Process a Rejected Journal Entry via the Initiator’s SAP Inbox

Those designated as “Reviewer / Approvers” for a particular journal entry may decide to reject the document back to the Initiator. The person who rejected the document should attach an Office Document, which is a note that explains why the document was rejected (i.e., the rejection reason). This section covers the steps needed by the Initiator to process a rejected document in the event a document is rejected.

Document Initiators can process a rejected journal entry document using the SAP Business Workplace functionality in SAP. This functionality provides an “inbox” that will contain any journal entry documents that have been rejected back to the Initiator by those designated to review that journal entry.

Similar to the Document Initiator’s outbox, the inbox contains a work list of JV Workflow items that have been rejected and returned to the Initiator. The JV Workflow work list can be used to view the rejection reason attached as an Office Document, to select the document and view more details, and to take appropriate action on the document.

Using the JV Work list, the Initiator can open the rejected document and choose to change the document, delete the document, or simply exit that document if no action is desired at that time.

If the Initiator chooses to change the document per the choices outlined above, once the changes are made, the Initiator can go ahead and complete the document (via menu path Document → Complete) while in the Change Parked Document screen. As a note, something on the document must be changed if that option is chosen or the document cannot be completed.
Process a Rejected Journal Entry via SAP Business Workplace - SBWP

Via User Menu: Use the SAP Business Workplace button per steps below or Transaction Code SBWP.

**Note:** If your document is rejected by an approver, you will receive an email notification in Outlook (or preferred email software) and the document will be returned to your SAP inbox.

Use the **SAP Business Workplace** button and open the **Inbox** and **Workflow** options to process a rejected document as outlined below.

On the **SAP Easy Access – User menu for (YOUR NAME)** screen:

1. Click on the **SAP Business Workplace** button.
2. In the left window, click **ONCE** on the **Inbox** button to the left of the **Workflow** option to open your SAP Inbox.

3. To display a list of documents in the upper right window that are awaiting your action, click once on the **Workflow #** option in the far left window (where # = the number of documents awaiting your action).

4. To review the attachment containing the rejection reason (if applicable):
   - Click **once** on the rejected document item in the work list.
   - Click on the link to the attachment named **Office Document plus the title of the attachment** in the lower left window.
   - Review the attachment and click on the **Back** button to return to your Inbox.

5. To take action on the rejected document, **double click** on the rejected document item from the work list.
In the resulting *Decision Step in Workflow* window:

6. Choose one of the following actions from the prompted list:
   - Click on **CHANGE parked document** to go into the parked document and change, add, or delete any line items (refer to the steps in the Change a Parked Document section for the details). **A change must be made to the document BEFORE the document can be completed again.** After the corrections are made, to initiate the workflow process again, follow the path **Document → Complete**.
   - Click on **DELETE parked document** to delete the parked document from SAP if desired (document cannot be recovered if this option is used).
   - Click on **Cancel and keep work item in inbox** to exit this screen without changing or deleting the document. This option allows you to return to the rejected document at a later time to change or delete the document as needed.