

Requestor Reminders, Escalation, and Messages

	Nature of the Notification	Reminder Timing	Escalation Timing	Reminder & Escalation (Email) Messages
<p>“ACTION” Notification in Workflow</p>	<p>Returned from Approver for edit</p>	<ul style="list-style-type: none"> • Every 7 days • Upon escalation 	<ul style="list-style-type: none"> • 21 days 	<ol style="list-style-type: none"> 1. Subject: Reminder: A Workflow Response to Request #X is X Days Overdue Message Body: “It has been 7 days since this request was returned to you for edit. Please respond to the original Notification in your Workflow Queue. If that Notification is still open after 21 days, Applications Administration will be notified.” 2. (same message, but with “14 days.”) 3. Subject: Request #X Has Expired Message Body: “It has been 21 days since this request was returned to you for edit. Applications Administration has been notified. Message from original notification was: [SUBJECT_LINE].” (Sent to the AR with a copy to App Admin.)

Requestor Reminders, Escalation, and Messages

	Nature of the Notification	Reminder Timing	Escalation Timing	Reminder & Escalation (Email) Messages
<p>Non-Workflow Reminder</p>	<p>“Saved For Later” Requests</p>	<ul style="list-style-type: none"> • Every 7 days • Upon Escalation 	<ul style="list-style-type: none"> • 21 days 	<ol style="list-style-type: none"> 1. Subject: Reminder: Request #X was 'Saved for Later' 7 days ago Message Body: “It has been 7 days since this request was saved but not submitted. Please either 1) update and submit or 2) cancel the request. If the request is still in an unsubmitted state after 21 days, Applications Administration will be notified.” 2. (same message, but with 14 days.) 3. Subject: Request #X Has Expired Message Body: “It has been 21 days since this request was saved but not submitted. Applications Administration has been notified.” (Sent to the AR with a copy to App Admin.)