

Updating Denied Vouchers Overview

When a Voucher is denied, it is sent back to the originator to correct or delete. For online Agencies, when a Voucher is denied, an e-mail is sent back to the originator. However, anyone at the Agency with the Voucher Processor and Special Voucher Processor role can update the Voucher.

If the originator corrects the Voucher, it is re-routed through the workflow. If there are any changes to ChartFields, Cardinal performs budget checking on the Voucher again and, if it passes, places it in the workflow once again.

The **Vouchers Denied NOT Deleted (V_AP_VCHRS_NOT_DLTD)** query should be run frequently to identify Vouchers that have been denied by the approver so that the proper action can be taken to update or delete the Voucher. For details about this query, see the **Cardinal Accounts Payable and Expenses Reports Catalog** located on the Cardinal website under **Resources**. This query should be used by Interfacing Agencies to identify Vouchers that have been denied since emails are only sent to online agencies.

For information about deleting a Voucher, see the Job Aid titled **AP312 Unposting, Deleting, and Closing Vouchers**. This Job Aid is located on the Cardinal website in **Job Aids** under **Learning**.

On some rare occasions, a Voucher that has been denied by the approver for the purpose of corrections/updates may remain in a “Denied” status after it has been updated and saved (resubmitted). This Job Aid provides the steps that can be taken to address this issue should it occur.

Navigation Note: Please note that there may a **Notify** button at the bottom of various pages utilized while completing the processes within this Job Aid. This “Notify” functionality is not currently turned on to send email notifications to specific users within Cardinal.

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Revision History

Revision Date	Summary of Changes
9/1/2026	Updated to reflect the Cardinal system upgrades.
1/13/2025	Baseline.



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Running the Vouchers Denied NOT Deleted Query

The **Voucher Denied NOT Deleted** query displays Vouchers that have been “Denied” by the Voucher Approver. For details about this query, see the **Cardinal Accounts Payable and Expenses Reports Catalog** located on the Cardinal website under **Resources**.

This query can be accessed using the following navigation path:

NavBar > Reporting Tools > Query > Query Viewer > V_AP_VCHRS_DND_NOT_DLTD

V_AP_VCHRS_DND_NOT_DLTD - Vouchers Denied NOT Deleted

Business Unit (% for all)

Download results in : [Excel Spreadsheet](#) [CSV Text File](#) [XML File](#) (1 kb)

View All First 1-1 of 1 Last

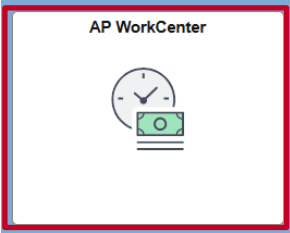
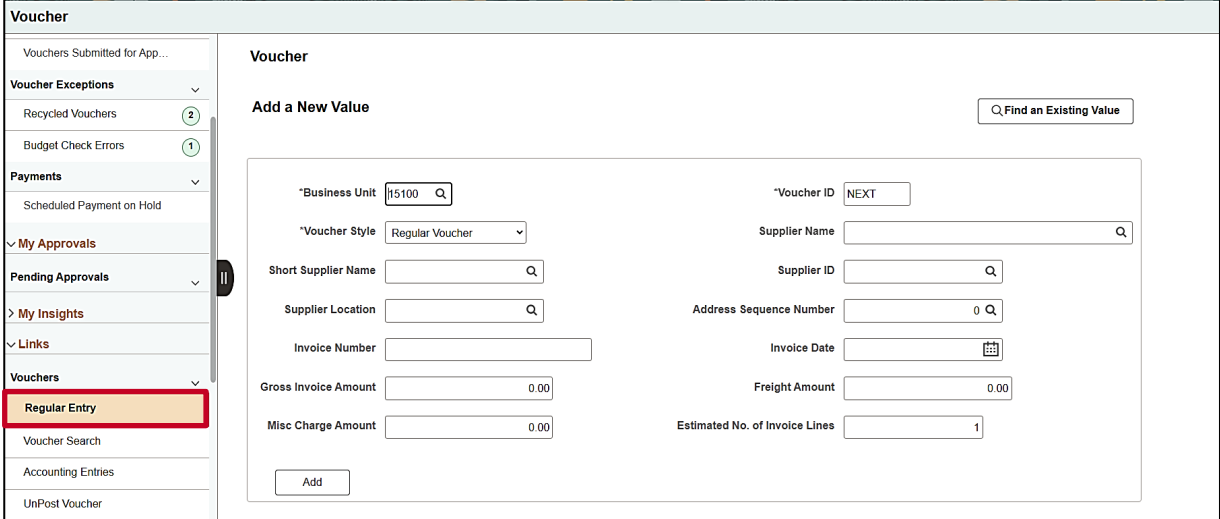
Row	Business Unit	Voucher	Responsible Org	Approval Status	Match Status	Entered By Userid	Entered Date	Last Updated Date	Last Updated Userid	Voucher Gross Amount
1	12700	00025690	98313100	Denied	No Match	00494709500	01/06/2026	01/08/2026	00357044700	494.00

When a Voucher displays on this query, it will not go through any Voucher downstream processes until it has been reviewed and the applicable action taken to update or delete the Voucher.

See the next section in this Job Aid for the steps to access, review, and act on the Voucher as applicable.

Updating Denied Vouchers

After running the **Vouchers Denied NOT Deleted** query, use the steps below to access the Voucher, review the approver's comments, and take the applicable action on the Voucher.

Step	Action
1.	Navigate to the Voucher page by clicking the AP WorkCenter tile on the Cardinal Financials Homepage. 
	For information about WorkCenters, see the Job Aid titled Overview of the Cardinal Financials WorkCenters located on the Cardinal website in Job Aids under Learning.
2.	Use the following navigation path in the WorkCenter: Links > Vouchers > Regular Entry Note: WorkCenter sections, folders, and pages may vary based on the user's Security roles. 
	Users can also access the Voucher page using the following navigation path: NavBar > Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry
3.	Click the Find an Existing Value button. 

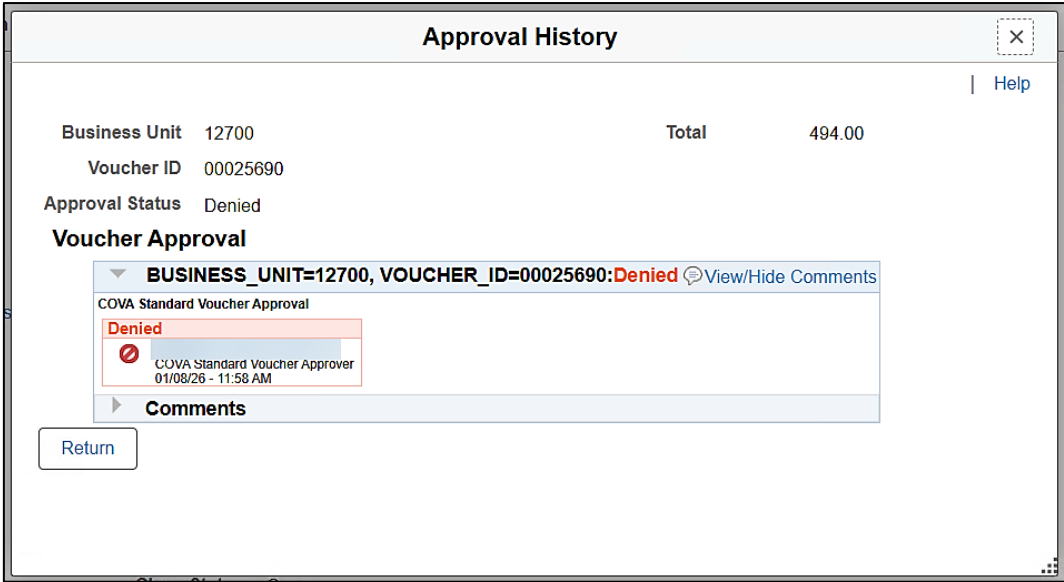
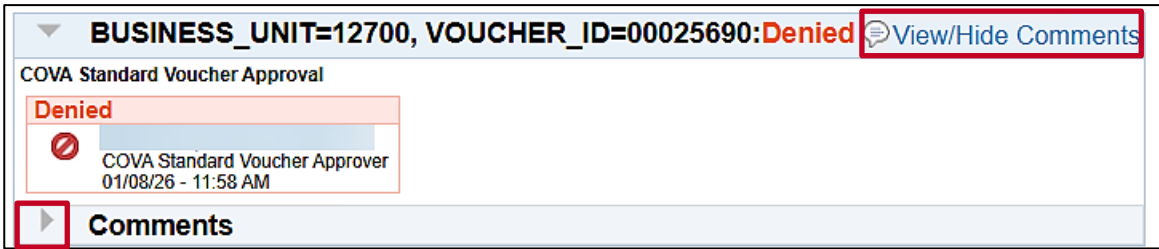
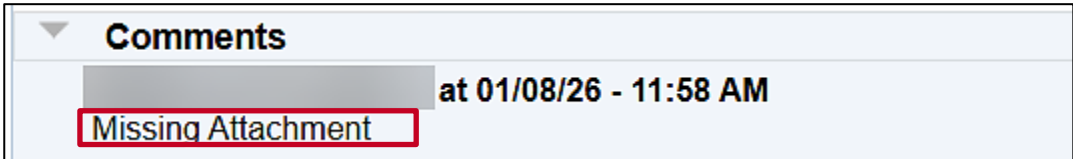
Step	Action
	The Voucher Find an Existing Value Search page displays. Find an Existing Value ⊕ Add a New Value ▼ Search Criteria Enter any information you have and click Search. Leave fields blank for a list of all values. Recent Searches Choose from recent searches ✎ Saved Searches Choose from saved searches ✎ Business Unit = 12700 Q Voucher ID begins with Invoice Number begins with Invoice Date = 📅 Short Supplier Name begins with Supplier ID begins with Q Supplier Name begins with Voucher Style = ▼ Related Voucher begins with Entry Status = ▼ Voucher Source = ▼ Incomplete Voucher = ▼ ^ Show fewer options ☐ Case Sensitive Search Clear
	 For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled Overview of the Cardinal FIN Search Pages. This Job Aid is located on the Cardinal website in Job Aids under Learning.
4.	Enter the applicable Voucher Number in the Voucher ID field. Voucher ID begins with
5.	Click the Search button. Search Clear



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Step	Action
	The Summary page displays. Summary Related Documents Invoice Information Payments Voucher Attributes Error Summary Business Unit 12700 Voucher ID 00025690 Voucher Style Regular Supplier Name Entry Status Postable Match Status No Match Approval Status Denied Post Status Unposted Budget Status Valid Budget Misc Status Valid *View Related Payment Inquiry Return to Search Notify Refresh Invoice Date 12/18/2025 Invoice No T12122025JPF Invoice Total 494.00 USD Pay Terms Due Now Voucher Source Online Origin ONL Created On 01/06/2026 9:45PM Created By Last Update 04/01/2026 3:21PM Modified By ERS Type Not Applicable Close Status Open Approval History Go Add Update/Display Summary Related Documents Invoice Information Payments Voucher Attributes Error Summary

Step	Action
	The Approval History page displays in a pop-up window. 
8.	Click either the View/Hide Comments link or the Comments Expand icon. 
9.	Review the reason for the Voucher being denied. 
10.	Click the Return button. 



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Step	Action
	The Summary page redisplay. Summary Related Documents Invoice Information Payments Voucher Attributes Error Summary Business Unit12700 Voucher ID00025690 Voucher StyleRegular Supplier Name Invoice Date12/18/2025 Invoice NoT12122025JPF Invoice Total494.00USD Entry StatusPostable Match StatusNo Match Approval StatusDenied Post StatusUnposted Pay TermsDue Now Voucher SourceOnline OriginONL Created On01/06/2026 9:45PM Created By Last Update04/01/2026 3:21PM Modified By ERS TypeNot Applicable Close StatusOpen Budget StatusValid Budget Misc StatusValid *View RelatedPayment InquiryGo Return to Search Notify Refresh Add Update/Display Summary Related Documents Invoice Information Payments Voucher Attributes Error Summary
11.	Click the applicable tab to make the requested change. For this scenario, the Invoice Information tab is selected. Summary Related Documents Invoice Information Payments Voucher Attributes Error Summary



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Step Action

The **Invoice Information** page displays.

Summary

Related Documents

Invoice Information

Payments

Voucher Attributes

Error Summary

Business Unit 12700

Voucher ID 00025690

Voucher Style Regular Voucher

Invoice Date 12/18/2025

Invoice Receipt Date 12/18/2025

Goods & Services Receipt Date 12/12/2025

Supplier ID 0000816755

ShortName JOSEPH FAR-001

Location MAIN

*Address 1

Responsible Org 98313100

Customer Account #

ROW Acquisition ID

Invoice No T12122025JPF

Accounting Date 01/06/2026

*Pay Terms 00

Basis Date Type Doc Date

Due Now

☐ Final Voucher

Invoice Total

Line Total 494.00

*Currency USD

Miscellaneous

Freight

Total 494.00

Difference 0.00

Non Merchandise Summary

Session Defaults

Comments(0)

Attachments(0)

Withholding

Template List

Advanced Supplier Search

Approval History

Supplier Hierarchy

Supplier 360

Save

Calculate

Print

> Copy From Source Document

Invoice Lines

Line 1

☐ Copy Down

*Distribute by Amount

Item

Quantity

UOM

Unit Price

Line Amount 494.00

SpeedChart

Ship To COVA

Description Joseph P Farmer T12122025JPF

Packing Slip

☐ One Asset

Calculate

Distribution Lines

GL Chart

Exchange Rate

Statistics

Assets

1-1 of 1

View All

Copy Down	Line	Merchandise Amt	Quantity	*GL Unit	Account	Fund	Program	Department	Cost Center	Task
☐	1	494.00	1.0000	12700	5012270	10000	775002	98211110	983060	

Save

Return to Search

Notify

Refresh

Add

Update/Display

Summary | Related Documents | Invoice Information | Payments | Voucher Attributes | Error Summary

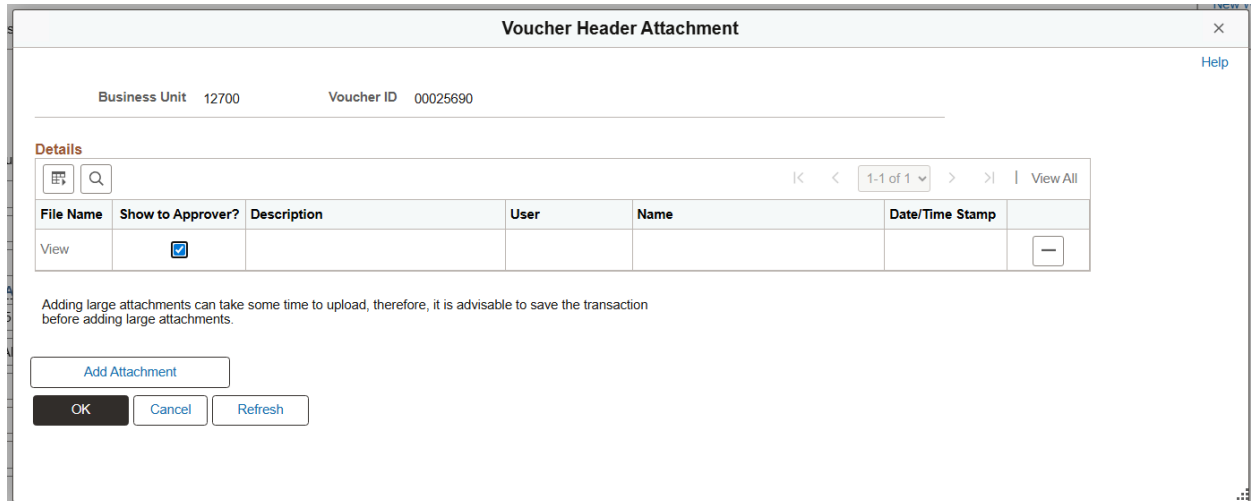
12. Make the correction based on the comment from the approver.

For this scenario, an attachment needs to be added. Click the **Attachments** link on the right side of the page.

Attachments (0)

Step	Action
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The **Voucher Header Attachment** page displays in a pop-up window.

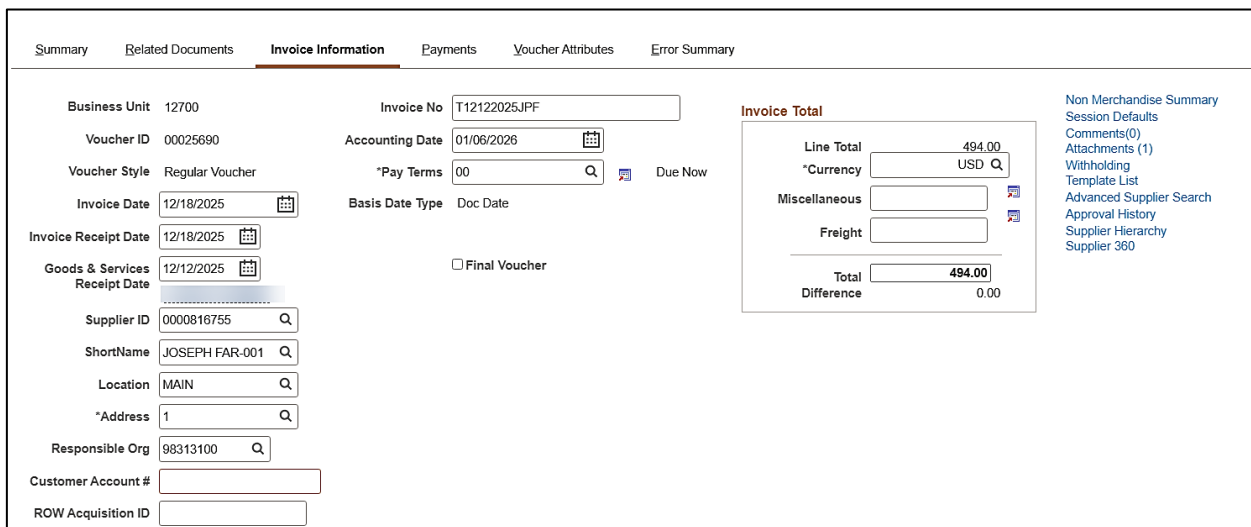


13. Add the applicable attachment and click the **OK** button.



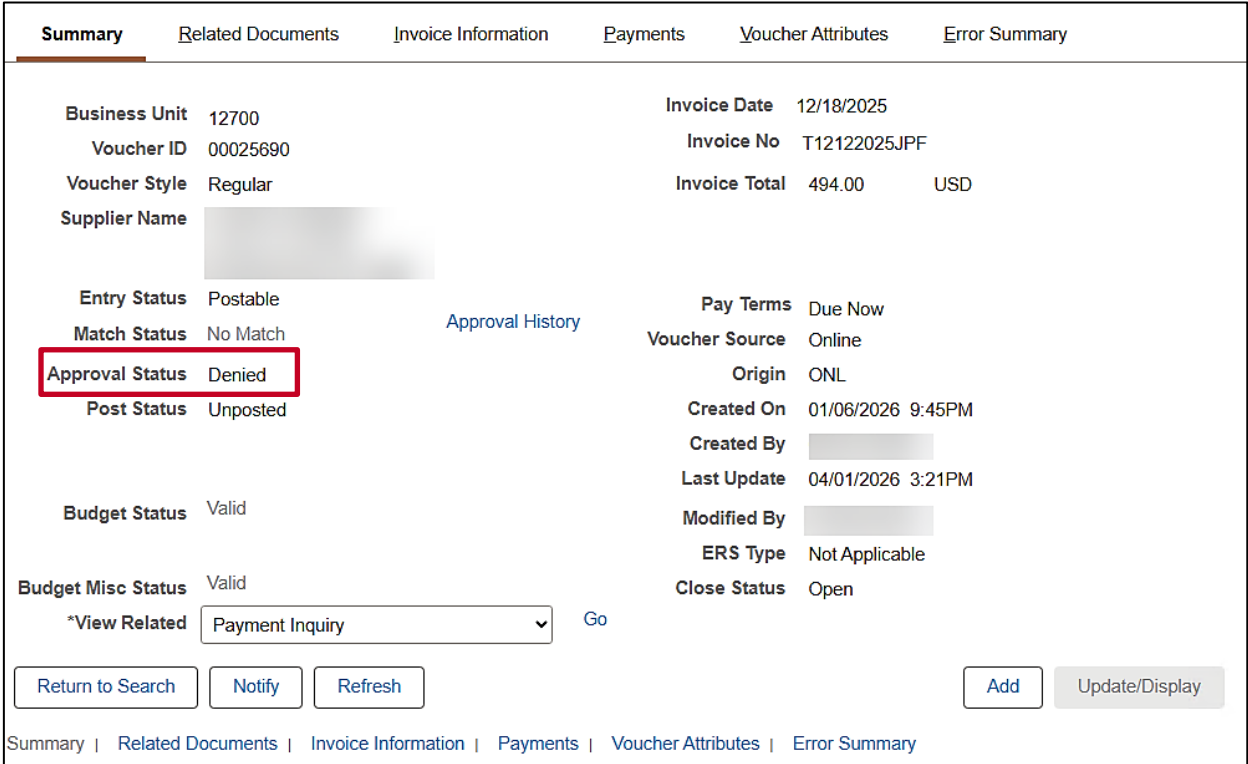

Cardinal allows users to attach up to 10 attachments at one time.

The **Invoice Information** page redispays.




The **Attachments** count indicates how many attachments were added. For this scenario, there is one attachment.

Attachments (1)

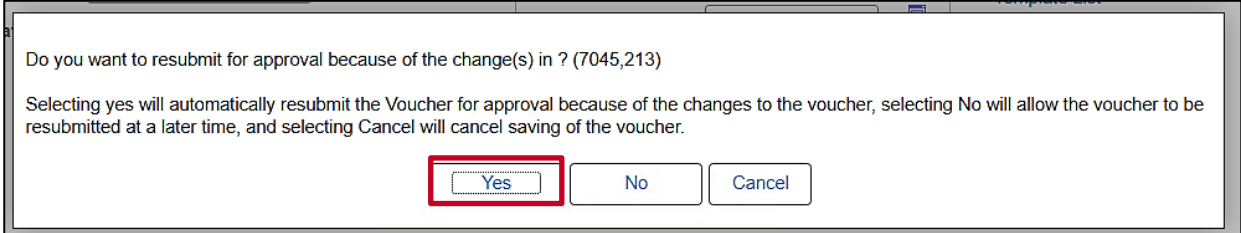
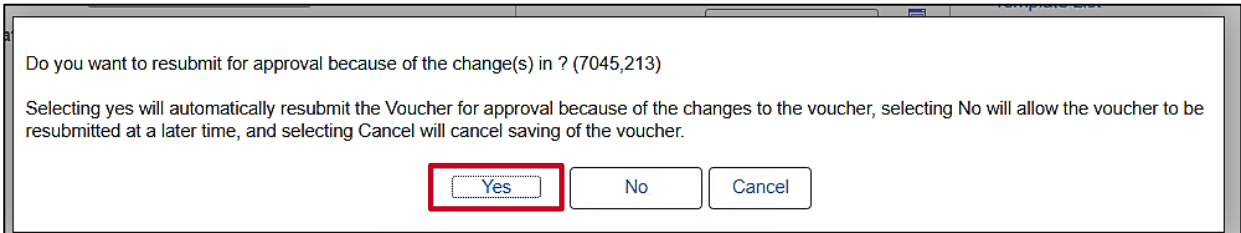
Step	Action
14.	Click the Save button. 
	A message may display depending on the correction that was made to the Voucher.
15.	Click the Summary tab. 
The Summary page redispays. 	
16.	Review the Approval Status field: • If the field resets to “Pending”, proceed to Step 21 • If the field still displays a status of “Denied”, proceed to Step 15

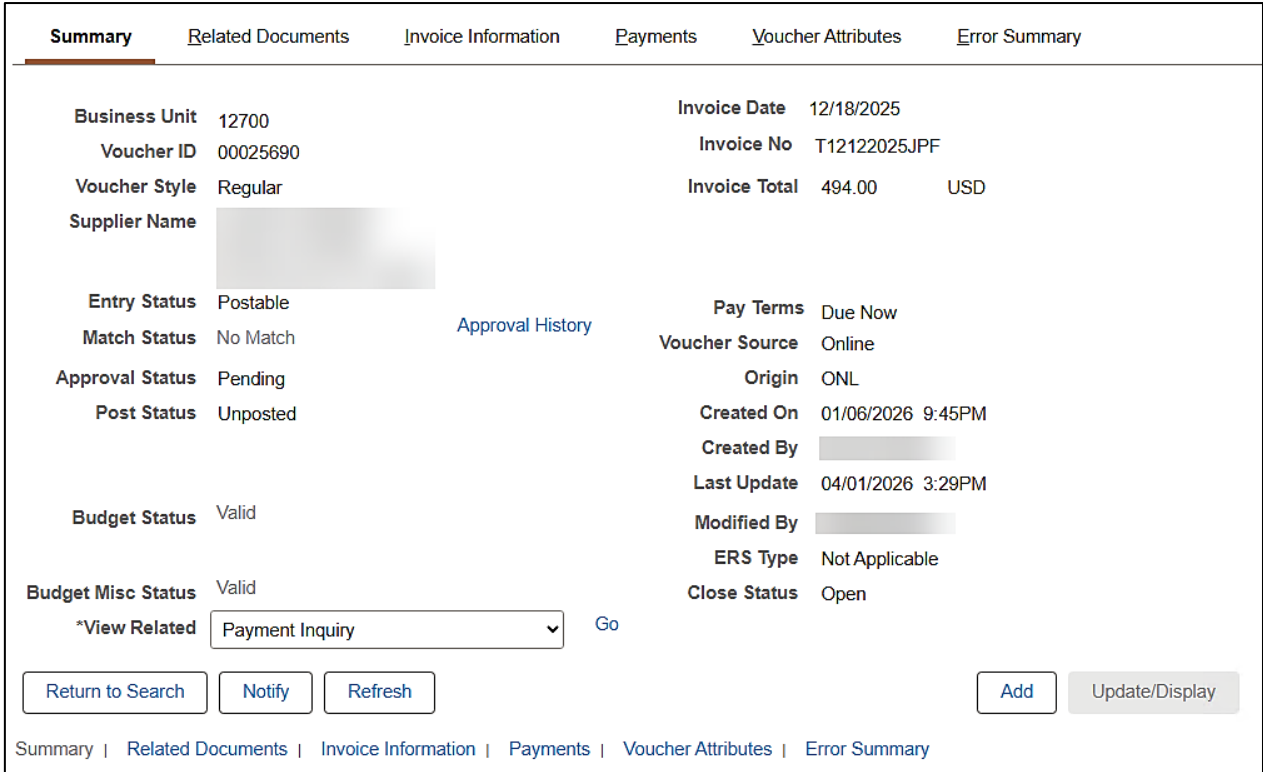
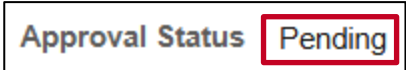


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Step	Action
17.	Click the Invoice Information tab. Summary Related Documents Invoice Information Payments Voucher Attributes Error Summary
The Invoice Information page displays. Summary Related Documents Invoice Information Payments Voucher Attributes Error Summary Business Unit12700 Voucher ID00025690 Voucher StyleRegular Voucher Invoice Date12/18/2025 Invoice Receipt Date12/18/2025 Goods & Services Receipt Date12/12/2025 Supplier ID0000816755 ShortNameJOSEPH FAR-001 LocationMAIN *Address1 Responsible Org98313100 Customer Account# ROW Acquisition ID Save > Copy From Source Document Invoice NoT12122025JPF Accounting Date01/06/2026 *Pay Terms00 Basis Date TypeDoc Date ☐ Final Voucher Invoice Total Line Total494.00 *CurrencyUSD Miscellaneous Freight Total494.00 Difference0.00 Non Merchandise Summary Session Defaults Comments(0) Attachments (1) Withholding Template List Advanced Supplier Search Approval History Supplier Hierarchy Supplier 360 Calculate Print	
18.	Enter or select another valid value in the Responsible Org field. Responsible Org 98313100
19.	Click the Save button. Save

Step	Action
	Additional messages may display. Review the message and take the applicable action. For this scenario, click the Yes button. 
20.	Return to the Responsible Org field and enter or select the original value. 
21.	Click the Save button. 
	Additional messages may display. Review the message and take the applicable action. For this scenario, click the Yes button. 
22.	Click the Summary tab. 

Step	Action
	The Summary page redispays. 
23.	Confirm that the Approval Status field updated to “Pending”.  Note: The Voucher will go through the applicable downstream processes including Approvals.
	If these steps are completed and the Approval Status is still “Denied”, open a Help Desk ticket by emailing vccc@vita.virginia.gov and include “Cardinal AP” in the subject line. Indicate a denied Voucher was updated and that the steps to change the Responsible Org field were completed and the Voucher remains in a “Denied” status.