



ELSEVIER

Elsevier Open Access Platform

Undo a Rejection

Overview guide



Welcome

Welcome to Elsevier's Open Access Platform (EOAP). This guide is intended as a quick walkthrough of our new *Undo a Rejection* feature

You can find an FAQ page on our website at service.elsevier.com/app/home/supporthub/eoap/

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Undo a Rejection

When an APC has not been processed



Rejected requests tab

Contains all Article Publishing Charges (APCs) that have been rejected.

The screenshot shows the 'Requests' tab in the Elsevier Open Access Platform. The page has a header with the Elsevier logo and 'Open Access Platform' text. Navigation links for 'Requests', 'Agreement Dashboard', and 'Reports' are visible. The main content area is titled 'Requests' and includes filters for 'Pending (2)', 'Approved (4)', 'Rejected (1)', and 'All (7)'. There are also filters for 'All Institutions' and 'All Authors'. A list of requests is displayed, with one entry highlighted: '20 Sep 2021 Rejected by unlimited apc 2 tester'. This entry includes the article title 'Article Title Regression Test', the institution 'UAT FR INSTITUTE OF MARSEILLE', the author 'Mrs. Faustino Kiehn', and the email 'erika.wunsch@example.com'. A callout box points to this entry with the text: 'Locate rejected APC that you want to reverse and click on the Article Title'.

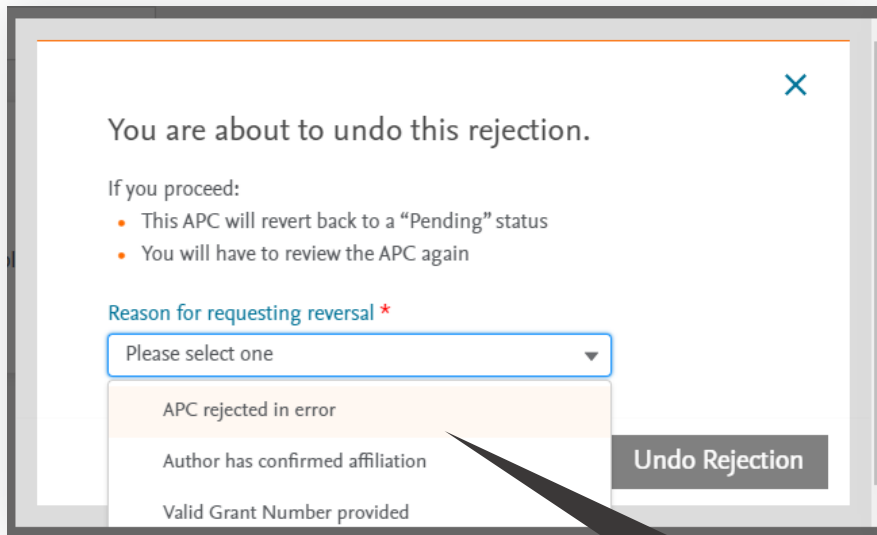
Locate rejected APC that you want to reverse and click on the Article Title

Details of the APC will be displayed. Click on "Undo Rejection" if you want to reverse the rejection

The screenshot shows the details page for the article 'Article Title Regression Test'. The page has a header with the article title and a link to the article's DOI: 'http://dx.doi.org/10.1016/j.fuel.2018.03.063'. A red 'X' icon and the word 'Rejected' are prominently displayed. Below this, there are two columns of information. The first column lists 'Rejected by:', 'Rejected on:', and 'Reason for Rejection:'. The second column lists 'unlimited apc 2 tester', '20 Sep 2021', and 'author not/no longer affiliated'. Further down, there are fields for 'Institution Name:', 'Corresponding Author:', and 'Author Email:'. A 'Show Less' link is visible. At the bottom, there are 'Dates' listed: 'Article Submitted Date: 1 Feb 2019', 'Article Accepted: 27 May 2017', and 'Open Access Ordered: 9 Jun 2021'. A callout box points to the 'Undo Rejection' link at the top left of the details page with the text: 'Details of the APC will be displayed. Click on "Undo Rejection" if you want to reverse the rejection'.

Undo a Rejected APC

Simply choose a reason for the reversal.



You are about to undo this rejection. ✕

If you proceed:

- This APC will revert back to a “Pending” status
- You will have to review the APC again

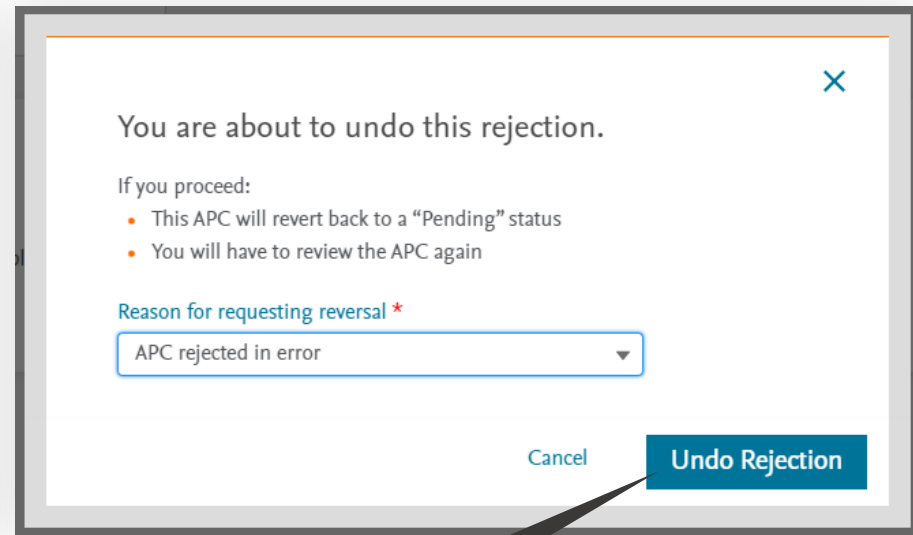
Reason for requesting reversal *

Please select one ▾

- APC rejected in error
- Author has confirmed affiliation
- Valid Grant Number provided

Undo Rejection

Choose the reason for reversing the rejected APC



You are about to undo this rejection. ✕

If you proceed:

- This APC will revert back to a “Pending” status
- You will have to review the APC again

Reason for requesting reversal *

APC rejected in error ▾

Cancel **Undo Rejection**

And then click on the “Undo Rejection” button

Undo Rejected APC completed

APC is now listed in the Pending Requests.

APC is now available in the Pending Requests tab to review and approve, where it will be listed according to the original submitted/accepted date

The screenshot displays the 'Requests' section of the Elsevier Open Access Platform. At the top, there are navigation links for 'Requests', 'Agreement Dashboard', and 'Reports'. Below the 'Requests' heading, there are filters for 'Pending (3)', 'Approved (4)', 'Rejected (0)', and 'All (7)'. There are also search filters for 'All Institutions' and 'All Authors', and a 'Generate report (.CSV)' button. The main content area shows a list of requests with the following details:

Date	Article Title	Author Information	Actions
9 Jun 2021	Article Title Regression Test	UAT FR INSTITUTE OF MARSEILLE Mrs. Faustino Kiehn , erika.wunsch@example.com http://dx.doi.org/10.1016/j.fuel.2018.03.063	Approve (✓) Reject (✗)
9 Jun 2021	Article Title Regression Test	UAT FR INSTITUTE OF MARSEILLE Mrs. Alyce Hand , earlene40@example.com http://dx.doi.org/10.1016/j.fuel.2018.03.063	Approve (✓) Reject (✗)
25 May 2021	This is the title of another Article for testing	UAT FR INSTITUTE OF NICE Dr. Sundar Ayyappan , sfopenaccesse2e@elsevier.com	Approve (✓)

Undo a Rejection

When an APC has been
processed



Rejected requests tab

Contains all Article Publishing Charges (APCs) that have been rejected.

The screenshot shows the 'Requests' tab in the Elsevier Open Access Platform. The page has a navigation bar with 'Requests', 'Agreement Dashboard', and 'Reports'. Below the navigation bar, there are filters for 'All Institutions' and 'All Authors'. A list of requests is displayed, with one request highlighted: 'Article Title Regression Test' (UAT FR INSTITUTE OF MARSEILLE | Mrs. Alyce Hand earlene40@example.com | http://dx.doi.org/10.1016/j.fuel.2018.03.063). The request is marked as 'Rejected' with a red 'X' icon. A callout box points to the 'Article Title' with the text: 'Locate rejected APC that you want to reverse and click on the Article Title'. Another callout box points to the 'Undo Rejection' link in the details view with the text: 'Details of the APC will be displayed. Click on “Undo Rejection” if you want to reverse the rejection'.

The screenshot shows the details view for the 'Article Title Regression Test' (http://dx.doi.org/10.1016/j.fuel.2018.03.063). The request is marked as 'Rejected' with a red 'X' icon. The details are as follows:

Rejected by:	unlimited apc 2 tester
Rejected on:	20 Sep 2021
Reason for Rejection:	author not/no longer affiliated
Institution Name:	UAT FR Institute of Marseille
Corresponding Author:	Mrs. Alyce Hand
Author Email:	earlene40@example.com
Show Less	
Article Type:	Full-length article
Journal:	Accident Analysis & Prevention
	Article Publishing Charge
Journal Type:	Hybrid Open Access
User License:	CC BY 4.0
PII:	S9399136516176900
Grant ID(s)	
testAccountName	GR12345
Dates	
Article Submitted Date:	1 Feb 2019
Article Accepted:	27 May 2017
Open Access Ordered:	9 Jun 2021

Undo a Rejected APC

As the APC has already been processed a Help Desk ticket will be needed to request reversal.

This APC is already being processed by our system.

To stop this process and undo the rejection, please provide the information requested below.

If you proceed:

- Your request will be submitted to our Researcher Support team, who will aim to complete it within 5 working days
- This APC will remain "Rejected" until the reversal is resolved

Reason for requesting reversal *

Please select one

- APC rejected in error
- Author has confirmed affiliation
- Valid Grant Number provided

Cancel Request rejection reversal

This APC is already being processed by our system.

To stop this process and undo the rejection, please provide the information requested below.

If you proceed:

- Your request will be submitted to our Researcher Support team, who will aim to complete it within 5 working days
- This APC will remain "Rejected" until the reversal is resolved

Reason for requesting reversal *

APC rejected in error

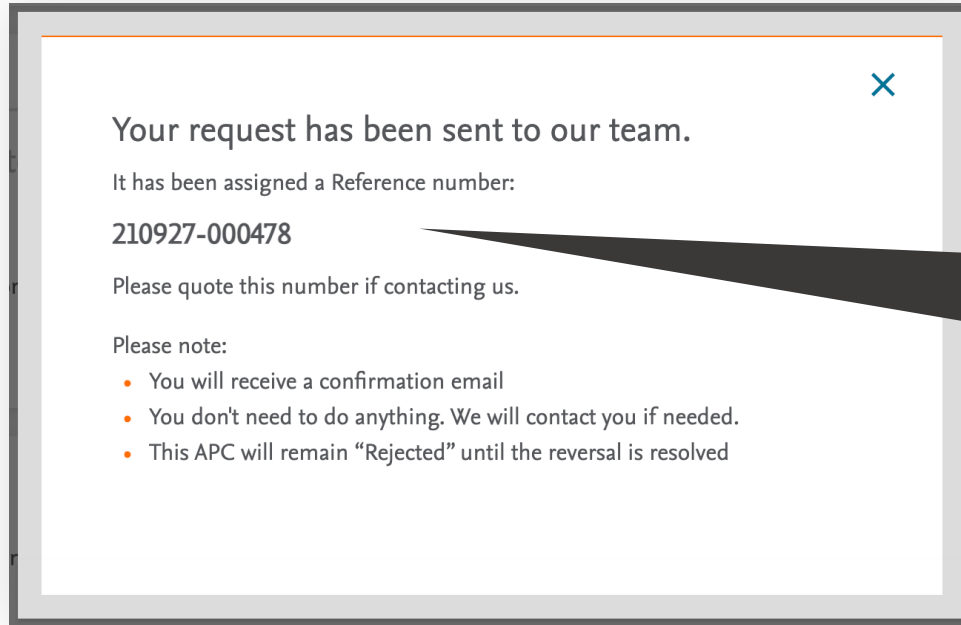
Any other relevant information? (optional)

APC was rejected in error, please reverse and move back to pending status

Cancel Request rejection reversal

Raising the Help Desk ticket

Will include a reference number for your reversal request.



A screenshot of a confirmation message from the Help Desk. The message is enclosed in a grey border with a blue 'X' icon in the top right corner. The text inside the message reads: "Your request has been sent to our team. It has been assigned a Reference number: 210927-000478. Please quote this number if contacting us. Please note: You will receive a confirmation email, You don't need to do anything. We will contact you if needed., This APC will remain 'Rejected' until the reversal is resolved". A black callout box points to the reference number.

Your request has been sent to our team.

It has been assigned a Reference number:

210927-000478

Please quote this number if contacting us.

Please note:

- You will receive a confirmation email
- You don't need to do anything. We will contact you if needed.
- This APC will remain "Rejected" until the reversal is resolved

A Help Desk ticket reference number is displayed and you will receive an e-mail to confirm.

The Researcher Support team will aim to complete the reversal request within 5 working days

Rejected requests tab

Status of the reversal request is shown on the APC.

The screenshot shows the 'Requests' tab in the Elsevier Open Access Platform. The page header includes the Elsevier logo, 'Open Access Platform', and navigation links for 'Requests', 'Agreement Dashboard', and 'Reports'. The main content area is titled 'Requests' and features a filter section with radio buttons for 'Pending (2)', 'Approved (4)', 'Rejected (1)', and 'All (7)'. Below the filters are input fields for 'All Institutions' and 'All Authors'. A 'Generate report (.CSV)' button is visible on the right. The main list shows one request: '20 Sep 2021 Rejected by unlimited apc 2 tester'. The request details include the title 'Article Title Regression Test', the author 'Mrs. Alyce Hand', and a DOI link. A callout box points to the date '20 Sep 2021' in the request title, stating: 'Date the reversal was requested is displayed for reference'. Another callout box points to the 'Rejected' status, stating: 'APC will stay in a Rejected status until actioned by Researcher Support and then it will move back to the Pending tab, where it will be listed according to the original submitted/accepted date'. The footer contains copyright information and cookie settings.

Open Access Platform

Requests Agreement Dashboard Reports

Requests

Pending (2) Approved (4) Rejected (1) All (7)

All Institutions All Authors

Results: 1 of 7

Generate report (.CSV)

← Reversal requested 20 Sep 2021

⊗ 20 Sep 2021 Rejected by unlimited apc 2 tester

Article Title Regression Test

LIAT FR INSTITUTE OF MARSEILLE | Mrs. Alyce Hand , earlene40@example.com

<http://dx.doi.org/10.1016/j.fuel.2018.03.063>

Rejected

All requests loaded

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APC will stay in a Rejected status until actioned by Researcher Support and then it will move back to the Pending tab, where it will be listed according to the original submitted/accepted date

Thank you

