

About Cancelling a Payment – Disbursing Agency

As an agency, there are times when you may need to stop payment on a check for various reasons. To correctly cancel a payment, efforts must be coordinated. This job aid focuses on what you need to do as the Disbursing Agency.

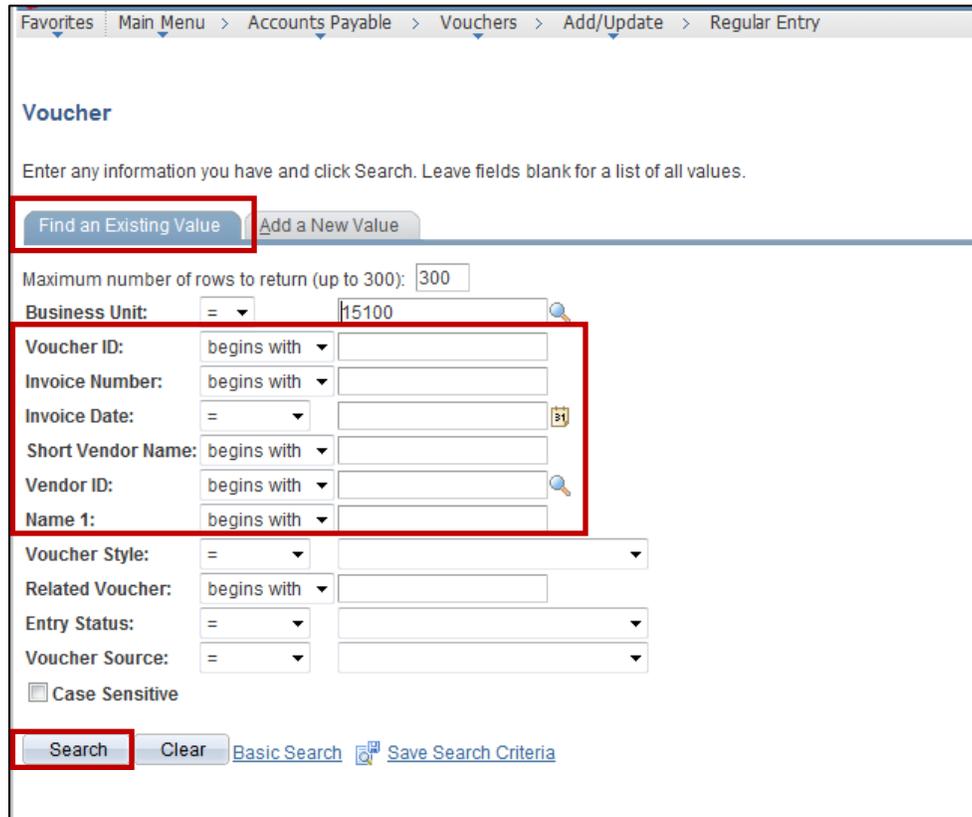
Cancelling a Payment Process

- 1 Complete the appropriate Payment Cancellation form to request the stop payment on a check:
 - a. Cardinal Stop Payment Authorization Form – Department of Treasury – General Warrant - used when a Stop Payment needs to be processed for a COVA General Account check. Make sure to complete every section indicated on the form.
 - b. Cardinal Stop/Void Payment Authorization Form - Agency Petty Cash – used when a Stop Payment needs to be processed in Cardinal for a check processed on a Petty Cash account. Make sure to complete every section indicated on the form.
- 2 Send the completed signed form by email to the email address indicated on the forms.
 - a. Cardinal Stop Payment Authorization Form – Department of Treasury – General Warrant - STOP.PAYMENTS@TRS.VIRGINIA.GOV
 - b. Cardinal Stop/Void Payment Authorization Form – Agency Petty Cash – CVG@DOA.VIRGINIA.GOV
- 3 Once the form is verified and the General Account payment is cancelled, Treasury sends a notification to the Fiscal Officer at the agency placing the stop payment, or to an email address of the agency's choosing that the payment has been stopped with the bank for General Account checks. No action is taken by the agency at this time. For Petty Cash checks the stop is placed by the agency with the bank.
- 4 For General Warrant stop payments, Treasury sends the updated Cardinal Stop Payment Authorization Form – Department of Treasury – General Warrant (updated with the **Treasury Use Only** information) to DOA's CVG@DOA.VIRGINIA.GOV mailbox.
- 5 Upon receipt and review of the form, DOA processes the stop payment in Cardinal as indicated on the Cardinal Stop Payment Authorization Form for General Warrant or Petty Cash. Please reference Cardinal Cancelling a Payment Job Aid.
- 6 DOA notifies the agency that is indicated on the form that the stop payment has been processed in Cardinal.
- 7 If the requested action is to hold the payment, the requesting agency must now take action on the voucher.

Voucher Steps for a Hold Payment Request

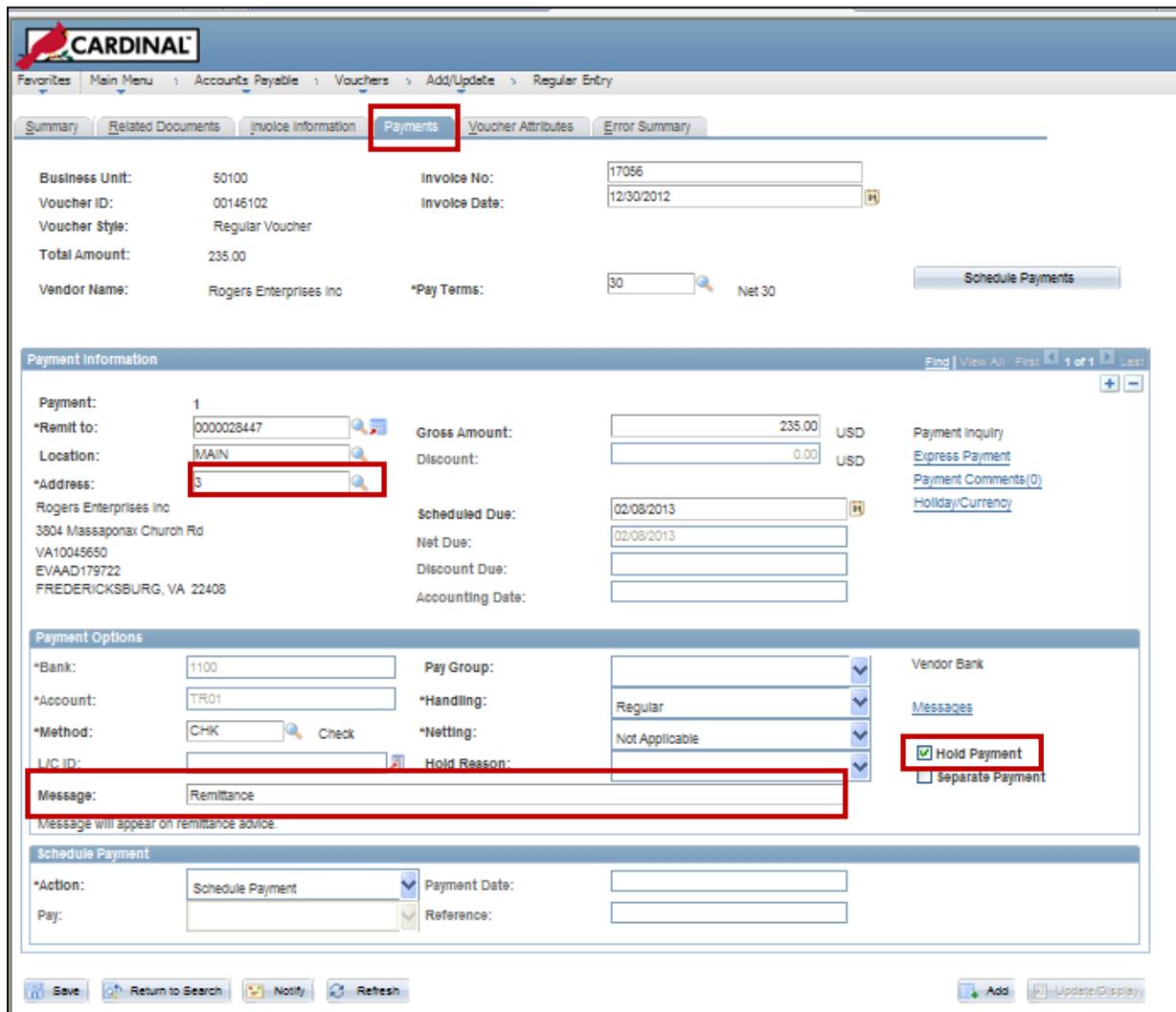
- 1 Navigate to the **Voucher** page using the following path:

Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry



The screenshot shows a web application interface for searching vouchers. At the top, a breadcrumb trail reads: Favorites | Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry. Below this, the title "Voucher" is displayed. A instruction says: "Enter any information you have and click Search. Leave fields blank for a list of all values." There are two tabs: "Find an Existing Value" (highlighted with a red box) and "Add a New Value". Below the tabs, there is a field for "Maximum number of rows to return (up to 300):" with the value "300". A "Business Unit:" dropdown is set to "15100". A group of search criteria fields is highlighted with a red box: "Voucher ID:" (begins with), "Invoice Number:" (begins with), "Invoice Date:" (=), "Short Vendor Name:" (begins with), "Vendor ID:" (begins with), and "Name 1:" (begins with). Below these are "Voucher Style:" (=), "Related Voucher:" (begins with), "Entry Status:" (=), and "Voucher Source:" (=). There is a "Case Sensitive" checkbox. At the bottom, there are buttons for "Search" (highlighted with a red box), "Clear", "Basic Search", and "Save Search Criteria".

- 2 Click the **Find an Existing Value** tab.
- 3 Enter the **Voucher ID** (or **Invoice Number**) to access the voucher that is on Hold Payment and needs action taken. If the **Voucher ID** is unknown, the **Short Vendor Name**, **Vendor ID** or **Name 1** can be entered to display a list of vouchers that can be selected.
- 4 Click the **Search** button.



The screenshot shows the CARDINAL Accounts Payable interface. The 'Payments' tab is selected and highlighted with a red box. The voucher details include Business Unit: 50100, Invoice No: 17056, Invoice Date: 12/30/2012, Voucher ID: 00146102, Voucher Style: Regular Voucher, Total Amount: 235.00, and Vendor Name: Rogers Enterprises Inc. The 'Payment Information' section shows Payment: 1, Remit to: 0000028447, Location: MAIN, and Address: S. The 'Payment Options' section shows Bank: 1100, Account: TR01, Method: CHK, and the 'Hold Payment' checkbox is checked. The 'Message' field contains 'Remittance'.

5 The **Summary Voucher** page displays. Click the **Payments** tab.

6 Make adjustments to the voucher remit information as needed.

Below are some examples of voucher actions that may be needed:

- Change/update the remit address on the voucher:
 - If the address exists in Cardinal, update the voucher with the correct address by choosing the address under the **Payment Information** section.
 - If the address doesn't exist in Cardinal, a Vendor Maintenance Request form must be used to have the address added to the vendor. On the Vendor Maintenance Request Form, indicate an effective date for the new address that is earlier than the accounting date of the voucher that is on Payment Hold.



Accounts Payable Job Aid

Cancelling a Payment- Disbursing Agency

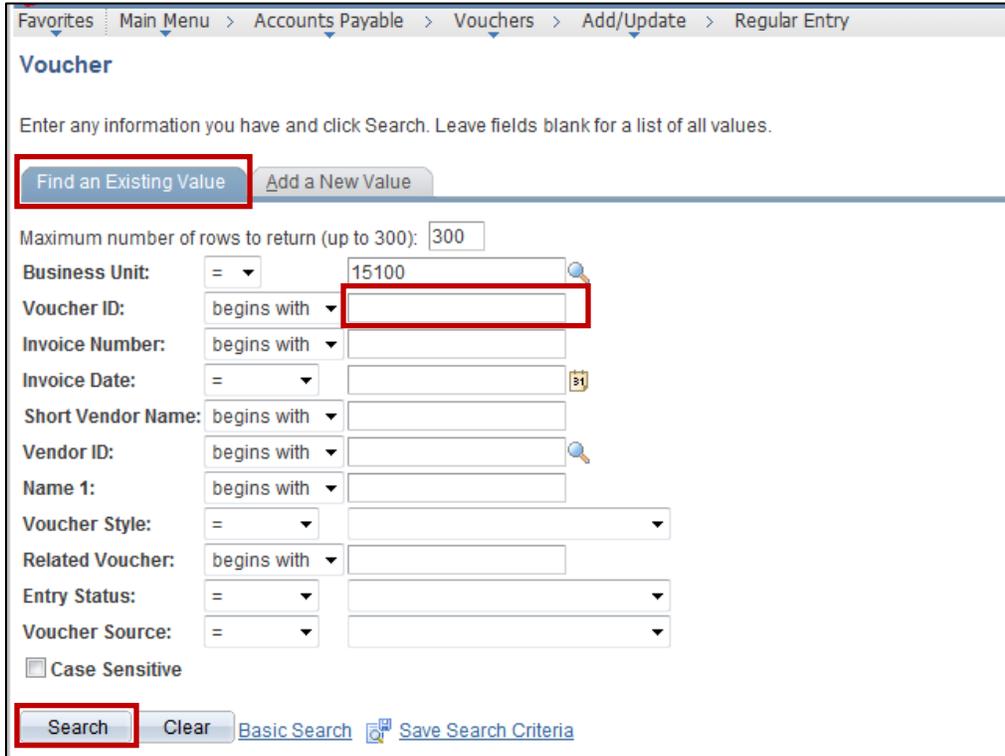
- Remit comment needs to be added to the voucher:
 - Update the **Message** line under **Payment Options**.
- 7** In the **Payment Options** section, uncheck the **Hold Payment** checkbox to remove the hold.
- 8** Click the **Save** button.

Reviewing Canceled Payments

Payment Status for Vouchers – Reissued Payment Information

- 1 Navigate to the **Voucher Page** using the following path:

Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry



The screenshot shows a web application interface for searching vouchers. The breadcrumb trail at the top reads: Favorites | Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry. The page title is "Voucher". Below the title is a search instruction: "Enter any information you have and click Search. Leave fields blank for a list of all values." There are two tabs: "Find an Existing Value" (highlighted with a red box) and "Add a New Value". Below the tabs is a text input field for "Maximum number of rows to return (up to 300):" with the value "300". The search criteria section includes several fields: "Business Unit:" with a dropdown set to "=" and a text input containing "15100"; "Voucher ID:" with a dropdown set to "begins with" and an empty text input (highlighted with a red box); "Invoice Number:" with a dropdown set to "begins with" and an empty text input; "Invoice Date:" with a dropdown set to "=" and an empty date input; "Short Vendor Name:" with a dropdown set to "begins with" and an empty text input; "Vendor ID:" with a dropdown set to "begins with" and an empty text input; "Name 1:" with a dropdown set to "begins with" and an empty text input; "Voucher Style:" with a dropdown set to "=" and an empty dropdown menu; "Related Voucher:" with a dropdown set to "begins with" and an empty text input; "Entry Status:" with a dropdown set to "=" and an empty dropdown menu; and "Voucher Source:" with a dropdown set to "=" and an empty dropdown menu. At the bottom left, there is a "Case Sensitive" checkbox which is unchecked. At the bottom right, there are buttons for "Search" (highlighted with a red box), "Clear", "Basic Search", and "Save Search Criteria".

- 2 Click the **Find an Existing Value** tab.
- 3 Enter the **Voucher ID** number.
- 4 Click the **Search** button.

Cancelling a Payment- Disbursing Agency

Favorites | Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry

Summary | **Related Documents** | Invoice Information | Payments | Voucher Attributes | Error Summary

Business Unit: 50100 Invoice Date: 02/21/2012
 Voucher ID: 00032782 Invoice No: 7010078704
 Voucher Style: Regular Invoice Total: 12,332.03 USD
 Contract ID:
 Vendor Name: Consolidation Coal Company Pay Terms: Net 30
 1000 Consol Energy Drive Voucher Source: Online
 Canonsburg, PA 15317
 Entry Status: Postable Origin: ONL
 Match Status: Matched Created: 02/28/2012
 Approval Status: Approved [Approval History](#) Created By: MANNA.STEELE
 Post Status: Posted Modified: 02/29/2012
 Modified By: LOIS.LANE
 ERS Type: Not Applicable
 Budget Status: Valid Close Status: Open
 Budget Misc Status: Valid

*View Related [Go](#)

[Summary](#) | [Related Documents](#) | [Invoice Information](#) | [Payments](#) | [Voucher Attributes](#) | [Error Summary](#)

5 The Summary voucher page displays. Click the **Related Documents** tab.

Favorites | Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry

Summary | **Related Documents** | Invoice Information | Payments | Voucher Attributes | Error Summary

Business Unit: 50100 Invoice No: 7010078704 Action:
 Voucher ID: 00032782 Invoice Date: 02/21/2012
 Voucher Style: Regular Voucher
 Vendor ID: 0000063997

Payment Status	Scheduled to Pay	Payment Reference	Remit SetID	Remit Vendor	Remitting Address	Payment Method	Gross Payment Amount	Paid Amount	Payment C
Paid	03/25/2012	20020213	STATE	0000063997		3 CHK	12332.03	12332.03	USD
Canceled	03/25/2012	20009657	STATE	0000063997		3 CHK	12332.03	12332.03	USD

[Summary](#) | [Related Documents](#) | [Invoice Information](#) | [Payments](#) | [Voucher Attributes](#) | [Error Summary](#)

6 The **Payment** details display, showing all Payment Status' associated to the payments on this voucher.

Cancelling a Payment- Disbursing Agency

Favorites Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry

Summary Related Documents Invoice Information **Payments** Voucher Attributes Error Summary Related Information

Business Unit: 50100 Invoice No: 7010078704 Action:
 Voucher ID: 00032782 Invoice Date: 02/21/2012
 Voucher Style: Regular Voucher
 Total Amount: 12,332.03
 Vendor Name: Consolidation Coal Company *Pay Terms: 30 Net 30
 Run
 Schedule Payments

Payment Information Find | View All First 1 of 2 Last

Payment: 1
 *Remit to: 0000063997 Gross Amount: 12,332.03 USD
 Location: MAIN Discount: 0.00 USD
 *Address: 3
 Consolidation Coal Company Scheduled Due: 03/25/2012
 1000 Consol Energy Drive Net Due: 03/25/2012
 VA00021081 Discount Due:
 EVAAD391853 Accounting Date: 03/23/2012
 Canonsburg, PA 15317
[Payment Inquiry](#)
[Express Payment](#)
[Payment Comments\(0\)](#)
[Holiday/Currency](#)

Payment Options
 *Bank: 1100 Pay Group: Vendor Bank
 *Account: TR01 *Handling: Regular
 *Method: CHK Check *Netting: Not Applicable
 L/C ID: Hold Reason:
 Message: Remittance
 Message will appear on remittance advice.
 Hold Payment
 Separate Payment
[Messages](#)

Schedule Payment
 *Action: Cancelled Payment Date: 03/23/2012
 Pay: Reference: 20009657

Save Return to Search Notify Refresh Add Update/Display

- 7 You can also view the canceled payment information on the **Payments** tab of the voucher. Click the **Payments** tab.
- 8 The **Schedule Payment** section indicates the **Action** of **Cancelled**.
- 9 The **Reference** indicates the payment reference ID number.
- 10 Click the right arrow to advance to the next set of **Payment Information**.



Accounts Payable Job Aid

Cancelling a Payment- Disbursing Agency

Favorites | Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry

Summary | Related Documents | Invoice Information | **Payments** | Voucher Attributes | Error Summary

Business Unit: 50100 Invoice No: 7010078704
Voucher ID: 00032782 Invoice Date: 02/21/2012
Vendor Name: Consolidation Coal Company *Pay Terms: 30 Net 30

Action: [Dropdown]
Run
Schedule Payments

Payment Information Find | View All First 2 of 2 Last

Payment: 2
*Remit to: 0000063997 Gross Amount: 12,332.03 USD
Location: MAIN Discount: 0.00 USD
*Address: 3
Consolidation Coal Company
1000 Consol Energy Drive
VA00021081
EVAAD391853
Canonsburg, PA 15317
Scheduled Due: 03/25/2012
Net Due: 03/25/2012
Discount Due:
Accounting Date: 06/14/2012

Payment Options

*Bank: 1100 Pay Group: [Dropdown] Vendor Bank
*Account: TR01 *Handling: Regular Messages
*Method: CHK Check *Netting: Not Applicable
L/C ID: [Dropdown] Hold Reason: [Dropdown] Hold Payment
Message: Remittance Separate Payment
Message will appear on remittance advice.

Schedule Payment

*Action: Schedule Payment Payment Date: 06/14/2012
Pay: [Dropdown] Reference: 20020213

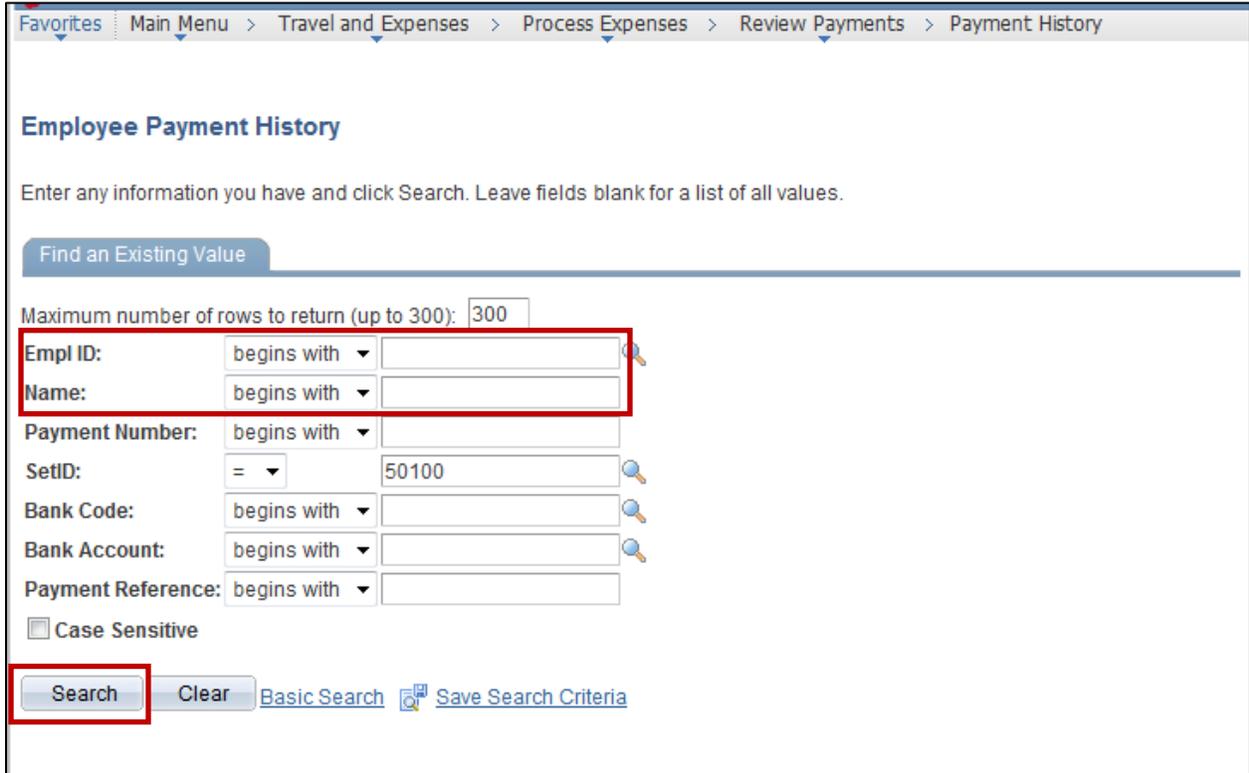
Save Return to Search Notify Refresh Add Update/Display

11 You are able to view the new payment **Reference** number for the reissued payment.

Payment Status for Expense Reports

- 1 Navigate to the **Payment History** page using the following path:

Main Menu > Travel and Expenses > Process Expenses > Review Payments > Payment History



The screenshot shows a web browser window with the breadcrumb path: Favorites | Main Menu > Travel and Expenses > Process Expenses > Review Payments > Payment History. The page title is "Employee Payment History". Below the title, there is a search instruction: "Enter any information you have and click Search. Leave fields blank for a list of all values." A blue button labeled "Find an Existing Value" is present. Below this, there is a text input field for "Maximum number of rows to return (up to 300):" with the value "300" entered. A red box highlights the search criteria fields: "Empl ID:" (dropdown: "begins with", text input), "Name:" (dropdown: "begins with", text input), "Payment Number:" (dropdown: "begins with", text input), "SetID:" (dropdown: "=", text input: "50100"), "Bank Code:" (dropdown: "begins with", text input), "Bank Account:" (dropdown: "begins with", text input), and "Payment Reference:" (dropdown: "begins with", text input). Below these fields is a checkbox for "Case Sensitive". At the bottom, a red box highlights the "Search" button, followed by a "Clear" button, a "Basic Search" link, and a "Save Search Criteria" link.

- 2 Enter the **Employee ID** or **Employee Name**.
- 3 Click the **Search** button.

[Favorites](#) | [Main Menu](#) > [Travel and Expenses](#) > [Process Expenses](#) > [Review Payments](#) > [Payment History](#)

Employee Payment History

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Maximum number of rows to return (up to 300):

Empl ID: 
 Name:
 Payment Number:
 SetID: 
 Bank Code: 
 Bank Account: 
 Payment Reference:
 Case Sensitive

[Basic Search](#)  [Save Search Criteria](#)

Search Results

View All First  1-8 of 8  Last

Empl ID	Name	Payment Number	SetID	Bank Code	Bank Account	Payment Reference	Creation Date
00469214700	PARKER, PETER	0000179124	STATE	1100	TR01	20036823	12/11/2012
00469214700	PARKER, PETER	0000157185	STATE	1100	TR01	20032522	10/25/2012
00469214700	PARKER, PETER	0000148511	STATE	1100	TR01	20030761	10/06/2012
00469214700	PARKER, PETER	0000146053	STATE	1100	TR01	20030257	10/03/2012
00469214700	PARKER, PETER	0000032082	STATE	1100	TR01	20006269	02/23/2012
00469214700	PARKER, PETER	0000020914	STATE	1100	TR01	20003988	02/02/2012

- Click on the **Payment Reference** ID of the stopped payment.

[Favorites](#) | [Main Menu](#) > [Travel and Expenses](#) > [Process Expenses](#) > [Review Payments](#) > [Payment History](#)

Employee Payment History

PETER PARKER

Payment Info

Check Number: 20030257
 Bank Code: TREASURY - Cardinal Disb
 Bank Account: Treasury - Cardinal Disb
 Payment Amount: 1,622.81 USD
 Pay Status: **Stop**
 Payment Method: Check
 Action: **Open/Hold** Date Cancelled: **10/24/2012**

[Payee Address](#)

Payments Customize | Find | First 1 of 1 Last

Type	ID	Descr	Status	Created	Amount	
Expense Report	0000011645	To Conf on Long-Life Conc. Pvm	Paid	09/25/2012	1,622.81	USD

- 5 The **Employee Payment History** page displays. Review the key statuses:
 1. **Pay Status** indicates the payment is **Stop**.
 2. **Action** indicates the action taken for the Stop which is **Open/Hold**.
 3. **Date Cancelled** indicates the date the payment was cancelled.
- 6 Click the **Return to Search** button.

[Favorites](#) | [Main Menu](#) > [Travel and Expenses](#) > [Process Expenses](#) > [Review Payments](#) > [Payment History](#)

Employee Payment History

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Maximum number of rows to return (up to 300):

Empl ID: 00469214700 
 Name:
 Payment Number:
 SetID: STATE 
 Bank Code: 
 Bank Account: 
 Payment Reference:

Case Sensitive

[Basic Search](#)  [Save Search Criteria](#)

Search Results

View All First  1-8 of 8  Last

Empl ID	Name	Payment Number	SetID	Bank Code	Bank Account	Payment Reference	Creation Date
00469214700	PARKER, PETER	0000179124	STATE	1100	TR01	20036823	12/11/2012
00469214700	PARKER, PETER	0000157185	STATE	1100	TR01	20032522	10/25/2012
00469214700	PARKER, PETER	0000148511	STATE	1100	TR01	20030761	10/06/2012
00469214700	PARKER, PETER	0000146053	STATE	1100	TR01	20030257	10/03/2012
00469214700	PARKER, PETER	0000032082	STATE	1100	TR01	20006269	02/23/2012
00469214700	PARKER, PETER	0000020914	STATE	1100	TR01	20003988	02/02/2012

7 Click the reference ID that is most likely the reissued payment based on the closest date.

Cancelling a Payment- Disbursing Agency

[Favorites](#) | [Main Menu](#) > [Travel and Expenses](#) > [Process Expenses](#) > [Review Payments](#) > [Payment History](#)

Employee Payment History

PETER PARKER

Payment Info

Check Number: 20032522
Bank Code: TREASURY - Cardinal Disb
Bank Account: Treasury - Cardinal Disb
Payment Amount: 1,622.81 USD
Pay Status: Paid **Status:** Posted
Payment Method: Check **Check Date:** 10/26/2012

[Payee Address](#)

Payments Customize | Find | First 1 of 1 Last

Type	ID	Descr	Status	Created	Amount	
Expense Report	0000011645	To Conf on Long-Life Conc. Pvm	Paid	09/25/2012	1,622.81	USD

- 8 The same **Expense Report** is listed and the new payment information is indicated.