Transactions: Deny or Send Back?

Should You Deny or Send Back an Expense Report?

Expense Reports are unique in the UGA Financial Management System due to their expanded set of approval action options. When errors are discovered within expense reports, approvers are presented with a choice between Deny and Send Back. This distinction is important for Expense Reports due to their allocation of encumbered funds.

Deny

The Deny option **terminates** the Expense Report, and the document status is permanently set to "*Denied.*"

- The employee who initiated the Expense Report can find the report on the Expense History page with the approver's comments stating why the report was denied. The Expense Report can **NOT** be edited or resubmitted.

- If the Expense Report is still needed, the employee will need to submit a new Expense Report and start the process all over again.

- Appropriate times to **DENY** an Expense Report include:
  - The items are not eligible for reimbursement.
  - The items have already been reimbursed.

Send Back

The Send Back feature allows an approver to send the Expense Report back to the Initiator in the approval workflow. You could think of this action as a "soft deny". The employee will be able to make the necessary changes and resubmit the document into the original workflow.

- This action should be used any time minor edits are required.

- Be sure to include any requested changes in the Approver Comments section. The employee would then make the necessary changes and resubmit the Expense Report.

Additional Resources

- Resources are available in the OneSource Training Library (training.onesource.uga.edu), including the **Approving Travel and Expenses** course and tutorials on **Editing and Resubmitting a Sent Back Expense Report.**

- If you still have questions, please contact the OneSource Service Desk at onesource@uga.edu or 706-542-0202 (option 2).