



Reviewing and Correcting Voucher Errors 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 it.

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 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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Accounts Payable Job Aid

AP312_ Reviewing and Updating Denied Vouchers

Revision History

Revision Date	Summary of Changes
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:

Main Menu > 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) 15100										
View Results										
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	15100	00005691	10000	Denied	No Match		01/13/2025	01/13/2025		550.14

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

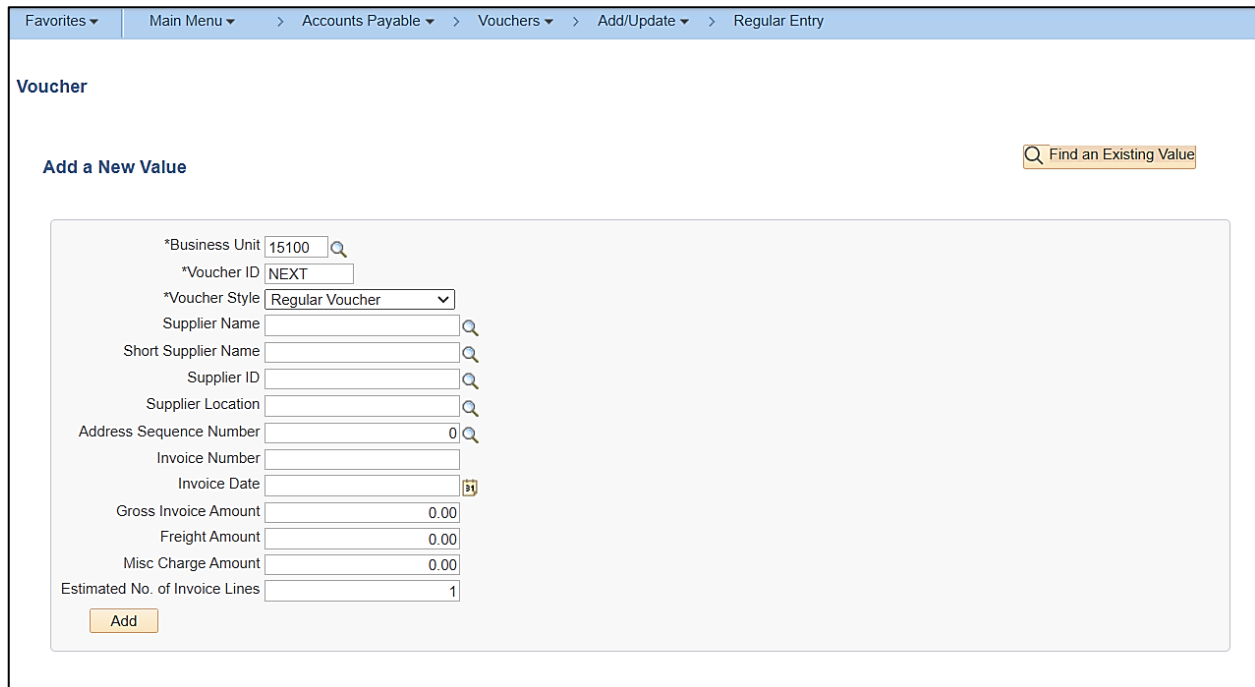
See the next section in this Job Aid for the steps to access, review, and act on the Voucher as appropriate.

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 appropriate action on the Voucher.

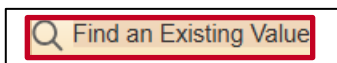
Step	Action
1.	Navigate to the Voucher Search page using the following path: Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry

The **Voucher Add a New Value** page displays.



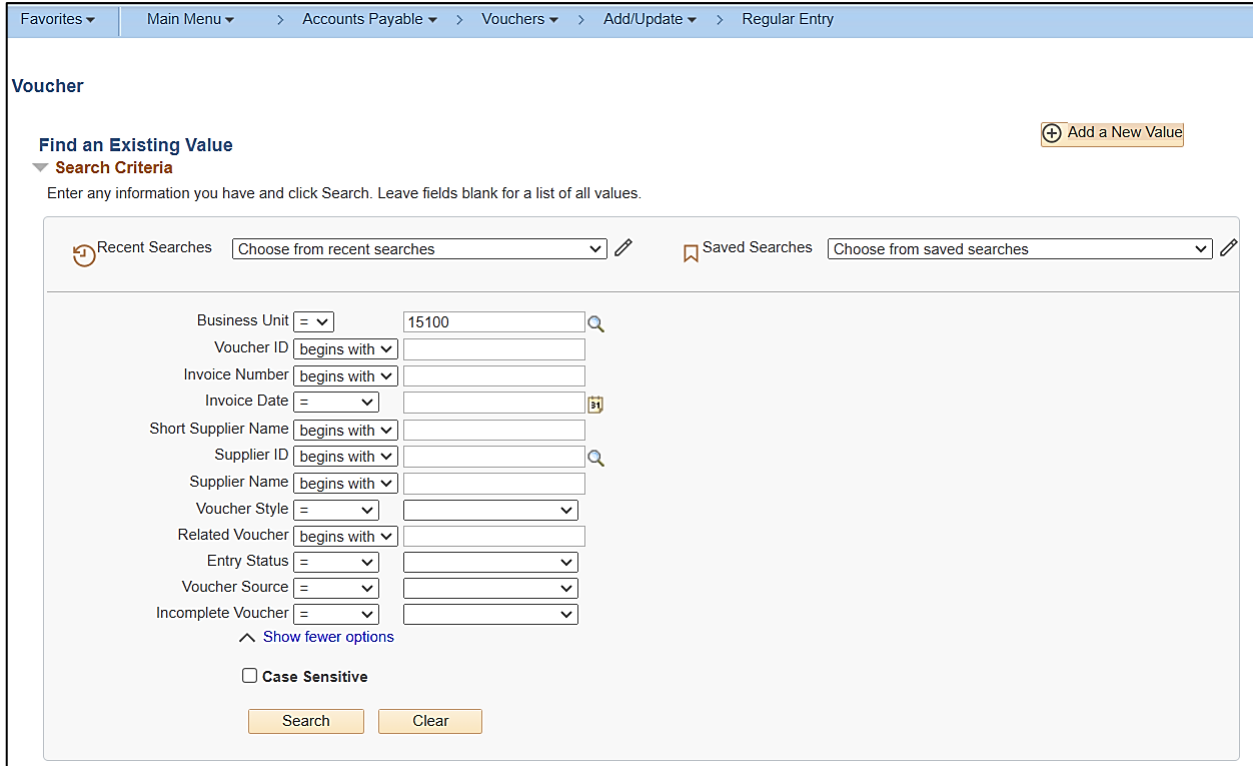

For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled "Overview of the Cardinal FIN Search Pages". This Job Aid is located on the Cardinal Website in **Job Aids** under **Learning**.

2. Click the **Find an Existing Value** button.



Step	Action
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The **Find and Existing Value** page displays.



The screenshot shows the 'Voucher' section of the software. Under 'Find an Existing Value', there is a 'Search Criteria' section with the instruction: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' Below this are two search history dropdowns: 'Recent Searches' and 'Saved Searches', both set to 'Choose from recent/saved searches'. The main search area contains several fields: Business Unit (15100), Voucher ID (begins with), Invoice Number (begins with), Invoice Date (=), Short Supplier Name (begins with), Supplier ID (begins with), Supplier Name (begins with), Voucher Style (=), Related Voucher (begins with), Entry Status (=), Voucher Source (=), and Incomplete Voucher (=). There is a 'Show fewer options' link and a 'Case Sensitive' checkbox. At the bottom are 'Search' and 'Clear' buttons.

3.	Enter the applicable Voucher Number in the Voucher ID field. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> Voucher ID begins with ▾ </div>
4.	Click the Search button. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> Search Clear </div>

Step	Action
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The **Summary** tab displays for the selected Voucher.

Favorites ▾
Main Menu ▾
> Accounts Payable ▾
> Vouchers ▾
> Add/Update ▾
> Regular Entry

Summary
Related Documents
Invoice Information
Payments
Voucher Attributes
Error Summary

<p>Business Unit 15100</p> <p>Voucher ID 00005690</p> <p>Voucher Style Regular</p> <p>Supplier Name LBM Systems LLC 145 Cherry Street VA10025801 EVAAD274265 New Canaan, CT 06840</p> <p>Entry Status Postable</p> <p>Match Status No Match</p> <p>Approval Status Denied</p> <p>Post Status Unposted</p> <p>Budget Status Valid</p> <p>Budget Misc Status Valid</p> <p>^View Related Payment Inquiry Go</p>	<p>Invoice Date 01/09/2025</p> <p>Invoice No 123</p> <p>Invoice Total 500.00 USD</p> <p>Pay Terms Net 30</p> <p>Voucher Source Online</p> <p>Origin ONL</p> <p>Created On 01/09/2025 10:30AM</p> <p>Created By V_TRN_FINUSER001</p> <p>Last Update 01/13/2025 9:54AM</p> <p>Modified By RIC36556</p> <p>ERS Type Not Applicable</p> <p>Close Status Open</p>
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Return to Search
Notify
Refresh
Add
Update/Display

[Summary](#) | [Related Documents](#) | [Invoice Information](#) | [Payments](#) | [Voucher Attributes](#) | [Error Summary](#)

5.	<p>Confirm that the Approved Status field is “Denied”.</p> <div style="border: 2px solid red; padding: 5px; margin: 5px 0;"> Approval Status Denied </div>
6.	<p>Click the Approval History link.</p> <div style="border: 2px solid red; padding: 5px; margin: 5px 0;"> Approval History </div>

Step	Action
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The **Approval History** page displays in a pop-up window.

Approval History
✕

Help

Business Unit 15100 **Total** 500.00

Voucher ID 00005690

Approval Status Denied

Voucher Approval

▼ BUSINESS_UNIT=15100, VOUCHER_ID=00005690:Denied View/Hide Comments

COVA Standard Voucher Approval

Denied

COVA Standard Voucher Approver
 01/13/25 - 9:54 AM

▶ **Comments**

Return

7.	Click the Comments section Expand icon. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> ▶ Comments </div>
8.	Review the reason for the Voucher being denied. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> ▼ Comments </div> <div style="border: 2px solid red; padding: 5px; margin-bottom: 5px;"> at 01/13/25 - 9:54 AM Please change Account code. </div> </div>
9.	Click the Return button. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> Return </div>



Step	Action
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The **Summary** tab redisplay.

The screenshot shows the 'Summary' tab of a voucher record. The breadcrumb trail is: Favorites > Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry. The tabs are: Summary, Related Documents, Invoice Information, Payments, Voucher Attributes, Error Summary. The data is as follows:

Business Unit 15100	Invoice Date 01/09/2025
Voucher ID 00005690	Invoice No 123
Voucher Style Regular	Invoice Total 500.00 USD
Supplier Name LBM Systems LLC 145 Cherry Street VA10025801 EVAAD274265 New Canaan, CT 06840	
Entry Status Postable	Pay Terms Net 30
Match Status No Match	Voucher Source Online
Approval Status Denied	Origin ONL
Post Status Unposted	Created On 01/09/2025 10:30AM
	Created By V_TRN_FINUSER001
	Last Update 01/13/2025 9:54AM
Budget Status Valid	Modified By RIC36556
	ERS Type Not Applicable
Budget Misc Status Valid	Close Status Open

*View Related Go

Buttons: Return to Search, Notify, Refresh, Add, Update/Display

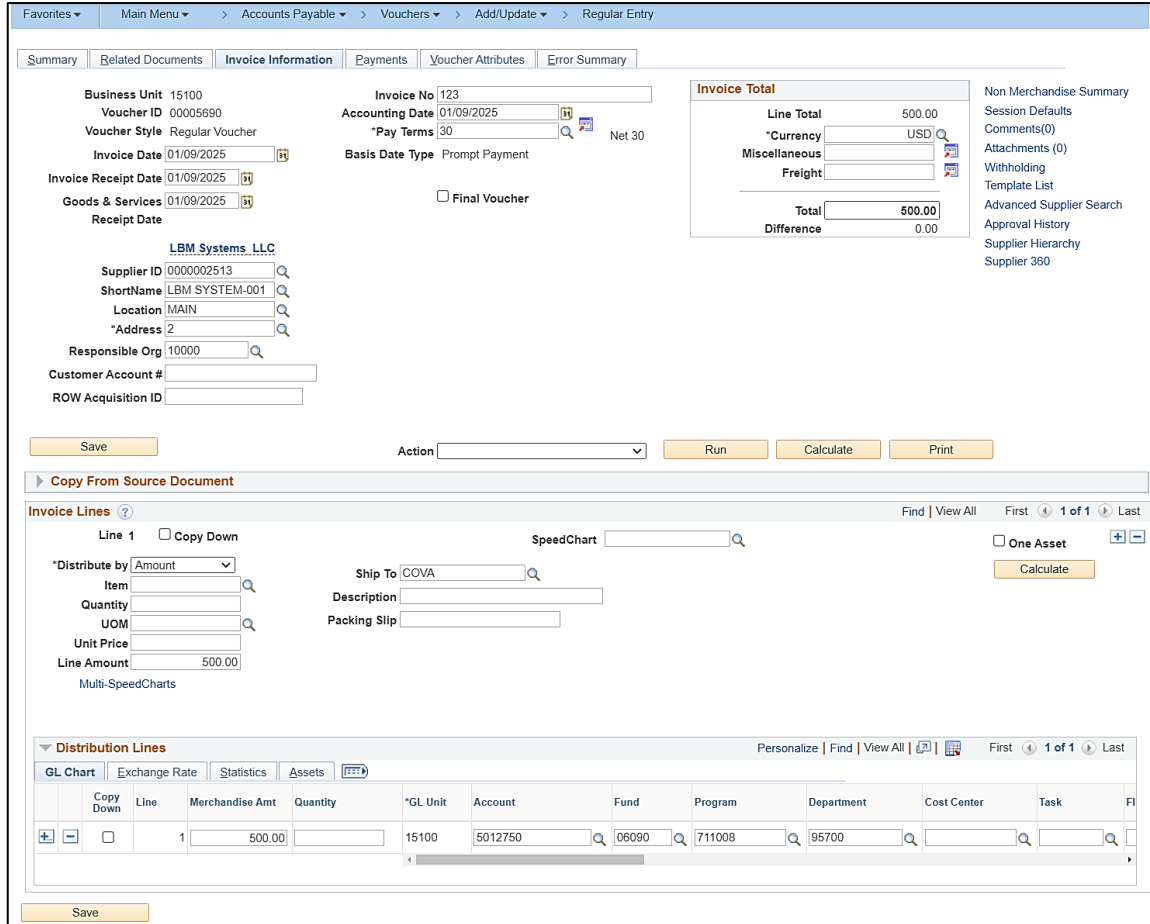
Footer: Summary | Related Documents | Invoice Information | Payments | Voucher Attributes | Error Summary

10. Click the appropriate tab to make the requested change. For this scenario, the **Invoice Information** tab.

The screenshot shows the same interface as above, but the 'Invoice Information' tab is highlighted with a red border, indicating it is the selected tab.

Step	Action
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The **Invoice Information** tab displays.



The screenshot shows the 'Invoice Information' tab with the following details:

- Business Unit:** 15100
- Invoice No:** 123
- Accounting Date:** 01/09/2025
- Pay Terms:** 30 Net 30
- Invoice Date:** 01/09/2025
- Invoice Receipt Date:** 01/09/2025
- Goods & Services Receipt Date:** 01/09/2025
- Supplier:** LBM Systems, LLC
- Supplier ID:** 000002513
- ShortName:** LBM SYSTEM-001
- Location:** MAIN
- *Address:** 2
- Responsible Org:** 10000
- Customer Account #:** [Empty]
- ROW Acquisition ID:** [Empty]

Invoice Total:

Line Total	500.00
*Currency	USD
Miscellaneous	
Freight	
Total	500.00
Difference	0.00

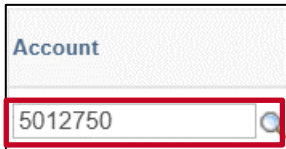
Invoice Lines:

Line	Copy Down	Item	Quantity	UOM	Unit Price	Line Amount
1	<input type="checkbox"/>					500.00

Distribution Lines:

GL Chart	Exchange Rate	Statistics	Assets	FFP
15100				

11. Make the correction based on the comment from the approver.
For this scenario, the **Account** code needs to be updated.




Account
5012750

12. Once all corrections have been made, click the **Save** button.



Save

Step	Action
	<p>A Message displays in a pop-up window indicating that the approval Status will be reset.</p> <div data-bbox="209 378 1427 682" style="border: 1px solid black; padding: 10px;"> <p>Message</p> <hr/> <p>The approval status will be reset because of the change(s) in Voucher Line 1 Distribution Line 1(Account). (7045,220)</p> <p>The approval status will be reset for approval because of changes in the specified fields.</p> <p style="text-align: center;"> <input type="button" value="OK"/> <input type="button" value="Cancel"/> </p> </div>
	<p>Whether a message displays or not will vary depending on the correction that was made to the Voucher.</p>
13.	<p>Click the OK button.</p> <div data-bbox="290 884 631 968" style="border: 1px solid black; padding: 5px;"> <input style="border: 2px solid red;" type="button" value="OK"/> <input type="button" value="Cancel"/> </div>
14.	<p>Click the Summary tab.</p> <div data-bbox="290 1056 1398 1140" style="border: 1px solid black; padding: 5px;"> <input style="border: 2px solid red;" type="button" value="Summary"/> <input type="button" value="Related Documents"/> <input type="button" value="Invoice Information"/> <input type="button" value="Payments"/> <input type="button" value="Voucher Attributes"/> <input type="button" value="Error Summary"/> </div>

Step	Action
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The **Summary** tab redispays.

Favorites ▾
Main Menu ▾
> Accounts Payable ▾
> Vouchers ▾
> Add/Update ▾
> Regular Entry

Summary
Related Documents
Invoice Information
Payments
Voucher Attributes
Error Summary

<p>Business Unit 15100</p> <p>Voucher ID 00005690</p> <p>Voucher Style Regular</p> <p>Supplier Name LBM Systems LLC 145 Cherry Street VA10025801 EVAAD274265 New Canaan, CT 06840</p> <p>Entry Status Postable</p> <p>Match Status No Match</p> <p>Approval Status Pending</p> <p>Post Status Unposted</p> <p>Budget Status Not Chk'd</p> <p>Budget Misc Status Valid</p> <p>*View Related <input type="text" value="Payment Inquiry"/> <input type="button" value="Go"/></p>	<p>Invoice Date 01/09/2025</p> <p>Invoice No 123</p> <p>Invoice Total 500.00 USD</p> <p>Pay Terms Net 30</p> <p>Voucher Source Online</p> <p>Origin ONL</p> <p>Created On 01/09/2025 10:30AM</p> <p>Created By V_TRN_FINUSER001</p> <p>Last Update 01/13/2025 10:33AM</p> <p>Modified By V_TRN_FINUSER001</p> <p>ERS Type Not Applicable</p> <p>Close Status Open</p>
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Return to Search
Notify
Refresh
Add
Update/Display

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

15. Verify that the **Approval Status** field has reset to "Pending".

Approval Status Pending



The Voucher will go through Budget Check and route for Approval again.
If the Voucher still displays an Approval Status of "Denied", proceed to the next Step.

16. Click the **Invoice Information** tab.

Summary
Related Documents
Invoice Information
Payments
Voucher Attributes
Error Summary



Step	Action
------	--------

The **Invoice Information** tab displays.

Invoice Information

Business Unit: 15100
 Voucher ID: 00005690
 Voucher Style: Regular Voucher
 Invoice Date: 01/09/2025
 Invoice Receipt Date: 01/09/2025
 Goods & Services: 01/09/2025
 Receipt Date: []
 Supplier: LBM Systems, LLC
 Supplier ID: 000002513
 ShortName: LBM SYSTEM-001
 Location: MAIN
 Address: 2
 Responsible Org: 10000
 Customer Account #: []
 ROW Acquisition ID: []

Invoice No: 123
 Accounting Date: 01/09/2025
 Pay Terms: 30 Net 30
 Basis Date Type: Prompt Payment
 Final Voucher

Invoice Total

Line Total	500.00
*Currency	USD
Miscellaneous	
Freight	
Total	500.00
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 [] Action [] Run [] Calculate [] Print []

Copy From Source Document

Invoice Lines

Line 1 Copy Down
 *Distribute by: Amount
 Item: []
 Quantity: []
 UOM: []
 Unit Price: []
 Line Amount: 500.00
 Ship To: COVA
 Description: []
 Packing Slip: []

Distribution Lines

GL Chart	Exchange Rate	Statistics	Assets	FF*							
Copy Down	Line	Merchandise Amt	Quantity	*GL Unit	Account	Fund	Program	Department	Cost Center	Task	FI
<input type="checkbox"/>	1	500.00		15100	5012750	06090	711008	95700			

Save []

17.	In the Responsible Org field, enter or select another valid value.	
18.	Click the Save Button.	
19.	Return to the Responsible Org field and enter or select the original value.	

Step	Action
20.	Click the Save button. <div style="border: 1px solid black; padding: 5px; display: inline-block; margin: 10px 0;"> Save </div>
21.	Click the Summary tab. <div style="border: 1px solid black; padding: 5px; display: inline-block; margin: 10px 0;"> Summary Related Documents Invoice Information Payments Voucher Attributes Error Summary </div>

The **Summary** tab redisplay.

Favorites ▾
Main Menu ▾
> Accounts Payable ▾
> Vouchers ▾
> Add/Update ▾
> Regular Entry


Summary
Related Documents
Invoice Information
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Error Summary

<p>Business Unit 15100</p> <p>Voucher ID 00005690</p> <p>Voucher Style Regular</p> <p>Supplier Name LBM Systems LLC 145 Cherry Street VA10025801 EVAAD274265 New Canaan, CT 06840</p> <p>Entry Status Postable</p> <p>Match Status No Match</p> <p>Approval Status Pending</p> <p>Post Status Unposted</p> <p>Budget Status Not Chk'd</p> <p>Budget Misc Status Valid</p> <p>*View Related <input type="text" value="Payment Inquiry"/> Go</p>	<p>Invoice Date 01/09/2025</p> <p>Invoice No 123</p> <p>Invoice Total 500.00 USD</p> <p>Pay Terms Net 30</p> <p>Voucher Source Online</p> <p>Origin ONL</p> <p>Created On 01/09/2025 10:30AM</p> <p>Created By V_TRN_FINUSER001</p> <p>Last Update 01/13/2025 10:33AM</p> <p>Modified By V_TRN_FINUSER001</p> <p>ERS Type Not Applicable</p> <p>Close Status Open</p>
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Return to Search
Notify
Refresh

Add
Update/Display

22.	Confirm that the Approval Status field updated to “Pending”. <div style="border: 1px solid black; padding: 5px; display: inline-block; margin: 10px 0;"> Approval Status Pending </div>
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 If you complete these steps and the Approval Status is still “Denied”, open a Help Desk ticket vccc@vita.virginia.gov and include “Cardinal AP” in the subject line. Indicate that you completed the steps to change the **Responsible Org** field and the Voucher remains in a “Denied” status.