Accounts Payable Job Aid

SW AP312: Cancelling a Payment – Disbursing Agency

Cancelling a Payment – Disbursing Agency Overview

This job aid focuses on what you need to do as the Disbursing Agency:

- To cancel and reissue the payment
- To cancel and put a payment on hold (voucher only)
- To cancel and not reissue the payment

Table of Contents

Cancelling a Payment Process 1

Voucher Steps for a Hold Payment Request 3

Reviewing Cancelled Payments 5

Payment Status for Vouchers – Cancelled and Reissued Payment Information 5

Payment Status for Expense Reports 9

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 to stop payment on a Commonwealth of Virginia (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 to stop payment 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 form.

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: EDI@DOA.VIRGINIA.GOV

3. For General Account payments, Treasury stops payment with the bank and notifies the Fiscal Officer at the agency (or an email address of the agency's choosing). No additional 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 Department of Accounts (DOA).

5. DOA processes the stop payment in Cardinal as indicated on the Cardinal Stop Payment Authorization Form for General Warrant or Petty Cash and notifies the agency (as indicated on the form) that the stop payment has been processed in Cardinal.

6. Depending on the request, the agency may need to take additional steps. If the requested action is:

a. To reissue (payment was lost, mutilated, etc. and no change is required for the remit information), no action is required by the agency. The payment will be reissued in the next pay cycle.

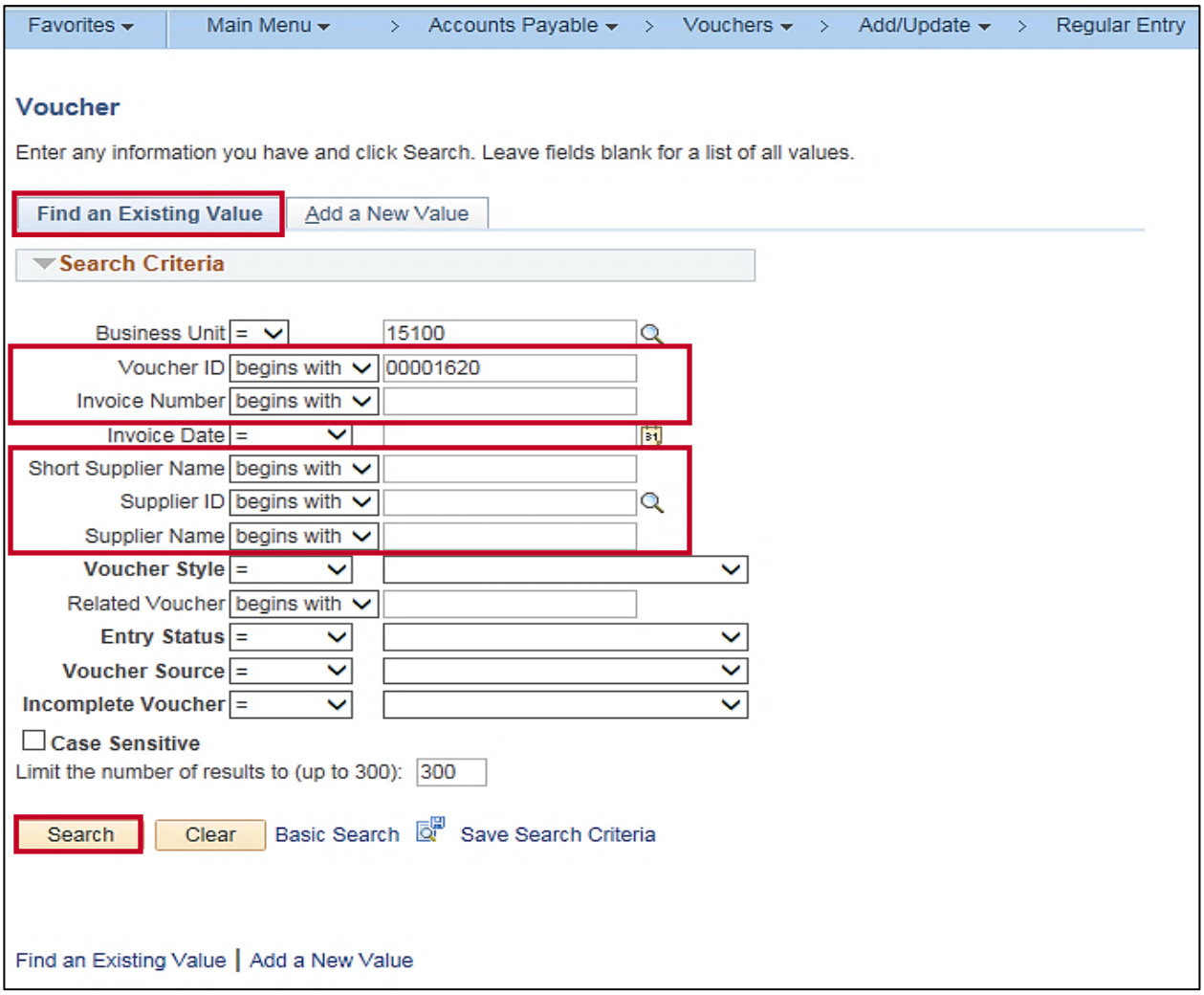
b. To not reissue (payment should not be reprocessed), no action is required by the agency. All accounting entries for the transaction are automatically reversed.

c. To hold the payment (when remit information needs to be updated so it can be properly delivered and/or deposited by the Supplier), the requesting agency must now take action on the voucher. This is not available for expense transactions.

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

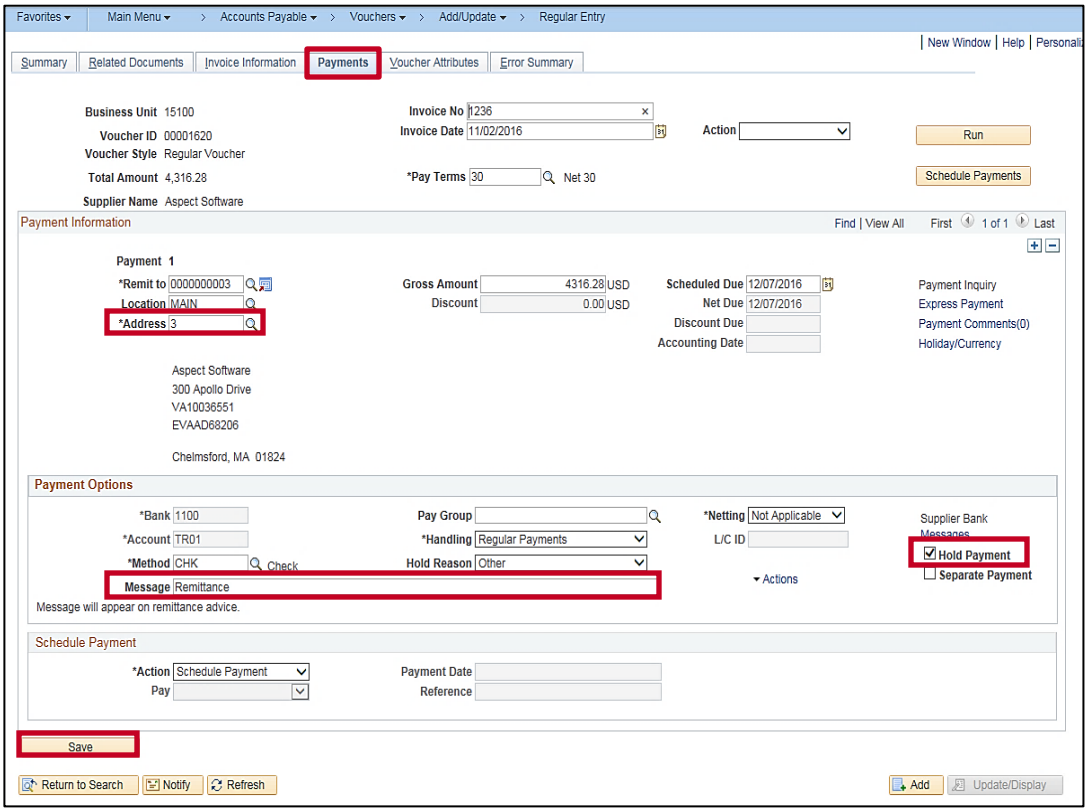


2. Click the **Find an Existing Value** tab.

3. Enter the **Voucher ID** (or **Invoice Number**) to access the voucher that is on payment hold and needs action taken.

4. If the **Voucher ID** is unknown, the **Short Supplier Name**, **Supplier ID** or **Name 1** can be entered to display a list of vouchers that can be selected.

5. Click the **Search** button.



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

7. Make adjustments to the voucher remit information as needed.
Below are some examples of voucher actions that may be needed:

a. Change/update the remit address on the voucher:

i. If the address exists in Cardinal, update the voucher with the correct address by choosing the address under the **Payment Information** section.

ii. If the address does not exist in Cardinal, a **Vendor Maintenance Request** form must be used to have the address added to the supplier. 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.

b. Remit comment needs to be added to the voucher:

i. Update the **Message** line under **Payment Options**.

8. In the **Payment Options** section, uncheck the **Hold Payment** check-box to remove the hold to allow the payment to be reissued.

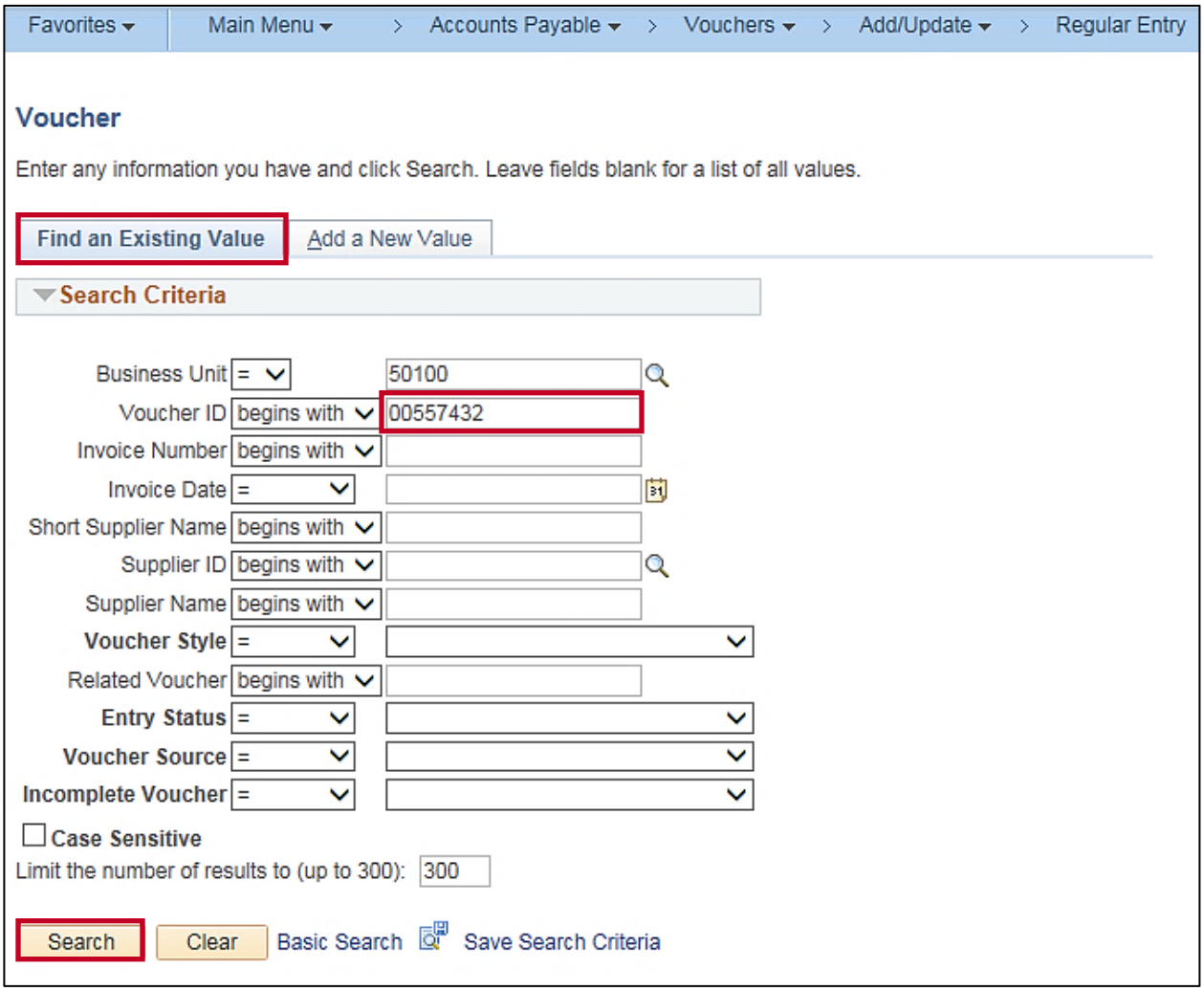
9. Click the **Save** button.

Reviewing Cancelled Payments

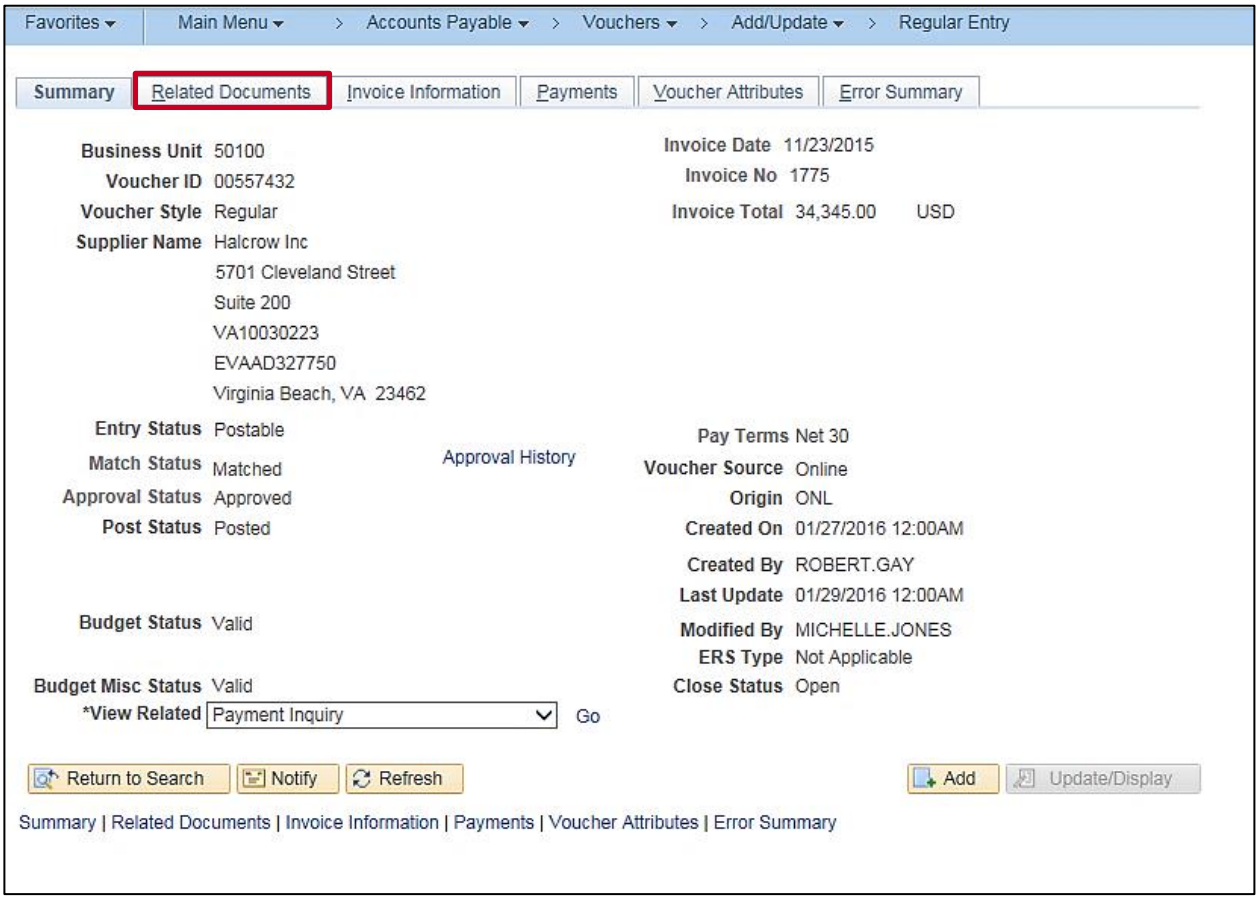
Payment Status for Vouchers – Cancelled and Reissued Payment Information

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

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

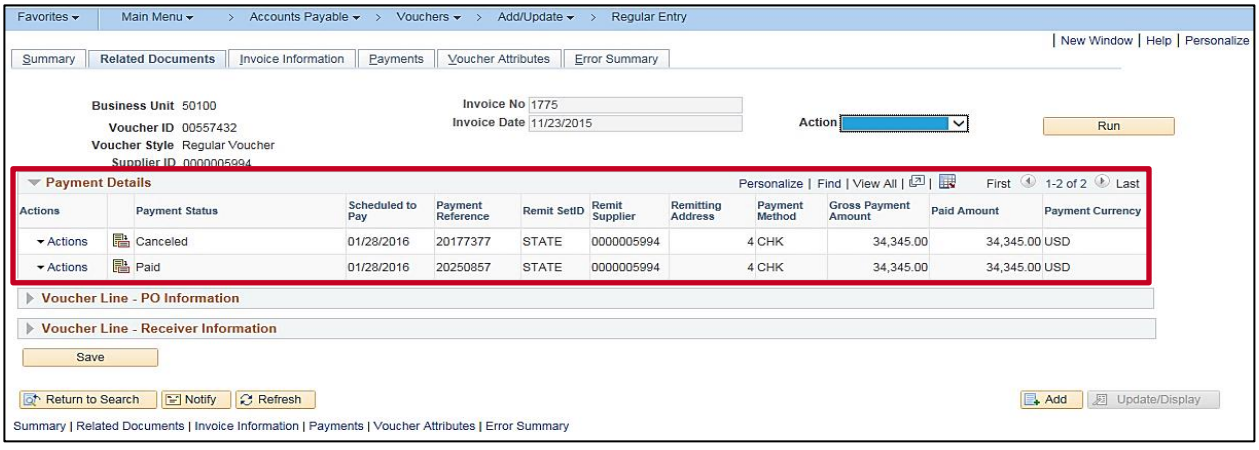


2. Click the **Find an Existing Value** tab.
3. Enter the **Voucher ID** number.
4. Click the **Search** button.

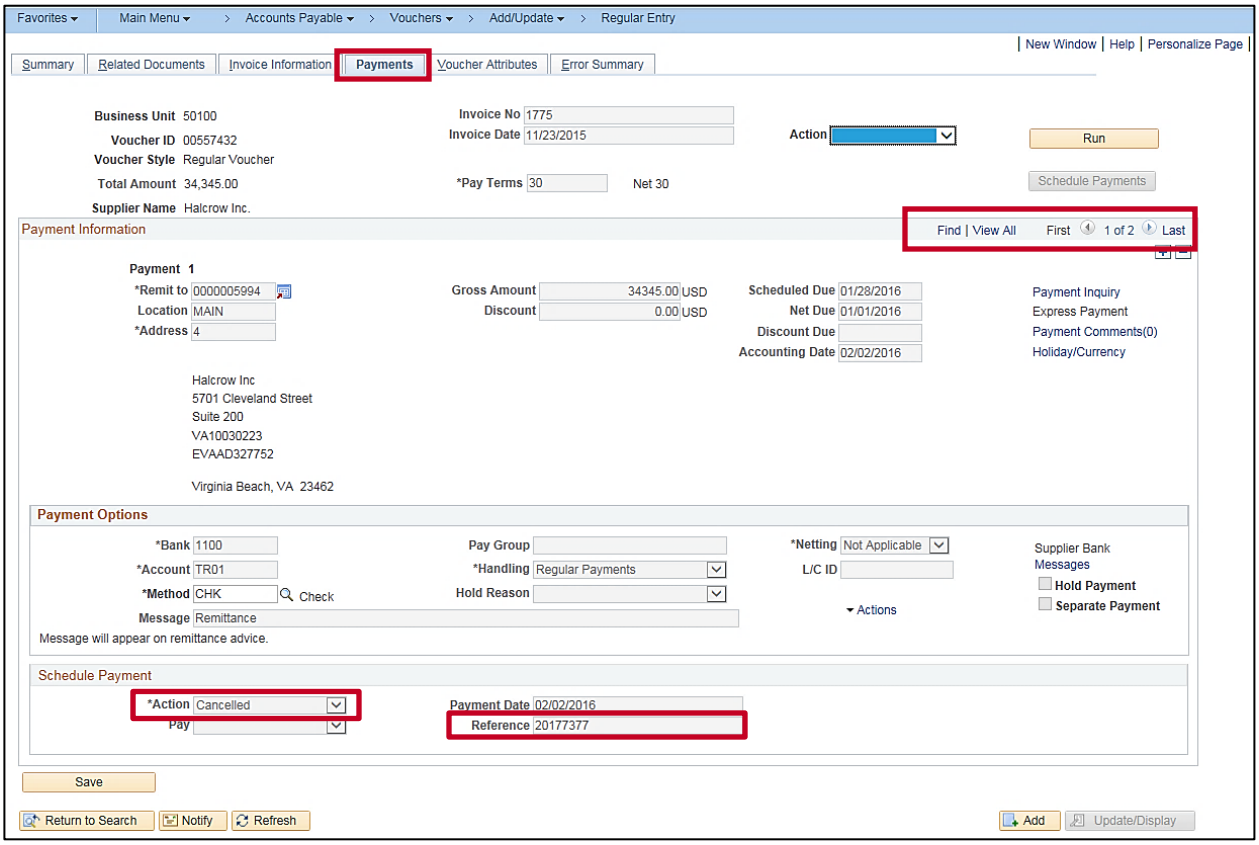


5. The **Summary** voucher page displays.

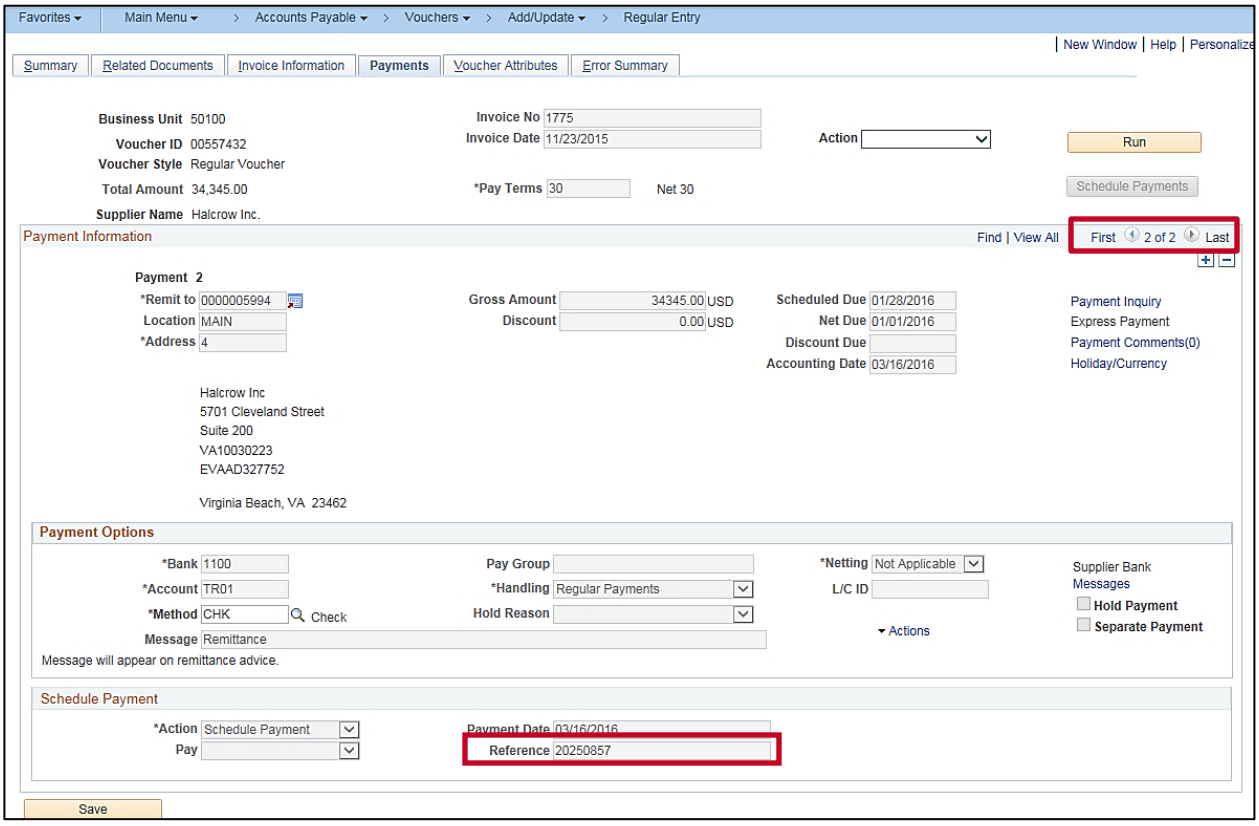
6. Click the **Related Documents** tab.



7. The **Payment** details display, showing the **Payment Status** for each payment on this voucher.



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

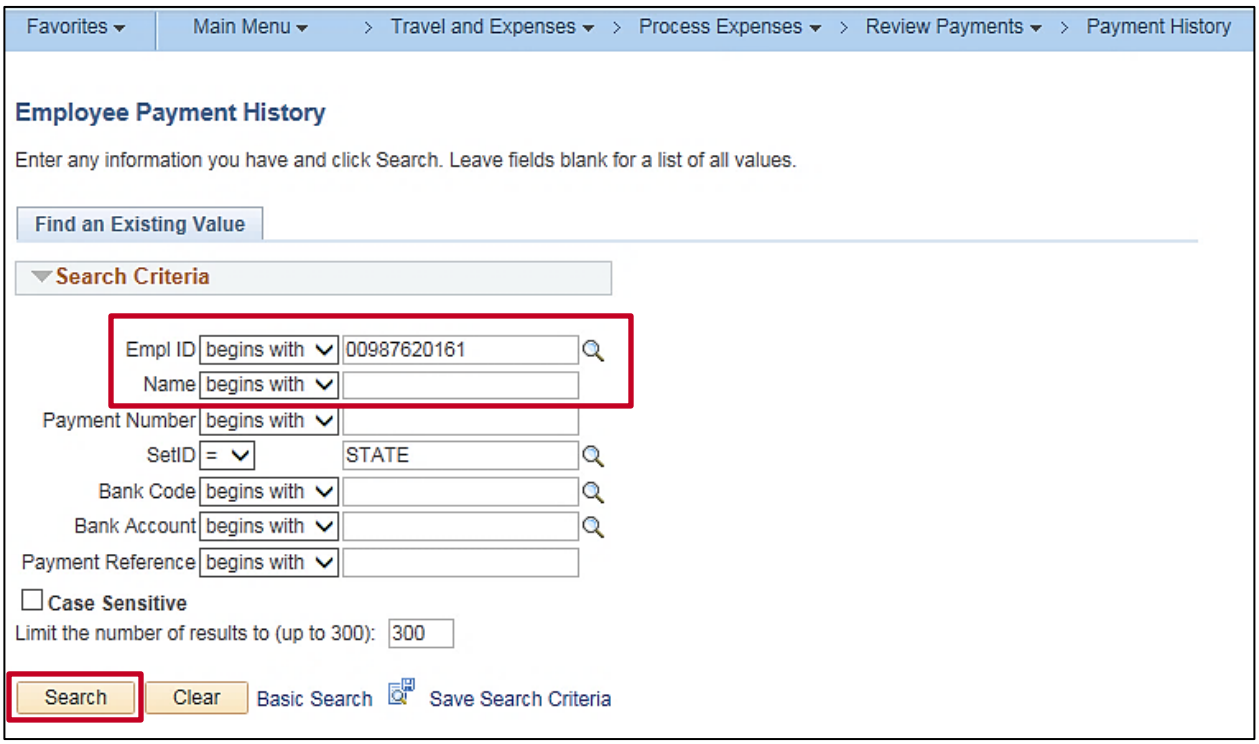


13. You are able to view the new payment **Reference** number for the reissued payment.

Payment Status for Expense Reports

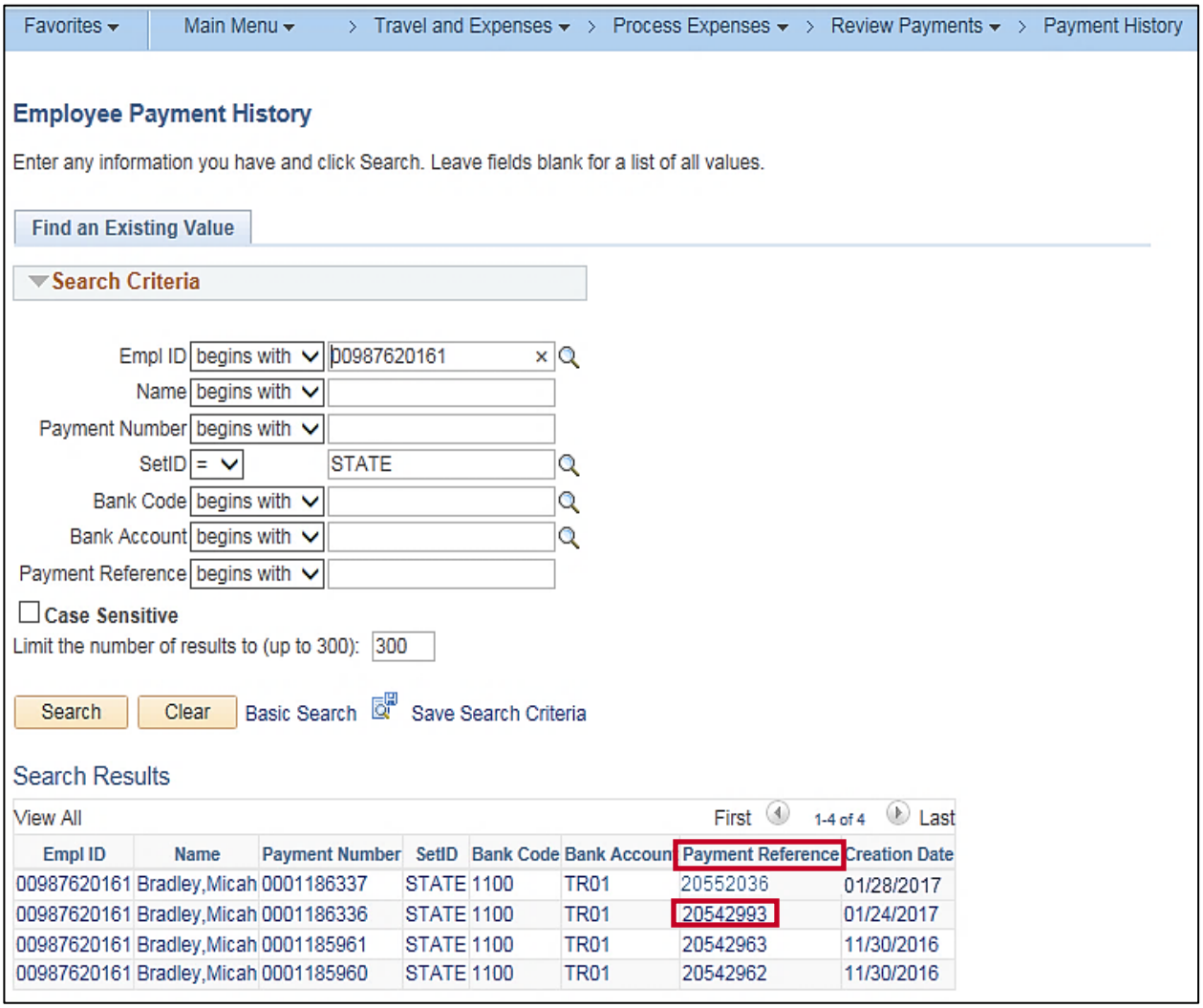
1. Navigate to the **Employee Payment History** page using the following path:

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

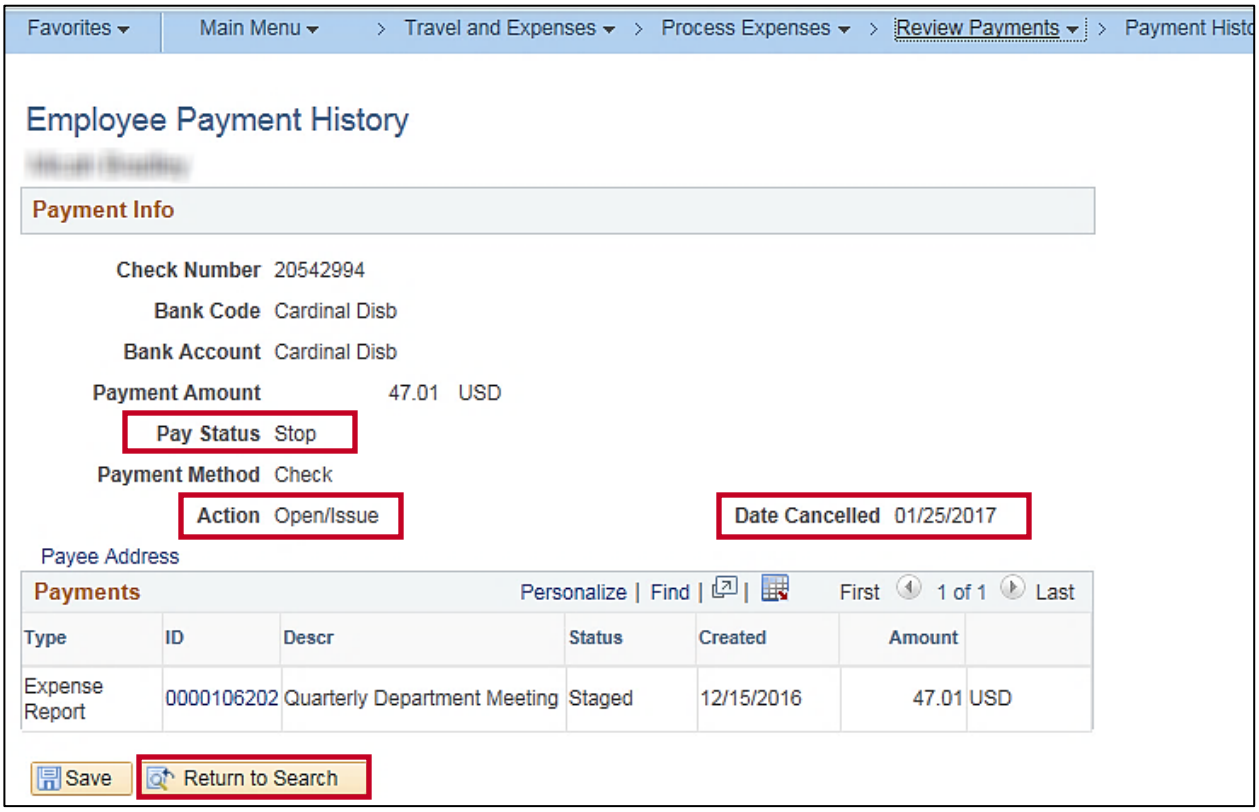


2. Enter the **Employee ID** or **Employee Name**.

3. Click the **Search** button.



4. Click the **Payment Reference** ID of the stopped payment.



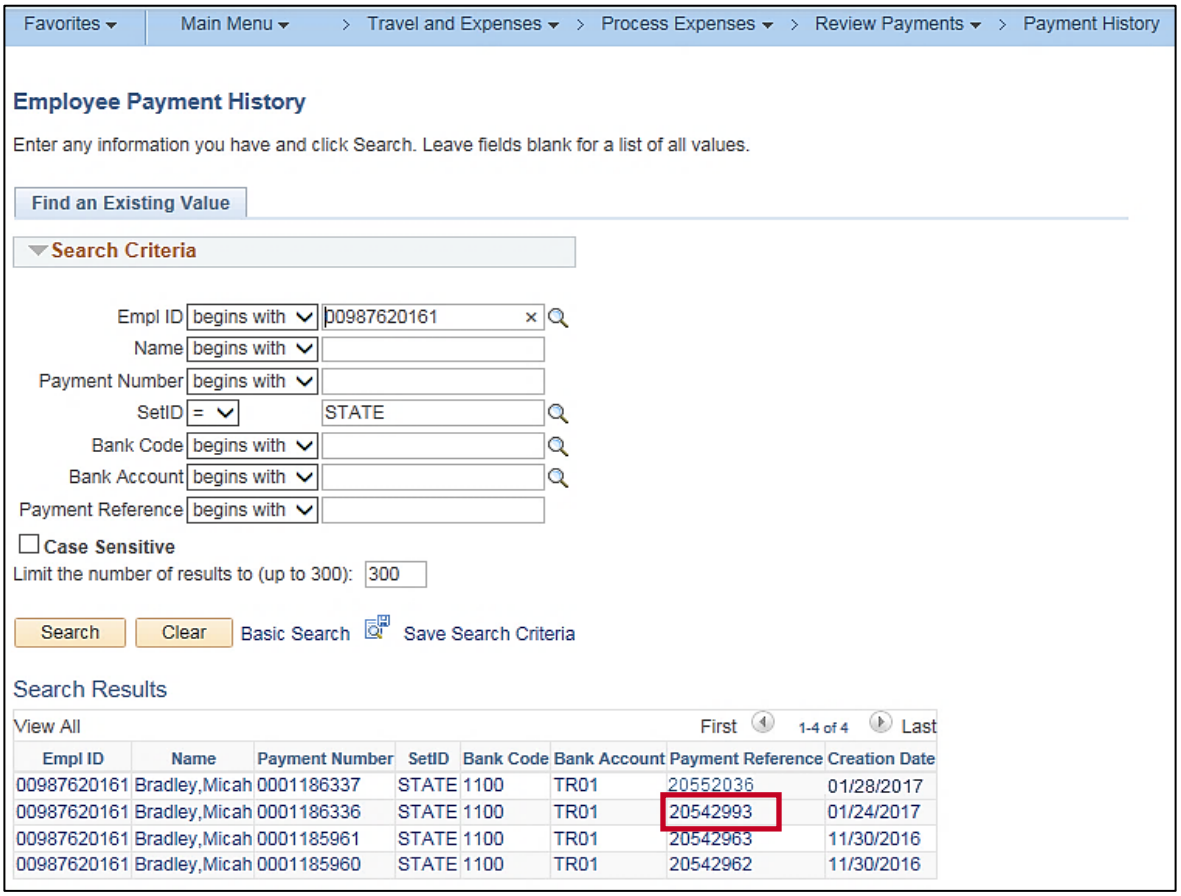
5. The **Employee Payment History** page displays. Review the key fields:

a. **Pay Status** indicates the payment is **Stop**.

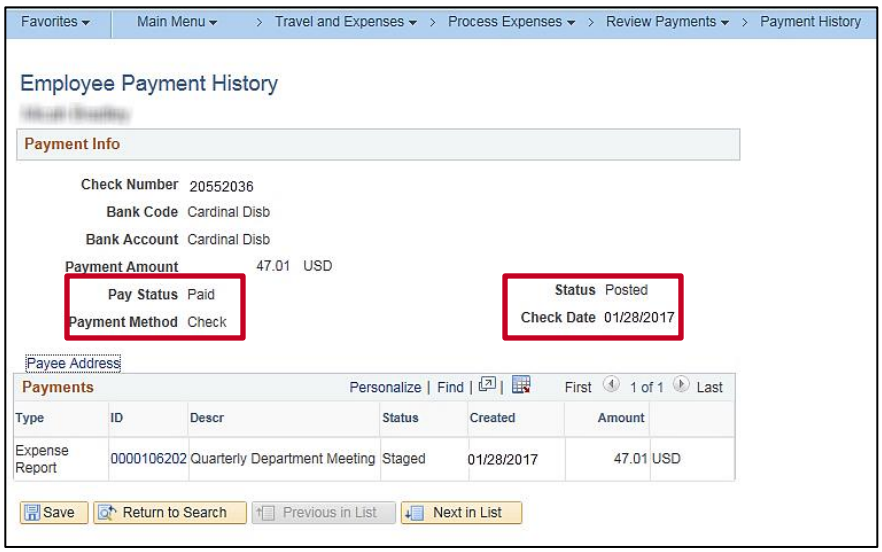
b. **Action** indicates the action taken for the Stop which is **Open/Issue**.

c. **Date Cancelled** indicates the date the payment was cancelled.

6. Click the **Return to Search** button.



7. Click the **Payment Reference** ID that is most likely the reissued payment based on the closest date.



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