Maintenance Worksheet Approval Process

Approvals are required for all write-offs and refunds. Staff who create write-offs or refunds (requesters) will submit the transactions for approval. The request for approval will be routed to agency staff with the approval role.

- Approvers will receive a **Notification (Action)** and an email when write-offs or refunds have been routed for their approval. The request will also display in the **Approvals** tile.
- If the transaction is approved, Requesters will receive a **Notification (Alert)**. If the transaction was denied, Requesters will receive a notification and an email.

<table>
<thead>
<tr>
<th>Staff</th>
<th>Route for Approval</th>
<th>Final Approval</th>
<th>Deny</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requester</td>
<td></td>
<td>Notification <img src="url" alt="image" /></td>
<td>Notification <img src="url" alt="image" /> Email</td>
</tr>
<tr>
<td>Approver(s)</td>
<td>Approval Tile <img src="url" alt="image" /></td>
<td>Notification <img src="url" alt="image" /> Email</td>
<td></td>
</tr>
</tbody>
</table>

Steps to complete:

- Step 1: Approver is Notified that a Write-off/Refund Requires Approval
- Step 2: Approve or Deny the Write-off / Refund

**Step 1: Approver is Notified that a Write-off/Refund Requires Approval**

After the requester submits the maintenance worksheet for approval, the approver receives an email and a Notification (Action) indicating that a “Write-Off / Refund approval is requested. A sample email and notification is provided below.

- The email lists the Business Unit, Worksheet ID, and the Total Write-off or Refund amount. The link provided at the bottom of the email will take the approver to the approval page or the login page, depending on whether the approver is logged into the system at the time the link is selected.
The approver also receives a Notification (Action) that a Write-off / Refund approval is requested. The link will take you to the approval page.

Step 2: Approve or Deny the Write-off / Refund

After a refund or write-off has been submitted for approval, the request will display in the Approvals tile for staff who have the approval role.

1. Select the Approvals tile on your homepage. The Pending Approvals page appears displaying a list of items waiting for review and approval.
   
   • If you clicked on the link in your notification or email, you will be brought to the AR Write-Off / Refund approval page. Proceed to No. 3 below.
2. Select “AR Write-Off / Refund" from the left-menu. Write-Offs and Refunds waiting for approval display on the right side of page.

3. Click on the write-off or refund transaction to review. The AR Write-off / Refund approval page displays with additional information.
   - The Maintenance Worksheet Business Unit and Worksheet ID is listed in the Header.
   - The AR Write Off / Refund Summary section lists the total Write-off and Refund amount, the Worksheet ID, Accounting Date, Routing Date, and Requester.
   - The AR Write Off / Refund Details section lists the Customer name and number, the number of items on the worksheet and the selected amount.
4. Click on the View Worksheet link to view the Worksheet Application page for the refund in a new Window.

5. Close the window to return to the AR Write-off / Refund approvals page.

6. Click on the Approval Chain link to view any comments that the requester may have entered.

7. Enter Approver Comments if desired. Comments are required if you deny the request.

8. Click on the Approve or Deny button.

9. Click on the Submit button at the Approve dialog.
• The transaction drops off the Pending Approvals and Notifications listing.
• The requester will receive a Notification alert when you have approved (or denied) the request. If you denied the request, the requester will also receive an email.