MODULE 7 Creating a Workflow

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Module Overview

This module explains how to automate business processes within an organization. The ability to initiate, track and resolve activity in SharePoint 2016 is possible through the use of a workflow. Whether using the pre-configured out-of-the-box workflow features or creating a custom workflow through SharePoint Designer, an organization can benefit from moving existing email, paper or informal processes into SharePoint.

After completing this module, students will be able to:

• Create an Approval Workflow
• Create a workflow in SharePoint Designer

Lesson 1: Creating an Out-of-the-Box Workflow

What is a workflow? In SharePoint, a workflow is simply a prescribed set of actions, usually organized into steps or stages. Administrators can define what those steps and stages are by using one of SharePoint’s out-of-the-box workflows, or by creating their own custom workflow in SharePoint Designer 2013.

SharePoint Designer 2013 can be used to create a workflow in SharePoint 2016. Microsoft has indicated there will be no new releases of SharePoint Designer.

SharePoint already has a number of workflow-like features administrators may want to consider using before creating a workflow. These include the Content Organizer (mentioned previously in the courseware), or alerts that notify a user when content has been added or updated in a list or library. These may fit business needs without adding an additional layer of complexity.

Identify Where to Implement a Workflow

Administrators may want to try automating basic processes first. Maybe that is a simple expense report, approval process or time off request. In most organizations, these processes impact the highest number of workers and may involve a minimum of complexity. Questions to ask include:
• Is there a paper process I can recreate in a workflow?
• Are there Excel spreadsheets that mimic a workflow process already?
• Are there forms created in Word that can be re-done using InfoPath, which then can be automated with a SharePoint workflow?

Identify When to Create a Workflow

Creating a custom workflow in SharePoint Designer can take a lot of time depending on complexity. If administrators create a custom workflow, they should be aware that it is unlikely to work the first time! A cycle of planning and testing should be done to work out the bugs before it is ready for deployment. Because of this cyclical nature of development, it may be hard to estimate the time need to create a complete workflow.

After the workflow is created and deployed, administrators also need to think about change and migration. They should ask:

• Who is responsible for updating the workflow?
• If there is a problem, is there an error reporting process?
• When migrating to a future version of SharePoint, who will test that the workflow works in the new environment?

Out-of-the-Box Workflow

One of the options for creating a workflow quickly is to use an out-of-the-box workflow. Administrators can activate them from the Settings menu and then Site Collection Features. There are a number of sets of workflow that can be activated to help streamline processes and track activity on an item.

Depending on the workflow, administrators take steps in a parallel or serial fashion. In SharePoint, a workflow has the same basic premise, often linked to approving content or moving documents or items through a series of steps assigned to various people.

SharePoint workflows can assist users in completing various business processes efficiently. Administrators can build these workflows to start automatically after an action is taken, or users can manually start them with the proper permissions. Workflows reduce the number of back-and-forth emails that are typically attributed to completing a normal business process. They document each step as it is completed by recording who performed the task, and when the task was completed.

The following diagram shows the basic steps for a SharePoint Approval Workflow. Once a workflow is started, a task is generated and an email is sent to the person responsible. That person is then able to act on the task by indicating an approval or rejection, which in turn completes the workflow. In the end, the person responsible for starting the workflow is sent an email compiling the basic results of the workflow process. If more detail is needed, the interested party can go to the task, document an item and review the details of the workflow history.
**How a workflow operates**

**Out-of-the-Box SharePoint Workflows**

Workflows can be simple or complex. When working with SharePoint 2016, there are several types of workflows: Approvals, Collect Feedback, Collect Signature, Disposition Approval, Three-State and Publishing Approval. The following table lists each type of workflow available in SharePoint 2016 with a brief description.

<table>
<thead>
<tr>
<th>Workflow</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approval – SharePoint 2010</td>
<td>This workflow routes a document or item to a group of people for approval. By default, this workflow is associated with the Document content type, and thus is automatically available in document libraries. A version of this workflow is also associated by default with the Pages library in a publishing site, and it can be used to manage the approval process for the publication of web pages.</td>
</tr>
<tr>
<td>Collect Feedback – SharePoint 2010</td>
<td>This workflow routes a document or item to a group of people for feedback. Reviewers can provide feedback that is then compiled and sent to the person who initiated the workflow. By default, the Collect Feedback workflow is associated with the Document content type, and thus is automatically available in document libraries.</td>
</tr>
<tr>
<td>Collect Signatures – SharePoint 2010</td>
<td>This workflow routes a Microsoft Office document to a group of people to collect their digital signatures. This workflow must be started in a client program that is part of the Office 2010 release. Participants must complete their signature tasks by adding their digital signature to the document in the relevant Microsoft Office program. By default, the Collect Signatures workflow is associated with the Document content type, and thus is automatically available in document libraries. However, the Collect Signatures workflow appears for a document in the Document Library only if that document contains one or more Microsoft Office signature lines.</td>
</tr>
<tr>
<td>Disposition Approval</td>
<td>This workflow, which supports records management processes, manages document expiration and retention by allowing participants to decide whether to retain or delete expired documents. The Disposition Approval workflow is intended for use primarily within a Records Center site.</td>
</tr>
<tr>
<td>Three-State</td>
<td>This workflow can be used to manage business processes that require organizations to track a high volume of issues or items, such as customer support issues, sales leads or project tasks. This is the only workflow available in the Foundation version of SharePoint.</td>
</tr>
<tr>
<td>Publishing Approval</td>
<td>This workflow manages the approval and publishing of web content pages. Approvers can approve or reject the page, reassign the approval task or reject changes to the page. This workflow is available only for SharePoint Server Publishing sites.</td>
</tr>
</tbody>
</table>
Workflows can be associated not only to a list or library, but also to a content type. Also, more advanced custom workflows can be created using SharePoint Designer 2013, Visio 2013 and Visual Studio 2012.

Managing Workflows in SharePoint 2016

As workflows are being created and edited, it is important to manage the current workflows before implementing a new version. Another feature for managing workflows is to see the activities for a particular workflow, which can be done through reports that SharePoint can generate.

It is important to remember that when removing a workflow, it is necessary to first ensure that no instances of that workflow are running. Allowing the instance to complete, and not allowing any new instances, gives the administrator the ability to move over to the new or modified workflow without affecting the flow.

It is also possible to view and manage an item or document workflow that is running within the list or library. This will display information about who is currently assigned to the task, comments that have been made, as well as a Visio diagram showing the overall process.

Removing a Workflow

1. Navigate to the appropriate list or library and click Library or List > Workflow Settings and from the Settings group click Workflow Settings.

2. In the Workflow Settings window click Remove, Block or Restore a workflow link.

3. Click No New Instances for the desired workflow and click OK.

4. Wait for the instances of that workflow to be completed, then select Remove and click OK.
Managing Individual Workflows

As workflows are added to a list or library, appropriate columns will also be added to help view and manage the workflow process.

1. Navigate to the appropriate list or library.
2. Click the desired workflow link for the item or document.

Managing a workflow

This will generate a Workflow Visualization window with different sections to help manage the workflow.

Workflow details

Workflow Information: Indicates who initiated the workflow, when initiated and the status.

Workflow Visualization: This is a Visio diagram that shows the overall process for the workflow.

Changes to the workflow that can be made from this screen include:

- Change approvers, reviewers, or signers
- Cancel the approval, review, or sign
- Update active tasks for the approval, review, or signature

Tasks: Shows the current tasks associated with this workflow and who is assigned to the task as well as due date and status.
Workflow History: Shows the overall workflow history for this item or document.

Workflow Best Practices

Administrators should:

- Be sure to enable the No New Instances option and allow all instances of that workflow to finish before modifying or removing the workflow.
- Use the out-of-the-box workflows first, and if needed, use SharePoint Designer 2013 or Visual Studio 2012 to modify these workflows or create customized workflows.
- If migrating from SharePoint 2007 or 2010, be sure to turn on the site collection feature of SharePoint 2007 workflows first, and then recreate the workflows in SharePoint 2016 using the SharePoint 2010 or 2013 platform.

Lesson 2: Creating a Workflow in SharePoint Designer

If more customization is needed than what the out-of-the-box workflows allow, SharePoint Designer 2013 can be used to create actions to suit additional needs. With a SharePoint Designer Workflow, administrators can create stages, loops, conditions, branching logic, variables, tasks and more.

While some larger organizations may have a SharePoint developer on staff to create and maintain workflows, smaller organizations may have a site collection administrator or site owners who take on those responsibilities.

Starting a Workflow in SharePoint Designer

1. From the navigation pane, select **Workflows**.

![Navigation Pane]

2. From the ribbon, select **List Workflow**, and then the name of the library or list you want to associate with the workflow.
Creating a List Workflow

Enter a Name for the workflow and select a platform type. For this class, use SharePoint 2013. While you can create a workflow using the SharePoint 2010 platform, this will disable certain actions on the ribbon, like the ability to create a stage, which was introduced in the SharePoint 2013 platform.

![Creating a List Workflow](image)

Naming a workflow and choosing a platform

3. Click OK. This will create a workflow where stages, actions and conditions can be added to.

What is a Stage?

The first step after creating a new workflow will be to add stages. A stage is a logical container that can contain one or more actions. Stages then can be linked or branched and even looped. Linking stages together can be accomplished by using the Transition to stage section of a stage. A best practice is to draw out the stages on paper, which provides a feel for how the workflow will progress.

![What is a Stage?](image)

A stage

A stage can be given a name by clicking the title of that stage. When naming a stage, administrators should make sure to make the name clear and descriptive. The name can be optionally used to set the workflow status.
Naming a stage

Adding a Stage

Earlier it was explained that a stage is a logical container, like a folder. Inside of the stage, administrators will eventually add actions. It is best to separate related actions into stages for better readability purposes. There can have as many or as few stages as needed. If everything is lumped into one stage, however, it can make the workflow hard to follow and troubleshoot. To add a stage:

1. Click under any existing stage.
2. From the ribbon, click Stage.
3. Rename the Stage as needed.
4. Repeat steps 1-3 as necessary.

A multi-stage workflow.
Using Actions

SharePoint Designer supports many actions that define how the workflow will behave. There are actions that move items, delete items, perform calculations, assign tasks, send email and more! After any actions are defined that the workflow stages will have, it is very important that the workflow is tested before deployed to the organization.

Common actions are listed in the following table:

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add a Comment</td>
<td>Used for description purposes only. This is a non-executing action. Used to identify the purpose of a stage or action, capture other descriptive information.</td>
</tr>
<tr>
<td>Add Time to Date</td>
<td>Can be used to perform calculations on a date such as to add a number of days to a due date, or set content review date.</td>
</tr>
<tr>
<td>Do a Calculation</td>
<td>Performing a mathematical calculation on a number.</td>
</tr>
<tr>
<td>Log to History List</td>
<td>Entering a message in the workflow history list. Used to log when exiting or entering a stage. The message can contain information from the current item modified or submitted.</td>
</tr>
<tr>
<td>Send an Email</td>
<td>Sending an email to specified person or group. The email can contain details of the item being submitted or modified.</td>
</tr>
<tr>
<td>Set Workflow Variable</td>
<td>Creating a variable and assigning a value of a particular data type to that variable.</td>
</tr>
<tr>
<td>Check In Item</td>
<td>Checking in an item.</td>
</tr>
<tr>
<td>Check Out Item</td>
<td>Checking out an item.</td>
</tr>
<tr>
<td>Create List Item</td>
<td>Creating an item in a list of choices. The field values can also be set in that new item.</td>
</tr>
<tr>
<td>Delete Item</td>
<td>Deleting an item.</td>
</tr>
<tr>
<td>Set Field in Current Item</td>
<td>Setting a value in a field in the current item to a specified value.</td>
</tr>
<tr>
<td>Update List Item</td>
<td>Modifying the value of a column of an item in a corresponding list.</td>
</tr>
<tr>
<td>Assign Task</td>
<td>Assigning a new task to a user or group.</td>
</tr>
</tbody>
</table>

Add an Action to a Stage

To add an action to a stage:

1. Click in the stage where you want to add an action.

   ![Stage: Learning Lake Workflow Started](image)

   *Identifying where to add an action*

2. On the ribbon, click the action button and choose an action.

   ![Stage: Learning Lake Workflow Started](image)
A log to history list action

3. If necessary, click on any links in the action to fill out the details of that action. Some actions will have an ellipses or an expression button (labeled with an **fx**), where you can enter text or define functions and calculations.

![A log to history list action](image)

Clicking on a link to fill in the details

A completed action

4. If needed, click below the action added to add other actions.

Deleting an Action

If an action has been added in error, actions can removed by using the delete action feature on an action.

To delete an action:

1. Hover over the action you would like to remove, and observer the drop-down arrow to the right-hand side.

![Hovering on an action](image)

2. Click the drop down and select **Delete Action**.
Transition to a Stage

After actions have been added, a workflow developer can link the stages together to create a flow for the workflow. Stages can be skipped by creating conditions. When he/she wants a workflow to end, a stage can use the End of Workflow action. If the transitions are not set properly, an error may occur. Errors can be found by using the check for errors feature.

To transition to a stage:

1. Click under the Transition to stage section of a stage.

2. From the ribbon, click Action > Go to a stage.

3. Click the hyperlink on the inserted action, and indicate what stage you want to transition to.
Choosing a transition

4. Repeat steps 1-3 for any other stages. Select the **End of Workflow** action when you want a stage to end a workflow. Based on how you branch your stages, you may need multiple **End of Workflow** actions.

A finished transition

Checking for Errors

Before publishing a finished workflow, the workflow administrator needs to make sure to use the Check for Errors feature. This feature does not catch every error, such as providing a wrong path or invalid calculation. It can, however, let a developer know when the transitions between stages are not valid.

To check for errors, on the ribbon, the developer can click the **Check for Errors** button.

Checking for errors

If an error is found, the developer will need to fix the workflow before publishing.

Example of a workflow error
Workflow Settings

Before a developer publishes a workflow, he/she may want to configure when a workflow starts. The workflow setting page will allow to the developer to configure the workflow name, start settings and associated task and workflow history lists.

To access the Workflow Settings Page, select Workflow Settings on the Workflow tab.

Accessing workflow settings

The workflow settings screen

Start options on the Workflow Settings screen allow a user to start a workflow manually, or automatically when a new item is created or changed.

To return to adding actions, on the ribbon click Workflow Settings > Edit Workflow.

Editing a workflow

Publishing a Workflow

When administrators are done with the workflow, it is time to publish it to its destination list or library. After it is published, it will be live and subject to the start options that were defined on the Workflow Settings screen.

To publish a workflow, from the Edit Workflow view, click Workflow > Publish.
Publishing a workflow

After a workflow has been published, it can be accessed through the same workflow settings features as mentioned earlier in this unit. The workflow can also be reopened and edited through SharePoint Designer. If changes are made, the workflow must be published again to commit those changes.

Lab 1: Creating an Approval Workflow from SharePoint

Learning Lake is looking to control the quality of their documentation. They have identified approval workflows as one of the ways they can accomplish this. By using approval workflows, Learning Lake can enforce ownership of certain aspects of the approval process, as well as ensuring that actions take place in a timely fashion.

After completing this lab, you will be able to:

• Enable Workflow site features
• Create an out-of-the-box approval workflow

Estimated time to complete this lab: 20 minutes

Exercise 1: Enable the Workflow Site Collection Feature

2. Click Settings > Site Settings.
3. Under Site Collection Administration, click Site Collection Features.
4. Click Active to activate the Workflows feature.

5. From the global navigation, return to Learning Lake Intranet.

Exercise 2: Create a Library to House a Workflow

2. Click Settings > Add an app.
3. Click Apps you can add > Document Library.
4. Name the library **ITDocs** and click **Create**.

5. From the **Site Contents** screen, hover over the icon for **ITDocs** and click the ellipsis in the upper right of the icon.

6. Click **Settings**.

![Settings screen](https://skillpipe.com/#/reader/urn:uuid:9e691a33-42d3-4176-b322-412dee76a30f@2022-02-23T14:00:00Z/content)

7. From the **Library Settings** screen, select **List name, description and navigation**.

8. Change the name of the **Library** to **IT Documents** and click **Save**.

9. From **IT Documents - Settings**, click **Workflow Settings** in the **Permissions and Management** section.

![Workflow Settings](https://skillpipe.com/#/reader/urn:uuid:9e691a33-42d3-4176-b322-412dee76a30f@2022-02-23T14:00:00Z/content)

10. Click **Add a workflow**.

11. In the **Add a Workflow** screen, select **Approval-SharePoint 2010** under **Select a workflow template**.
12. Type *IT Document Approval* in the Enter a unique name for this workflow field.

13. Next to **Start Options**, check the box for Creating a new item will start this workflow.

14. Keep all other default values and click **Next**.

15. Next to **Approvers**, type *Terry Vanderbilt* for **Assign To**. Under **Order**, select One at a time (serial).

16. Below, click Add a New Stage.

17. Assign another task to *Irene Ward* and *Abby Mcfarland* in the next box under **Assign To**. (You will need to enter a semicolon to separate the names.) Under **Order**, select All at once (parallel).

18. In the **Request** textbox, type *There is a new IT document that needs your approval*.

19. In the **Duration Per Task** textbox, type 2.

20. Leave the **Duration Units** set to Day(s).

21. In the **End on First Rejection** section, check the box for Automatically reject the document if it is rejected by any participant and click **Save**.

**Exercise 3: Test the Workflow**

1. From the quick launch, click **Site Contents**.

2. Click the IT Documents library.


4. Click **Choose Files**.

5. Navigate to C:\Labfiles\Documents\. Select **Server 08 Known Errors.docx** and click **Open**.
6. Click **OK**. The document will upload.

7. To verify the workflow has started, Wait 5-10 seconds and click the refresh button on your browser. You should see a new column appear named **IT Document Approval**. You should also see a status of **In Progress** for the uploaded document.

![Workflow Status: IT Document Approval](image)

8. To view the details of the workflow, click the **In Progress** link.

![Workflow Visualization](image)

Below the **Workflow Visualization** on the **Workflow Status Page**, observe that there is a **Task List** and a **Workflow History List**. If email is not configured, you may see errors. They should not affect the performance of the workflow for this example.

9. Click the title of the task assigned to Terry Vanderbilt – **Please approve Server 08 Known Errors**.

![Delete Item](image)

10. Now, you should see the task details. Review and once everything is correct, click **Approve**.
You will be returned to the workflow details. Notice two new tasks appear and are assigned to Irene Ward and Abby McFarland. Also, notice in the workflow history that the task assigned to Terry Vanderbilt has been completed and a note was made that it was completed by Jerome Clark. Since Jerome is a site owner, he has the ability to approve items even if they were not assigned to him.

11. In the Tasks section, click Irene Ward’s task, and Approve it. Repeat for Abby McFarland. Once done, all tasks should display Completed under the Status column.

12. The last entry in the Workflow History list should display the Event Type of Workflow Completed.

13. Return to Settings > Site Contents > IT Documents. You should see the status as Approved under the IT Document Approval column.

Lab 2: Creating a Custom Workflow in SharePoint Designer (Optional)

Out of the box workflows are easy to set up and pre-configured. In those cases where that is not sufficient, you can create a custom workflow using SharePoint Designer 2013. SharePoint Designer comes with the capability to create stages, link stages together in a non-linear way, and assign actions and logic based on conditions to the stages.

After completing this lab, you will be able to:

• Create a workflow in SharePoint Designer 2013
• Publish a workflow to SharePoint 2016

Estimated time to complete this lab: 30 minutes

Exercise 1: Asset Request List

2. Click Settings > Add an App.
3. Select Custom List.
4. Name the list **Asset Request**.

5. Click **Create**.

6. From **Site Contents**, click the ellipses to the right of **Asset Request**.

7. Select **Settings**.

8. From **List Settings**, find the **Columns** sections, and click **Title**.

9. Rename the columns **Asset Description** and click **OK**.

10. From the **Settings** screen, click **Create Column**.

11. Name the new column **Amount Required** and change the **Data Type** to **Number**.

12. Set **Require this column to contain information** to **Yes**.

13. For **Value**, set **Min** to **0**, Leave **Max** empty. Set the **Number of Decimal Places** to **0**. Click **OK**.

14. Create another column. Name it **Request Status**.

15. Set the data **Type** to **Single line of text**. Leave all other values at their default and click **OK**.

**Exercise 2: Create the Workflow Stages in SharePoint Designer**

1. Open SharePoint Designer.

2. From the **Sites** page, click **Open Site**.

3. In **Site Name**, type **http://intranet.learninglake.com** and then click **Open**.

4. In the **Navigation** pane, select **Workflows**.
5. On the ribbon, click **Workflows > List Workflow > Asset Request**.

6. For the **Name** of the workflow, type **Asset Request Workflow**.

7. For the **Platform type**, select **SharePoint 2013 Workflow** and then click **OK**.

8. The workflow editor should open. Rename **Stage 1** to **Workflow Initiated**.

9. To create another stage, click under the **Workflow Initiated** stage and then from the ribbon, click the **Stage** button.
10. Rename Stage 2 to **Check Amount**.

11. Create a third stage under **Check amount** named **Asset Request Processed**.

### Exercise 3: Adding Actions Transitions to the Stages

1. Now that the stages are complete, we can add steps to the stages. Click in the **Workflow Initiated** stage and on the ribbon click **Action > Log to History List**.
2. Click message.

3. Type Asset Request Initiated.

4. Click under the Log history list action, and from the ribbon click Action > Pause for Duration.

5. Click next to Minutes, and change to 1.

6. Under Transition to stage for Workflow Initiated, click Action > Go to a Stage.

7. Change the stage to Check Amount. This stage is now complete and should look like the following screen capture.
8. Click in the **Check Amount** stage, then on the ribbon click **Condition > If any value equals value**.

![Diagram of Condition Action Stage](image)

9. Click the first value link, then click the expression button (fx) next to the text box.

![Expression Button](image)

10. In the **Define Workflow Lookup** window, select **Amount Required** next to **Field from source** and then click **OK**.

11. Change **equals** to **is greater than or equal to**.

12. For the second value, type **50**.

![Workflow Condition](image)

13. In the box under the **If** statement, click **Action > Set Field in Current Item**.

14. Click **field** and select **Request Status** from the drop-down.

![Set Field Action](image)

15. Type **Extra Time Needed** for value.

![Stage: Check Amount](image)

16. Click under the **Set** action, and on the ribbon click **Else Branch**.
17. In the **Else** block, click **Action > Set Field In Current Item**.

18. Below **Else**, click **field**, and select **Request Status**. Click **value** and type **Request will be processed normally**.

19. In **Transition to stage**, click **Action > Go to a stage**.

20. Select **Asset Request Processed** for the stage.
21. Click in the **Asset Request Processed** stage.

22. From the ribbon, click **Action > Log to History List**.

23. Click **message** and type **Asset request complete**.

24. Under **Transition to stage**, click **Action > Go to a stage** and select **End of Workflow** for the stage. The completed workflow should look like the following screen capture:
Exercise 4: Publish and Test the Workflow

1. On the ribbon, click Workflow > Manage > Workflow Settings.

2. In the Start Options section, check the box to Start workflow automatically when an item is created. Leave Allow this workflow to be manually started checked.

3. From the Workflow Settings tab, select Edit Workflow.

4. From the ribbon, click Workflow > Check for Errors.

5. If there are no errors, click Publish. If there are errors, recheck your steps.

6. Switch to your browser. (Navigate to Learning Lake Intranet home page if necessary.)

7. Click Setting > Site Contents.

8. Select the Asset Request list.


10. For Asset Description, type Copy Paper.

11. For Amount Required, type 75 and click Save.

12. If necessary, refresh your browser to see the workflow update. (It may take a minute.)

13. Notice the status of the workflow is named after the name of the stage, Workflow Initiated. Wait one minute for the status to change and refresh your browser.

14. Under Asset Request Workflow, it changes to Asset Request Processed. Under Request Status, it shows Extra Time Needed.
15. **To see your log messages, click Asset Request Processed.**

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Description</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/3/2013 12:02 AM</td>
<td>Asset Request Initiated</td>
<td></td>
</tr>
<tr>
<td>11/3/2013 12:02 AM</td>
<td>Asset Request Complete</td>
<td></td>
</tr>
</tbody>
</table>