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## EX.030.410 - Updating Worklist Entry Statuses

#### Trigger:

#### Concept

This topic demonstrates how to update the Worklist Entry Status for those Worklist items that have already been paid, but continue to show up in an Approver’s Worklist. Your first step is to review the Worklist entries and details using the specified Search criteria. Once you pull up the Worklist entries for that approver, look for any entries that have not been worked. By pulling up the context of the entry, you can see the Transaction ID that is stuck in the Worklist. Once you confirm the transaction ID, you can then update the status of it to “Worked.” The item should no longer be in that Approver’s Worklist.

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| Assumptions |
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| Dependencies/Constraints |
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#### Additional Information

#### Procedure

For this topic, imagine that Expense Report #0000300185 has been paid, but is stuck in User JHARRIS’ Worklist. Update the Entry Status for this item so that it is removed from this Approver’s Worklist.

| Step | Action |
| --- | --- |
|  | Click the **PeopleTools** link. |
|  | Click the **Workflow** link. |
|  | Click the **Monitor Worklist** link. |
|  | Click the **Review Work Items** link. |
|  | Click the **Bus Proc / WL** checkbox to deselect it. |
|  | Click the **WL Datetime Range** checkbox to deselect it. |
|  | Click the **WL Status** checkbox to deselect it.  Only the User Assigned checkbox should be selected. |
|  | Enter "**JHARRIS**" in the **User ID** field. |
|  | Click the **Search** button. |
|  | Click the **Worklist Entries** tab. |
|  | Click the **View All** link. |
|  | Look for any that have **NOT** been Worked, and select the **C** for Context.  Click the **C** button. |
|  | The WL Context Box will contain the transaction ID. Find the ID that is stuck in the Worklist, and select U to update the status.  This will open a new window to the Update Worklist Entries page.  Click the **U** button. |
|  | Now, you can change the status to **Worked**. The transaction will now be removed from the user's Worklist.  Click the **Worked** option. |
|  | Click the **Save** object. |
|  | Congratulations. You have just completed the **Updating Worklist Entry Statuses** topic. Follow this procedure when items have been paid but continue to show in an approver’s Worklist.  **End of Procedure.** |