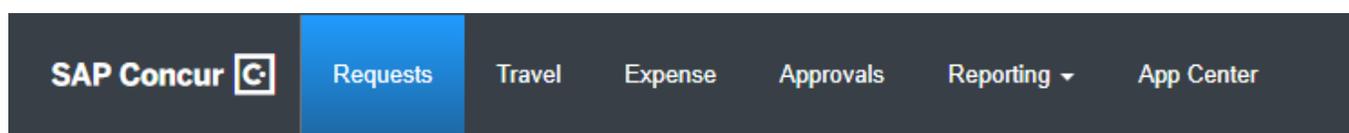


# USER RECALLING A REQUEST GUIDE



**CAL POLY**  
Strategic Business Services  
ADMINISTRATION & FINANCE

## Recalling a Request

You cannot change, cancel, or delete a Request that has been submitted unless you **Recall** it first. You cannot Recall an approved Request. At that point, you can Cancel Request or Close/Inactivate Request.

1. To Recall a submitted Request, click the **Request** from the **Manage Requests** page, then open the trip that you would like to Recall.

The screenshot shows the 'Manage Requests' interface with a 'View: Active Requests' dropdown. It displays a grid of request cards:

- Create New Request**: A card with a red plus icon and the text 'Create New Request'.
- NOT SUBMITTED** (11/16/2020): Card for 'Test Trip 547' with a value of \$1,620.00.
- APPROVED** (11/05/2020): Card for 'Test Trip #456' with a value of \$1,970.00 and status 'Approved'.
- SUBMITTED** (09/09/2020): Card for 'Copy of Test 2 COA SL New' with a value of \$1.00. This card is circled in yellow. It has a status of 'Pending "Reports To" Approval2 Test, SL Approver'.
- RETURNED** (09/03/2020): Card for 'Test 2 COA SL New' with a value of \$1.00 and status 'Sent Back to User'.
- SUBMITTED** (09/01/2020): Card for 'Test 2 COA SL Old' with a value of \$1.00 and status 'Pending "Reports To" Approval2 Test, SL Approver'.

2. Click **Recall**.

The screenshot shows the details for the request 'Copy of Test 2 COA SL New \$1.00'. It includes the status 'Pending "Reports To" Approval2 | Request ID: 4GCL' and navigation options: 'Request Details', 'Print/Share', and 'Attachments'. At the bottom, it lists 'EXPECTED EXPENSES'. On the right side, there are two buttons: 'More Actions' and 'Recall'.

3. Click **Yes** to confirm the Recall. The status of the request is updated to **Returned**.
4. Make any necessary changes, then select **Save, Attachments, Print/Email, Cancel the Request** or **Submit Request** to complete the process.

**Questions?** Please contact Stephanie Albright at [polytravel@calpoly.edu](mailto:polytravel@calpoly.edu)