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.

Table of Contents

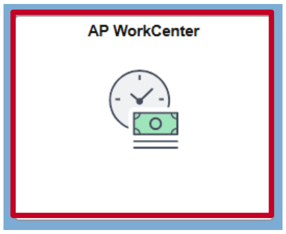
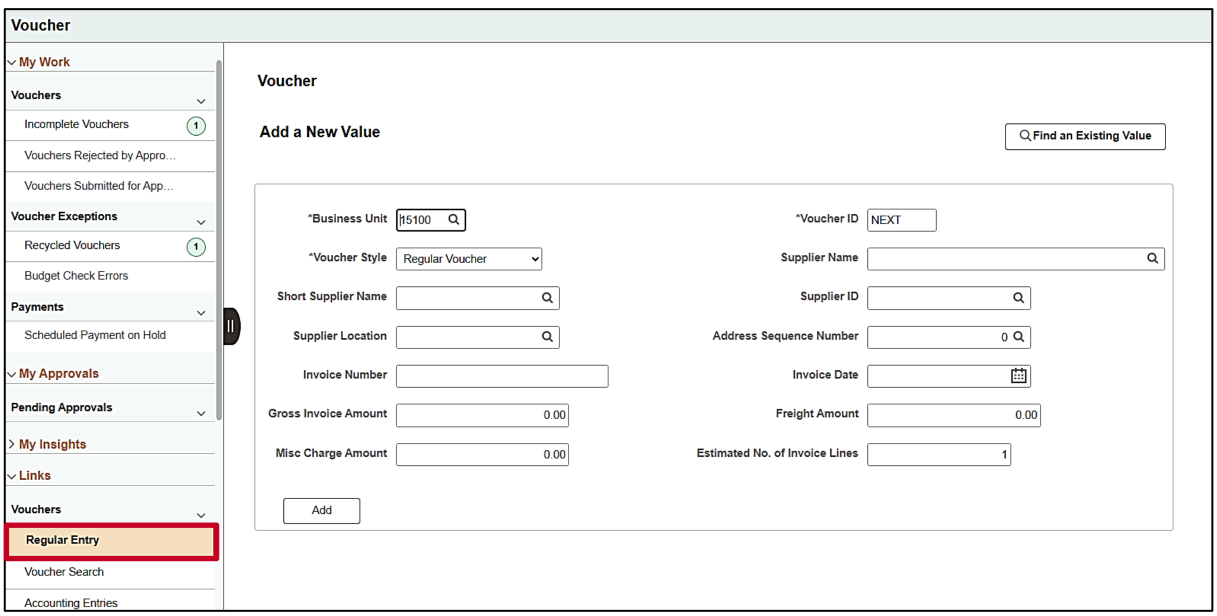
Revision History

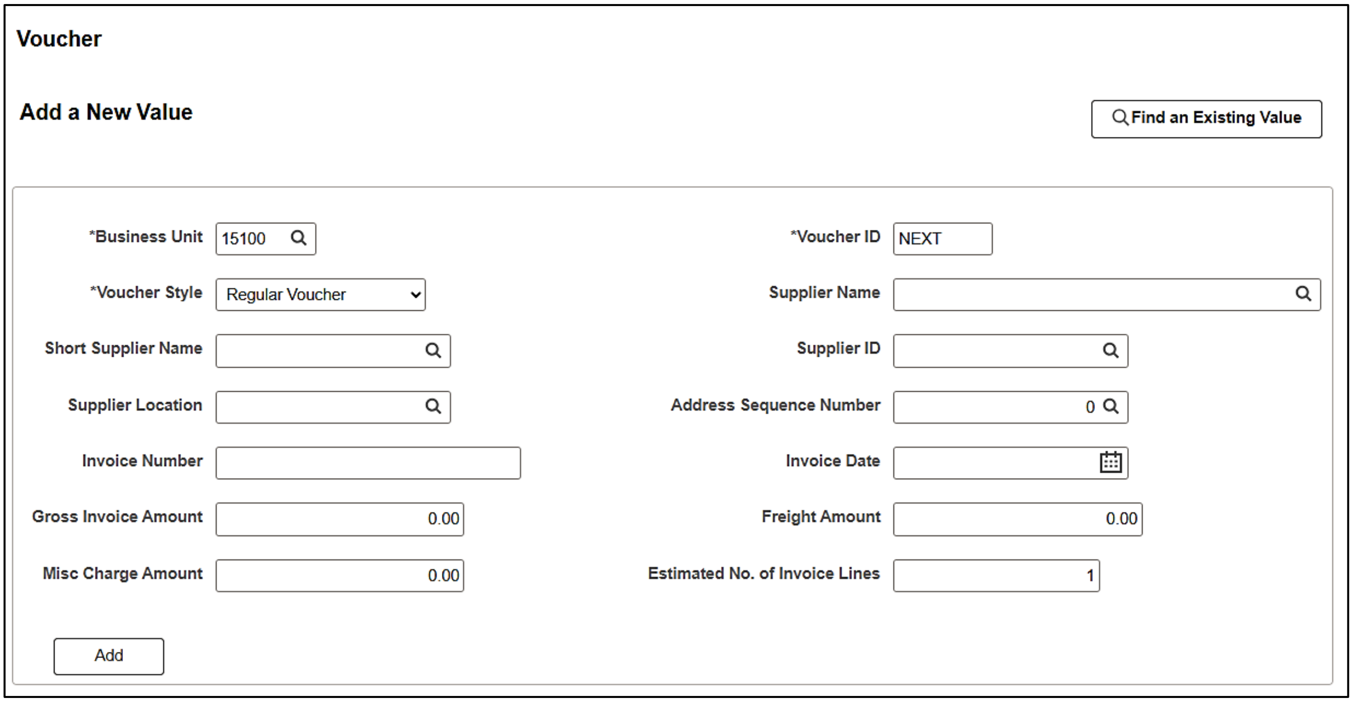
Revision Date	Summary of Changes
9/1/2026	Updated to reflect the Cardinal system upgrades.
3/1/2025	Updated the screenshots of the Search pages (Section 1, after Step 1 and Step 2; Section 2, after Step 1 and Step 2; Section 3, after Step 1). Added reference information to the Overview of the Cardinal FIN Search Pages Job Aid.

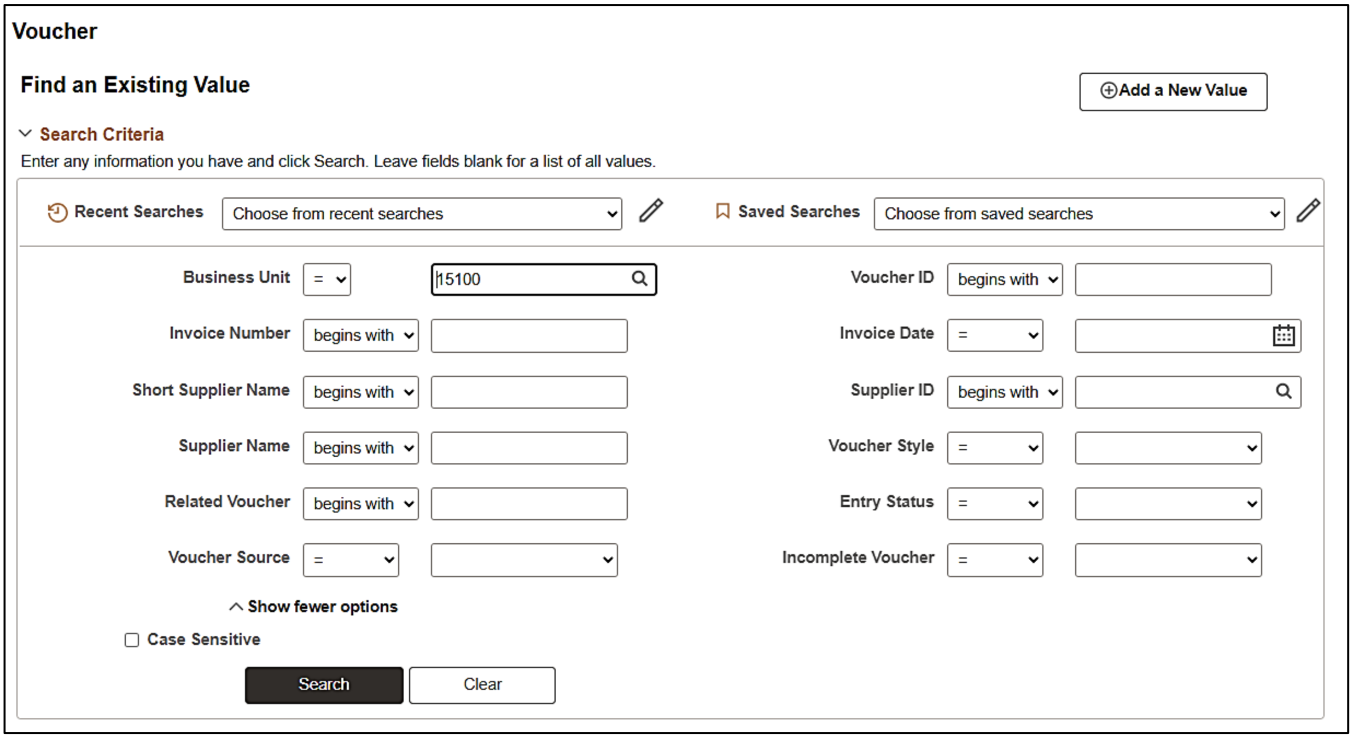
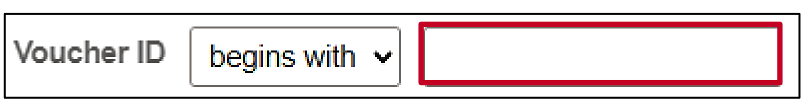
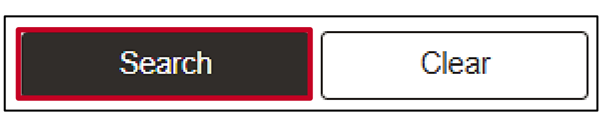
Cancelling a Payment Process

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.

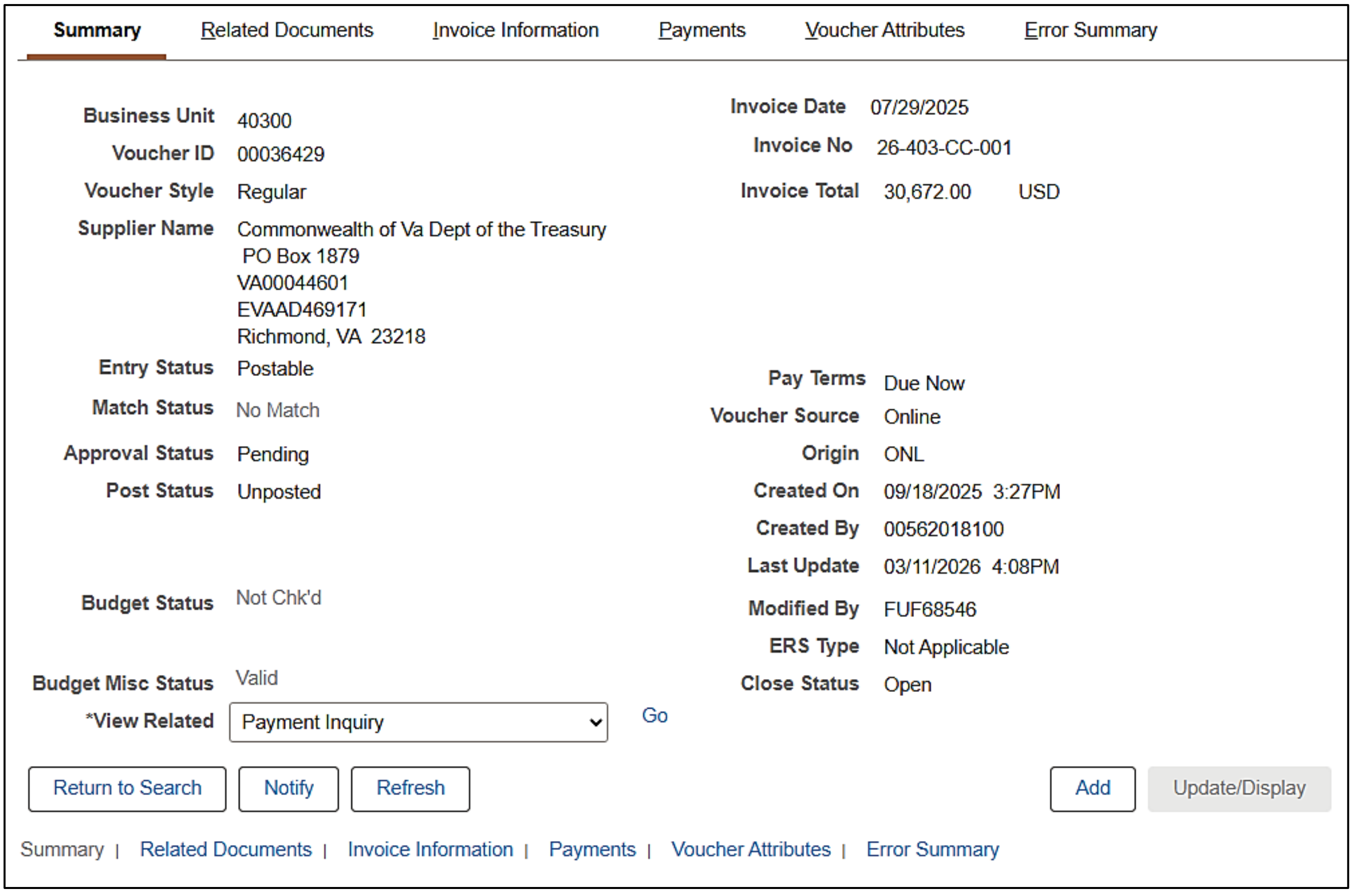
   For Petty Cash checks, the stop is placed by the Agency with the bank.
4. For General Warrant stop payments, Treasury sends the updated Cardinal Stop Payment Authorization Form – Department of Treasury – General Warrant (updated with the **Treasury Use Only** information) to Department of Accounts (DOA).
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.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>Navigate to the Regular Entry page by clicking the AP WorkCenter tile on the Cardinal Financials Homepage.

</td></tr>
<tr><td></td><td>For information about WorkCenters, see the Job Aid titled Overview of the Cardinal Financials WorkCenters located on the Cardinal website in Job Aids under Learning.</td></tr>
<tr><td>2.</td><td>Use the following navigation path in the WorkCenter: Links > Vouchers > Regular Entry
Note: WorkCenter sections, folders, and pages may vary based on the user’s Security roles.

</td></tr>
<tr><td></td><td>Users can also access the Regular Entry page using the following navigation path:
NavBar > Menu > Accounts Payable > Vouchers > Regular Entry</td></tr>
</table>

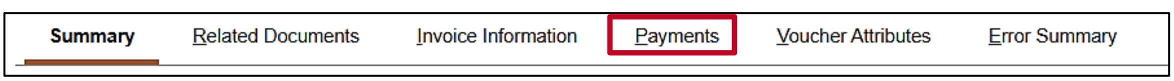
Step	Action
	The **Voucher Add a New Value** page displays. 
3.	Click the **Find an Existing Value** button. 

Step	Action
	The **Voucher Find an Existing Value 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**.
4.	Enter the **Voucher ID** (or **Invoice Number**) to access the Voucher that is on payment hold and needs action taken. 
	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.
5.	Click the **Search** button. 

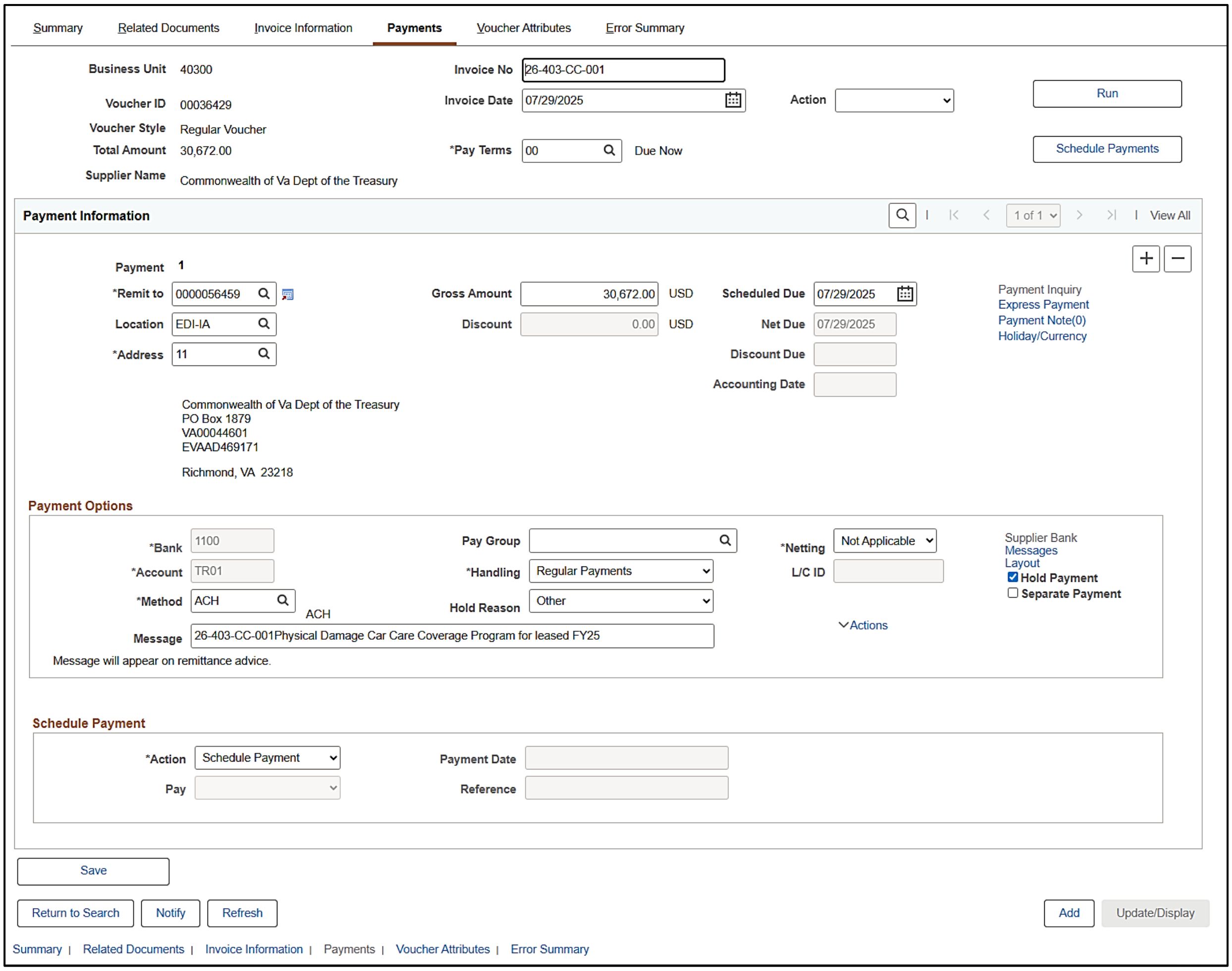
Step	Action
	The **Summary** page displays.



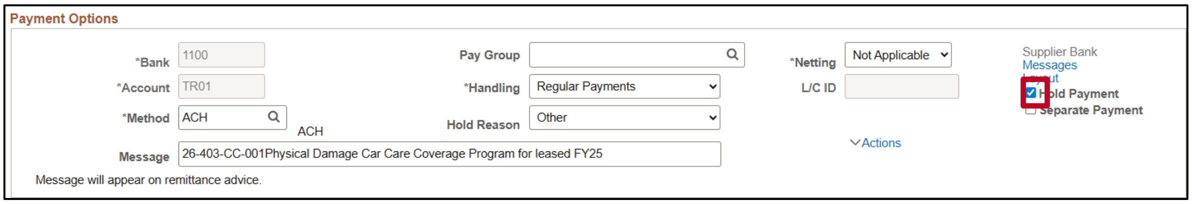
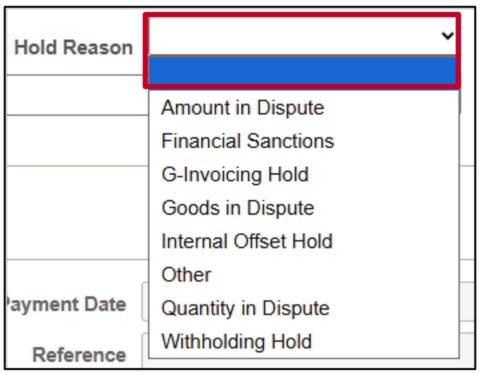
Step	Action
6.	Click the **Payments** tab.



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

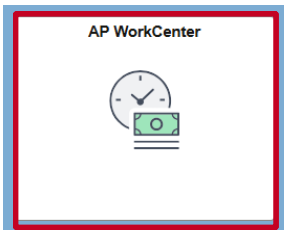


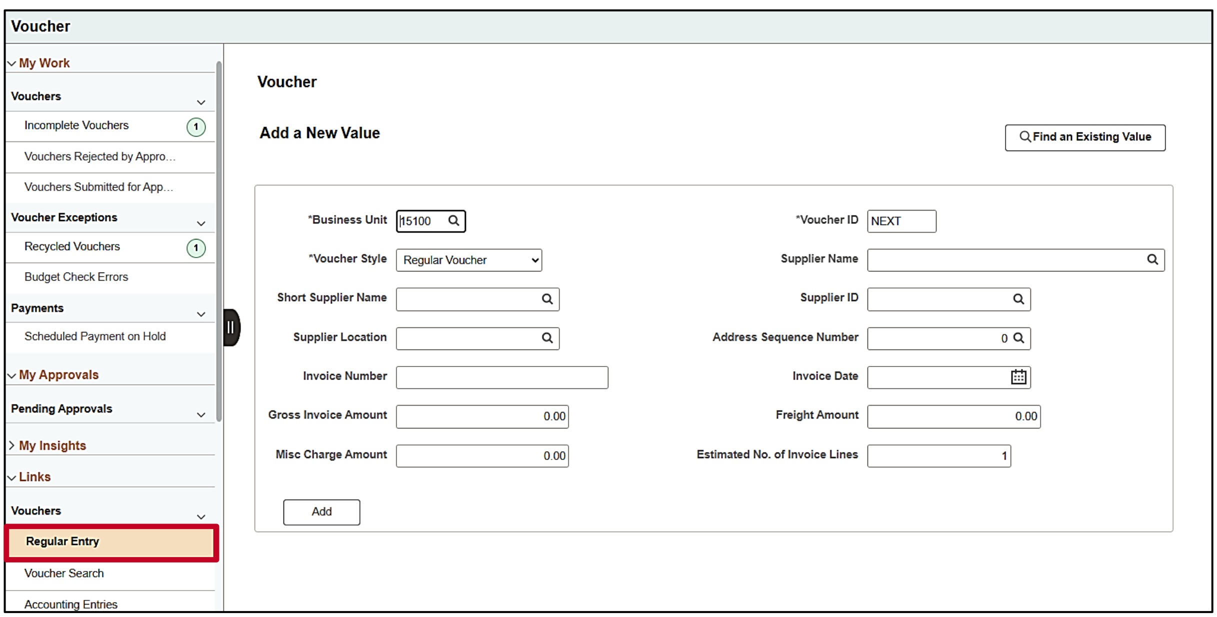
	Make adjustments to the Voucher remit information as needed. Below are some examples of Voucher actions that may be needed: a. Change/update the remit address on the Voucher: i. If the address exists in Cardinal, update the Voucher with the correct address by choosing the address under the **Payment 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
7.	Deselect the **Hold Payment** checkbox option to remove the hold to allow the payment to be reissued. 
8.	Click the **Hold Reason** dropdown button and select the “blank” list item. 
9.	Click the **Save** button. 

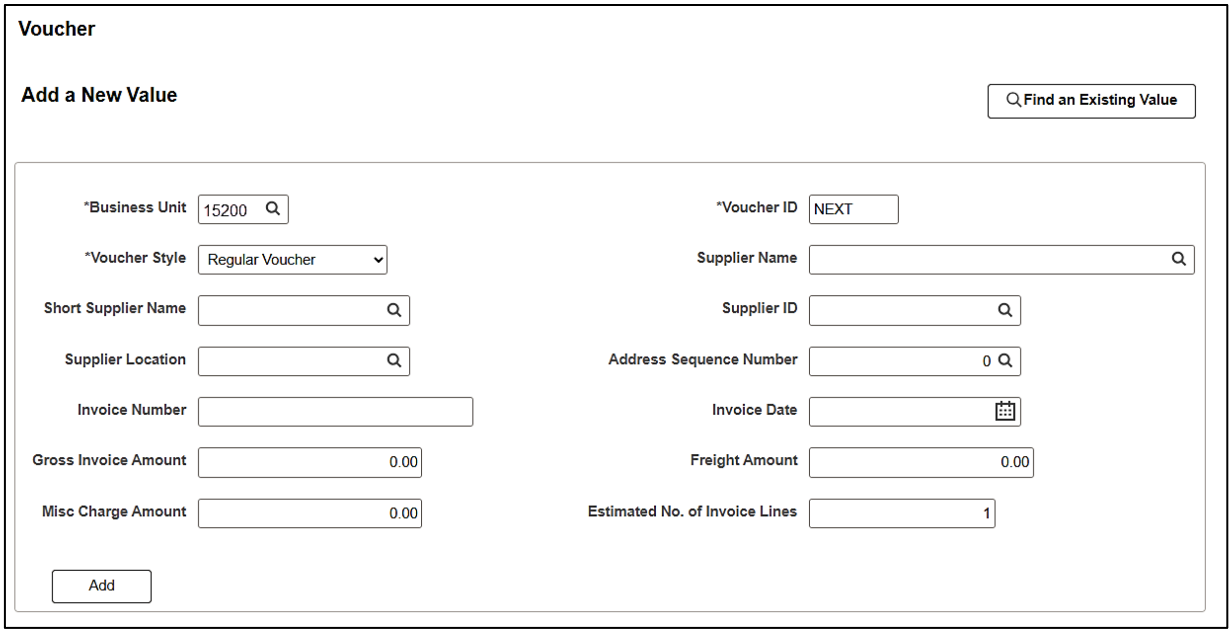
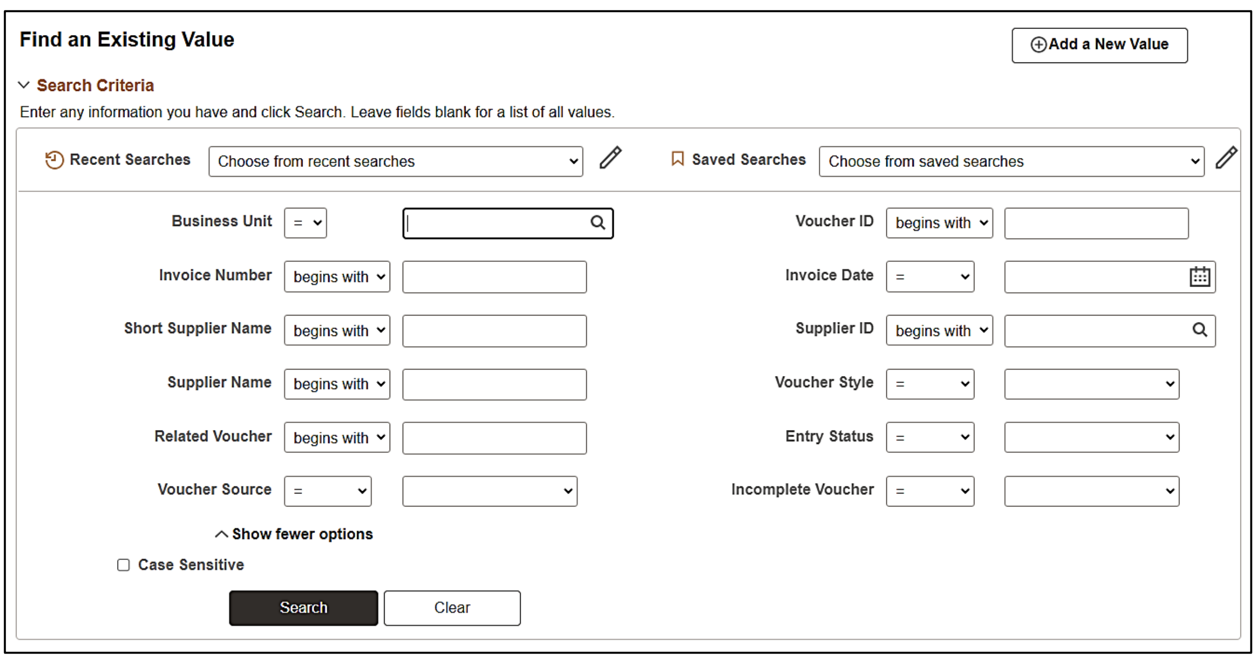
Reviewing Cancelled Payments

Payment Status for Vouchers – Cancelled and Reissued Payment Information

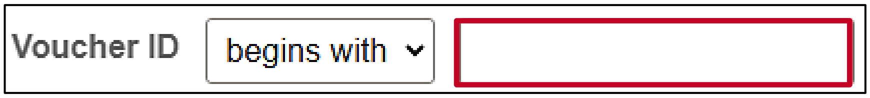
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>Navigate to the Regular Entry page by clicking the AP WorkCenter tile on the Cardinal Financials Homepage.


</td></tr>
<tr><td></td><td>For information about WorkCenters, see the Job Aid titled Overview of the Cardinal Financials WorkCenters located on the Cardinal website in Job Aids under Learning.</td></tr>
<tr><td>2.</td><td>Use the following navigation path in the WorkCenter: Links > Vouchers > Regular Entry
Note: WorkCenter sections, folders, and pages may vary based on the user’s Security roles.


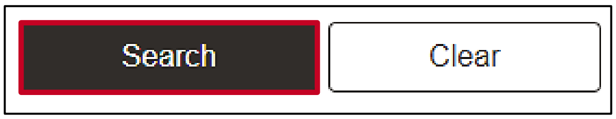
</td></tr>
<tr><td></td><td>Users can also access the Regular Entry page using the following navigation path:
NavBar > Menu > Accounts Payable > Vouchers > Regular Entry</td></tr>
</table>

Step	Action
	The **Voucher Add a New Value** page displays. 
3.	Click the **Find an Existing Value** button. 
	The **Voucher Find an Existing Value Search** page displays. 

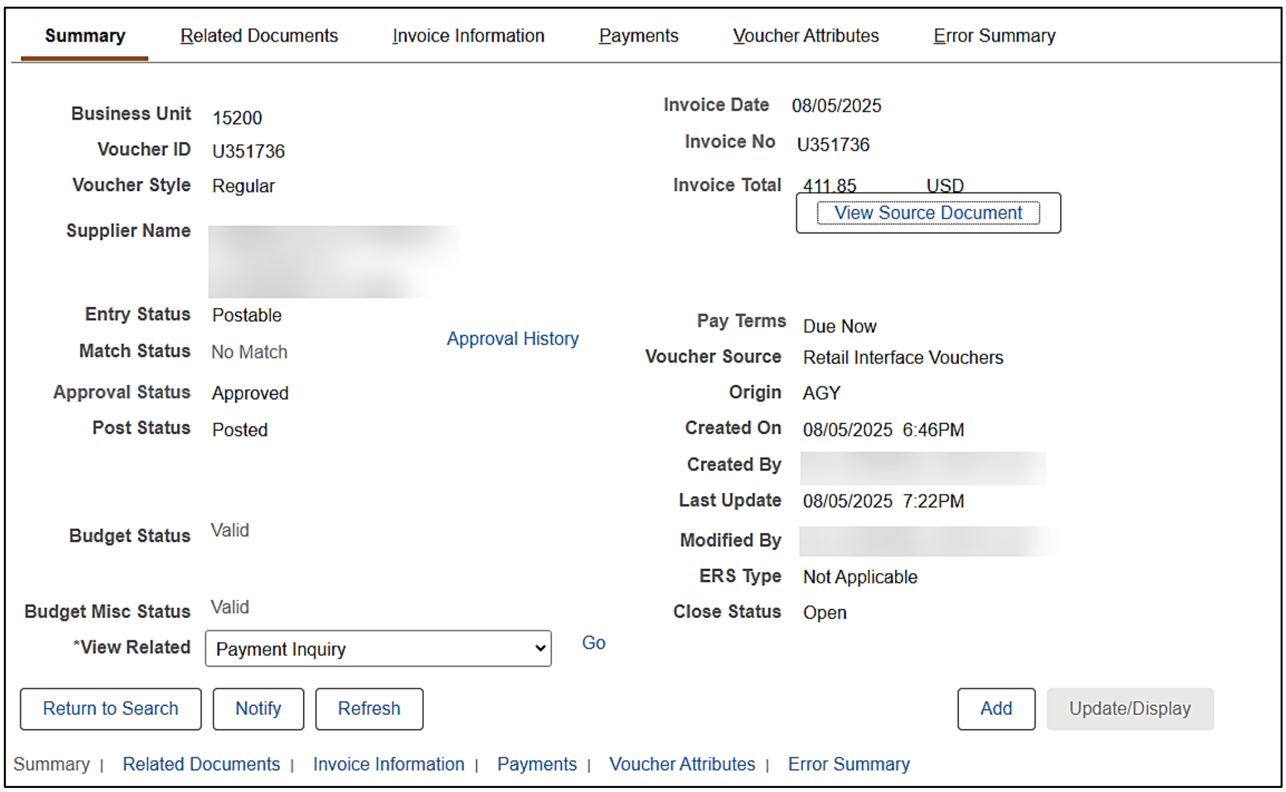
Step	Action
	For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled **Overview of the Cardinal FIN Search Pages**. This Job Aid is located on the Cardinal website in **Job Aids** under **Learning**.
4.	Enter the applicable Voucher ID Number in the **Voucher ID** field.



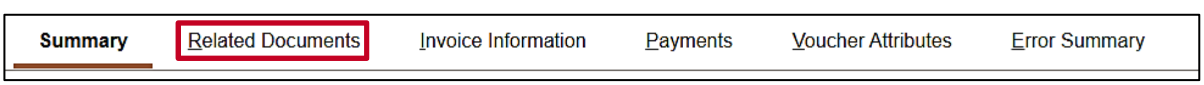
Step	Action
5.	Click the **Search** button.

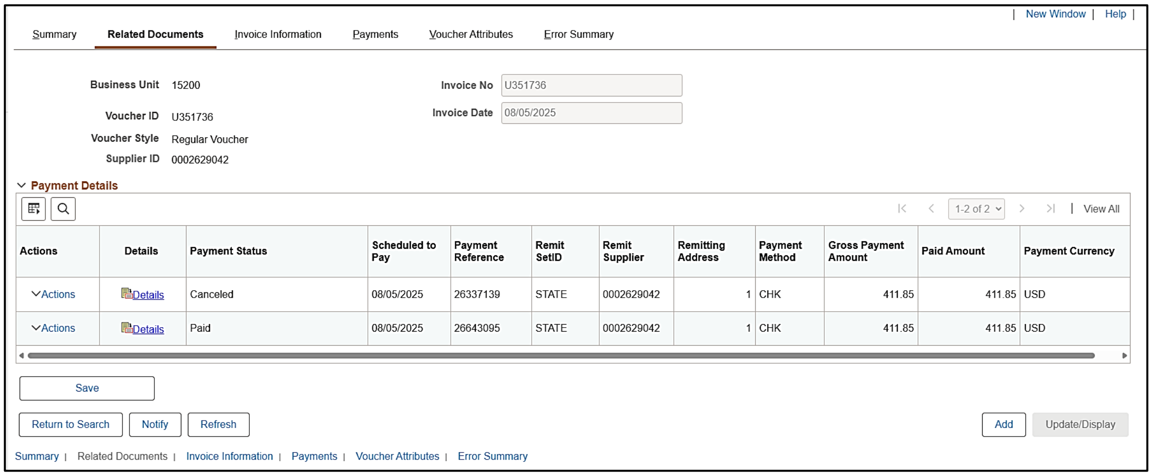
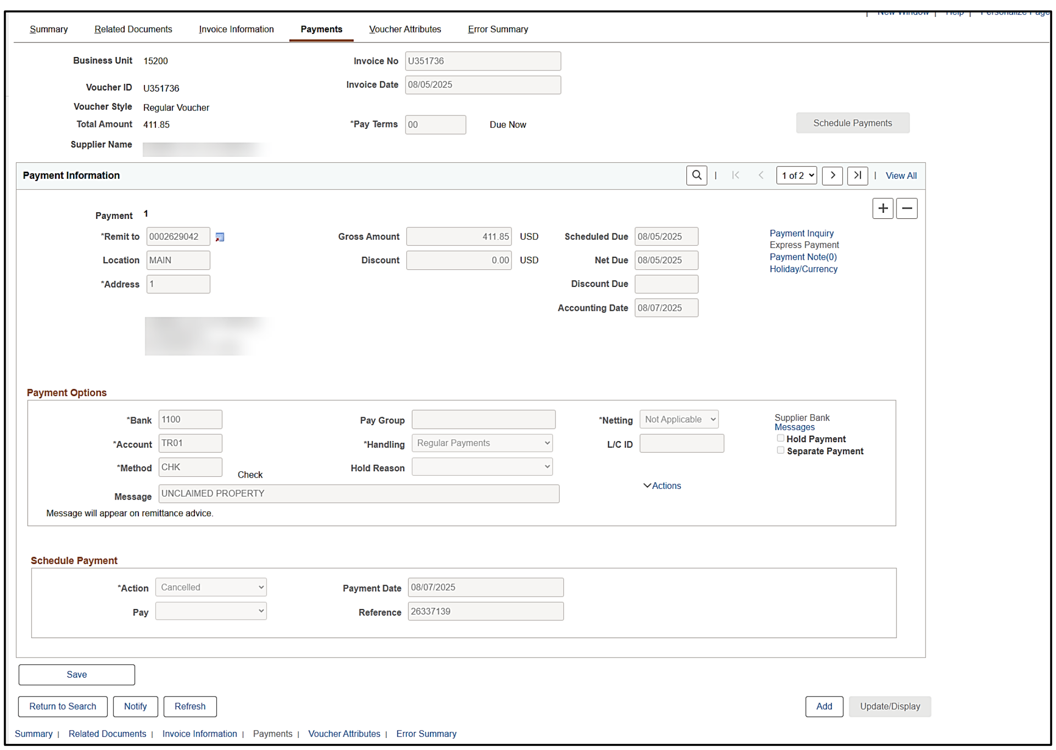


The **Summary** page displays for the applicable Voucher.

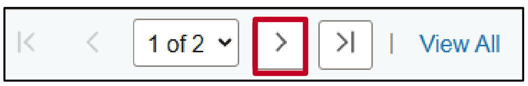
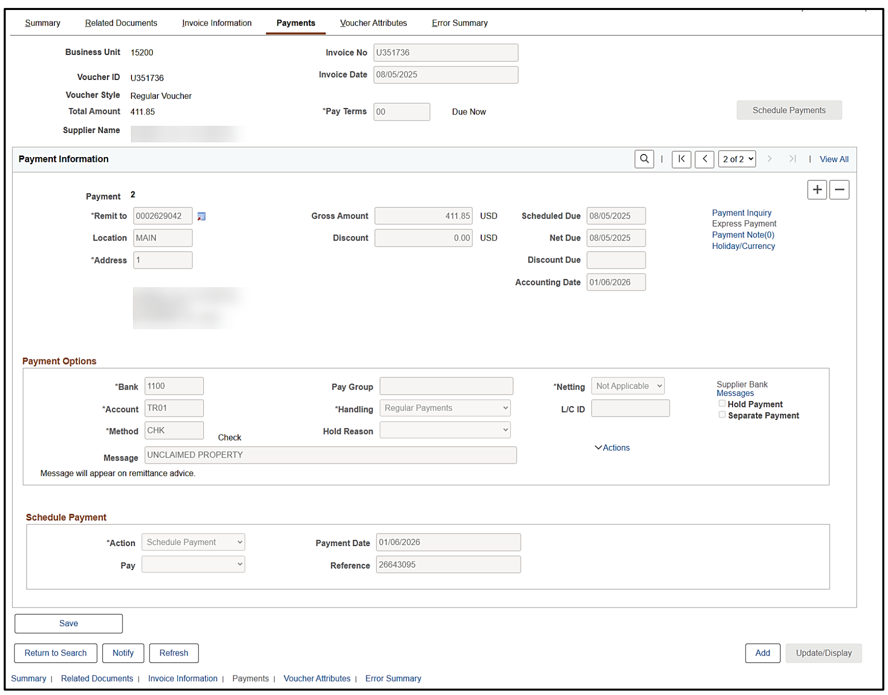


Step	Action
6.	Click the **Related Documents** tab.



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

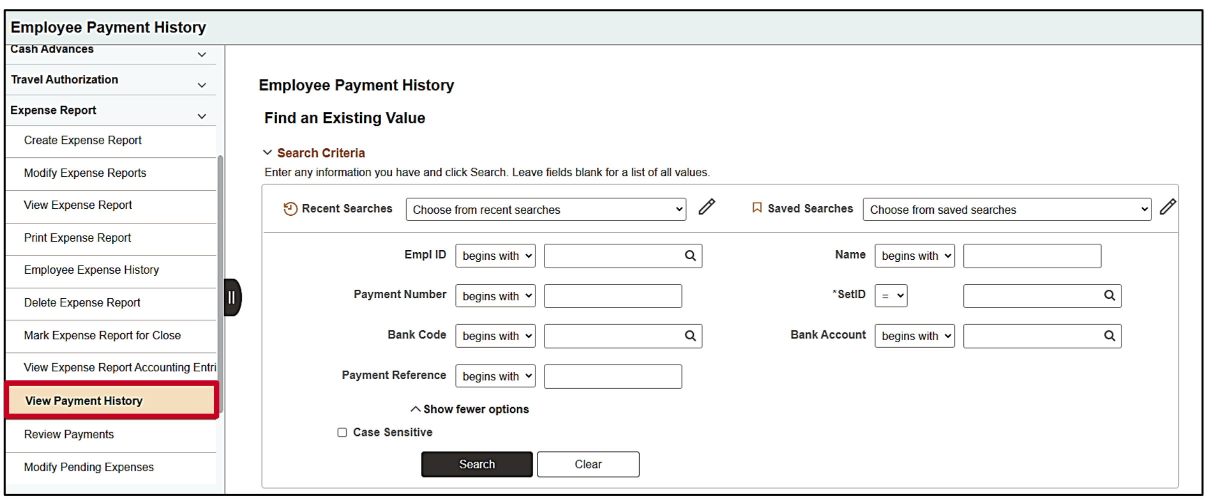
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>8.</td><td>The Schedule Payment section indicates the Action of “Cancelled”.

</td></tr>
<tr><td></td><td>The Reference field displays the payment’s Reference ID Number.</td></tr>
<tr><td>9.</td><td>Click the Arrow icon (>) to advance to the next set of Payment Information.

</td></tr>
<tr><td colspan="2">The Payments page displays for the second payment.

</td></tr>
<tr><td></td><td>Users can view the new payment Reference ID Number for the reissued payment.

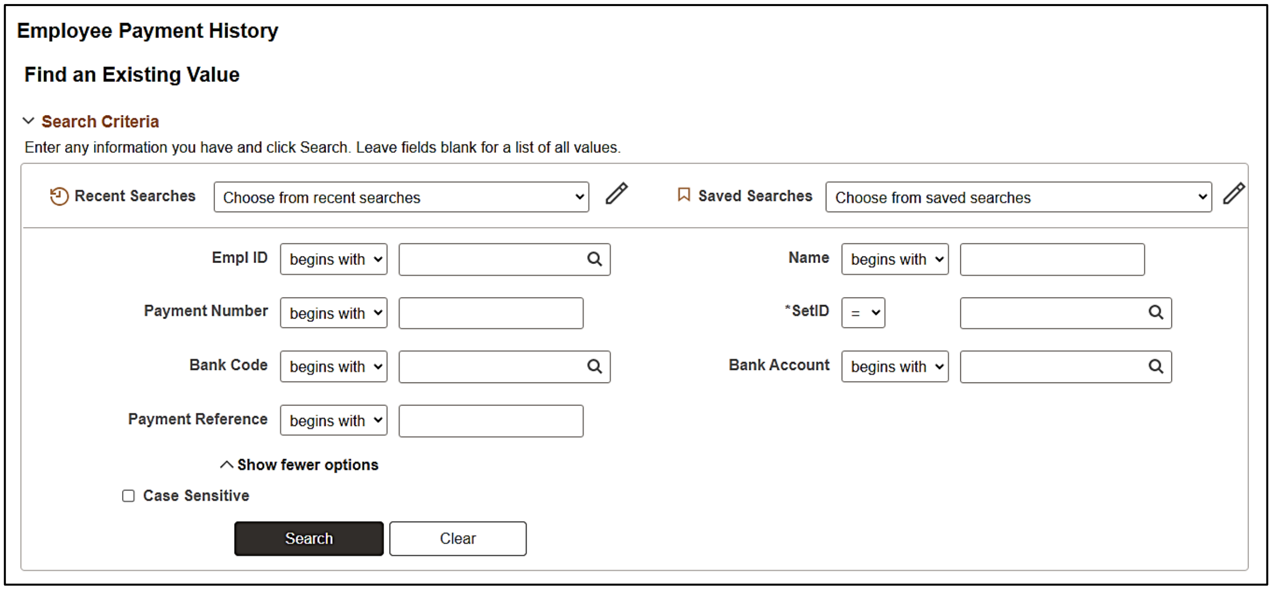
</td></tr>
</table>

Payment Status for Expense Reports

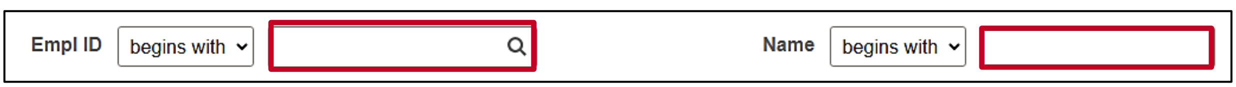
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>Navigate to the Employee Payment History page by clicking the EX WorkCenter tile on the Financials Homepage.

</td></tr>
<tr><td></td><td>For information about WorkCenters, see the Job Aid titled Overview of the Cardinal Financials WorkCenters located on the Cardinal website in Job Aids under Learning.</td></tr>
<tr><td>2.</td><td>Use the following navigation path in the WorkCenter: Links > Expense Report > View Payment History
Note: WorkCenter sections, folders, and pages may vary based on the user’s Security roles.

</td></tr>
<tr><td></td><td>Users can also access the Regular Entry page using the following navigation path:
NavBar > Menu > Travel and Expenses > Process Expenses > Review Payments > Payment History</td></tr>
</table>

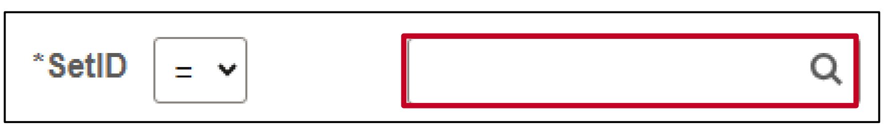
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td colspan="2">The Employee Payment History Find an Existing Value Search page displays.



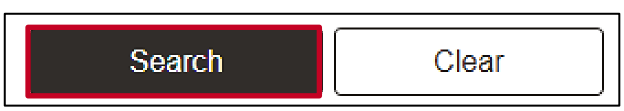
</td></tr>
<tr><td></td><td>For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled Overview of the Cardinal FIN Search Pages. This Job Aid is located on the Cardinal website in Job Aids under Learning.</td></tr>
<tr><td>3.</td><td>Populate either the Employee ID or Employee Name field.



</td></tr>
<tr><td>4.</td><td>Review and update the SetID field to “STATE” if it defaults as blank.



</td></tr>
<tr><td>5.</td><td>Click the Search button.



</td></tr>
</table>

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

Search Results

3 results - Empl ID "00860542500" SetID "STATE"

1-3 of 3 | View All

Empl ID	Name	Payment Number	SetID	Bank Code	Bank Account	Payment Reference	Creation Date	
		0010803874	STATE	1100	TR01	82798880	11/06/2025	>
		0010789736	STATE	1100	TR01	82795226	10/31/2025	>
		0010687772	STATE	1100	TR01	26465372	10/03/2025	>

Step	Action
6.	Click the **Drill in** icon (**>**) for the stopped payment.

		0010803874	STATE	1100	TR01	82798880	11/06/2025	>

The **Employee Payment History** page displays.

Employee Payment History

Payment Info

Check Number	26465372
Bank Code	Cardinal Disb
Bank Account	Cardinal Disb
Payment Amount	288.91 USD
Pay Status	Stop
Payment Method	Check
Action	Open/Issue
Date Cancelled	11/06/2025

Payee Address

Payments

1-1 of 1

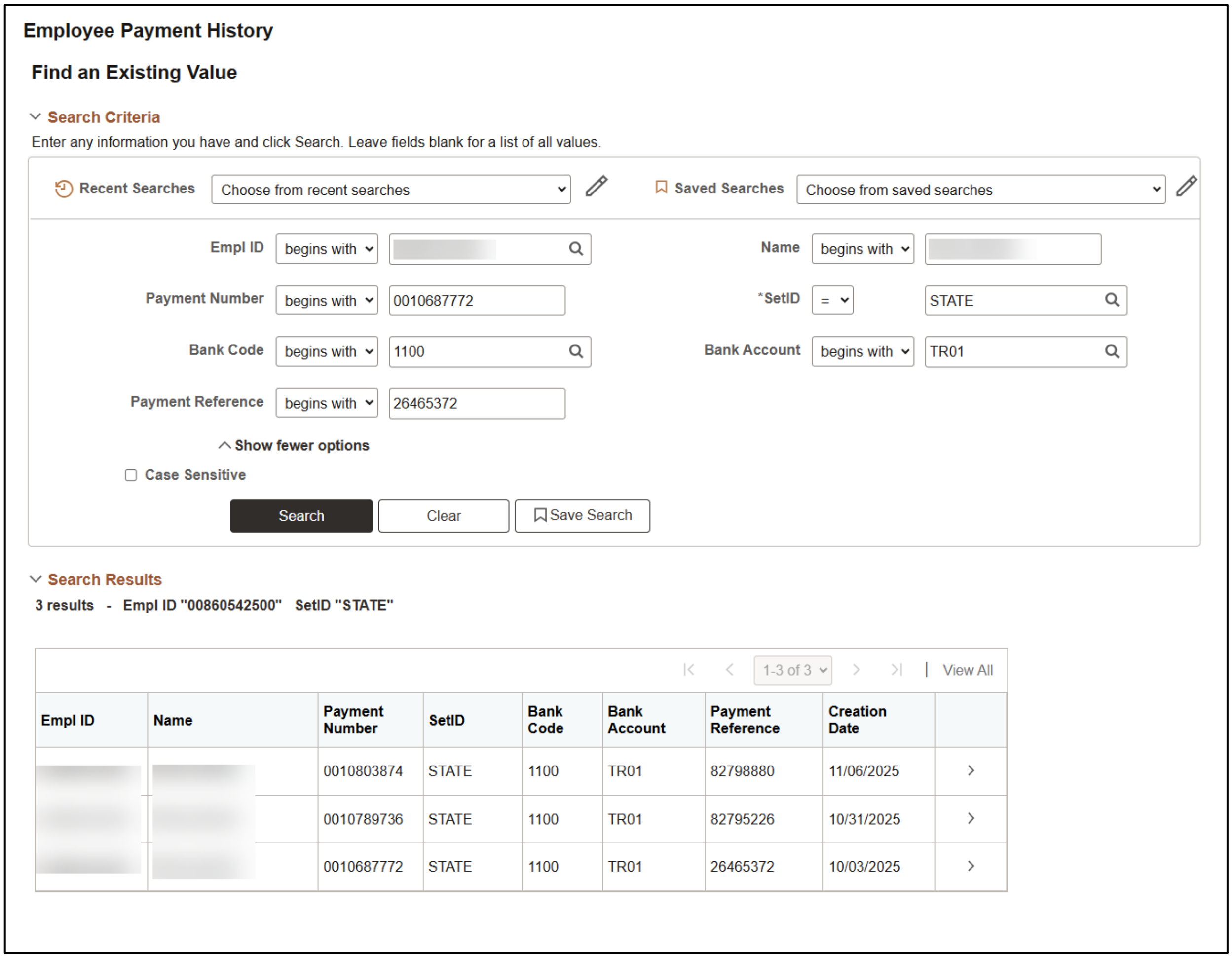
Type	ID	Descr	Status	Created	Amount	
Expense Report	0000475256	ACH 4580 reissue	Paid	10/02/2025	288.91	USD

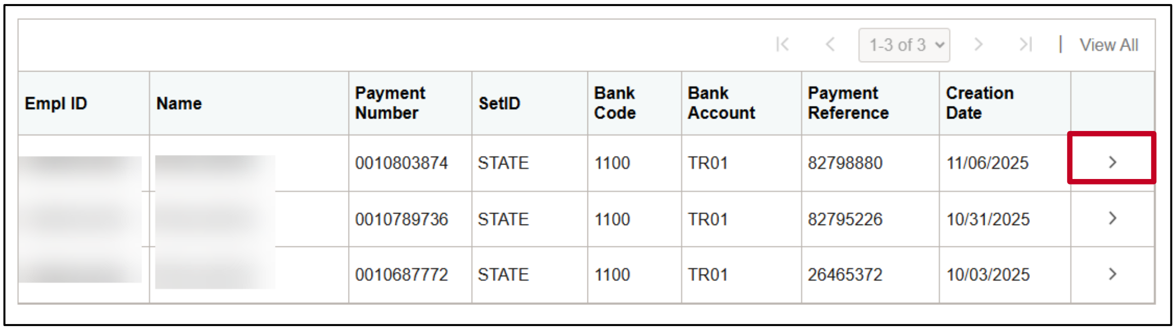
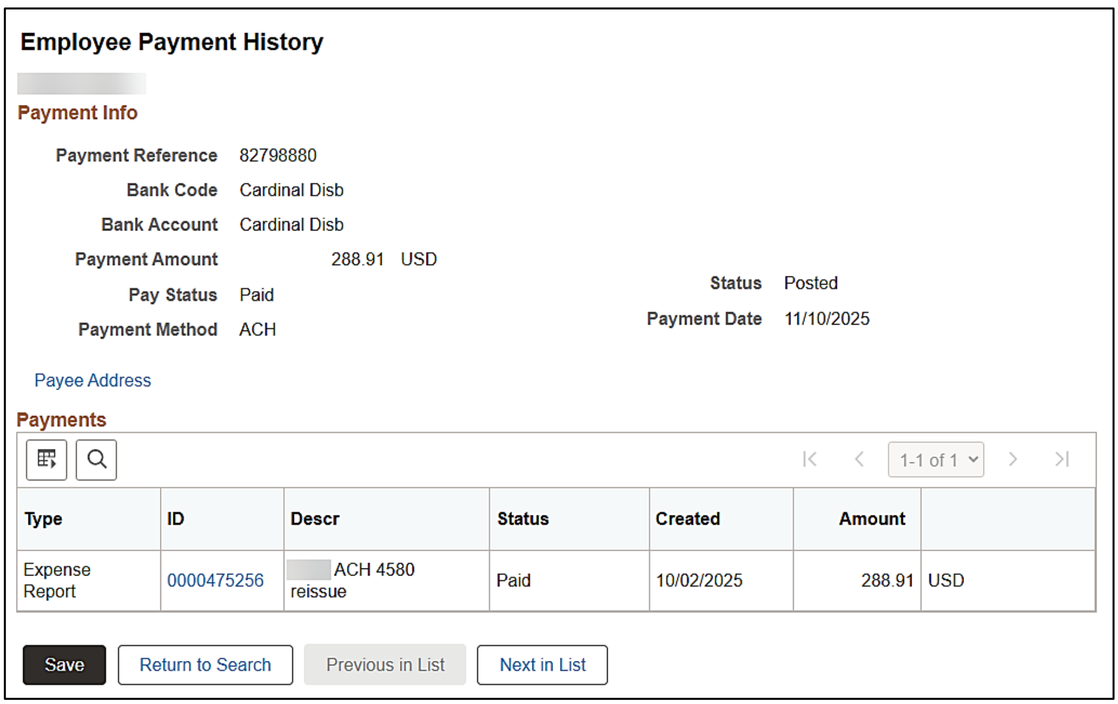
Save | Return to Search | Previous in List | Next in List

Step	Action
7.	Review the key fields: a. The **Pay Status** field indicates the payment is “Stop” b. The **Action** field indicates the action taken for the Stop which is “Open/Issue” in this example c. The **Date Cancelled** field identifies the date that the payment was cancelled

Step	Action
8.	Click the **Return to Search** button. 

The **Employee Payment History Find an Existing Value Search** page redisplays for the selected employee.



Step	Action
9.	Click the **Drill in** icon (**>**) for the closest date to the stop payment. 
ℹ	Users may have to check more than one payment to find the reissue.
	The **Employee Payment History** displays for the selected payment. 
ℹ	For this scenario, the same Expense Report is listed and the new payment information is indicated.