WOODFOREST
Banking your way...EVERY DAY AND NIGHT!

Woodforest Portal
Contract Management Application Procedures

Overview

The Contract Management Application is a tool used within the Woodforest Portal to manage the contract process. Only authorized users have the ability to create new contracts and initiate the workflow. Four (4) roles have been defined as follows:

- **Requestor**- the user that initiates the new contract
- **Manager**- usually the one-up manager of the Requestor. In some cases the Requestor and Manager may be the same.
- **Legal**- this role indicates a user within the legal department
- **Officer**- this role indicates a user classified as a C-level officer

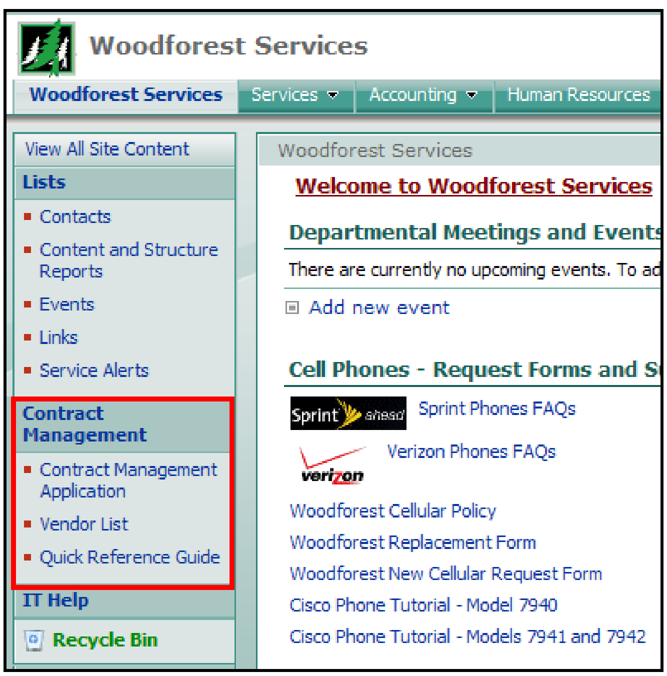
Follow the steps provided to start a new contract workflow. Click the links below to navigate to a specific section.

- Creating a New Contract
  - Adding a New Vendor
- Reviewing the Contract for Approval
  - Approving a Contract
  - Rejecting a Contract
- Sending an Email Inquiry
- Appendix:
  - Contract Management Application Legend
  - Contract Management Application Workflow

Once a contract is approved all revisions and amendments should be entered as a **new contract.*

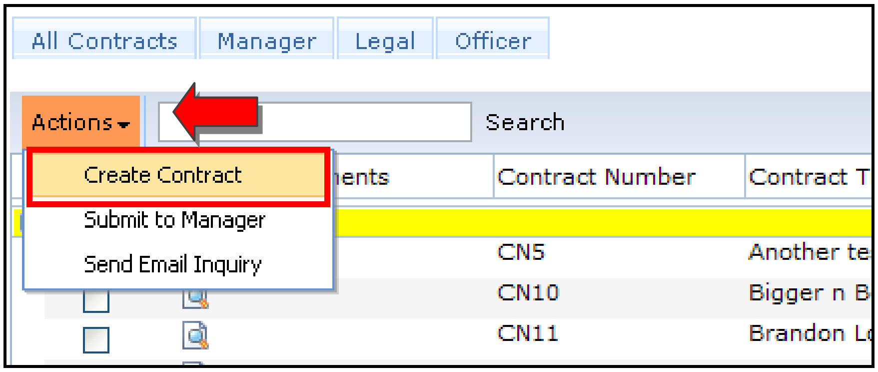
Creating a New Contract

Step	Action
1	To begin the workflow for a new contract, access the application from the left navigation on the Services Portal Site.



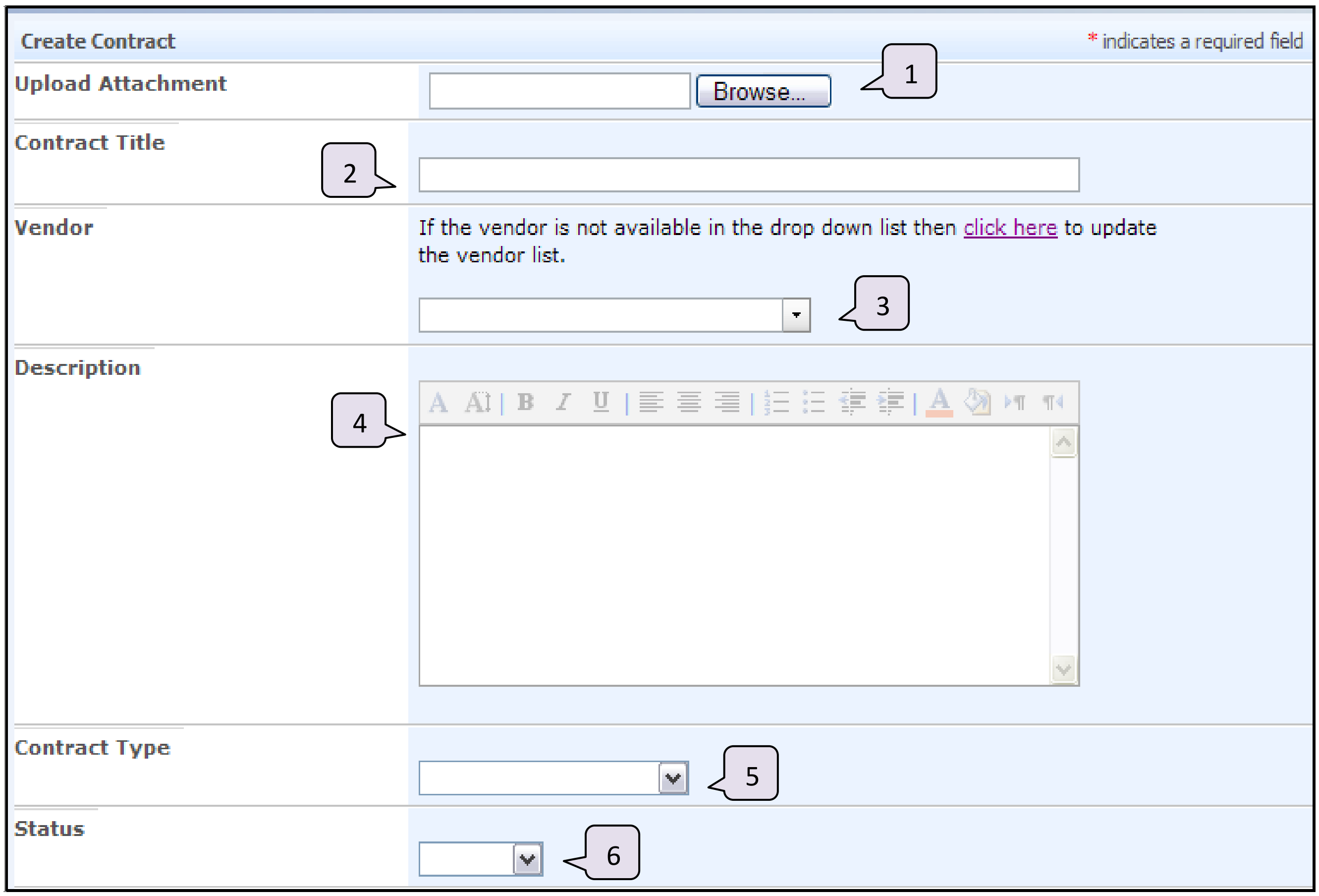
<table>
<tr><th colspan="2">Creating a New Contract</th></tr>
<tr><td>Step</td><td>Action</td></tr>
<tr><td>2</td><td>

Select **Actions > Create Contract**.



</td></tr>
<tr><td>3</td><td>

A new action window will display. Enter the details of the contract into each field as described below. Items displaying an * are required fields.



1. **Upload the contract** and any additional documents by clicking **Browse** and selecting the contract from its current location. Multiple documents may be added.
   Note: The original document must be maintained. Save and attach all revised and edited copies.
2. **Enter the title** of the contract in the following format:
   - [VendorName]-[Description (MSA, Amendment, SOW, etc.)]-XXXX (4 digit year)
   - EXAMPLE: Fidelity-MSA-2009
3. Select the **Vendor** from the drop down menu.
   *Note: See **Adding a New Vendor** to add additional Vendors to the list. You must complete this step before entering a new contract.*
4. Enter the following into the **description** field:
   - A brief description of the contract

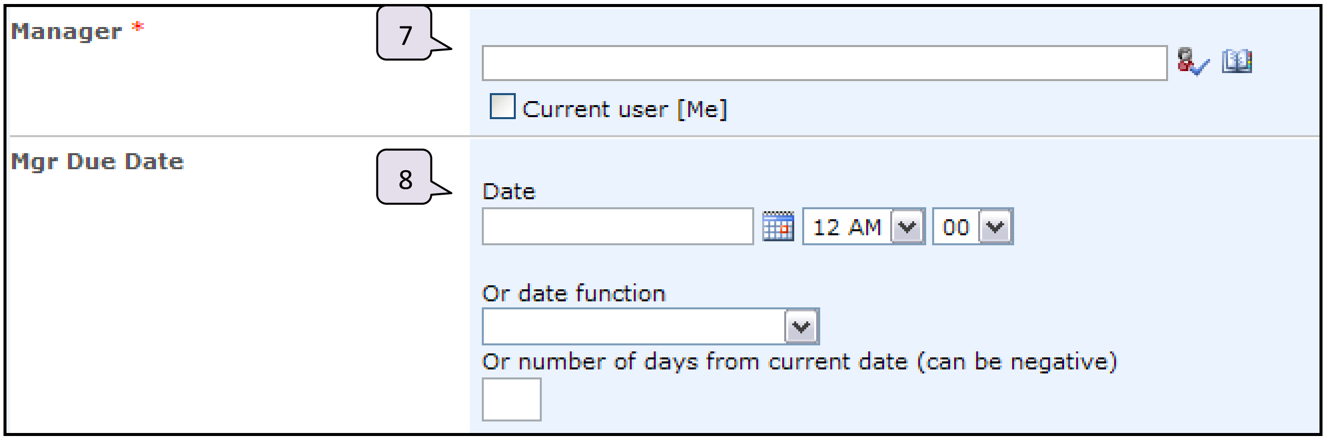
</td></tr>
</table>

Creating a New Contract

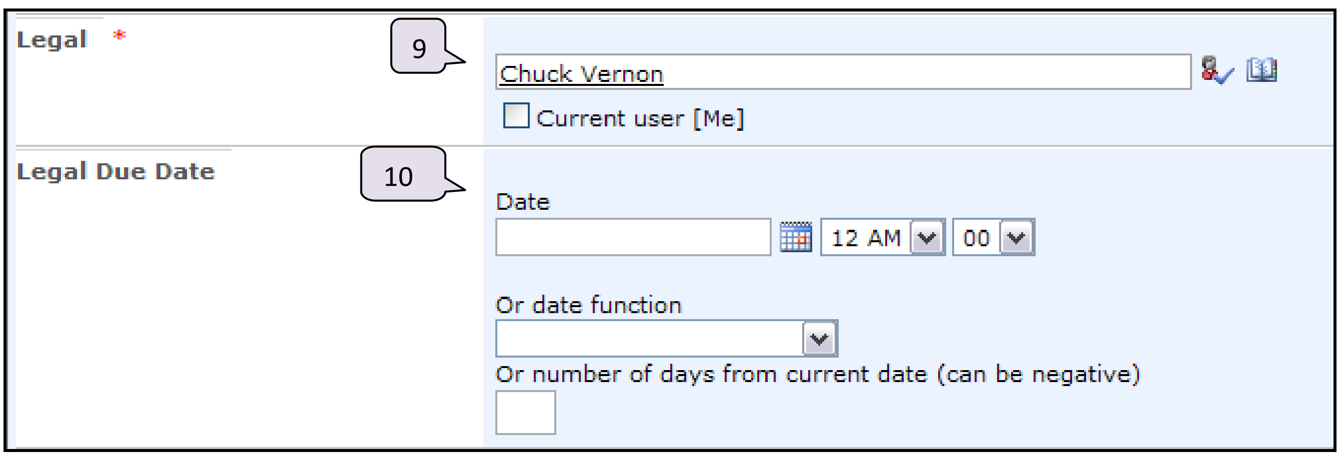
Step	Action

- A justification of the contract
- Any additional notes or instructions

5. Select the **contract type** from the drop down menu.
6. Select the **status** of the contract from the drop down menu.
   Note: All new entries should be marked as Pending.



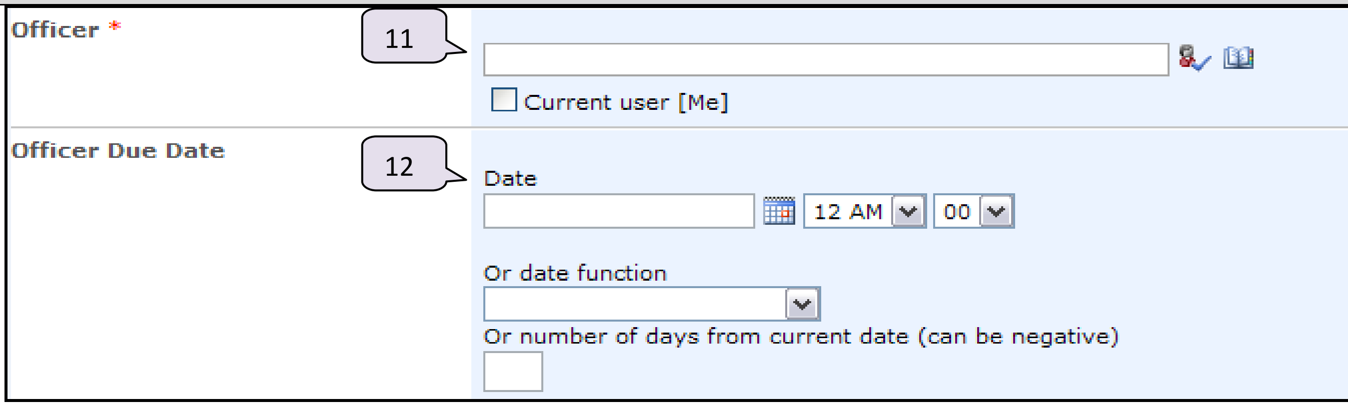
7. Enter the approving **Managers** name. Click to search for a name in the directory or to check the name entered. This is a required field.
8. Enter the **due date** the manager must have the contract reviewed by. Select one of the following:
   - Enter a physical date and time (optional).
   - Select a date function from the drop down menu (Ex. Year End, Quarter End, etc.)
   - Enter the number of days until or past the current date. (This number can be negative. Ex. -2 would result in a due date 2 days ago.)



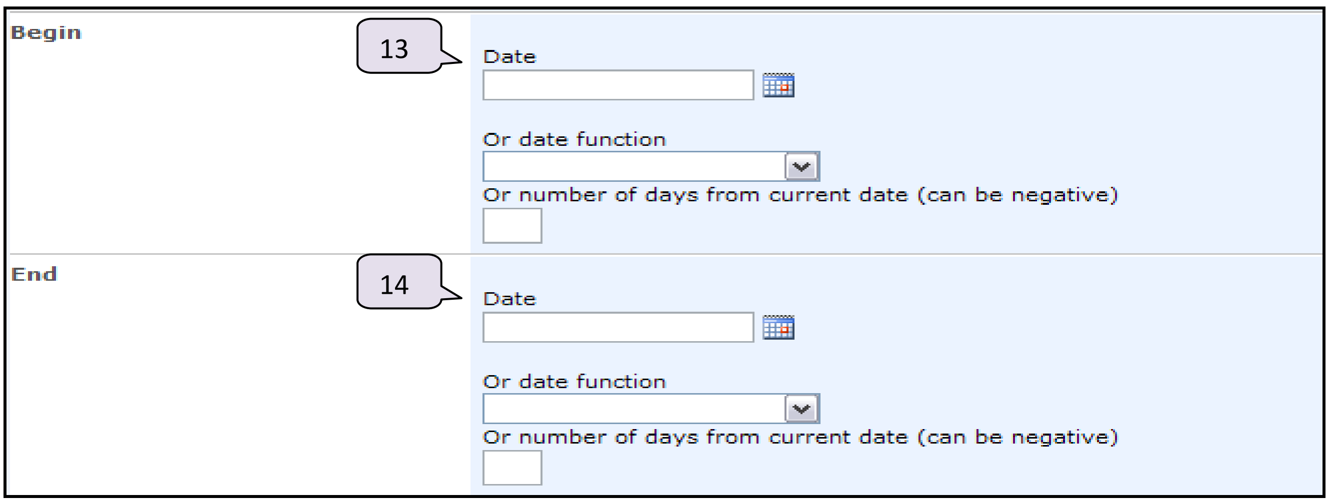
9. The approving **Legal** contact name is defaulted to display Chuck Vernon. Click to search for a name in the directory or to check the name entered. This is a required field.
10. Enter the **due date** the legal contact must have the contract reviewed by. Select one of the following:
    - Enter a physical date and time (optional).
    - Select a date function from the drop down menu (Ex. Year End, Quarter End, etc.)
    - Enter the number of days until or past the current date. (This number can be negative. Ex. -2 would result in a due date 2 days ago.)

Creating a New Contract

Step	Action

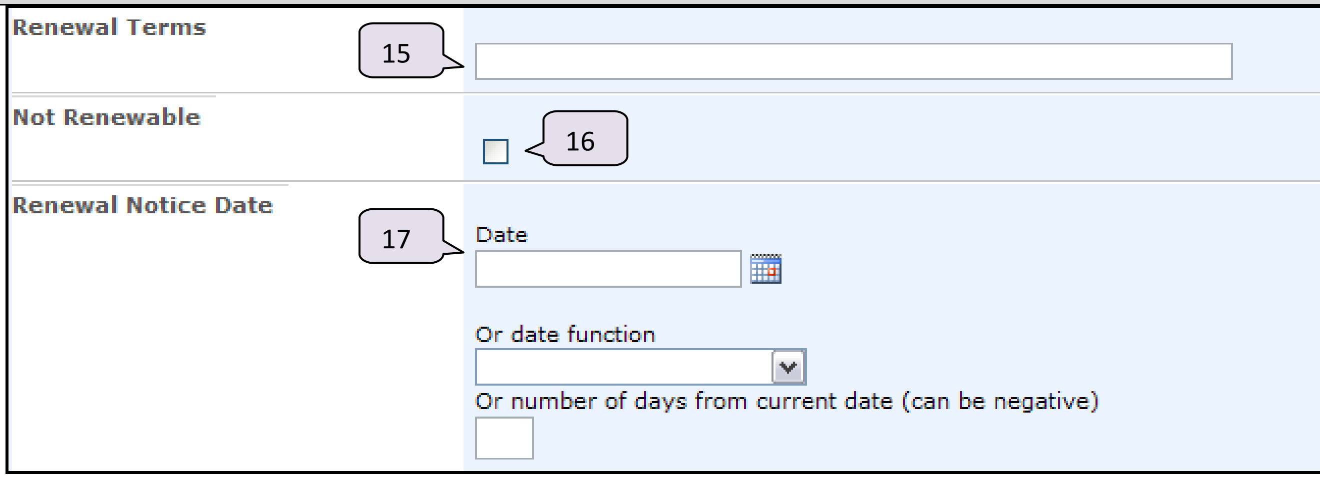


11. Enter the approving **Officers** name. Click to search for a name in the directory or to check the name entered. The directory is limited to only approving officers. This is a required field.
12. Enter the **due date** the officer must have the contract reviewed by. Select one of the following:
    - Enter a physical date and time (optional).
    - Select a date function from the drop down menu (Ex. Year End, Quarter End, etc.)



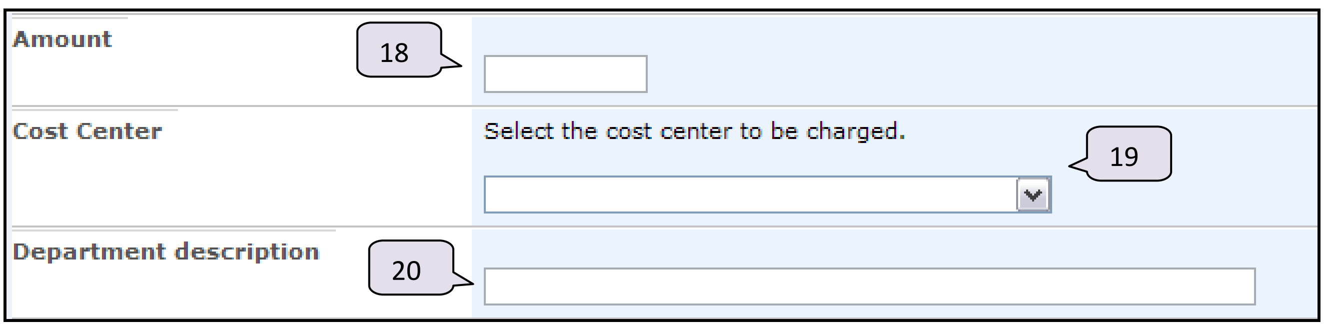
13. Enter the **contract begin date**. Select one of the following:
    - Enter a physical date
    - Select a date function from the drop down menu (Ex. Year End, Quarter End, etc.)
    - Enter the number of days until or past the current date. (This number can be negative. Ex. -2 would result in a due date 2 days ago.)
14. Enter the **contract end date**. Select one of the following:
    - Enter a physical date
    - Select a date function from the drop down menu (Ex. Year End, Quarter End, etc.)
    - Enter the number of days until or past the current date. (This number can be negative. Ex. -2 would result in a due date 2 days ago.)

Creating a New Contract	
Step	Action

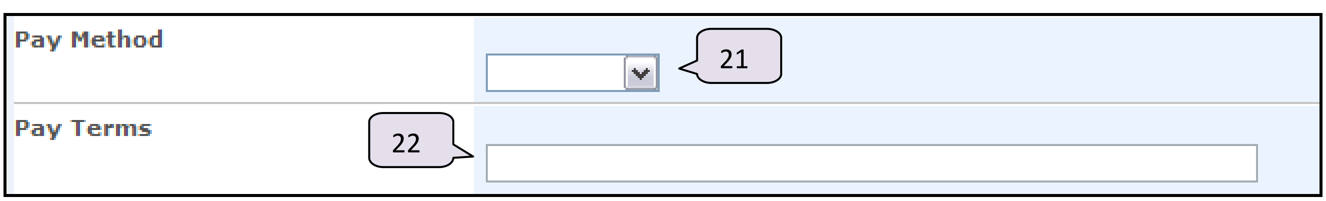


15. Enter the **contract renewal terms**. (Ex. Renewed annually, quarterly, etc.)
16. Check the box if the contract is **not renewable**.
17. Enter a **Renewal Notice Date** of the contract. Select one of the following:
    - Enter a physical date
    - Select a date function from the drop down menu (Ex. Year End, Quarter End, etc.)
    - Enter the number of days until or past the current date. (This number can be negative. Ex. -2 would result in a due date 2 days ago.)

*Note: The Renewal Notice Date should be **90 days** from the contract end date.*

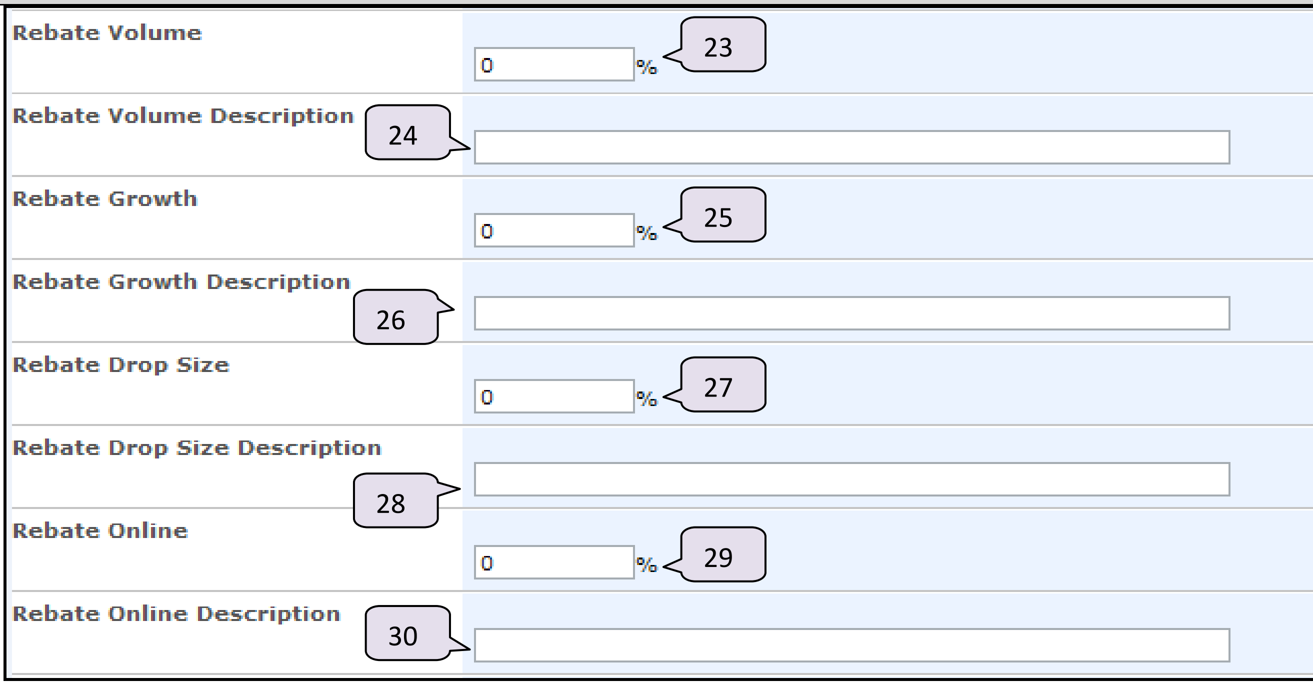


18. Enter the **contract amount** or cost associated with the contract. This number may be updated or changed due to contract negotiations and revisions.
19. Select the **cost center** to be charged from the drop down menu.
20. Enter a brief **description** of the department associated with the cost center. (Ex. Deposit Operations, Technical Architecture, etc.)

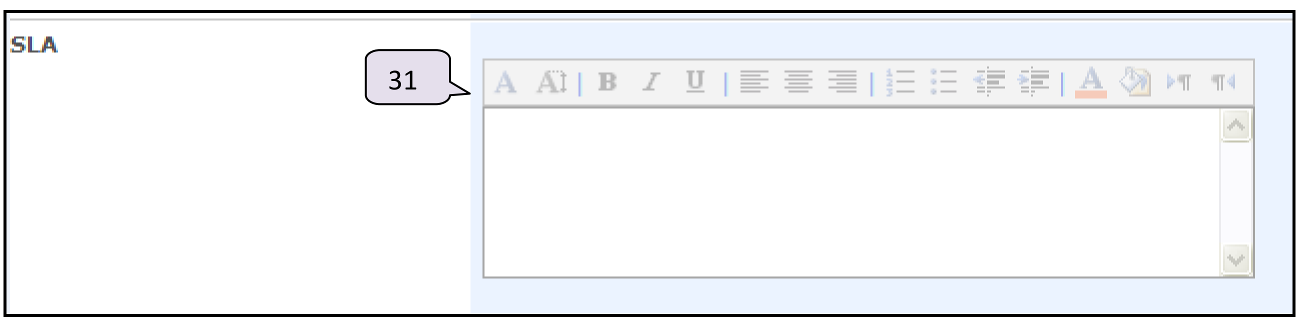


21. Select the Vendor's preferred **method of payment** from the drop down menu.
22. Enter the contract **payment terms**. (Ex. Net 30, Quarterly)

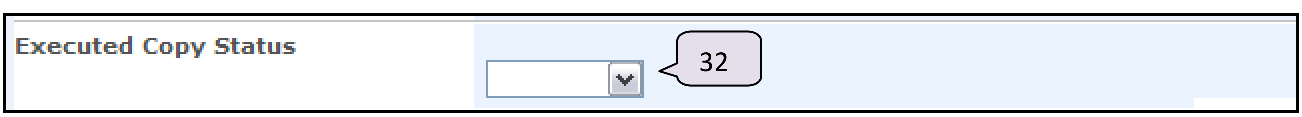
Creating a New Contract	
Step	Action



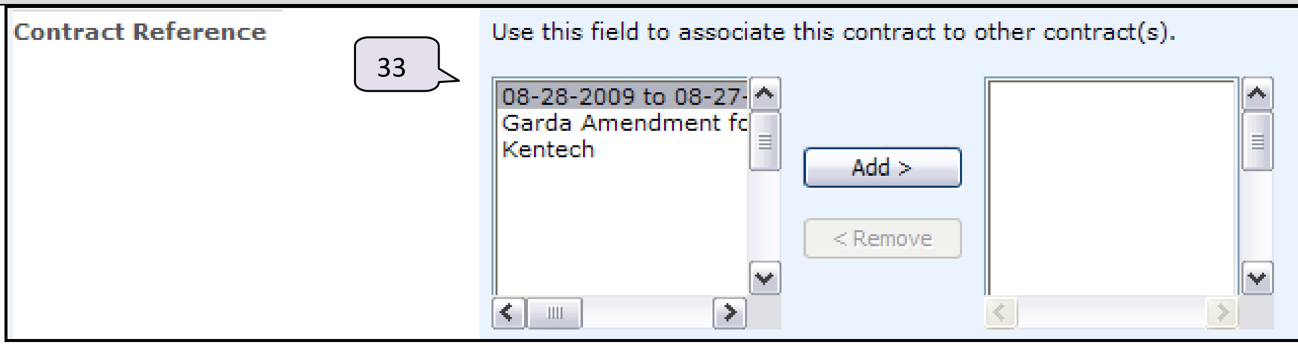
23. Enter the **rebate %** applied to the contract for volume sales if applicable.
24. Enter a brief description of the **Rebate Volume** criteria.
25. Enter the **rebate %** applied to the contract for growth if applicable.
26. Enter a brief description of the **Rebate Growth** criteria.
27. Enter the **rebate %** applied to the contract for drop size if applicable.
28. Enter a brief description of the **Rebate Drop Size** criteria.
29. Enter the **rebate %** applied to the contract for online sales if applicable.
30. Enter a brief description of the **Rebate Online** criteria.



31. Enter a brief description of the Service Level Agreement (SLA) or attach the **SLA** document (see Attachments).



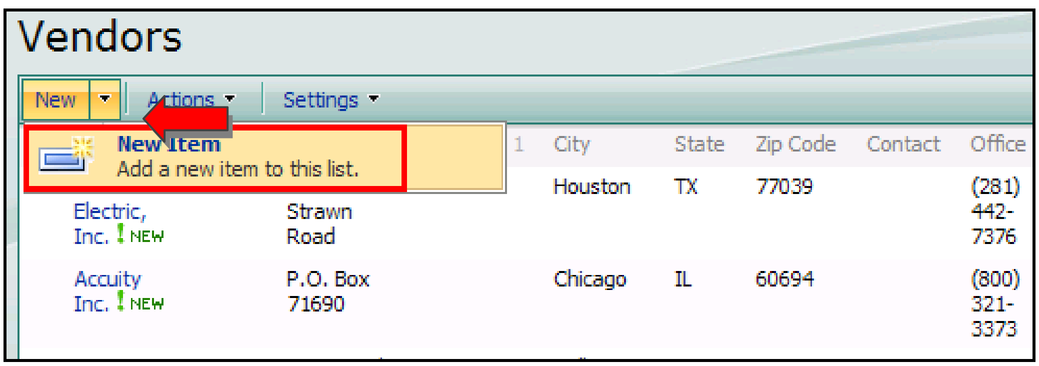
32. Select **Pending** from the drop down menu. Once the executed contract copy has been received, mark the status as **Received**.

<table>
<tr><th colspan="2">Creating a New Contract</th></tr>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>


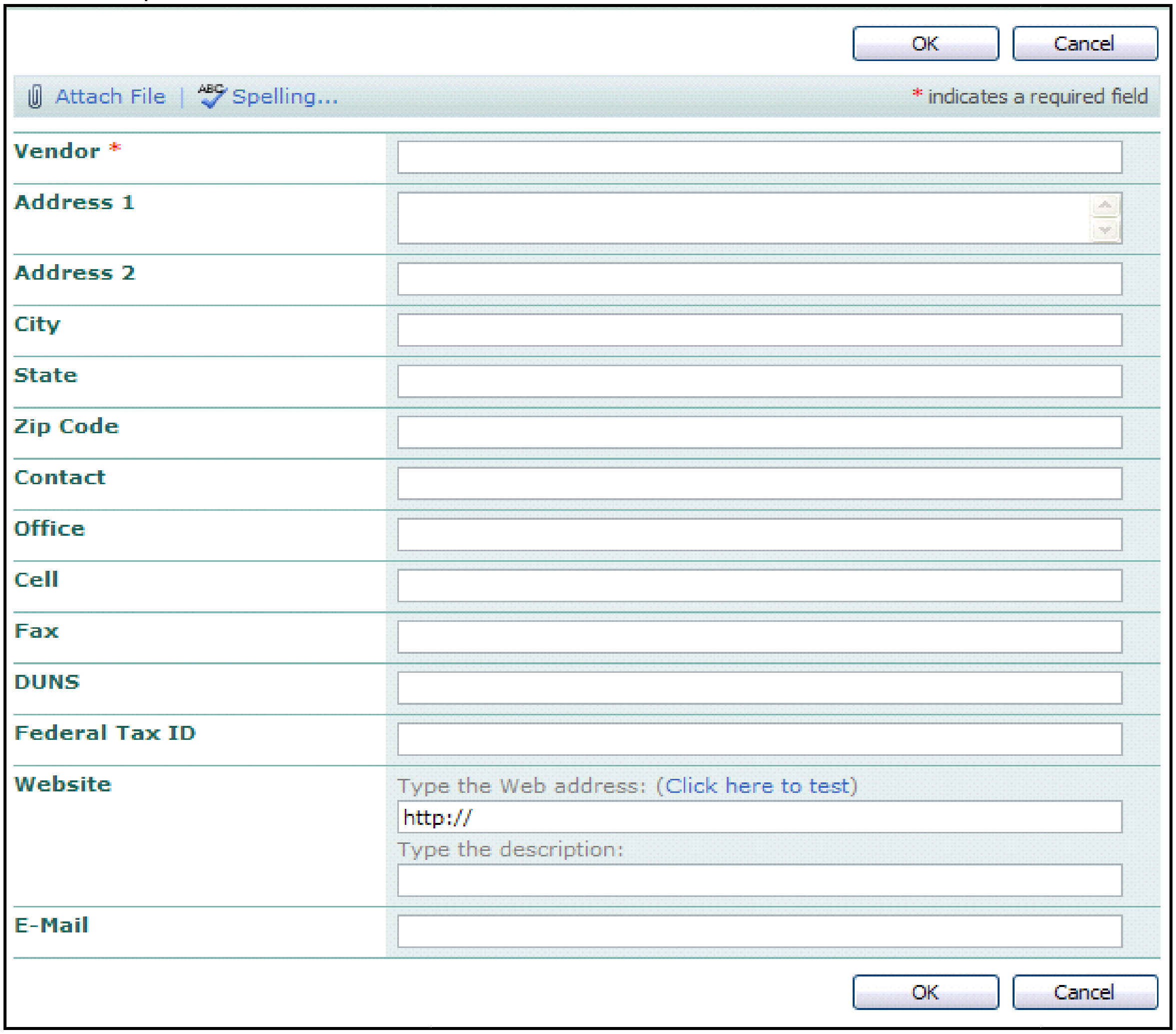
33. Select an associated contract(s) from the left column and click **Add>.** The added contract(s) will now display in the right column. This is the **Contract Reference**. (Ex. A sub-contract of a larger contract, or a new addendum.)
</td></tr>
<tr><td>4</td><td>When finished, click OK. A contract number is automatically assigned to each contract.</td></tr>
<tr><td>5</td><td>The new contract is now displayed under Pending.</td></tr>
</table>

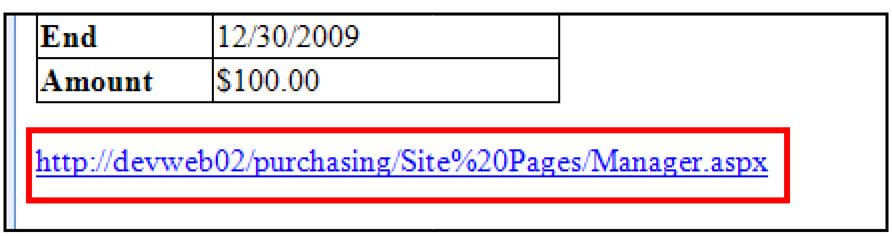
<table>
<tr><th colspan="2">Adding a New Vendor</th></tr>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>To add a vendor to the Vendor drop down menu go to the <u>Vendors</u> list located on the Services Portal Site.

- The Vendors list is located on the Services Portal. Click **View All Site Content** and select **Vendors** under the *Lists* section.
</td></tr>
<tr><td>2</td><td>From the Vendors list, select New > New Item.

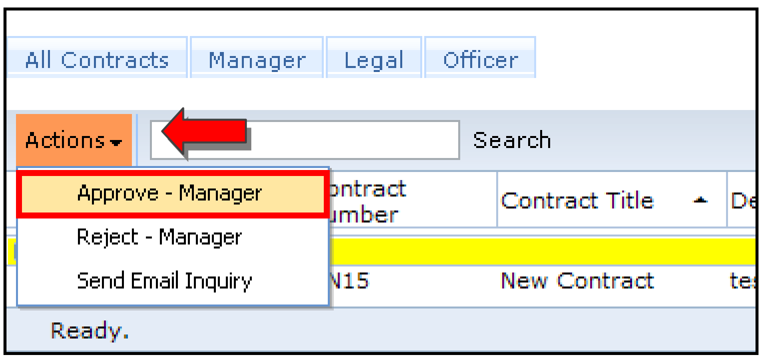


</td></tr>
</table>

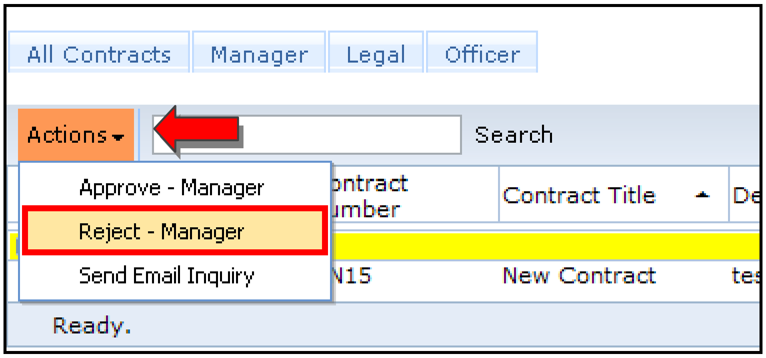
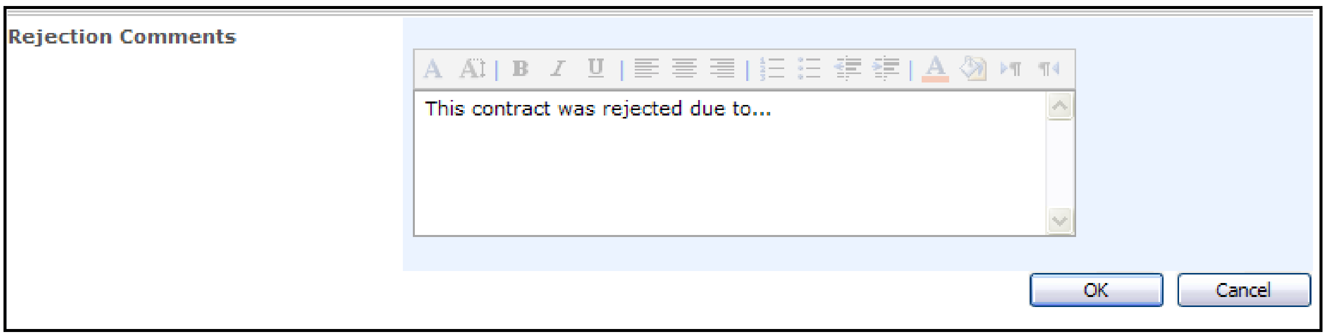
Adding a New Vendor	
Step	Action
3	Enter all required details for the vendor. Click **OK** when finished. 
4	The new Vendor should now appear on the drop down menu in the Contract Management Application.

Reviewing the Contract for Approval	
Step	Action
Once the "*Contract Approval Request*" email is received the following steps will be performed by either the Manager, Legal, or Officer role.	
1	Open the "*Contract Approval Request*" email and **click the link** provided to review the contract. 
2	Only *your* assigned contracts ready for approval will display. Click the view icon to review the contract details and open the attached documents.

<table>
<tr><th colspan="2">Reviewing the Contract for Approval</th></tr>
<tr><td>Step</td><td>Action</td></tr>
<tr><td>3</td><td>Once you reviewed the contract, a decision must be made to Approve or Reject the contract. (Click the link to advance to the Approve or Reject section.)
Note: All revised contracts/documents should be attached. REMEMBER to maintain the original document.</td></tr>
<tr><th colspan="2">Approving a Contract</th></tr>
<tr><td>1</td><td>To approve the contract, check the box to select the contract.

</td></tr>
<tr><td>2</td><td>Next, select Actions > Approve – [Role].
Note: The approval will display as Approve – Manager, Approve – Legal, Approve – Officer depending on your role.

</td></tr>
<tr><td>3</td><td>The contract will no longer be displayed. An email will be automatically generated to the next role in the workflow and the Manager will receive an email with the approval status.
Note: Once an Officer has marked the contract as approved the Status will be updated to Executed and the workflow is complete.</td></tr>
<tr><td>4</td><td>The approval date will be automatically generated and the Stage column will change to display the next role in the workflow.</td></tr>
<tr><th colspan="2">Rejecting a Contract</th></tr>
<tr><td>1</td><td>To reject the contract, check the box to select the contract.

</td></tr>
</table>

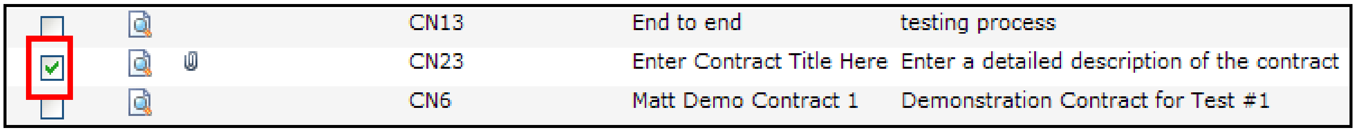
Reviewing the Contract for Approval	
Step	Action
2	Next, select **Actions > Reject – [Role].** *Note: The rejection will display as Reject – Manager, Reject – Legal, Reject – Officer depending on your role.* 
3	A new actions window will display. Enter the rejection comments and click **OK**. *Note: All revised contracts/documents should be attached. **REMEMBER to leave the original document**.* 
4	The contract will no longer be displayed. Once **Reject** is selected, the rejected date will be generated and the *Stage* column will revert back to **Requestor**.
5	An email will be automatically generated to the **Manager** to notify them of the rejected status. *Note: If changes/updates to the contract are needed the Requestor may begin the workflow again (see Submitting the Contract).*

Sending an Email Inquiry

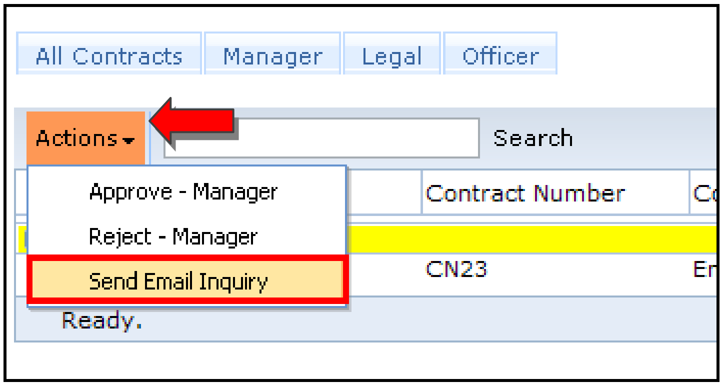
Step	Action

An email inquiry is used when a user wishes to request additional information or requires feedback on a specific contract. An email can be generated to a user within the workflow. The Send Email Inquiry function can be found on all action menus and can be sent by all roles at any stage of the workflow.

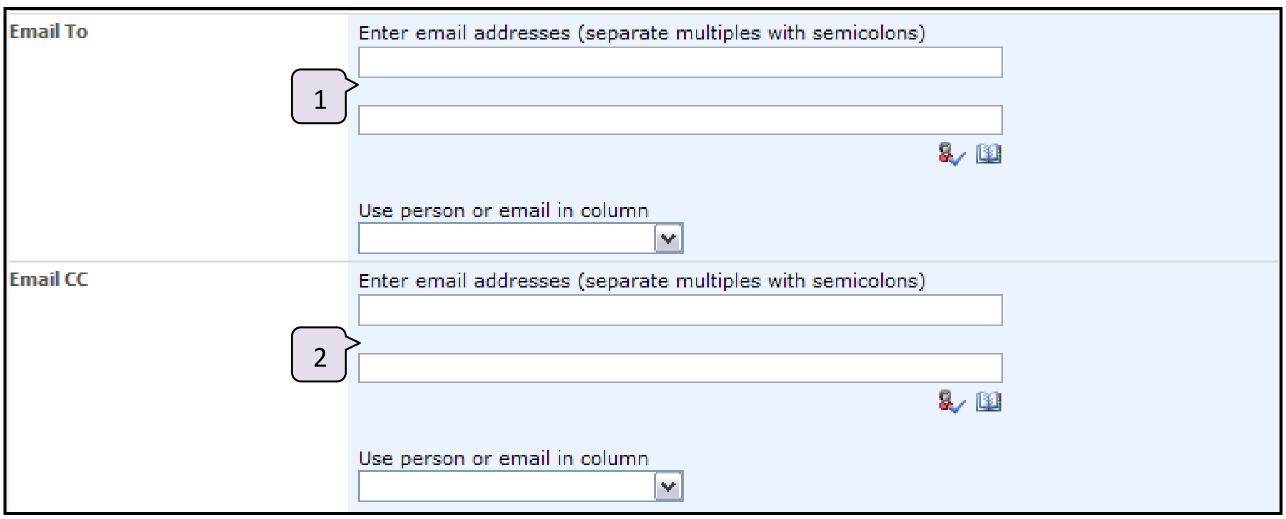
1 Check the box next to the contract you wish to send an inquiry about.
Note: Multiple contracts may be selected.



2 Select **Actions > Send Email Inquiry**.



3 A new action form window will display. Enter the following information:

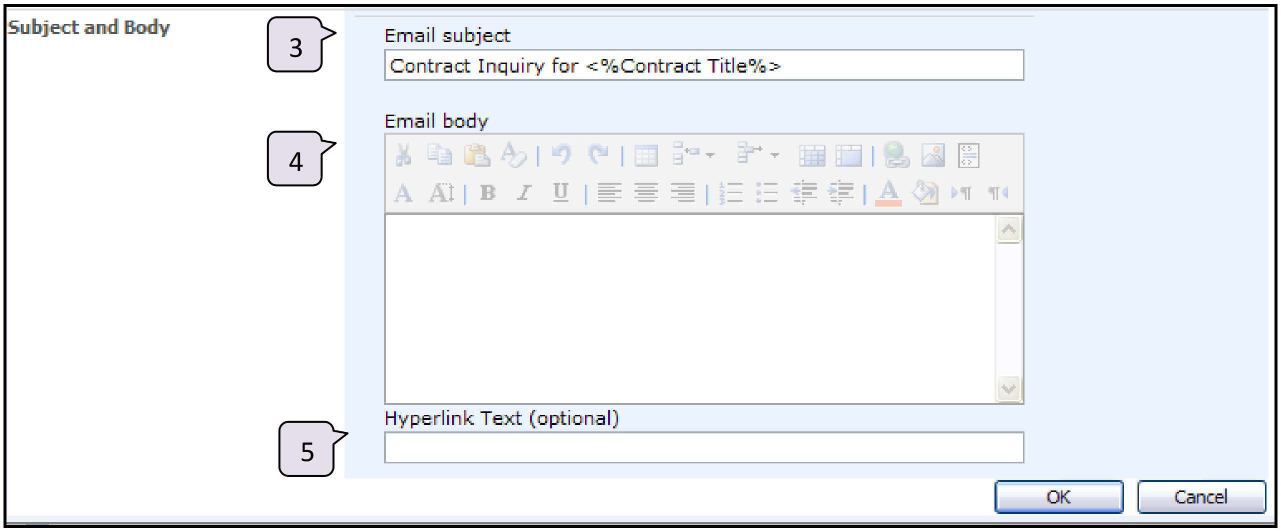


1. Enter the **email address** of the email recipient. Select one of the following options:
   - Manually enter an email address. Use semicolons to separate multiple addresses.
   - Enter a name and click to check the name entered or to search for a name in the directory.
   - Select a column containing a specific user from the drop down menu. (Ex. User displayed in the Manager, Legal, or Officer column.)
2. Enter the **carbon copied email address** for additional email recipients. Select one of the following options:
   - Manually enter an email address. Use semicolons to separate multiple addresses.
   - Enter a name and click to check the name entered to search for a name in the directory.

Sending an Email Inquiry

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>

Select a column containing a specific user from the drop down menu. (Ex. User displayed in the Manager, Legal, or Officer column.)



3. Leave the default email **subject title** or enter a new subject title. (<%Contract Title%> will be replaced with the title of the contract selected.)
4. Enter the **email body** text.
5. Add a **hyperlink** to a document or site.
   Note: Remember, if linking to a document within the portal only authorized Woodforest employees will have access to the document.

Click **OK** when finished.

</td></tr>
<tr><td>

4

</td><td>

An email will be generated to the users indicated in the form above.
Note: Woodforest users may need to check their Junk E-mail folder.

</td></tr>
</table>

Contract Management Application Legend

All Contracts | Manager | Legal | Officer

Actions ▾ Search Help

Attachments	Contract Number	Contract Title	Description	Stage
Pending (19)				
	CN10	Bigger n Better		Officer
	CN11	Brandon Login Test		Requestor
	CN12	CK Test		Legal
	CN2	Contract 1	Test contract	AP
	CN8	contract 3		AP
	CN14	Contracts galore	hi	Manager
	CN3	Cookoff contract	test	Officer
	CN18	Coraworks POC		Legal
	CN13	End to end	testing process	AP
	CN23	Enter Contract Title Here	Enter a detailed description of the contract	Manager
	CN24	Kristine's Contract		Requestor
	CN6	Matt Demo Contract 1	Demonstration Contract for Test #1	AP
	CN7	Matt Demo Contract 2	Demonstration Contract for Test #2	Legal
	CN15	New Contract	testing	Officer
	CN4	Simple Test		Officer
	CN19	Test contract		Manager
	CN22	Test Contract	This is a big contract.	Manager
	CN16	Test Contract for Bruce	test	Manager
	CN20	Test executed copy pending date		Manager
Executed (3)				
	CN17	A big contract	testing	Completed
	CN9	contract 4		Completed
	CN21	Final test 1	test	Completed

Ready. Loaded 22 of 22

Color Coding

⊟ Pending (19)

All pending (non-approved) contracts will appear under the yellow Pending heading.

⊟ Executed (3)

All executed (completed) contracts will appear under the blue Executed heading.

CN19	Test contract		Manager

Contracts shown in red have an Executed Copy Status of **Pending** for more than 30 days.

Views

All Contracts | Manager | Legal | Officer

Double-click on your role to select to view all contracts (assigned to you) pending approval.

All Contracts | Manager | Legal | Officer

Actions ▾ Search

Attachments Contr

⊞ Pending (19)

⊞ Executed (3)

Ready.

Click **+** to expand or **—** to minimize the contracts listed.

Contract Management Application Workflow