USING THE REJECT FEATURE IN FREVVLO

1. Step 1: Clicking the Reject Icon

1.1. If you are a reviewer who has identified issues with a particular workflow that needs to be corrected by a previous reviewer, click the “Reject” icon at the bottom of the form.

1.2. Clicking “Reject” will open the following form:

Step 2: Choose to Whom to Send the Rejection

1.3. In the “To” drop down box, identify to which reviewer you’ll send the rejection. You can choose anyone who has previously reviewed/approved the particular task. If desired, you can skip multiple users. For instance, in the example below, the user rejecting the task can send the task all of the way back to “Step 1 (user_OSP_RA)” or just to “Department Chair or Director (user_OSP_DC)” Please note that in production mode, these “test” names will be replaced with the usernames of real people involved in the workflow.
1.4. Please note that while it’s easy to skip a number of reviewers while rejecting, the approval process has to proceed through every step again. This is for internal control reasons.

2. Step 3: Provide Your Name and a Reason for Rejecting

2.1. In the “Reason” field, describe your rationale for rejecting the form.

2.2. At the end of your description, you must provide your name, contact information and a reference number (e.g., OSP Proposal Number). This is critically important because the Frevvo system does not currently identify the “rejecting party.” Without the above information, the user receiving the rejected task won’t know who to contact if she/he has questions related to the rejection. [Note: It is our understanding that Frevvo is planning to correct this issue in a future software release.]

3. Step 4: Clicking Submit

3.1. Once you have chosen who should receive the rejection and have provided your rejection rationale (along with your name, contact information and a reference number), click “Submit” to send the rejection.

3.2. This action will send a rejection e-mail to the selected user with your rationale for rejecting the task.

4. Step 5 (For the User Receiving the Rejection): Log Into Frevvo and Perform Your Task

4.1. In the current release of Frevvo, the rejection notification e-mail will not allow: (i) the task reference number (e.g., OSP Proposal Number) to be included in the rejection e-mail subject line; or (ii) additional information such as login information to be included in the e-mail unless it is typed by the rejecting party (unlikely). We understand this will be corrected in a future Frevvo Software release.

4.2. For this reason, the party receiving the rejection notice will need to log into Frevvo and complete her/his required tasks using the Frevvo User Guide.