



*Access Online*

**Transaction Approval  
Process *User Guide***

*Approver*

**Version 1.4**

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# Introduction

The transaction approval process (TAP) lets your organization use Access Online to approve and audit transactions using your existing internal approval hierarchy and procedures. By using the TAP function, you can eliminate paper approvals and easily approve transactions and view approval history. The TAP function's flexibility also enables you to mirror your own internal auditing procedures, from simple to complex.

Two basic users will use the TAP function:

- **Cardholders**—Cardholders will use TAP to approve and forward transactions to an approval manager.
- **Approval managers**—Approval managers will use TAP to review, final approve, and forward (if needed) transactions to another approval manager.

The system lets only one user modify a transaction at a given point in time. In other words, the same transaction will never be in the work queue of more than one user. This feature reduces the chance of fraud and ensures that only one person can modify a transaction at a time.

Both approval managers and cardholders can perform the following basic procedures:

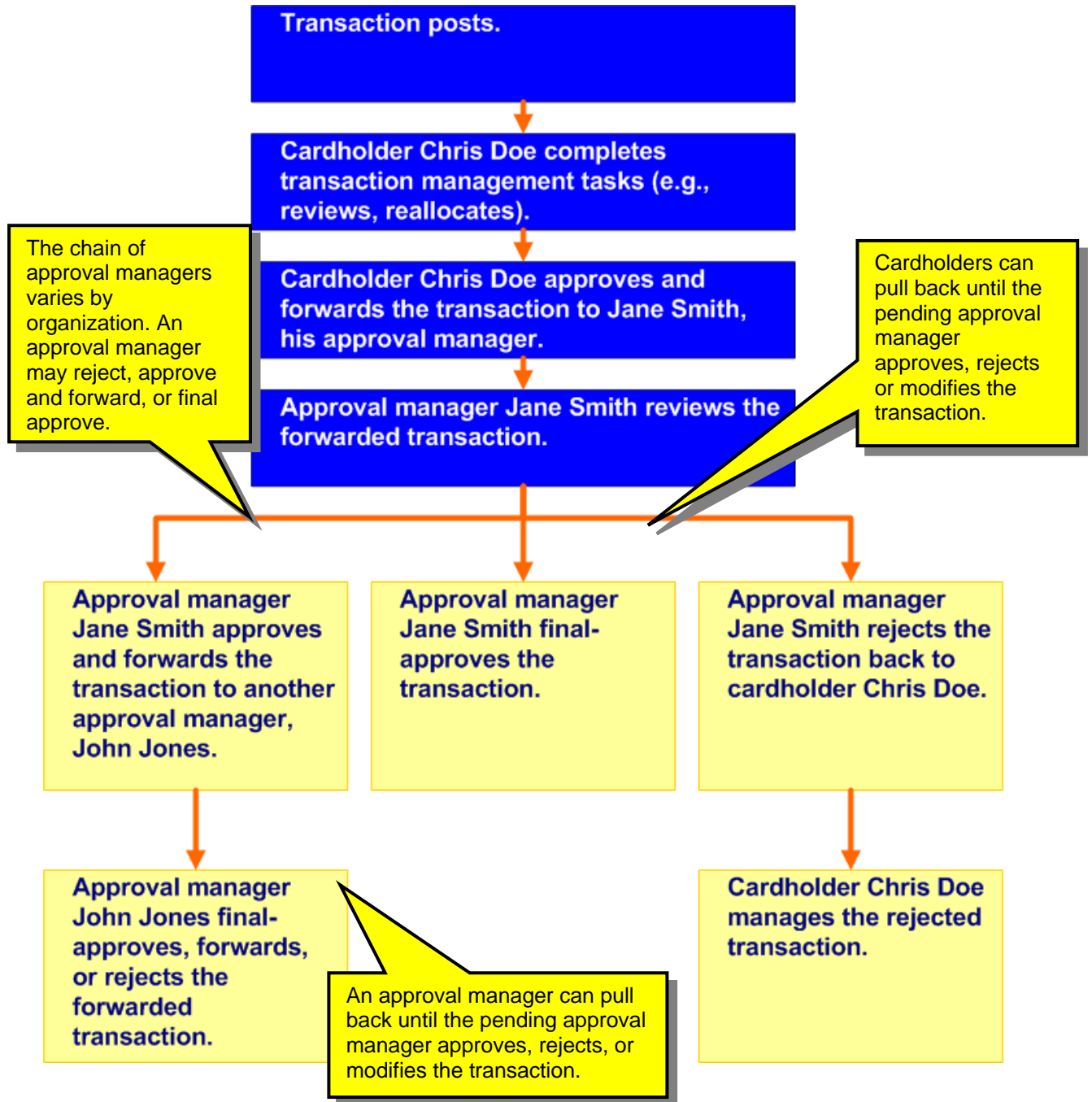
- **Approve transactions**—Cardholders and approval managers can approve transactions and forward them to an approval manager for additional approval. Cardholders approve and forward only their own transactions, while approval managers approve and forward transactions from cardholders and other approval managers.
- **Pull back transactions**—Cardholders and approval managers can pull back transactions that an approval manager has not approved, rejected, or modified (e.g. reallocated) yet. Both cardholders and approval managers can pull back transactions they previously approved as long as the pending approval managers have not yet approved, rejected or modified the transactions (e.g., reallocated, added comments, changed user line items).
- **Manage rejected transactions**—Both cardholders and approval managers can manage transactions that approval managers reject back to them.

In addition, approval managers can:

- **Reject transactions**—Approval managers can reject transactions and send them back to the cardholder, previous approval manager, or to another approval manager. The rejecting approval manager must specify a rejection reason so that the cardholder or approval manager receiving the rejected transaction knows how to manage the rejected transaction.

The flow chart on the following page provides an overview of the entire process.

# TAP Overview



### **View-Only Access**

You may only be able to view transaction approval screens, without being able to perform any approval tasks. Your organization may have set you up with this view-only access so that you can see the transactions and their approval status in the system, without being able to make any changes to the information. For example, if you are an internal auditor in your organization, you might have such view-only access. The screens and tasks will display as shown in this user guide, but the action buttons for performing tasks will not be active. In this way, your Program Administrator can give you the access to the information you need, while maintaining control over who can modify the information in the system, leading to greater overall program control.

*Learn More:* If your organization's procedures require you to approve accounts, including cardholder and managing accounts, as well as transactions, you should refer to the *Access Online: Account Approval Process* user guide.

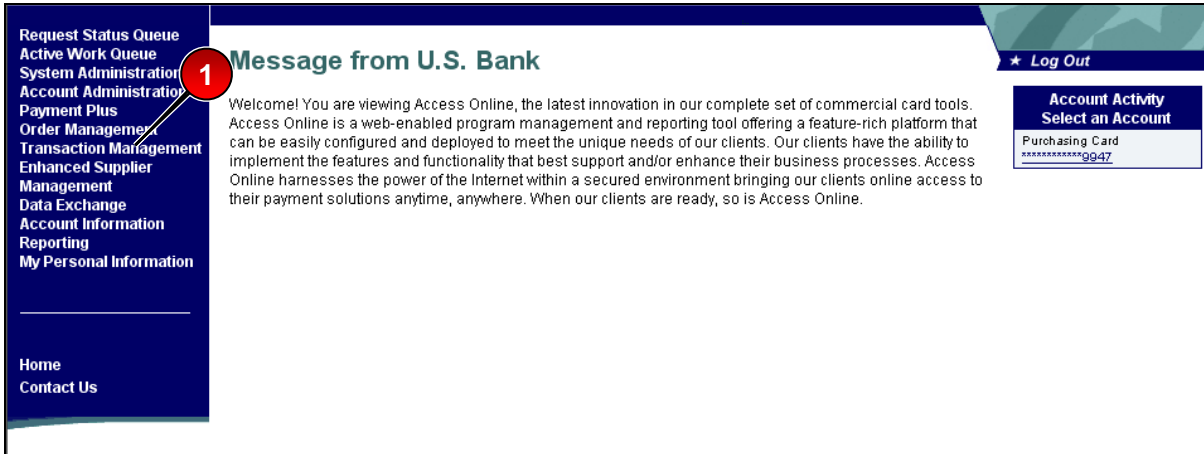
# Approve Your Own Transactions

As an approval manager, you need to approve your own transactions using the procedures in this section. To manage your own transactions, you act as a cardholder. Later in this user guide, you will learn how to approve and manage the transactions that cardholders send to you for approval. To manage your own transactions, you can:

- View a list your transactions, filtered by approval status (e.g., pending, pulled back) and other parameters
- Approve and forward a transaction to an approval manager
- Pull back a transaction as long as the approval manager (also called the *pending approver*) has not approved, rejected, or modified the transaction (e.g., reallocated, added comments, changed user line items).
- Manage a rejected transaction if your approval manager sends it back to you
- View the approval history to see the current approval status of the transaction, along with each user who approved a transaction, the date and time of each approval, and whether or not each user modified the transaction's allocation, comments, or line items.

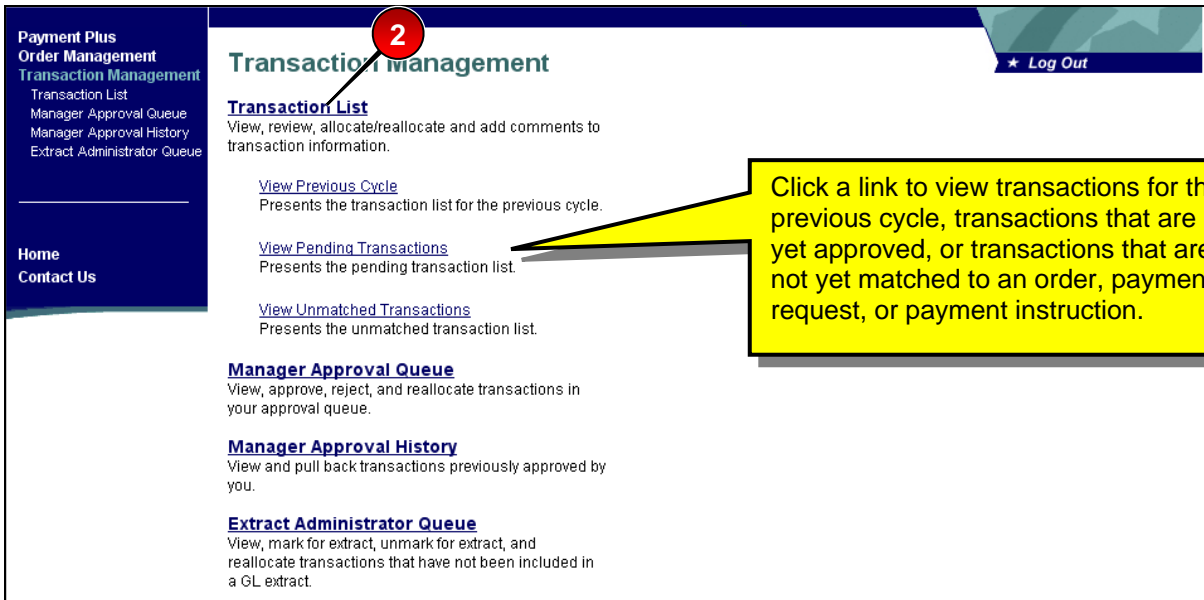
## View Transactions

The first step in using the TAP function is to access a list of your transactions, as you do for other transaction management functions.



To view transactions:

1. Select the **Transaction Management** high-level task. The *Transaction Management* screen displays.



2. Click the **Transaction List** link. The *Transaction Management: Search and Select an Account* screen displays.

*Tip!* If you have access to only one account you will go directly to the *Transaction Management: Transaction List* screen after selecting the **Cardholder Transaction Management** link. Otherwise, you will need to select which account you want to work with.

## Transaction Management

### Search & Select an Account

**Cardholder Account Search**  
 Search for an account by Cardholder Account Number, Name, or Social Security Number. You can also find a cardholder account by first [Searching for a Managing Account](#).

Account Number:

OR  
 Last Name:       First Name:

OR  
 Social Security Number:

**Search**

---

Records 1 - 3 of 3

Product Name	Cardholder Name	Account Number	Account Status	Status Description
<a href="#">Corporate Card</a>	Smith, Jane	4716555512345678		"" -OPEN
<a href="#">Corporate Card</a>	Smith, David	4716555522345678		
<a href="#">Corporate Card</a>	Smith, Mary	4716555512345678		"" -OPEN

Records 1 - 3 of 3

3. Type full or partial search criteria in one of the *Search* fields (e.g., *Account Number*, *Last Name*):
4. Click the **Search** button. The accounts that match your search criteria display at the bottom of the screen.
5. Select the **Product Name** link (e.g., **Corporate Card**) for the desired account. The *Transaction Management: Cardholder Transaction List* screen displays. By default, the current cycle is selected.



Click the Advanced Search link to search for a specific transaction or set of transactions. Click Switch Accounts to switch accounts

**Transaction Management**  
Card Account Summary with Transaction List

Card Account Number: \*\*\*\*\*5678, JANE SMITH [Switch Accounts](#)

Create Manage » **Trans List** Manager's Queue Extract Queue

**[-] Card Account Summary**

Account Number: **6a** ...5678 Outstanding Orders: \$15,949.59 5  
Account Name: JANE SMITH Unmatched Transactions: \$7,333.08 56

Billing Cycle Close Date: All **6a** [Search](#)

Total Transactions: \$7,383.49 58 Final Approved Transactions: \$0.00 0  
Reallocated Transactions: \$50.41 2 % Final Approved Transactions: 0.0% 0.0%  
% Reallocated Transactions: 0.6% 3.4%

Open Account

**[-] Search Criteria** [Return to top](#)

Transaction Amount: Purchase ID: **6c** Approval Status:  
All \$ **6d** All **6d**

Pull Back Eligibility: Order Match Status:  
All All

Disputed Transactions: Reallocated Transactions: Reviewed Transactions:  
All All All

Display 25 **7** Transactions per page

[Search](#) [Reset & Search with Defaults](#)

**[-] Transaction List** [Return to top](#)

Records 1 - 25 of 58  
Page: 1 | 2 | 3

6. Filter your transactions by any of the following criteria:
  - a. Select a cycle date from the *Billing Cycle End Date* drop-down list.
  - b. To filter by transaction amount, select a qualifier (e.g.,  $\leq$ ,  $\geq$ , **Exact**, or **All**) from the *Transaction Amount* drop-down list and type an amount in the *Transaction Amount \$* field.
  - c. Type a purchase ID in the *Purchase ID* field, if desired.
  - d. To filter the list by status, select an approval status, pull-back eligibility status, match status, reallocation status, and/or reviewed status.
7. Select the number of transactions to display from the *Display* drop-down list.
8. Click the **Search** button. The transactions that match your filtering criteria display.

# Transaction Approval Process

## Transaction Management

Card Account Summary with Transaction List

[★ Log Out](#)

---

Card Account Number: \*\*\*\*\*5678, JANE SMITH [Switch Account](#)

[Create](#) [Manage](#) [Trans List](#) [Manager's Queue](#) [Extract Queue](#)

---

**Card Account Summary**

Account Number: ● ..5678      Outstanding Orders: \$15,949.59 5  
 Account Name: ● JANE SMITH      Unmatched Transactions: \$7,333.08 56

Billing Cycle Close Date: All Search

Total Transactions: \$7,383.49      58      Final Approved Transactions: \$0.00 0  
 Reallocated Transactions: \$50.41      2      % Final Approved Transactions: 0.0% 0.0%  
 % Reallocated Transactions: 0.6%      3.4%

● Open Account

---

**Search Criteria** [Return to top](#)

---

**Transaction List** [Return to top](#)

Records 1 - 25 of 58  
Page: 1 | 2 | 3  
[Check All Shown](#) | [Uncheck All Shown](#)

Select	Status	Approval Status	Match	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Purchase ID	Allocation Source	Last Changed By
<input type="checkbox"/>	Pending			10/10	10/13	MAID RITE OSKALOOSA	OSKALOOSA, IA	\$38.95	(U)	1	Default Acct Code	System
<input type="checkbox"/>	Pending			10/10	10/12	WENDY'S #4410 Q25	OSKALOOSA, IA	\$7.79	(U)	091010 131658	Default Acct Code	System
<input type="checkbox"/>	Pending			10/10	10/12	HY VEE 1162	DUBUQUE, IA	\$15.06	(U)		Default Acct Code	System
<input type="checkbox"/>	Pending			10/07	10/12	FIRST TO THE FINIS	800-747-9013, IL	\$30.90	(U)	2000000	Default Acct Code	System
<input type="checkbox"/>	Pending			10/10	10/12	SUBWAY 00074674	OSKALOOSA, IA	\$45.52	(U)	1442154100068	Default Acct Code	System
<input type="checkbox"/>	Pending		(M)	05/29	06/01	JIMMY JOHNS	CEDAR RAPIDS, IA	\$7.06	(U)		Order - Manual	Winter, Kay
<input type="checkbox"/>	Pending			05/29	06/01	MCDONALD'S M6719 OF IA	DUBUQUE, IA	\$4.70	(U)	07637976719VP1Y7000025468	Default Acct Code	System
<input type="checkbox"/>	Pending			05/24	05/26	HYATT REGENCY RIVERFRONT	ST. LOUIS, MO	\$337.98	(U)	0	Default Acct Code	System
<input type="checkbox"/>	Pending			05/24	05/26	HYATT REGENCY RIVERFRONT	ST. LOUIS, MO	\$365.70	(U)	0	Default Acct Code	System

Reviewed  
  Disputed  
  Matched  
  Exception  
  Reallocated  
  Trans Detail Level

[Check All Shown](#) | [Uncheck All Shown](#)

Records 1 - 25 of 58  
Page: 1 | 2 | 3

[Reallocate](#)
[Mass Reallocate](#)
[Match To Order](#)
[Change Review Status](#)
[Approve](#)
[Pull Back](#)

*Tip!* From this screen, you can perform transaction management tasks described in the *Access Online: Transaction Management* user guide. Once you have completed any necessary transaction management tasks (e.g., reallocated the transaction), you are ready to approve the transaction.

































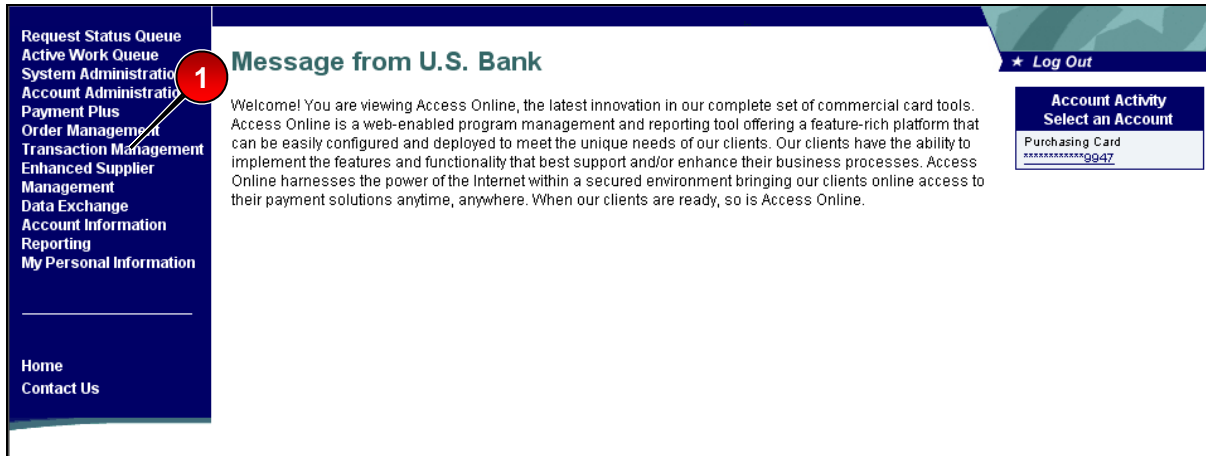






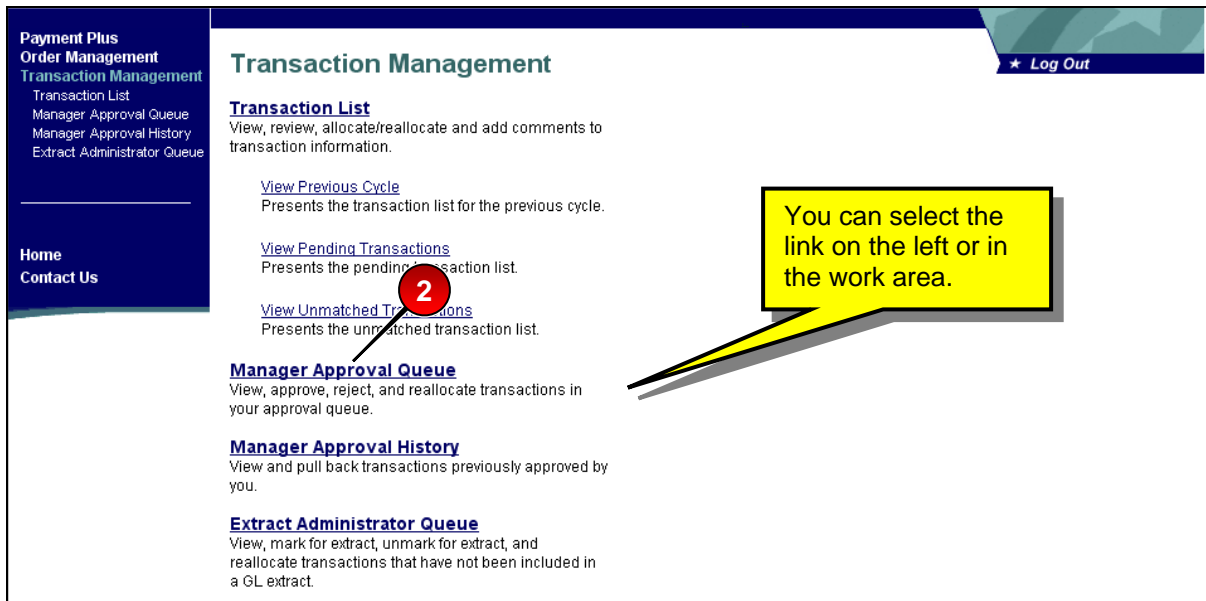
## View and Approve Transactions

If you are an approval manager, you can view and approve the transactions that other cardholders or previous approval managers have approved and then sent to you for further approval.



To view and approve transactions:

1. Select the **Transaction Management** high-level task on the *Left-Column Navigation Bar*. The *Transaction Management* screen displays.



2. Select the **Manager Approval Queue** link. The *Transaction Management: Manager Approval Queue* screen displays. This screen lists the transactions that cardholders have forwarded to you for approval.

## Transaction Management Manager Approval Queue

★ Log Out

Create Manage **Trans List** ▶ Manager's Queue Extract Queue

Transactions Payment Requests

The following transactions are awaiting your approval. Filter the pending transactions by using any of the search criteria.

Billing Cycle End Date: All Approval Status: All Transaction Amount: All \$

Cardholder Approver: All Last Approver: All Order Match Status: All

Accounting Code Validation Status: All

Display 25 Transactions per page

Search Reset

Please select the transactions you would like to approve, reject or reallocate and click the appropriate button. Note: Reallocation can only be done on the selected transactions on this page, not against all transactions on all pages.

If you would like to view or modify specific transaction data, please click on the transaction's approval status, date, or accounting code link.

Records 1 - 5 of 5

Check All Shown Uncheck All Shown

Select	Approval Status	Match	Trans Date	Merchant	City/State	Amount	Detail	Account Number	Cardholder Approver	Last Approver	Allocation Source	Last Changed By
<input type="checkbox"/>	Pending		10/10	MAID RITE OSKALOOSA	OSKALOOSA, IA	\$38.95		...5334	Doe, Chris	Doe, Chris	Default Acct Code	System
<input type="checkbox"/>	Pending		10/10	WENDY'S #4410 Q25	OSKALOOSA, IA	\$7.79		...5334	Doe, Chris	Doe, Chris	Default Acct Code	System
<input type="checkbox"/>	Pending		10/10	SUBWAY 00074674	OSKALOOSA, IA	\$15.52		...5334	Doe, Chris	Doe, Chris	Default Acct Code	System
<input type="checkbox"/>	Pending		10/07	FIRST TO THE FINIS	800-747-9013, IL	\$30.90		...5334	Doe, Chris	Doe, Chris	Default Acct Code	System
<input type="checkbox"/>	Pending		10/10	HY VEE 1162	DUBUQUE, IA	\$15.06		...5334	Doe, Chris	Doe, Chris	Default Acct Code	System

Matched Trans Detail Level Reallocated

Check All Shown

Records 1 - 5 of 5

Approve Reject Reallocate Mass Reallocate

If multiple cardholders forward to you, you see all their transactions listed together on this screen.

- Repeat Steps 6a–8 in *View Transactions* on page 7 to filter the transactions that cardholders and previous approval managers have forwarded to you for approval.

*Tip!* If the system does not find any transactions, a message displays that prompts you to change your search criteria and try your search again.

- Select a check box for a transaction with a *Pending* or *Pulled Back* status.

*Tip!* You can approve multiple transactions at once if they are all going to the same approval manager or will be final approved. Also, you can select the **Check all shown** link if you want to approve all the displayed transactions and they are all going to the same approval manager.

*Learn More:* For information on the transaction management functions available on this screen, including reallocate and mass reallocate functions, refer to the *Access Online: Transaction Management* user guide.

- Click the **Approve** button. The *Transaction Management: Approve Transaction(s)* screen displays.

**Transaction Management**  
**Approve Transaction(s)**

Please select an approver to forward these transaction(s) to, "Final" if no further approval is needed, or "Cancel" if you do not want to approve / forward these transactions at this time:

\* = required

Approval Action

Approver's Name:\* [Select Approver](#) 6c

No further approval needed for these transactions

**Summary of Transactions to be Approved**

Number of Transactions: 1

Total Dollar Amount: \$1.34

6a

6b

Note the final approval radio button.

If you selected more than one transaction, then summary information displays.

*Tip!* If you are selecting an approval manager for the first time, you will need to search and select an approval manager. As you select approval managers, the system builds a drop-down list for you. Once the system creates this list, you can simply select an approval manager name from the list. Also, once you select the same approval manager four times, the system will set that approval manager as your default approval manager. You can also manually specify a default approval manager.

**6.** To approve the transaction:

- a. If you are the final approval manager, select the *No further approval needed for these transactions* radio button.

–Or–

- b. Select the *Approver's Name* radio button.
- c. Click the **Select Approver** link. The *Approve Transaction(s): Search and Select an Approver* screen displays

**Approve Transaction(s)**  
**Search & Select an Approver**

Enter the approvers full (initial) name, or leave blank to view all users. Then click the "Search" button.

Last Name:  First Name:

[<< Back to Approve Transactions](#)

6d

6e

Leave the fields blank and click Search to display all approvers.

- d. Type search criteria in the *Last Name* field and/or the *First Name* field.
- e. Click **Search**. A list of approval managers who match your search criteria displays.

*Tip!* You can also click the **Search** button without typing search criteria to display a list of all available approval managers.

### Approve Transaction(s)

#### Search & Select an Approver

Enter the approvers full or partial name, or leave blank to view all users. Then click the "Search" button.

Last Name:  First Name:

**Search**

---

Please select an approver from the results list below.

Records 1 - 7 of 7

Select	Approver Name	Email Address
<input type="radio"/>	Jones, Kate	
<input type="radio"/>	Schmidt, Henry	
<input type="radio"/>	Lopez, Mark	
<input type="radio"/>	Johnson, Donald	
<input type="radio"/>	O'Malley, Erin	
<input type="radio"/>	Bernstein, Jack	
<input type="radio"/>	James, Anne	

Records 1 - 7 of 7

Set selection as your default approver

**Select Approver**

[<< Back to Approve Transactions](#)

6f

Your name will not be on the list even though you are an approval manager, since you cannot select yourself as an approval manager.

6g

6h

Click to cancel the approval manager selection.

- f. Select the radio button for the approval manager you want to forward your approved transaction to.
- g. If desired, select the *Set selection as your default approver* check box to make the selected person your default approval manager.
- h. Click **Select Approver** button. The *Transaction Management: Approve Transaction(s)* screen displays with your selected approval manager in the *Approver's Name* field.



**Transaction Management**  
Approve Transaction(s)

Please select an approver to forward these transactions at this time: you do not want to approve / forward

\* = required

Approver's Name:\* James, Arine [Switch Approver](#)

**Summary of Transactions to be Approved**

Number of Transactions: 1  
Total Dollar Amount: \$1.34

**Approve** **Cancel**

**7**

Note the approval manager's name.

Click Switch Approver if the name in the Approver's Name field is incorrect.

Click Cancel to return to the list of transactions.

*Tip!* If you selected multiple transactions, they all go to the listed approval manager. Also, if you selected a group of transactions, but decide at this point to send the transactions to different approval managers, click the **Cancel** button to return to the transaction list and revise your selections.

- Click the **Approve** button. Based on your selection, the system either records the transaction as final approved or forwards the transaction to the specified approval manager. The system also removes it from the list of transactions on the *Transaction Management: Manager Approval Queue* screen.

*Tip!* You cannot select approve without selecting an approval manager. If you try to, the system displays an error message. Simply select an approval manager and then click **Approve**.

**Transaction Management**  
Approve Transaction(s)

**▲ No approver has been selected. Please select an approver and resubmit.**

Please select an approver to forward these transaction(s) to, "Final" if no further approval is needed, or "Cancel" if you do not want to approve / forward these transactions at this time:

\* = required

Approval Action

Approver's Name:\* [Select Approver](#)

No further approval needed for these transactions

**Summary of Transactions to be Approved**

Number of Transactions: 3  
Total Dollar Amount: \$5.92

**Approve** **Cancel**

Note the error message.

# Transaction Approval Process

**Transaction Management**  
Manager Approval Queue

★ Log Out

Create | Manage | **Trans List** | Manager's Queue | Extract Queue

Request has been submitted.

Transactions | Payment Requests

The following transactions are awaiting your approval. Use the search criteria below to filter the results.

Billing Cycle End Date: All  
 Approval Status: All  
 Cardholder Approver: All  
 Last Approver: All  
 Order Match Status: All

View the transaction's approval history by clicking the approval status link.

Once you approve a transaction, it no longer displays on this screen.

View the transaction's detail by clicking the date link in the Tran Date column.

Select	Approval Status	Match	Trans Date	Merchant	City/State	Amount	Detail	Account Number	Cardholder Approver	Last Approver	Allocation Source	Last Changed By
<input type="checkbox"/>	<a href="#">Pending</a>		<a href="#">10/10</a>	SUBWAY 00074674	OSKALOOSA, IA	\$15					<a href="#">Default Acct Code</a>	System
<input type="checkbox"/>	<a href="#">Pending</a>		<a href="#">10/07</a>	FIRST							<a href="#">Default Acct Code</a>	System
<input type="checkbox"/>	<a href="#">Pending</a>		<a href="#">10/10</a>	HYVEE 1162	DUBOUC						<a href="#">Default Acct Code</a>	System

Matched  Exception  Trans Detail Level  Reallocated

[Check All Shown](#) | [Uncheck All Shown](#)

Records 1 - 3 of 3

[Approve](#) [Reject](#) [Reallocate](#)

## Transaction Approval Process

*Learn More:* If your organization uses CSV, then you can only approve and forward transactions based on the parameters your program administrator set up. For example, you may not be able to approve or final-approve transactions with an *Invalid* and/or *Not Validated* accounting code status. Some program administrators set up their programs to allow approval of transactions with *Not Validated* and/or *Invalid* accounting codes, but do not allow final-approval of the same transactions until the accounting code is valid. In this way, cardholders and approval managers can continue to process transactions, but final approval requires a valid accounting code. Other program administrators may not allow any approval of transactions with *Invalid* and/or *Not Validated* accounting codes. However your program administrator set up the CSV function for your organization, if you attempt to save an approval not authorized by your program administrator, an error message displays, as shown in the example below.

### Transaction Management

#### Approve Transaction(s)

Please select an approver to forward these transaction(s) to, "Final" if no further approval is needed, or "Cancel" if you do not want to approve / forward these transactions at this time:

\* = required

Approval Action

Approver's Name:\* Administrator, Allen A [Switch Approver](#)

No further approval needed for these transactions.

**Summary of Transactions to be Approved**

Number of Transactions: 1  
Total Dollar Amount: \$1,533.86

[Approve](#) [Cancel](#)

Your program administrator may have set limits on which accounting code statuses you can approve and/or final-approve. Note that in this example, the approver has selected to final approve.

### Transaction Management

#### Approve Confirmation

[★ Log Out](#)

The system was unable to Approve all the selected transactions.

**Summary of Transactions to be Approved**

Number of Transactions: 1  
Total Dollar Amount: \$1,533.86

**Summary of Transactions that were successfully Approved**

Number of Transactions: 0  
Total Dollar Amount: \$0.00

The approval status of the following transaction(s) and/or the approver's status has changed since the transactions were selected by you and the time this approval action was taken. Therefore, the transactions were not processed as part of this approval action.

**Summary of Transactions that were not Approved**

Number of Transactions: 1  
Total Dollar Amount: \$1,533.86

**Detail of Transactions that were not Approved**

Trans Date	Merchant	Amount	Account Number	Pending Approver	Reason
4/23	F & H FOOD EQUIPMENT CO	\$1,533.86	*****0009598774	Ordermanage, Oliver	You are not authorized to final approve a transaction that has a "Not Validated" Accounting Code.

[Return to Manager Approval Queue](#)

Note the error message.

## Reject a Transaction

As an approval manager, you can also reject a transaction.

**Transaction Management**  
Manager Approval Queue

Create Manage **Trans List** Manager's Queue Extract Queue

Transactions Payment Requests

The following transactions are awaiting your approval. Filter the pending transactions by using any of the search criteria.

Billing Cycle End Date: All Approval Status: All Transaction Amount: All \$

Cardholder Approver: All Last Approver: All Order Match Status: All

Accounting Code Validation Status: All

Display 25 Transactions

**You can reject a group of transactions, but it must be for the same reason.**

Please select the transactions and click the appropriate button. Note: Reallocate is not against all transactions on all pages.

If you would like to view or modify specific transaction status, date or accounting code limit, please click on the transaction's approval link.

Records 1 - 5 of 5

Select	Approval Status	Match	Trans Date	Merchant	City/State	Amount	Detail	Account Number	Cardholder Approver	Last Approver	Allocation Source	Last Changed By
<input type="checkbox"/>	Pending		10/10	MAID RITE OSKALOOSA	OSKALOOSA, IA	\$38.95	Ⓜ	...5334	Doe, Chris	Doe, Chris	Default Acct Code	System
<input type="checkbox"/>	Pending		10/10	WENDY'S #4410 Q25	OSKALOOSA, IA	\$7.79	Ⓜ	...5334	Doe, Chris	Doe, Chris	Default Acct Code	System
<input type="checkbox"/>	Pending		10/10	SUBWAY 00074674	OSKALOOSA, IA	\$15.52	Ⓜ	...5334	Doe, Chris	Doe, Chris	Default Acct Code	System
<input type="checkbox"/>	Pending		10/07	FIRST TO THE FINIS	800-747-9013, IL	\$30.90	Ⓜ	...5334	Doe, Chris	Doe, Chris	Default Acct Code	System
<input type="checkbox"/>	Pending		10/10	HY VEE 1162	DUBUQUE, IA	\$15.06	Ⓜ	...5334	Doe, Chris	Doe, Chris	Default Acct Code	System

Exception Trans Detail Level Reallocated

Records 1 - 5 of 5

Approve Reject Reallocate Mass Reallocate

To reject a transaction:

1. Select the check box in the **Select** column for the transaction you want to reject.
2. Click the **Reject** button. The *Transaction Management: Reject Transaction(s)* screen displays.

### Transaction Management

#### Reject Transaction(s)

\* = required

**Summary of Transactions to be Rejected**

Number of Transactions: 1  
 Total Dollar Amount: \$268.12

**Rejection Reason\***

Please select at least one reason why you are rejecting these transactions.

Incorrect accounting code allocation (Request for user to change allocation)

Incorrect approver sequence / additional approval needed (Request for user to forward the transaction(s) to appropriate approver(s) in the proper sequence)

Incorrect or insufficient transaction comment information

Incorrect or not enough user line item data

Unauthorized / non-preferred vendor

Incorrect order match

Other:\*

**Rejection Destination\***

Please select the person you would like to reject (send) these transactions to.

Reject each transaction to its cardholder account

Reject each transaction to its previous approver

Reject all transactions to an approver: [Switch Approver](#)

3. Select the appropriate *Reject Reason* check box(es).
4. If you selected the *Other* check box, then type comments.

*Tip!* If you select the *Other* check box, then you must type comments. You can also select more than one reject reason. Add comments to any rejection by selecting *Other* as well and typing comments.

5. Select the appropriate *Rejection Destination* radio button:
  - a. Select the *Reject each transaction to its cardholder account* to send the transaction (or each transaction in the selected group) back to the cardholder.

## Transaction Approval Process

*Tip!* If you selected a group of transactions, and select to send the transactions back to their cardholders, each transaction in the group will go back to the original cardholder. For example, if you selected three transactions from Jane Smith and one transaction from Dan Johnson, and rejected all four for incorrect allocation, the system sends Jane's transactions to Jane and Dan's transaction to Dan. The same principle applies for sending transactions back to their previous approval managers.

- b. Select the *Reject each transaction back to its previous approver* radio button to send the transaction (or each transaction in a group) back to the previous approval manager.
- c. Select the *Reject all transactions to an approver* radio button to send all the transactions back to a specific approver.

–Or–

- d. Click the **Switch Approver** link to select a different approval manager (not necessarily the previous approval manager).
- e. Repeat the steps for selecting an approval manager in *View and Approve Transactions* on page 28. When you are done, the approval manager's name displays.

**Rejection Destination\***

Please select the person you would like to reject (send) these transactions to.

- Reject each transaction to its cardholder account
- Reject each transaction to its previous approver
- Reject all transactions to an approver: O'Malley, Erin [Switch Approver](#)

**Reject** **Cancel**

Note the alternate approver's name.

- 6. Click the **Reject** button. The *Transaction Management: Manager Approval Queue* screen displays a confirmation message and the transaction is no longer in your approval queue.

7

Transaction Management  
Manager Approval Queue

Create | Manage | **Trans List** | Manager's Queue | Extract Queue

Request has been successfully completed.

Transactions | Payment Requests

The following transactions are awaiting your approval. Filter the pending transactions by using any of the search criteria.

Billing Cycle End Date: All | Approval Status: All | Transaction Amount: All \$

Cardholder Approver: All | Last Approver: All | Order Match Status: All

Accounting Code Validation Status: All

Display 25 Transactions per page

Search Reset

Please select the transactions you would like to approve, reject or reallocate and click the appropriate button. Note: Reallocation can only be done on the selected transactions on this page, not against all transactions on all pages.

If you would like to view or modify specific transaction data, please click on the transaction's approval status, date or accounting code link.

Records 1 - 2 of 2

Check All Shown | Uncheck All Shown

Select	Approval Status	Match	Trans Date	Merchant	City/State	Amount	Detail	Account Number	Cardholder Approver	Last Approver	Allocation Source	Last Changed By
<input type="checkbox"/>	Pending		10/07	FIRST TO THE FINIS	800-747-9013, IL	\$30.90		...5334	Doe, Chris	Doe, Chris	Default Acct Code	System
<input type="checkbox"/>	Pending		10/10	HY VEE 1162	DUBUQUE, IA	\$15.06		...5334	Doe, Chris	Doe, Chris	Default Acct Code	System

Matched Exception Trans Detail Level Reallocated

Check All Shown | Uncheck All Shown

Records 1 - 2 of 2

Approve Reject Reallocate Mass Reallocate

Note the confirmation message.

Once you reject a transaction, it no longer displays in your approval queue.

7. Select the **Manager Approval History** link in the *Left-Column Navigation Bar* to view the transaction. The *Transaction Management: Manager Approval History* screen displays the transaction with a **Rejected** status.

## Transaction Management

### Manager Approval History

[★ Log Out](#)

Create | Manage | Trans List | » Manager's Queue | Extract Queue

Transactions

Payment Requests

The following transactions have been previously approved by you. Filter your approved transactions by using any of the search criteria.

Billing Cycle Close Date:

Last Approval Action:

Pull Back Eligibility:

Cardholder Approver:

Last Approver:

Pending Approver:

Display  Transactions per page

Search
Reset

---

If you would like to view or modify specific transaction data, please click on the transaction's approval status or date link.

If you would like to pull back a specific transaction from the Manager's Queue, please select the transaction(s) and click "Pull Back".

Records 1 - 3 of 3

[Check All Shown](#) | [Uncheck All Shown](#)

Pull Back	Trans Date	Merchant	Amount	Account Number	Cardholder Approver	Approver	Last Action	Pending Approver
<input type="checkbox"/>	<a href="#">10/10</a>	MAID RITE OSKALOOSA	\$38.95	...5334	Doe, Chris	Doe, Chris	<a href="#">Final Approved</a>	
<input type="checkbox"/>	<a href="#">10/10</a>	SUBWAY 00074674	\$15.52	...5334	Doe, Chris	Doe, Chris	<a href="#">Rejected</a>	Cardholder
<input type="checkbox"/>	<a href="#">10/10</a>	WENDY'S #4410 Q25	\$7.79	...5334	Doe, Chris	Doe, Chris	<a href="#">Final Approved</a>	

[Check All Shown](#) | [Uncheck All Shown](#)

Records 1 - 3 of 3

Pull Back

Note the Rejected status.



*Learn More:* If another approval manager pulls back the transaction before you complete your approval action, then an error message displays, explaining why you were unable to reject the transaction.

[★ Log Out](#)

### Transaction Management

#### Reject Confirmation

The system was unable to Reject all the selected transactions.

**Summary of Transactions to be Rejected**  
Number of Transactions: 1  
Total Dollar Amount: \$67.66

**Summary of Transactions that were successfully Rejected**  
Number of Transactions: 0  
Total Dollar Amount: \$0.00

The approval status of the following transaction(s) and/or the approver's status has changed between the time the transactions were selected by you and the time this approval action was taken. Therefore these transactions were not processed as part of this approval action.

**Summary of Transactions that were not Rejected**  
Number of Transactions: 1  
Total Dollar Amount: \$67.66

**Detail of Transactions that were not Rejected**

Trans Date	Merchant	Amount	Account Number	Pending Approver	Reason
3/6	DELTA AIRLINES	\$67.66	*****5512345678	Jones, Kate	Transaction was forwarded by another user

[Return to Manager Approval Queue](#)

Note the reason why you were unable to reject a transaction.

## Pull Back a Transaction

As an approval manager, you can pull back a transaction after you approve or reject it, as long as the approval manager or cardholder (if you rejected back to the cardholder) has not approved, rejected, or modified (e.g., reallocated) the transaction.

**1** **Home Plus**  
**Transaction Management**  
 Transaction Management  
 Transaction List  
 Manager Approval Queue  
 Manager Approval History  
 Extract Administrator Queue

**Home**  
**Contact Us**

**Transaction Management** ★ Log Out  
**Manager Approval Queue**  
 Create | Manage | **Trans List** | Manager's Queue | Extract Queue

**Request has been successfully completed.**

Transactions | **Payment Requests**

The following transactions are awaiting your approval. Filter the pending transactions by using any of the search criteria.

Billing Cycle End Date: All | Approval Status: All | Transaction Amount: All \$  
 Cardholder Approver: All | Last Approver: All | Order Match Status: All  
 Accounting Code Validation Status: All

Display 25 Transactions per page

**Search** **Reset**

Please select the transactions you would like to approve, reject or reallocate and click the appropriate button. Note: Reallocation can only be done on the selected transactions on this page, not against all transactions on all pages.

If you would like to view or modify specific transaction data, please click on the transaction's approval status, date or accounting code link.

Records 1 - 3 of 3  
[Check All Shown](#) | [Uncheck All Shown](#)

Select	Approval Status	Match	Trans Date	Merchant	City/State	Amount	Detail	Account Number	Cardholder Approver	Last Approver	Allocation Source	Last Changed By
<input type="checkbox"/>	<a href="#">Pending</a>		<a href="#">10/10</a>	SUBWAY 00074674	OSKALOOSA, IA	\$15.52	<a href="#">Ⓜ</a>	...5334	Doe, Chris	Doe, Chris	<a href="#">Default Acct Code</a>	System
<input type="checkbox"/>	<a href="#">Pending</a>		<a href="#">10/07</a>	FIRST TO THE FINIS	800-747-9013, IL	\$30.90	<a href="#">Ⓜ</a>	...5334	Doe, Chris	Doe, Chris	<a href="#">Default Acct Code</a>	System
<input type="checkbox"/>	<a href="#">Pending</a>		<a href="#">10/10</a>	HY VEE 1162	DUBUQUE, IA	\$15.06	<a href="#">Ⓜ</a>	...5334	Doe, Chris	Doe, Chris	<a href="#">Default Acct Code</a>	System

Matched  Exception   Trans Detail Level  Reallocated

[Check All Shown](#) | [Uncheck All Shown](#)

Records 1 - 3 of 3

**Approve** **Reject** **Reallocate** **Mass Reallocate**

To pull back a transaction:

1. Select the **Manager Approval History** link on the *Left-Column Navigation Bar*. The *Transaction Management: Manager Approval History* screen displays.

The screenshot shows the 'Transaction Management Manager Approval History' interface. At the top, there are navigation tabs: 'Create', 'Manage', 'Trans List', 'Manager's Queue', and 'Extract Queue'. Below this, there are tabs for 'Transactions' and 'Payment Requests'. A text box states: 'The following transactions have been previously approved by you. Filter your approved transactions by using any'. There are several filter dropdowns: 'Bill to' (set to 'All'), 'Card' (set to 'All'), and 'Pending Approver' (set to 'All'). A 'Pull Back Eligibility' dropdown is also present. Below the filters are 'Search' and 'Reset' buttons. A callout box points to the filter dropdowns with the text: 'You can filter the list to show only transactions that are eligible for pullback.' Another callout box points to the 'Pull Back Eligibility' dropdown with the text: 'You can pull back a group of transactions at the same time.' Below the filters, there is a section for pulling back transactions: 'If you would like to pull back transaction(s) into your Approval Queue, please select the transaction(s) and click...'. A callout box points to the checkboxes in the table with the text: 'Only transactions eligible for pull-back have a check box.' The table has columns: 'Pull Back', 'Transaction Date', 'Merchant', 'Amount', 'Account Number', 'Cardholder Approver', 'Last Approver', 'Last Action', and 'Pending Approver'. There are three rows of data. A 'Pull Back' button is at the bottom left. A callout box points to the 'Pull Back' button with the text: 'Click the Pull Back button. The system removes the transaction from the Transaction Management: Manager Approval History screen and returns it to the list on the Transaction Management: Manager Approval Queue screen with a Pulled Back status.'

Pull Back	Transaction Date	Merchant	Amount	Account Number	Cardholder Approver	Last Approver	Last Action	Pending Approver
<input type="checkbox"/>	10/10	RITE OSKALOOSA	\$38.95	...5334	Doe, Chris	Doe, Chris	Final Approved	
<input type="checkbox"/>	10/10	SUBWAY 00074674	\$15.52	...5334	Doe, Chris	Doe, Chris	Rejected	Cardholder
<input type="checkbox"/>	10/10	WENDY'S #4410 Q25	\$7.79	...5334	Doe, Chris	Doe, Chris	Final Approved	

2. Select the check box for the transaction you wish to pull back.
3. Click the **Pull Back** button. The system removes the transaction from the *Transaction Management: Manager Approval History* screen and returns it to the list on the *Transaction Management: Manager Approval Queue* screen with a **Pulled Back** status.

## Transaction Management

Manager Approval History ★ Log Out

Create
Manage
Trans List
▶ Manager's Queue
Extract Queue

**Request has been successfully completed.**

Transactions
Payment Requests

The following transactions have been previously approved by you. Filter your approved transactions by using any of the search criteria.

Billing Cycle Close Date:

Last Approval Action:

Pull Back Eligibility:

Cardholder Approver:

Last Approver:

Pending Approver:

Display  Transactions per page

Search
Reset

If you would like to view or modify specific transaction data, please click on the transaction's name or date link.

If you would like to pull back a specific transaction or transactions into your Approval Queue, please click on the transaction(s) and click "Pull Back".

Records 1 - 3 of 3

[Check All Shown](#)
[Uncheck All Shown](#)

Pull Back	Trans Date	Merchant	Amount	Account Number	Cardholder Approver	Last Approver	Last Action	Pending Approver
<input type="checkbox"/>	<a href="#">10/10</a>	MAID RITE OSKALOOSA	\$38.95	...5334	Doe, Chris	Doe, Chris	<a href="#">Final Approved</a>	
<input type="checkbox"/>	<a href="#">10/10</a>	SUBWAY 00074674	\$15.52	...5334	Doe, Chris	Doe, Chris	<a href="#">Pulled Back</a>	Doe, Chris
<input type="checkbox"/>	<a href="#">10/10</a>	WENDY'S #4410 Q25	\$7.79	...5334	Doe, Chris	Doe, Chris	<a href="#">Final Approved</a>	

[Check All Shown](#)
[Uncheck All Shown](#)

Records 1 - 3 of 3

Pull Back

Note the Pulled Back status.

## Manage a Rejected Transaction

If the approval manager to whom you forwarded your approved transaction rejects the transaction, the transaction displays in the transaction list on the *Transaction Management: Manager Approval Queue* screen with a **Rejected** status.

**Transaction Management** ★ Log Out

**Manager Approval Queue**

The following transactions are awaiting your approval **1** pending transactions by using any of the search criteria.

Billing Cycle End Date:  Approval Status:  Transaction Amount:  \$

Cardholder Approver:  Last Approver:  Order Match Status:

Display  **2** Transactions per page

Please select the transactions you would like to approve, reject or reallocate and click the appropriate button. Note: Reallocation can only be done on the selected transactions on this page, not against all transactions on all pages.

If you would like to view or modify specific transaction data, please click on the transaction's approval status, date or accounting code link.

Records 1 - 1 of 1

[Check All Shown](#) | [Uncheck All Shown](#) **3**

Select	Approval Status	Match	Trans Date	Merchant	City/State	Amount	Account Number	Cardholder Approver	Last Approver	Accounting Code
<input type="checkbox"/>	<a href="#">Rejected</a>	<input type="checkbox"/>	03/08	LA BTTRY WHSL 30600340	W MONROE, LA	\$500.44	*****512345678	Smith, Jane	Jones, Kate	<a href="#">EPMNBGFD</a>

Matched (Manual)  Matched (Auto)  Exception  Reallocated

[Check All Shown](#) | [Uncheck All Shown](#)

Records 1 - 1 of 1

To manage a rejected transaction:

1. Select **Rejected** from the *Approval Status* drop-down list.
2. Click the **Search** button.
3. Click the **Rejected** link in the *Approval Status* column. The *Transaction Management: Transaction Detail* screen displays with the *Approval History* tab open.

**Transaction Management** ★ Log Out

Transaction Detail

Account Number: 4716555512345678, JANE SMITH [Switch Accounts](#)

**Transaction Summary**

Status	Match	Tran Date	Posting Date	Merchant	City/State	Amount	Purchase ID	Accounting Code
		03/06	03/08	LA BTTRY WHSL 30600340	W MONROE, LA	\$500.44	123101C200001965	EPMNBGFD

Reviewed 
  Disputed 
  Matched (Auto) 
  Matched (Manual) 
  Exception 
  Reallocated

[Summary](#) | [Matched Order](#) | [Allocations](#) | [User Line Items](#) | [Tax Data](#) | [Comments](#) | [Approval History](#)

The Approval History tab displays approval actions taken on a transaction.

Cardholder Approver: Smith, Jane  
Current Pending Approver: Anderson, Richard

**Approval Actions**

Approver	Date/Time	Approve Action	Approver Modification
Jones, Kate	03/18 2:24 PM CST	Rejected	1
Smith, Jane	03/18 2:15 PM CST	Forwarded	

Key for Rejection Reasons:

- 1 Incorrect accounting code allocation
- 2 Incorrect approver sequence / additional approval needed
- 3 Incorrect or insufficient transaction comments information
- 4 Incorrect or not enough user line item data
- 5 Unauthorized / non-preferred vendor
- 6 Incorrect order match
- 7 Other

Key for Approver Modifications:

- A Changed Allocation
- C Changed Transaction Comments
- U Changed User Line Items

[Back to Manager Approval Queue](#)

This transaction has been rejected for 1– Incorrect accounting code allocation.

These keys explain the approval action and approver modification codes.

- Review the codes (e.g., 1, 2, 3), modifications (e.g., A, C, U) and comments for the transaction using on the on-screen keys.
- Click the **Back to Manager Approval Queue** link. You return to the *Transaction Management: Manager Approval Queue* screen.
- Follow the instructions from the approval manager (e.g., reallocate the transaction). Refer to the *Access Online: Transaction Management* user guide if you need assistance with transaction management functions.
- Follow the steps in *View and Approve Transactions* on page 28 to re-approve and forward the modified transaction.

## View Approval History

If you are an approval manager, you can view a list of the transactions that you have previously approved or rejected, as well as the complete approval history of each transaction.

**Transaction Management**  
**Manager Approval History**

The following transactions have been previously approved by you. Filter your approved transactions by using any of the search criteria.

Billing Cycle End Date:  Last Approval Action:  Cardholder Approver:   
 Last Approver:  Pending Approver:   
 Show only those transactions eligible for pull back  
 Display  Transactions per page

If you would like to view or modify specific transaction data, please click on the transaction's approval status or date link.

If you would like to pull back a specific transaction or transactions into your Approval Queue, please select the transaction(s) and click "Pull Back".

Records 1 - 9 of 9  
[Check All Shown](#) | [Uncheck All Shown](#)

Pull Back	Trans Date	Merchant	Amount	Account Number	Cardholder Approver	Last Approver	Last Action	Pending Approver
<input type="checkbox"/>	<a href="#">03/06</a>	LA BTTRY WHSL 30600340	\$500.44	*****0009775281	Smith, Jane	Anderson, Richard	<a href="#">Approved</a>	Jones, Kate
	<a href="#">01/13</a>	OFFICE DEPOT	\$103.66	*****0009775281	Johnson, Dan	Anderson, Richard	<a href="#">Pulled Back</a>	Anderson, Richard
	<a href="#">01/13</a>	OFFICE DEPOT	\$103.33	*****0009775281	Smith, Jane	Anderson, Richard	<a href="#">Approved</a>	Jones, Kate
	<a href="#">01/13</a>	MINNESOTA WILD - TICKETS	\$268.12	*****0009775281	Johnson, Dan	Anderson, Richard	<a href="#">Approved</a>	Jones, Kate
	<a href="#">01/13</a>	GRANDER	\$1.60	*****0009775281	Smith, Jane	Anderson, Richard	<a href="#">Pulled Back</a>	Anderson, Richard
<input type="checkbox"/>	<a href="#">01/13</a>	TARGET	\$2.98	*****0009775281	Smith, Jane	Anderson, Richard	<a href="#">Approved</a>	Jones, Kate
<input type="checkbox"/>	<a href="#">01/13</a>	OFFICE DEPOT	\$1.34	*****0009775281	Smith, Jane	Anderson, Richard	<a href="#">Approved</a>	Jones, Kate
<input type="checkbox"/>	<a href="#">01/09</a>	MINNESOTA WILD - TICKETS	\$268.12	*****0009775281	Smith, Jane	Jones, Kate	<a href="#">Final Approved</a>	
<input type="checkbox"/>	<a href="#">01/08</a>	MINNESOTA WILD - TICKETS	\$268.12	*****0009775281	Smith, Jane	Anderson, Richard	<a href="#">Approved</a>	Jones, Kate

[Check All Shown](#) | [Uncheck All Shown](#)  
 Records 1 - 9 of 9

To view approval history:

1. From any transaction management screen, select the **Manager Approval History** link on the *Left-Column Navigation Bar*. The *Transaction Management: Manager Approval History* screen displays.
2. To view detailed approval history for a specific transaction, select a link in the *Last Action* column. The *Transaction Management: Transaction Detail* screen displays with the *Approval History* tab open.

## Transaction Approval Process

### Transaction Management

Transaction Detail

★ Log Out

Account Number: 4716555512345678, JANE SMITH [Switch Accounts](#)

#### Transaction Summary

Status	Match	Tran Date	Posting Date	Merchant	City/State	Amount	Purchase ID	Accounting Code
		01/09	01/12	MINNESOTA WILD - TICKETS	MINNEAPOLIS, MN	\$268.12	121101B180000412	EPMNBGFD

R Reviewed 
 D Disputed 
 M Matched (Auto) 
 M Matched (Manual) 
 A Exception 
 R Reallocated 
 L Reallocation Locked

Summary
Matched Order
Allocations
User Line Items
Tax Data
Comments
Approval History

The Approval History tab displays approval actions taken on a transaction. To pull this transaction back from its pending approver, click "Pull Back".

Cardholder Approver: Smith, Jane  
Current Pending Approver: Final

#### Approval Actions

Approver	Date/Time	Approval Action	Approver Modifications
Anderson, Richard	03/18 2:48 PM CST	Final Approved	
Smith, Jane	01/21 11:14 AM CST	Forwarded	

Key for Rejection Reasons:

- 1 Incorrect accounting code allocation
- 2 Incorrect approver sequence / additional approval needed
- 3 Incorrect or insufficient transaction comments information
- 4 Incorrect or not enough user line item data
- 5 Unauthorized / non-preferred vendor
- 6 Incorrect order match
- 7 Other

Key for Approver Modifications:

- A Changed Allocation
- C Changed Transaction Comments
- U Changed User Line Items

Pull Back

[<< Back to Manager Approval History](#)

Note the cardholder approver and the current pending approver.

The Approval Actions table lists all approvers, their actions, and the date and time of their actions.



## ***Transaction Approval Process***

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