



# Contract Management

## Bizagi Modeler

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# 1 Description

The example explained in this document is depicting a Contract management unstructured process, where any sort of contract can be driven from its request to its expiration. Since a process to thoroughly manage any kind of contract would have to consider an enormous number of situations, this process approach is rather general, relying in the tools offered by Bizagi to manipulate every case and task differently.

Scope: The process starts when a contract is required and a Contract owner creates a request which, with assessment of internal employees and defined participants (acting as representatives of the other parties of the contract), results in a released contract. Any modification to the status of the contract is supported, as well as meeting alarms and tracing. Nonetheless, this process does not support direct management of the document itself, namely terms and conditions, policies, constraints, etc.

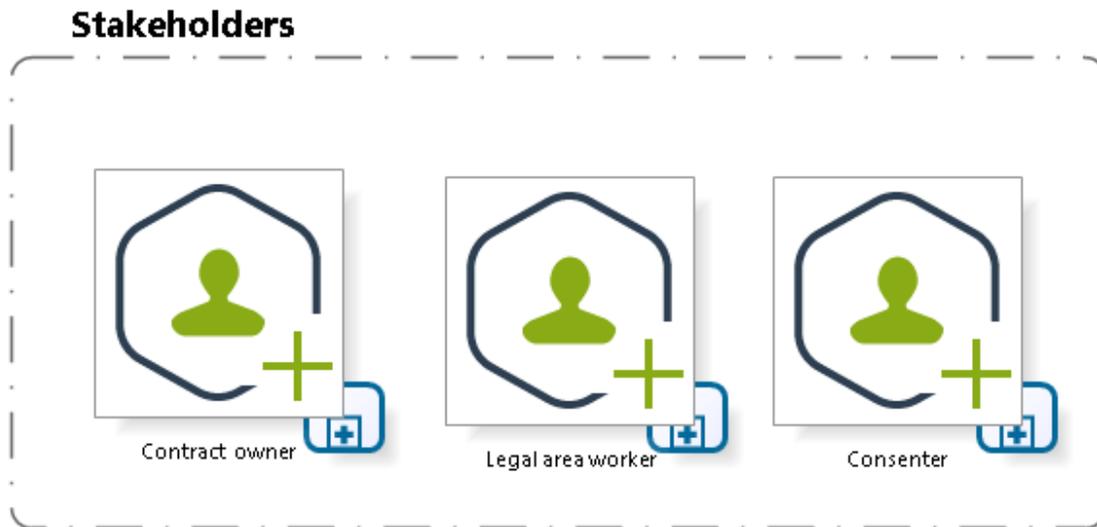
As mentioned before, this process heavily relies on the use of Bizagi 11 features options, taking advantage of the Experience Design concept to depict an unstructured process.

Unstructured processes are those which you may catalog as highly unpredictable or dynamic, mainly because these processes may involve, at some point, a very large number of possible workflow alternatives. It represents how the Stakeholders (knowledge workers) are able to make decisions to define the flow of a case, that cannot be predicted beforehand.

The scope of the Contract management case is the assessed release of a contract and the control of its meetings and status changes.

Through Experience Design you will be able to make the most of: Empowering knowledge workers, presenting a personalized user experience, and using contextualized BPM capabilities, among others.

## 2 Stakeholders (Stakeholder documentation)



## 2.1 Legal area worker

### Description

Is every employee from the legal department able to participate in contract management.

[Legal area worker \(Stakeholder documentation\) - Main Process](#)

## 2.2 Contract owner

### Description

Can be any employee empowered to request contracts within the company.

[Contract owner \(Stakeholder documentation\) - Main Process](#)

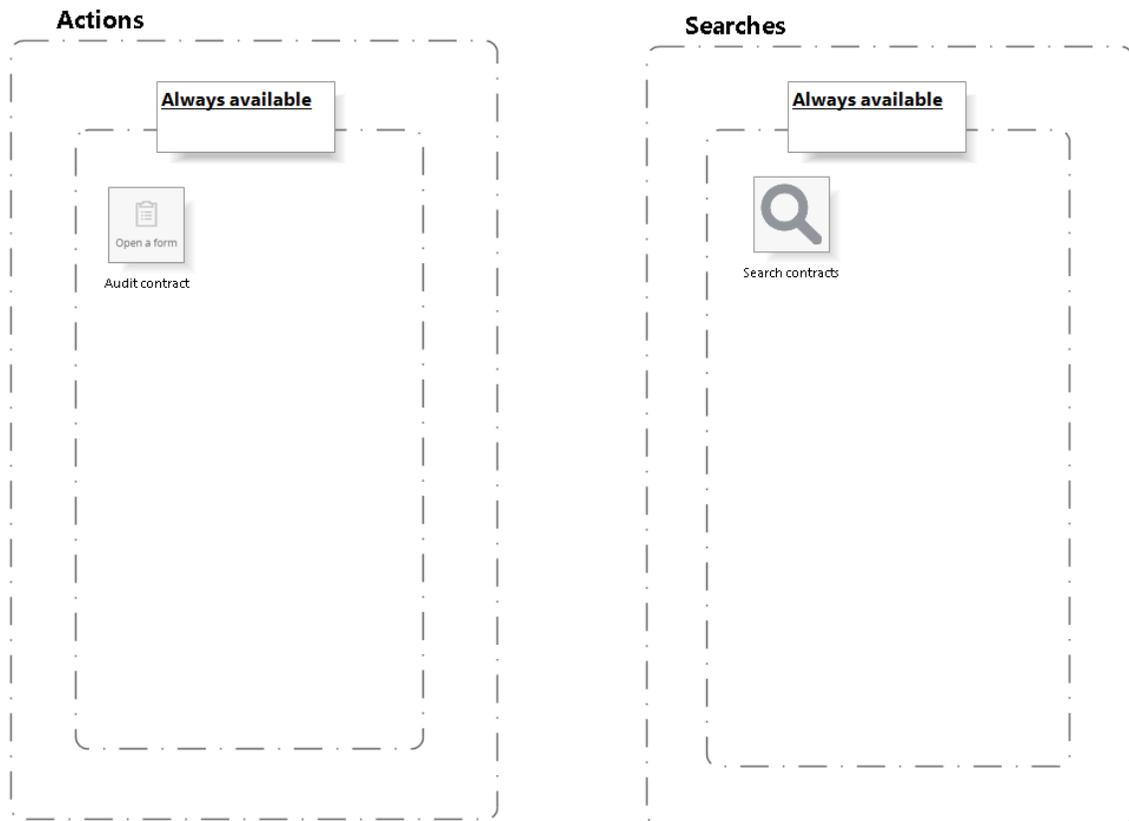
## 2.3 Consenter

### Description

Is every contract owner and the legal representative. This is due to the necessity of consent from the contract owner and the company legal representative.

[Consenter \(Stakeholder documentation\) - Main Process](#)

### 3 Consenter (Stakeholder documentation)



### 3.1 Audit contract

#### Description

Queries the contract request, displaying all the information related to every version of the contract.

#### Associated form

Current version
Assessment log
Contract log
Request information +

Nested Form: Contract version data




Draft edition

<b>Version Id:</b> abc	<b>Version created on:</b> 1900/01/01 16:10:49
<b>Current version draft</b>	<b>Authoring comments</b>
No files uploaded	abc

Edit

---

Current version
Assessment log
Contract log
Request information +

Contract versions

Version Id	Valid from	Valid until	Reviewed by participants

Current version
Assessment log
Contract log
Request information +

Nested Form: Contract Log form

Status history

Change time	Status Name	Change details

Current version
Assessment log
Contract log
Request information +

Nested Form: Request information

Contract request information

<b>Requester:</b> abc	<b>Request case number:</b> abc
<b>Contract type:</b> Item 1	<b>Contract request date:</b> 1/1/1900
<b>Creation type:</b> Item 1	<b>Base contract:</b> Item 1
<b>Template</b>	
No files uploaded	

Nested Form: Cancellation form

<b>Cancel request?</b>	<b>Cancellation details</b>	
Yes	abc	



**Applied to all Stakeholders**

No

**Can be launched from:**

Me

**Is visible when:**

Always

## 3.2 Search contracts

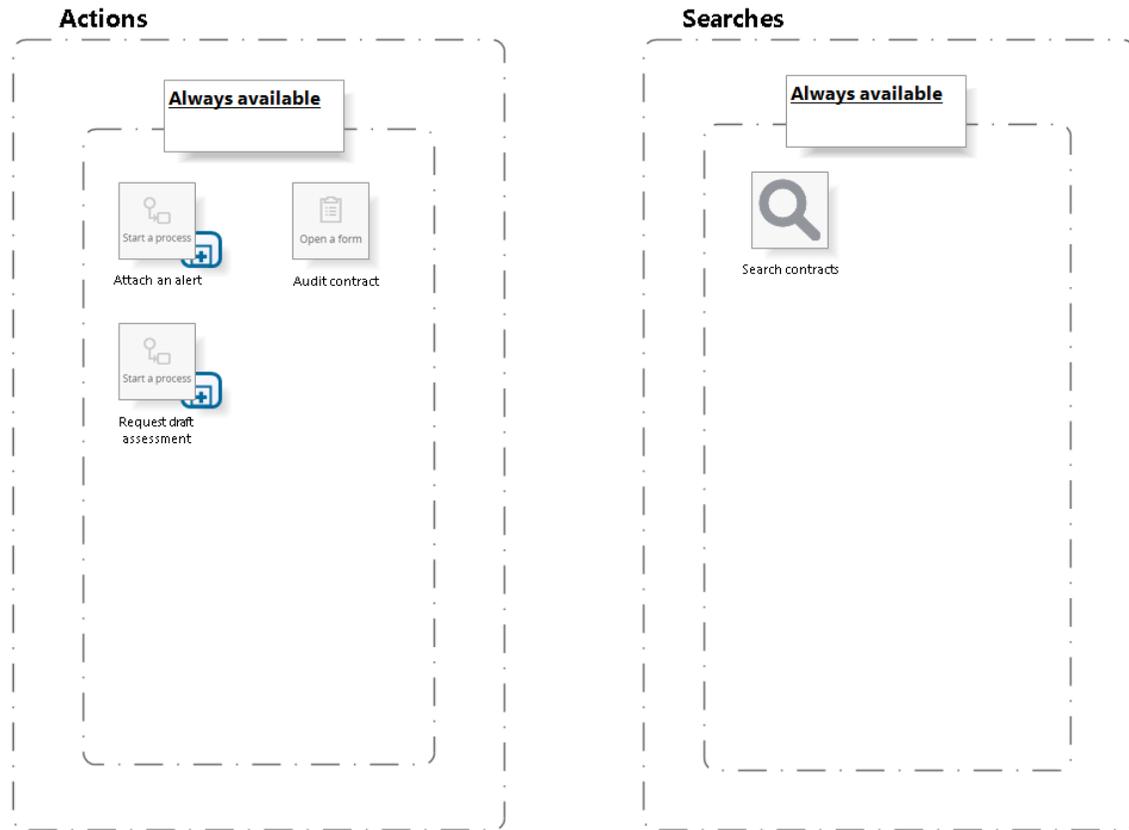
### Description

Allows the stakeholder to search all the contracts saved, and filter the search results.

### Search form

Contract identifier:	<input type="text" value="abc"/>	<input type="checkbox"/>
Version identifier:	<input type="text" value="abc"/>	<input type="checkbox"/>
Contract status:	<input type="text" value="Please select.."/>	<input type="checkbox"/>
Contract owner:	<input type="text" value="Please select.."/>	<input type="checkbox"/>

## 4 Contract owner (Stakeholder documentation)



## 4.1 Attach an alert

### Description

Launches a new instance of the Contract Tracking process, allowing the user to relate alerts and register feedback from meetings regarding the contract.

[Contract tracking - Contract tracking](#)

### Is a batch action?

No

### Applied to all Stakeholders?

No

### Can be launched from

Me; Processes.

### Is visible when:

Always

## 4.2 Request draft assessment

### Description

Starts the Assess draft process. This action allows the contract owner to require assessments to any user enabled to assess a contract.

[Assess Draft - Asses draft](#)

### Is a batch action?

No

### Applied to all Stakeholders?

No

### Can be launched from

Processes

### Is visible when:

Always

## 4.3 Audit contract

### Description

Queries the contract request, displaying all the information related to every version of the contract.

### Associated form

Current version
Assessment log
Contract log
Request information
+

Nestled Form: Contract version data
⚙️ 🗑️

Draft edition
⌵

Version Id: abc	Version created on: 1900/01/01 16:10:49
Current version draft	Authoring comments
No files uploaded	abc

Edit

---

Current version
Assessment log
Contract log
Request information
+

Contract versions

Version Id	Valid from	Valid until	Reviewed by participants

Current version
Assessment log
Contract log
Request information
+

Nestled Form: Contract Log form

Status history

Change time	Status Name	Change details

Current version
Assessment log
Contract log
Request information
+

Nestled Form: Request information

Contract request information

Requester: abc	Request case number: abc
Contract type: Item 1	Contract request date: 1/1/1900
Creation type: Item 1	Base contract: Item 1

Template

No files uploaded

Nestled Form: Cancellation form

Cancel request?	Cancellation details
Yes	abc



**Applied to all Stakeholders**

No

**Can be launched from:**

Me

**Is visible when:**

Always

## 4.4 Search contracts

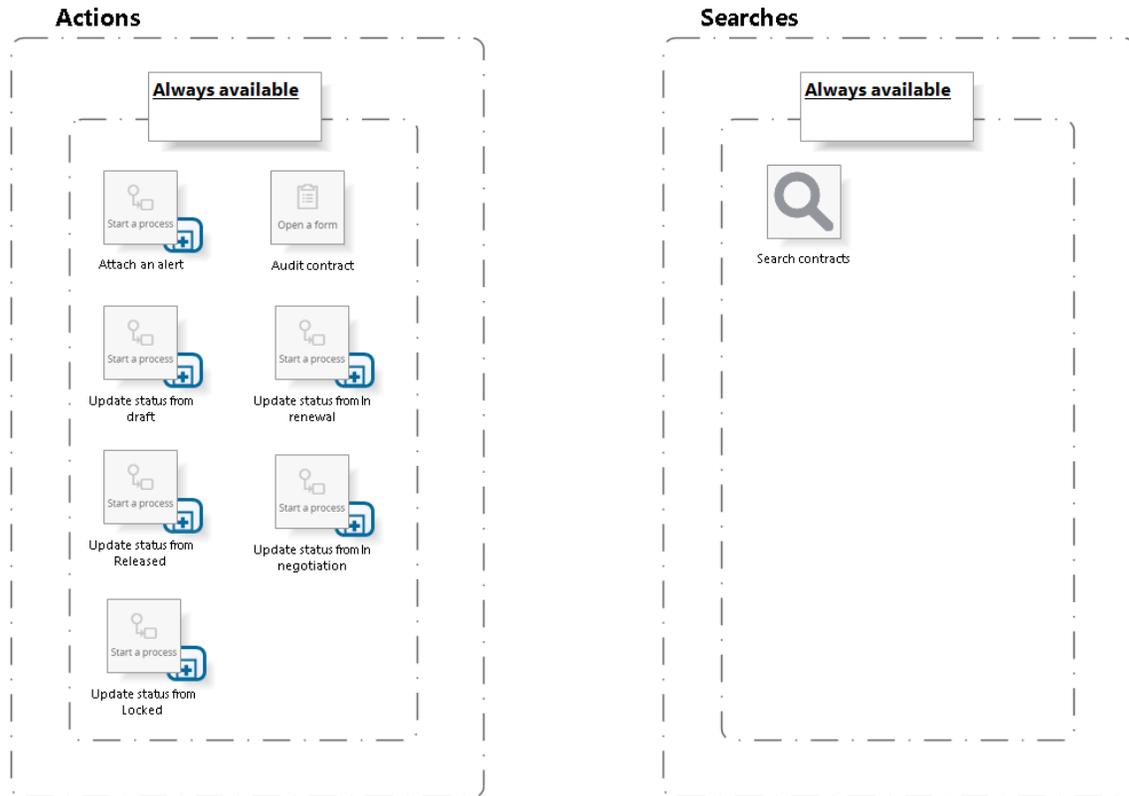
### Description

Allows the stakeholder to search all the contracts saved, and filter the search results.

### Search form

Contract identifier:	<input type="text" value="abc"/>	<input type="checkbox"/>
Version identifier:	<input type="text" value="abc"/>	<input type="checkbox"/>
Contract status:	<input type="text" value="Please select.."/>	<input type="checkbox"/>
Contract owner:	<input type="text" value="Please select.."/>	<input type="checkbox"/>

## 5 Legal area worker (Stakeholder documentation)



## 5.1 Attach an alert

### Description

Launches a new instance of the Contract Tracking process, allowing the user to relate alerts and register feedback from meetings regarding the contract.

### Is a batch action?

No

### Applied to all Stakeholders?

No

### Can be launched from

Me;Processess

### Is visible when:

Always

## 5.2 Audit contract

### Description

Queries the contract request, displaying all the information related to every version of the contract.

[Contract tracking - Contract tracking](#)

### Associated form

Current version
Assessment log
Contract log
Request information
+

Nested Form: Contract version data

**Draft edition**

**Version Id:** abc

**Current version draft**

No files uploaded

**Version created on:** 1900/01/01 16:10:49

**Authoring comments**

abc

---

Current version
Assessment log
Contract log
Request information
+

Contract versions

Version Id	Valid from	Valid until	Reviewed by participants

---

Current version
Assessment log
Contract log
Request information
+

Nested Form: Contract Log form

Status history

Change time	Status Name	Change details

---

Current version
Assessment log
Contract log
Request information
+

Nested Form: Request information

**Contract request information**

<b>Requester:</b> abc	<b>Request case number:</b> abc
<b>Contract type:</b> Item 1	<b>Contract request date:</b> 1/1/1900
<b>Creation type:</b> Item 1	<b>Base contract:</b> Item 1

**Template**

No files uploaded

Nested Form: Cancellation form

<b>Cancel request?</b>	<b>Cancellation details</b>
Yes	abc



**Applied to all Stakeholders**

No

**Can be launched from:**

Me

**Is visible when:**

Always

### 5.3 Update status from draft

**Description**

Updates every selected contract status, and then notifies every participant.

[Update contract status - Update contract status](#)

**Is a batch action?**

Yes

**Applied to all Stakeholders?**

No

**Can be launched from**

Me

**Is visible when:**

The current status of the contract is a draft.

### 5.4 Update status from In renewal

**Description**

Updates every selected contract status, and then notifies every participant.

[Update contract status - Update contract status](#)



**Is a batch action?**

Yes

**Applied to all Stakeholders?**

No

**Can be launched from**

Me

**Is visible when:**

The current status of the contract is a renewal.

## 5.5 Update status from In negotiation

**Description**

Updates every selected contract status, and then notifies every participant.

[Update contract status - Update contract status](#)

**Is a batch action?**

Yes

**Applied to all Stakeholders?**

No

**Can be launched from**

Me

**Is visible when:**

The current status of the contract is In negotiation.

## 5.6 Update status from Released

**Description**

Updates every selected contract status, and then notifies every participant.

[Update contract status - Update contract status](#)



**Is a batch action?**

Yes

**Applied to all Stakeholders?**

No

**Can be launched from**

Me

**Is visible when:**

The current status of the contract is Released.

## 5.7 Update status from Locked

**Description**

Updates every selected contract status, and then notifies every participant.

[Update contract status - Update contract status](#)

**Is a batch action?**

Yes

**Applied to all Stakeholders?**

No

**Can be launched from**

Me

**Is visible when:**

The current status of the contract is Locked.

## 5.8 Search contracts

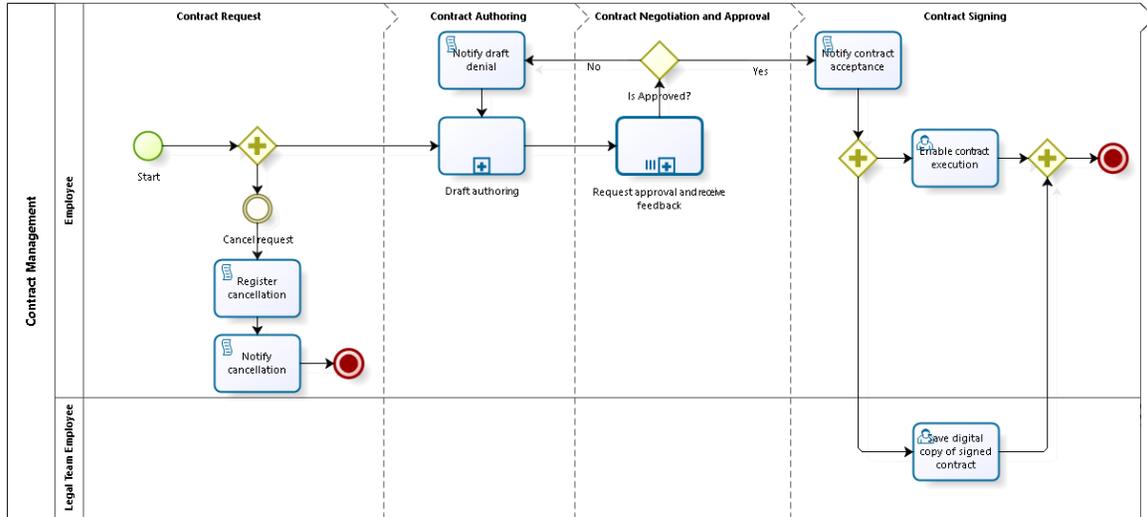
### Description

Allows the stakeholder to search all the contracts saved, and filter the search results.

### Search form

Contract identifier:	<input type="text" value="abc"/>	<input type="checkbox"/>
Version identifier:	<input type="text" value="abc"/>	<input type="checkbox"/>
Contract status:	<input type="text" value="Please select..."/>	<input type="checkbox"/>
Contract owner:	<input type="text" value="Please select..."/>	<input type="checkbox"/>

## 6 Contract Management



## Description

This process allows a contract owner manage a contract request, requiring assessment from coworkers and participants (external parties), control the status of the contract as well as its versions, and centralise all feedback. In order to reach an agreement and release a contract with a digital signed copy of the final document.

## This process can be started from:

New Case

# 6.1 Contract Management

## 6.1.1 Process Elements

### 6.1.1.1 *Save digital copy of signed contract*

#### Description

Prompts for a digital signed copy of the accepted contract.

#### Performers

Legal team employee

#### Form:

Contract enabling

**Nested Form: Contract version data**

Draft edition

<b>Version Id:</b> abc <b>Current version draft</b> No files uploaded	<b>Version created on:</b> 1900/01/01 15:55:59 <b>Authoring comments</b> abc
---	--

**Nested Form: Participants form**

Participants			
Person	Contact Names	Contact Surnames	Company Name

Final version data

<b>Released contract:</b> Yes	
<b>Signed contract copy:</b> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">                     No files uploaded                 </div>	<b>Signing Date:</b> <input style="width: 100%;" type="text" value="M/d/yyyy"/>

## Notify assignment

No

### 6.1.1.2 Gateway

#### Description

This gateway enables the Cancel request event so that the requester can execute it if consider it necessary at any time.

### 6.1.1.3 Request approval and receive feedback

#### Description

This process allows the contract owner to register all participant's feedback and their approval.

## Loop type

Multi-Instance

## MI Ordering

Parallel

## Flow Condition

All

## Process

[Request approval and receive feedback - Request approval and receive feedback](#)

### 6.1.1.4 *Is Approved?*

#### Description

This gateway identifies whether all participants approved the contract version.

#### Gates

##### Yes

#### Condition

All participants approved the contract version.

##### No

#### Condition

At least one participant rejected the contrac version.

### 6.1.1.5 *Notify draft denial*

#### Description

Notifies all participants about the contract version denial through e-mail.

#### On exit actions

Rule to create the e-mail that inform the participants regarding the contract version denial.

### 6.1.1.6 *Notify contract acceptance*

#### **Description**

Notifies all participants about the contract version acceptance through e-mail.

#### **On exit actions**

Rule to create the e-mail that inform the participants regarding the contract version acceptance.

### 6.1.1.7 *Notify cancellation*

#### **Description**

Notifies all participants about the contract cancellation through e-mail.

#### **On exit actions**

Rule to create the e-mail that must be sent in this task.

### 6.1.1.8 *Start*

#### **Description**

Starts a new contract request, allowing the user to select participants, what sort of contract will request and an existing base contract if needed.

#### **Actions**

Type	Description
On Exit	Automatically fills information in attributes such as the contract owner, request date, initial version consecutive, and the case number.

### 6.1.1.9 *Register cancellation*

#### **Description**

Registers a new cancelled status in the log, and updates the current status to cancelled.

#### **On exit actions**

Rule to add a new status log as "Cancelled", and updates the current status of the contract as cancelled.

### 6.1.1.10 *Cancel request*

#### **Description**

If the contract is meant to be cancelled, the contract owner must provide explanation regarding its new status.

### 6.1.1.11 *Enable contract execution*

#### **Description**

Sets the contract as available, to be referred in other processes.

#### **Performers**

Contract Owner

#### **Form:**

Contract enabling

Nested Form: Contract version data

Draft edition

Version Id: abc	Version created on: 1900/01/01 15:55:05
Current version draft	Authoring comments
No files uploaded	abc

Nested Form: Participants form

Participants

Person	Contact Names	Contact Surnames	Company Name

Release contract?:

▶ 
▶ 
▶ 
▶ 
▶

### Notify assignment

No

### Actions

Type	Description
On Exit	Add a new log record with the status "Released" and update the current status of the contract as "Released".

### 6.1.1.12 Draft authoring

[Go to details](#)

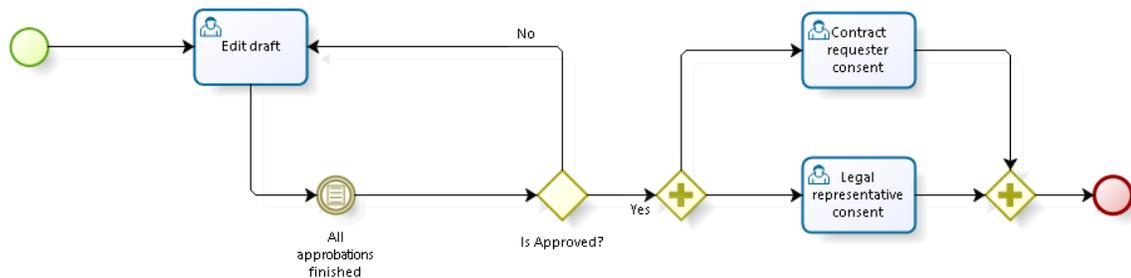
#### Description

This process ensures a version approved and consented by the contract owner and the legal representative, in order to be ready for external parties to assess.

## Actions

Type	Description
On Enter	Create a new log record with the "Draft" or "Renewal" status, whether the renewal option is selected or not.
On Enter	Assign a new identifier to the current contract request.
On Exit	Create a new log record with the status "In negotiation". And set the contract current status as "In negotiation".

## 6.2 Draft authoring



### 6.2.1 Process Elements

#### 6.2.1.1 *Edit draft*

##### Description

Configure the contract lines, set terms and conditions, define payment structure and add additional contract data for the draft. The contract must be uploaded as a document.

Define the required approvals and the for the contract. Furthermore, the case displays the history of modifications and feedbacks, as well as the option to cancel the creation of the contract.

##### Performers

Contract Owner

##### Actions

Type	Description
On Enter	Create a new contract version copying the current attachment file. Add the new version to the versions log.
On Enter	If it is the first version of the contract and it has been set as a renewal, copy the base contract file to the new contract.
On Exit	Check if at least one assessment has been required. Otherwise, do not allow the task to continue.

### 6.2.1.2 *Is Approved?*

#### Description

This gateway verifies if all assessments resulted in a positive review.

#### Gates

##### Yes

#### Condition

If all assessments resulted in the current version acceptance.

##### No

#### Condition

If at least one assessment is a rejection of the current version of the contract.

### 6.2.1.3 *Contract requester consent*

#### Description

Prompts for consent of the current contract version to be presented to the external parties.

#### Performers

Consenter

#### Notify assignment

No

**Actions**

Type	Description
On Enter	Automatically set the assignation date and the contract owner to assign the task.
On Exit	Register the time in which the consent was given.

6.2.1.4  **Gateway**

**Description**

This gateway is a convergence point after the consent from both performers is registered.

6.2.1.5  **All approbations finished**

**Description**

When all assessments are finished, the process continue.

6.2.1.6  **Legal representative consent**

**Description**

Prompts for consent of the current contract version to be presented to the external parties.

**Performers**

Consenter

**Notify assignment**

No

**Actions**

Type	Description
On Exit	Register the time in which the consent was given.
On Enter	Automatically set the assignation date and the legal representative to assign the task.

### 6.2.1.7 Gateway

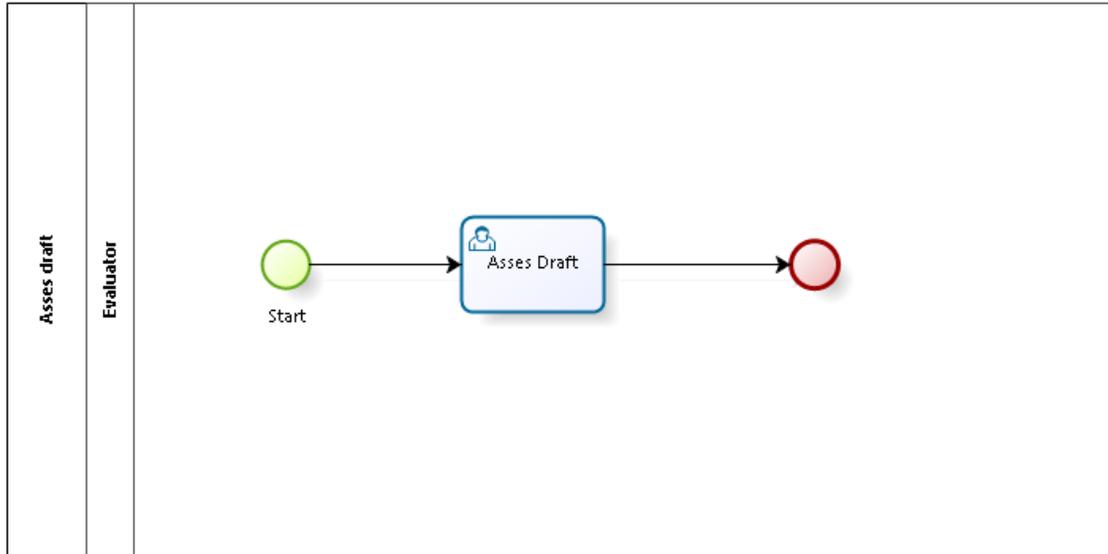
#### Description

This gateway enables the legal representative and the contract owner to give the final consent to the version, in order to present it to the external parties.

#### Actions

Type	Description
On Exit	Set the current version as a version which needs consent.

## 7 Assess Draft



## Description

This process allows the evaluation of a contract version before any third party review. The evaluator registers its feedback and approval or rejection.

### This process can be started from:

Actions

## 7.1 Assess draft

### 7.1.1 Process Elements

#### 7.1.1.1 Start

##### Description

This start the process when a new assess is required after a draft modification, allowing the contract owner to select the evaluator.

##### Actions

Type	Description
On Exit	Assign the current date to the assessment request date attribute.

#### 7.1.1.2 Assess Draft

##### Description

Register all observations, recommendations and corrections to the draft, as well as the approval or rejection of the current draft.

##### Performers

Evaluator

Form:

Request information

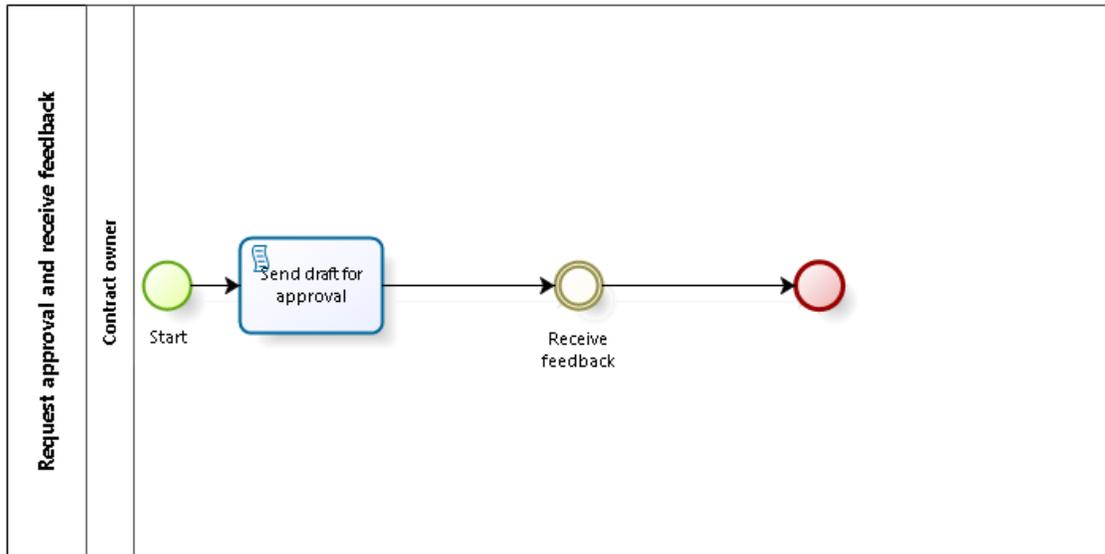
Request case number:	abc		
Contract Id:	abc	Review request date:	1900/01/01 14:30:43

Draft Assessment

Current version assessment | Previous versions comments | +

Reviewer:	abc	Version identifier:	abc
Authoring comments abc			
Contract file:	No files uploaded	Version approval:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Version comments abc			

## 8 Request approval and receive feedback



## Description

This process is intended to send the contract and register the version feedback from every participant (External party).

# 8.1 Request approval and receive feedback

## 8.1.1 Process Elements

### 8.1.1.1 *Start*

#### Description

Creates an instance of the process.

#### Actions

Type	Description
On Exit	Assign the current contract version attribute to the contract to be evaluated attribute.

### 8.1.1.2 *Receive feedback*

#### Description

Receive and register all feedback given from each participant.

#### Actions

Type	Description
On Exit	Record the date in which the feedback was registered.



### 8.1.1.3 *Send draft for approval*

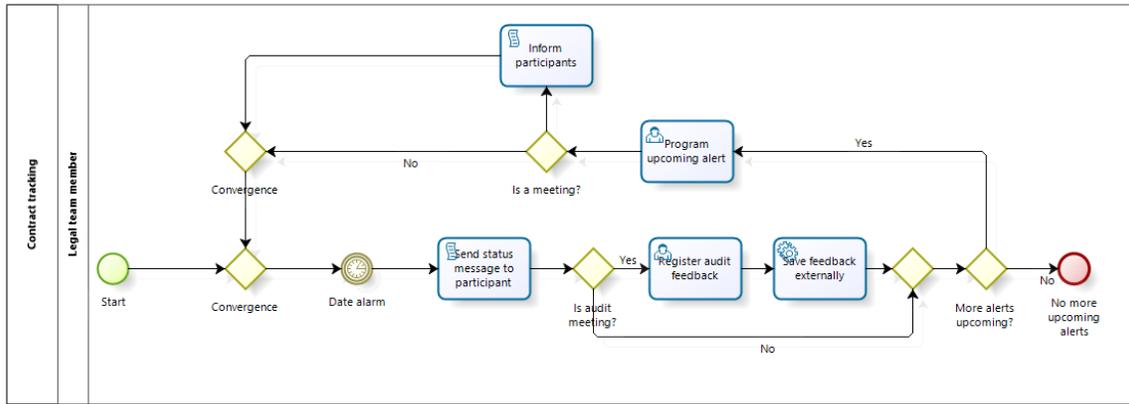
#### **Description**

Send the current version to participants for approval.

#### **On exit actions**

Send an email with the draft.

## 9 Contract tracking



## Description

This process is aimed to keep a control of milestones and register feedback of meetings regarding the contract.

### This process can be started from:

Actions

## 9.1 Contract tracking

### 9.1.1 Process Elements

#### 9.1.1.1 Register audit feedback

##### Performers

Legal team employee

##### Notify assignment

No

##### Actions

Type	Description
On Enter	Create a new meeting in the log.
On Exit	Set the current date to the registered meeting date.

#### 9.1.1.2 Convergence

##### Description

This gateway is a convergence point.

##### Gates

##### Date alarm

### 9.1.1.3 *Start*

#### Description

When starting the process, select when will the alert be launched, if is a meeting and its description.

#### Actions

Type	Description
On Exit	Set the alarm creation time as now.

### 9.1.1.4 *Program upcoming alert*

#### Description

Allows the user to select when will the alert be launched, if is a meeting and its description.

#### Performers

Legal team employee

### 9.1.1.5 *More alerts upcoming?*

#### Description

If a new milestone is required proceed to register its details. Otherwise, end the process.

#### Gates

No

#### Condition

If any alert is required.

Yes

**Condition**

If a new alert is required.

9.1.1.6  *Inform participants*

9.1.1.7  *Is a meeting?*

**Description**

This gateway evaluates if the new alarm was created due to a meeting.

**Gates**

No

**Condition**

Do not alert any participants if the next milestone is not a meeting.

**Inform participants**

**Condition**

Inform the participants in case there is an upcoming meeting.

9.1.1.8  *Gateway*

**Description**

This gateway is a convergence point.

**Gates**

**More alerts upcoming?**

### 9.1.1.9 *Convergence*

#### Description

This gateway is a convergence point.

#### Gates

#### Convergence

### 9.1.1.10 *Send status message to participant*

#### Description

Send an e-mail to the participants in order to make them aware of the new milestone.

#### On exit actions

Send an e-mail defined to raise awareness of the new milestone.

### 9.1.1.11 *Date alarm*

#### Description

This event waits for the alarm time to let the flow continue.

#### Timer Date

2016-08-03T00:00:00

#### Actions

Type	Description
On Enter	Set the event execution time given in previously in the process.

### 9.1.1.12 *Is audit meeting?*

#### **Description**

This gateway decides if the milestone requires to register feedback from a meeting based on what the process owner specified previously.

#### **Gates**

##### **No**

##### **Condition**

If is not a meeting, do not register its feedback.

##### **Yes**

##### **Condition**

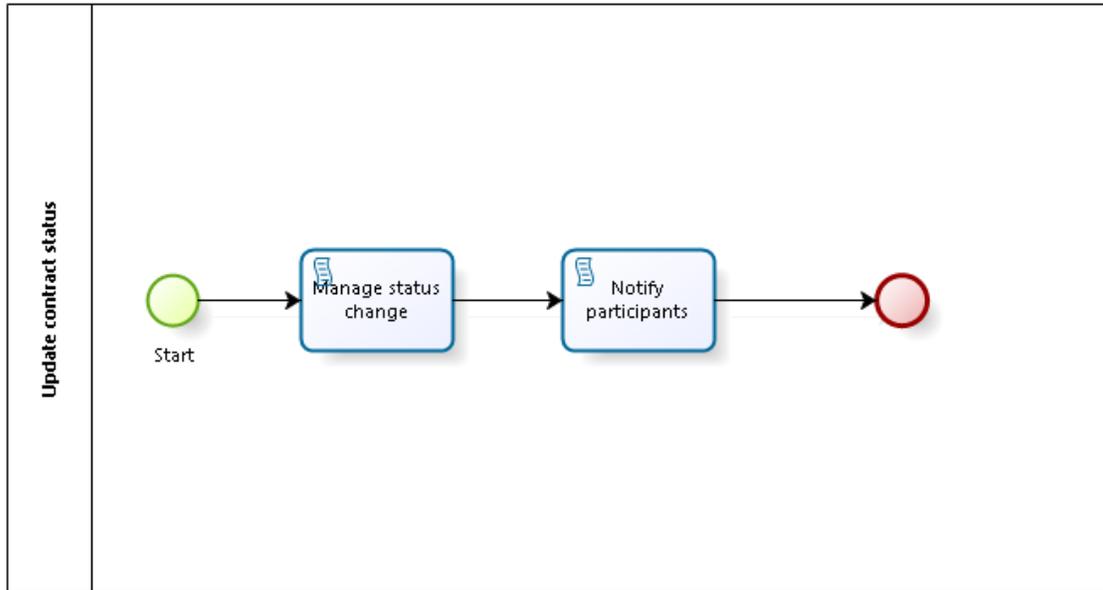
If is a meeting, register its feedback.

### 9.1.1.13 *Save feedback externally*

#### **Description**

Uses a connector to store the meeting feedback in Evernote.

## 10 Update contract status



## Description

This process manages the status changes of multiple processes.

### This process can be started from:

Actions

## 10.1 Update contract status

### 10.1.1 Process Elements

#### 10.1.1.1 *Manage status change*

##### Description

Updates the status for the selected contracts.

##### On exit actions

For each contract, add a new status record to its log and set the current status as the one selected at the process start.

#### 10.1.1.2 *Notify participants*

##### Description

Notify all related participants regarding the new contract status through e-mail.

##### On exit actions

Send an e-mail to all related participants raising awareness of the no contract status.

#### 10.1.1.3 *Start*

##### Description

Once the contracts have been selected, select a new status and the description of the change.

## Actions

Type	Description
On Exit	Record the user and time of the update request.

## 11 Resources

### 11.1 Contract Owner (Entity)

#### Description

This is the Contract Owner Stakeholder.

### 11.2 Consenter (Entity)

#### Description

This is the Consenter Stakeholder.

### 11.3 Legal team employee (Entity)

#### Description

This is the Legal team employee Stakeholder.

### 11.4 Evaluator (Role)

#### Description

An evaluator is basically any user with the custom property "Allowed to evaluate contracts" turned on.