StarPM: Due Dates

User Guide

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Contents

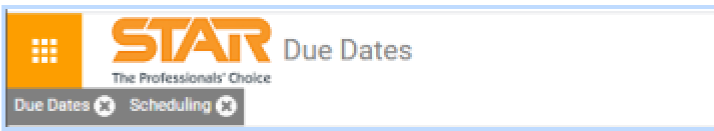
Introduction

Due Dates can be used to manage any activity that is defined in terms of staff members and due dates, but it is typically used to track the progress of tasks that are assigned to staff and must be completed by a certain date. Such tasks may include the filing of tax returns, or any other type of compliance document.

StarPM: Due Dates currently replicates and selectively enhances only a subset of the full functionality of the Star Due Dates (Windows) application. For full details of the Windows application, including details of Due Dates Process Template configuration and management, see the Star Due Dates User Guide, filename *StarDueDates_ UserGuide.pdf*.

Module Tabs

In StarPM, each open module is represented by a tab in a tab row beneath the HTML Title header.

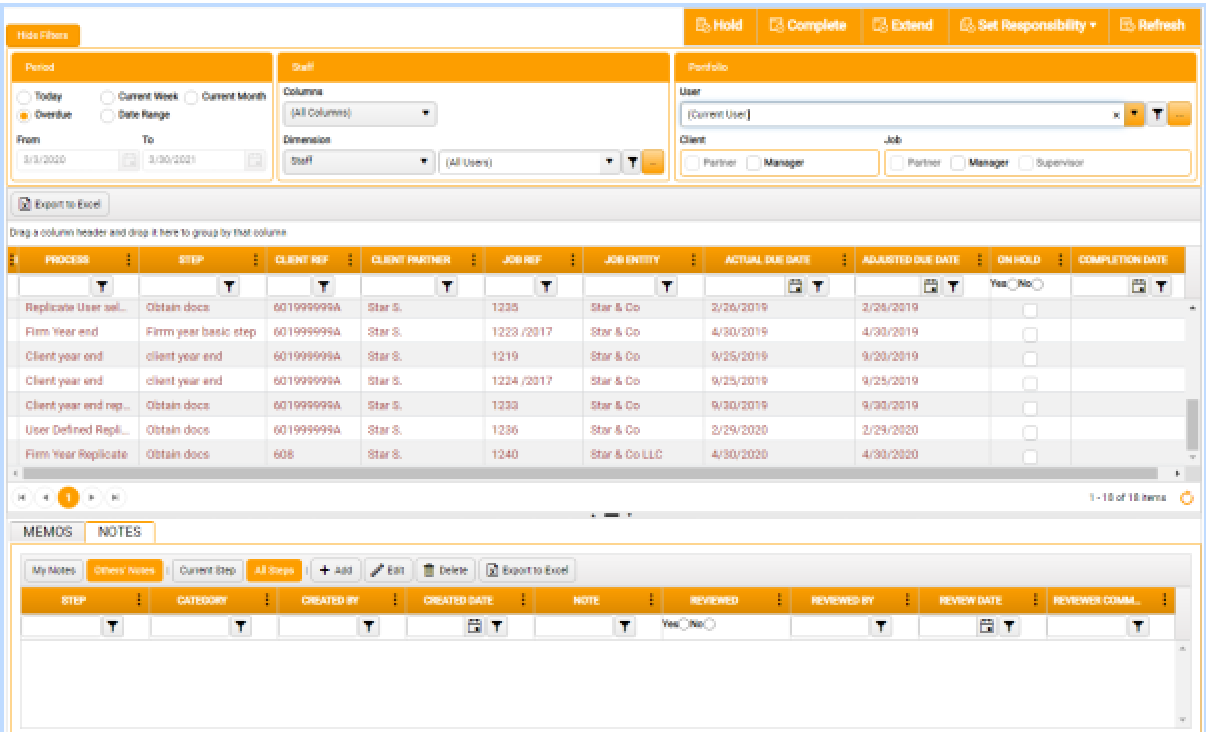


Open module tabs can be configured either to be of fixed display, or to be hidden automatically when not in use. Fixed display prevents vertical interface shifts whenever the user moves their cursor over the header area, thus invoking the tabs' display.

The Due Dates Home Page

The Due Dates Home Page displays details of staff assignments, including all of the steps in any current Due Dates processes, within a specified date range, in which the currently logged-in user has some role.

The main grid may initially be empty, pending the application of Filters.



In the main grid, users can track and indicate progress toward step completion. (Any overdue steps are highlighted in red.)

Where appropriate, any user with the necessary privileges can:

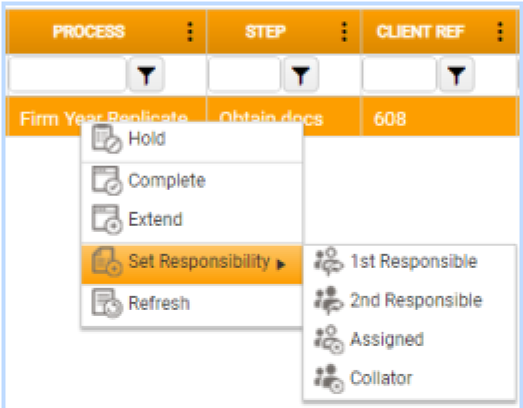
- Record notes and memos
- Reassign steps
- Put steps on hold
- Extend due dates
- Mark steps as Completed
- Export the contents of most StarPM: Due Dates grids, including the grid in the Home Page, by clicking **Export to Excel**. For details, see Export to Excel.

The contents of the main grid in the Home Page - referred to as the Active Due Dates grid - can by sorted and filtered according to your preference. See Home Page Customisation.

Toolbar and Context Menu

The Home Page toolbar, at top right, gives direct access to Hold, Complete, and Extend functionality, as well as Set Responsibility and grid Refresh actions.

The same options are available via a right-click context menu within the Active Due Dates grid.



- **Hold**/**Resume** - Click this toggle button either to put one or more selected Steps on hold (**Hold**), or to take them off hold (**Resume**).

  The radio buttons in the **On Hold** column are updated automatically to reflect the new status of the selected steps.

- **Complete** - Displays the Complete Steps window, in which you can specify the step completion date.
- **Extend** - Displays the Extend Due Date dialogue, in which you can change the step's due date, subject to the extension rules defined for the step in the template.
- **Set Responsibility** - Select the responsibility that you want to assign (1st Responsible, 2nd Responsible, Assigned, or Collator). This invokes the Staff selector, in which you can search for and select the appropriate Staff member.
- **Refresh** - Refreshes the grid view to reflect changes made either by the logged-in user or by other users.

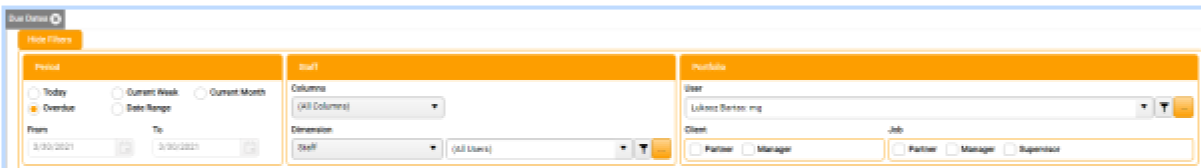
  The **F5** keyboard shortcut is reserved for browser refresh.

Period, Staff and Portfolio Filters

There is, by definition, at least one Active step in any active process, and the Active Due Dates grid displays only those steps that are currently Active.

Details of steps or processes that are not Active can be viewed only in the Star Due Dates (Windows) application, in the Due Dates Process tab.

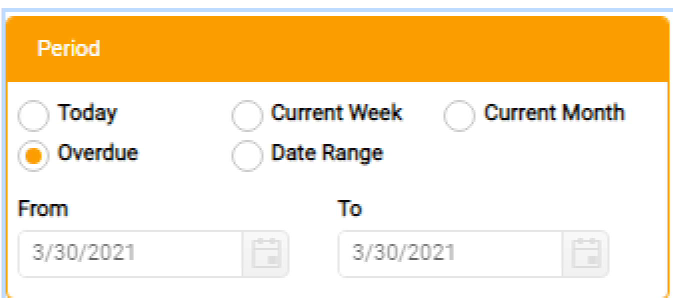
The display of active Due Dates in the Home Page main grid is subject to **Period**, **Staff** and **Portfolio** filters, which are displayed above the Active Due Dates grid.



These filters can be hidden. To toggle their display on/off, click the **Show Filters** / **Hide Filters** tab/toggle beneath the module tab. (When the filters are hidden, only the **Show Filters** tab is visible.)

In addition to these filters, the Active Due Dates grid can be grouped by column, columns can be sorted and filtered, and Quick Search Filters can be applied. For details, see Grid Grouping, Sorting and Filtering.

Period Filters



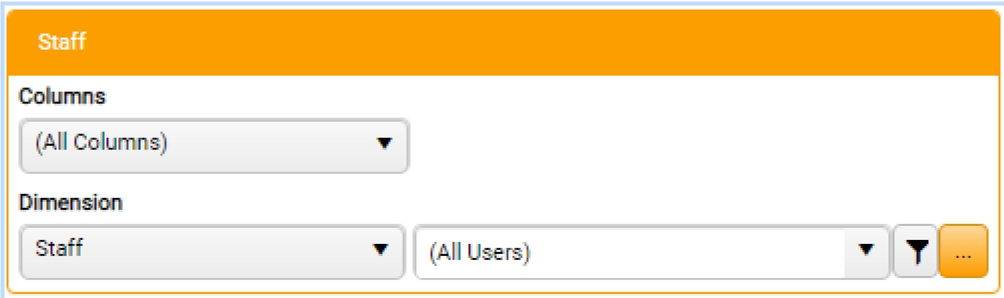
To apply a Period filter, select one of the radio buttons in the **Period** region:

- **Today** - Display only those active steps that are due on today's date, as defined by the system date of the host machine.
- **Current week** - Display only active steps with due dates in the current week, as defined by the start and end days of the timesheet week.
- **Current Month** - Display only active steps that are due in the current calendar month.
- **Overdue** - Display only active steps with due dates earlier than today's date
- **Date Range** - Display only active steps with due dates that are later than or equal to the **From** date, or earlier than or equal to the **To** date.

  Selecting **Date Range** activates the **From** and **To** controls: select the first and last dates in the date range.

  To view all active steps: Set **From** to its earliest supported value (01/01/1900), and **To** to the latest supported value (31/12/2099).

Staff Filters



The **Staff** filters permit filtering by staff association.

The default selections are **All Columns** / **Staff** / **Current Staff**, so that the grid displays only those active steps on which the logged-in user is in any role. These can be changed.

Changes to Staff filter settings are automatically saved and retained for future sessions.

The options presented in the third Staff filter drop-down are dependent on your selection in the second, and both are relative to (but not dependent upon) your selection in the first.

For example, if you want to filter the Home Page to display only those steps on which Staff of Staff Type 'Trainee' are in the Assigned role, your three drop-down selections would be **Assigned** / **Staff Type** / **Trainee**.

Columns:

- Select either **All Columns**, to display all steps assigned to staff occupying any role, or a specific Staff role from the options **1st Responsible**, **2nd Responsible**, **Assigned** or **Collator**. The list is then filtered to display only those steps where a staff member is assigned to the selected role.

  The options **2nd Responsible** and **Collator**are dependent on Firm Switches, and may not be available for selection.

  Any role can be attributed to any Staff member, but Star propose that Assigned is attributed to the Staff member assigned to complete the task, and that 1st Responsible is attributed to their designated supervisor.

  The terms for specific roles are potentially subject to Replace Terms.

Dimension:

- In the first drop-down, select whether to filter for steps assigned to a specific **Staff** (the default selection), those assigned to Staff of a specific **Staff Type**, or those assigned to Staff in a specific **Department**, **Office**, **Workgroup**, **Entity**, **Service Line**, or **Service Line Group**.
- In the second drop-down, select an option to refine the selected **Dimension** filter.

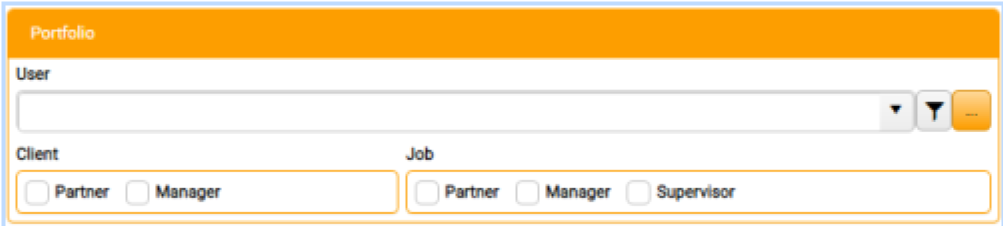
  The options in this drop-down are context-sensitive to your initial selection.

  If you selected **Staff** in the first Dimension drop-down the default selection is **All Staff**. Other options are **Current User**, **Not Applicable**, or **Not Assigned**. Beneath these options, the drop-down lists any individual Staff members available for selection.

  For **Staff** only, you can also click for Quick Search Filter Options, or click the ellipsis button to invoke the Staff Selector, in which you can search for and select an individual Staff member.

  The Active Due Dates grid will then display only those Active steps assigned to the selected Staff member, dependent also on your selection in the first filter control.

Portfolio Filters



To apply a Portfolio filter, use the controls in the **Portfolio** region:

- **User** - select a user in order to filter by Staff association.
- **Client** - Select each appropriate checkbox to filter by Staff Type assigned on the Client record.
- **Job** - Select each appropriate checkbox to filter by Staff Type assigned on the Job record.

Completing Steps

In the Active Due Dates grid you can flag one or more active steps as complete, as described below.

You should be able to complete any non-final step from a multi-step process. Assigned Staff do not require privileges to Complete unless the step or process is on hold.

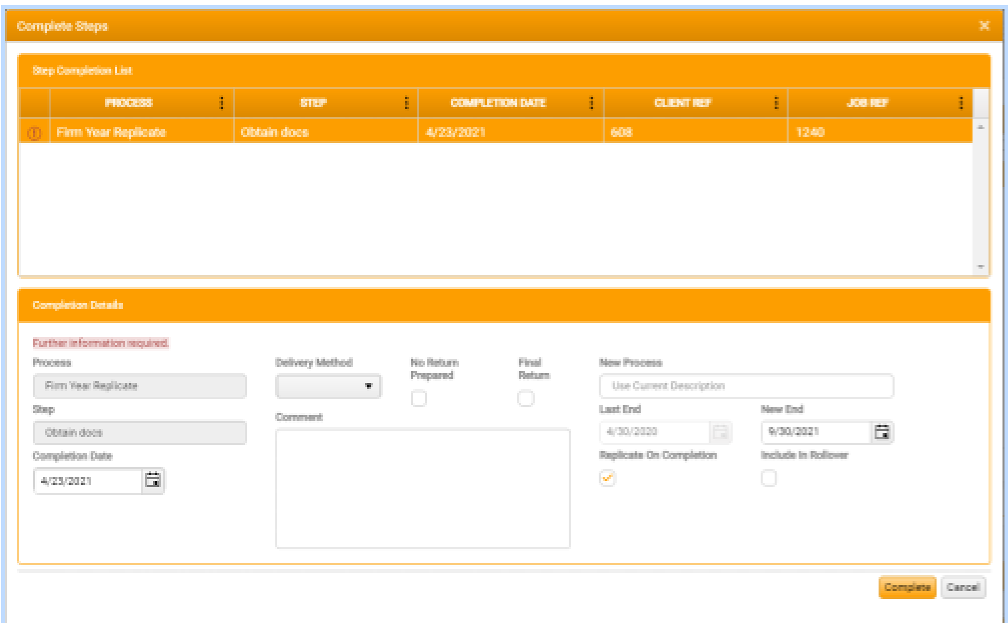
Step Completion

To flag one or more steps as complete:

- In the Active Due Dates grid, select each step that you want to complete.

  Either click the **Complete** button in the Home Page toolbar, or right-click the selected step(s) and choose **Complete** from the context menu.

  This displays the Complete Steps window.



The **Step Completion List** itemises the steps selected for completion. Beneath it, the **Completion Details** region displays settings relating to the currently selected item.

In the **Step Completion List** grid:

- **Process** - The name (ID) of the process to which the step belongs.
- **Step** - The name (description) of the step.
- **Completion Date** - The current completion date of the step.
- **Client Ref** - The Reference of the Client associated with the process.
- **Client Name** - The Name of the Client associated with the process.
- **Job Ref** - The Reference of the Job associated with the process.
- **Job Name** - The Name of the Job associated with the process.

In the **Completion Details** region:

- **Process** and **Step** - Read-only details, displayed for confirmation.
- **Completion Date** - The completion date of the step. This defaults to the current date, but may be editable. The Completion Date can be any date up to one month earlier than or equal to the current date.
- **Delivery Method** / **No Return Prepared** / **Final Return** - Optional details; completion not required.

The final set of controls in this screen are displayed onlywhen completing the final step in a process:

- **New Process** - Enter a name (ID) for the new process.
- **Last End** - The last Year End date.

  Editable only if the Basis Year End date does not match the Process Year End.

- **New End** - Select the year of the new Year End date. Only the year value is changeable.
- **Replicate on Completion** - Select this checkbox only if you want the process that will be created once the last step in the current process has completed to be among those rolled, upon its completion, into a single new process on the same job. To prevent replication, make sure that this checkbox is de-selected.

  Processes can only replicate once. A completed process that is reversed and then re-completed will not replicate a second time.

- **Include in Rollover** - Select this checkbox only if you want this process to be included in Job Rollover. If you do not want this process to be included in Job Rollover, make sure that this checkbox is de-selected.

To apply the completion:

- Click **Complete**.

On Completion

On step completion:

- The selected step(s) are flagged as complete.
- The next step(s) in the relevant processes become Active.
- The grid display is refreshed (note that the display of any newly Active steps is dependent on any active filters).
- If a completed step is the last step in a processes, then the process as a whole is flagged as complete.
- If the Dynamic Adjustment option is selected in the process template (as configured in Star PDM), a positive/negative adjustment based on the process completion date should cascade to subsequent steps, relative to dependent steps' initial due dates.

  If Step Extensions (configured in Star PDM) constrain Dynamic Adjustment, the following message is displayed:

  The dynamic adjustment of subsequent steps in the process has been constrained by the extension rules that have been defined. A step may not be pushed beyond the limits specified.

- The system records the date and time of the completion and the relevant Staff ID.
- Any completion failures are flagged in the grid.

Extending a Due Date

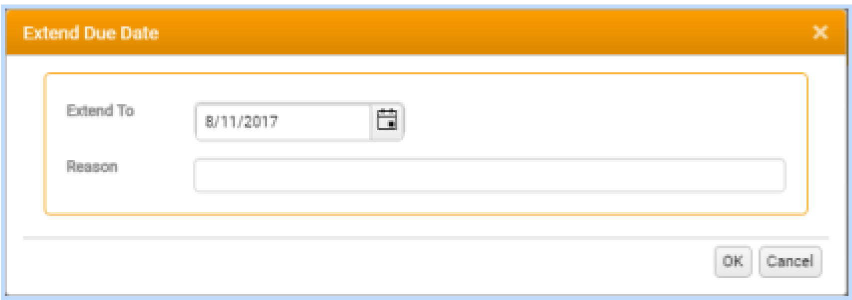
Each step's Initial Due Date is displayed in all Due Dates grids.

This is the original calculated Due Date, excluding any Due Date Extensions defined for the Due Date Template Step (not currently editable in StarPM) and any Assigned Staff adjustments.

To extend a step's Due Date:

- Either select the appropriate row in the Active Due Dates grid and click the **Extend** button in the toolbar, or right-click within the row and select **Extend** from the context menu.

  This displays the **Extend Due Date** dialogue.

  Here you can change the step's due date, subject to the extension rules defined for the step in the template.

In this dialogue:

- **Extend To** - Select a new due date from the calendar.
- **Reason** - Record the reason for the Extension.

  It may be mandatory to enter a Reason. This is governed by a Firm Switch.

To apply the date extension:

- Click **OK**.

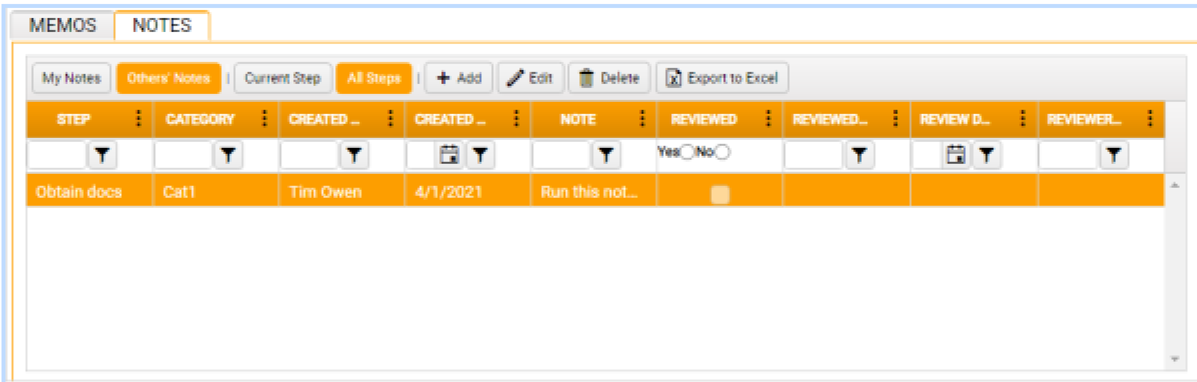
  If there are no extensions defined in the template for the current step, or if the step has already been extended to the maximum defined in the template, then the appropriate warning dialogue is displayed.

It is not currently possible to reverse or delete Extensions in StarPM. These actions can only be performed in Star PDM.

Notes

Notes allow users to link to record comments against any step in a Due Date process.

Notes recorded by the current user and (subject to privileges) by other users are displayed alongside Memos in a tabbed display beneath the Active Due Dates grid.



Here, subject to context and the appropriate privileges, users can review, add, edit, delete, and export to Excel their own or other users' Notes.

At least one Due Date Note Category must be created before any notes can be created. (Note Categories must be created in Star PDM.)

You can edit a Note's details by double-clicking the Note row to display the Edit Note window.

To flag a Note as Reviewed, either select the **Reviewed** checkbox on the row representing the Note in this tab, or right-click that row and select **Reviewed** from the context menu. Flagging a Note as Reviewed automatically sets the **Review Date** for that Note to the current date, and sets **Reviewed By** to be the current user.

If the **Job Type** related to a specific Due Date Note Category is configured as not reviewable (as configured in Star PDM), then the **Reviewed** checkbox is not editable.

The first four options in the toolbar govern what you will see in the grid:

- **My Notes** - Filters the Notes grid to display only those Notes (if any) recorded by the current user.
- **Others' Notes** - Filters the Notes grid to display any Notes recorded by any user.
- **Current Step** - Filters the Notes grid to display only Notes recorded directly against the currently selected step.
- **All Steps** - Filters the Notes grid to display any Notes recorded against the process to which the currently selected step relates, including - but not restricted to - any Notes recorded directly against that step.

The remaining toolbar buttons provide the following options:

- **Add** - Displays a new Note window, in which a new Note can be recorded against the step currently selected in the Due Dates grid.
- **Edit** - Displays the details of the currently selected Note, for editing or review, in a Note window.
- **Delete** - Deletes the currently selected Note, after prompting for confirmation.
- **Export to Excel** - The contents of the grid are saved as a new an Excel worksheet, with an indicative filename, in your default downloads folder. For details, see Export to Excel.

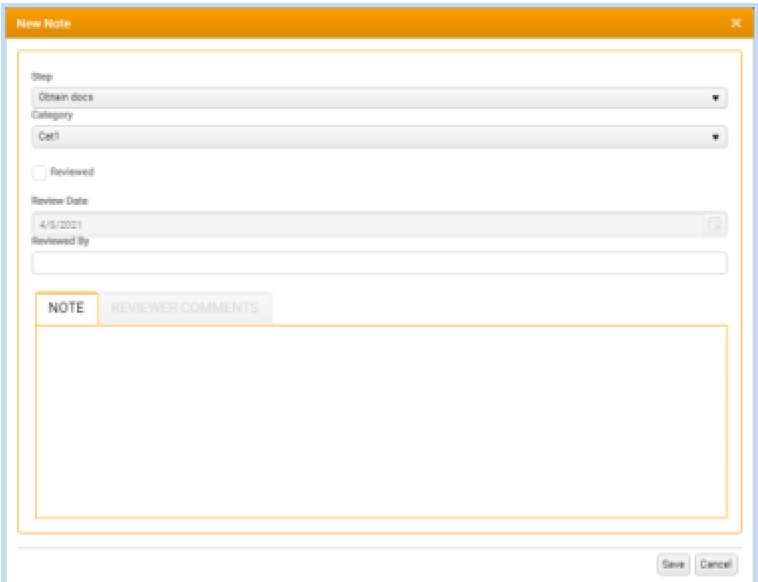
The **Add**, **Edit** and **Delete** options are also available via a right-click context menu within the Notes grid, along with the option to flag a selected Note as **Reviewed**.

Add or Edit a Note

To record a Note against a Due Date process Step:

1. Select a step in the Active Due Dates grid.
2. In the Notes grid, click **Add**.

   This displays a new Note window.



To edit or review an existing Note:

- Either select the Note in the Notes grid and click **Edit**, or right-click the Note and click **Edit** from the context menu.

  This displays the Note for editing in a Note window.

In the Note window:

- **Step** - Select the process Step against which you want to record this Note.

  Defaults to the selected Step.

- **Category** - Select the appropriate Category for this note: **Open Item** or **Review Note**.

  If a **Category** selection is changed, then if the Job Type/Note Category combination does not require review, any selected **Reviewed** checkbox is deselected.

- **Reviewed** - Select this checkbox only if you have reviewed the note.

  The **Reviewer** and **Review Date** fields are automatically populated with, respectively, your user ID and today's date.

  If a Reviewed checkbox is de-selected, the Reviewer and Review Date values are cleared.

  The reviewed elements are displayed only if the Review option is enabled for both the current Category and the current Job's Job Type.

  You can also flag a Note as Reviewed by selecting the **Reviewed** checkbox on the Note's row in the Notes grid.

- **Note** - Enter the text of your note.

- **Reviewer Comment** - If you are reviewing an existing Note, enter any appropriate comments before marking and OKing it as Reviewed.

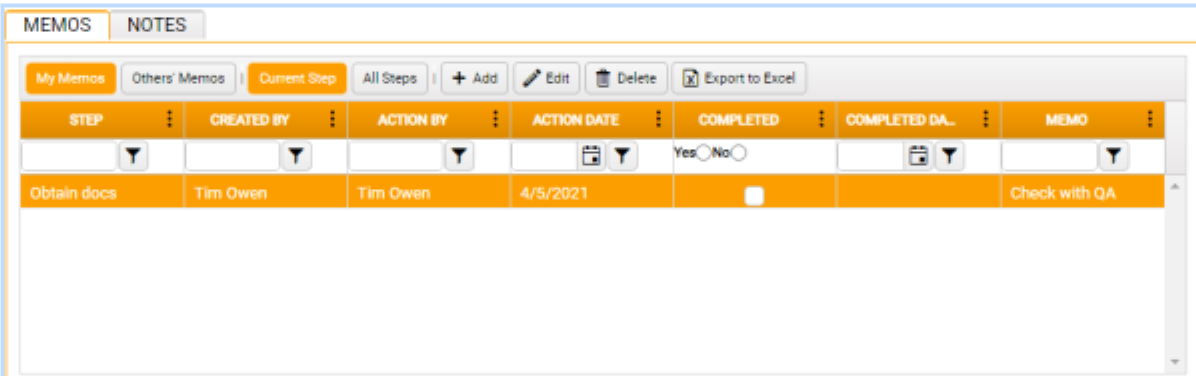
  '**Reviewer Comment**' may be substituted by a Replace Term.

Click **OK** to save your Note, or **Cancel** to exit without saving.

Memos

Memos – as distinct from Notes – allow users to record 'To Do' memos against any step in a Due Date process. Memos can be assigned either to the user recording them, or (subject to privileges) to any other user.

Memos recorded by the current user and (subject to privileges) by other users are displayed are displayed alongside Notes in a tabbed display beneath the Active Due Dates grid.



Here, subject to context and the appropriate privileges, users can add, edit, delete, flag as Completed (actioned) and export to Excel their own or other users' Memos.

You can edit a Memo's details by typing directly into the appropriate cell.

To flag a Memo as either completed or not completed, either select the appropriate radio button (**Yes**/**No**) in the **Completed** column on the row representing the Memo, or right-click that row and select either **Complete** or **Un-complete**, as appropriate, from the context menu.

Memos that are **Completed** can be hidden or revealed using the Filter on the **Completed** column.

The first four options in the toolbar govern what you will see in the grid:

- **My Memos** - Filters the Memos grid to display only those Memos (if any) recorded by the current user.
- **Others Memos** - Filters the Notes grid to display any Memos recorded by any user.
- **Current Step** - Filters the Memos grid to display only Memos recorded directly against the currently selected step.
- **All Steps** - Filters the Memos grid to display any Memos recorded against the process to which the currently selected step relates, including any Memos recorded directly against that step.

The remaining toolbar buttons provide the following options:

- **Add** - Displays a new Memo window, in which a new Memo can be recorded against the step currently selected in the Due Dates grid.
- **Edit** - Displays the details of the currently selected Memo, for editing or review, in a Memo window.
- **Delete** - Deletes the currently selected Memo, after prompting for confirmation.
- **Export to Excel** - The contents of the grid are saved as a new an Excel worksheet, with an indicative filename, in your default downloads folder. For details, see Export to Excel.

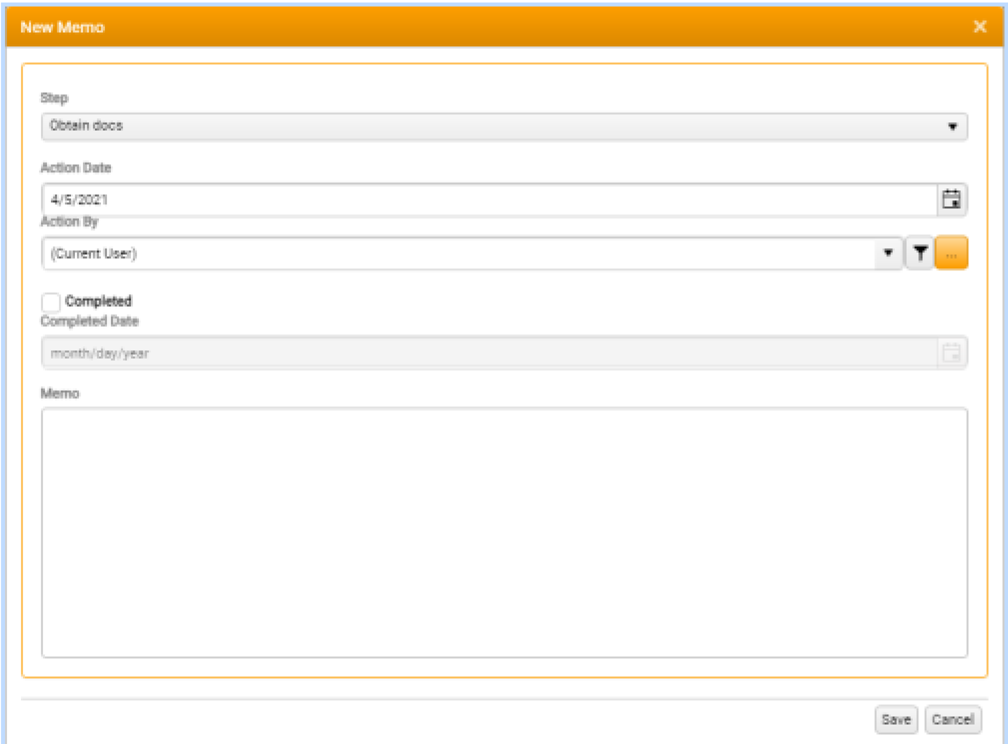
The **Add**, **Edit** and **Delete** options are also available via a right-click context menu within the Memos grid, along with the option to flag a selected Memo as either **Complete** or **Un-complete**.

Add or Edit a Memo

To record a Memo against a Due Date process Step:

1. Select a step in the Active Due Dates grid.
2. In the Memos grid, click **Add**.

   This displays a new Memo window.



To edit or review an existing Memo, either:

- Either select the Memo in the Memos grid and click **Edit**, or right-click the Memo in the Memos grid and click**Edit**.

  This displays the Memo for editing in a Memo window.

In the Memo window:

- **Step** - Select the process Step against which you want to record this Memo.

  Defaults to the selected Step.

- **Action Date** - Select the date by which this Memo should be actioned.
- **Action By** - Select the member of staff responsible for actioning this memo. Click the ellipsis button (**...**)to display the Staff Selector.
- **Completed** - Selecting this checkbox flags the Memo as Completed.
- **Completed Date** - Automatically populated with the current date when the **Completed** checkbox is selected.

  You can also flag a Memo as Completed, and populate the Completed Date, by selecting the **Completed** checkbox on the Memo's row in the Memos grid.

Click **OK** to save your Memo, or **Cancel** to exit without saving.

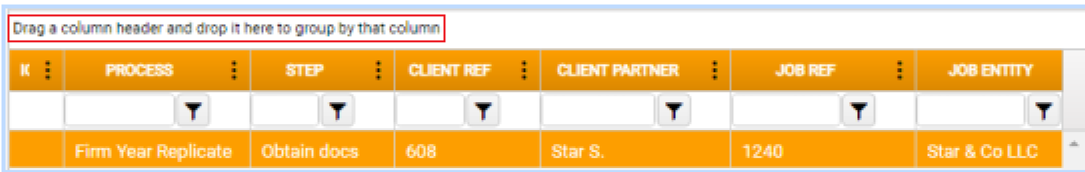
Grid Grouping, Sorting and Filtering

The contents of the Active Due Dates grid can be sorted and filtered according to your preference.

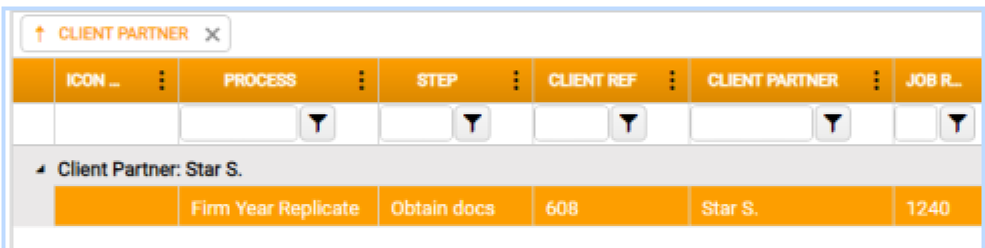
In addition to the main Period, Staff and Portfolio filters, the Active Due Dates grid can be grouped by column, columns can be sorted and filtered, and Quick Search Filters can be applied, as explained below.

Group by Column

The field above the grid allows you to sort the Active Due Dates grid according to the values in any one or more columns, simply by dragging-and-dropping the relevant column header into the field.



The following screenshot illustrates the grid sorted first according to the values in the Client Partner column, which is represented by a lozenge in the drag-and-drop field and a sort group header within the grid.



Other columns can now be added to the drag-and-drop field, building up a nested grid view. Drag-and-drop the column representing the secondary category to the right of the first. (You can drop to the left, but this will affect the hierarchical order.)

To expand or collapse a sort group, click the arrow in the first grid column .

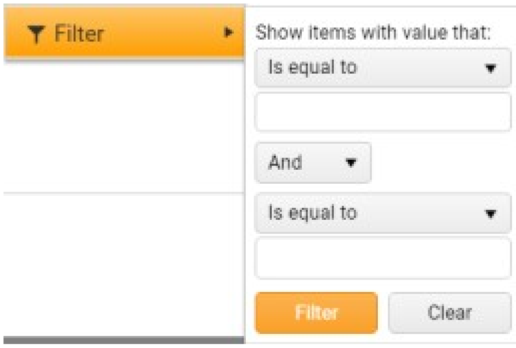
To toggle a column sort order from ascending to descending, or vice-versa, click the arrow on the left in the lozenge that represents it in the drag-and-drop field.

To remove a column from sorting, simply click the x on the right in the lozenge that represents it in the field.

Column Sorting and Filtering

Left-click to the right in any column header to access the following context menu options:

- **Sort Ascending** - Applies an ascending alphanumeric sort order to the column.
- **Sort Descending** - Applies an descending alphanumeric sort order to the column
- **Columns** - Displays a list of all columns available for display. Select only those that you want to view.
- **Filter** - Displays a filter control, enabling you to filter the column to display only those search results that match one or two specified conditions:



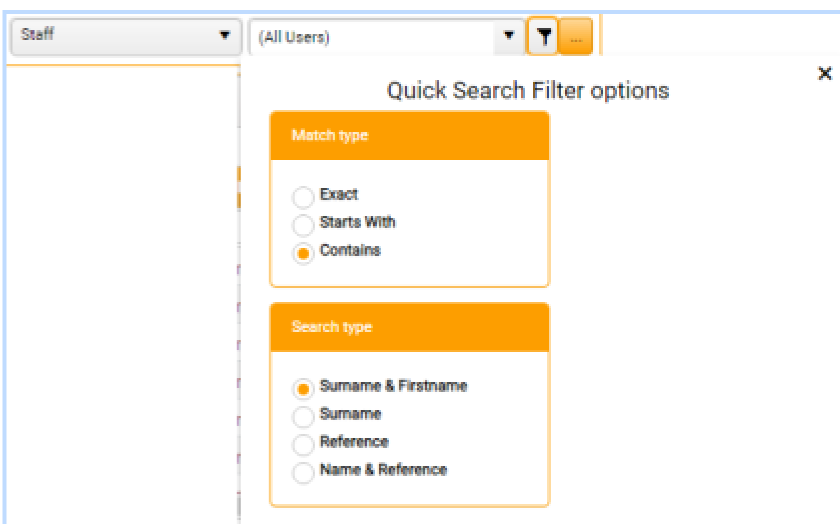
To apply a column filter:

1. In the upper selection control, select the first condition (**Is equal to**, **Starts with**, **Contains**, etc.).
2. In the first field, enter the value for the first condition.
3. If you are specifying two conditions, in the second selection control, select the appropriate operator (**And**, **Or**).
4. In the third selection control, select the second condition.
5. In the second field, enter the value for the second condition.
6. Click **Filter**.

Quick Search Filter Options

The Quick Search Filter Options are available on selected controls, represented by a Filter icon. They enable you to apply a filter to the control before applying a search.

Filtering a search will reduce the volume of results returned by excluding any that do not match the criteria you specify.



The screenshot above illustrates **Search Type** options for a Staff control. The options for other controls will differ.

To apply filter options:

1. **Match Type** - Select the type of match you want the search to make:
   - **Exact** - Return only results that match your input to the control exactly .
   - **Starts With** - Return only results that begin with the string of characters you input to the control.
   - **Contains** - Return any results that contain the string of characters you input to the control.

2. **Search Type** - Select the specific data type you want the search to return.

   This set of radio buttons will vary according to the control type.

3. Click the close **X** to close the dialog.

   Your filter options are applied to any search you conduct on the current control.

   Your selections are remembered, and will be applied to any other searches in that control unless you amend them.

Export to Excel

You can export the contents of most StarPM: Due Dates grids, including the column header row, as a new Excel worksheet.

To export the contents of the grid:

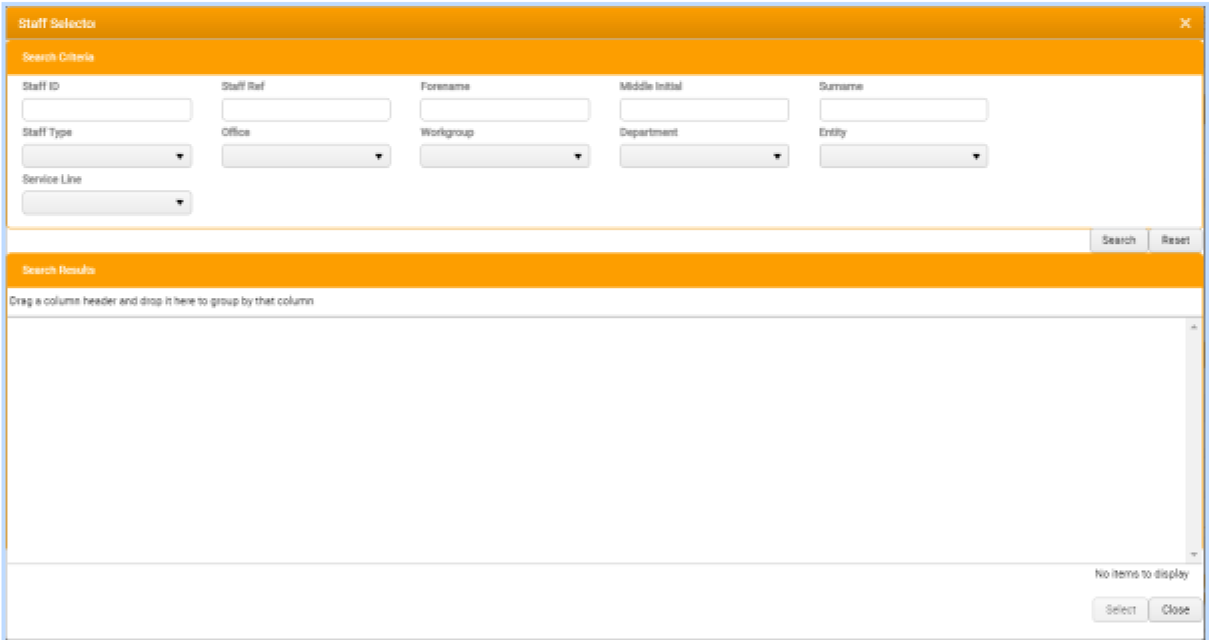
- Click **Export to Excel**.

  The contents of the grid are saved as a new an Excel worksheet, with an indicative filename, in your default downloads folder.

  Export filenames incorporate the Due Dates prefix 'DD', the name of the source grid, the date of the export (yyyymmdd), the time prefix 'T', and the time of the export (hhmm); e.g. *DD_Note_List-20201029T0918.xlsx* for an export of the Notes grid on 29 October 2020 at 09:18.

Staff Selector

The Staff Selector enables you to select either an appropriate Staff member for assignment, or when applying a Staff filter.



To enter a Staff search:

1. Enter any appropriate **Search Criteria** that would help to narrow the search.
2. Click **Search**.

   Any records that match the Search Criteria you entered are displayed in the **Search Results**.

   If you need to narrow your search, enter additional Search Criteria and click **Search** again.

   You can also clear individual Search Criteria, or click **Reset** to clear them all and begin again.
3. In the **Search Results**, apply any sort options or filters that will help to refine your selection. See below for details.
4. Select the Approver or Responsible Staff member from the **Search Results**.
5. Click **Select**.

   The Staff member is selected and the selector is closed automatically.

   You can click **Close** at any time to close the Selector window making a Staff selection.

Setup

The behaviour of the StarPM: Due Dates module is affected by settings (user privileges and Firm Switches) that are maintained in Star PDM.

These settings are not accessible in StarPM.

Firm Switches

Due Dates Switches

The availability of certain functions within the Due Dates module is subject to the configuration of the following Firm Switches.

- **DueDatesBackdateLimit**

  Defines in days how far back a user may backdate the completion date. Off (0) by default.

- **DueDatesDefaultAssigned**

  When completing a due date process, sets initial Staff assignments if the template is set to selected.

  0 = Blank, 1 = Not assigned, 2 = Not Applicable.

- **DueDatesDefaultCollator**

  When completing a due date process, sets the Collator if the template is set to selected.

  0 = Blank, 1 = Not assigned, 2 = Not Applicable.

- **DueDatesDefaultResponsible**

  When completing a due date process, sets the 1st Responsible if the template is set to selected.

  0 = Blank, 1 = Not assigned, 2 = Not Applicable.

- **DueDatesDefaultResponsible2**

  When completing a due date process, sets the 2nd Responsible if the template is set to selected.

  0 = Blank, 1 = Not assigned, 2 = Not Applicable.

- **DueDatesEnableCollator**

  Specifies the Collator on a Due Dates step.

- **DueDatesEnableResponsible2**

  When active (on), '2nd Responsible' Staff can be assigned on active Steps. Off (0) by default.

- **DueDatesNoBatchComplete**

  When active (on), batch completion of Steps within the Due Dates Active Step display is disabled; steps can only be completed individually. Off (0) by default.

- **DueDatesNoCompletionDateEdit**

  Prevents editing of the completion date. Off (0) by default.

- **DueDatesNoProcessCompletion**

  Disable the prompts for additional information when a process is completed. Off (0) by default.

- **DueDatesNotApplicable**

Specifies the ID of the Staff record associated with the Not Applicable role on Due Dates steps. This Staff record must be suspended; it cannot be an active Staff member.

- **DueDatesNotAssigned**

  Specifies the ID of the Staff record associated with the Not Assigned role on a Due Dates step. This Staff record must be suspended; it cannot be an active Staff member.

- **DueDatesReasonNotCompulsory**

  When active (on), it is not mandatory when extending a Due Date to populate the Reason field in the Extend Due Dates dialog.

- **DueDatesReaasignmentLimit**

  Defines the number of steps allowed in a global reassignment batch; minimum value 1000. If the number of steps to be updated excedes this limit, the processes will be loaded in batches.