



VEOLIA SUBCONTRACTOR HUB

User Guide v1.1

March 2018

VEOLIA

SUBCONTRACTOR HUB

Enhancing the relationship between Veolia and its subcontractors

E-Mail

Password

Remember Me [Reset your password](#)

LOG IN

SUB CONTRACTOR HUB

- ✓ Manage your compliance documents
- ✓ Manage the services you provide
- ✓ Upload invoices
- ✓ Upload weight tickets

Veolia Subcontractor Hub

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Veolia Subcontractor Hub

1. Introduction

This document is intended to provide assistance in using the Veolia Subcontractor Hub. It should help guide you through the process of logging in and using the different features in the system.

2. Logging In

The URL for the Veolia Subcontractor Hub is <https://subcontractorhub.veolia.co.uk>.

You will receive an onboarding invitation Email from the Veolia Sub Contractor team. Follow the instructions in the Email. Click the link provided and you will be asked to create a password. Having created a password, login to the website as follows.

To log in, enter your Email address in the box provided along with your password then click the LOG IN button.

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E-Mail

Password

Remember Me [Reset your password](#)

LOG IN

SUPPLIER HUB

- ✓ Manage your compliance documents
- ✓ Manage the services you provide
- ✓ Upload invoices
- ✓ Upload weight tickets

If you have forgotten your password at any time you can click the Reset your password link and you will be asked to enter your registered Email address to be sent a new password.

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3. First Login

The first time you login to the Subcontractor Hub you will be asked to go through a series of pages and check the data and confirm your acceptance. This will be the data setup by the Veolia Sub Contractor team prior to sending your invitation to join the site. It is important that you check the information and correct anything that's not right. There is a useful video that will take you through the process of registration on Youtube at the following URL: <https://youtu.be/dJCmpjJuA-E>

3.1 Company Information

Check all the information is correct, click the 'Accept Company Information' checkbox and then click ACCEPT AND CONTINUE.

Dashboard Invoices Services ▾ WTN ▾ Missed Lift daveveoliatest4

Welcome to the Veolia Supplier Hub. Please review the information on the following pages, check that the data is correct and confirm your acceptance where prompted. Click the Accept and Continue button to progress to the next page

Company Information Contacts Compliance Details Services Coverage Price Matrix

Company Name*
1234567

Registered Company Name
1234567

Email Address*
daveveoliatest4@gmail.com

Current Password

New Password
Password strength:

New Confirm Password
Passwords match:

Mobile*
01234567890

Payment Terms
25 days from date of invoice

Operational Restrictions

Blanket PO
4610006694

Secondary Email Address

Accept Company Information
Click the checkbox to accept the Company Information

ACCEPT AND CONTINUE

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3.2 Contacts

Check that the additional contact details in the system are correct. If you wish to add another contact, click the '+' button. You can assign a contact to a certain job role such as Sales, Purchasing, Duty of Care (Doc). In the future notifications about actions needed on the hub will be sent to those departmental contacts as well as the primary contact. When you are happy click the 'Accept Contact Information' checkbox and then click ACCEPT AND CONTINUE.

Company Information **Contacts** Compliance Details Services Coverage Price Matrix

1234567

Email Address Mobile

Department

Additional Contacts

Email Address	Mobile	Department	
<input type="text" value="test@email.com"/>	<input type="text" value="01553 630247"/>	<input type="text" value="Primary Contact"/>	
<input type="text" value="test1@email.com"/>	<input type="text" value="01553 630247"/>	<input type="text" value="General Manager"/>	
<input type="text"/>	<input type="text"/>	<input type="text" value="- None -"/>	

Accept Contacts Information

Click the checkbox to accept the Contact Information

3.3 Compliance

You can view the Compliance documents that have been uploaded to the hub by clicking the download icon on the right of each document line. You can add a new document by selecting the Compliance Type, choosing a file from your computer that is in PDF format, entering it's Expiry Date, adding any additional information, then clicking Upload. The document will then be sent to the Veolia Sub Contractor team for review.

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To accept the documents, check the 'Check to Accept' checkbox to the left of each document line, then click ACCEPT AND CONTINUE.

Check To Accept	Public Liability Insurance (PLI)	Expiry Date	Additional Information	Action
<input type="checkbox"/>	Public and Employers Liability insurance 14th November 2018.pdf	14/11/2018		

Check To Accept	Waste Carriers Licence (WCL)	Expiry Date	Additional Information	Action
<input type="checkbox"/>	Waste Carriers Licence EXP 09.05.2019.pdf	09/05/2019		

Click the checkboxes for each compliance document to accept the compliance information before clicking Accept and Continue

3.4 Service Coverage

This page shows the postcodes that you have indicated you provide services in. Similar to previous screens you can check to select individual lines or click the checkbox in the header to select all lines, then click the ACCEPT AND CONTINUE button at the bottom. You can add additional postcodes in the box provided (you only need to add the first section of a postcode such SO19 or AB2) at the top and click Save. You can delete any postcodes that are not applicable by clicking the Delete icon on the relevant line. You can advise Veolia of the location of your depots by clicking the Manage Depot button. You will then be presented with a screen where you can add a depot name, address and postcode of the depot. This helps Veolia establish where suppliers depots are in relation to their customers.

Post Code

Enter new postcode area such as PO or postcode sector such as SO19

<input type="checkbox"/> Check To Accept	PostCode	Action
<input type="checkbox"/>	PE30	

Click the checkboxes for each postcode to accept the postcode information before clicking Accept and Continue

3.5 Price Matrix

This page will show the price matrix (rate card) or multiple rate cards if you have more than one (for example different prices applying in different areas of the country, or for specific customers).

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The first step is to view each price matrix by click the Price Matrix link on the appropriate line as shown below:

ADD RATE CARD		
SN	Customer	Action
1	ALL	Price Matrix

Click the checkboxes for each service to accept the price information before clicking Accept and Continue

[BACK](#) [ACCEPT](#)

You will now see the price matrix. You select individual lines on the price matrix or select all by clicking the checkbox in the header, then click the dropdown under bulk operation, select Accept Selected, then click SUBMIT. Then click Back to return to the page above, then click ACCEPT to progress to the next section of the registration process. You can add a line to the price matrix by clicking the Add Price Matrix button. You will then be prompted to complete a form to add a new line, click Submit when complete.

Ratecard Name: Rate Card - 1521979373
Service: SO19, PO, SO, EX1, AB, EX2, G1, G2, PE30
Customer: Morrisons

[Add Price Matrix](#) [Add Rate Card](#) [Manage Exception](#)

Container Size Waste Stream Price Price Compacted [SEARCH](#)

Bulk Operation

[SUBMIT](#)

[Accept Selected](#)
[Delete Selected](#)

	Container Type	Size	Waste Stream	Price	Price (Compacted)	Action
<input checked="" type="checkbox"/>	Eurobin	1100L	General Waste	£ 1.00	£ 1.00	Edit Delete
<input checked="" type="checkbox"/>	Eurobin	660L	General Waste	£ 1.00	£ 1.00	Edit Delete
<input checked="" type="checkbox"/>	Eurobin	360L	General Waste	£ 1.00	£ 1.00	Edit Delete
<input checked="" type="checkbox"/>	Eurobin	240L	General Waste	£ 1.00	£ 1.00	Edit Delete
<input checked="" type="checkbox"/>	Eurobin	1100L	Mixed recycling	£ 1.00	£ 1.00	Edit Delete

Managing Rate Card Exceptions

Veolia Subcontractor Hub


It is possible to exclude certain waste types from certain postcodes. For example you may offer glass collection services in the postcode area SO, but not in the postcode area PO. To create an exception, click the MANAGE EXCEPTION button.

The screenshot shows the Veolia Subcontractor Hub interface. At the top, there is a navigation bar with the Veolia logo and menu items: Dashboard, Invoices, Services, WTN, and Missed Lift. A user profile icon for 'daveveoliatest4' is in the top right. Below the navigation bar are five main menu items: Company Information, Contacts, Compliance Details, Services Coverage, and Price Matrix. The main content area displays details for a specific rate card: '1234567', 'Ratecard Name: Rate Card - 1521979373', 'Service: SO19, PO, SO, EX1, AB, EX2, G1, G2, PE30', and 'Customer: Morrisons'. Three buttons are visible: 'Add Price Matrix', 'Add Rate Card', and 'Manage Exception' (highlighted with a red border). Below these are input fields for 'Container', 'Size', 'Waste Stream', 'Price', and 'Price Compacted', along with a 'SEARCH' button. A 'Bulk Operation' section includes a dropdown menu and a 'SUBMIT' button. At the bottom, a table lists the current configuration for three Eurobin containers, with checkboxes for 'Check To Accept' and 'Action' icons.

Check To Accept	Container Type	Size	Waste Stream	Price	Price (Compacted)	Action
<input type="checkbox"/>	Eurobin	1100L	General Waste	£ 1.00	£ 1.00	
<input type="checkbox"/>	Eurobin	660L	General Waste	£ 1.00	£ 1.00	
<input type="checkbox"/>	Eurobin	360L	General Waste	£ 1.00	£ 1.00	

You will see all the postcodes you provide services in and the waste types based on your rates cards. To deselect a particular waste type from a particular postcode, find the appropriate postcode, then untick the checkbox for the appropriate waste type on that line. In the example below, glass and green waste have been deselected from the postcode area PO.

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Dashboard Invoices Services ▾ WTN ▾ Missed Lift46 daveveoliatest4

i Company Information 📞 Contacts 🔄 Compliance Details ⚙️ Services Coverage £ Price Matrix i

1234567

Ratecard Name: Rate Card - 1521979373
Service: SO19, PO, SO, EX1, AB, EX2, G1, G2, PE30
Customer: Morrisons

Postcode	General Waste	Mixed Recycling	Food	Cardboard	Glass	Green Waste	Paper
SO19	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PO	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SO	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
EX1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AB	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
EX2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

After accepting the ratecard and clicking the back button, repeat the process if there are more than one price matrixes. Finally click the ACCEPT button to progress to the next stage.

ADD RATE CARD

SN	Customer	Action
1	ALL	Price Matrix

Click the checkboxes for each service to accept the price information before clicking Accept and Continue

BACK ACCEPT

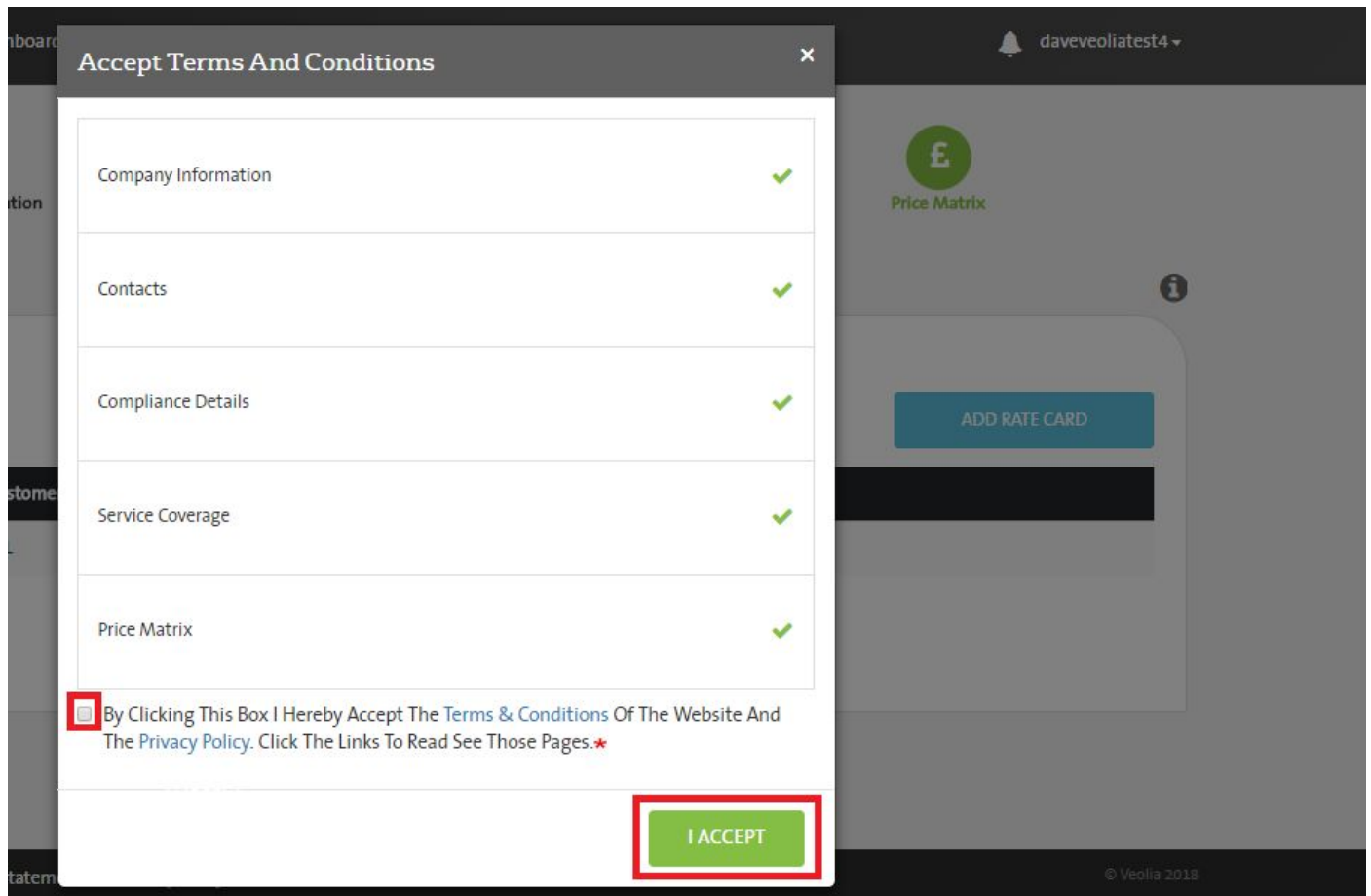
Now click PROCEED TO TERMS & CONDITIONS.

1	ALL	Price Matrix
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BACK PROCEED TO TERMS & CONDITIONS

Veolia Subcontractor Hub

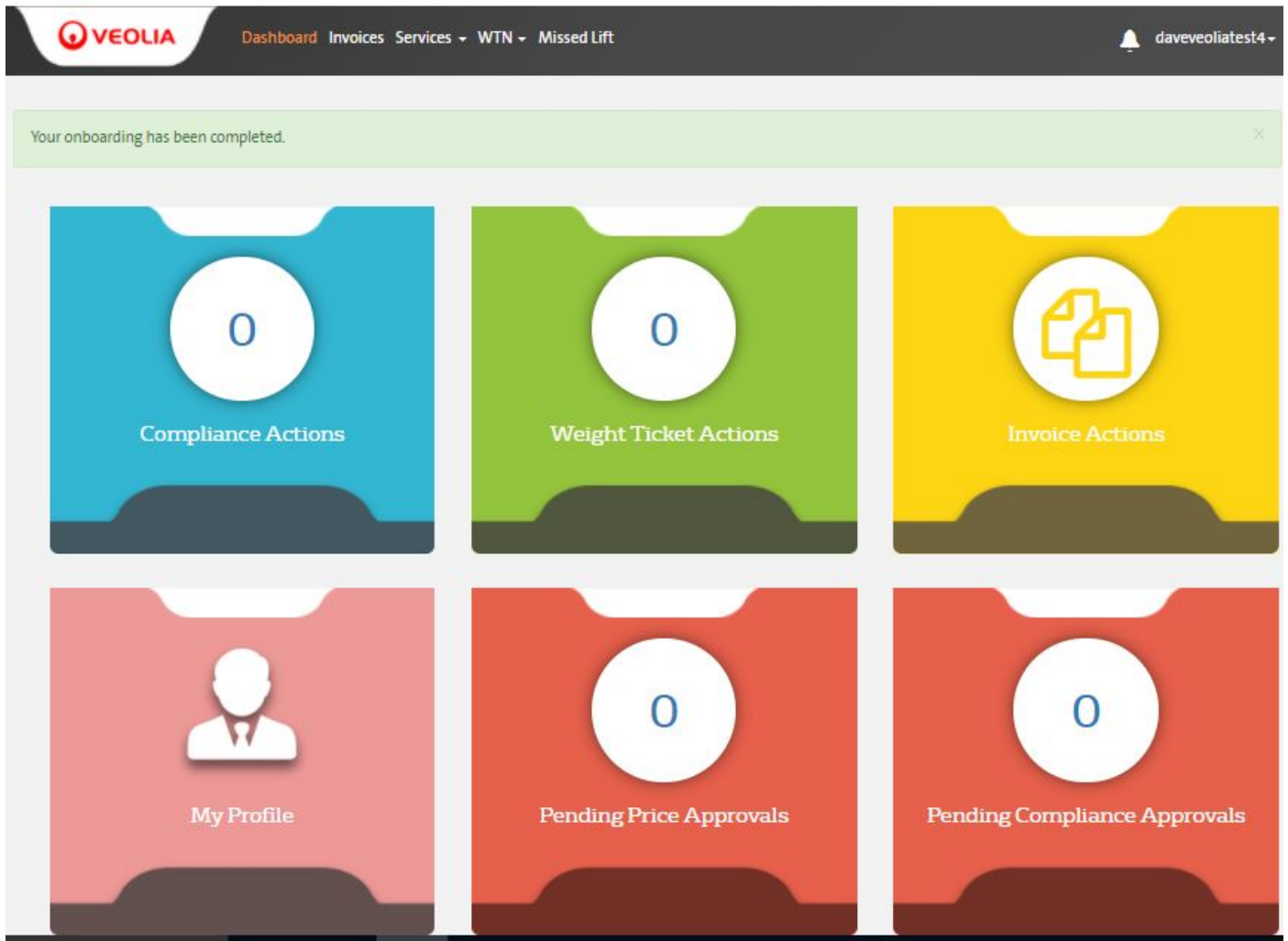
You will now be prompted to read the website Terms & Conditions and Privacy Policy and click the checkbox before clicking 'I ACCEPT' to complete the registration process.



4. Dashboard

Once you have completed the registration process, you will be taken to the Dashboard page and you can use all the features of the system available to you.

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This page will show you if you have any actions that need addressing such as expiring or expired compliance documents, missing weight tickets and any pending approvals. Pending approvals are where you are waiting for the Veolia admin team to review updated prices and newly uploaded compliance documents for example. If you see a number in any of the boxes, click on it and it will take you to the appropriate page for action.

You can also navigate to the other pages you have access to such as Invoices, Services, WTN and Missed Lift. These pages will be described in more detail below.

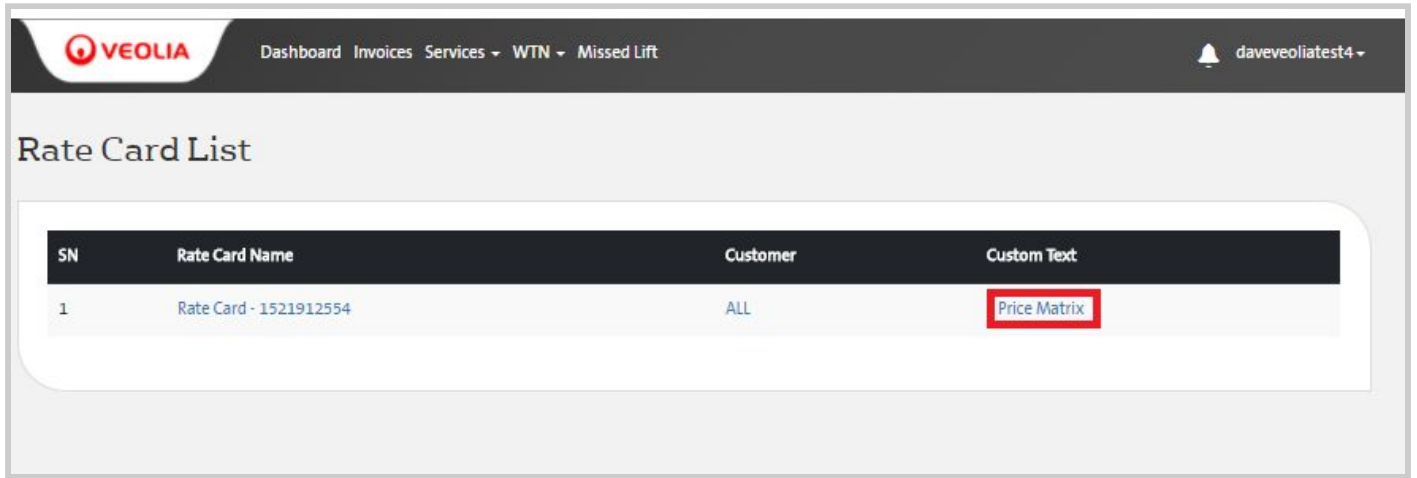
5. Services

5.1 Rate Card

From the Services menu you select 'Rate Card'. This page shows the rate cards for all the services you provide to Veolia. There may be multiple rate cards as you may have different prices

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for different regions of the country, or for specific customers. To view a rate card, click on the 'Price Matrix' link on the line of the rate card you want to view.



The screenshot shows the Veolia Subcontractor Hub interface. At the top, there is a navigation bar with the Veolia logo on the left, and links for 'Dashboard', 'Invoices', 'Services', 'WTN', and 'Missed Lift' in the center. On the right side of the navigation bar, there is a notification bell icon and the user name 'daveveoliatest4'. Below the navigation bar, the main heading is 'Rate Card List'. Underneath this heading is a table with the following structure:

SN	Rate Card Name	Customer	Custom Text
1	Rate Card - 1521912554	ALL	Price Matrix

You will now see the details of that rate card. Prices are generally reviewed and updated once a year in Jan/Feb. During this period the rates can be modified via the Rate Card section under 'My Profile' as described earlier in the registration process. As the rate card process is quite complicated due to the many options that can be applied there will be a short video available soon that will demonstrate how to complete this process.

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5.2 Weight Tickets

This page will present you with any weight tickets that need updating. Enter the in Kilos (kg) for each line and then click Update to submit them.

The screenshot shows the Veolia Subcontractor Hub interface. At the top, there is a navigation bar with the Veolia logo, a menu (Dashboard, Invoices, Services, WTN, Missed Lift), and a user profile (abhishekrjan77). Below the navigation bar, there is an 'Update' button highlighted with a red box. The main content area displays two weight tickets. The first ticket, 'Ticket WASR94209795', has a 'Weight' field containing the value '1', which is also highlighted with a red box. The second ticket, 'Ticket WASR94209795', has an empty 'Weight' field, also highlighted with a red box. Both tickets show details such as Operating Site, Container, Subcontractor, Action, and Outlet.

Ticket ID	Weight (kg)	Operating Site	Container	Subcontractor	Action	Outlet
WASR94209795	1	***	***	Test Supplier	Container Exchange	Warrington
WASR94209795		Royal Mail PR2 9GG - MC/MED/CIT	RORO 35YD3/26.8M3	VEOLIA - BURY SUB	Container Exchange	Warrington

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5.3 Postcodes

This page shows all the postcodes that you have advised Veolia that you provide services in. We use this information in our smart search when looking for a subcontractor to provide a service in a particular area, so it's important that the data is correct and up to date. If you provide services in a new area, be sure to update the postcodes here so that you will come up in our search for potential suppliers to assist us with a service request.



Post Code
PO13
PO
SO19
SO
AB43

Like the Rate Card page described earlier, postcodes can be modified and added to via the 'My Profile' page. Refer to the Services Coverage section.



Post Code

SAVE

Enter new postcode area such as PO or postcode sector such as SO19

PostCode	Action
PO13	
PO	
SO19	
SO	
AB43	

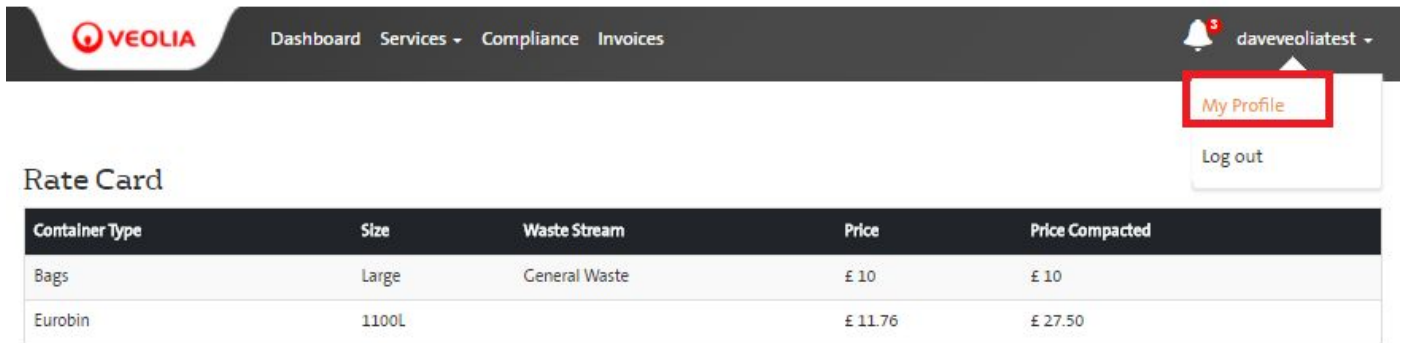
On this page you can edit postcodes, delete them and add new ones via the box provided at the top of the table. Any changes will go to the Veolia admin team for review. You only need to add

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the first part of a postcode such as 'SO' or to be more precise you can add the postcode area such as 'SO19'.

6. Compliance

One of the most important features of the system is to help you manage your compliance documents. This page will show all the compliance documents you have recorded and their expiry dates. You can access this page via the My Profile link under your Username.




The screenshot shows the top navigation bar of the Veolia Subcontractor Hub. The navigation menu includes 'Dashboard', 'Services', 'Compliance', and 'Invoices'. The user is logged in as 'daveveoliatest'. A dropdown menu is open under the user name, with 'My Profile' highlighted in a red box and 'Log out' below it. Below the navigation bar, the 'Rate Card' section is visible, containing a table with the following data:

Container Type	Size	Waste Stream	Price	Price Compacted
Bags	Large	General Waste	£ 10	£ 10
Eurobin	1100L		£ 11.76	£ 27.50

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Then select Compliance Details. You will see all the compliance documents that are uploaded to the system. You can see the Expiry data. You will receive an Email notification one month before your document is due to expire and another notification once it has expired. You can add your new compliance documents in the section at the top of the page. Select the compliance type, upload the document, enter it's expiry date then click UPLOAD.

Dashboard Invoices Services - WTN - Missed Lift daveveoliatest4

Company Information Contacts **Compliance Details** Services Coverage Price Matrix

1234567

Compliance Type* **Document Upload** No f...sen **Expiry Date** **Additional Information** Not Required

Risk Assessment	Expiry Date	Additional Information	Action
Risk assement July31st 2018.doc	31/07/2018		
Environment Policy	Expiry Date	Additional Information	Action
Enviromental Policy Statement 23rd January 2019.doc	23/01/2019		
H&S Policy Statement	Expiry Date	Additional Information	Action
Baco-Compak Signed H&S 20th July 2018.pdf	20/07/2018		
Operators Licence Number	Expiry Date	Additional Information	Action
Operators License 31st December 2030.pdf	31/12/2030		
Vehicle Insurance	Expiry Date	Additional Information	Action
Vehicle Insurance 15th November 2018.pdf	17/11/2018		
Employer's Liability (EL)	Expiry Date	Additional Information	Action
Public and Employers Liability insurance 14th November			

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7. Invoices


In the Subcontractor Hub there is the option to upload invoices. When you upload an invoice it will be automatically forwarded to our Accounts Payable department for onward processing. You would then have easy access to any invoices uploaded from within the Subcontractor Hub. In the future we hope to be able to show the status of those invoices, such as being processed, approved for payment, paid etc.

To upload an invoice, click on the Add Invoice button. You then complete the form shown below with the invoices details and click SAVE.

The screenshot displays the 'Create Invoice' form within the Veolia Subcontractor Hub. The form is a modal window with a dark header containing the Veolia logo and 'Dashboard'. The form fields include: 'Invoice Number*' (empty text box), 'Date*' (text box with '26/03/2018'), 'Details' (empty text area), 'Type*' (radio buttons for 'Consolidated' and 'One Trip'), 'Upload Invoice*' (file upload box with 'Choose File' button and 'No file chosen' text, with a note: 'One file only. 5 MB limit. Allowed types: csv, pdf, xls, doc, docx, txt, xlsx'), and 'Value*' (text box with '£' symbol). A blue 'Add Invoice' button is highlighted with a red box on the right side of the modal. A green 'SAVE' button is highlighted with a red box at the bottom right of the modal. The background shows a sidebar with 'Invoice Details' and a search bar with 'No Data Found'.

You will see any invoices you have uploaded on the Invoices page. You can view an invoice by clicking the eye icon and download by clicking the download icon.



Veolia Subcontractor Hub

Dashboard **Invoices** Services ▾ WTN ▾ Missed Lift🔔 daveveoliatest4 ▾

Invoice Details

Search by Invoice no.

+ Add Invoice

Invoice Number	Date	Amount	Type	Action
12345	26/03/2018	£220.10	Consolidated	 

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8. WTN

Under the WTN main menu option you will see My WTN and WTN Schedule.

8.1 My WTN

The My WTN page will simply show you the Waste Transfer Note that is applicable to all the services you provide for Veolia. You have the option to view the Waste Transfer Note.

8.2 WTN Schedule

The WTN Schedule page show all the sites that you are contracted to collect from on Veolia's behalf. If you have a lot of services you can search by Site Name or Site Postcode in the search boxes provided.

Dashboard Invoices Services ▾ WTN ▾ Missed Lift daveveoliatest4 ▾

WTN Services

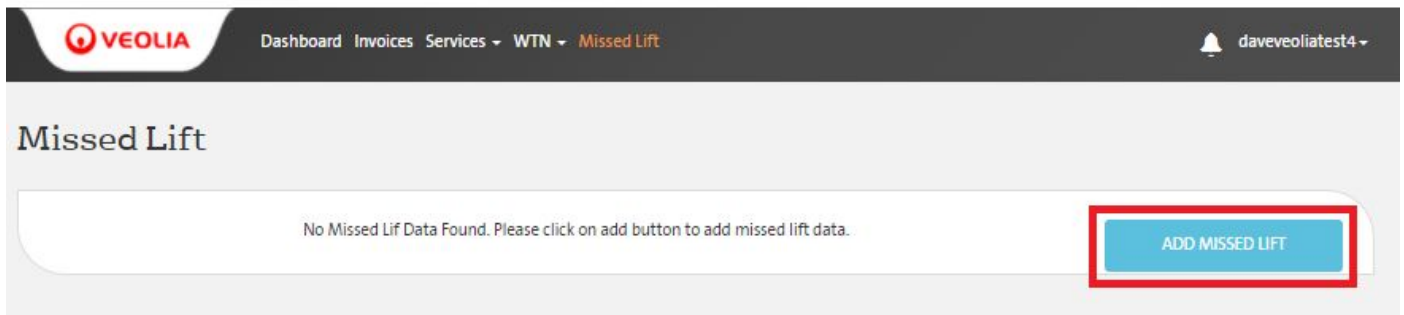
Site Name: Site Post Code:

Select the desired Site Name Select the desired Site Post Code

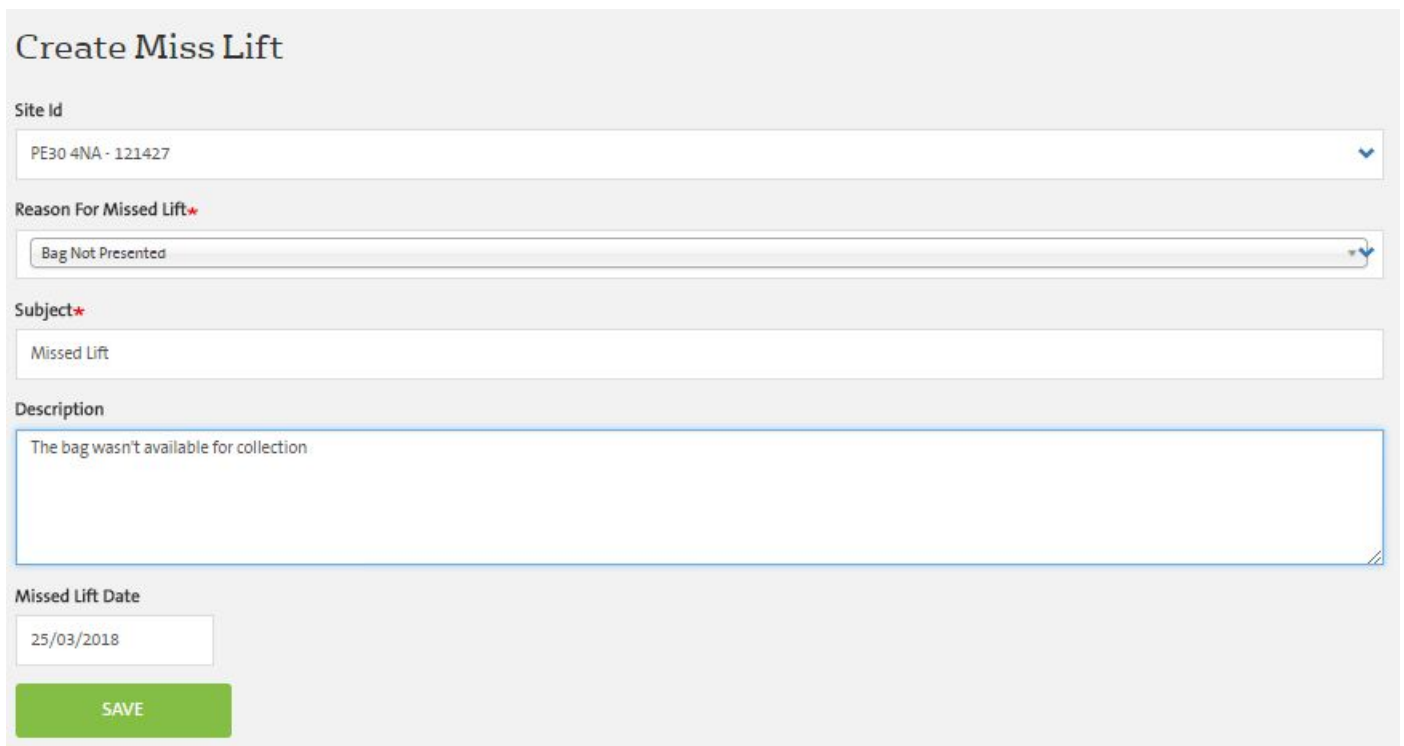
Site Name	SICCode	EWC Code & Waste Desc	Container Type And Size	Frequency	Bin Qty	M	T	W	T	F	S	S
Pizza Hut PE30 4NA	56.10/1	Class - Mixed	EURO 240 LTR	Fortnightly	2	1	0	0	0	0	0	0
Broughton Surgery	86.21	Cardboard	EURO 1100 LTR	Fortnightly	1	0	1	0	0	0	0	0
The Dukes Head Hotel	55.10	Class - Mixed	EURO 240 LTR	Weekly	4	0	0	4	0	0	0	0
Le Strange Arm Hotel	55.10	Non-Hazardous Industrial	EURO 1100 LTR	Weekly	5	5	0	0	0	5	0	0
Broughton Surgery	86.21	Non-Hazardous Industrial	EURO 1100 LTR	Fortnightly	1	0	1	0	0	0	0	0

9. Missed Lift

The missed lift section allows you to report any lifts you have missed to Veolia. This is extremely useful for our admin team so they can make arrangements to reschedule the collection. It will also assist with invoice reconciliation. To report a missed lift, first click the ADD MISSED LIFT button.




Now you can complete the form with details of the missed lift. First select the site where the lift was missed from the dropdown. Then select the reason for the missed lift. In the Subject field enter 'Missed Lift'. Then enter some details in the Description field. Finally select the date of the missed lift and click SAVE.

The screenshot shows the 'Create Miss Lift' form. The form has the following fields: 'Site Id' with a dropdown menu showing 'PE30 4NA - 121427'; 'Reason For Missed Lift*' with a dropdown menu showing 'Bag Not Presented'; 'Subject*' with a text input field containing 'Missed Lift'; 'Description' with a large text area containing 'The bag wasn't available for collection'; and 'Missed Lift Date' with a date input field showing '25/03/2018'. A green 'SAVE' button is located at the bottom of the form.

You will now have a record of any missed lifts that you have informed Veolia about in your Missed Lift page.

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Dashboard Invoices Services ▾ WTN ▾ Missed Lift🔔 daveveoliatest4 ▾

- Miss Lift **1521970781** has been created.
- Missed Lift saved successfully.

Missed Lift

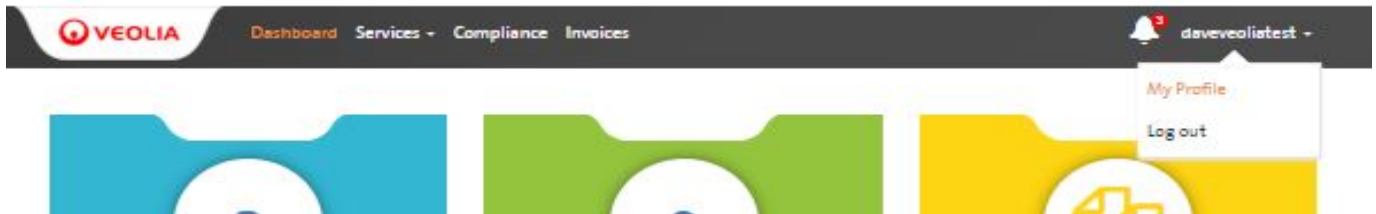
[ADD MISSED LIFT](#)

Case Number	Miss Lift Type	Missed Lift Date	Status	Date	Action
02631815	Manual	25/03/2018	✓	25/03/2018	👁

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10. My Profile

The My Profile page is accessed via the drop down menu under your name, top right of the screen.



Here you will find the pages containing the data stored about your company, such as company information, contact details and telephone number. In addition you can also see the compliance, pricing and service coverage information held. You may edit certain information and any changes made, once saved, will be sent to Veolia for review. In this section you can also change your account password. To make any changes, first click the EDIT button at the bottom of the relevant screen.

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Company Information



Contacts



Compliance Details



Price Matrix



Services Coverage

Company Name*

DB Waste

Registered Company Name

DB Waste

Vendor Number*

1274474747

Email Address*

daveveoliatest@gmail.com

Password

Password strength:

Current Password

Confirm Password

Passwords match:

Mobile*

07803613638

Payment Terms

Operational Restrictions

Blanket PO

Secondary Email Address

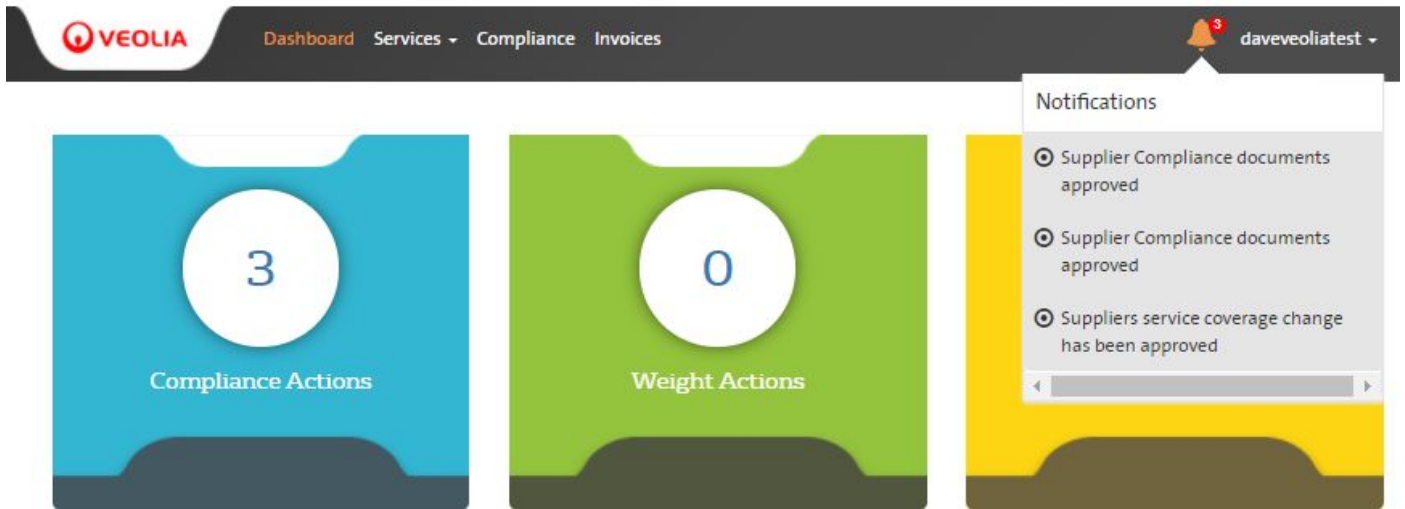
WIMS ID*

12345

EDIT

11. Notifications

From time to time you will receive notifications from the Subcontractor Hub. These will be sent to the account owners Email address and can also be viewed via the notifications bell icon at the top of the screen.



These notifications will advise you what action has been taken by Veolia such as approving compliance documents and service coverage changes. They will also advise you if compliance documents have expired or if weight ticket information needs to be uploaded, for example.

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12. Service Requests via Email

In April we will be releasing an update to the Subcontractor Hub and you will start to receive service request via Email to your primary Email address in the system. Our admin team will be able to generate an Email template detailing the job we would like performed and you will have the option to respond to that request within the Email received. In the Email you will see two links, 'Approve' and 'Deny'. If you are able to accept the job click 'Approve' if you are unable to, then click 'Deny'.

Service Request from Veolia UK - Reference Number 02631813

 **Supplier Hub** <uk.veolia.waste.subcontract-compliance.mailbox@veolia.com>
to me 

Dear Veolia Manchester Depot,

Please can you assist us with a customer we have located in postcode area XX11.

The service required is as follows:

Waste Stream : General Waste
Container Type : Eurobin
Size : 660L
Reference Number :02631813

Please confirm your acceptance by email.

[Approve](#) [Deny](#)

Regards,

After clicking 'Approve' an Email reply template will open and you can add comments between the brackets [] as indicated.

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Approval Response – Reference Number:02631813

supplierhub2017@gmail.com, Bcc: workflow@bslveolia.co.uk

Approval Response – Reference Number:02631813

Instructions:

1. To add comments, type them between the brackets in the comments section below.
2. Please do not remove or modify any other text
3. Send the email to complete your action

*Comments=

*Reference Number=[02631813 MzI0]

*status=[A]

Similarly if you click 'Deny' you have an opportunity to add comments between the brackets in the Email reply template that appears.