

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

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Cancelling a Payment Process

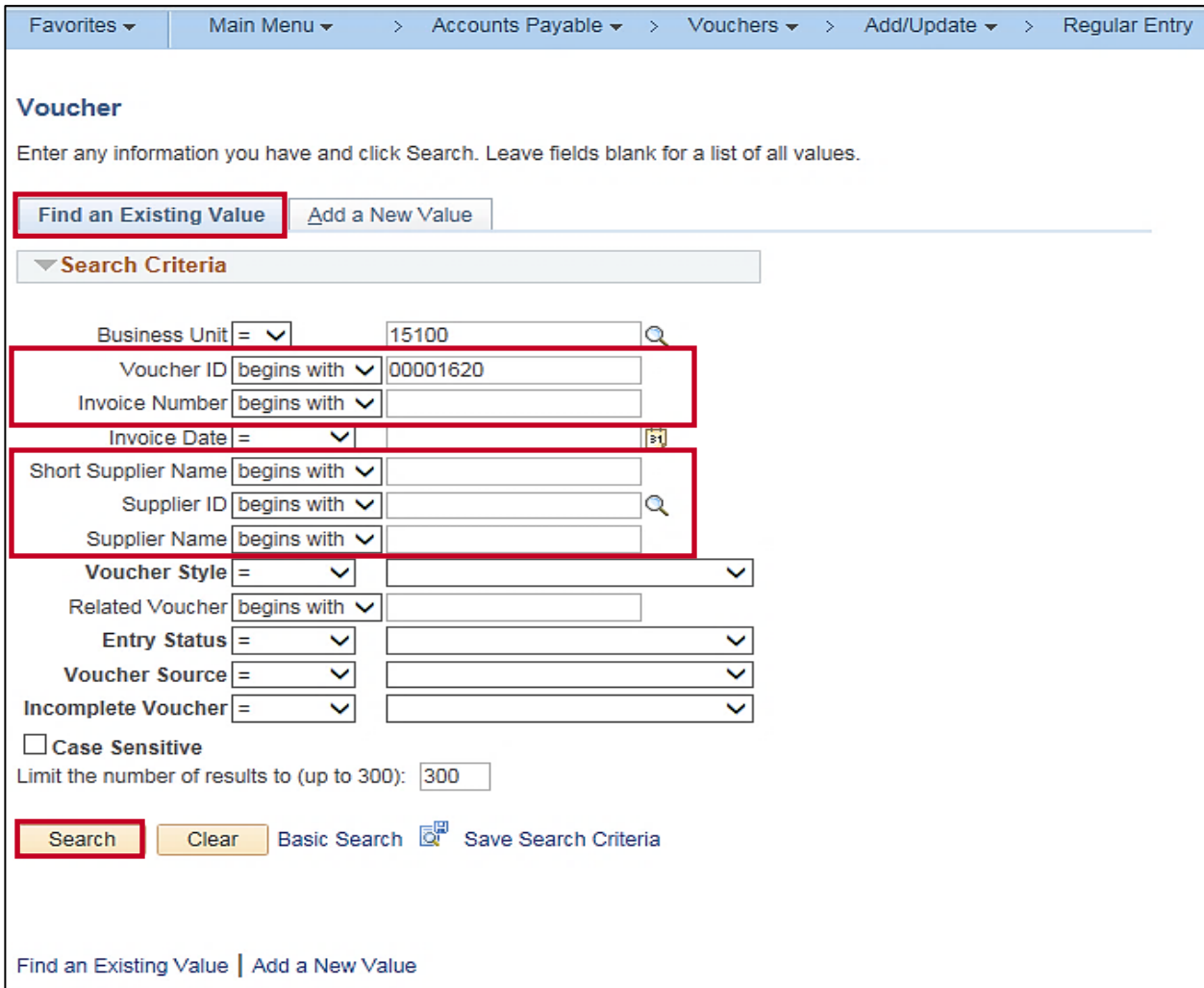
1. Complete the appropriate Payment Cancellation form to request the stop payment on a check:
 - a. Cardinal Stop Payment Authorization Form – Department of Treasury – General Warrant: used to stop payment on a Commonwealth of Virginia (COVA) General Account check. Make sure to complete every section 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.

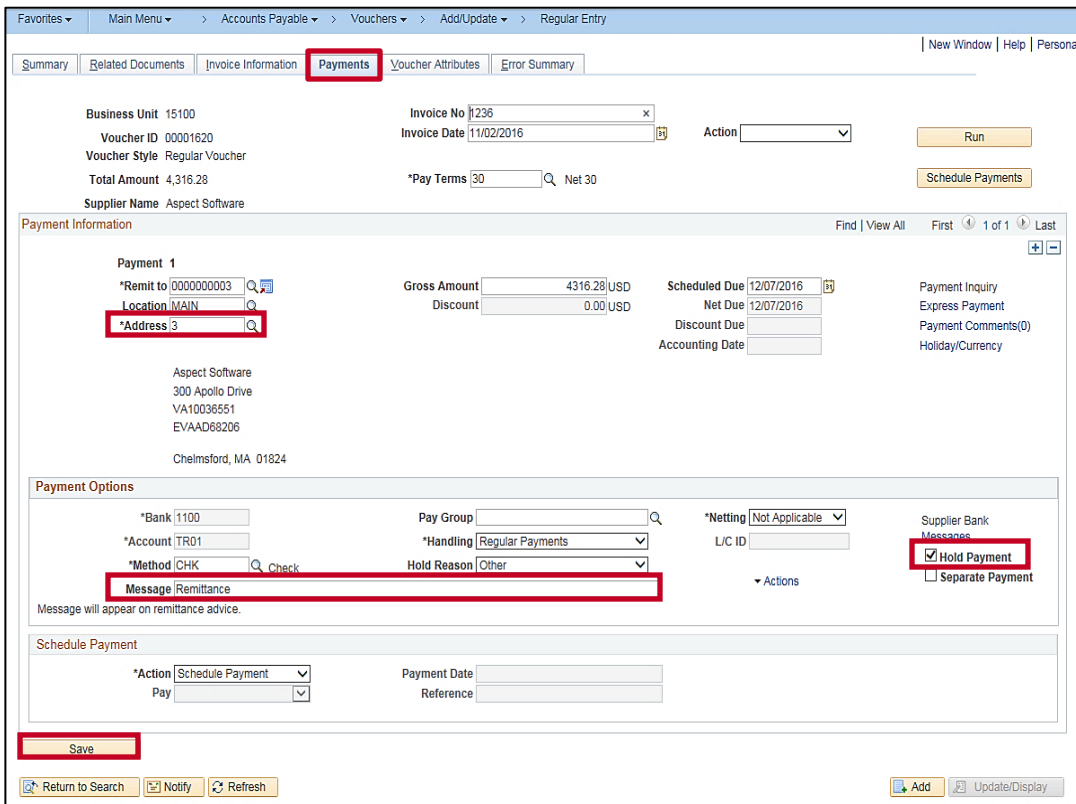
Voucher Steps for a Hold Payment Request

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.



The screenshot displays the 'Payments' tab in the Cardinal Accounts Payable system. Key sections include:

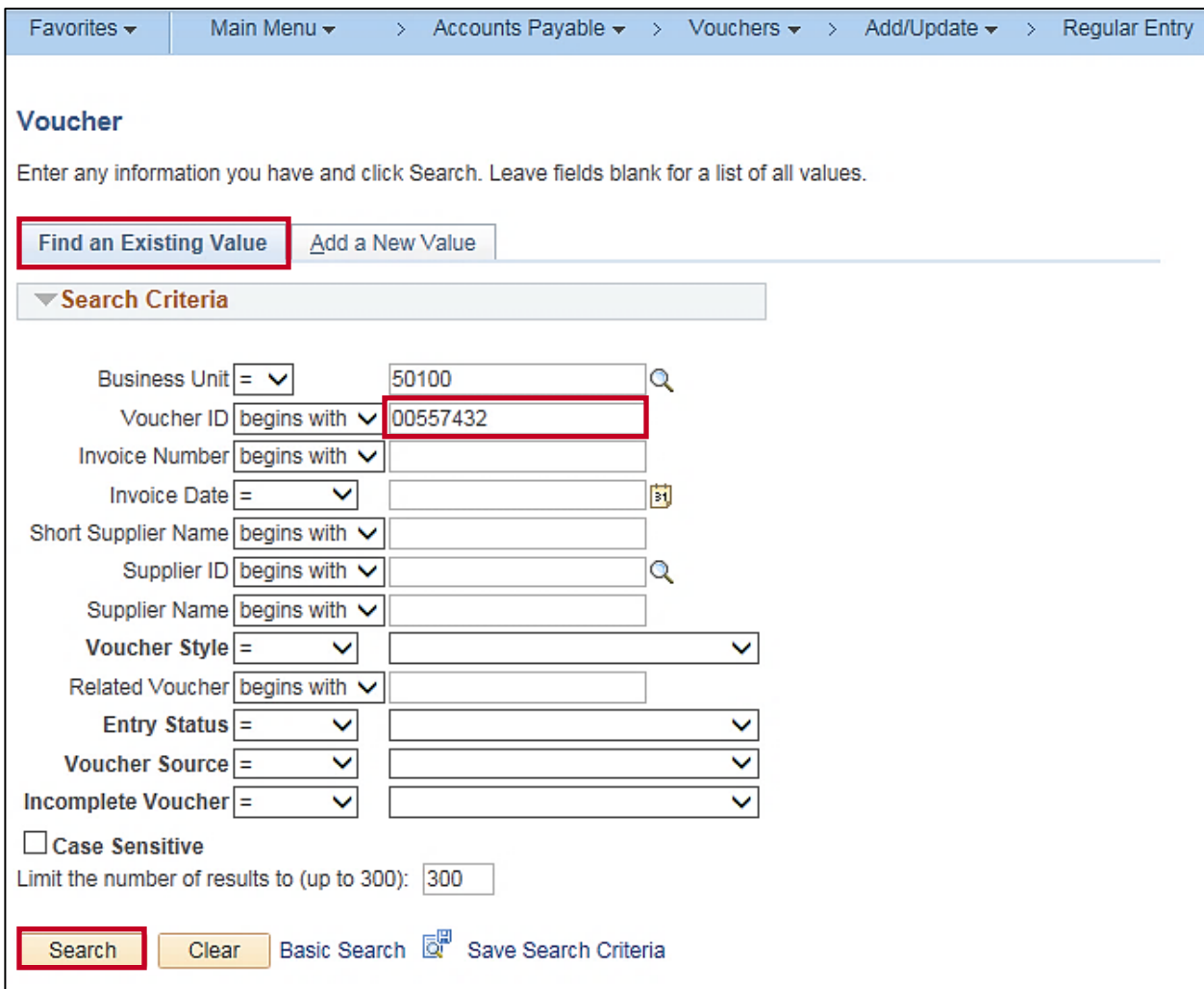
- Business Unit:** 15100
- Invoice No:** 236
- Invoice Date:** 11/02/2016
- Total Amount:** 4,316.28
- Supplier Name:** Aspect Software
- Payment Information:**
 - Payment 1
 - *Remit to: 0000000003
 - Location: MAIN
 - *Address: 3
 - Gross Amount: 4316.28 USD
 - Discount: 0.00 USD
 - Scheduled Due: 12/07/2016
 - Net Due: 12/07/2016
 - Supplier Address: Aspect Software, 300 Apollo Drive, VA10036551, EVAAD68206, Chelmsford, MA 01824
- Payment Options:**
 - *Bank: 1100
 - *Account: TR01
 - *Method: CHK
 - Message: Remittance
 - *Netting: Not Applicable
 - L/C ID: [blank]
 - Supplier Bank Messages: Hold Payment
- Buttons:** Run, Schedule Payments, Save, Return to Search, Notify, Refresh, Add, Update/Display

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



The screenshot shows the 'Voucher' search page. At the top, there is a breadcrumb trail: Favorites > Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry. Below this, the page title is 'Voucher'. A instruction reads: '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 'Search Criteria' section with various search fields: Business Unit (dropdown =, value 50100), Voucher ID (dropdown begins with, value 00557432, highlighted with a red box), Invoice Number (dropdown begins with), Invoice Date (dropdown =, date picker), Short Supplier Name (dropdown begins with), Supplier ID (dropdown begins with), Supplier Name (dropdown begins with), Voucher Style (dropdown =), Related Voucher (dropdown begins with), Entry Status (dropdown =), Voucher Source (dropdown =), and Incomplete Voucher (dropdown =). There is a 'Case Sensitive' checkbox and a text input for 'Limit the number of results to (up to 300): 300'. 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** number.
4. Click the **Search** button.

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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** 11/23/2015
Voucher ID 00557432 **Invoice No** 1775
Voucher Style Regular **Invoice Total** 34,345.00 USD
Supplier Name Halcrow Inc
 5701 Cleveland Street
 Suite 200
 VA10030223
 EVAAD327750
 Virginia Beach, VA 23462

Entry Status Postable **Pay Terms** Net 30
Match Status Matched **Approval History** **Voucher Source** Online
Approval Status Approved **Origin** ONL
Post Status Posted **Created On** 01/27/2016 12:00AM
 Created By ROBERT.GAY
 Last Update 01/29/2016 12:00AM
 Modified By MICHELLE.JONES
 ERS Type Not Applicable
 Close Status Open

Budget Status Valid
Budget Misc Status Valid
 *View Related Go

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

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

6. 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** 1775
Voucher ID 00557432 **Invoice Date** 11/23/2015 **Action**

Voucher Style Regular Voucher
Supplier ID 000005994

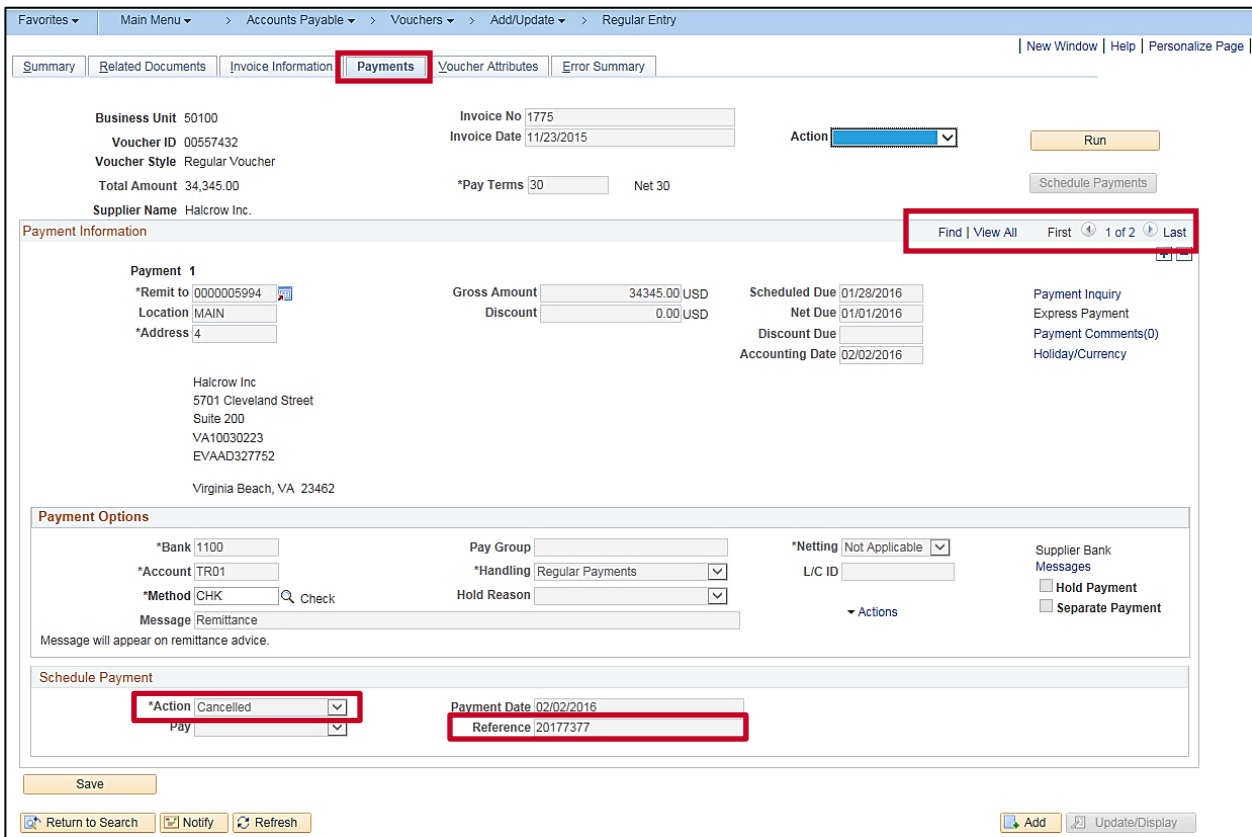
Payment Details										
Actions	Payment Status	Scheduled to Pay	Payment Reference	Remit SetID	Remit Supplier	Remitting Address	Payment Method	Gross Payment Amount	Paid Amount	Payment Currency
▼ Actions	Canceled	01/28/2016	20177377	STATE	0000005994		4 CHK	34,345.00	34,345.00	USD
▼ Actions	Paid	01/28/2016	20250857	STATE	0000005994		4 CHK	34,345.00	34,345.00	USD

▶ Voucher Line - PO Information
 ▶ Voucher Line - Receiver Information

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

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

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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 1775
 Voucher ID 00557432 Invoice Date 11/23/2015 Action ▾ Run
 Voucher Style Regular Voucher
 Total Amount 34,345.00 *Pay Terms 30 Net 30 Schedule Payments
 Supplier Name Halcrow Inc.

Payment Information Find | View All First 1 of 2 Last

Payment 1
 *Remit to 0000005994 Gross Amount 34345.00 USD Scheduled Due 01/28/2016
 Location MAIN Discount 0.00 USD Net Due 01/01/2016
 *Address 4 Accounting Date 02/02/2016
 Halcrow Inc
 5701 Cleveland Street
 Suite 200
 VA10030223
 EVAAD327752
 Virginia Beach, VA 23462

Payment Options
 *Bank 1100 Pay Group
 *Account TRD1 *Handling Regular Payments
 *Method CHK Check Hold Reason
 Message Remittance
 Message will appear on remittance advice.

Schedule Payment
 *Action Cancelled Payment Date 02/02/2016
 Pay Reference 20177377

Save
 Return to Search | Notify | Refresh | Add | Update/Display

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**.

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Favorites ▾ Main Menu ▾ > Accounts Payable ▾ > Vouchers ▾ > Add/Update ▾ > Regular Entry
 New Window | Help | Personalize

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

Business Unit 50100 Invoice No 1775 Action
 Voucher ID 00557432 Invoice Date 11/23/2015
 Voucher Style Regular Voucher *Pay Terms 30 Net 30
 Total Amount 34,345.00
 Supplier Name Halcrow Inc.

Payment Information Find | View All First 2 of 2 Last

Payment 2
 *Remit to 0000005994 Gross Amount 34345.00 USD Scheduled Due 01/28/2016 Payment Inquiry
 Location MAIN Discount 0.00 USD Net Due 01/01/2016 Express Payment
 *Address 4 Discount Due Accounting Date 03/16/2016 Payment Comments(0)
 Holiday/Currency
 Halcrow Inc
 5701 Cleveland Street
 Suite 200
 VA10030223
 EVAAD327752
 Virginia Beach, VA 23462

Payment Options

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

Schedule Payment

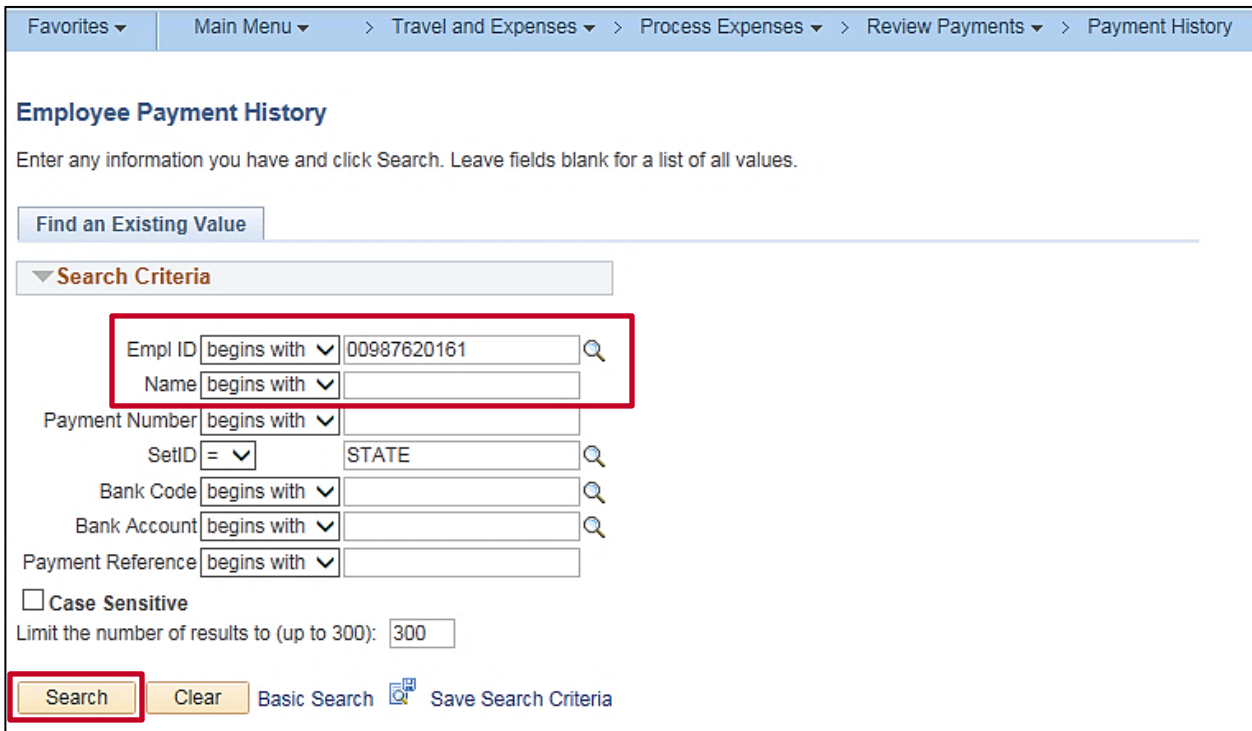
*Action Schedule Payment Payment Date 03/16/2016
 Pay Reference 20250857

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.

[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](#)

Search Criteria

Empl ID

Name

Payment Number

SetID =

Bank Code

Bank Account

Payment Reference

Case Sensitive

Limit the number of results to (up to 300):

[Basic Search](#)

Search Results

View All First 1-4 of 4 Last

Empl ID	Name	Payment Number	SetID	Bank Code	Bank Account	Payment Reference	Creation Date
00987620161	Bradley, Micah	0001186337	STATE	1100	TR01	20552036	01/28/2017
00987620161	Bradley, Micah	0001186336	STATE	1100	TR01	20542993	01/24/2017
00987620161	Bradley, Micah	0001185961	STATE	1100	TR01	20542963	11/30/2016
00987620161	Bradley, Micah	0001185960	STATE	1100	TR01	20542962	11/30/2016

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

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

Employee Payment History

Payment Info
 Check Number 20542994
 Bank Code Cardinal Disb
 Bank Account Cardinal Disb
 Payment Amount 47.01 USD
Pay Status Stop
 Payment Method Check
Action Open/Issue **Date Cancelled 01/25/2017**

Payee Address

Payments						
Type	ID	Descr	Status	Created	Amount	
Expense Report	0000106202	Quarterly Department Meeting	Staged	12/15/2016	47.01 USD	

[Save](#) [Return to Search](#)

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.

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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

▼ **Search Criteria**

Empl ID **begins with** ▾ 00987620161 × 🔍

Name **begins with** ▾

Payment Number **begins with** ▾

SetID = ▾ STATE 🔍

Bank Code **begins with** ▾ 🔍

Bank Account **begins with** ▾ 🔍

Payment Reference **begins with** ▾

Case Sensitive

Limit the number of results to (up to 300):

Search **Clear** Basic Search 🔍 Save Search Criteria

Search Results

View All First 1-4 of 4 Last

Empl ID	Name	Payment Number	SetID	Bank Code	Bank Account	Payment Reference	Creation Date
00987620161	Bradley, Micah	0001186337	STATE	1100	TR01	20552036	01/28/2017
00987620161	Bradley, Micah	0001186336	STATE	1100	TR01	20542993	01/24/2017
00987620161	Bradley, Micah	0001185961	STATE	1100	TR01	20542963	11/30/2016
00987620161	Bradley, Micah	0001185960	STATE	1100	TR01	20542962	11/30/2016

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

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

Employee Payment History

Payment Info

Check Number 20552036

Bank Code Cardinal Disb

Bank Account Cardinal Disb

Payment Amount 47.01 USD

Pay Status Paid

Payment Method Check

Status Posted

Check Date 01/28/2017

Payee Address

Payments Personalize | Find | 🔍 | First 1 of 1 Last

Type	ID	Descr	Status	Created	Amount
Expense Report	0000106202	Quarterly Department Meeting	Staged	01/28/2017	47.01 USD

Save **Return to Search** **Previous in List** **Next in List**

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