

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** = Yes
 - **Default Assignee Type for Rejection** Approver / Workflow User Group / Salesperson/Purchaser
 - **Default Assignee for Rejection:** specific user or group

Configuration at step level (overrides template level)

1. In the **AWF Stepcard** → area **Rejection Behavior**:
 - **Use Rejection Group for Related** = Yes
 - **Default Assignee Type for Rejection** and **Default Assignee for Rejection** 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 keep the workflow **on the current step** and reassign it to a rejection group:

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

3. **Assignee for Header Rejection:** 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.
 - **Recipient Type:** Approver / Workflow User Group / Salesperson/Purchaser
 - **User** or **Workflow User Group** (depending on type)

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