# Processing Returned Files from Customer

02/18/2026 3:45 pm MST

All returned files from a customer shall be assigned to a card and processed with return status and routing actions.

When a document is returned in a complete status (like Code 1 or Code A), there are no further action required. When a document is returned with a different code (e.g., with comments, rejected, etc.), this is considered an incomplete status and further action is expected.
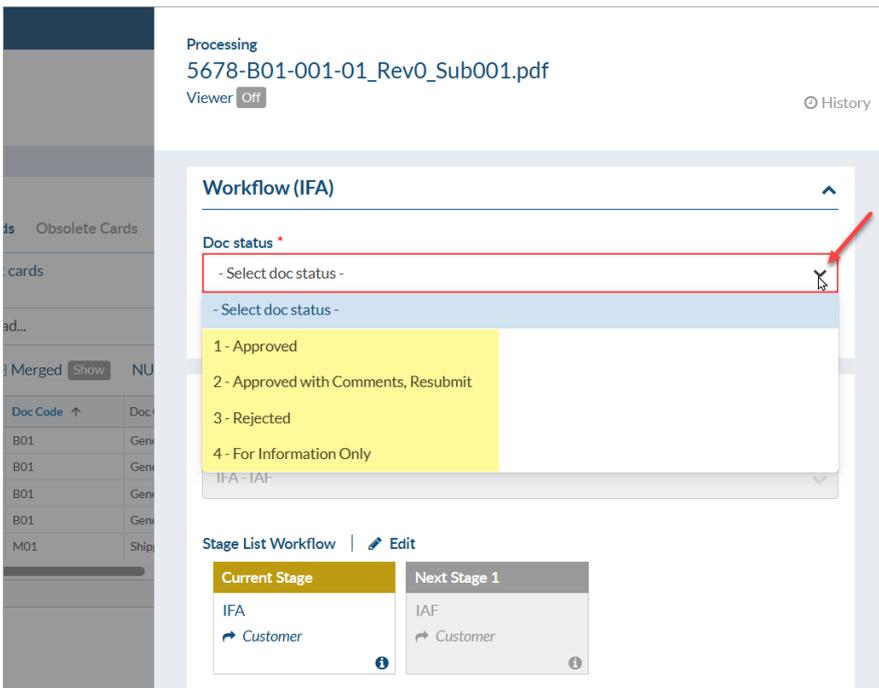
If a document is returned with a complete status, a new stage list can be started. This is useful in cases where there are no further stages in the current stage list, but additional workflow is required after stage completion.
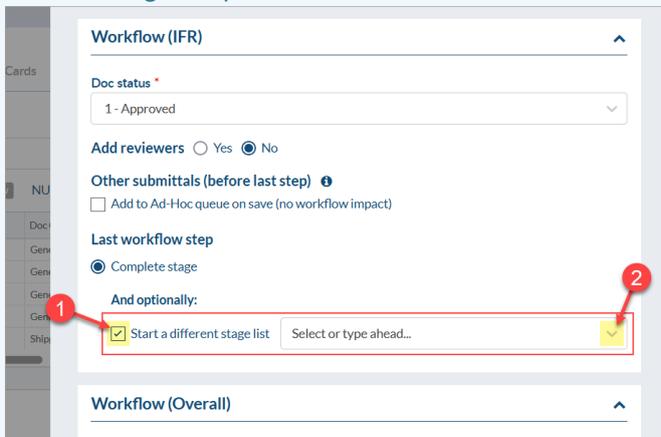
Options to process a file returned with an incomplete status (e.g., with comments, rejected) are to:
(1) send the file to a sub-supplier or to internal (if they are not DocBoss users), or
(2) route the card to a DocBoss user to be processed in the system

1. Queue for Submittal Sub-Supplier/Internal

If queue for submittal is selected to "Sub-Supplier" or to "Internal," the document will be moved to > Outgoing Submittals > Sub-Supplier/Internal grid waiting for submittal.

Once submitted, the system will await a return from the sub-supplier/internal source **before** queuing the card for submittal back to the customer.

> ℹ️ If the "Send the original document + cover page" option is checked, the document returned from the customer (**including** the cover page) will be queued for submittal to the sub-supplier. If unchecked, the document returned from the customer (**excluding** the cover page) will be queued for submittal to the sub-supplier.

2. Internal (User) Routing

If the document should be reviewed prior to resubmittal, it can be routed to a DocBoss user(s) to complete an action. The document will be moved to the "Outstanding Actions" area where the selected user(s) can review the file, upload a new revision and include comments.

When selecting the routings, it is possible to assign routing to multiple people for each role. Each user appears in a removable block. To add more users to the routing, click the drop down.

The review of the document will occur sequentially (beginning with the doc controller(s), and ending with the approver(s)). Importantly, **all users** in one role must complete their review before the document will proceed to the next role for review.

If an action is not assigned, we assume there is no action required and that the document should be re-issued to the customer. As such, the document will be placed in the Outgoing Submittals > Pending Submittal to Customer grid waiting for the submittal.

If you would like to learn more about routing options, see the following articles:
- Internal Approval Cycle
- Document Workflow
- Complete an Outstanding Action
- Assign an Action