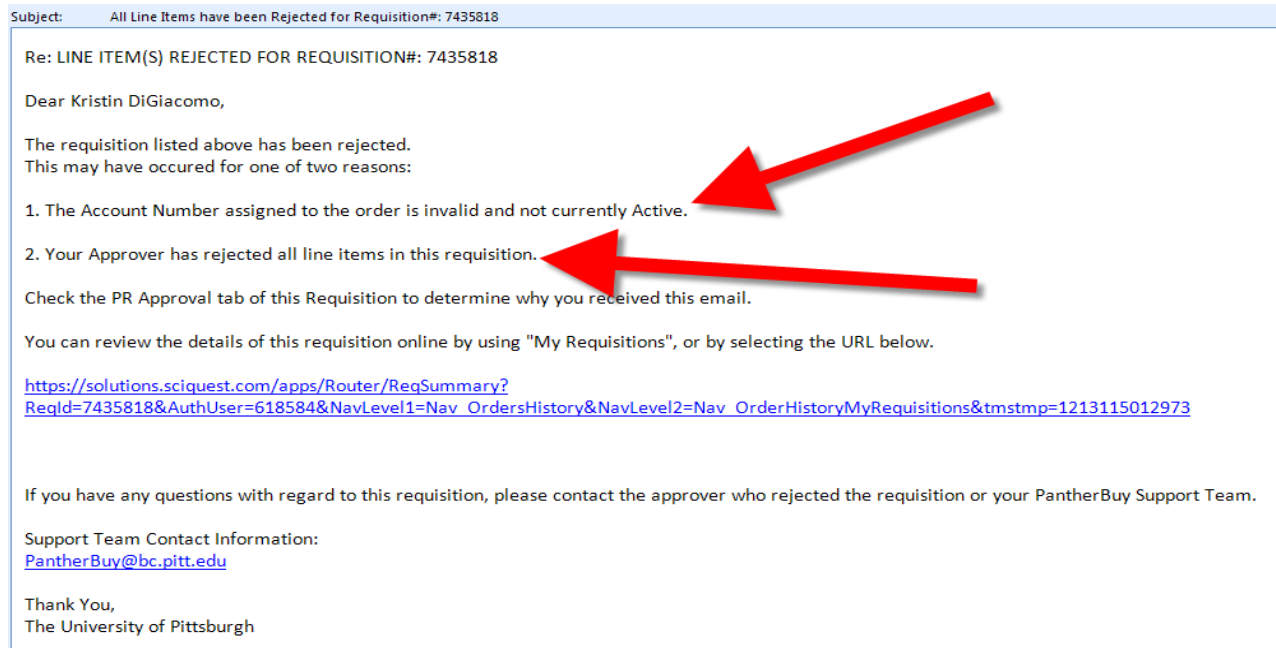




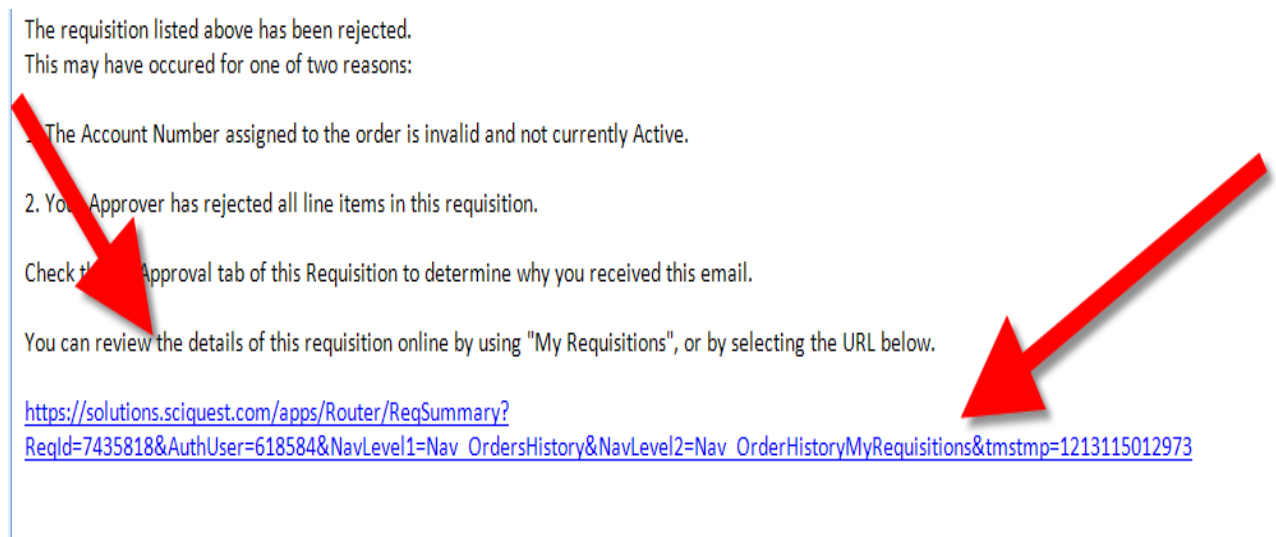
When an order is rejected, the end user receives a notification email informing them that their requisition was rejected for one of two reasons:

1. The Account Number placed on the order was not valid in the Chart Of Accounts
2. The end user's approver rejected all of the items



Within the email there is also a link to take the user to the rejected Requisition

- Click on the link



If you are not already logged into the PantherExpress system, you will be taken to the PantherExpress login page.

1. If necessary, enter your username and password
2. Once you click on the Go button, you will automatically be taken to the rejected requisition

## How to Determine Why a Requisition was Rejected...continued

3. Click on the PR Approvals Tab

The screenshot shows the 'PR Approvals' tab selected. The requisition status is 'Submitted' with a red 'X' and the text 'Rejected (6/10/2008 12:23 PM)'. The 'Submitted' date and time are 6/10/2008 12:22 PM. The requisition name is 2008-06-00 kmd78 01. The description is 'no value'. The preparer is Kristin DiGiacomo. The approval priority is Normal. The 'Ship To' information includes Attn: Kristin DiGiacomo, Phone: +1 (412) 624-6211, Email: kdigiacom@bc.pitt.edu, Room: 3309, Cathedral of Learning, 4200 Fifth Ave, Pittsburgh, PA 15260, United States. The 'Delivery Options' are Ship Via Best Carrier-Best Way. The 'Bill To' information includes University of Pittsburgh, Automatic Payment, DO NOT INVOICE, Pittsburgh, PA 15260, United States. There are red arrows pointing to the 'PR Approvals' tab and the 'Submitted' status.

4. If you see the your requisition failed on the Intermediate Validation or the Final Validation, then your requisition was rejected due to an invalid account number that was placed on the order

The screenshot shows the 'PR Approvals' tab. The requisition status is 'Submitted' with a red 'X' and the text 'Rejected (6/10/2008 12:23 PM)'. The 'Submitted' date and time are 6/10/2008 12:22 PM. The preparer is Kristin DiGiacomo. The 'Step 1 Intermediate Validation' step is highlighted with a red 'X' and the text 'Canceled (Rejected) System'. The 'Rejected' date and time are 6/10/2008 12:23 PM. There are red arrows pointing to the 'Submitted' status, the 'Intermediate Validation' step, and the 'Rejected' status.

5. If your screen looks like following, then your requisition was rejected during Department Approval by the approver whose name is listed at the bottom of the box, next to the red "x." If your approver rejected the order, please contact them for an explanation.

The screenshot shows the 'PR Approvals' tab. The requisition status is 'Submitted' with a red 'X' and the text 'Rejected (6/10/2008 12:42 PM)'. The 'Submitted' date and time are 6/10/2008 12:39 PM. The preparer is Kristin DiGiacomo. The 'Step 1 Intermediate Validation' step is highlighted with a green checkmark and the text 'Approved'. The 'Step 2 Department Approval' step is highlighted with a red 'X' and the text 'Canceled (Rejected) Robert Hester'. The 'Rejected' date and time are 6/10/2008 12:42 PM. There are red arrows pointing to the 'Submitted' status, the 'Department Approval' step, and the 'Rejected' status.

6. If your requisition was rejected due to an inactive account number, please be sure to go into the PRISM system and active your account number (for information on how to activate an account number, please see the *Did You Know* installment on this topic). Account numbers take up to 2 hours to become active in PantherExpress.
7. Once the account number is active, you can place your new order using the correct account number.

If you require additional assistance, please contact customer service [HERE](#)