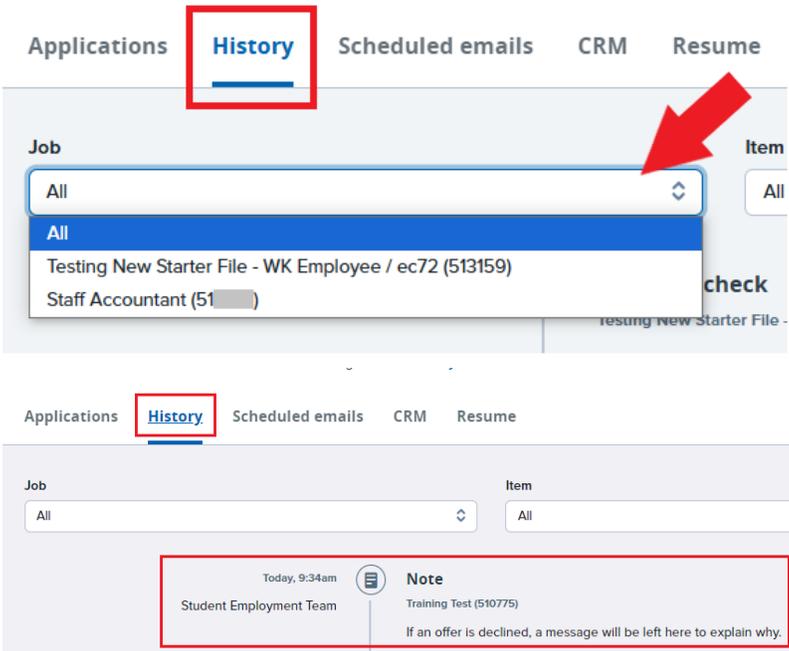
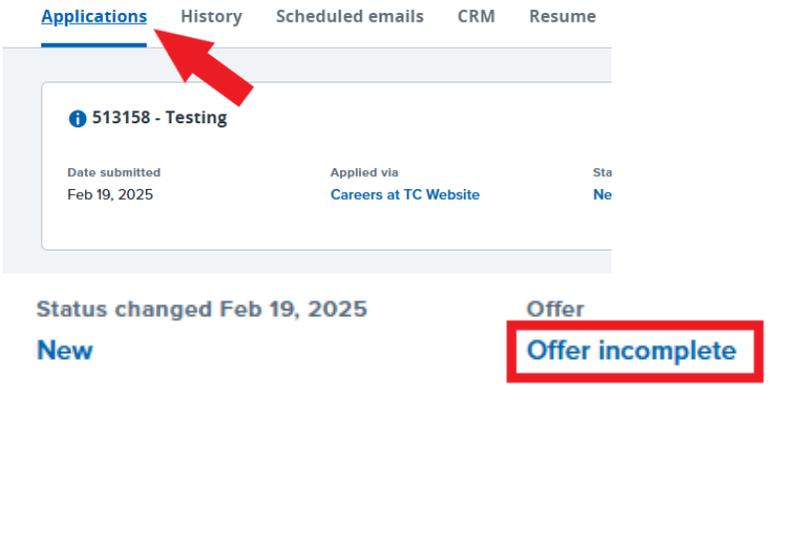


Correcting a Declined Offer

What you need to do	What you will see
<p>Step 1: Review the reason the offer was declined.</p> <p>If you received notice that your offer letter was declined, navigate to the Applicant Card. Click the History tab.</p> <p>If the candidate has applied to multiple jobs, selecting your requisition in the Job drop down will narrow to the relevant entries.</p> <p>Scroll down until you see a note from the approver (typically HR or Student Employment). The note will state the reason it is declined and what needs to be fixed.</p>	
<p>Step 2: Correct the offer card</p> <p>To correct the error, return to the Applications tab and open the offer details by clicking Offer Incomplete.</p>	

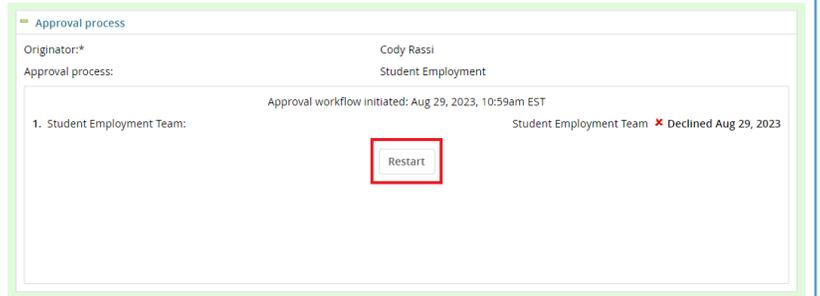


Step 2.1: Correct the offer card

Scroll down to the Approval process section and click the **Restart** button to unlock the offer card.

Make any changes requested by the approvers.

Note: You are required to delete the offer letter and pay rate notice, replacing them with updated versions. Proceed to the next step for specific instructions.



Step 3: Recreate offer documents and resubmit for approval.

Go to the Offer documents section. Remove the old offer letter & pay rate notice by clicking **Delete**.

Use the **Merge Documents** feature to generate new copies of each and resubmit for approval (see applicable offer creation guide on the [Manager's Toolkit](#)).

