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.

Table of Contents

Revision History

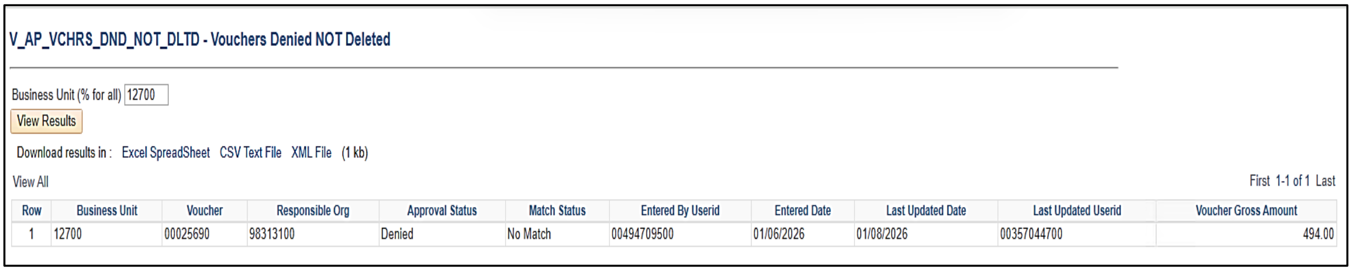
Revision Date	Summary of Changes
9/1/2026	Updated to reflect the Cardinal system upgrades.
1/13/2025	Baseline.

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

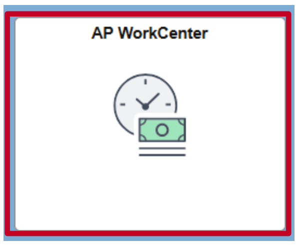
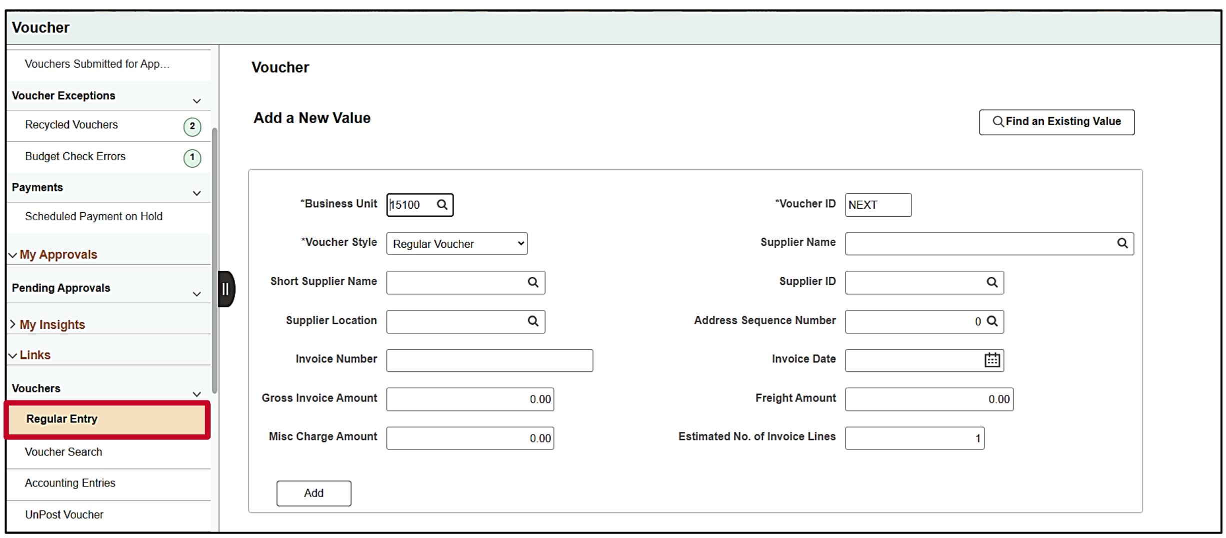


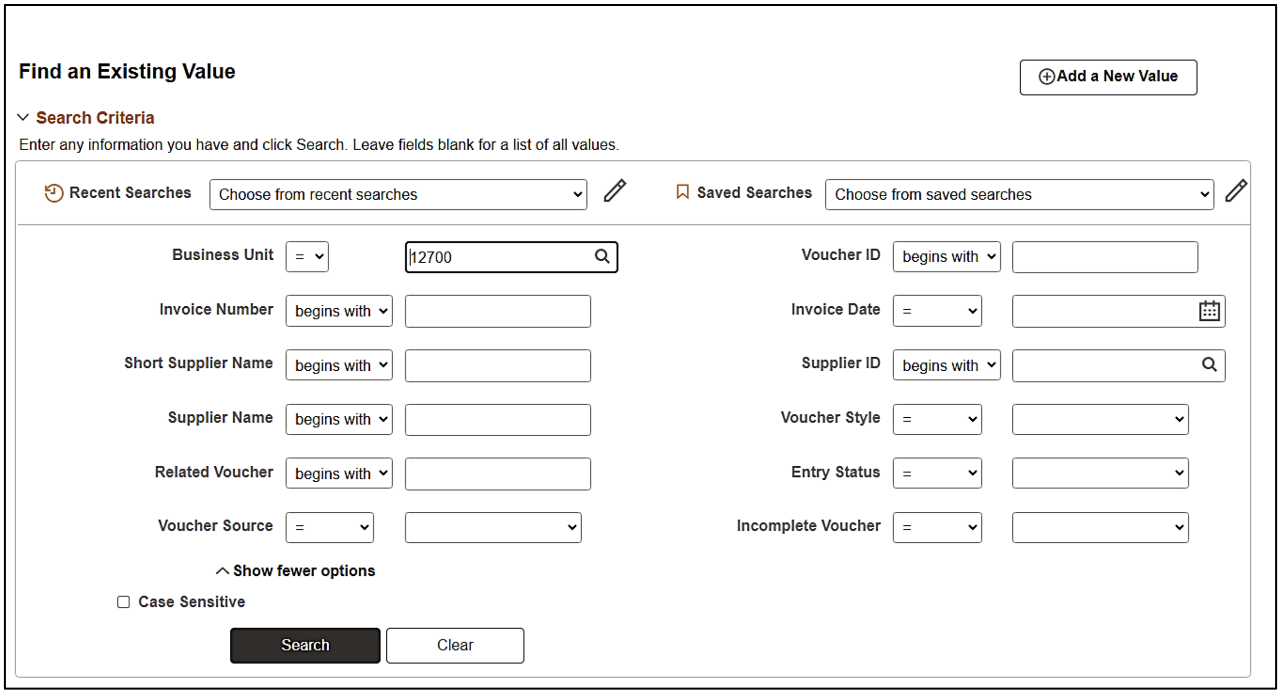
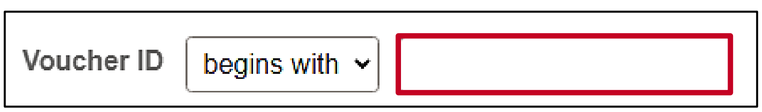
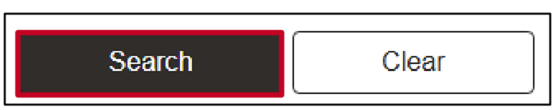
When a Voucher displays on this query, it will not go through any Voucher downstream processes until it has been reviewed and the applicable action taken to update or delete the Voucher.

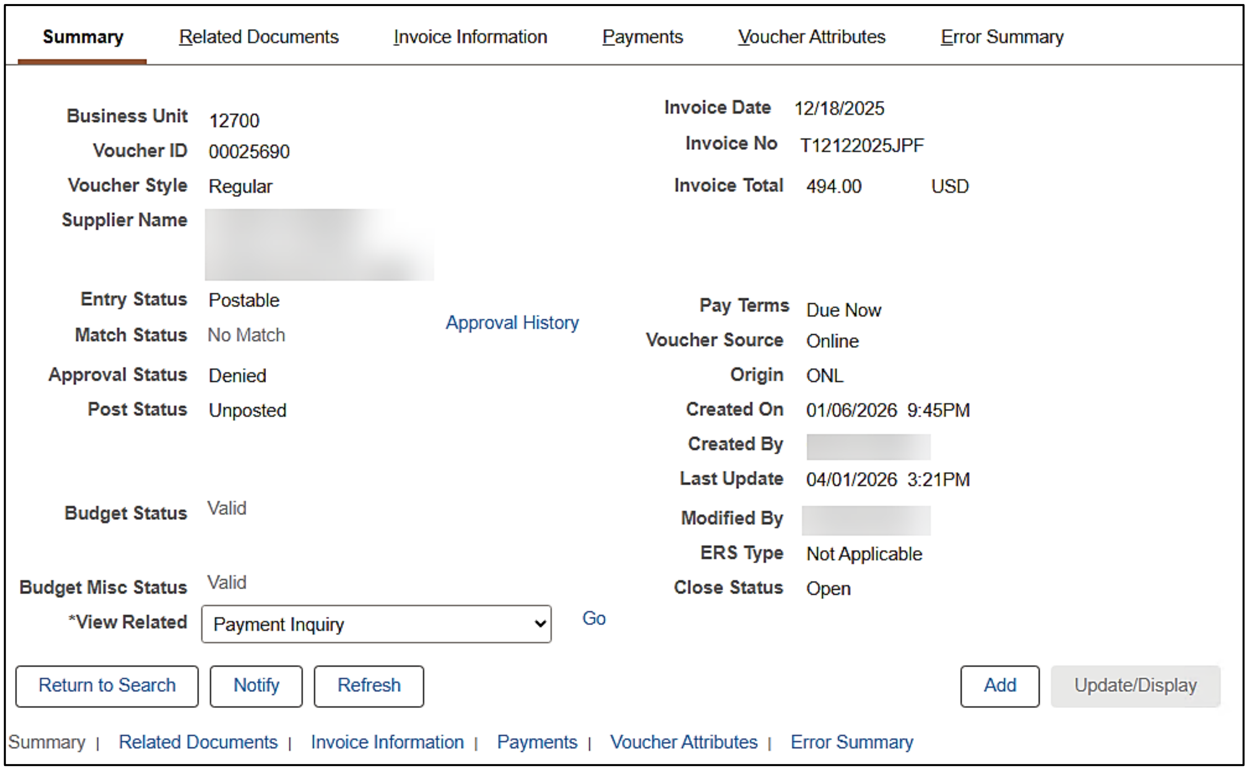
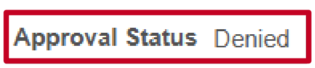
See the next section in this Job Aid for the steps to access, review, and act on the Voucher as applicable.

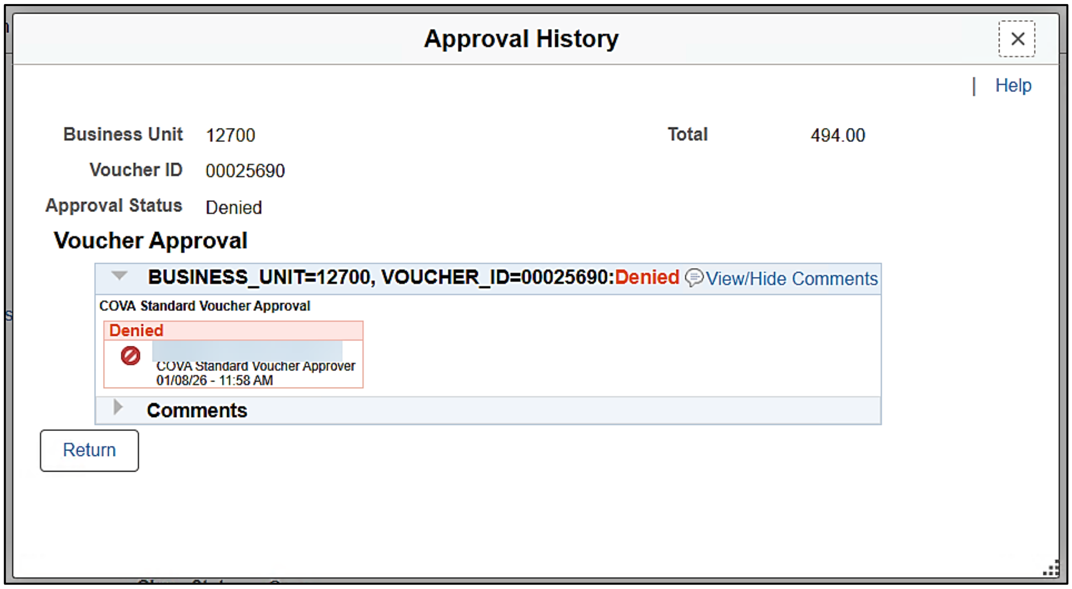
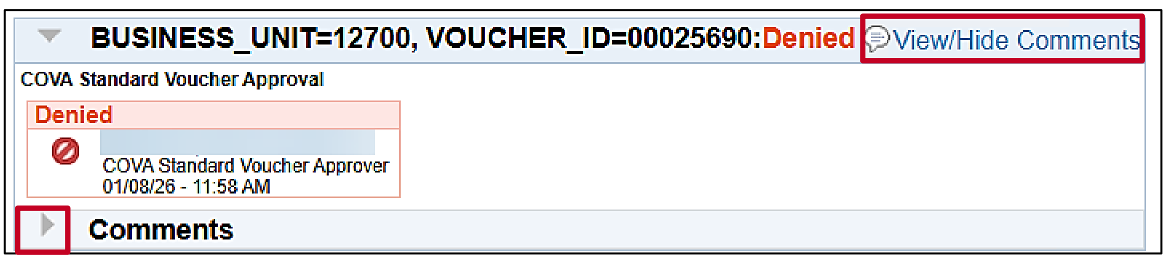
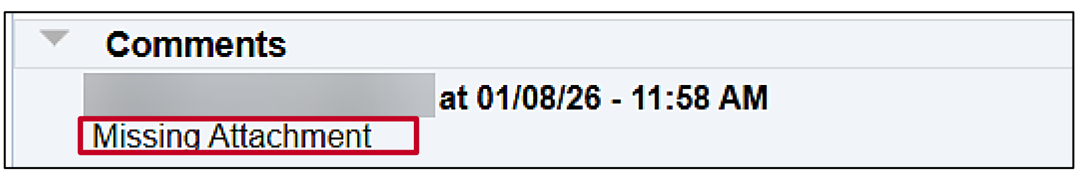
Updating Denied Vouchers

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.

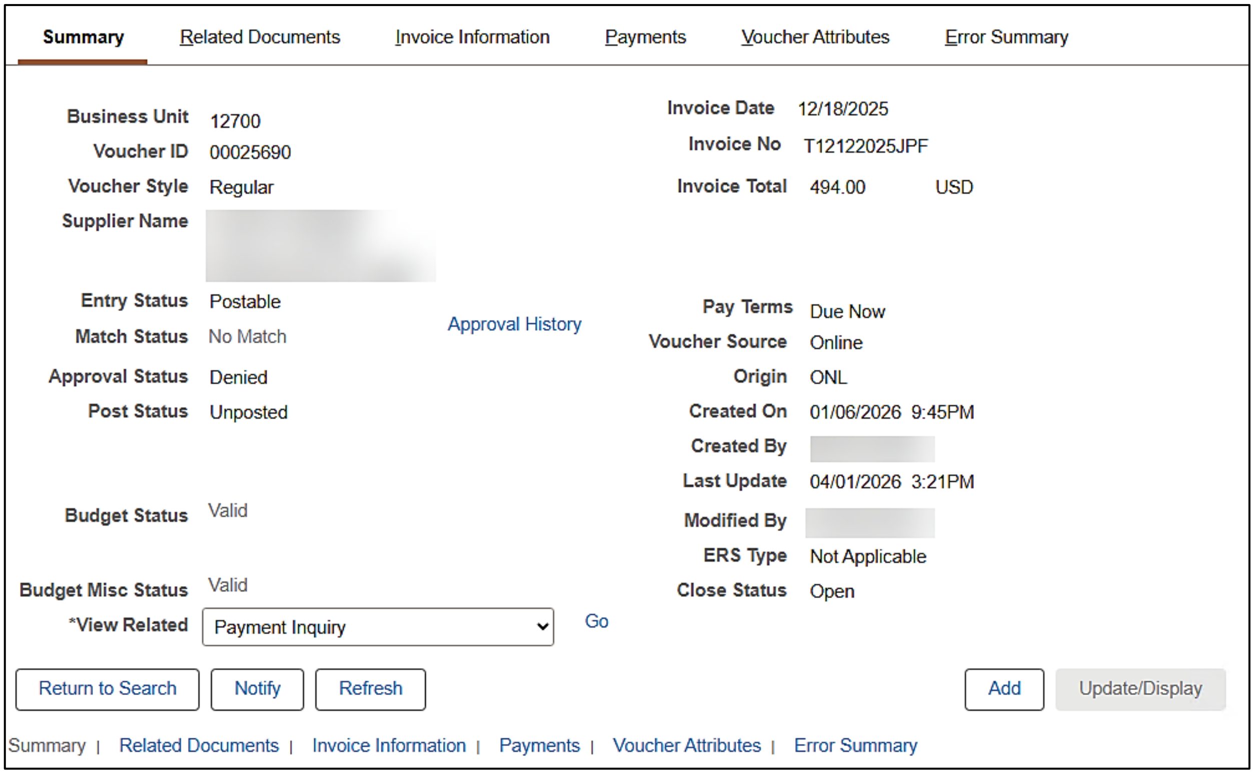
Step	Action
1.	Navigate to the **Voucher** page by clicking the **AP WorkCenter** tile on the Cardinal Financials Homepage. 
	For information about WorkCenters, see the Job Aid titled **Overview of the Cardinal Financials WorkCenters** located on the Cardinal website in **Job Aids** under **Learning**.
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. 	
	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. 
5.	Click the **Search** button. 

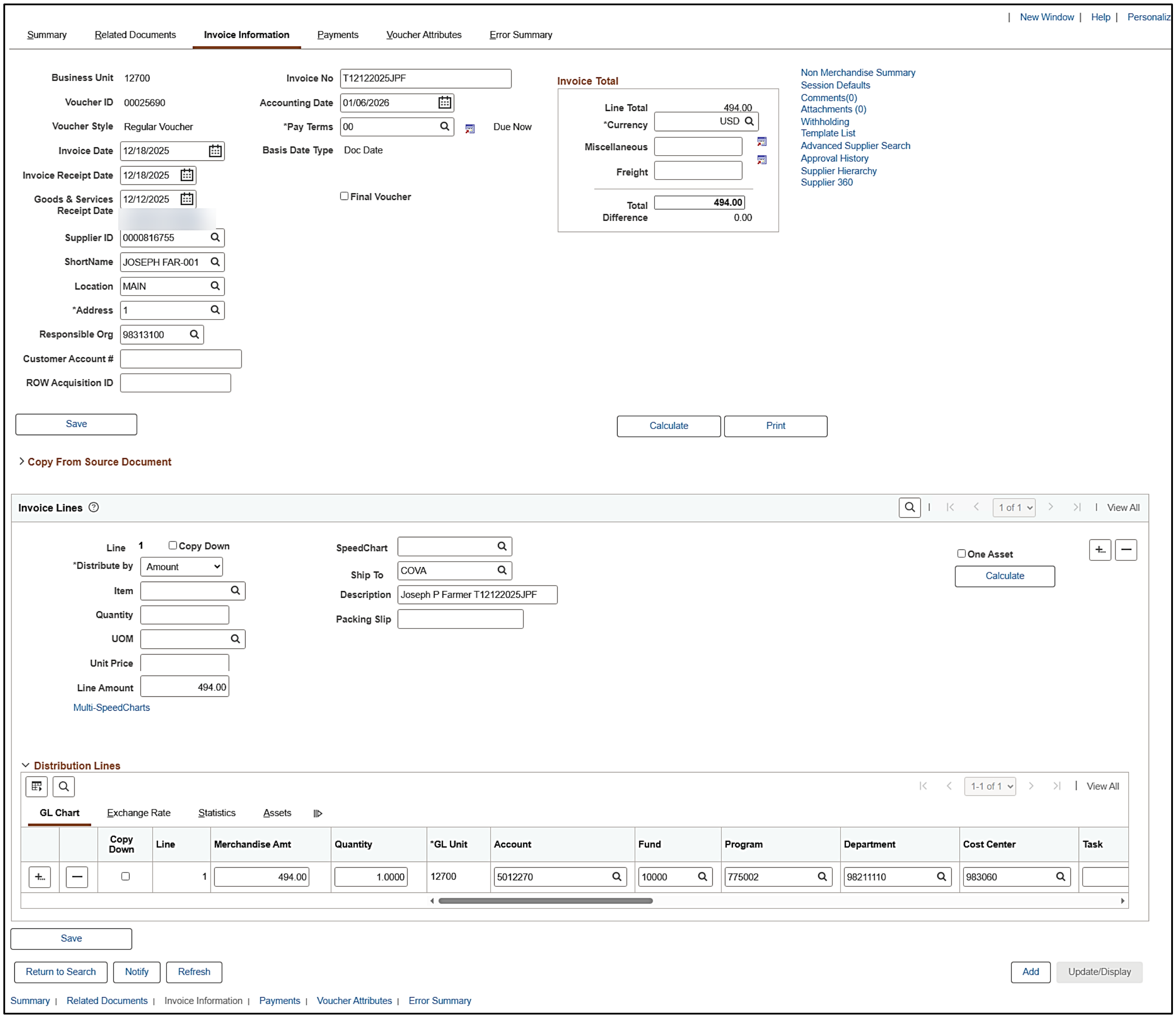
Step	Action
	The **Summary** page displays. 
6.	Confirm that the **Approved Status** field is “Denied”. 
7.	Click the **Approval History** link. 

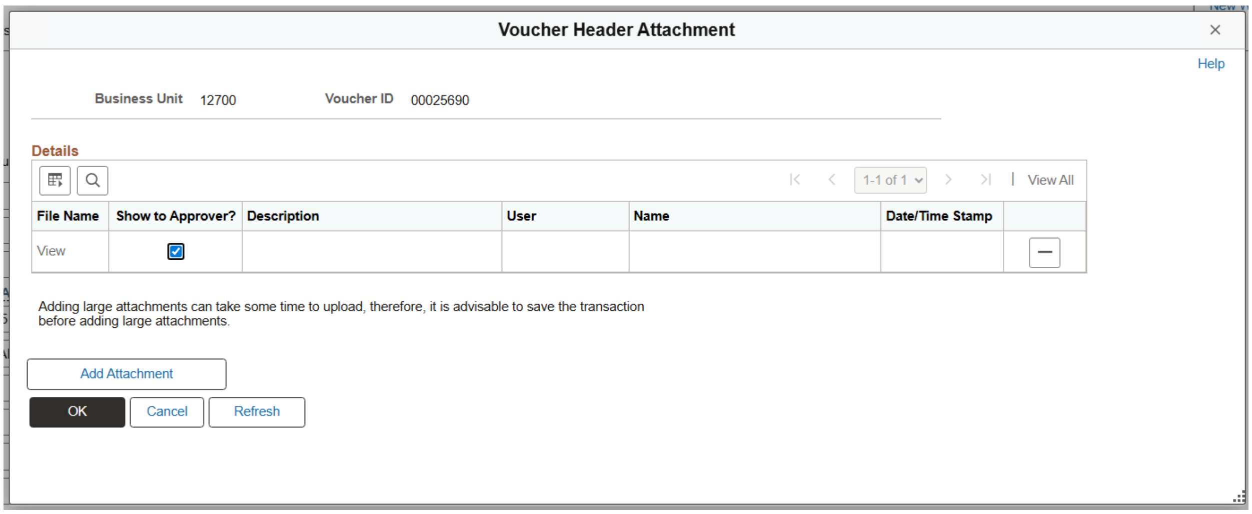
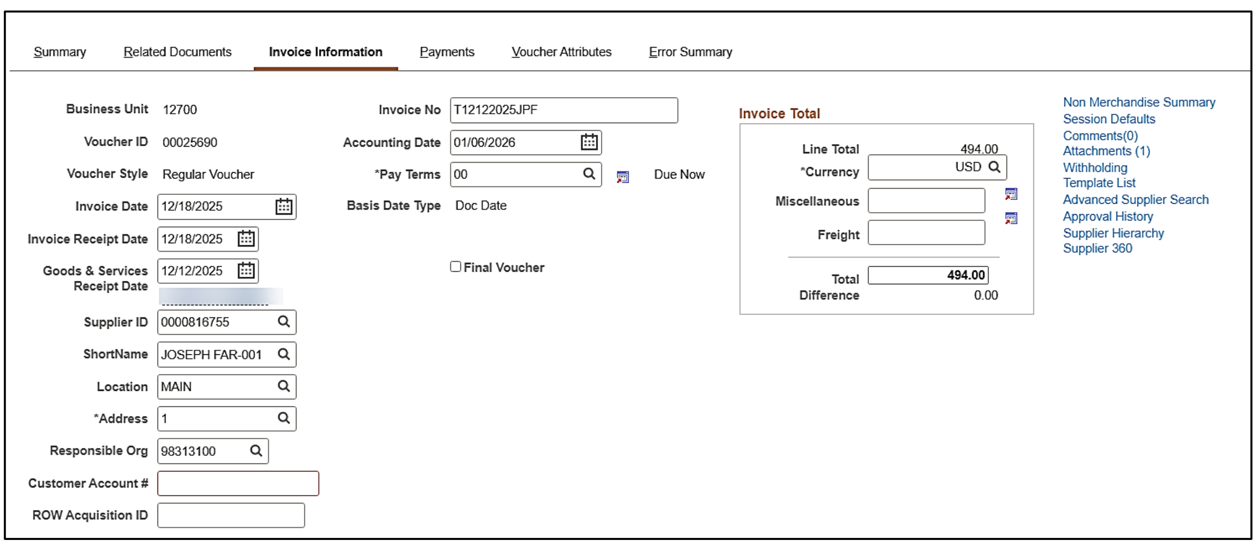
Step	Action
	The **Approval History** page displays in a pop-up window. 
8.	Click either the **View/Hide Comments** link or the **Comments Expand** icon. 
9.	Review the reason for the Voucher being denied. 
10.	Click the **Return** button. 

Step	Action
	The **Summary** page redisplays.



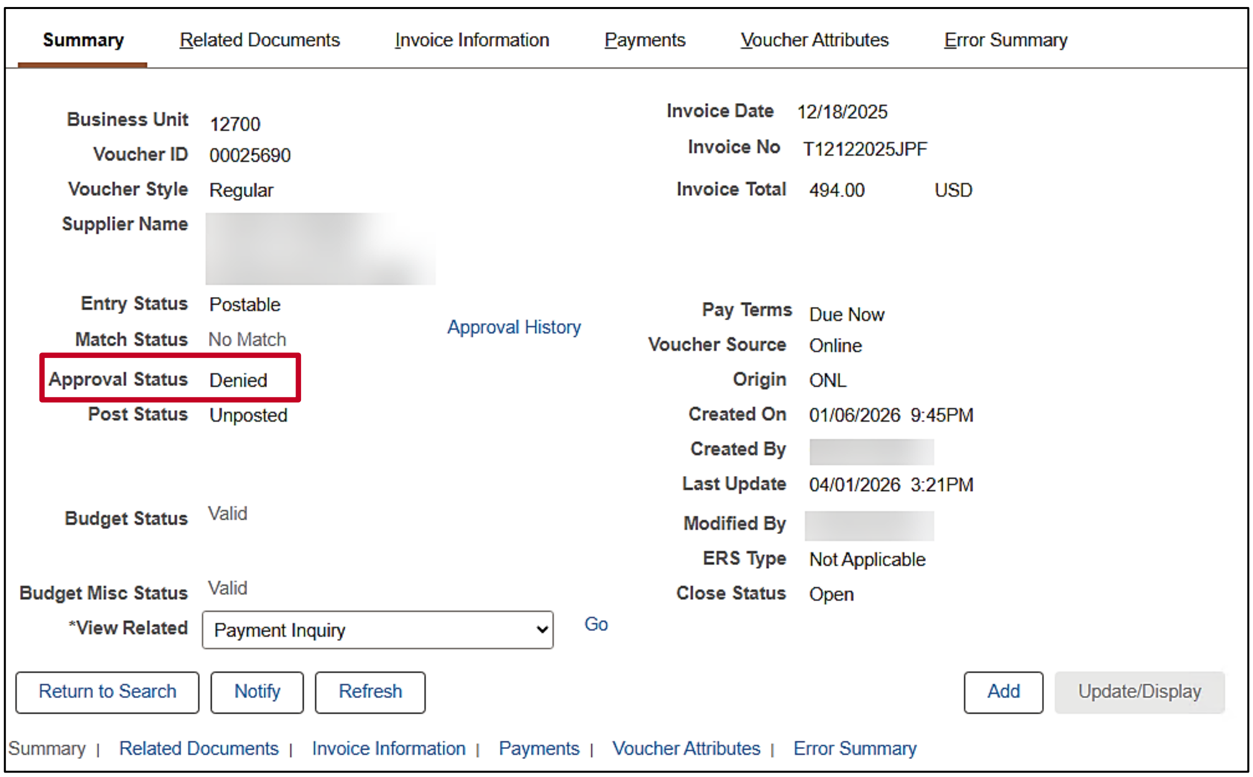
Step	Action
11.	Click the applicable tab to make the requested change. For this scenario, the **Invoice Information** tab is selected.

Step	Action
	The **Invoice Information** page displays. 
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
	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 redisplays. 
	The **Attachments** count indicates how many attachments were added. For this scenario, there is one attachment. 

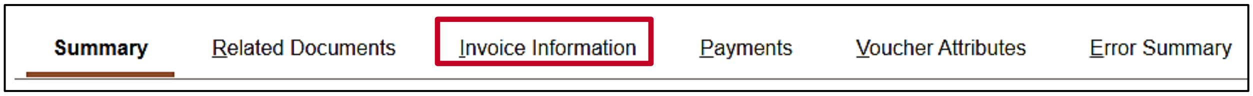
Step	Action
14.	Click the **Save** button. 
	A message may display depending on the correction that was made to the Voucher.
15.	Click the **Summary** tab. 

The **Summary** page redisplays.

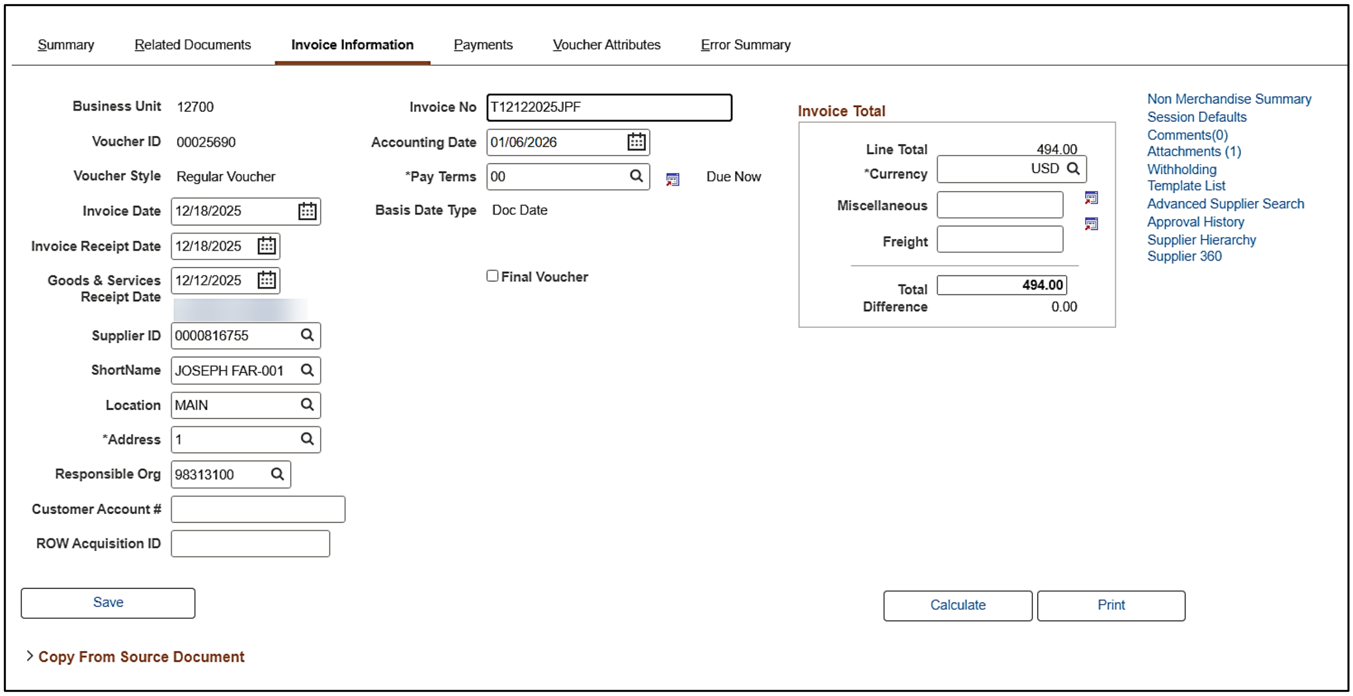


Step	Action
16.	Review the **Approval Status** field: • If the field resets to “Pending”, proceed to **Step 21** • If the field still displays a status of “Denied”, proceed to **Step 15**

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>17.</td><td>Click the Invoice Information tab.



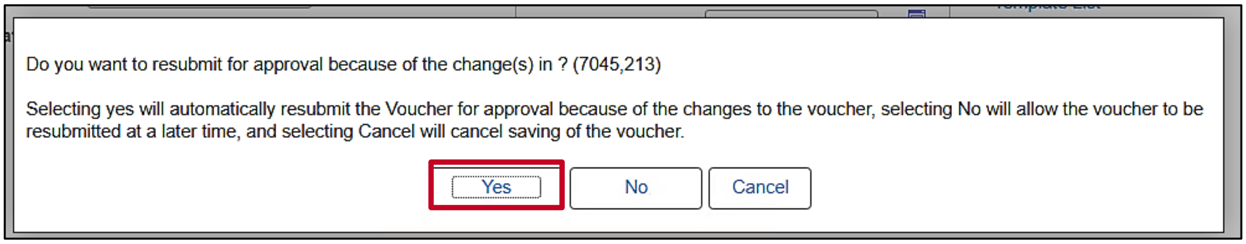
</td></tr>
<tr><td colspan="2">The Invoice Information page displays.



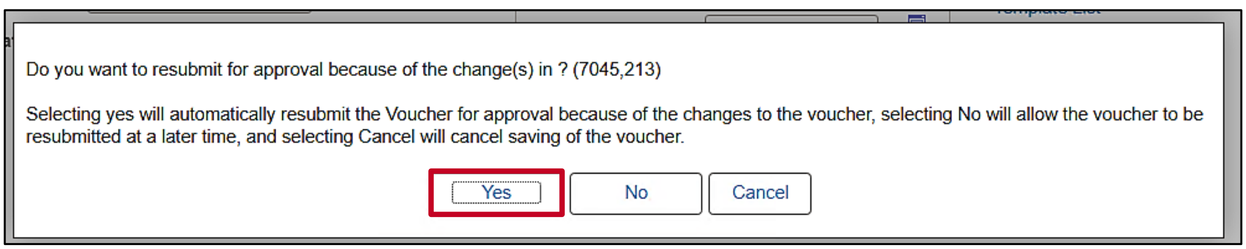
</td></tr>
<tr><td>18.</td><td>Enter or select another valid value in the Responsible Org field.

</td></tr>
<tr><td>19.</td><td>Click the Save button.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>Additional messages may display. Review the message and take the applicable action. For this scenario, click the Yes button.

</td></tr>
<tr><td>20.</td><td>Return to the Responsible Org field and enter or select the original value.

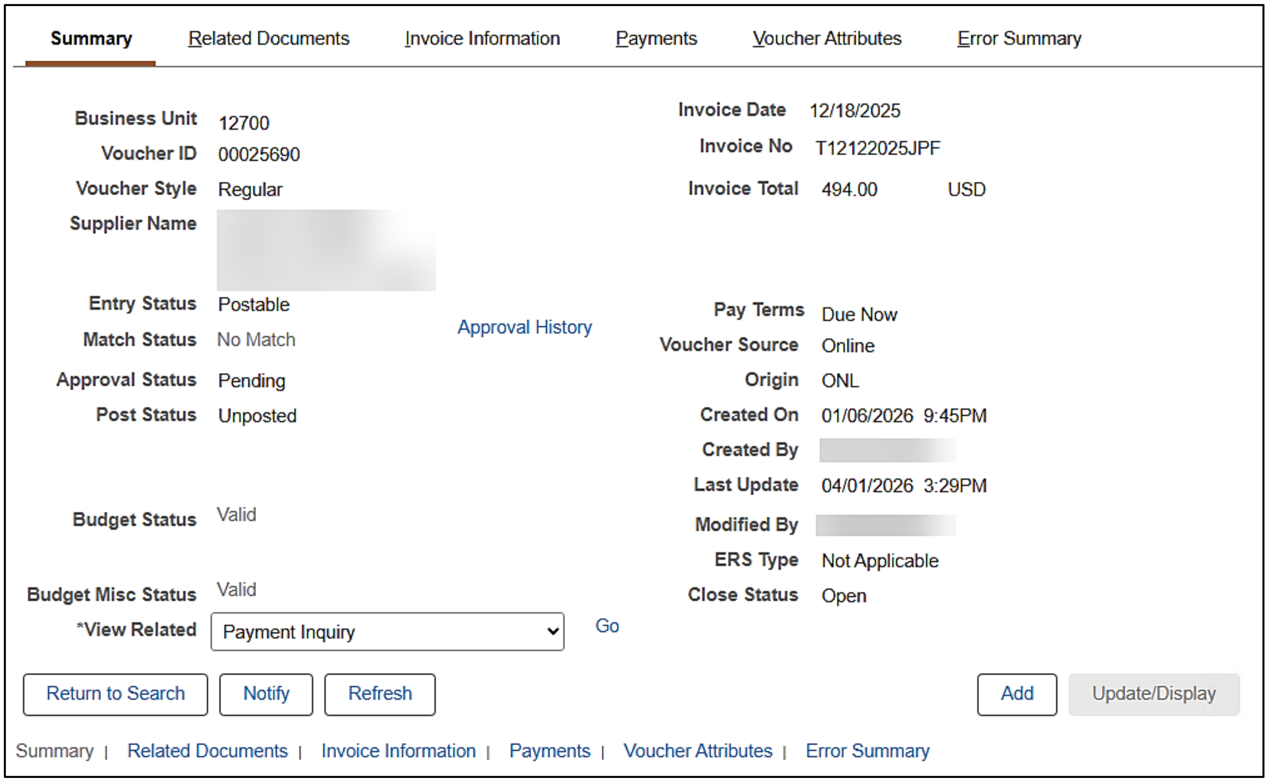
</td></tr>
<tr><td>21.</td><td>Click the Save button.

</td></tr>
<tr><td></td><td>Additional messages may display. Review the message and take the applicable action. For this scenario, click the Yes button.

</td></tr>
<tr><td>22.</td><td>Click the Summary tab.

</td></tr>
</table>

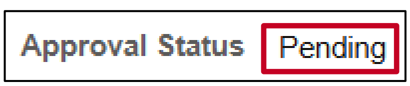
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td colspan="2">

The **Summary** page redisplays.



</td></tr>
<tr><td>23.</td><td>

Confirm that the **Approval Status** field updated to “Pending”.



Note: The Voucher will go through the applicable downstream processes including Approvals.

</td></tr>
<tr><td></td><td>

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.

</td></tr>
</table>