Access Online

Approval Managers
Transaction Approval Training
Introduction

Two basic users will use the Transaction Approval Process (TAP) function:

1) **Cardholders**- Cardholders will use TAP to approve and forward transactions to an approval manager.

2) **Approving Managers**- Approval managers will use TAP to review and final approve transactions.
Both approval managers and cardholders can perform the following basic procedures:

1) **Approve Transactions**- Cardholders review, approve and forward only their own transactions, while approval managers review and approve transactions forwarded to them from cardholders.

2) **Pull Back Transactions**- Cardholders can pull back transactions that an approval manager has not approved, rejected, or modified (e.g. reallocated) yet. Both cardholders and approval managers can pull back transactions they previously approved as long as the transaction has not been modified (e.g., reallocated, added comments, changed user line items).

**In Addition, Approval Managers Can:**

3) **Reject Transactions**- Approval managers can reject transactions and send them back to the cardholder. The rejecting approval manager must specify a rejection reason so that the cardholder receiving the rejected transaction knows how to manage the rejected transaction.
TAP Overview

Transaction posts.

Cardholder Chris Doe completes transaction management tasks (e.g., reviews, reallocates).

Cardholder Chris Doe approves and forwards the transaction to Jane Smith, his approval manager.

Approval manager Jane Smith reviews the forwarded transaction.

Approval manager Jane Smith final-approves the transaction.

Approval manager Jane Smith rejects the transaction back to cardholder Chris Doe.

Cardholder Chris Doe manages the rejected transaction.
Approval Managers Transaction Approval Process

As an approval manager, you can:

• View transactions that cardholders have sent to you for approval.
• Final-approve the transactions. You cannot approve and forward a transaction to yourself.
• Reject a transaction, by selecting a reject reason and sending the transaction back to the cardholder.
• Pull back a transaction, if the cardholder has not modified (e.g., reallocated) the transaction
• View the approval history and current approval status for transactions that you have approved
• NOTE: Complete transaction management tasks before you approve or reject the transaction. Once you approve or reject the transaction, you can no longer modify the transaction, unless you pull it back. If you do modify the transaction, the system records your changes along with your approval actions.
To view and approve transactions:

1. Select the **Transaction Management** high-level task on the *Left-Column Navigation Bar*. The **Transaction Management** screen displays.
2. Select the Manager Approval Queue link. The Transaction Management: Manager Approval Queue screen displays. This screen lists the transactions that cardholders have forwarded to you for approval.
3. **View Transactions** to filter the transactions that cardholders have forwarded to you for approval.
   
   a. Select correct Billing Cycle
   
   b. Under search criteria select **Approval Status All**

**Tip!** If the system does not find any transactions, a message displays that prompts you to change your search criteria and try your search again.
1. Select the Transaction by clicking on the **Approved Status** Column.
2. Select the **Comments** tab.

3. This shows the details of what was purchased and for what reason.

4. Select “Back to Transaction List”
4. Select a check box for a transaction with a *Pending or Pulled Back* status.

**Tip!** You can select the **Check all shown** link if you want to approve all the displayed transactions.

5. Click the **Approve** button. The *Transaction Management: Approve Transaction(s)* screen displays.
Transaction Management
Approve Transaction(s)

Please select an approver to forward these transaction(s) to, "Final" if no further approval is needed, or "Cancel" if you do not want to approve / forward these transactions at this time:

* = required

Approval Action
- ☐ Approver’s Name: * Select Approver
- ☐ No further approval needed for these transactions

Summary of Transactions to be Approved
Number of Transactions: 1
Total Dollar Amount: $1.34

6. To approve the transaction: Since you are the final approval manager, select the No further approval needed for these transactions radio button.

7. Click the Approve button. Based on your selection, the system either records the transaction as final approved. The system also removes it from the list of transactions on the Transaction Management: Manager Approval Queue screen.
To reject a transaction:
1. Select the check box in the Select column for the transaction you want to reject.
2. Click the Reject button. The Transaction Management: Reject Transaction(s) screen displays.

*You can reject a group of transactions, but it must be for the same reason*
3. Select the appropriate *Reject Reason* check box(es).

4. If you selected the *Other check box*, then type comments.

**Tip!** If you select the *Other check box, then you must type comments. You can also select more than one reject reason. Add comments to any rejection by selecting *Other as well* and typing comments.

5. Select the appropriate *Rejection Destination* radio button: Select the *Reject each transaction to its cardholder account* to send the transaction (or each transaction in the selected group) back to the cardholder.
6. Select the **Reject each transaction to its cardholder account** radio button

7. Click the **Reject** button. The *Transaction Management: Manager Approval Queue* screen displays a confirmation message and the transaction is no longer in your approval queue.
8. Select the **Manager Approval History** link in the *Left-Column Navigation Bar* to view the transaction. The *Transaction Management: Manager Approval History* screen displays the transaction with a **Rejected** status.
The Transaction Management: Manager Approval History screen displays the transaction with a **Rejected** status.
As an approval manager, you can pull back a transaction after you reject it, as long as the cardholder has not approved or modified (e.g., reallocated) the transaction.
To pull back a transaction:

1. Select the Manager Approval History link on the Left-Column Navigation Bar. The Transaction Management: Manager Approval History screen displays.
2. Select the check box for the transaction you wish to pull back.

3. Click the **Pull Back** button.
The system removes the transaction from the *Transaction Management: Manager Approval History* screen and returns it to the list on the *Transaction Management: Manager Approval Queue* screen with a **Pulled Back** status.
View Approval History

If you are an approval manager, you can view a list of the transactions that you have previously approved or rejected, as well as the complete approval history of each transaction.
To view approval history:
1. From any transaction management screen, select the **Manager Approval History** link on the *Left-Column Navigation Bar*. The *Transaction Management: Manager Approval History* screen displays.
2. To view detailed approval history for a specific transaction, select a link in the *Last Action column*. The *Transaction Management: Transaction Detail* screen displays with the Approval History tab open.
Transaction Management
Transaction Detail

Transaction Summary

<table>
<thead>
<tr>
<th>Status</th>
<th>Match</th>
<th>Tran Date</th>
<th>Posting Date</th>
<th>Merchant</th>
<th>City/State</th>
<th>Amount</th>
<th>Purchased ID</th>
<th>Accounting Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/09</td>
<td>01/12</td>
<td>MINNESOTA WILD - TICKETS MINNEAPOLIS, MN</td>
<td>$268.12</td>
<td>121101</td>
<td>EPMNBOFD</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Reviewed
- Disputed
- Matched (Auto)
- Matched (Manual)
- Exception
- Reallocated
- Reallocation Lock

Summary
Matched Order
Allocations
User Line Items
Tax Data
Comments
Approval History

The Approval History tab displays approval actions taken on a transaction. To pull this transaction back from its pending approver, click "Pull Back".

Cardholder Approver: Smith, Jane
Current Pending Approver: Final

Approval Actions

<table>
<thead>
<tr>
<th>Approver</th>
<th>Date/Time</th>
<th>Approval Action</th>
<th>Approver Modifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anderson, Richard</td>
<td>03/16 2:48 PM CST</td>
<td>Final Approved</td>
<td></td>
</tr>
<tr>
<td>Smith, Jane</td>
<td>01/21 11:14 AM CST</td>
<td>Forwarded</td>
<td></td>
</tr>
</tbody>
</table>

Key for Rejection Reasons:
1. Incorrect accounting code allocation
2. Incorrect approver sequence / additional approval needed
3. Incorrect or insufficient transaction comments information
4. Incorrect or not enough user line item data
5. Unauthorized / non-preferred vendor
6. Incorrect order match
7. Other

Key for Approver Modifications:
A. Changed Allocation
C. Changed Transaction Comments
U. Changed User Line Items

Pull Back

<< Back to Manager Approval History

This screen shows the detail from the link selected in the Last Action column from previous screen.
Resources Available To You

• Access Online Help Desk – (877) 887-9260
  - General Website Navigation Inquiry
  - Resetting Passwords
  - General Account Inquiry

• 24-Hour Customer Service- (800) 344-5696
  - Balance Inquiry
  - Statement Inquiry
  - Disputed Items
  - Declined Purchases
  - Card Activation
  - Lost, Stolen or Compromised Card

• Sharon Danner, PCC Coordinator: 4-2915 or sdanner@mail.sdsu.edu
• Candice Cooper, AP: 4-5246 or ccooper@mail.sdsu.edu
Congratulations!!!!