



Deleting a Deposit Control Ticket Overview

This Job Aid provides step-by-step instructions on deleting a Deposit Control Ticket within Cardinal. The process is performed on the **Approve Deposits** page and is accessible solely to users with specific security roles. Below are key points highlighting how and when a DC can be deleted:

- Users can delete a DC before it's approved. Deposits with a "Not Ready" or "Complete" status can be deleted if the user identifies incorrect information within the DC
- Once the DC is approved and the deposit is in an "Approved" status, users must submit a VCCC help desk ticket with "Cardinal" in the subject line to the Post-Production Support AR team to successfully delete a deposit. This help desk ticket must be submitted before 5:00 pm to ensure that the deletion occurs before the nightly batch process
- The deposit status of "Processed" means a Deposit Control Ticket has been processed by the deposit post processor or a journal has been generated. In this case, the DC can no longer be deleted, even by the PPS team. To reverse the original entry, a negative deposit must be entered and approved
- The ability to delete a deposit is not available to Interfacing Agencies

Navigation Note: Please note that there may be a **Notify** button at the bottom of various pages utilized while completing the process within this Job Aid. This "Notify" functionality is not currently turned on to send email notifications to specific users within Cardinal.

Table of Contents

Revision History2

Deleting an Incorrect Deposit Control Ticket3



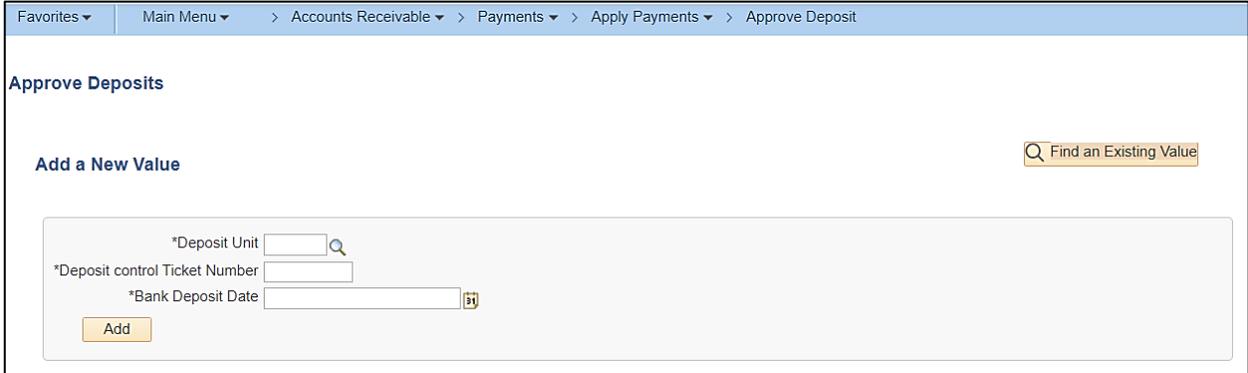
Accounts Receivable Job Aid

AR326_Deleting a Deposit Control Ticket

Revision History

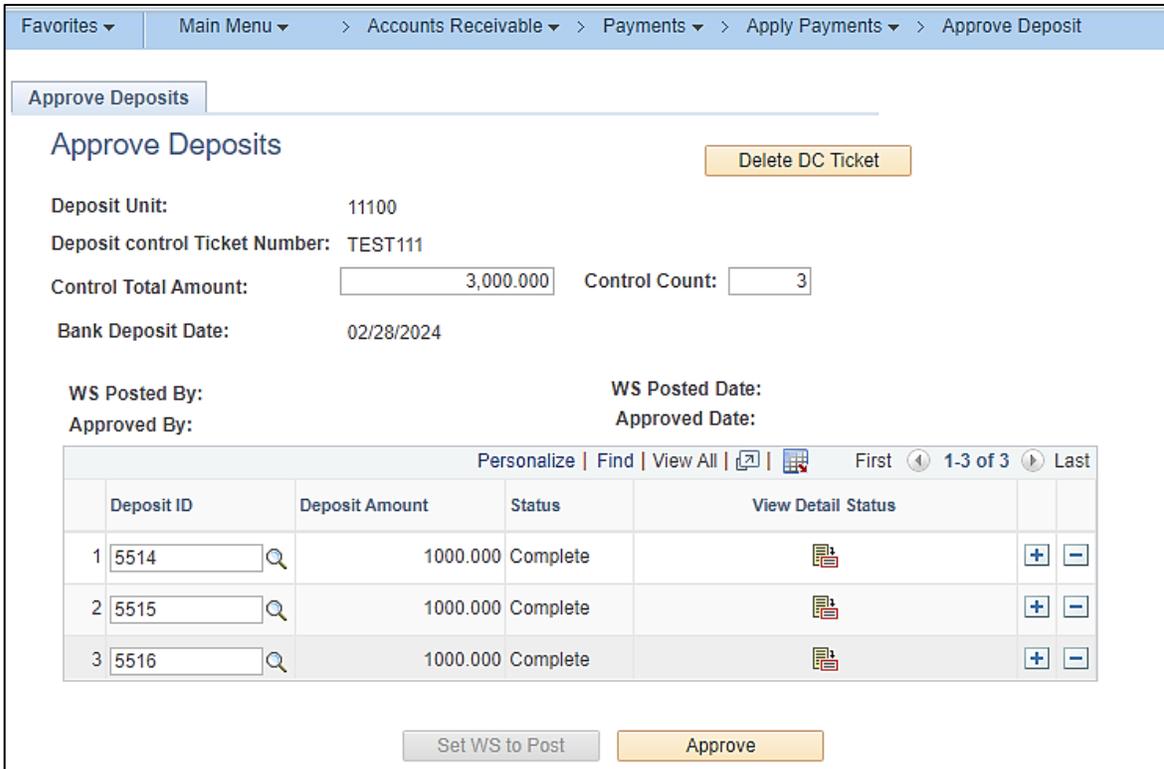
Revision Date	Summary of Changes
3/1/2025	Updated the screenshots of the Search page (Section 1 , after Step 1). Added reference information to the Overview of the Cardinal FIN Search Pages Job Aid.

Deleting an Incorrect Deposit Control Ticket

Step	Action
1.	Navigate to the Approve Deposits page using the following path: Main Menu > Accounts Receivable > Payments > Apply Payments > Approve Deposits
The Approve Deposits Search page displays. <div style="border: 1px solid black; padding: 5px; margin: 5px 0;">  </div>	
	For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled "Overview of the Cardinal FIN Search Pages". This Job Aid is located on the Cardinal Website in Job Aids under Learning .
2.	Select the applicable Business Unit using the Deposit Unit Look Up icon if it does not default. <div style="border: 1px solid black; padding: 5px; margin: 5px 0;">  </div>
3.	Enter the applicable Deposit Control Ticket Number that is associated with the applicable Deposit in the Deposit control Ticket Number field. <div style="border: 1px solid black; padding: 5px; margin: 5px 0;">  </div>
4.	Select the applicable date using the Bank Deposit Date Calendar icon. <div style="border: 1px solid black; padding: 5px; margin: 5px 0;">  </div>
5.	Click the Search button. <div style="border: 1px solid black; padding: 5px; margin: 5px 0;">  </div>

Step	Action
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The **Approved Deposits** page displays.



Approve Deposits

Delete DC Ticket

Deposit Unit: 11100
 Deposit control Ticket Number: TEST111
 Control Total Amount: 3,000.000 Control Count: 3
 Bank Deposit Date: 02/28/2024

WS Posted By: WS Posted Date:
 Approved By: Approved Date:

Deposit ID	Deposit Amount	Status	View Detail Status
1 5514	1000.000	Complete	[View Detail]
2 5515	1000.000	Complete	[View Detail]
3 5516	1000.000	Complete	[View Detail]

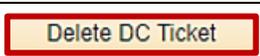
Set WS to Post Approve



Review the status of the individual Deposit ID's displayed in the grid and ensure that all statuses are "Not Ready" or "Complete" before proceeding to the next step.

Deposit Amount	Status
1000.000	Complete
1000.000	Complete
1000.000	Complete

6. Click the **Delete DC Ticket** button.



Step	Action
7.	<p>A message displays in a pop-up window stating that all Deposit ID's must be removed prior to deletion.</p> <p>Click the OK button to close the message.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Message</p> <p>All individual deposits MUST be removed prior to deleting the DC Ticket. (25007,30)</p> <p>All individual deposits MUST be removed prior to deleting the DC Ticket.</p> <p style="text-align: center;">OK</p> </div>

The **Approve Deposits** page redisplay.

Favorites >
 Main Menu >
 Accounts Receivable >
 Payments >
 Apply Payments >
 Approve Deposit

Approve Deposits

Approve Deposits

Delete DC Ticket

Deposit Unit: 11100
 Deposit control Ticket Number: TEST111
 Control Total Amount: Control Count:
 Bank Deposit Date: 02/28/2024

WS Posted By: _____ WS Posted Date: _____
 Approved By: _____ Approved Date: _____

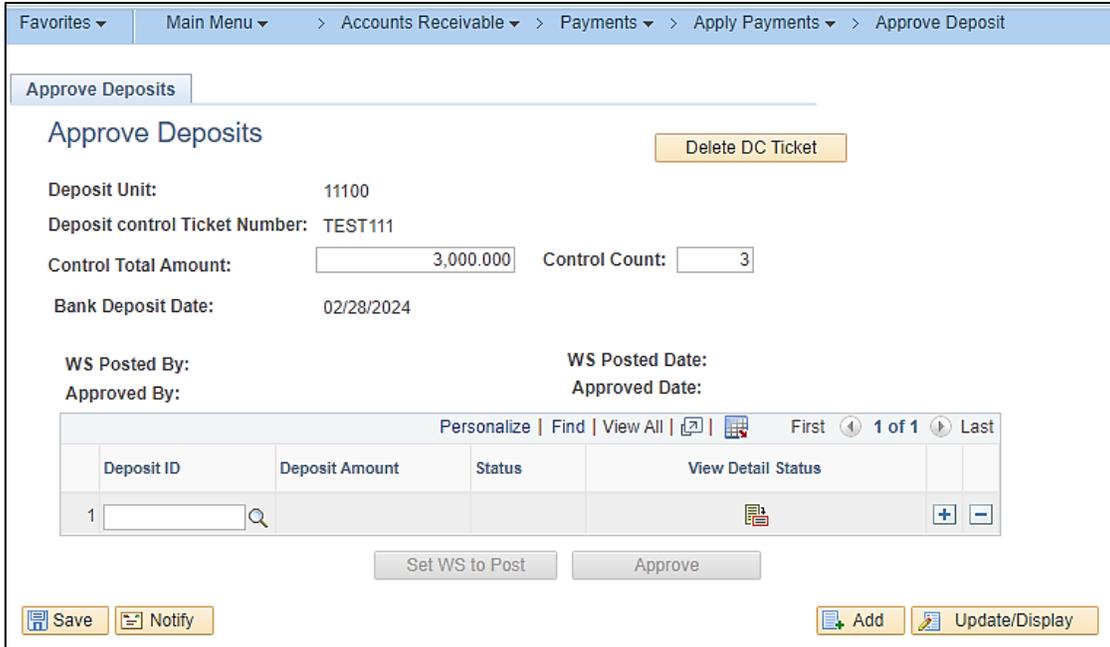
Personalize Find View All						First	1-3 of 3	Last
#	Deposit ID	Deposit Amount	Status	View Detail Status				
1	<input type="text" value="5514"/>	1000.000	Complete		+	-		
2	<input type="text" value="5515"/>	1000.000	Complete		+	-		
3	<input type="text" value="5516"/>	1000.000	Complete		+	-		

Set WS to Post
Approve

8.	<p>Remove all the Deposits from the Deposit Control by clicking the corresponding Remove a Row (-) icon for each Deposit (Deposit ID).</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th style="width: 5%;">#</th> <th style="width: 20%;">Deposit ID</th> <th style="width: 15%;">Deposit Amount</th> <th style="width: 10%;">Status</th> <th style="width: 20%;">View Detail Status</th> <th style="width: 10%;"></th> <th style="width: 5%;"></th> <th style="width: 5%;"></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td><input type="text" value="5514"/> </td> <td style="text-align: right;">1000.000</td> <td style="text-align: center;">Complete</td> <td style="text-align: center;"></td> <td style="text-align: center;">+</td> <td style="text-align: center;">-</td> <td></td> </tr> </tbody> </table>	#	Deposit ID	Deposit Amount	Status	View Detail Status				1	<input type="text" value="5514"/>	1000.000	Complete		+	-	
#	Deposit ID	Deposit Amount	Status	View Detail Status													
1	<input type="text" value="5514"/>	1000.000	Complete		+	-											

Step	Action
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The **Approve Deposits** page redisplay with all of the Deposits deleted.



9.	<p>Click the Delete DC Ticket button.</p> <div style="border: 2px solid red; padding: 5px; display: inline-block; margin: 10px 0;">Delete DC Ticket</div>
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10.	<p>A message displays in a pop-up window displays and the user must confirm the deletion of the DC Ticket.</p> <p>Click the Yes button to proceed and delete the DC Ticket.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Message</p> <p>Delete this DC Ticket ? (25007,28)</p> <p>If you delete the DC Ticket, all information entered in this page will be deleted.</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 2px solid red; padding: 5px;">Yes</div> <div>No</div> </div> </div>
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Step	Action
11.	<p>A message displays in a pop-up window confirming the successful deletion of the DC Ticket. Click the OK button.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="color: #4f81bd;">Message</p> <hr style="border: 0; border-top: 1px solid #ccc;"/> <p>DC Ticket is deleted successfully. (25007,31)</p> <div style="text-align: center; margin-top: 10px;"> OK </div> </div>
	<p>Reminder:</p> <ul style="list-style-type: none"> Deposit Control Tickets in a status of “Processed” cannot be deleted Deposit Control Tickets in an “Approved” status will need a ticket submitted to the VCCC help desk (with “Cardinal” in the Subject line) before 5:00 pm so that the Post Production Support (AR) Team can assist with the deletion