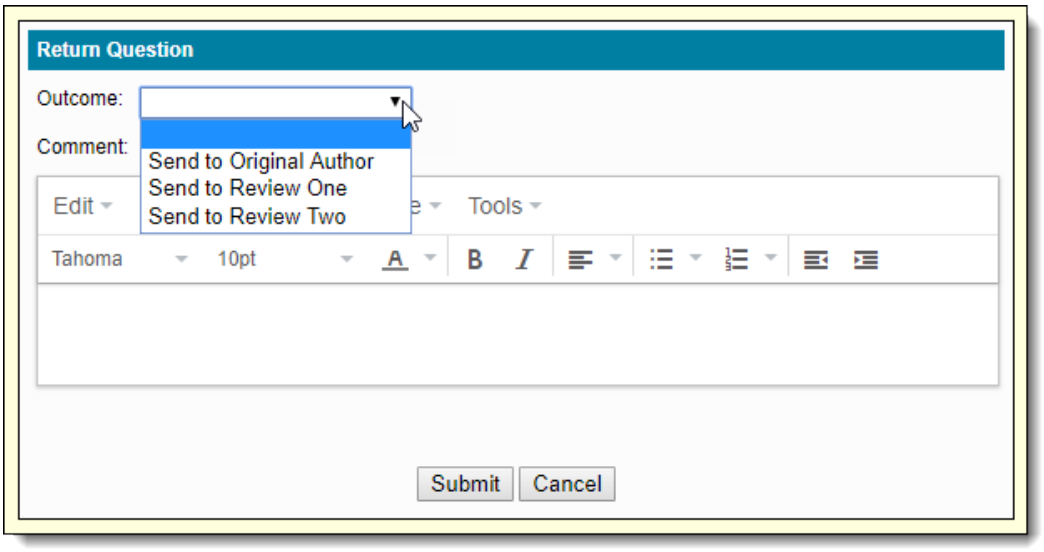
2.7.3 Return an Item

Return an Item

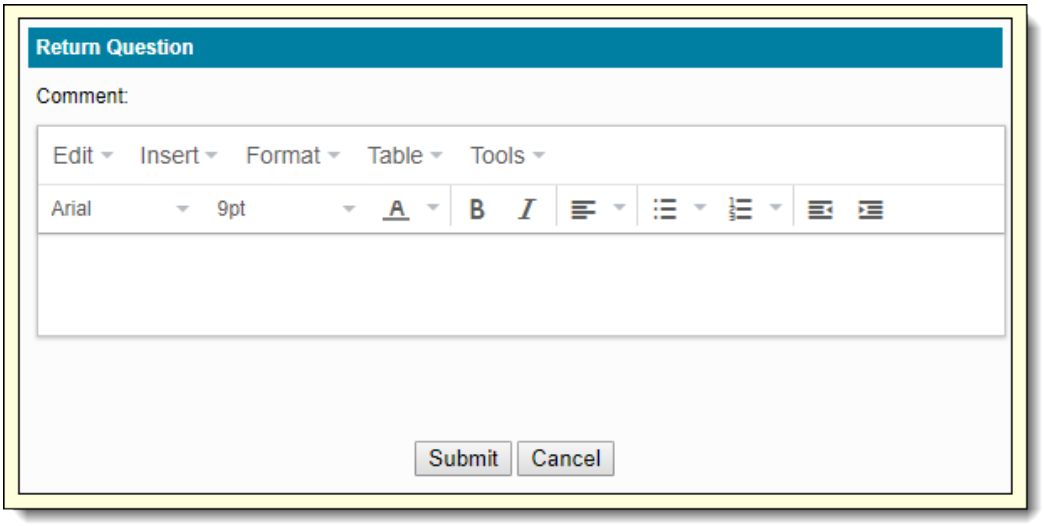
For an item to reach the final Returned state depends on the number of Reviewers assigned for the item.

As a Reviewer, if you feel the item does not meet the requirements, then you should return the item. Upon clicking the **Return** button, a dialog box asks you to enter a mandatory explanation for returning the item.

When multiple Outcomes are possible, only the last reviewer has the ability to choose where to send the item when returning it. Select where to return the item to from the **Outcomes** drop-down list.



All other reviewers may only supply a reason for returning the item.

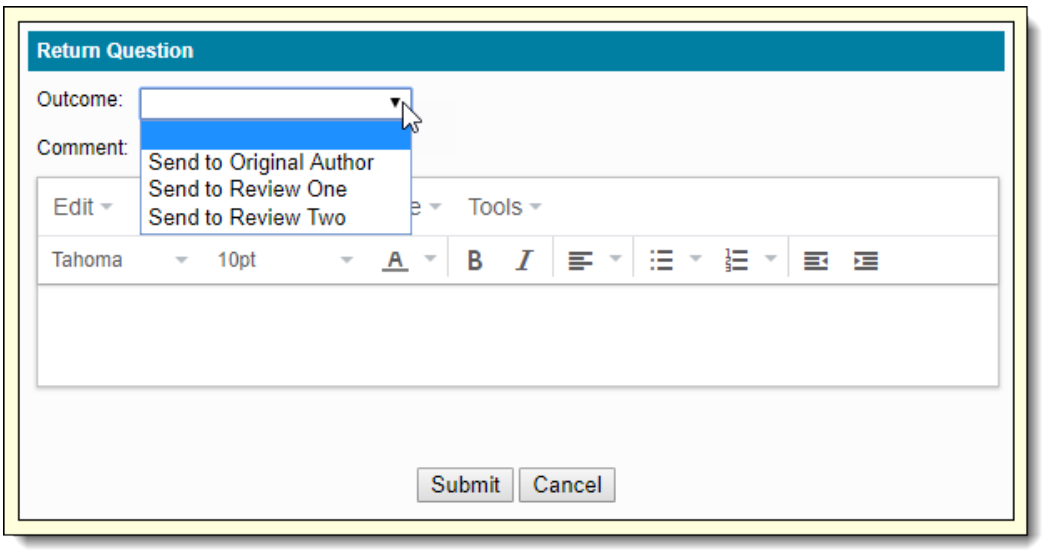


If there is more than one Reviewer, the return process must meet the return criteria assigned for the item.

For example, if the Project Manager has configured the project so two Reviewers are required to return an item, a minimum of 2 Reviewers is required to return the item.

The final reviewer returning the item gets the pop-up window to choose the Outcome, if the state of the item is going to be changed.

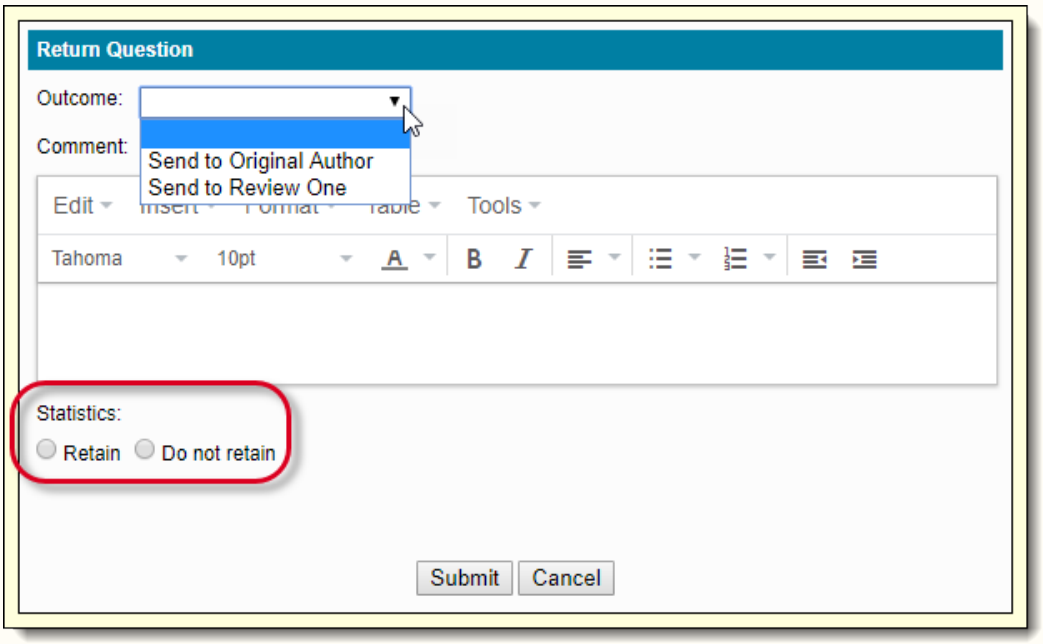
> Only the last Reviewer sees the drop-down option to choose where to send the item. All other reviewers may only add a comment and Submit. Also, only the last reviewer is given the option to retain statistics on the current revision. The ability to retain statistics is not available for other reviewers.



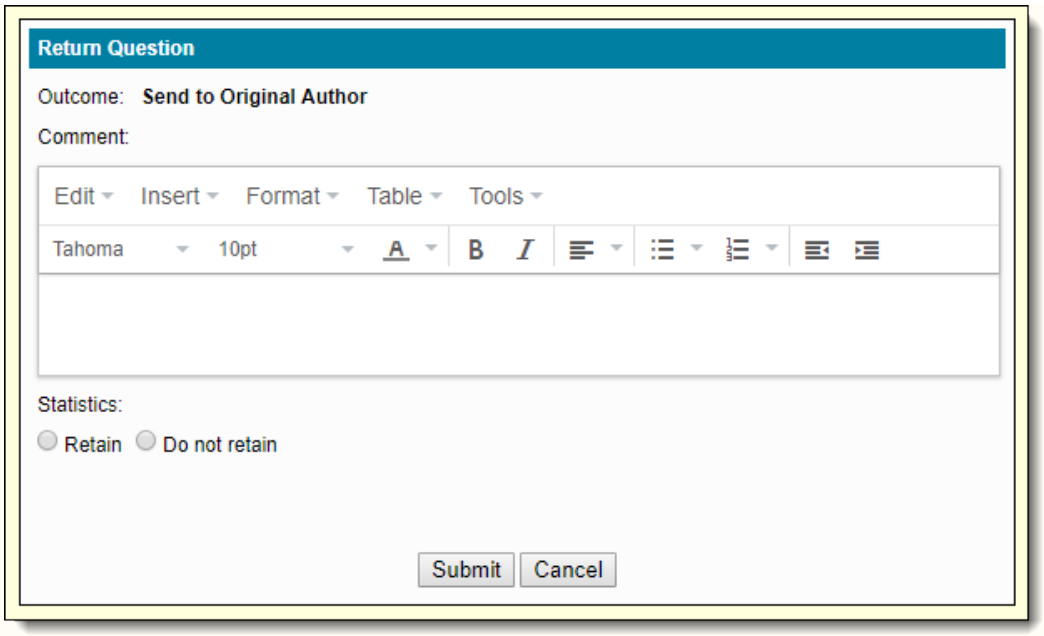
If an item being reviewed has statistics attached to it, and the last Reviewer **returns** it, then a pop-up window appears prompting the Reviewer to explain the reason for returning the item in a Rich Text Editor window. All other reviewers except the last reviewer can only add comments on why they are returning the item. Also, there are two radio buttons:

- **Retain Statistics**: Statistics are retained while rejecting the item.
- **Do not retain statistics**: Statistics are removed from the item being rejected.

If there are more than one Outcomes for returning the item you must select where to return the item to from the **Outcomes** drop-down list.

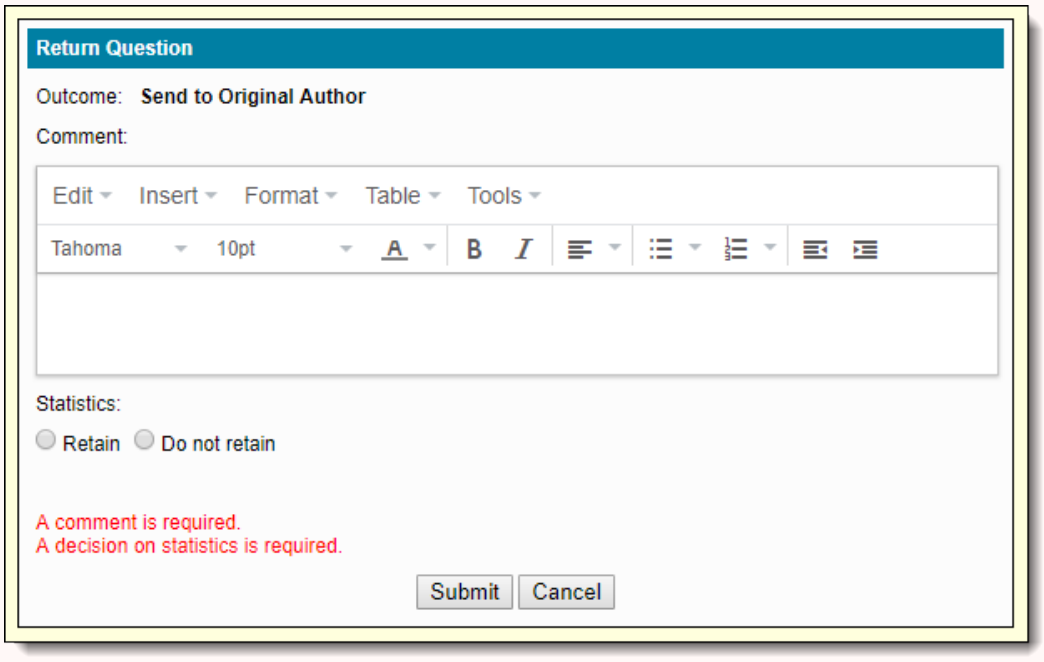


If there is only one Outcome for returning the item, the Outcome is listed.



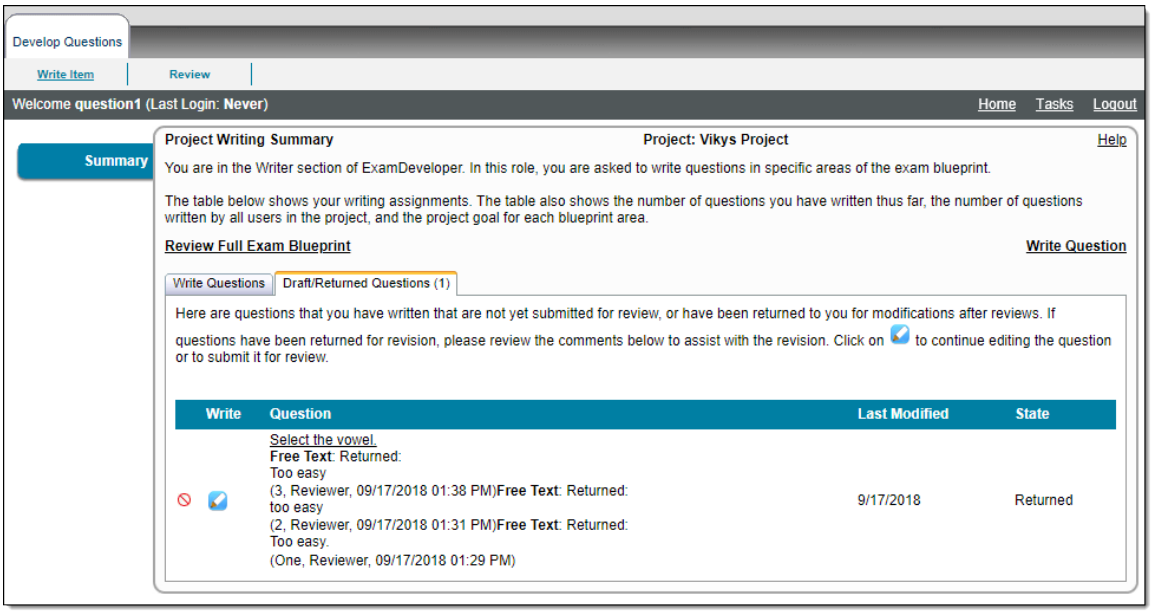
- **Submit** button: The item is returned to the author so that he/she incorporates changes as usually specified in the Rich Text editor. The item state changes to Returned if all Reviewers return it. The pop-up window closes and the Reviewer is returned to the **Project Review Summary** page.
- **Cancel** button: The pop-up window closes while discarding any changes it contains and the Reviewer returns to the **Review Questions** page for that item.

If you do not select an **Outcome**, enter a **Comment** in the Rich Text editor, or select what to do regarding **Statistics** and click **Submit** button, then the following error message is displayed.



Select an Outcome, enter an appropriate reason for returning the item and also select a radio button for retention or non-retention of statistics before clicking **Submit** button to avoid the above errors

- When an item is returned by a sufficient number of Reviewers, the author of the item is able to view it in the **Draft/Returned Questions** t ab of the **Project Writing Summary** page. The writer is able to view the explanations for the returned item.



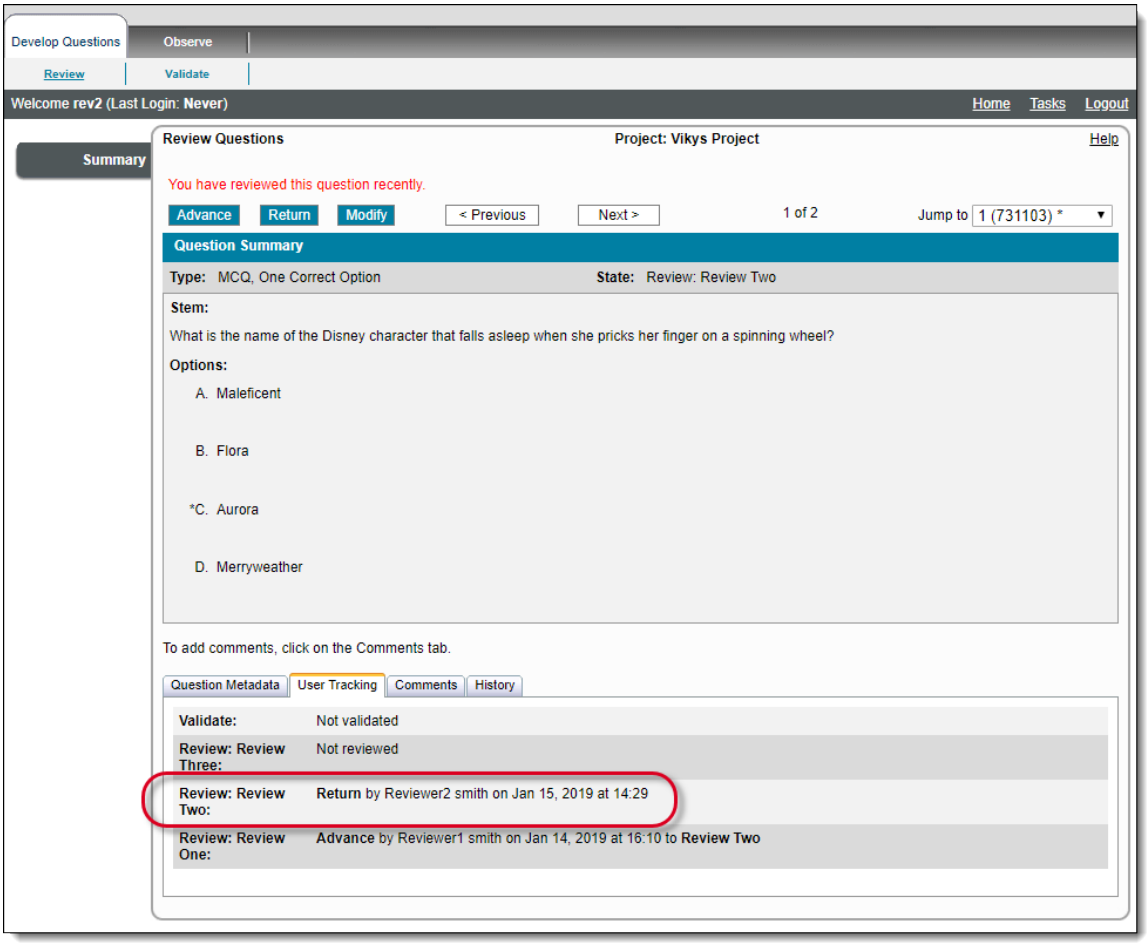
- The Project Manager must specify how many Reviewers must return an item before the author reviews it as Returned.

Change Return review action to Advance for previously reviewed items

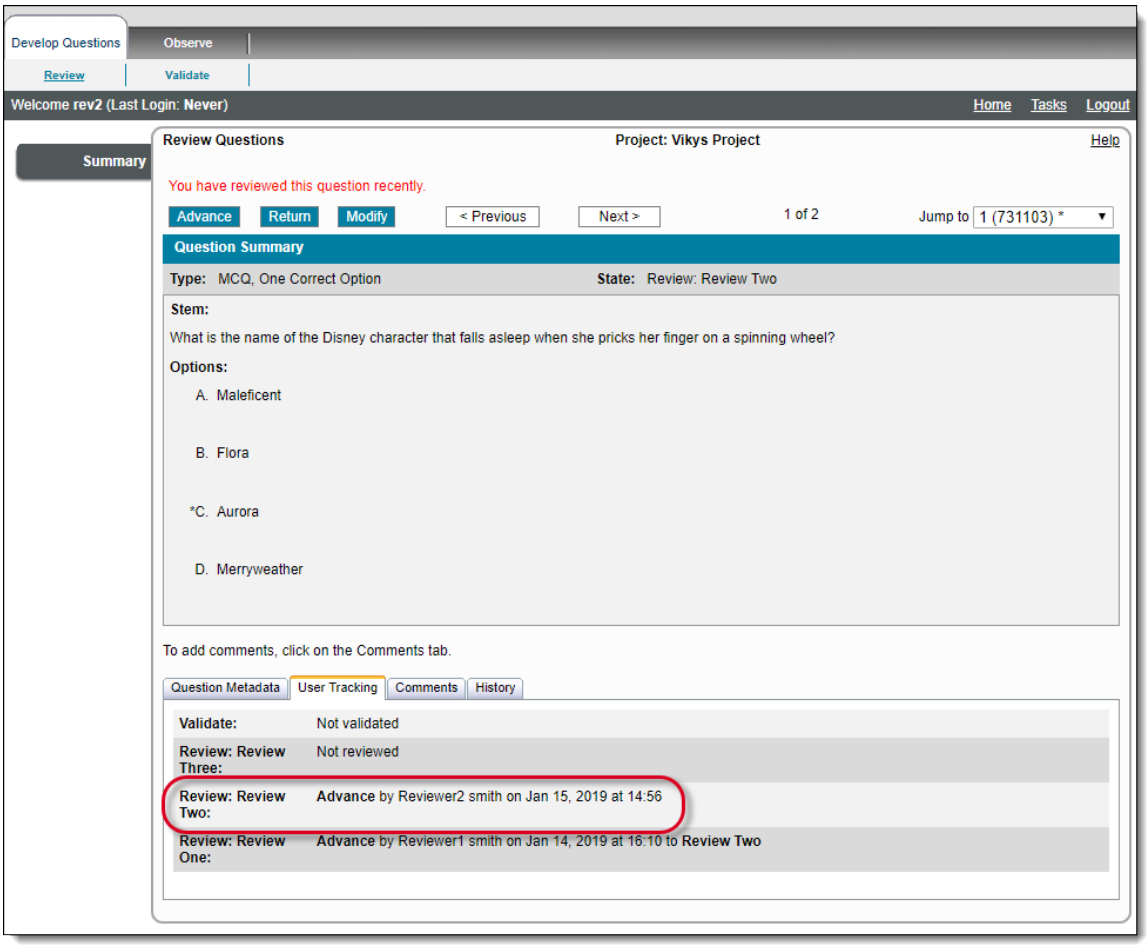
When you return an item, you have the option to change your mind and advance the item as long as the item is still in the current review state and you currently have more than just the one item in the review queue. For instance, the review workflow is configured so that two users are required to return an item. The first reviewer has the option to change the review state from Return to Advance. The Final reviewer would not have the option to change the review state.

> This action is only possible if multiple items are in the review queue for the reviewer.

1. Open an item for review and click the **Return** button.
2. Click the **Previous** navigation button to move back to the item.
   A message in red states You have reviewed this question recently. The **User Tracking** tab lists the review state as **Return**.



3. Click the **Advance** button.
4. Click the **Previous** navigation button to move back to the item.
   The **User Tracking** tab now lists the review state as **Advance**.



The "Return" button text, "Return" text for button description in the review process explanation paragraph near the top of the page, "Returned By" text in User Tracking, title text of the Return Question Comment box, additional occurrences for returned Question: State text and Comment title text. For HTML Report obtained after rejecting an item during Review and clicking Print: Status text, "Returned By" text, and Comment title in Question Report on the **Review Questions** page may appear using other words, depending on the text provided in the **Return Button** and **Return State Text** settings of the Item Bank's configuration.

In ExamDeveloper versions prior to 1809, these buttons were labeled as Reject and Rejected. For existing projects after 1809, these buttons will retain whatever you named the Custom Label. If you had Reject and Rejected, that will remain as Reject and Rejected.