Washoe County
School District

What to do when your Transaction Envelope has been rejected

The Transaction Envelope moves through several layers of approvals, and as part of this process, it may be rejected if it is incorrect in some way. A few reasons that may cause your Transaction Envelope to be rejected are listed below:

- Missing a receipt
- Missing a leave form
- Missing some other required documentation
- Incorrect date range
- Incorrect dollar amount total for the envelope
- Incorrect receipt or document (i.e. an extra item that shouldn't be included with this envelope)

If your Transaction Envelope has been rejected, you will receive an email notification from Commerce Bank alerting you to the status of your envelope. See sample below:

-----Original Message-----
From: Commerce Bank.com <Donotreply@controlpayadvanced.com>
Sent: Thursday, February 28, 2019 9:40 AM
To:
Subject: Workflow has been denied

A workflow has been rejected to your hierarchy and is ready for your review.

Decline Reason:

2nd Reject- Missing hotel receipt in the amount of $1243.64.

Rejected By: JOHN DOE (jdoe)

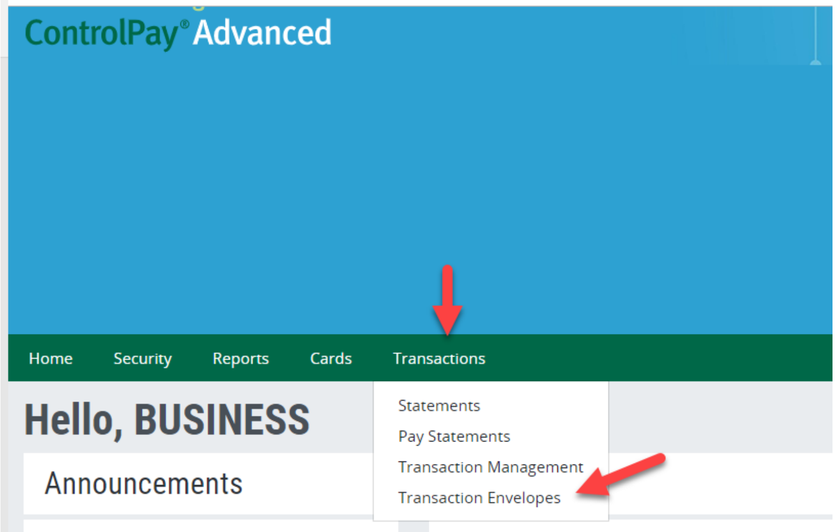
Please log on to https://controlpayadvanced.com

Commerce Bank
Accounts Payable Solutions
811 Main Street
Kansas City, Missouri 64105

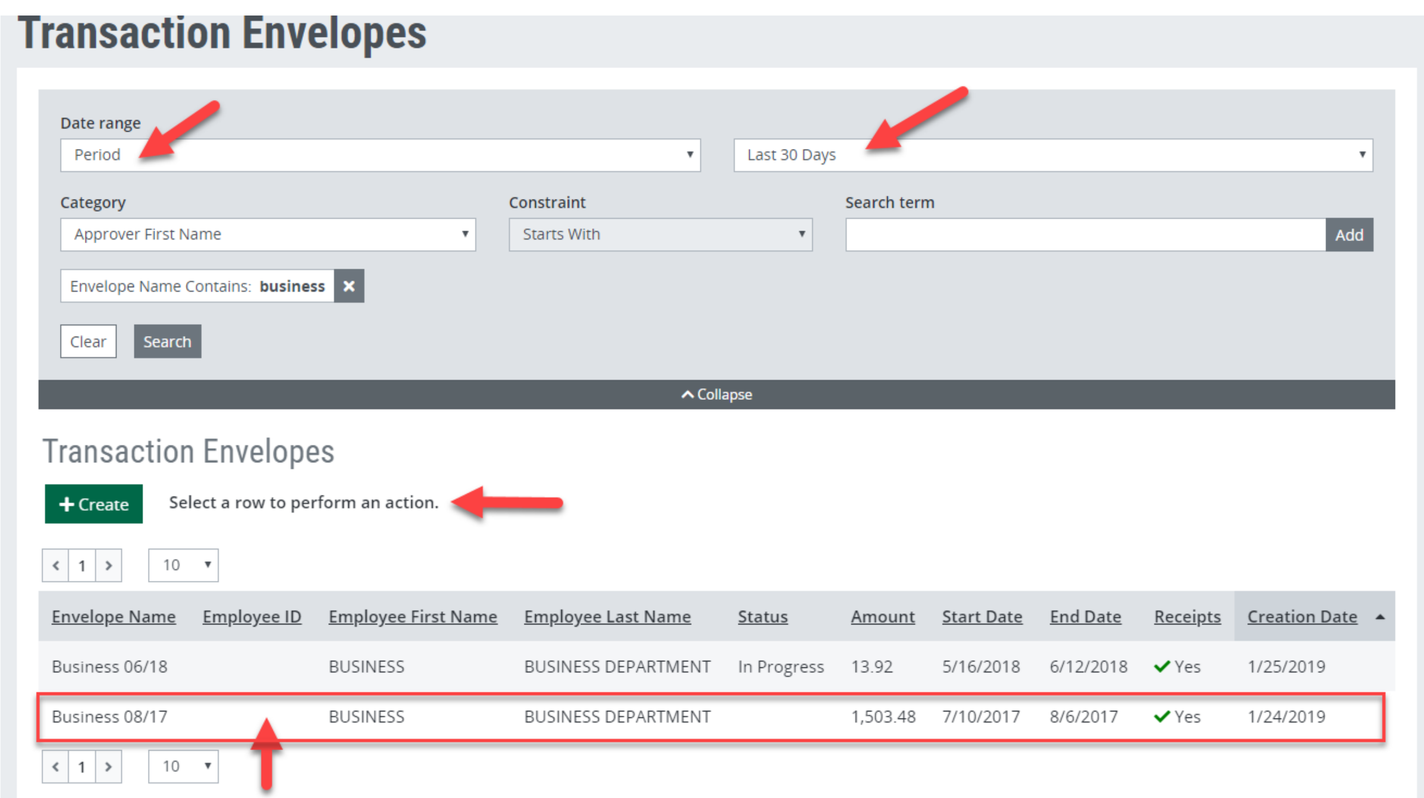
Call: 800.892.7104 | Visit: commercevantage.com

When you get this email, you will need to login to Commerce Bank to retrieve your envelope and fix the item(s) that caused the envelope to be rejected. Please follow the below directions to retrieve your envelope and make your corrections:

1. From the green menu bar that runs across the top of the screen, navigate to **Transactions/Transaction Envelopes**.



2. Click on **Transaction Envelope**.
3. When this new page loads, you will see a list of envelopes available, if you need to search back farther, change the date range and click search.
4. Click on the row of the envelope you wish to work with, to bring up your action icons (Select a row to perform an action).



5. You can manage your Transaction Envelope from this screen:
    a. If you are missing a receipt, a leave form, or another document, click on the green Receipts button to access your receipt file that is attached to your envelope. You can delete your receipt file then adjust it to include the missing item. Once your receipt file is corrected, you can upload it to your envelope, save your envelope and resubmit into workflow. BEFORE deleting your receipt file, be sure you have it saved elsewhere on your computer. If you need help with this part of the process, call the P Card Administrator or Business Process Trainer for assistance.
    b. If your envelope has the incorrect date range, which might also cause an incorrect dollar amount total, click on the green Transactions button to access the transaction section. Once you are in the transaction section, you can adjust the date range to capture the correct dates to include in your envelope. You will need to make sure all the new transactions are "In Envelope" and save before resubmitting into workflow. If you are changing the transaction date range, you may also need to adjust your receipt file. See section "a." above for adjusting your receipt file. If you need help with this part of the process, call the P Card Administrator or Business Process Trainer for assistance.
    c. If you have an item attached to your envelope that does not belong, you can follow the steps in section "a." above to adjust your receipt file. If you need help with this part of the process, call the P Card Administrator or Business Process Trainer for assistance.
    d. *Please note, you cannot access the green Delete button if your Transaction Envelope has been submitted into workflow, then rejected back to you. You will only see this button PRIOR to submitting your envelope the very first time.*

To avoid this process altogether, always double check your envelope date range and the contents of your receipt file before initially submitting your Transaction Envelope into workflow. The Business Office is here to assist, see contact information below.

Contacts:

P Card Administrator: 775-348-0307

Business Process Trainer: Kelly Case, 775-789-3438, klcase@washoeschools.net