

KNOWLEDGE BASE ARTICLE

Absence Request Statuses: Pending, Approved, Rejected and Cancelled



Disclaimer

For the purposes of this Disclaimer:

- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Disclaimer) refers to Vitextra SIA, LV-1009 Riga, Matīse iela 61 - 25.
- **Document** refers to the Knowledgebase Article.
- **You** means the individual accessing the Document, or the company, or other legal entity on behalf of which such individual is accessing or using the Document, as applicable.
- **Website** refers to Vitextra, accessible from <https://vitextra.com>

Disclaimer

The information contained in the Document is for general information purposes only.

The Company assumes no responsibility for errors or omissions in the contents of the Document.

In no event shall the Company be liable for any special, direct, indirect, consequential, or incidental damages or any damages whatsoever, whether in an action of contract, negligence, or other torts, arising out of or in connection with the use of the contents of the Document. The Company reserves the right to make additions, deletions, or modifications to the contents in the Document at any time without prior notice.

Errors and Omissions Disclaimer

The information given by the Document is for general guidance on matters of interest only. Therefore, errors can occur even if the Company takes every precaution to ensure that the Document's content is current and accurate. Plus, given the changing nature of laws, rules, and regulations, there may be delays, omissions, or inaccuracies in the information contained in the Document.

The Company is not responsible for any errors or omissions, or for the results obtained from the use of this information.

Fair Use Disclaimer

The Company may use copyrighted material that the copyright owner has not explicitly authorized. The Company is making such material available for criticism, comment, news reporting, teaching, scholarship, or research.

The Company believes this constitutes a "fair use" of any such copyrighted material as provided for in section 107 of the United States Copyright law.

If You wish to use copyrighted material from the Document for your own purposes that go beyond fair use, You must obtain permission from the copyright owner.

"Use at Your Own Risk" Disclaimer

All information in the Document is provided "as is", with no guarantee of completeness, accuracy, timeliness or of the results obtained from the use of this information, and without warranty of any kind, express or implied, including, but not limited to warranties of performance, merchantability and fitness for a particular purpose.

The Company will not be liable to You or anyone else for any decision made or action taken in reliance on the information given by the Service or for any consequential, special or similar damages, even if advised of the possibility of such damages.

Contact Us

If you have any questions about this Disclaimer, You can contact Us by email: support@vitextra.com.

Table Of Contents

Overview	4
The four statuses	4
What sets a status	5
Transitions	5
What each status means for the rest of the product	6
Where you can see the status	7
The reply comment	7

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.

My requests, 2026		
 Personal day Rejected Dec 4, 2026 - starts at midday Reply: Quarterly review that day, please pick another date.	0.5 d	Approver: Adele Vance
 Vacation Pending approval Nov 16, 2026 - Nov 20, 2026	4 d	Approver: Adele Vance Substitute: Alex Wilber   Cancel request
 Remote work Approved Nov 2, 2026 - Nov 3, 2026	2 d	  Cancel request
 Vacation Approved Oct 12, 2026 - Oct 16, 2026 Reply: Enjoy your holiday!	5 d	Approver: Adele Vance 
 Personal day Cancelled Sep 25, 2026	1 d	Approver: Adele Vance

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.*

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
Pending	Rejected	The approver selects Reject (a comment is required)

From	To	Triggered by
Pending	Cancelled	The employee selects Cancel request
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
Away today	Not listed	Listed	Not listed	Not listed
Substitute named in the	No substitution	A substitution is created and	Linked substitutions	Linked substitutions

	Pending	Approved	Rejected	Cancelled
request	yet	waits for the substitute's confirmation	are cancelled	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](#).