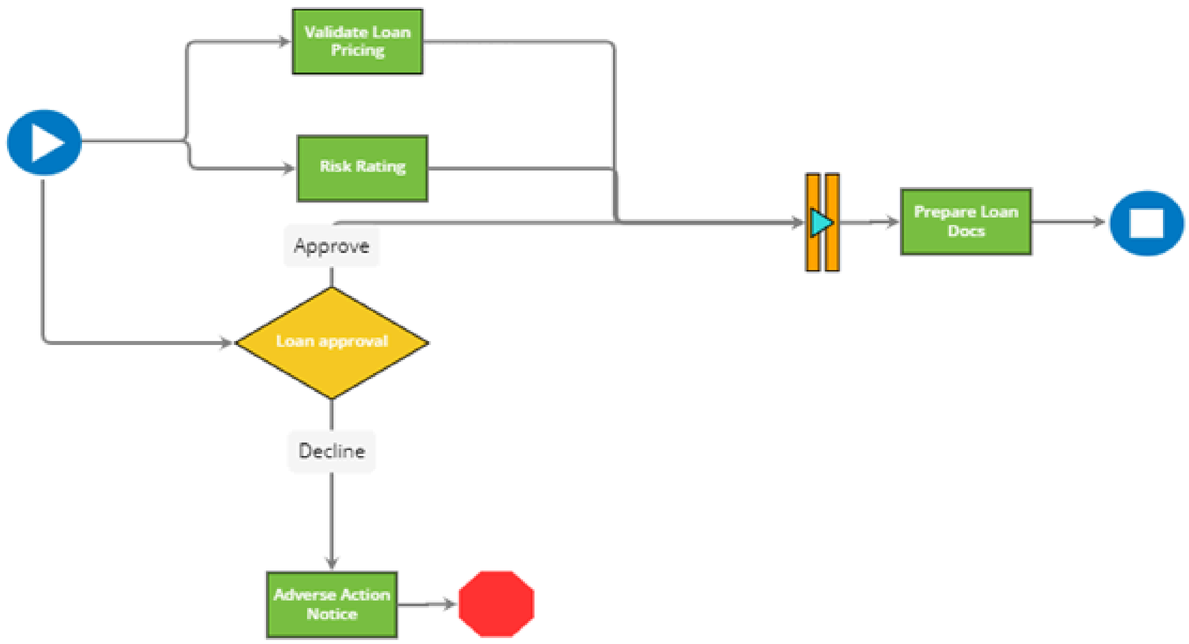
- If **Ignore Unreachable Paths** is selected, the gate will open, and the process will continue after either the 'Execute loan documents' or 'Adverse action notice' task is completed and the other option becomes unreachable.

- If **Ignore Unreachable Paths** is not selected, both the 'Execute loan documents' and 'Adverse action notice' tasks must be completed for the gate to open and process to continue. However, since only one decision choice can be made, this gate would never open and process will remain blocked.



Example 2

In this example, the gate has 'Approve' and 'Decline' decision paths. If **Ignore Unreachable Paths** is not selected, the gate will close if a user selects Approve and the Decline path becomes unreachable. If **Ignore Unreachable Paths** is selected, the gate will remain open if a user selects Approve and the Decline path becomes unreachable. With the gate open, a user can proceed to Prepare Loan Docs task.



Stop

Select 

to stop a workflow path based on a decision. For example, if No is selected for a decision, the process stops. After dragging 

to the canvas, complete the following information in the Stop Properties pane.

- Enter a name for the stop.
- Enter a description.
- Select a reason for the stop in Disposition list.

Phase

Select  to organize tasks/decisions/gates. After dragging  to the canvas, drag and resize the phase to include the task, decisions, gates, and stops you want included in the phase. Complete the following information in the Phase Properties pane.

- Enter a name for the phase.
- Enter a description.
- For the duration, enter the maximum number of hours, days, or weeks needed to complete the phase.

End

 is added by default and represents the end point in the process diagram. End must be used to end a process template.

Complete the following information in the End Properties pane.

- Enter a different name if applicable.
- Enter a description.
- Select a reason for ending the process.

Testing a Process Template

A process template can be tested. Hover over the process and select **Test Process**. Select **Confirm** on the Process Details message that displays the name, target location, target date, and target time. The word, 'Test' is added to the beginning of the process name in the process grid.

> **Note:**
> If CASH Suite is not updated to the version 2020.1 or later, the drop-down list for the Target location will not be available, however the process can be tested without this information.

Importing and Exporting Process Templates

This section describes steps for importing and exporting process templates.

Scenario 1: Sending a process template to Wolters Kluwer Support for troubleshooting

Scenario 1

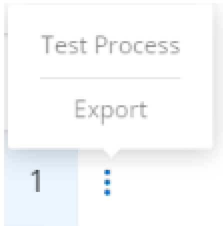
A template is not working as intended and you want to send it to Wolters Kluwer Support to determine the issue.

Export Process

1. Create the process template.
2. Export the process template.
3. Send the process template to Wolters Kluwer.
4. Import the process template sent from Wolters Kluwer into the account.

How do I create and export the template?

1. Log in to the account.
2. Navigate to the Process Templates grid.
3. Create the process template by starting a new template or saving an existing process template as a new template.
4. Navigate back to the Process Templates grid.
5. Select  and **Export**.



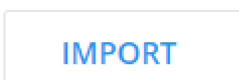
Note:
You must have the 'Manage Process Templates' permission assigned in Security Administration to export a template.

Note:
A process template must be in a 'Saved' or 'Ready' state before it can be exported. A process template in an 'Inactive' state cannot be exported.

How do I import a process template from Wolters Kluwer into the account?

1. Log in to CASH Workflow.

2. Navigate to the Process Templates grid.

3. Select 

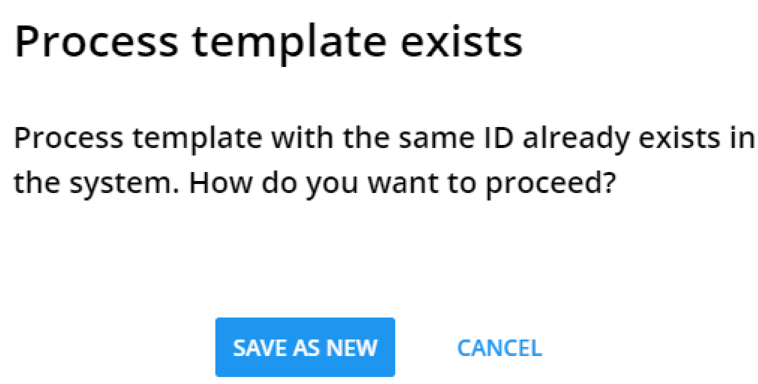
at the top of the Process Templates grid.

Note:
You must have the 'Manage Process Templates' permission assigned in Security Administration to import a template.

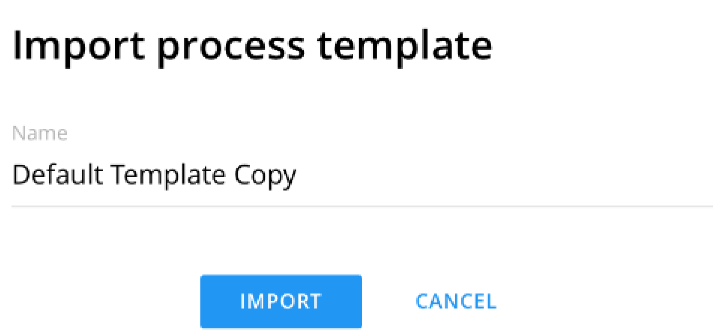
4. Select the exported json file for the process template.

5. Select **Open** in the standard file selection dialog box.

- If the same process template exists on the account, the template can be saved with a new ID and name.



- A new name can be entered for the template during the import process. The Copy suffix is automatically added to the template's name. the name can be edited but must be unique.



6. Select **Import** to complete the import process.

Scenario 2: Importing a new process template from Wolters Kluwer

How do I import the template?

1. Log in to the account.

2. Navigate to the Process Templates grid.

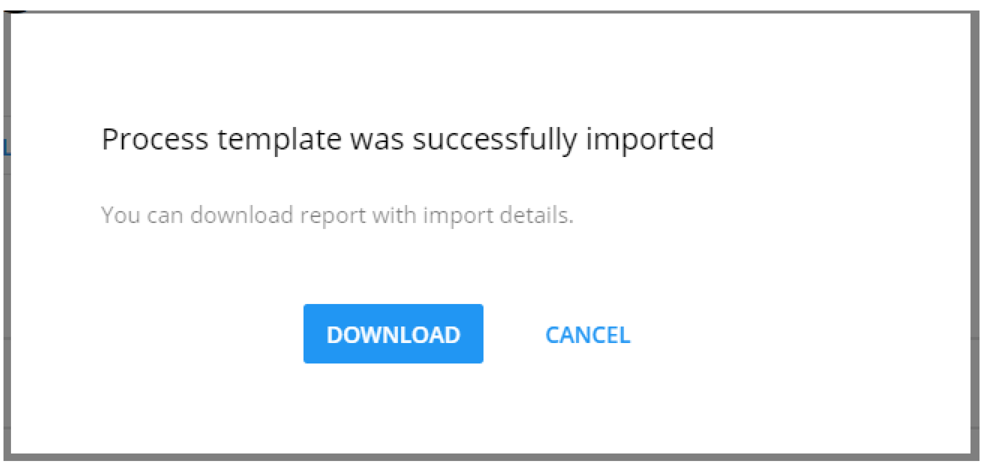
3. Select IMPORT at the top of the Process Templates grid.

   > **Note:**
   > You must have the 'Manage Process Templates' permission assigned in Security Administration to import a template.

4. Select the exported json file for the process template.

5. Select **Open** in the standard file selection dialog box.

6. After the import operation is completed, select DOWNLOAD to save the log file with the details of the import operation. You cannot download the file later. You must download at this step if you want to save the file. If you don't want to download the file, select CANCEL to close the import.



Note:
The imported process template will always be saved with a Saved status to allow edits to the imported process template prior to activation. During activation, the status will change from Saved to Ready and the template will be available for use.

What data is imported with the process template?

The following data is imported:

1. Roles used in the process template.
2. Dispositions used in the process template.
3. Data views (summary card, data card) used in the process template.
4. Custom fields used in the process template. (Custom fields can be used in both data views and required documents for tasks).
5. Document categories used in the process template by custom fields of the Document type).

Failed Import 1: The Process Template contains admin fields that do not exist on the target account

In this scenario, the process template contains CASH admin-defined fields used in data view(s) and/or required data that do not exist on the target account.

As a result, the import fails and a message displays with an explanation of the failure.

Note:
Select **Download** to download the log file with detailed information about the failure. The log file will include details such as the name, type, and corresponding entity type of the missing fields.

How do I solve the issue?

Review the log file and create the CASH admin-defined field with the correct type in the target account. Restart the CASH services for this account to sync the field. Repeat the import operation again.

Failed Import 2: The Process Template uses an Integrated Task definition that does not exist on the target account

In this scenario, the process template uses an integrated task definition that does not exist on the target account.

As a result, the import fails and a message displays with an explanation of the failure.

> **Note:**
> Select **Download** to download the log file with detailed information about the failure. The log file will include details such as the name of the missing integrated task and its corresponding entity type.

How do I solve the issue?

Usually this error occurs when a user attempts to import data that is incompatible with their current version. For example, a users tries to import a template exported from an account with CASH 6.5 to an account with a version lower than 6.5. If the data is different, the import will fail. (Example: The lower version doesn't support a new integrated task.) To achieve a successful import, upgrade the target account to the newer compatible version of CASH Suite. (Example: Upgrade to the version with the new integrated task.)

Failed Import 3: The Process Template was exported as a JSON file and manually modified with incorrect formatting

In this scenario, the process template was exported as a JSON file, but the file was manually changed resulting in an incorrectly formatted file. For example, a required bracket was deleted.

As a result, the import fails and a message displays with an explanation of the failure.

How do I solve the issue?

Contact Wolters Kluwer Support to review the structure of the JSON file.

Note:
To prevent this error scenario, do not manually change the content of JSON file.

Failed Import 4: The Process Template was exported as a JSON file with manually deleted data

In this scenario, the process template was exported as a JSON file, but the file was manually changed later. During editing, a block of data was inadvertently deleted. Example: The role definition was manually deleted.

As a result, the import fails and a message displays with an explanation of the failure.

Note:
Select **Download** to download the log file with detailed information about the failure.

How do I solve the issue?

Export the process template again using the unchanged JSON file. Repeat the import. If the import fails again, contact Wolters Kluwer Support.

Note:
To prevent this error scenario, do not manually change the content of JSON file.

Failed Import 5: Multiple Errors

In this scenario, the import fails due to multiple errors.

As a result, the import fails and a message displays with an explanation of the failure.

Note:
Select **Download** to download the log file with detailed information about the failure.

How do I solve this issue?

The log file will include details of multiple errors. Select Scenario 1: Sending a process template to Wolters Kluwer Support for troubleshooting *(on page 99)* and Scenario 2: Importing a new process template from Wolters Kluwer *(on page 101)* for Help information.

Failed Import 6: Importing a Process Template having a custom field with the same name and a different type than the CASH Workflow field in the target account

In this scenario, the import fails because a process template has a custom field with the same name and different type than the field in the target account.

Example: A process template has a custom field with Address for the name and **Number** for the type. The target account has a custom field created in CASH Workflow with Address for the name and **String** for the type.

As a result, the import fails and a message displays with an explanation of the failure.

> **Note:**
> Select **Download** to download the log file with detailed information about the failure.

How do I solve this issue?

Update the custom field on the Process Template to match the field on the target account. Repeat the Import process. (Example: Remove the custom field in the Process Template (e.g. Address/Number). Replace the field with a field that matches the field name and type in CASH Workflow. (e.g. Address/String) Repeat the Import process.

You can also update the custom field on the target account to match the field in the process template. Repeat the import process.

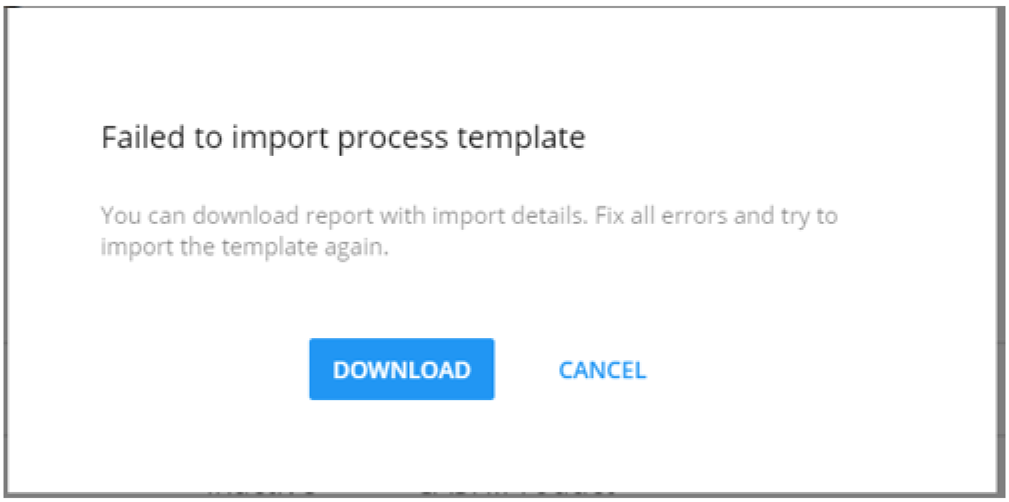
> **Note:**
> The custom field in the target account must be in the 'Never Used' state and not in any inflight processes.

Failed Import 7: Importing a Process Template having a custom field with the same name and a different type than the CASH Workflow field in the target account

In this scenario, a custom field in the process template has the same name but different type as a CASH field in the target.

Example: A process template has a custom field with Open Date for the name and **Number** for the type. The target account has a custom field created in CASH Workflow with Open Date for the name and **Date** for the type.

As a result, the import fails and a message displays with an explanation of the failure.



> **Note:**
> Select **Download** to download the log file with detailed information about the failure.

How do I solve this issue?

On the source account, remove the custom field with the Open Date name and the Number type from the process template or replace the field with a custom field with a different name. Complete the export process. Repeat the import process.

Successful Import Scenarios

Importing a process template having a custom field with the same name and type as a CASH field on the target account

Example: A custom field in the process template has Base Rate for the name and Percent for the type. The target account has a CASH field with the same name and type.

As a result, the import is successful. However, the imported template now uses the CASH Workflow field with Base Rate name and Percent type.

> **Note:**
> Select **Download** to download the log file with detailed information about the success. The log file will state the template was updated to use target's field.

Importing a process template that uses a custom field with the same type (Document) and a different category as a custom field on the target

Example: A custom field in the process template has Document for the type, Finance for the name, and Collect for the Document Category. On the target account, a custom field has Document for the type, Finance for the name, and Report for the Document Category.

As a result, the import is successful. The imported template was updated to use target's document category (Report).

> **Note:**
> Select **Download** to download the log file with detailed information about the success. The log file will state the template was updated to use target's field document category.

After a Successful Import

After successfully importing a process template:

- The new process template will display in the Process Templates grid.
- New role(s) added by the import will appear on the Roles grid.
- New dispositions(s) added by the import will display on the Dispositions grid.
- New data view(s) added by the import will appear on the Data Views grid.
- New custom field(s) added by the import will display on corresponding Data Entity Type grid.
- New document categories added by the import will appear on the Document Categories grid.

Process Templates

- If there is not a process template with the same seed id* on the target account, the process template will be imported.
- If there is a process template with the same seed id* and name on the target account, the process template will not automatically be imported. Saving the process template as a template with a new name is required for a successful import.
- If there is a process template with the same seed id*, but different name on the target account, the process template will not automatically be imported. Saving the process template as a template with a new name is required for a successful import.
- If there is a process template with different seed id*, but with the same name on the target account, the process template will be imported, but a numeric suffix will be added automatically to its name to distinguish it from the previous template.

Role

- If there is not a role with the same seed id* on the target account , the role will be imported.
- If there is a role with the same seed id* on the target account , the role will not be imported.
- If there is a role with different seed id*, but with the same name on the target account, the role will be imported, but a numeric suffix will be added automatically to its name.

Dispositions

- If there is not a disposition with the same name and type on the target account, the disposition will be imported.
- If there is a disposition with the same name and type on the target account, the disposition will not be imported.

Data Views

- If there is not a data view with the same seed id* on the target account, the data view will be imported.
- If there is a data view with the same seed id* on the target account, the data view will not be imported.
- If there is a data view with different seed id*, but with the same name on the target account , the data view will be imported, but a numeric suffix will be added automatically to its name.

Custom Fields

- If there is not a custom field with the same name on the target account, the custom field will be imported.
- If there is a custom field with the same name on the target account, the custom field will not be imported.

Document Categories

- If there is not a document category with the same name on the target account, the document category will be imported.
- If there is a document category with the same name on the target account, the document category will not be imported.

Document Categories

***Seed id**: The Seed id is a special field called a 'seed identifier' that tracks what was copied and from where it was copied. Example: The seed identifier can identify if some role already exists on the target account or has not been added to the target account.

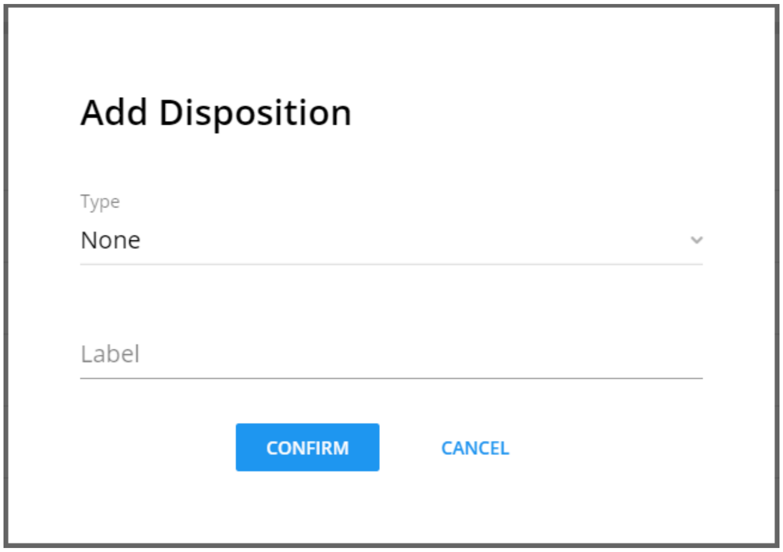
Chapter 10. Dispositions and Document Categories

Dispositions are used when completing stop and end points in a process template. For example, a user may select a disposition such as Bad Credit or Declined when a No decision is a result from a Stop point, or a user may select a disposition such as Approved or Booked when completing information for the end of a process. Dispositions can be added and managed after selected Manage and Configuration in the left pane.

Document categories are used to manage custom data items when collecting documents. Examples of categories are collateral, credit, and legal.

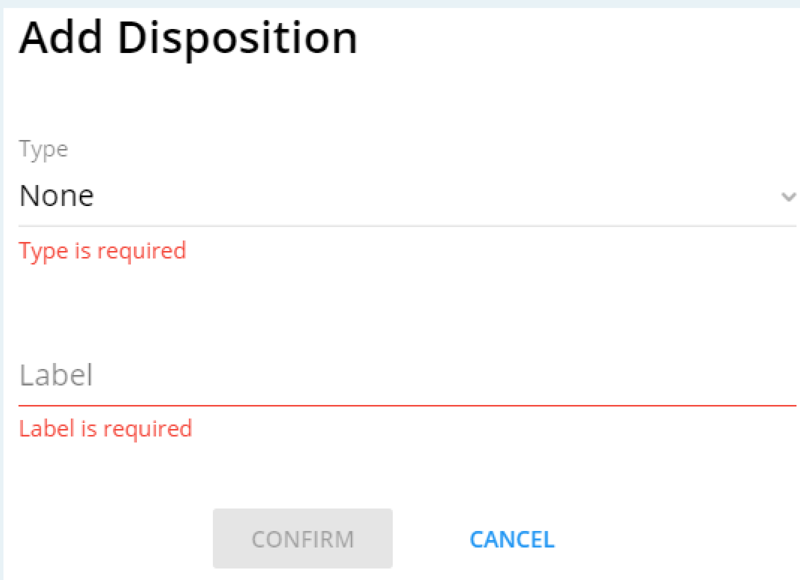
Creating a Disposition

1. In the left pane, select **Manage** and **Configuration**.
2. Select DISPOSITIONS.
3. Select + ADD NEW.
4. Select the disposition type from the list. (Pause, Stop, or End)
5. Enter a label and select **Confirm**.

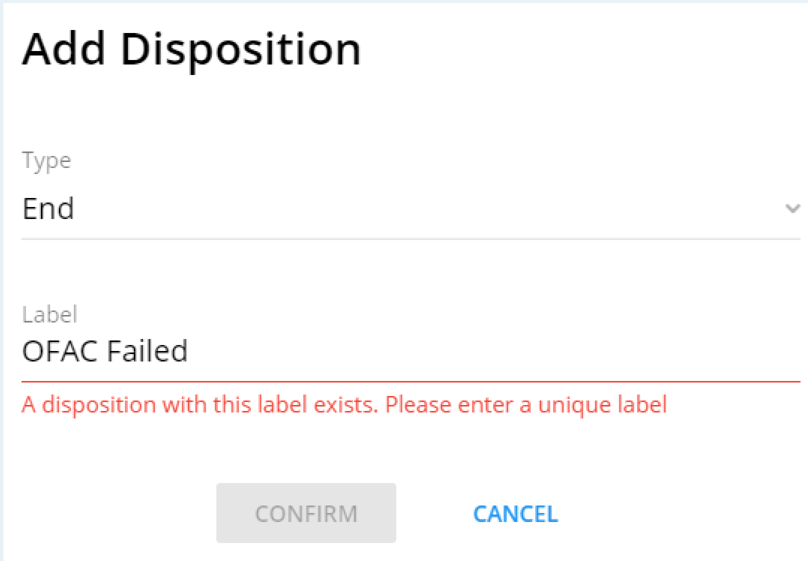


Note:

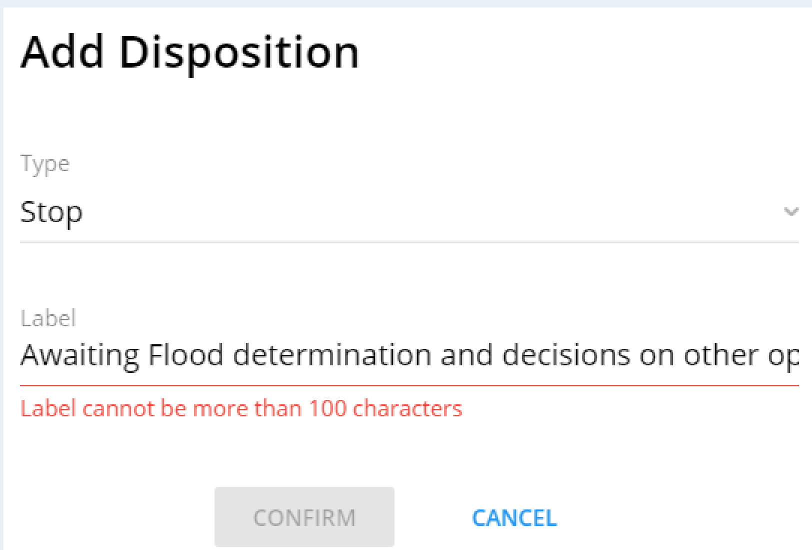
- Selecting a type and entering a label is required.



- The disposition label must be unique for each disposition belonging to a disposition type. Dispositions can have the same label if each disposition belongs to a different disposition type. For example, a disposition with a Stop type, and a disposition with an End type can have the same 'Finished' label.



- The label cannot have more than 100 characters.



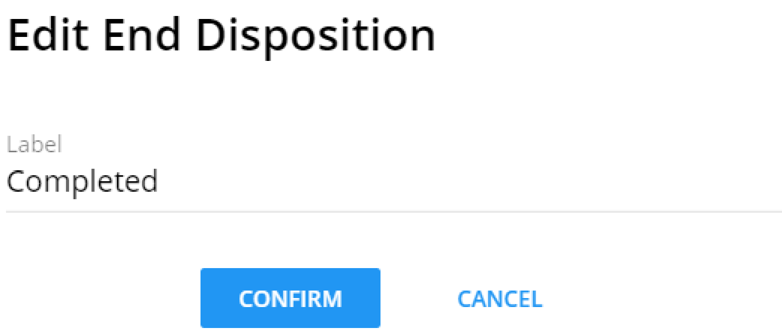
Editing Dispositions

1. In the left pane, select **Manage** and **Configuration**.
2. Select 

.

3. Hover over the row that includes the disposition to edit, select ⋮ and select **Edit**.

4. Edit the label and select **Confirm** to save your changes.



> **Note:**
> The Type cannot be edited.
>
> After the disposition is edited, the following areas are updated:
>
> - The Dispositions grid
> - All impacted process templates
> - All impacted active (currently running) processes
>
> For auditing purposes, the previously completed processes are not updated.

Deleting Dispositions

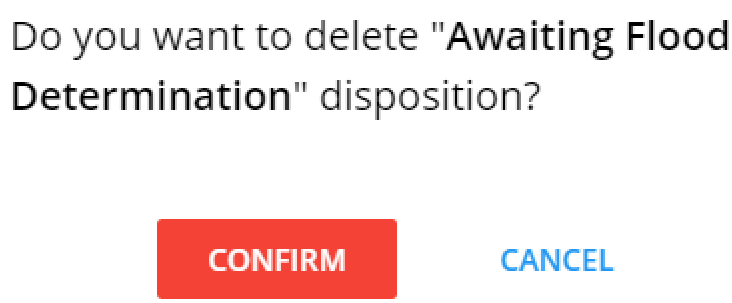
1. In the left pane, select **Manage** and **Configuration**.

2. Select 

.

3. Hover over the row that includes the disposition to delete, select ⋮ and select **Delete**.

4. Select **Confirm** to delete the disposition.



Note:

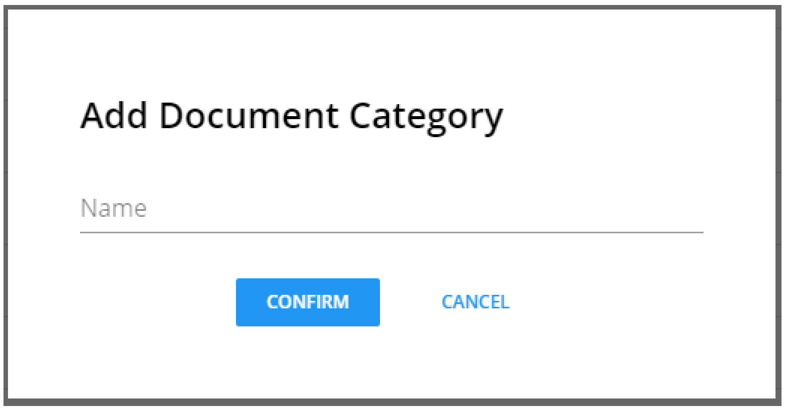
- If the disposition being deleted is already used in a process template, the confirmation message will show an appropriate warning.
- After the disposition is deleted, it is removed from the following areas:
  - The Dispositions grid
  - The Stop options (if applicable) when a user tries to stop a process from the Process Details page
  - The Pause options (if applicable) when user tries to pause a process from the Process Details page
  - From Saved process templates where the disposition was used
  - From End or Stop options in Process Designer used in configuring a new process template
- A deleted disposition will remain in process templates in a Ready state. All current and future processes started from a process template in a Ready state will continue to reference this disposition. The completed processes will continue to reference deleted dispositions for auditing purposes as well.

Creating a Document Category

1. In the left pane, select **Manage** and **Configuration**.
2. Select 

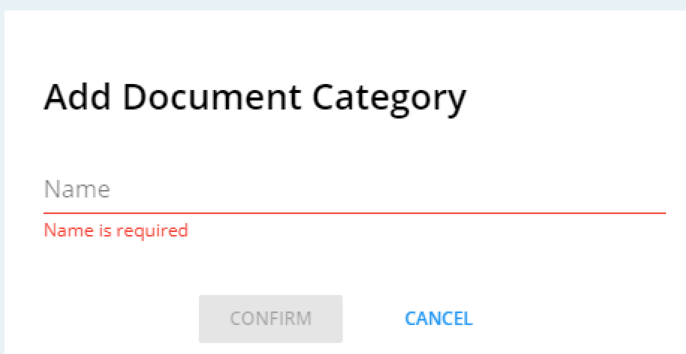
.
3. Select 

.
4. Enter a name for the document category and select **Confirm**.

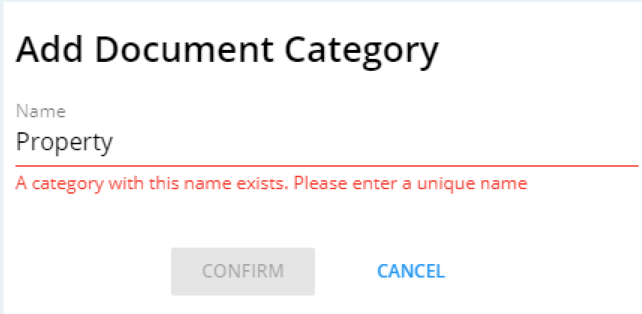


Note:

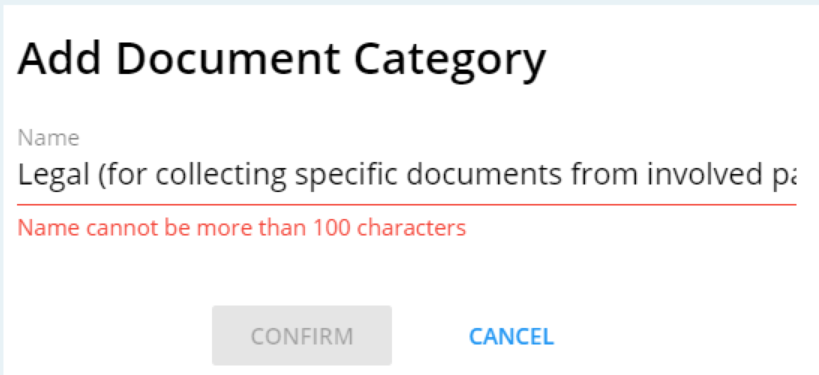
- Entering a name is required.



- Each document category name must be unique.

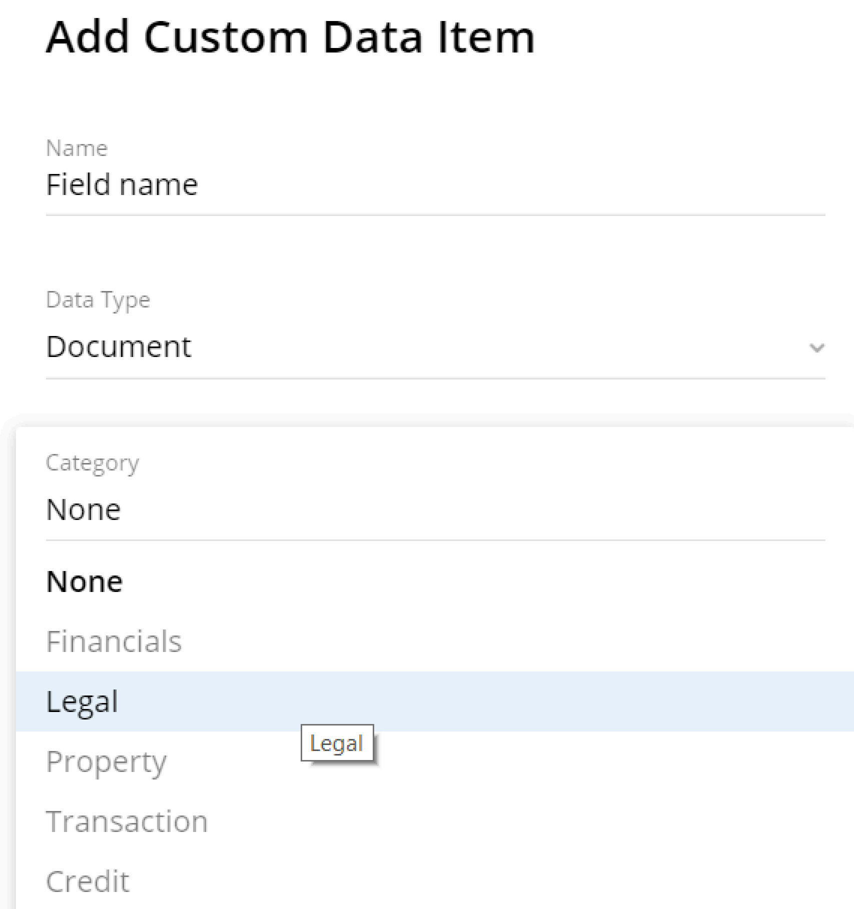


- The name cannot have than 100 characters.



Note:

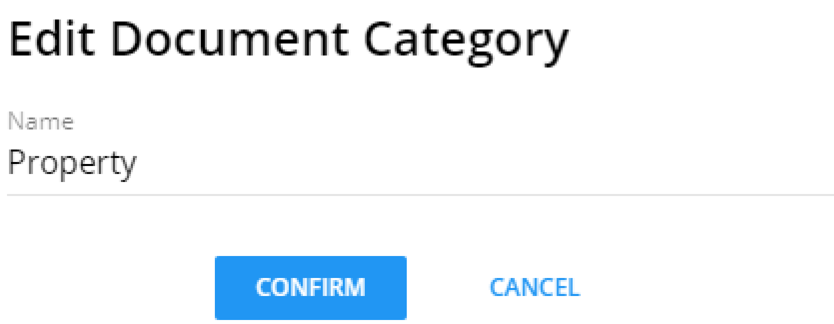
Document categories are available when adding a custom data item for CASH Workflow data entity types (Product, Customer, Collateral). See the example below:



Editing a Document Category

1. In the left pane, select **Manage** and **Configuration**.
2. Select 

. Select the **Document Categories** tab.
3. Hover over the row that includes the disposition to edit, select  and **Edit**.
4. Edit the name and select **Confirm** to save your changes.



Note:

- After the document category is edited, the following areas are updated:
  - The Document Categories grid
  - The list of document categories used when adding a custom data item to collect documents
- To use the updated document category, create new tasks referencing the new category and add to process templates.
- The edited document category is **not** updated on previously created custom data items. Therefore,the document category name will not update to the new name for any active or completed process templates and processes.

Chapter 11. Users: Processes

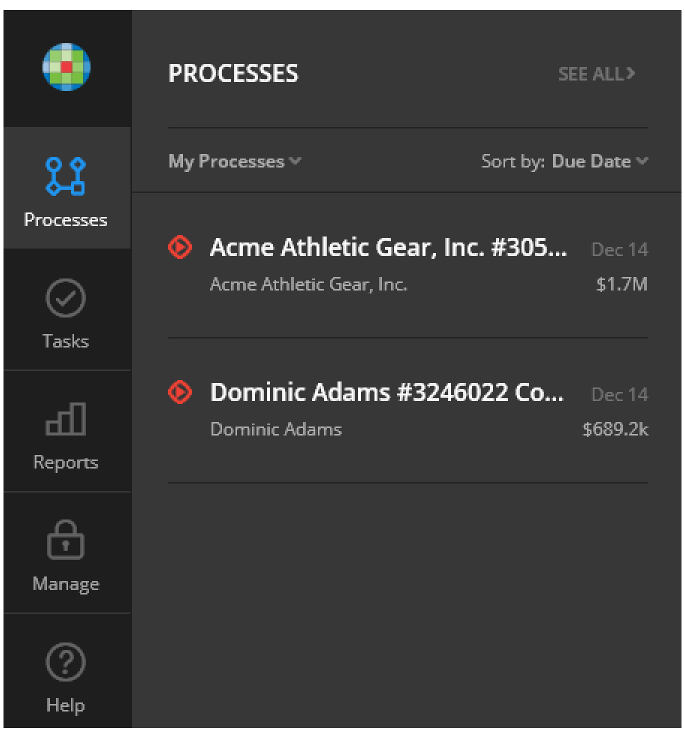
In CASH Workflow, a process is a workflow activated from a process template created by an administrator. A process includes tasks that users complete to move the workflow to completion.

Process information displays on the Process Details page and the Processes grid.

- The Processes grid displays a list of all processes.
- The Process Details page displays details for a specific process.

Processes (Left Pane)

- Select **Processes** in the left pane to display processes.
- Processes are sorted by due date.
- Select **See All** to open the Processes grid and view all processes.
- Select a process to open the Process Details page to view a process.



Processes Grid

The Processes grid displays all the processes in CASH Workflow. To view the Processes grid, select **Processes** in the left pane. Select **See All**.

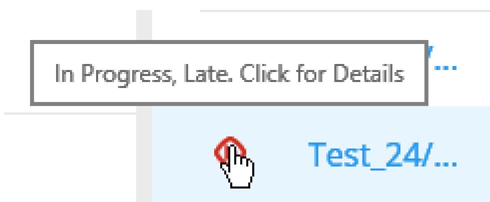
- Processes can be deleted, stopped, resumed and paused. Select Deleting, Stopping/Resuming and Pausing a Process in the Processes Grid *(on page 126)* for Help information.

- To find a process, use Search. Select Searching for a Process *(on page 123)*

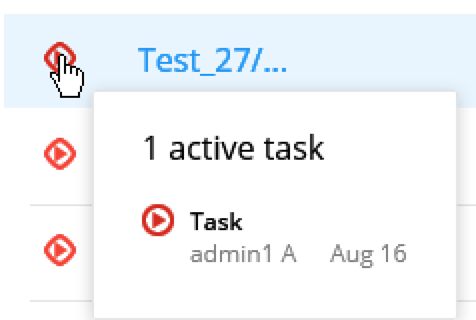
- Customize the Processes grid by sorting columns and determining the columns to display. Select Selecting Columns to Display and Sort *(on page 123)*

- To find a process, apply filters to the Processes grid. Select Filtering Processes on the Processes Grid *(on page 125)* for Help information.

- To see the status of a process (On time, Stopped, Late, On Hold, Critical, Task Assigned), hover over the process symbol.

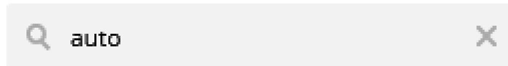


- To see the list of active tasks for a process, select the process symbol. Completed and stopped processes do not have any active tasks so active tasks will not display for these processes.



- Select  to refresh the Processes grid.

Searching for a Process

To search for a process, enter a search term in the Search box. Entering the first three characters of a process name is a quick way to search. If the search does not find a match, 'No results found' displays. To clear the search, select the **X** inside the Search box 

and the Processes grid returns to its previous state.

> **Note:**
> The last term searched during a session will be remembered. Select **x** in the Search box to clear the last saved search and show all items in the list.

Selecting Columns to Display and Sort

1. Select **Columns** 

.

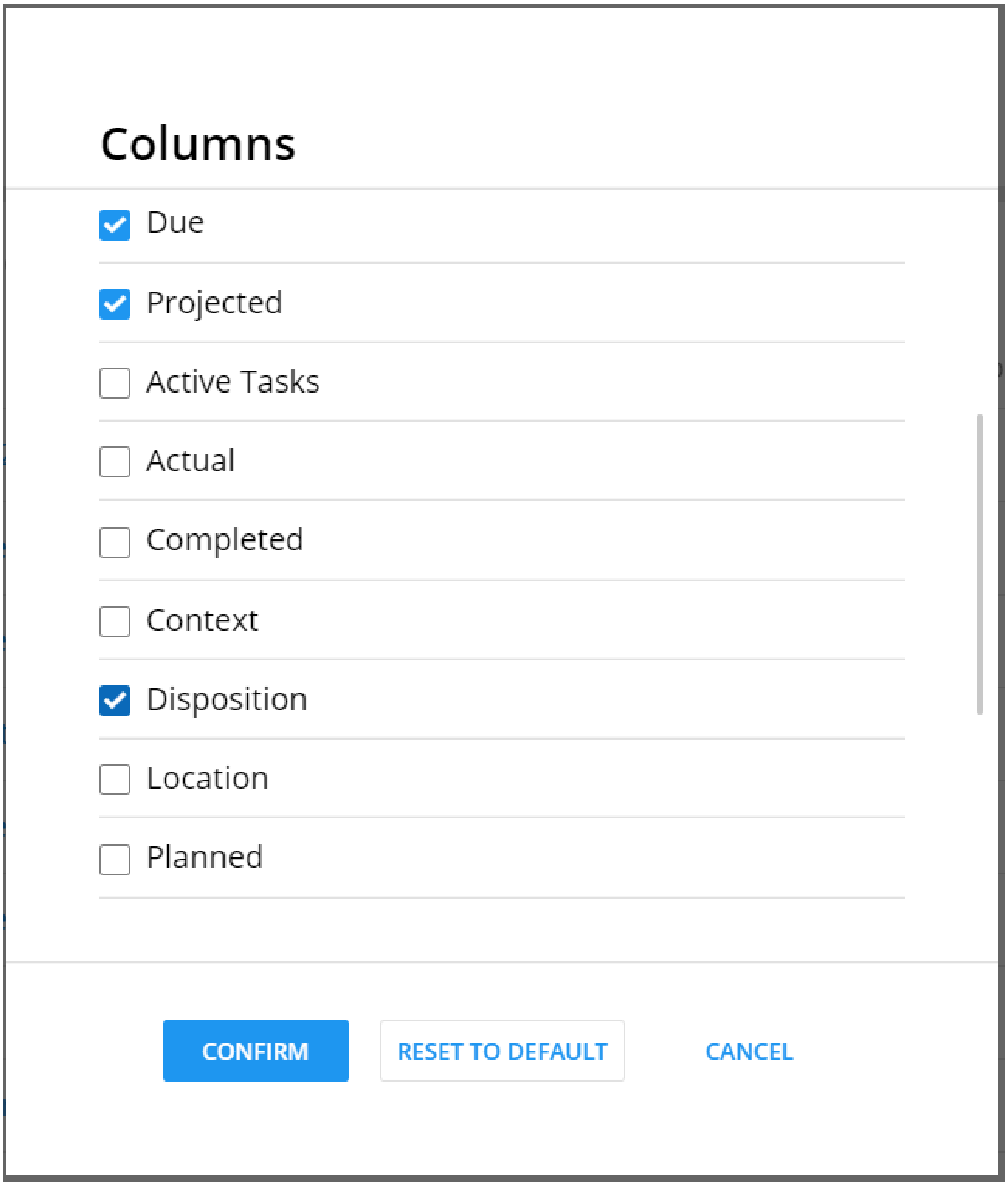
2. Select the columns to display. Scroll to view all the columns.

    - State
    - Name
    - Customer
    - Account Rep
    - Amount
    - Phases
    - Due
    - Projected
    - Active tasks
    - Actual
    - Completed
    - Context
    - Disposition
    - Location
    - Planned
    - Process Type
    - Product Type
    - Progress

- Started
- Stopped

> **Note:**
> The State and Name columns are required and cannot be removed from a grid.

3. Select **Confirm** to save changes and display the selected columns in the grid.



> **Note:**
> Select a column heading to sort the column in a descending or ascending order.

Filtering Processes on the Processes Grid

The Processes grid can be filtered by selecting options in the left pane. Selecting a filter immediately updates the processes that display in the grid. If a filter does not find a process that matches the filter, 'No results found' displays.

- Select » to expand the filter pane. Select |« to collapse the filter pane.
- Select **+** or **-** to expand a filter category.
- Select options in each category as applicable.
- Select **Clear** to clear the selected options.
- Select RESET to return to the default filters.

The Processes grid can be filtered using the following filters.

Filter	Description
STATE	Select one or more options including Active, Completed, and Stopped. The total number of processes for each state displays after the option.
SLA	Select one or more options including: On Time, Critical, and Late. The total number of processes for each SLA displays after the option.
PROCESS TYPE	Select one or more process types.
CUSTOMER	Select one or more customers.
ACCOUNT REP	Select one or more account reps.
LOCATION	Select one or more locations.
AMOUNT	Enter a minimum and maximum amount for the transaction.

DUE	Click in the From box to display a calendar. Select a From date and select **Close**. Click in the To box to display a calendar. Select a To date and select **Close**.
ACTUAL	Enter a minimum and maximum number of actual duration.
COMPLETED	Click in the From box to display a calendar. Select a From date and select **Close.** Click in the To box to display a calendar. Select a To date and select **Close**.
CONTEXT	Select one or more contexts.
PHASES	Select one or more phases.
PLANNED	Enter a minimum and maximum number of planned duration.
PROCESSES	Select one or more assignees for the task.
PROGRESS	Enter a minimum and maximum percentage of completion for a process.
PRODUCT TYPE	Select one or more product types.
PROJECTED	Click in the From box to display a calendar. Select a From date and select **Close**. Click in the To box to display a calendar. Select a To date and select **Close.**
STARTED	Click in the From box to display a calendar. Select a From date and select **Close**. Click in the To box to display a calendar. Select a To date and select **Close**.
STOPPED	Click in the From box to display a calendar. Select a From date and select **Close**. Click in the To box to display a calendar. Select a To date and select **Close**.
DISPOSITION	Select one or more dispositions (stop/end/pause categories).

> **Note:**
> Selecting **None** will show 'In progress' processes.

Deleting, Stopping/Resuming and Pausing a Process in the Processes Grid

A user must have appropriate permissions to delete, stop/resume, and pause a process. Hover over a process and select ⋮ to access Delete, Stop, and Pause options.

- **Deleting a process**: Hover over a process, select ⋮ and select **Delete**. Select **Confirm**.

- **Stopping a Process**: Hover over a process, select ⋮, and select **Stop**. Select a reason and select **Confirm**.
- **Pausing a Process:** Hover over a process, select ⋮, and select **Pause**. Select a reason and select **Confirm**.
- **Resuming a Process**: After a process is paused, the Resume options displays instead of the Pause option. Select ⋮, and select **Resume** to cancel the pause function.

Downloading a Process

Select DOWNLOAD and **Only Visible Columns** or **All Columns**. You will be asked to save the Excel file that is created.

- Selecting **Only Visible Columns** downloads only those columns that are displayed to the Excel file.
- Selecting **All Columns** downloads all available columns to the Excel file.

> **Note:**
> Select Selecting Columns to Display and Sort *(on page 123)* for Help information on changing visible columns.

Process Details Page

The Process Details page provides specific information about a process including customer name, product type, loan amount, and other details. Tasks may also be included.

The Process Visualization view displays the past, present, and future status of an active process in a visual workflow format. To access the Process Visualization view, select at the far right of the Summary view. Select the **X** to close the Process Visualization page.

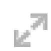
Accessing the Process Details Page

The Process Details page shows details about a process and can be accessed in three ways:

- On the Dashboard, the My Processes section provides a list of processes. Select a process to display the Process Details page.
- After selecting **Processes** in the left pane, a list of processes displays. Select a process to display the Process Details page.
- After selecting **Processes** in the left pane and **See All**, the Processes grid displays. Select a process to display the Process Details page.

Process Details Page Summary

The Summary view displays below the process name and may provide information like customer name, product type, loan amount, and other details.

The Process Visualization view displays the past, present, and future status of an active process in a visual workflow format. To access the Process Visualization view, select  at the far right of the Summary view. Select the **X** to close the Process Visualization page.

Processes Details Page Data Cards

Data Cards display below the Summary view on a Process Details page and can be re-arranged by a user.

- **Activity data card**: This card displays a detailed status for process activities. Select **Everyone**, **Just Me**, or a specific person in the Filter list to display activities that belong to everyone, just me, or a specific person.
- **Tasks data card**: This card displays tasks in the process. Tasks can be sorted by selecting options in the lists accessed by the down arrow. Select a task in blue text to open the task.

- **Documents data card**: This card displays documents. Search for specific documents. Add documents as applicable.

- **Comments data card**: This card displays comments for the process. Select **Add comment** to add a comment. Select **Everyone** or **Just Me** in the list under the Comments heading to send the comment to everyone or only you. Select **Send**.

Deleting, Stopping, and Pausing a Process

A process can be deleted, stopped, or paused from a Process Details page.

- Select **Delete** to delete a process. Select **Confirm**.

- Select **Stop** to stop the process. Select a reason for the stop and select **Confirm**.

- Select **Pause** to pause the process. Select a reason and select **Confirm**.

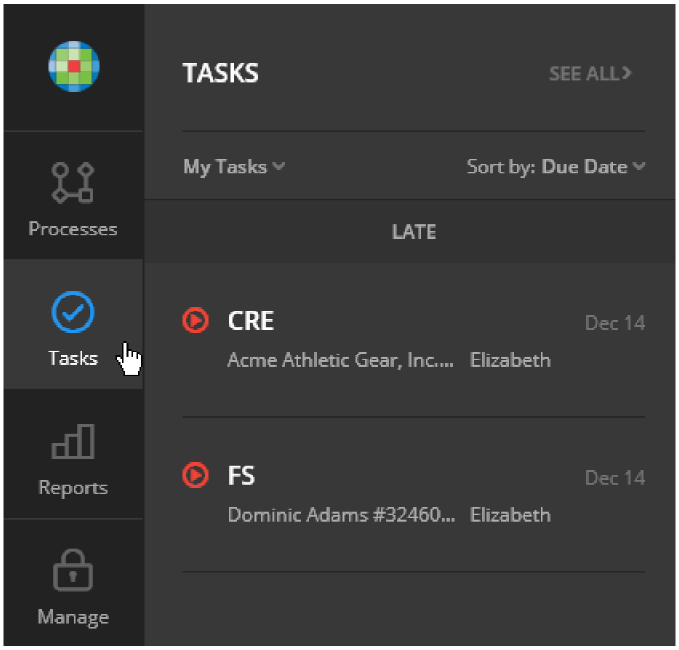
Chapter 12. Users: Tasks

In CASH Workflow, a task is an activity described on a data card that displays on the Dashboard. A user completes the tasks to move a process workflow to completion. A task may request information or documents.

- Selecting **Tasks** in the left pane provides quick access to tasks.
- The Tasks Grid displays a list of all tasks.
- The Task Details page displays details for a specific task.

Tasks (Left Pane)

- Select **Tasks** in the left pane to display tasks.
- Select **My Tasks** or **Unassigned** to filter tasks.
- Select a task to open the Task Details page.
- Tasks are sorted by due date.
- Select **See All** to open the Tasks grid.



Tasks Grid

The Tasks Grid displays all the tasks in CASH Workflow. Select **Tasks** in the left pane and select **See All** to access the Tasks grid.

- Hover over a task symbol to display a task status.
  - Unassigned and late: 
  - In progress and late: 
  - Completed and on time: 
  - Completed and late: 
  - Stopped and on time: 
  - Stopped and late: 

- Locate a task by filtering the Tasks grid.
- Search to find a specific task.
- Customize the Tasks grid by determining the columns to display and sorting columns.
- Select RELOAD to refresh the Tasks grid.
- Tasks can be paused, resumed, resumed, and deleted.

Filtering Tasks on the Tasks Grid

Filter the Processes grid by selecting options in the left pane. Selecting a filter immediately updates the processes that display in the grid according to the selected filter. If a filter does not find a process that matches the filter, 'No results found' displays.

- Select » to expand the filter pane. Select |« to collapse the filter pane.
- Select **+** or **-** to expand a filter category.
- Select options in each category as applicable.
- Select **Clear** to clear the selected options.
- Select RESET to return to the default filters.

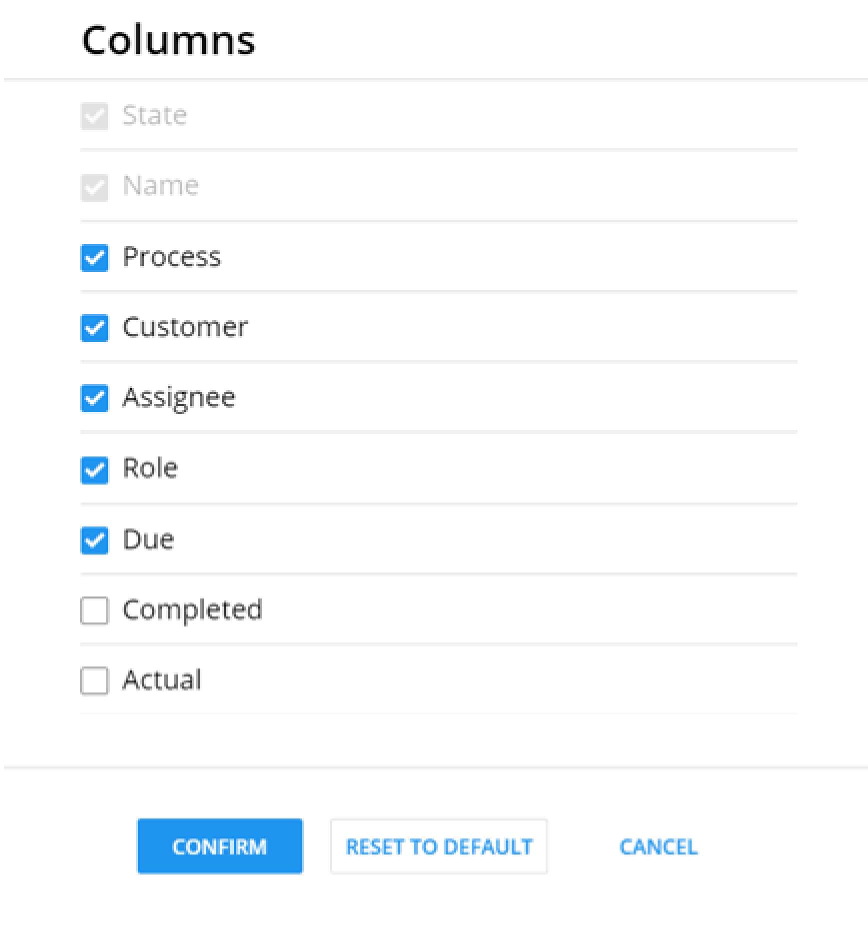
Selecting Columns to Display and Sort

1. Select COLUMNS .
2. Select the columns to display. Scroll to view all the columns.
    - State
    - Name
    - Process

- Customer
- Assignee
- Role
- Due
- Completed
- Actual
- Phase
- Planned
- Process Type
- Started
- Stopped

> **Note:**
> The State and Name columns are required and cannot be removed from a grid.

3. Select **Confirm** to save and view the changes.

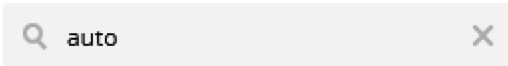


Note:
To sort data by a column, select the column’s heading.

Searching for a Task

To search for a process, enter a term in the Search box.

- Entering the first three characters of a task name is a quick way to search.
- If the search does not find a match, 'No results found' displays.

The last term searched during a session is remembered. To clear the search, select the **X** inside the Search box 

to show all the items in the list.

Reloading

Select **Reload** to refresh the Tasks grid.

Downloading a Task

Select 

and choose between **Only Visible Columns** or **All Columns**. Specify the location to save the generated Excel file.

- Selecting **Only Visible Columns** downloads only those columns that are currently displayed in the Task grid.
- Selecting **All Columns** downloads all available columns to the Excel file.

> **Note:**
> Select Selecting Columns to Display and Sort *(on page 132)* for Help information about changing visible columns.

Task Details Page

The Tasks Details page provides details about a task and may include To Do information, summary information, integrated tasks, activities, and comments. A user can indicate a task is complete on the Task Details page.

Accessing the Task Details Page

The Task Details page can be accessed in three ways:

- On the Dashboard in the My Tasks section, select a task to display the Task Details page.
- On the left pane, select **Tasks** to display a list of tasks. Select a task to display the Tasks Details page.

- On the Tasks Grid, (accessed by selecting Tasks in the left pane and selecting **See All**), select a task to display the Task Details page.

Task Details Page - Summary View

The Summary view displays below the task name and provides information such as started date, due date, and assigned to information.

Task Details Page - Data Cards

Data Cards display below the Summary view on a Task Details page and can be re-arranged by a user.

- In the To Do section, select the name of a data card (blue text) to go to an active data card. The data cards outlined in blue are active for the task.

- The Activity data card displays a detailed status for the task activities. Select **Everyone**, **Just Me**, or a specific person in the Filter list to display activities for the task that belong to everyone, just me, or a specific person.

- The Comments data card displays comments for the task.

  To add a comment:

  - Select **Add comment** and enter a comment.

  - Select **Everyone** or **Just Me** in the list under the Comments heading.

  - Select **Send**.

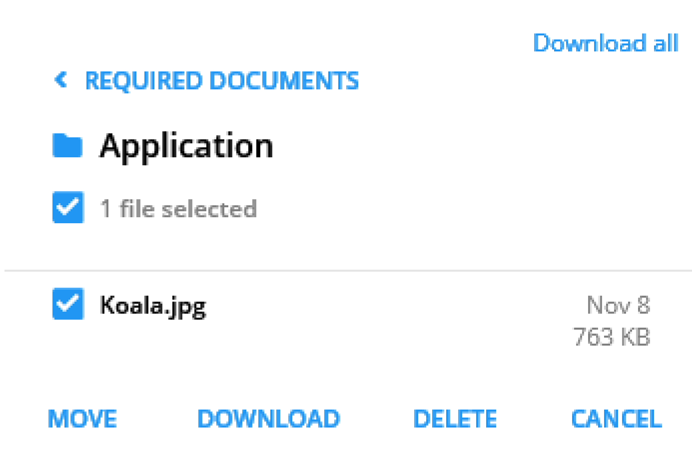
Completing a Task on the Task Details Page

Tasks are completed as part of a process. After a task is completed, the workflow moves to the next task in the process.

1. Open the Tasks Details page. Select Accessing the Task Details Page *(on page 135)* for Help information.

2. Complete an active data card.

- **Decision data card:** Select **Select** and select a decision (Decline or Proceed). Select **Confirm**.
- **Required Data data card**: Enter Information on the data card.
- **Required Document data card**
  - **Add a document**: Select **+ Add Document**. Browse to the file to attach. Select the file and select **Open**. Select **Done** to continue. The file is stored in the Unsorted folder on the Requirements Documents card.
  - **Move a document**: Select the document folder. Select the document. Select **Move**. Select a placeholder and select **Save**.
  - **Download a document**: Select the document folder. Select the document. Select **Download**. Open or save the document.
  - **Delete a document**: Select the document folder. Select the document. Select **Delete**. Select **Delete** to confirm the deletion.



3. After completing the data card, save or mark the task complete.
   - If the task is not complete, select **Save** at the top right of the Task Details page to save your work.

- ◦ If the task is complete, select **Complete** at the top right of the Task Details page.

4. Select the **Tasks Available** link to continue with another task, or select to return to the Dashboard.

Claiming a Task

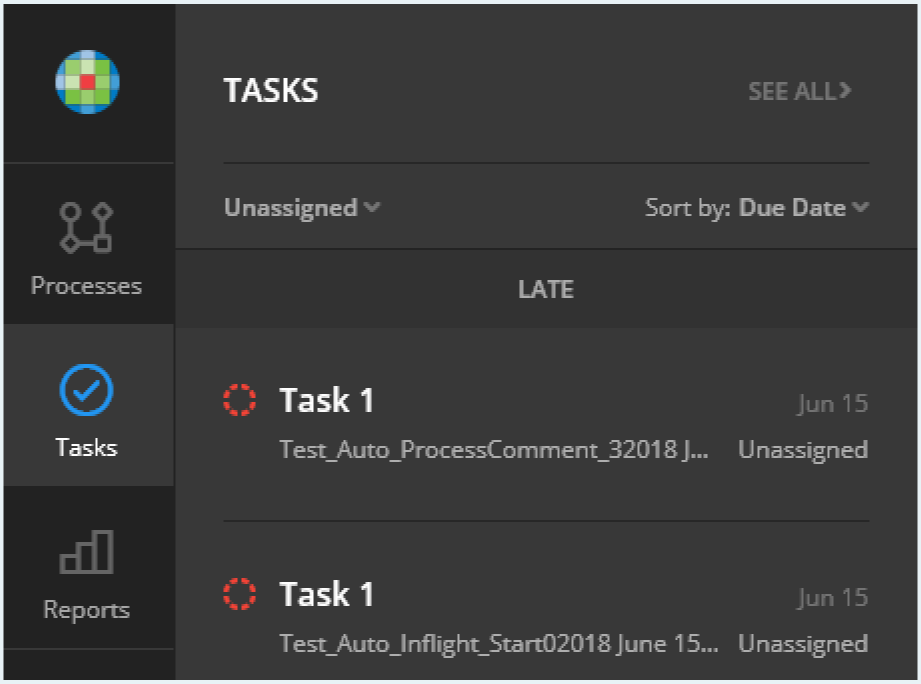
An unassigned task can be claimed from the Tasks grid or from the Task Details page.

- On the Tasks grid, hover over an unassigned task, select , and select **Claim**.

> **Note:**
> In the Tasks grid, 'Unassigned' displays in the Assignee column for an unassigned task. If the Assignee column does not display, select COLUMNS and select the Assignee column.

- On the Tasks Details page, hover over an unassigned task, select , and select **Claim**. Select Accessing the Task Details Page *(on page 135)* for Help information about opening the Tasks Details page.

> **Note:**
> To see all unassigned tasks, select **Tasks** in the left pane. Select **Unassigned** in the list.



Assigning a Task

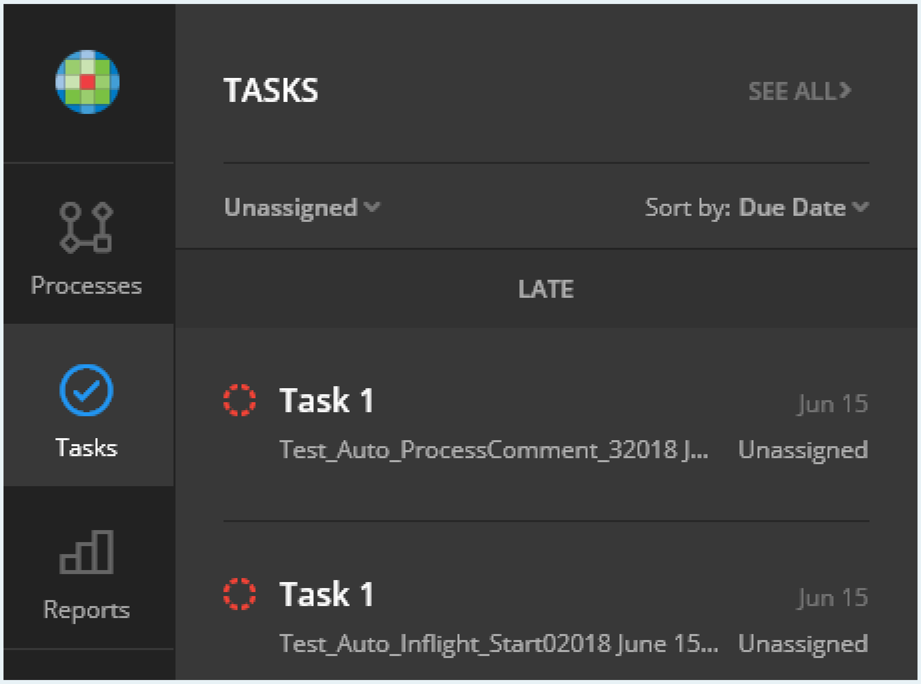
An unassigned task can be assigned from the Tasks grid or from the Task Details page.

- On the Tasks grid, hover over an unassigned task, select ⋮, and select **Assign**. Select a person to assign to the task and select **Assign**.

  Note:
  In the Tasks grid, 'Unassigned' displays in the Assignee column for an unassigned task. If the Assignee column does not display, select COLUMNS and select the Assignee column.

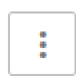
- On the Tasks Details page, hover over an unassigned task, select ⋮, and select **Assign**. Select a person to assign to the task and select **Assign**. Select Accessing the Task Details Page *(on page 135)* for Help information about opening the Tasks Details page.

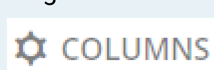
Note:
To see all unassigned tasks, select **Tasks** in the left pane. Select **Unassigned** in the list.



Reassigning a Task

An assigned task can be reassigned from the Tasks grid or from the Task Details page.

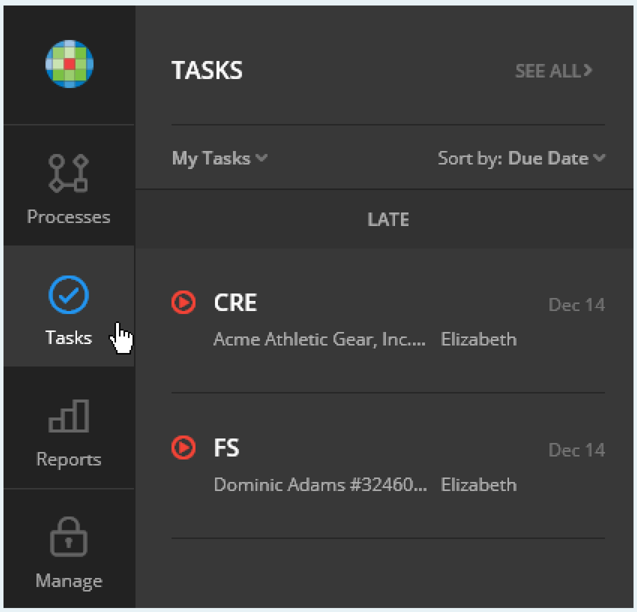
- On the Tasks grid, hover over an assigned task, select , and select **Reassign**. Select a person to assign to the task and select **Reassign**.

Note:
In the Tasks grid, a name displays in the Assignee column for an assigned task. If the Assignee column does not display, select 

and select the Assignee column.

- On the Tasks Details page, hover over an assigned task, select , and select **Reassign**. Select a person to assign to the task and select **Reassign**. Select Accessing the Task Details Page *(on page 135)* for Help information about opening the Tasks Details page.

Note:
To see assigned tasks, select **Tasks** in the left pane. Select **My Tasks** in the list.



Chapter 13. Reports

To access reports, select **Reports** in the left pane.

The following reports are available:

- **Performance Report**: The Performance report allows administrators to analyze and compare the work performance of single or multiple employees and their assigned tasks.

- **Pipeline Report**: The Pipeline report allows a user to review the total dollar amounts for active processes/loans/transactions during specified time periods.

- Select Performance Reports *(on page 150)* and Pipeline Reports *(on page 142)* for Help information.

Pipeline Reports

Users can review the total dollar amounts for active processes during specified time periods in the Pipeline report. Various filters can be applied to customize reports. For example, applying the Account Rep and Display filters show the total dollar amounts for a specific Account Rep during a specific time period.

- Reports display in graph and table formats.

- Use filters to create a customized report.

- Save customized reports for future use.

- Select **Reports** and **Pipeline** in the left pane to access the Pipeline report.

Pipeline Reports Formats

The Pipeline report can be displayed in a graph or table format.

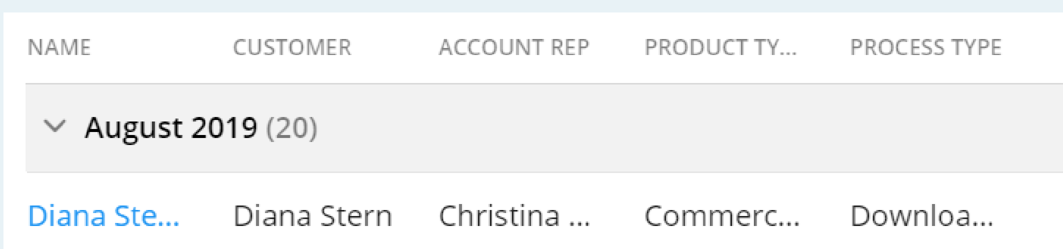
Table Format

The table format displays a Pipeline report with Name, Customer, Account Rep, Product Type, Process Type, Amount, Progress, Due, and Projected columns.

- **Table Format**: Select **Reports** in the left pane and select **Pipeline**. Select .
- **Filtering**
  - Select options in the Filter Types pane. Select Filter Types *(on page 145)* for Help information.
  - Select an option in the Split By list to filter the report by product type, process type, account rep, location, quarter, month, week, and day.
- **Downloading**
  - Select DOWNLOAD to download the table as an Excel spreadsheet.
  - Select **Save** to download the report to the Downloads folder.
  - Select **Save As** to specify a location and name for the file.
- **Sorting**: Sort the table in ascending or descending order by selecting a column heading.
- **Reloading**: Select **Reload** to update the table with current information.

Note:

- Select the arrow next to a category to display or hide line items.



NAME	CUSTOMER	ACCOUNT REP	PRODUCT TY...	PROCESS TYPE
August 2019 (20)				
Diana Ste...	Diana Stern	Christina ...	Commerc...	Downloa...

- Select a line item to open the process for reviewing or editing.

Graph Format

The Pipeline graph format displays the totals of processes in a graphical format.

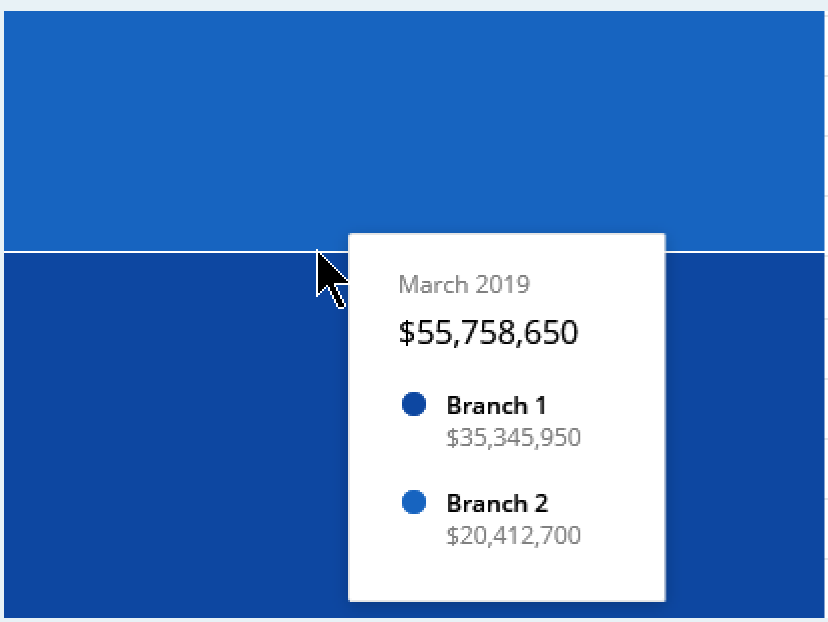
- **Graph Format**: To view the graph format, select **Reports** in the left pane and select **Pipeline**. Select .

- **Filtering**
  - Select options in the Filter Types pane. Select Filter Types *(on page 145)* for Help information.
  - Select options in the Split By and Display lists to filter the report by product type, process type, account rep, location, quarter, month, week, and/or day.

- **Reloading**: Select 

 to update the graph with current information.

Note:
Pause your cursor over a vertical line in the graph to display details at a glance. The details will display according to the selections made in the Split by and Display lists. The image below displays details for a vertical line when Location and Monthly were selected in the lists.



Filtering a Pipeline Report

Reports can be filtered by selecting options in Split By list for the table format and Split By and Display lists for the graph format. Select options in the Filter Types section for additional filters.

Split By and Display Filters

Split by and Display Filters (Graph Format)

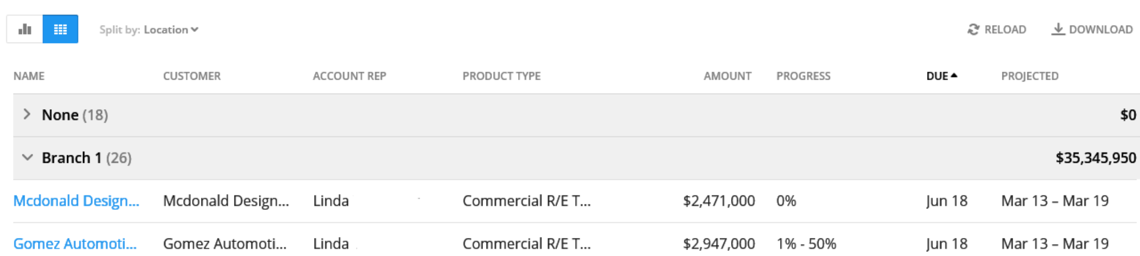
- Select an option in the Split by list for the graph format (None, Product Type, Process Type, Account Rep, Location).

- Select an option in the Display list for the graph format (Quarter, Month, Week, Day).

Split by Filter (Table Format)

- Select an option in the Split by list for the table format. (None, Product Type, Process Type, Account Rep, Location, Quarter, Month, Week, Day).

- After selecting an option in the Split By list, select a category in the Report grid to display the processes for the category.



NAME	CUSTOMER	ACCOUNT REP	PRODUCT TYPE	AMOUNT	PROGRESS	DUE	PROJECTED
None (18)							$0
Branch 1 (26)							$35,345,950
Mcdonald Design...	Mcdonald Design...	Linda	Commercial R/E T...	$2,471,000	0%	Jun 18	Mar 13 – Mar 19
Gomez Automoti...	Gomez Automoti...	Linda	Commercial R/E T...	$2,947,000	1% - 50%	Jun 18	Mar 13 – Mar 19

Filter Types

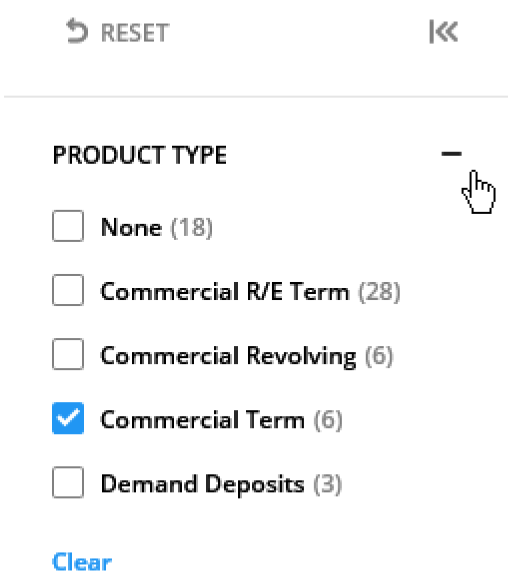
Filter Types

The left pane include filter types that can be used to customize a report.

> **Note:**
>
> If you do not see the left pane filter types, select to display the pane.

- Pause your cursor to the right of the filter type name and select **+** to expand the filter type and view and select options for a filter type. To collapse a filter type, pause your cursor to the right of the filter type name and select .

- If you do not see all the filters types, select **+ Show More** at the bottom of the Filter pane.
- To clear options for a specific filter type, select **Clear** at the bottom of the Filter type. To clear all filters, select **Reset**.



- Refer to the table below for more information about each filter type.

Filter	Description
SLA	Select one or more options including On Time, Critical, and Late. The total number of processes for each SLA option displays after the option.
Projected	Click in the From box to display a calendar. Select a From date and select **Close**. Click in the To box to display a calendar. Select a To date and select **Close**.
Product Type	Select one or more product types.
Process Type	Select one or more process types.
Account Rep	Select one or more account reps.
Location	Select one or more locations.
Due	Click in the From box to display a calendar. Select a From date and select **Close**. Click in the To box to display a calendar. Select a To date and select **Close**.

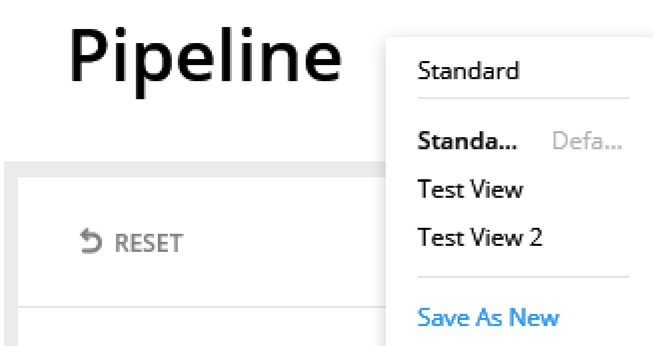
Filter	Description
Phases	Select one or more phases.
Amount	Enter a minimum and maximum amount for the transaction.
Context	Select one or more contexts.
Progress	Enter a minimum and maximum percentage of completion for a process.
Started	Click in the From box to display a calendar. Select a From date and select **Close**. Click in the To box to display a calendar. Select a To date and select **Close**.
Disposition	Select one or more dispositions. Only pause categories are available because the Pipeline Report is limited to active processes. Stop/end categories will appear in the list as disabled. **Note:** Selecting **None** will show 'In progress' processes.

Customizing and Saving a Report View

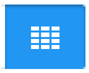
Customize your report by selecting formatting and filtering options. After customizing your report, save it for future use.

1. In the left pane, select **Reports** and **Pipeline**.

2. Use the current view or select a saved view from the list.



> **Note:**
> To access a saved report, select the report in the list.

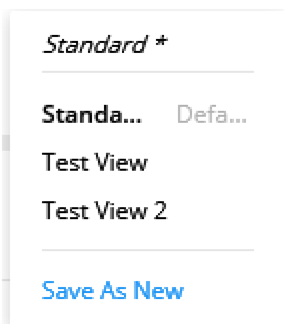
3. Select  to display the table format or  to display the graph format.

4. Apply filters to the report.

    ◦ Select options in the Split by and Display lists for the graph format and the Split by list for the table format.

    ◦ Select options for the filter types in the left pane. (SLA, Projected, Product Type, Process Type, Account Rep, Location, Due, Phases, Amount, Context, Progress, and Started) Select Filtering a Pipeline Report *(on page 144)* for Help information.

5. After making changes to the report, select **Save As New**. Enter a name for the report and select **Confirm**.



> **Note:**
> After making changes to the report, the name of the report displays in italics with an asterisk behind it.

> **Note:**
> To update a report, select a report. Make your changes and select **Update**. The Update option displays in the list after you make changes to a report.

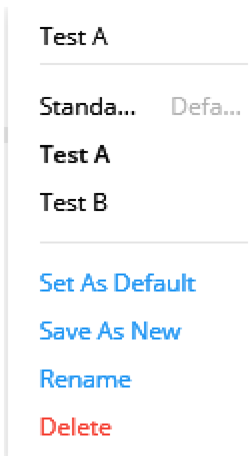
Managing Report Views

Except for the Standard report, a report view can be renamed, deleted, and updated.

Renaming a Report View

Report views can be renamed except for the Standard view.

- Select the report to rename. Select **Rename** in the list.

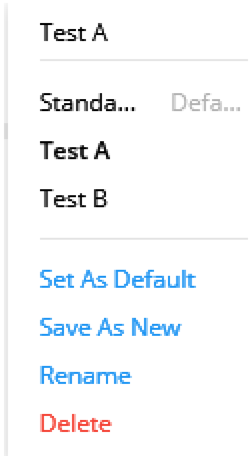


- Enter a new name for the report view and select **Confirm**.

Deleting a Report View

Report views can be deleted except for the Standard view.

- Select the report to delete. Select **Delete** in the list.



- Select **Confirm**.

Performance Reports (For Administrators)

The Performance report helps a loan operations manager analyze and compare the work performance of single or multiple employees against their assigned tasks.

- Select **Reports** and **Performance** in the left pane to access the Performance report.

- Reports display in graph and table formats. The graph view provides a quick view of report data. The table view provides easy access to process details.

- Filter a reports to create a customized report. For example, reports can be filtered to display unassigned/late and critical tasks for each job function so a manager can take action if needed.

- Save customized reports for future use.

Performance Report Formats

The Performance report can be displayed in a graph or table format.

Table Format

The table format displays a Performance report with Assignee Role, On Time, Critical, Late, and Total columns.

- To view the table format, select **Reports** in the left pane and select **Performance**. Select .
- **Filtering**
    - Select options for filters in the Filter Types pane. Select Filter Types *(on page 145)* for Help information.
    - Select an option in the Split By list to filter the report by assignee and role. Select an option in the Show list to filter by hours and tasks.
- **Sorting**: Sort the table in ascending or descending order by selecting a column heading.
- **Downloading**: Select DOWNLOAD to download the table as an Excel spreadsheet. Select **Save** to download the report to the Downloads folder. Select **Save As** to specify a location and name for the file.
- **Reloading**: Select RELOAD to update the table with current information.

Note:

- Select the arrow next to a category to display or hide line items.

Admin1 F		1	0	0	5	5
NAME	PROCESS	ROLE		STARTED	DUE ▲	COMPLETED
Task 1	Test_Auto_Simple_Assig...	Auto_Analyst		Jun 15	Jun 15	
Task 1	Test_Auto_Process Assi...	Auto_Analyst		Jun 15	Jun 15	

- Select a line item to open the task for review or editing.

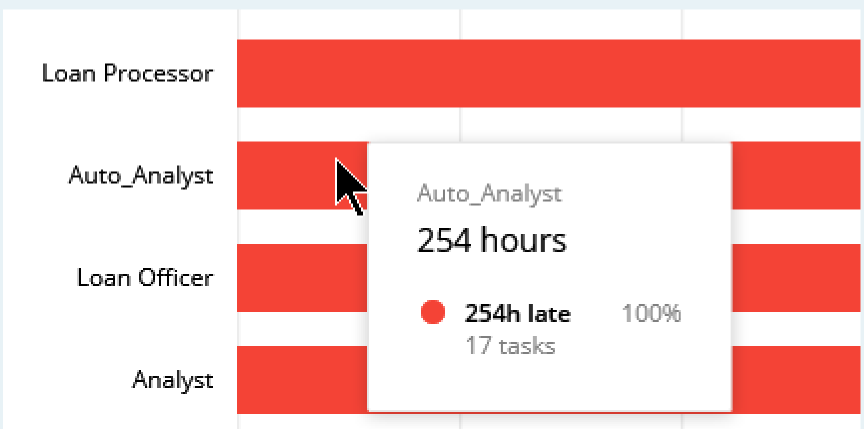
Graph Format

The Pipeline graph format displays the totals of processes in a graphical format.

- To view the graph format, select **Reports** in the left pane and select **Pipeline**. Select .

- **Filtering**
    - Select options in the Filter Types pane. Select Filter Types *(on page 145)* for Help information.
    - Select options in the Split By and Show lists to filter the report by assignee, role, hours, and/or tasks.
- **Reloading**: Select RELOAD to update the graph with current information.

Note:
Pause your cursor over a horizontal line in the graph to display details at a glance. The details will display according to the selections made in the Split by and Show lists. The image below displays details for a horizontal line when Role and Hours were selected in the lists.



Filtering a Performance Report

Reports can be filtered by selecting options in Split By and Show lists for the graph format. Select options in the Filter Types section for additional filters.

Split By and Show Filters

Split by and Show Filters (Graph Format)

- Select an option in the Split by list (Assignee, Role).
- Select an option in the Show list (Hours, Tasks).

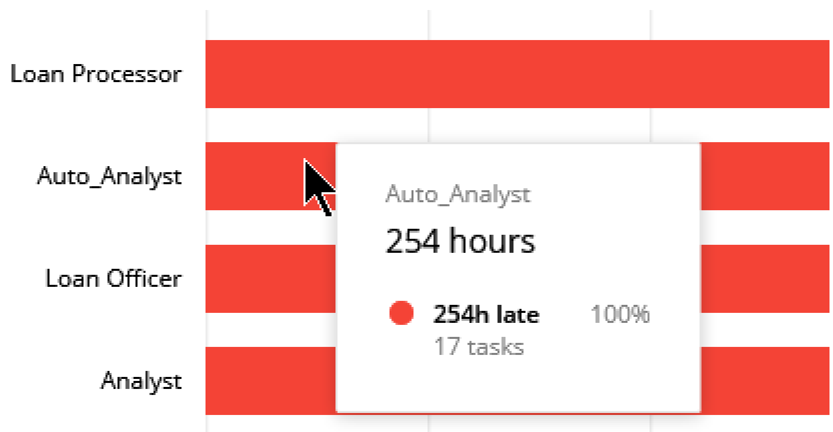
Table Format

After selecting options in the Split By and Show lists, select a category (assignee or role) in the Report grid to display the tasks for the assignee or role.

Admin1 F			1	26h	0h	25h	51h
	NAME	PROCESS	ROLE		STARTED	DUE	COMPLETED
	Task 1	Test_Auto_Process is stopped...	Auto_Analyst		Jun 15		
	Task 1	Test_Auto_Process is stopped...	Auto_Analyst		Jun 15		

Graph Format

Pause your cursor over a horizontal line in the graph to display details at a glance. The details will display according to the selections made in the Split by and Show lists. The image below displays details for a horizontal line when Role and Hours were selected in the lists.

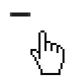


Filter Types

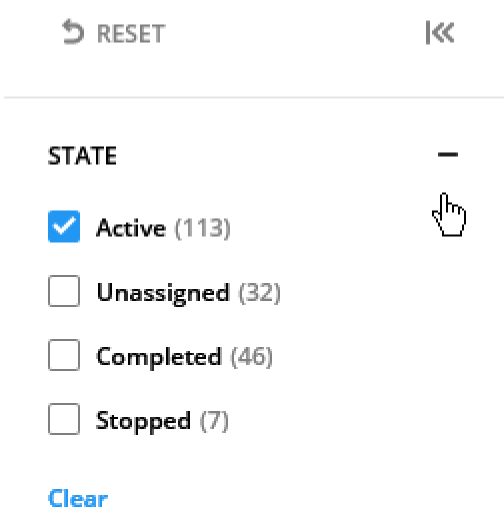
Filter Types

The left pane include filter types that can be used to customize a report.

> **Note:**
>
> If you do not see the left pane filter types, select » to display the pane.

- Pause your cursor to the right of the filter type name and select **+** to expand the filter type and view and select options for a filter type. To collapse a filter type, pause your cursor to the right of the filter type name and select .
- If you do not see all the filters types, select **+ Show More**.
- To clear options for a specific filter type, select **Clear** at the bottom of the Filter type. To clear all filters, select 

.



- Refer to the table below for more information about each filter type.

Table 1. Filter Types

Filter	Description
State	Select one or multiple options including: Active, Unassigned, Completed, and Stopped. The total number of tasks for each state option displays after the option.
SLA	Select one or more options including: On Time, Critical, and Late. The total number of tasks for each SLA option displays after the option.
Assignee	Select the drop-down arrow and select the assignees to include in the report. Each assignee displays with the number of tasks assigned to them.

Table 1. Filter Types (continued)

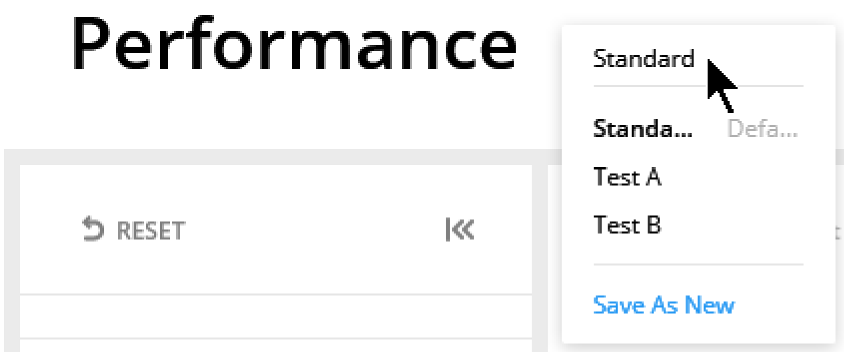
Filter	Description
Role	Select the drop-down arrow and select the roles to include in the report. Each role displays with the number of tasks assigned to it.
Due	Click in the From box to display a calendar. Select a From date and select **Close**. Click in the To box to display a calendar. Select a To date and select **Close**.
Actual	Enter a minimum and maximum amount of actual days.
Completed	Click in the From box to display a calendar. Select a From date and select **Close**. Click in the To box to display a calendar. Select a To date and select **Close**.
Phase	Select one or more phased in the drop-down list.
Planned	Enter a minimum and maximum amount of planned days.
Process	Select one or more process types.
Product Type	Select one or more process types.
Started	Click in the From box to display a calendar. Select a From date and select **Close**. Click in the To box to display a calendar. Select a To date and select **Close**.
Stopped	Click in the From box to display a calendar. Select a From date and select **Close**. Click in the To box to display a calendar. Select a To date and select **Close**.

Customizing and Saving a Report

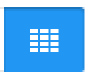
You can customize your report by selecting formatting and filtering options. After customizing your report, you can save it for future use.

1. In the left pane, select **Reports** and **Performance**.

2. Use the current view or select a saved view from the list.



Note:
To access a saved report, select the report in the list .

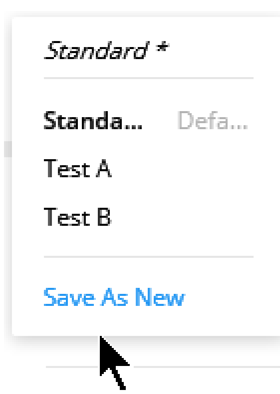
3. Select  to display the table format or  to display the graph format.

4. Apply filters to the report.

    - Select options in the Split by and Show lists.

    - Select options for the filter types in the left pane. (State, SLA, Assignee, Role, Due, Actual, Competed, Phase, Planned, Process Type, Product Type, Started, and Stopped.) Select Filtering a Performance Report *(on page 152)* for Help information.

5. After making changes to the report, select **Save as New**. Enter a name for the report and select **Confirm**.



> **Note:**
> After making changes to the report, the name of the report displays in italics with an asterisk behind it.

> **Note:**
> To update a report, select a report. Make your changes and select **Update** from the list. The Update option displays in the list after you make changes to a report.

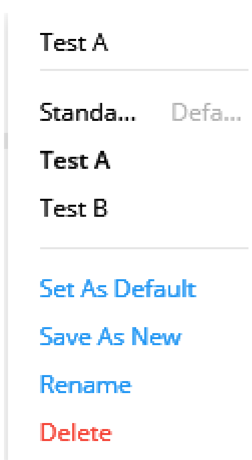
Managing Report Views

Except for the Standard view report, a report view can be renamed, deleted, and updated.

Renaming a Report View

Report views can be renamed except for the Standard view.

- Select the report to rename. Select **Rename** in the list.

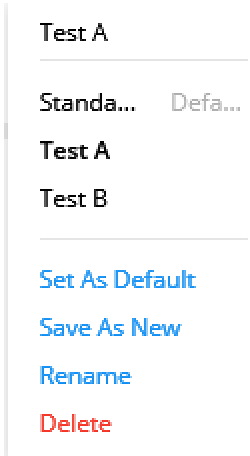


- Enter a new name for the report view and select **Confirm**.

Deleting a Report View

Report views can be deleted except for the Standard view.

- Select the report to delete. Select **Delete** in the list.



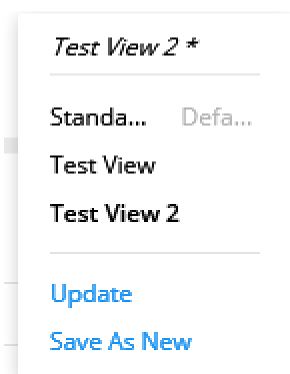
- Select **Confirm**.

Updating a Report View

Report views can be updated except for the Standard view.

- Select a report and make changes.

- Select **Update** in the list and the report is updated.



Chapter 14. Contact Us

Customer Service

To place an order, inquire about the status of an existing order, get answers to invoice questions, or for any other product inquiries, contact our Customer Service staff. Our philosophy on providing excellent customer service is reflected in our decision to staff our phones with live people, not an automated attendant or v-mail. So you'll receive informed answers and personal service by people knowledgeable in our products and the industry.

Hours: 7:00 A.M. to 6:00 P.M. Central, Monday through Friday

Phone Number: (800) 552-9410

SupportLine

Contact SupportLine for any questions about your Wolters Kluwer electronic or software solutions. Our SupportLine team is experienced both in the financial services lines of business and the technology designed to make yours more efficient and effective. Each year, our SupportLine team handles over 70,000 calls across multiple financial services disciplines. When surveyed, over 98 percent of our software users said they would recommend our software products based on our support service alone.

Hours: 7:00 A.M. to 7:00 P.M. Central, Monday through Friday

Phone Number: (800) 274-2711 Ext. 1125031

Contact the Support Team

You can also contact the Support team by selecting the following link and submitting information about you question or issue: http://www.wolterskluwerfs.com/software/contact-us/