# Workflow & Tracking Overview



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## 1 Introduction and Disclaimer

This process is a suggestion and may not match all/any suggestions found in WiseTech videos or provided by the WiseTech help desk. This guide is meant to enhance and condense the WiseTech Global documentation - it is not intended to be comprehensive. Refer to the individual documentation and videos on the WiseTech page for complete information from WiseTech.

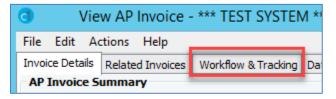


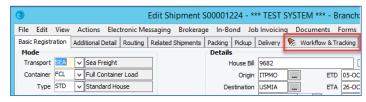
Additional information is available in Lading Workshops, or in private sessions with your company – contact the Lading training department at <a href="mailto:info@ladingcorporation.com/">info@ladingcorporation.com/</a> to schedule your session.

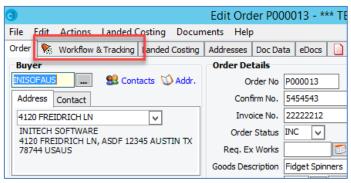
## 2 Location and Use

Workflow is in almost all sections of CargoWise One including, but not limited to the following:

- Operate>Forwarding>Bookings
- Operate>Forwarding> Shipments
- Operate > Forwarding > Consolidations
- Operate>Order Manager> Orders
- Operate > Customs > Customs Declarations
- Operate > Warehouse > Receipts
- Operate > Warehouse > Customs
- Manage>Sales and Marketing> Opportunity Management
- Manage > Receivables > Receivables
  Transactions
- Manage > Payables > Payables Transactions







The rules and definitions described below apply to all aspects of Workflow and Tracking:



## 3 Workflow Definitions



#### 3.1 Tasks

Tasks are functions or processes within a job assigned to a single or group of users for timely completion and can provide each user or group with a daily "To Do" list.

In most cases, tasks need to be manually marked as completed within the system after the associated task has been completed. In some cases, you can set a milestone to complete a task – see your Lading expert for more details.

#### 3.2 Milestones



Milestones are key dates in the life cycle of a job. Milestone dates may be published (as in the case of those dates we wish to display on WebTracker) or used internally.

Published milestones dates are visible to your client base using the WebTracker product and are used to display key shipment milestones, for example Pick Up Date.

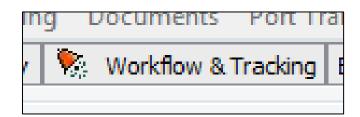
Unpublished milestone dates are key dates in the lifecycle of a shipment used internally to measure performance and generate KPIs (Key Performance Indicators).

## 3.3 Exceptions

Exceptions are caused when milestones are not completed within the timeframe determined in the workflow. Any milestone exceptions are notified via the "red bell" on the Workflow Tab.

To resolve the exception, complete the missing data field in the appropriate place and the exception will disappear.







## 3.4 Triggers

Triggers start something in motion, but unlike milestones, can happen more than once – and are used in conjunction with milestones and exceptions to automate features and functions on completion (or lack thereof) of a milestone. An example of this would be automatically sending an arrival notice to the consignee when the Actual Arrival date is entered within the system or sending a notification to a manager if actual date is not entered by the estimated date.

## 4 Workflow Templates

## 4.1 What is a Workflow template?

Workflow is where your defined processes are laid out within CargoWise, for use by end users - this can be done in 3 ways:

- Workflow Templates These define processes through assigning tasks, milestones and triggers to assure process are clearly defined and followed
- Screen Layout This allows companies to place important information in locations that make sense to them
- Custom Fields Allows companies to add company specific information to screens

## 4.2 Accessing Workflow Templates

To access Workflow Templates, go to Maintain>Workflow Manager>Workflow Templates



Lading strongly recommends the following:

- That the number of users with access to create/edit data in this section be limited to administrators ONLY information edited here can radically affect your database
- Any changes made in workflow templates be done in your TEST database first. Verify your results are as desired BEFORE making changes to your live database.

# 4.3 Creating a New Workflow Template

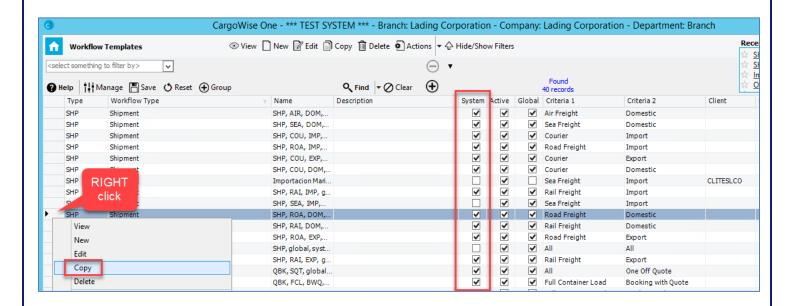


Lading recommends you do NOT create a new template – rather, find system the template most similar to the case you would like to edit it and copy it. System templates (created by CargoWise) are checked as such.

**<u>Right</u>** click in the gutter to the right the template you would like to copy, then select "copy"









#### **Details**

Records will follow the most detailed template – that is the one with the most matching criteria - for example, in the image below – There are two templates for import Sea Freight – the circled one will work for the client CLITESLCO ONLY



#### Name

Name of template must be unique. Type choose type of template

#### **Process Type**

Select Process Type (Shipment, Quotation, AR Invoice, etc.)

#### Client

Entering information here will define the Template for this client ONLY

#### Transport Mode

Entering information here will define the Template for this mode ONLY

#### Direction

Entering information here will define the Template for this direction (Import, Export, Domestic) ONLY

#### **Branch**

Entering information here will define the Template for this branch ONLY



#### **Department**

Entering information here will define the Template for this department ONLY

#### Active

UNCHECK this box to de-activate a Template

#### Global, Partial and Universal Template Check Boxes

Global - Available to all companies

Partial – used when you want to apply the workflow template through a milestone or trigger action. Universal - runs across all modes and types

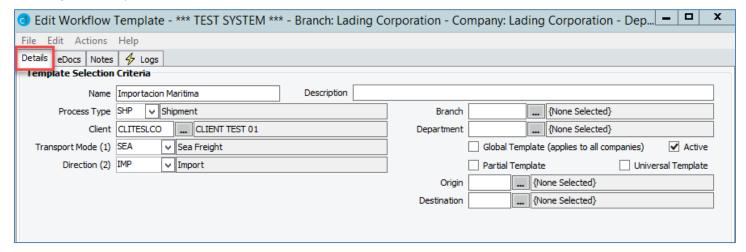
Universal - allows you to set up triggers that will apply to all jobs with a particular process type.

#### Origin

Entering a country or UNLOCO code here will define the Template for this origin ONLY

#### Destination

Entering a country or UNLOCO code here will define the Template for this destination ONLY



## Tasks, Milestones and Triggers Common fields:

There are some common fields to all 3 screens which are described below:

•	Description	Seq. R	eminde Sta	f Group	Event Code	Exception	Exp. Country	Imp. Country	Trigger Condition	Trg. Cond. Value	Templ. Cond. 1	Templ. Cond. 2
•	Delivery Cartage Advised	1			DCA	EXC					PUC	<b>▽</b>
	Pickup Cartage Complete/Finalised	2			PCF	EXC					EXP	
	Origin Receival from Wharf / Depot	3			GIN	EXC			RFP	FAC=CTO	EXP	
	All Export Documents Received	4			AED	EXC					EXP	
	Received for Shipment	5			CAD	EXC					EXP	LCL
	Shipped On Board	6			FLO	EXC					EXP	FCL
	Export Customs Commenced	7			ECM	EXC					BRK	EXP
	Export Customs Cleared	8			ECC	EXC					BRK	EXP
	Moved from Origin to First Load Port	9			DEP	EXC					ORL	EXP
	All Import Documents Received	10			AID	EXC						IMP
	Customs Commenced	11			CCC	EXC					BRK	IMP
	Customs Cleared	12			CLR	EXC					BRK	IMP
	Destination Arrival	13			ARV	EXC						
	Pickup Cartage Advised	14			PCA	EXC					DLC	
	Delivery Cartage Complete/Finalised	15			DCF	EXC						IMP



#### Fallback Method

There are three choices: these will determine if a template will "fallback" to a more basic template



#### Description

A description of the item itself

#### Sequence

The sequence of which these items will be shown and expected to be completed



It is sometimes useful to use increments of 10 (10,20,30,40 etc.) when sequencing items – that way if something needs to be added between 2 items (example between 20 and 30) it can simply be numbered "25" without having to edit the sequence of all items beneath it.

#### Reminder

If checked will provide a reminder to the Staff/Group assigned

#### Staff/Group

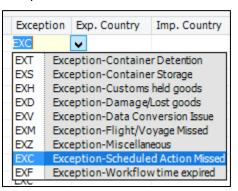
May be used to assign to to a specific Staff or Group member(s)

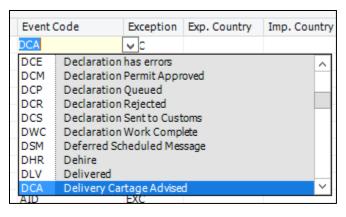
#### **Event Code**

May be used to tie a line item to a specific event

### Exception

Exceptions may be created for a line item should an exception occur.





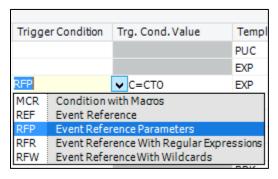
## Exp./Imp. Country

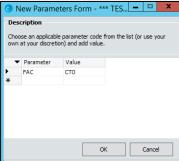
Will restrict a line item to a specific Export or Import Country



## Trigger Condition and Value

If a trigger condition is entered to make the milestone or trigger more specific. Values are created via parameters. For more information on parameters, – see your Lading expert for more details.





#### **Template Conditions**

These will restrict templates based on conditions selected. In the example below, the two line items are different, depending on if it is an export shipment, then further defined by import or export shipments.



#### **Screen Layout**

This can be used to define how a screen will appear based on the type of template.

#### Visible

Items can be added/removed based on checking the "Visible" box.



Be sure all required fields (as set in the registry) are set as visible, without doing this, a record cannot be saved.

#### Tab

Determines which tab the items will appear. (In this case, Ocean Import Shipment)

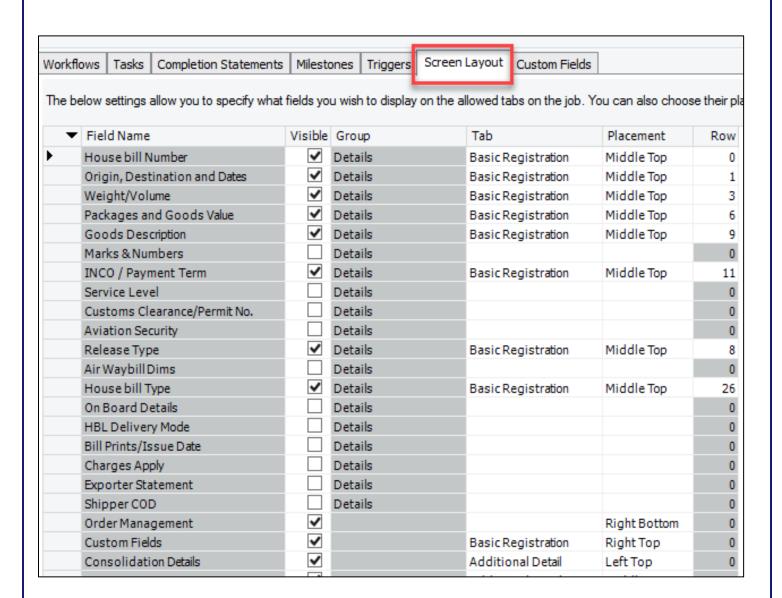
#### Placement

Determines which part of the screen the item will appear. (In this case, Ocean Import Shipment)

#### Row

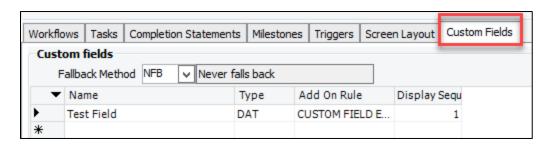
Determines which row the item will appear on the screen. (In this case, Ocean Import Shipment)





#### **Custom Fields**

Custom fields can be added to this screen and will be shown on the select type of record. (In this case, Ocean Import Shipment)





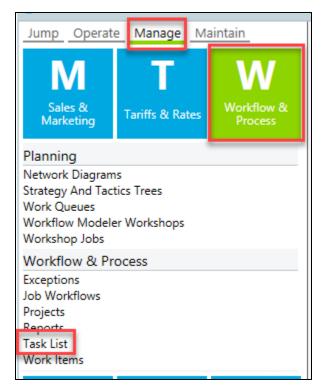
## 5 Viewing Open Items

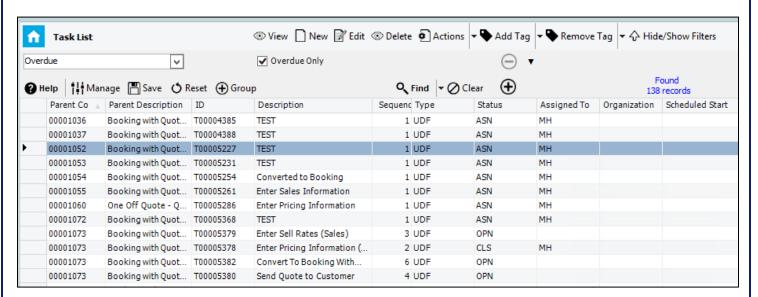
## 5.1 Accessing Open Items

You may access open items by going to **Manage>Workflow Process > Task List** 

## 5.2 Viewing Open Items

To view items, use the search criteria to find the type of items you're looking for (in the example below, overdue items)

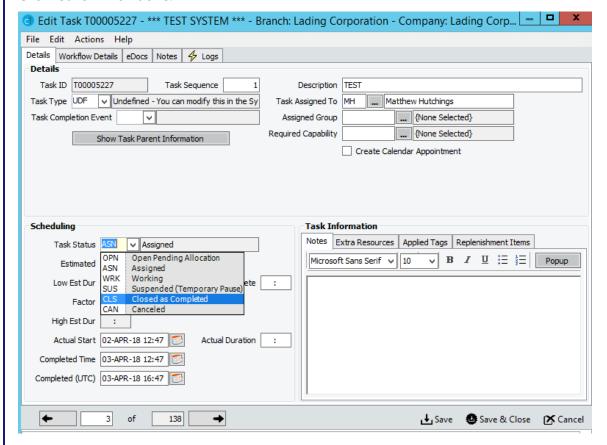






## 5.3 Completing open tasks

Task may be completed by double clicking on them, then entering completed time and changing task status. Click "Save" when done.





# **6 WebTracker and Reports**

## 6.1 WebTracker

In WebTracker, clients can see Milestone Dates, when selected/ Dates will be seen with a Color Legends (below). Estimated dates are populated in the date fields within EDI, then change once the actual date is entered. Estimates dates will be shown in *Italics*.

The colors indicate information as follows:



ileste	ones	i							
Pare	ent Jo	ob	Description	Date	S	tatus			
CPAN0	00002	AS	ACIENDA SYCUDA file	1000					
SHST0:	1128	7 Sh	nipped On Board	9/////	11111	11111111111111111111111111111111111111			
CPAN0	00002		eparture from est Load Port	10-JAN-16 10	:35 Cor	mpleted			
SHST0:	1128		ckup Cartage omplete/Finalise	17-JAN-16 10	:22 Cor	mpleted			
SHST0:	1128	fro	rigin Receival om Wharf / epot	19-JAN-16 10	:22 Cor	mpleted	Allignia station		
SHST0:	1128	Do	Export ocuments eceived	20-JAN-16 10	):22 Cor	npleted			
CPAN0	00002		rival at Final scharge Port	20-JAN-16 10	:26 Cor	npleted	- J	9	
Transp	port					**************************************			
Leg M	lode	Туре	Parent	Bill	Vessel	Voyage/Fli	ght Load	Discharge	e D
1 RC	OA (	Other	CPAN00002100	BK#22222212		CPAN000021	Dallas- Fort Worth Int Apt	Houston	1
2 SE	EV I.	Main Vessel	CPAN00002100	BK#22222212	FI REY	1111	Houston	San Juan	



## **6.2 Workflow Exception Report**

The Workflow Exception Report can be seen by going to Manage>Workflow & Process>Reports

The only required fields are Exception dates:

