

Recall a Document from QC

Contributors and Business Administrators can recall documents sent to QC in error. Recalling a document results in quality metric improvements, as recalled QC workflows are not reflected in the Completeness, Timeliness, or Quality metrics.

Note: Documents in the work area with a status of “In QC” can be recalled if the first task in the QC workflow have not yet been acquired.

To recall a document from QC:

1. In your Work Area, click the actions icon of your document, then select **Recall Document from QC**. **Note:** Only the Contributor who sent the document to QC or a Business Administrator has access to the recall action.
2. In the **Reason** field, select one or more reasons for the recall.
3. In the **Comment** field, enter a comment about the recall.
4. When you're finished, select **Recall**.

The system will perform the following after recalling the document:

- Remove the task from the Inbox and cancel the QC workflow.
- Add a corresponding entry to the document's audit trail.
- If the task being recalled is an Approve List Change task, an email notification will be sent to the assigned Study Owner, notifying them of the recall.