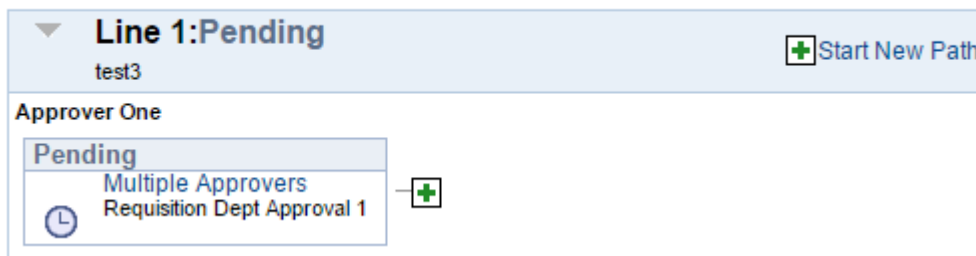# Finance PeopleSoft

PeopleSoft WorkFlow Tip

I provided a change to approvers and was told it was complete, but I am not seeing an approval that I expected OR I am still seeing a worklist approval that isn't mine. Why?

The issue is that these approvals had already been routed and, in some cases, may have even had some approval steps processed. So, when approvers are changed for department(s), project(s), category…, they are changed from that point in time forward and for any approval steps forward; it does not affect steps already routed, which are pending. Worklist items are pending items, as seen here:

Dept & Project Approval One

However, future steps, notated by Not Routed, as seen below, will follow the updated approver change.

Approver 2

In order for these pending transactions to be routed to the updated approver change, they must be restarted. Normally changing the transaction, including adding a comment at the line / distribution level, will force a restart in approval. You can also request a restart by sending an email with the Originator and/or Requester, Type and Number of the transaction to **PSSECURE@mailbox.sc.edu**.