KNOWLEDGE BASE ARTICLE

# Absence Request Statuses: Pending, Approved, Rejected and Cancelled

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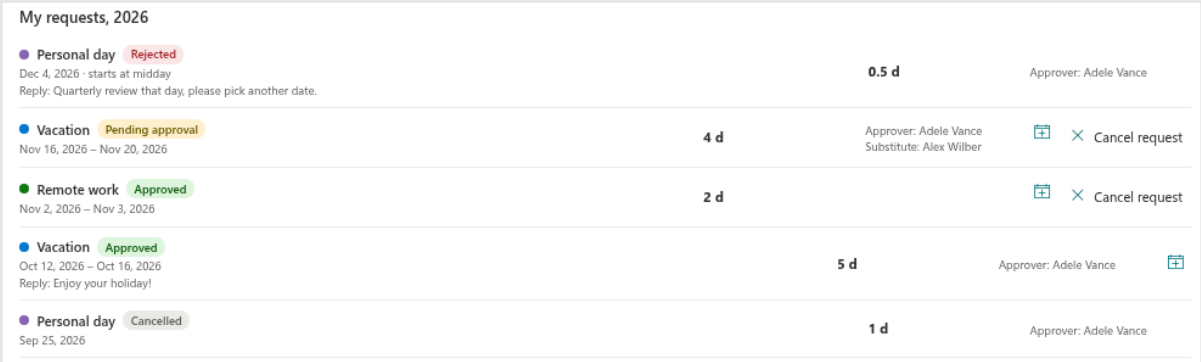
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# Overview

Every absence request in Vitextra Absence & Coverage has exactly one status. The status is shown as a coloured pill next to the request in the **My Absences web part** and decides how the request counts: in your balance, in the Team Absence Calendar and for your substitute.

This article explains the four statuses, what changes a status, and what each status means for the rest of the product.




*The four statuses in the My requests list*

# The four statuses

| Status | Pill text | Meaning |
|---|---|---|
| Pending | **Pending approval** | The request is waiting for the decision of the approver |
| Approved | **Approved** | The absence is confirmed. This is also the status of requests that need no approval |
| Rejected | **Rejected** | The approver declined the request. The status is final |
| Cancelled | **Cancelled** | The request was withdrawn by the employee. The status is final |

## What sets a status

**At submission** the status depends on the absence type and the approver:

- If the absence type does **not require approval** (by default Sick leave and Remote work), the request is saved as **Approved** at once. The panel tells you this in advance: *This absence type does not need approval: the request is approved immediately.*
- If the type requires approval and the approver is **you** (for example, you have no manager and you are the fallback approver), the request is also **Approved** at once, with the message *The request was approved automatically.*
- In all other cases the request is saved as **Pending approval** and you see *The request was sent for approval.*

If approval is required but neither a manager nor a fallback approver is available, submission fails: no request is saved.

**After submission** only two things change a status:

- The approver selects **Approve** or **Reject** in the **Approvals** tab. The employee then sees the pill change and the optional reply.
- The employee selects **Cancel request** on a Pending or Approved request.

**Note**

The product does not send e-mail or Teams notifications. Employees see the new status when they open **My Absences**, and approvers see new requests in the **Approvals** tab, whose badge shows the number of pending requests.

## Transitions

| From | To | Triggered by |
|---|---|---|
| (new request) | Approved | Submission of a type without approval, or of a request that the employee approves themselves |
| (new request) | Pending | Submission of a type that requires approval |
| Pending | Approved | The approver selects **Approve** |

| From | To | Triggered by |
|---|---|---|
| Pending | Rejected | The approver selects **Reject** (a comment is required) |
| Pending | Cancelled | The employee selects **Cancel request** before the end date has passed |
| Approved | Cancelled | The employee selects **Cancel request** before the end date has passed |
| Rejected, Cancelled | - | No further change in the web parts |

There is no action that reopens a rejected or cancelled request. The employee submits a new request instead. An approved request cannot be turned into a rejected one in the web parts; it can only be cancelled by the employee.

## What each status means for the rest of the product

| | Pending | Approved | Rejected | Cancelled |
|---|---|---|---|---|
| **Balance card** | Counted as **pending**, already subtracted from the remaining days | Counted as **used** | Not counted | Not counted |
| **Overlap check** for new requests | Blocks overlapping requests | Blocks overlapping requests | Ignored | Ignored |
| **Team Absence Calendar** | Shown hatched, if pending requests are shown | Shown in the type colour | Never shown | Never shown |

| | Pending | Approved | Rejected | Cancelled |
|---|---|---|---|---|
| **Away today** | Not listed | Listed | Not listed | Not listed |
| **Substitute** named in the request | No substitution yet | A substitution is created and waits for the substitute's confirmation | Linked substitutions are cancelled | Linked substitutions are cancelled |
| **Absences without a substitute** (Substitutions) | Not considered | Considered | Not considered | Not considered |
| **.ics file** | Available | Available | Not offered | Not offered |

For a request that was approved automatically, the substitution is created immediately after submission.

## Where you can see the status

- **My Absences, My absences tab.** The pill next to every request of the selected year, including Rejected and Cancelled requests.
- **My Absences, Approvals tab.** The approver sees only **Pending** requests that are assigned to them.
- **Team Absence Calendar.** Only Pending and Approved absences. The toggle **Show requests pending approval** controls the hatched pending entries. See KB10341. How to Read the Team Absence Calendar: Colors, Hatching and Marks.
- **CSV export.** The **Status** column contains the raw values *Pending* or *Approved*, which are not translated.

## The reply comment

When the approver decides, they can add a comment. For **Reject** the comment is required, for **Approve** it is optional. The employee sees it in the request row as **Reply: ...**, for Approved and Rejected requests alike. The approver is also shown in the row as **Approver: ...**. The approver of a request is fixed at the time of submission, so a later change of the manager does not move existing requests (see KB10336. Who Approves Absence Requests: Manager, Fallback Approver and Self-Approval).

**Tip**

If a request was rejected, read the reply, then submit a new request with other dates. To withdraw a request yourself, see KB10330. How to Cancel an Absence Request.

# Terms

**Web Part**
A web part is a primary building block of functionality or content placed on a SharePoint page. Some web parts support customization, such as configuring the web part or changing its appearance.