

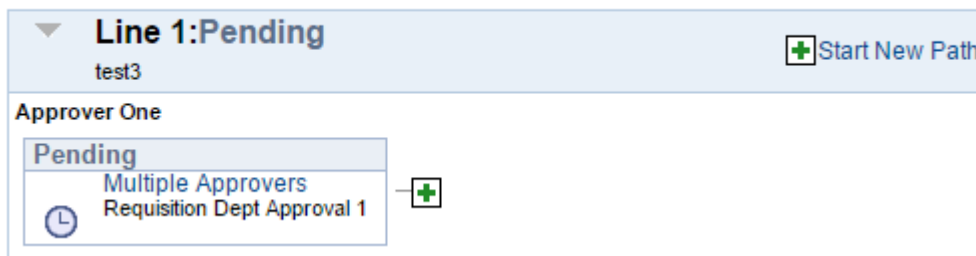
Finance PeopleSoft

PeopleSoft WorkFlow Tip

I provided a change to approvers and was told it was complete, but I am not seeing an approval that I expected OR I am still seeing a worklist approval that isn't mine. Why?

The issue is that these approvals had already been routed and, in some cases, may have even had some approval steps processed. So, when approvers are changed for department(s), project(s), category..., they are changed from that point in time forward and for any approval steps forward; it does not affect steps already routed, which are pending. Worklist items are pending items, as seen here:

Dept & Project Approval One



The screenshot shows a workflow step titled "Line 1: Pending" with the identifier "test3". A "Start New Path" button is visible in the top right. Below the title, the text "Approver One" is displayed. A box labeled "Pending" contains the text "Multiple Approvers" and "Requisition Dept Approval 1". A clock icon is on the left, and a plus sign icon is on the right of the box.

However, future steps, notated by Not Routed, as seen below, will follow the updated approver change.

Approver 2



The screenshot shows a workflow step titled "Line 1: Awaiting Further Approvals" with the identifier "test3". A "Start New Path" button is visible in the top right. Below the title, the text "Req Approver Dept (only)" is displayed. A box labeled "Not Routed" contains the text "Multiple Approvers" and "SC Requisition Approver 2". A plus sign icon is on the left, a trash can icon is in the middle, and a plus sign icon is on the right of the box.

In order for these pending transactions to be routed to the updated approver change, they must be restarted. Normally changing the transaction, including adding a comment at the line / distribution level, will force a restart in approval. You can also request a restart by sending an email with the Originator and/or Requester, Type and Number of the transaction to PSSECURE@mailbox.sc.edu.