Recall a Report

If the Report is not yet approved for payment, users can Recall it to make changes.

The Status changes to “Returned” with a timestamp of the Recall date.

Recalling and resubmitting routes the Report through the full Approval Flow even if some approvals were completed before recalling. Only Recall the Report if making changes. Users can attach receipts to the Report at any stage in the approval process without recalling it.

Note: This action is not available if the Report has a status of “Review in Progress” set by the Processor. Instead, the user should communicate with the Processor regarding additional information or changes needed for the Report. The user can still attach documents and receipts while in this status, and the Processor can make some changes on their end. It is not always necessary to Recall the Report. In fact, some Processors may prefer to not send it back where possible since doing so routes the Report through the Approval Flow again and moves it to the bottom of the Processor’s queue.