Module: Rejection Handling

The rejection behavior in Advanced Workflow is configurable and controls what happens when an approver rejects an approval request.

Default behavior (without special configuration)

- **Rejection in the first step**: the workflow is cancelled (status → Cancelled).
- **Rejection in a later step**: the workflow returns to the **previous step** and the approval is recreated.

Rejection group for related approvals (lines)

If you use related approvals (line approvals), you can specify to whom rejected line approvals are reassigned:

Configuration at template level

1. In the **AWF Workflow Template** → area **Rejection Settings**:
   - **Use Rejection Group for Related Approvals** = Yes
   - **Rejection Default Assignee Type** Approver / Workflow User Group / Salesperson/Purchaser
   - **Rejection Default Assignee**: specific user or group

Configuration at step level (overrides template level)

1. In the **AWF Step**card → area **Rejection Settings**:
   - **Use Rejection Group for Related Approvals** = Yes
   - **Rejection Default Assignee Type** and **Rejection Default Assignee** as above
2. If a step has its own rejection settings, these override the template settings.

Rejection group for header approvals

Normally, rejecting the header approval leads back to the previous step (or cancellation in the first step). Alternatively, you can configure the header rejection to hand the workflow **to a rejection group for review**: the workflow moves to the template's error step (if the template has none, it stays on the rejecting step), and the rejection group receives a **rejection review** (see below):

1. **Use Rejection Group for Header** = Yes
2. **Header Rejection Assignee Type**: Approver / Workflow User Group / Salesperson/Purchaser

3. **Header Rejection Assignee**: specific user or group

The configuration is possible at both **template** and **step level** (step level overrides template level).

Rejection reason and reassignment for lines

When rejecting a related approval, a dialog opens:

- **Rejection Reason**: mandatory field – why is the line rejected?
- **New Assignee**: pre-filled with the configured rejection group, but can be adjusted manually.
  - **Assignee Type**: Approver / Workflow User Group / Salesperson/Purchaser
  - **User** or **Workflow User Group** (depending on type)

Rejection review: what the rejection group can do

An approval that a rejection group receives after a rejection is a **rejection review**. The group does not approve — a document somebody has just rejected must not go through without the approval that was withheld. It can correct the document (at a step with **Allow Record Edit**) and then send it back or cancel the workflow. In **"Requests to Approve"** the field **Rejection Review** marks such an approval. If the rejection group is a workflow user group, a member has to claim the review first, as with any group approval.

- **Rejected header**: on the document (group **Approval Requests**) and in "Requests to Approve", **Send Back** and **Cancel Workflow** are available; **Approve** and **Reject** are not offered. **Send Back** takes the workflow back to the step that rejected it or an earlier one. The reason is mandatory and stays on the document as an approval comment for the approvers there.
- **Rejected line**: the **DEXPRO Advanced Workflow** menu of the document lines offers **Send Back Line(s)** and **Cancel Workflow**; "Requests to Approve" offers **Send Back** and **Cancel Workflow**. The line goes to the approver its step gives it, or to an approver, workflow user group or salesperson/purchaser you choose; a comment is optional. The header and the other lines stay as they are. **Cancel Workflow** cancels the whole workflow, for example when the line has to be split.

FactBoxes

- **Pending Approval**: for a rejection review — and for every approval of a workflow whose header is under review — the FactBox offers neither **Approve** nor **Reject**. The reviewer gets **Send Back** and **Cancel Workflow** there instead of **Cancel Approval Request**. On a document this applies to the review of the header only; a line is sent back from the line menu. In "Requests to Approve" the FactBox follows the selected approval and offers

Send Back for a line as well.

- **Related Approvals**: **Approve** and **Reject** are not offered for a rejection review, and a rejection review is skipped when several entries are selected. **Delegate** remains available — it changes who reviews.

> An attempt to approve or reject a rejection review is refused with: **This approval is a rejection review. It cannot be approved or rejected - send it back or cancel the workflow.**

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