



Accounts Receivable Job Aid

AR326 Deleting a Deposit Control Ticket

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 History	2
Deleting an Incorrect Deposit Control Ticket	3



Accounts Receivable Job Aid

AR326 Deleting a Deposit Control Ticket

Revision History

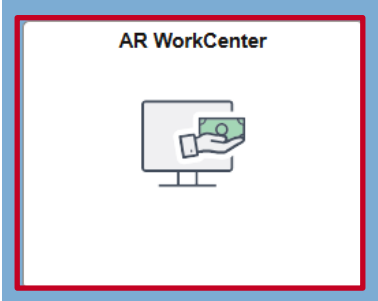
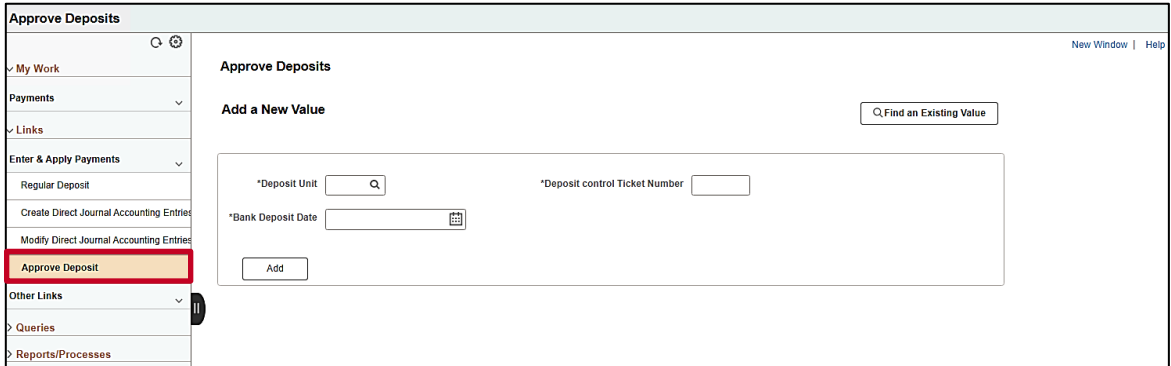
Revision Date	Summary of Changes
9/1/2026	Updated to reflect the Cardinal system upgrades.
3/1/2025	Updated the screenshots of the Search page (Section 1, after Step 1). Added reference information to the Overview of the Cardinal FIN Search Pages Job Aid..



Accounts Receivable Job Aid

AR326 Deleting a Deposit Control Ticket

Deleting an Incorrect Deposit Control Ticket

Step	Action
1.	Navigate to the Approve Deposits page by clicking the AR WorkCenter tile on the Cardinal Financials Homepage. 
	For more information pertaining to WorkCenters, see the Job Aid titled Overview of the Cardinal Financials WorkCenters located on the Cardinal website in Job Aids under Learning.
2.	Use the following navigation path in the WorkCenter: Links > Enter & Apply Payments > Approve Deposit Note: WorkCenter sections, folders, and pages may vary based on the user's Security roles. 

The **Approve Deposits Add a New Value** page displays.

Approve Deposits

Add a New Value

Find an Existing Value

*Deposit Unit

*Deposit control Ticket Number

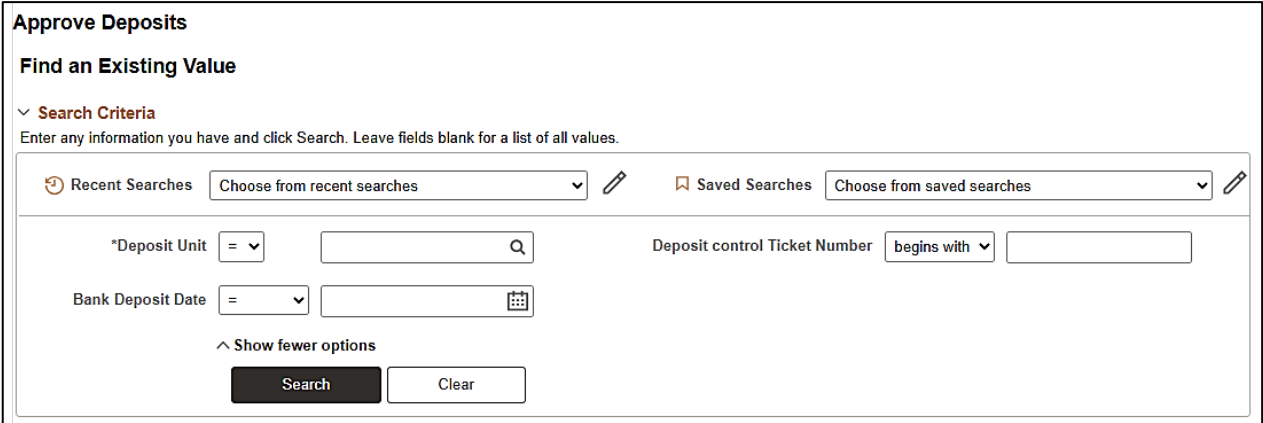
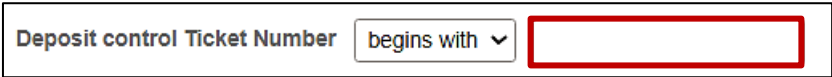
*Bank Deposit Date

Add



Accounts Receivable Job Aid

AR326 Deleting a Deposit Control Ticket

Step	Action
3.	Click the Find an Existing Value button. 
The Approve Deposits 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.	Click the Deposit Unit Look up icon and select the applicable Business Unit (if it does not default). 
5.	Enter the applicable Deposit Control Ticket Number that is associated with the applicable Deposit in the Deposit control Ticket Number field. 
6.	Select the applicable date using the Bank Deposit Date Calendar icon. 
7.	Click the Search button. 



Accounts Receivable Job Aid

AR326 Deleting a Deposit Control Ticket

Step	Action														
	The Approve Deposits page displays. Approve Deposits Approve Deposits Delete DC Ticket Deposit Unit: 15100 Deposit control Ticket Number: 32423234 Control Total Amount: 200.000 Control Count: 1 Bank Deposit Date: 05/01/2026 WS Posted By: WS Posted Date: Approved By: Approved Date: 1-1 of 1 < > View All <table><thead><tr><th></th><th>Deposit ID</th><th>Deposit Amount</th><th>Status</th><th>View Detail Status</th><th></th><th></th></tr></thead><tbody><tr><td>1</td><td> 1947 </td><td>200.000</td><td>Complete</td><td> </td><td> + </td><td> - </td></tr></tbody></table> Set WS to Post Approve Save Return to Search Previous in List Next in List Notify Add Update/Display		Deposit ID	Deposit Amount	Status	View Detail Status			1	1947	200.000	Complete		+	-
	Deposit ID	Deposit Amount	Status	View Detail Status											
1	1947	200.000	Complete		+	-									
i	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. Examples below: <table><thead><tr><th>Deposit Amount</th><th>Status</th></tr></thead><tbody><tr><td>1000.000</td><td>Complete</td></tr><tr><td>1000.000</td><td>Complete</td></tr><tr><td>1000.000</td><td>Complete</td></tr></tbody></table> <table><thead><tr><th>Deposit Amount</th><th>Status</th></tr></thead><tbody><tr><td>200.000</td><td>Complete</td></tr></tbody></table>	Deposit Amount	Status	1000.000	Complete	1000.000	Complete	1000.000	Complete	Deposit Amount	Status	200.000	Complete		
Deposit Amount	Status														
1000.000	Complete														
1000.000	Complete														
1000.000	Complete														
Deposit Amount	Status														
200.000	Complete														
8.	Click the Delete DC Ticket button. Delete DC Ticket														



Accounts Receivable Job Aid

AR326 Deleting a Deposit Control Ticket

Step	Action																					
	A message displays in a pop-up window stating that all Deposit ID's must be removed prior to deletion. All individual deposits MUST be removed prior to deleting the DC Ticket. (25007,30) All individual deposits MUST be removed prior to deleting the DC Ticket. OK																					
9.	Click the OK button to close the message. OK																					
	The Approve Deposits page redisplay. Approve Deposits Approve Deposits Delete DC Ticket Deposit Unit: 15100 Deposit control Ticket Number: 32423234 Control Total Amount: 200.000 Control Count: 1 Bank Deposit Date: 05/01/2026 WS Posted By: WS Posted Date: Approved By: Approved Date: <table><tr><td></td><td></td><td colspan="2">1-1 of 1</td><td></td><td></td><td></td></tr><tr><th></th><th>Deposit ID</th><th>Deposit Amount</th><th>Status</th><th>View Detail Status</th><th></th><th></th></tr><tr><td>1</td><td>1947</td><td>200.000</td><td>Complete</td><td></td><td></td><td></td></tr></table> Set WS to Post Approve Save Return to Search Previous in List Next in List Notify Add Update/Display			1-1 of 1						Deposit ID	Deposit Amount	Status	View Detail Status			1	1947	200.000	Complete			
		1-1 of 1																				
	Deposit ID	Deposit Amount	Status	View Detail Status																		
1	1947	200.000	Complete																			
10.	Remove the Deposit(s) from the Deposit Control by clicking the corresponding Remove a Row (-) icon for each Deposit (Deposit ID). <table><tr><th></th><th>Deposit ID</th><th>Deposit Amount</th><th>Status</th><th>View Detail Status</th><th></th><th></th></tr><tr><td>1</td><td>1947</td><td>200.000</td><td>Complete</td><td></td><td></td><td></td></tr></table>		Deposit ID	Deposit Amount	Status	View Detail Status			1	1947	200.000	Complete										
	Deposit ID	Deposit Amount	Status	View Detail Status																		
1	1947	200.000	Complete																			



Accounts Receivable Job Aid

AR326 Deleting a Deposit Control Ticket

Step	Action														
	A “Delete current/selected rows...” message displays in a pop-up window. Delete current/selected rows from this page? The delete will occur when the transaction is saved. OK Cancel														
11.	Click the OK button. OK Cancel														
	The Approve Deposits page redisplay with the specified Deposit(s) deleted. Approve Deposits Approve Deposits Delete DC Ticket Deposit Unit: 15100 Deposit control Ticket Number: 32423234 Control Total Amount: 200.000 Control Count: 1 Bank Deposit Date: 05/01/2026 WS Posted By: WS Posted Date: Approved By: Approved Date: 1-1 of 1 < > View All <table><tr><th></th><th>Deposit ID</th><th>Deposit Amount</th><th>Status</th><th>View Detail Status</th><th></th><th></th></tr><tr><td>1</td><td></td><td></td><td></td><td></td><td>+</td><td>-</td></tr></table> Set WS to Post Approve Save Return to Search Previous in List Next in List Notify Add Update/Display		Deposit ID	Deposit Amount	Status	View Detail Status			1					+	-
	Deposit ID	Deposit Amount	Status	View Detail Status											
1					+	-									
12.	Click the Delete DC Ticket button. Delete DC Ticket														



Accounts Receivable Job Aid

AR326 Deleting a Deposit Control Ticket

Step	Action
	A message displays in a pop-up window displaying asking the user to confirm the deletion of the DC Ticket. Delete this DC Ticket ? (25007,28) If you delete the DC Ticket, all information entered in this page will be deleted. Yes No
13.	Click the Yes button to proceed and delete the DC Ticket. Yes No
	A message displays in a pop-up window confirming the DC Ticket has been deleted successfully. DC Ticket is deleted successfully. (25007,31) OK
14.	Click the OK button. OK
	Reminders: • 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