

Cancelling a Payment – Disbursing Agency Overview

This Job Aid focuses on what needs to be done 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

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

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Accounts Payable Job Aid

AP312_Cancelling a Payment – Disbursing Agency

Revision History

Revision Date	Summary of Changes
3/1/2025	Updated the screenshots of the Search pages (Section 1 , after Step 1 and Step 2; Section 2 , after Step 1 and Step 2; Section 3 , after Step 1). Added reference information to the Overview of the Cardinal FIN Search Pages Job Aid.

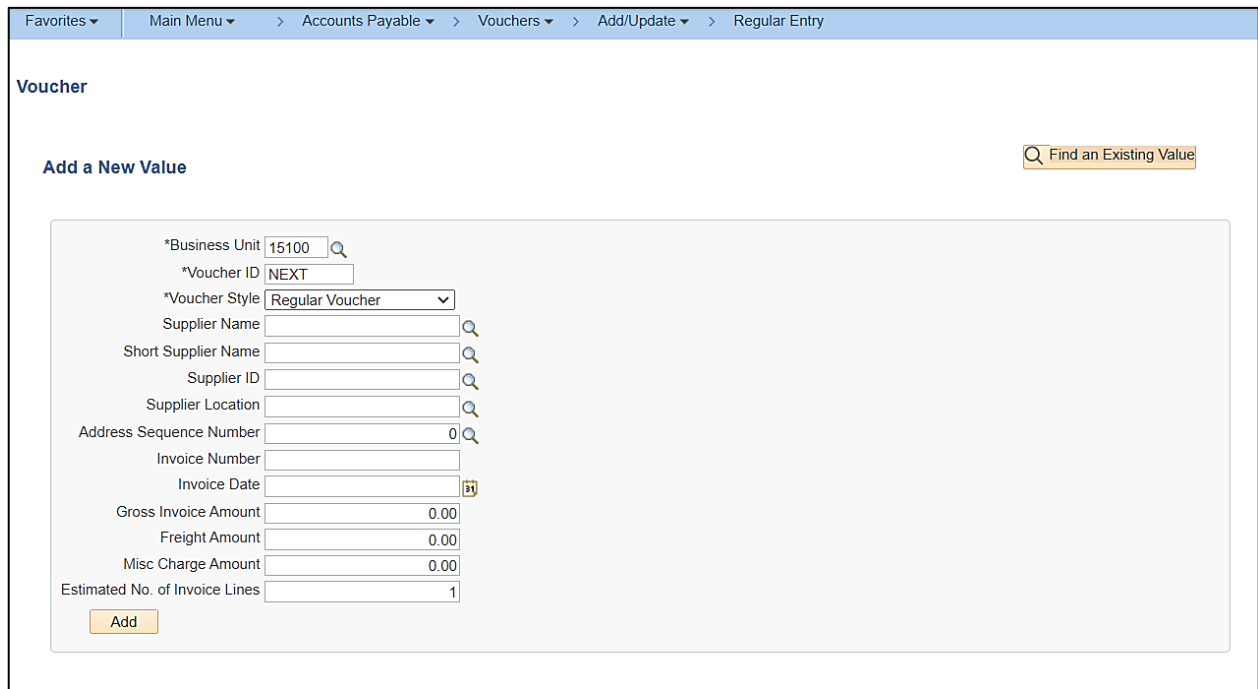
Cancelling a Payment Process

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.

Step	Action
1.	Navigate to the Voucher page using the following path: Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry



The **Voucher** page displays with the **Add a New Value** page displayed by default.



The screenshot shows the 'Voucher' page with a breadcrumb trail: Favorites > Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry. The page title is 'Voucher'. Below the title is the 'Add a New Value' section, which includes a search button 'Find an Existing Value'. The form contains the following fields:

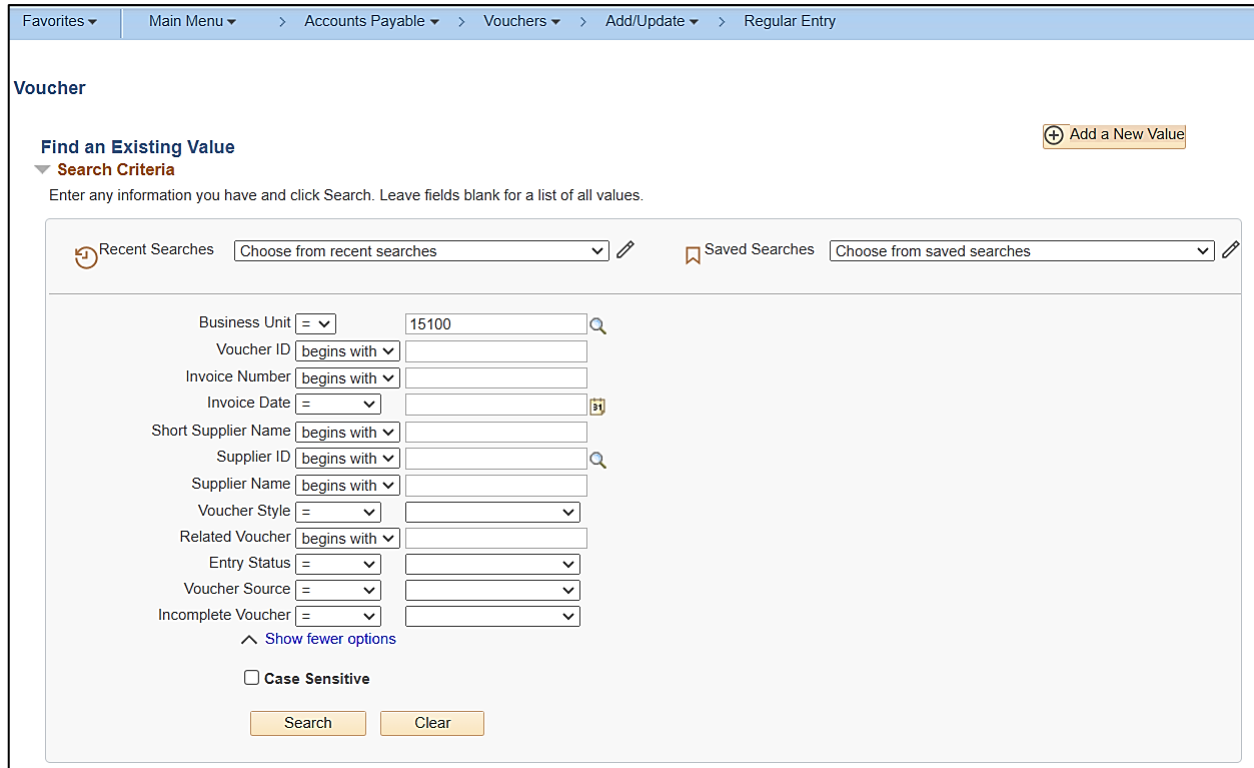
- *Business Unit: 15100
- *Voucher ID: NEXT
- *Voucher Style: Regular Voucher
- Supplier Name
- Short Supplier Name
- Supplier ID
- Supplier Location
- Address Sequence Number: 0
- Invoice Number
- Invoice Date
- Gross Invoice Amount: 0.00
- Freight Amount: 0.00
- Misc Charge Amount: 0.00
- Estimated No. of Invoice Lines: 1

An 'Add' button is located at the bottom left of the form.

	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.	Click the Find an Existing Value button. 

Step	Action
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The **Find an Existing Value** page displays.



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

Voucher

Find an Existing Value ⊕ Add a New Value

▼ **Search Criteria**


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

Recent Searches Choose from recent searches ▾ ✎
 Saved Searches Choose from saved searches ▾ ✎

Business Unit = ▾ 15100 🔍
 Voucher ID begins with ▾
 Invoice Number begins with ▾
 Invoice Date = ▾ 📅
 Short Supplier Name begins with ▾
 Supplier ID begins with ▾ 🔍
 Supplier Name begins with ▾
 Voucher Style = ▾
 Related Voucher begins with ▾
 Entry Status = ▾
 Voucher Source = ▾
 Incomplete Voucher = ▾
 ^ Show fewer options

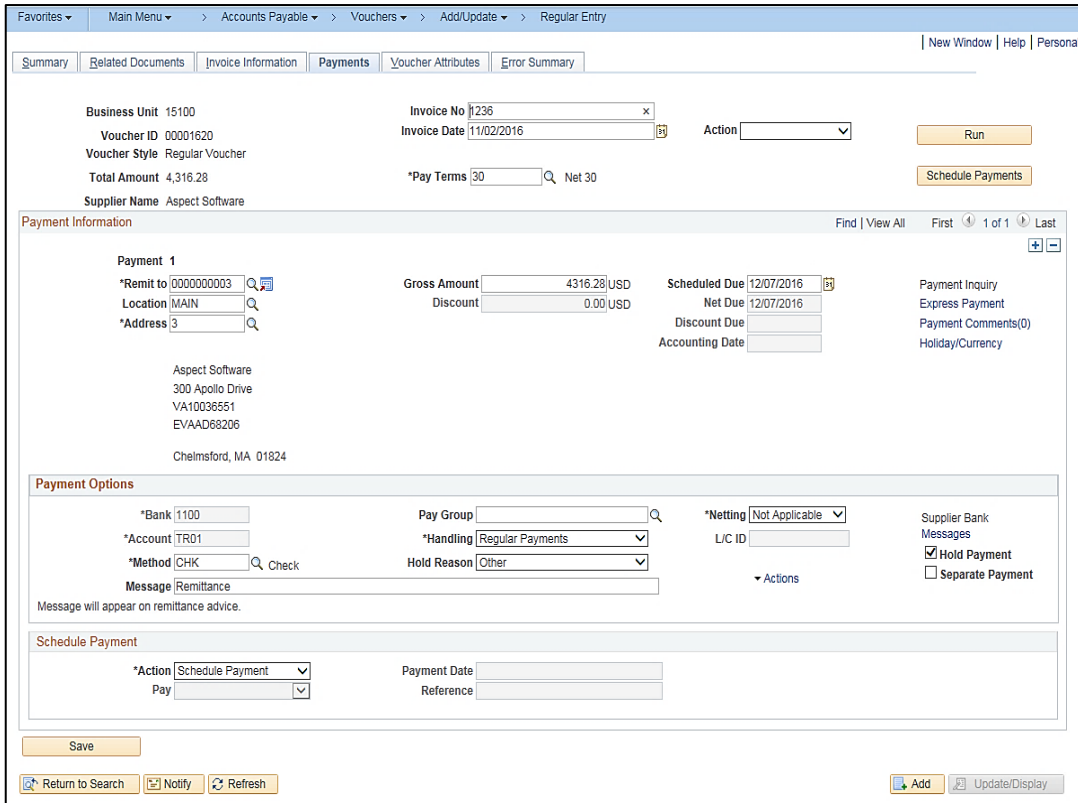
Case Sensitive

Search Clear

3.	<p>Enter the Voucher ID (or Invoice Number) to access the Voucher that is on payment hold and needs action taken.</p> <p>Voucher ID begins with ▾ <input style="border: 2px solid red;" type="text"/></p>
	<p>If the Voucher ID is unknown, the Short Supplier Name, Supplier ID, or Name 1 fields can be entered to display a list of Vouchers that can be selected.</p>
4.	<p>Click the Search button.</p> <p>Search Clear</p>
5.	<p>Click the Payments tab.</p> <p> Summary Related Documents Invoice Information Payments Voucher Attributes Error Summary </p>

Step	Action
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The **Payments** tab displays for the applicable Voucher.



The screenshot shows the 'Payments' tab in the Cardinal system. At the top, there are navigation tabs: Summary, Related Documents, Invoice Information, Payments (selected), Voucher Attributes, and Error Summary. Below this, the voucher details are displayed: Business Unit 15100, Voucher ID 00001620, Voucher Style Regular Voucher, Total Amount 4,316.28, and Supplier Name Aspect Software. The Invoice No is 1236 and the Invoice Date is 11/02/2016. The *Pay Terms are 30 Net 30. The Payment Information section shows Payment 1 with *Remit to 0000000003, Location MAIN, and Address 3. The Gross Amount is 4316.28 USD and the Scheduled Due date is 12/07/2016. The Payment Options section includes *Bank 1100, *Account TR01, *Method CHK (Check), Pay Group, *Handling Regular Payments, Hold Reason Other, *Netting Not Applicable, and L/C ID. There are checkboxes for Hold Payment and Separate Payment. The Schedule Payment section has *Action Schedule Payment and Pay. At the bottom, there are buttons for Save, Return to Search, Notify, Refresh, Add, and Update/Display.



Make adjustments to the Voucher remit information as needed.

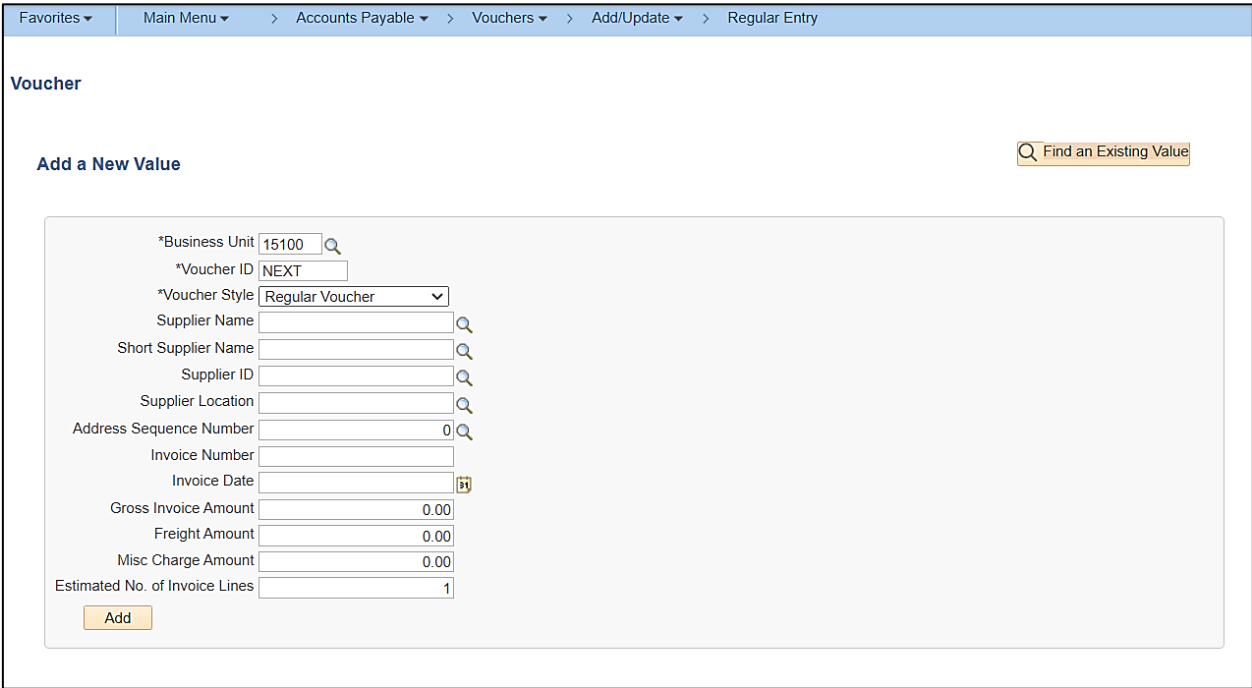


Below are some examples of Voucher actions that may be needed:

- 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**.

Step	Action
6.	<p>In the Payment Options section, uncheck the Hold Payment checkbox to remove the hold to allow the payment to be reissued.</p> <div data-bbox="300 411 537 569" style="border: 1px solid black; padding: 5px;"><p>Supplier Bank Messages</p><p><input checked="" type="checkbox"/> Hold Payment</p><p><input type="checkbox"/> Separate Payment</p></div>
7.	<p>Click the Save button.</p> <div data-bbox="292 657 758 770" style="border: 1px solid black; padding: 5px;"><p style="text-align: center;"><input type="button" value="Save"/></p><p><input type="button" value="Return to Search"/> <input type="button" value="Notify"/> <input type="button" value="Refresh"/></p></div>

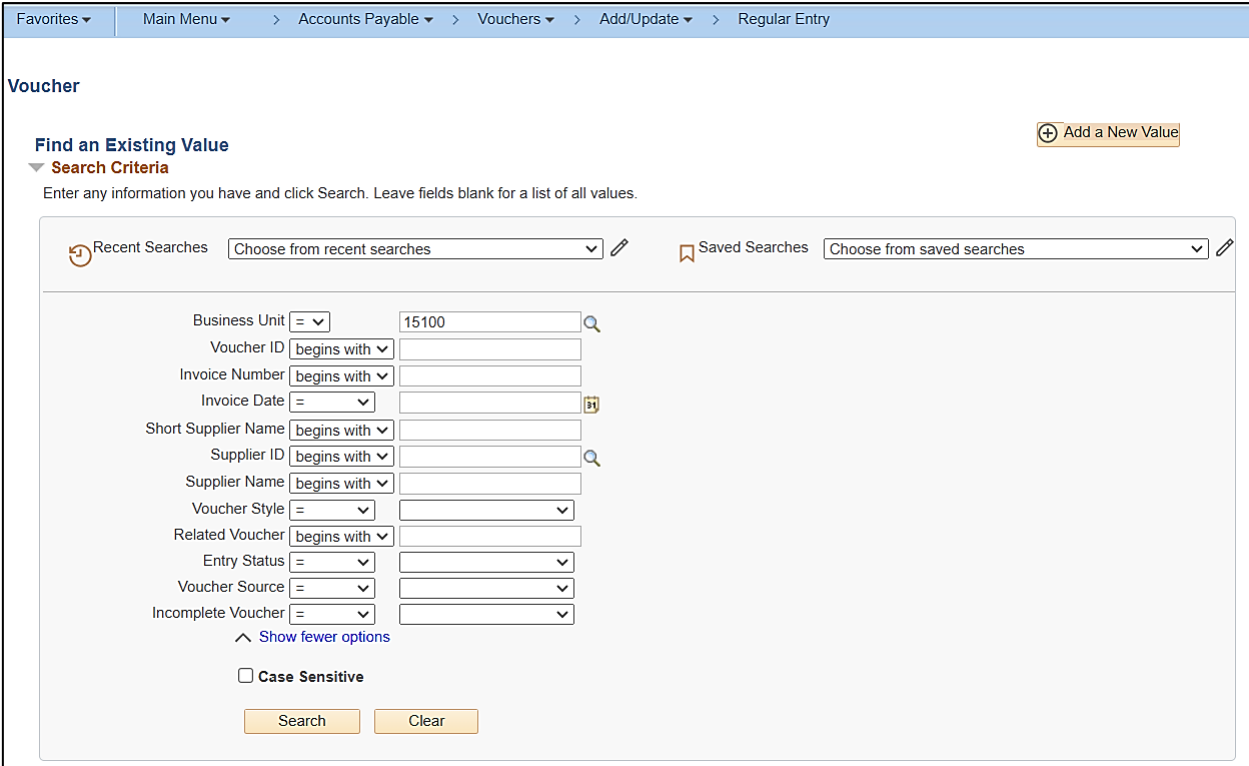
Reviewing Cancelled Payments

Payment Status for Vouchers – Cancelled and Reissued Payment Information



Step	Action
1.	Navigate to the Voucher page using the following path: Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry
<p>The Voucher page displays with the Add a New Value page displayed by default.</p> 	
	<p>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.</p>
2.	Click the Find an Existing Value button. 

Step	Action
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The **Find an Existing Value** page displays.



The screenshot shows the 'Find an Existing Value' 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'. There is a button '+ Add a New Value' in the top right. Under 'Find an Existing Value', there is a 'Search Criteria' section with the instruction: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' Below the instruction are two search history sections: 'Recent Searches' and 'Saved Searches', both with dropdown menus. The main search area contains several fields: Business Unit (dropdown with '15100'), Voucher ID (dropdown 'begins with'), Invoice Number (dropdown 'begins with'), Invoice Date (dropdown), 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 'Show fewer options' link and a 'Case Sensitive' checkbox. At the bottom are 'Search' and 'Clear' buttons.

3.	<p>Enter the applicable Voucher ID Number in the Voucher ID field.</p> 
4.	<p>Click the Search button.</p> 



Step	Action
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The **Summary** tab displays for the applicable Voucher.

[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	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 <input type="text" value="Payment Inquiry"/> <input type="button" value="Go"/>	

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

5. Click the **Related Documents** tab.

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

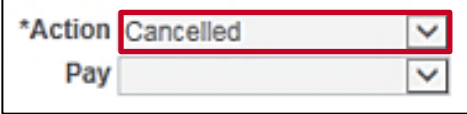


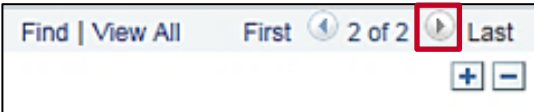

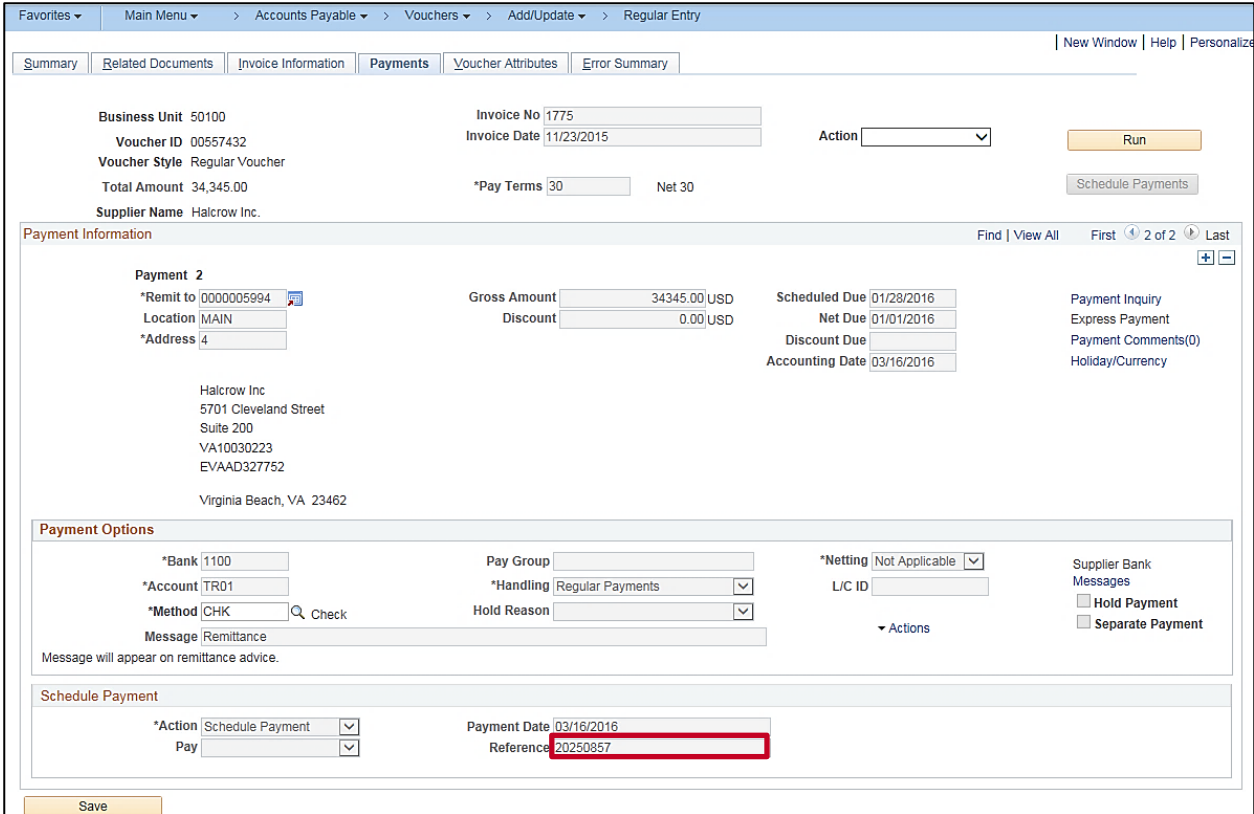


Step	Action
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The **Related Documents** tab displays and includes the Payment Status for each payment on this Voucher.

6. Click the **Payments** tab.

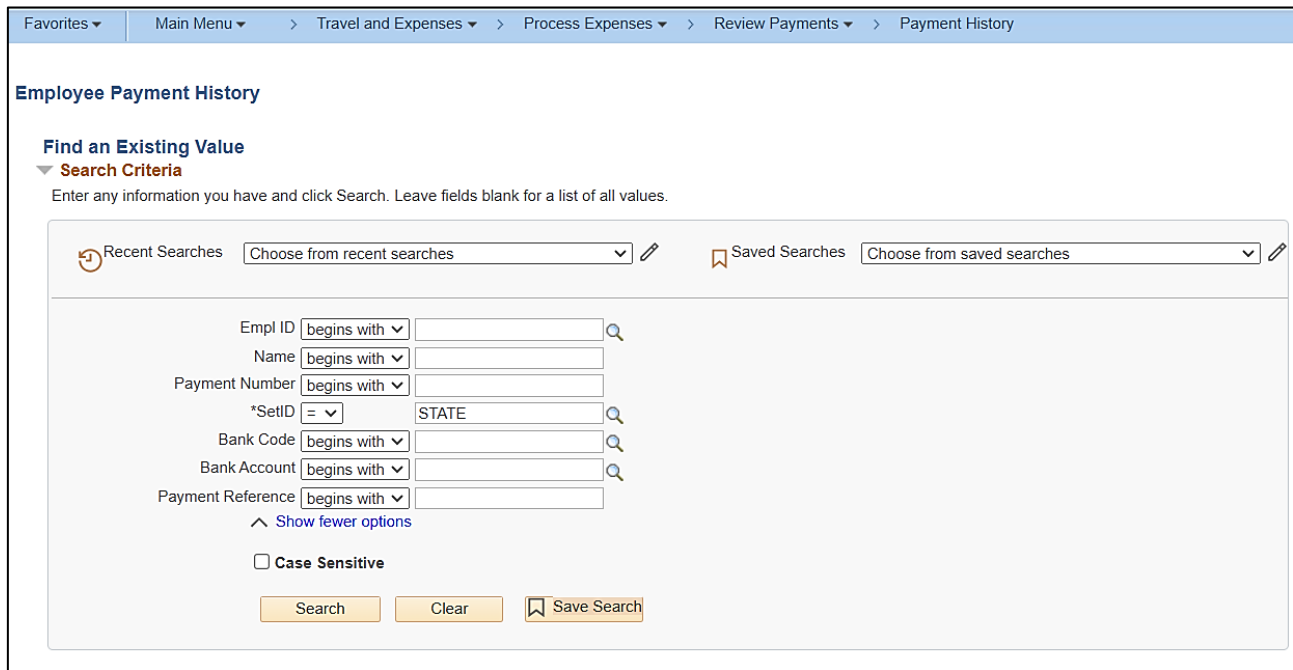
The **Payments** tab displays.


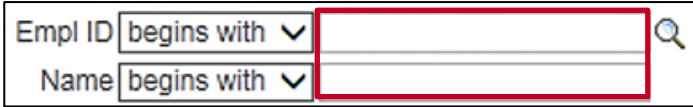

Step	Action
7.	<p>The Schedule Payment section indicates the Action of “Cancelled”.</p> 
	<p>The Reference field displays the payment’s Reference ID Number.</p> 
8.	<p>Click the right arrow to advance to the next set of Payment Information.</p> 
	<p>The Payments tab refreshes with the next payment’s information.</p>  <p>Note: Users are able to view the new payment Reference ID Number for the reissued payment.</p>

Payment Status for Expense Reports

Step	Action
1.	Navigate to the Employee Payment History page using the following path: Main Menu > Travel and Expenses > Process Expenses > Review Payments > Payment History

The **Employee Payment History Search** page displays.



	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.	Populate either the Employee ID or Employee Name field. 
3.	Click the Search button. 



Accounts Payable Job Aid

AP312_Cancelling a Payment – Disbursing Agency

Step	Action
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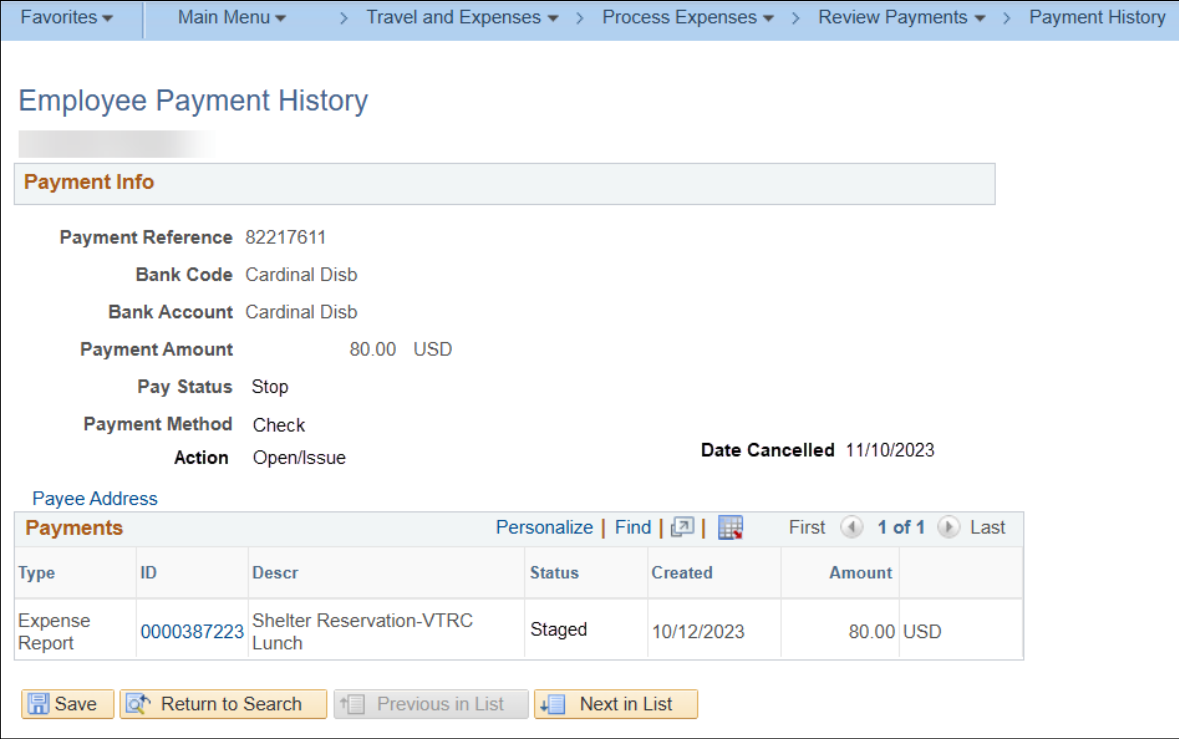

The **Search Results** display at the bottom of the page for the selected employee.

▼ **Search Results**
6 results - Empl ID [redacted] SetID "STATE"

								View All	First	1-6 of 6	Last
Empl ID	Name	Payment Number	SetID	Bank Code	Bank Account	Payment Reference	Creation Date				
[redacted]	[redacted]	0008536270	STATE	1100	TR01	82217611	10/26/2023			>	
[redacted]	[redacted]	0008462371	STATE	1100	TR01	82196274	09/29/2023			>	
[redacted]	[redacted]	0006976385	STATE	1100	TR01	81805775	04/21/2022			>	
[redacted]	[redacted]	0003116612	STATE	1100	TR01	80781119	05/09/2018			>	
[redacted]	[redacted]	0000418974	STATE	1100	TR01	80038139	05/07/2014			>	
[redacted]	[redacted]	0000268995	STATE	1100	TR01	80021053	05/18/2013			>	

4 Click the **Payment Reference Drill in** icon for the stopped payment.

								View All	First	1-6 of 6	Last
Empl ID	Name	Payment Number	SetID	Bank Code	Bank Account	Payment Reference	Creation Date				
[redacted]	[redacted]	[redacted]	STATE	1100	TR01	82217611	10/26/2023			>	

Step	Action												
	<p>The Employee Payment History page displays.</p>  <p>The screenshot shows the 'Employee Payment History' page with the following details:</p> <ul style="list-style-type: none"> Payment Reference: 82217611 Bank Code: Cardinal Disb Bank Account: Cardinal Disb Payment Amount: 80.00 USD Pay Status: Stop Payment Method: Check Action: Open/Issue Date Cancelled: 11/10/2023 <p>The 'Payments' table below shows one record:</p> <table border="1"> <thead> <tr> <th>Type</th> <th>ID</th> <th>Descr</th> <th>Status</th> <th>Created</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Expense Report</td> <td>0000387223</td> <td>Shelter Reservation-VTRC Lunch</td> <td>Staged</td> <td>10/12/2023</td> <td>80.00 USD</td> </tr> </tbody> </table>	Type	ID	Descr	Status	Created	Amount	Expense Report	0000387223	Shelter Reservation-VTRC Lunch	Staged	10/12/2023	80.00 USD
Type	ID	Descr	Status	Created	Amount								
Expense Report	0000387223	Shelter Reservation-VTRC Lunch	Staged	10/12/2023	80.00 USD								
5.	<p>Review the key fields:</p> <ol style="list-style-type: none"> The Pay Status field indicates the payment is “Stop” The Action field indicates the action taken for the Stop which is “Open/Issue” in this example The Date Cancelled field identifies the date that the payment was cancelled 												
6.	<p>Click the Return to Search button.</p> 												



Step	Action
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The **Employee Payment History** search page redispays for the selected employee.

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

Find an Existing Value

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

Recent Searches Saved Searches

Empl ID

Name

Payment Number

*SetID

Bank Code

Bank Account

Payment Reference

^ Show fewer options

Case Sensitive

▼ **Search Results**
6 results - Empl ID SetID "STATE"

View All | First 1-6 of 6 Last


Empl ID	Name	Payment Number	SetID	Bank Code	Bank Account	Payment Reference	Creation Date	
		0008536270	STATE	1100	TR01	82217611	10/26/2023	>
		0008462371	STATE	1100	TR01	82196274	09/29/2023	>
		0006976385	STATE	1100	TR01	81805775	04/21/2022	>
		0003116612	STATE	1100	TR01	80781119	05/09/2018	>
		0000418974	STATE	1100	TR01	80038139	05/07/2014	>
		0000268995	STATE	1100	TR01	80021053	05/18/2013	>

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

▼ **Search Results**
6 results - Empl ID SetID "STATE"

View All | First 1-6 of 6 Last

Empl ID	Name	Payment Number	SetID	Bank Code	Bank Account	Payment Reference	Creation Date	
		0008536270	STATE	1100	TR01	82217611	10/26/2023	>
		0008462371	STATE	1100	TR01	82196274	09/29/2023	>
		0006976385	STATE	1100	TR01	81805775	04/21/2022	>
		0003116612	STATE	1100	TR01	80781119	05/09/2018	>
		0000418974	STATE	1100	TR01	80038139	05/07/2014	>
		0000268995	STATE	1100	TR01	80021053	05/18/2013	>

Step	Action												
	<p>For this scenario, the same Expense Report is listed and the new payment information is indicated.</p> <div data-bbox="256 411 1377 1119" style="border: 1px solid black; padding: 5px;"> <p style="font-size: small; margin: 0;"> Favorites > Main Menu > Travel and Expenses > Process Expenses > Review Payments > Payment History </p> <h3 style="margin: 0;">Employee Payment History</h3> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;"> <p>Payment Info</p> <p>Payment Reference 82217611</p> <p>Bank Code Cardinal Disb</p> <p>Bank Account Cardinal Disb</p> <p>Payment Amount 80.00 USD</p> <p>Pay Status Paid</p> <p>Payment Method Check</p> <p style="text-align: right;">Status Posted</p> <p style="text-align: right;">Payment Date 10/30/2023</p> </div> <p style="font-size: small; margin: 5px 0;">Payee Address</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;"> <p>Payments Personalize Find </p> <p style="text-align: right;">First 1 of 1 Last</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Type</th> <th>ID</th> <th>Descr</th> <th>Status</th> <th>Created</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Expense Report</td> <td>0000387223</td> <td>Shelter Reservation-VTRC Lunch</td> <td>Paid</td> <td>10/12/2023</td> <td>80.00 USD</td> </tr> </tbody> </table> <p style="font-size: small; margin: 5px 0;"> Save Return to Search Previous in List Next in List </p> </div> </div>	Type	ID	Descr	Status	Created	Amount	Expense Report	0000387223	Shelter Reservation-VTRC Lunch	Paid	10/12/2023	80.00 USD
Type	ID	Descr	Status	Created	Amount								
Expense Report	0000387223	Shelter Reservation-VTRC Lunch	Paid	10/12/2023	80.00 USD								