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.

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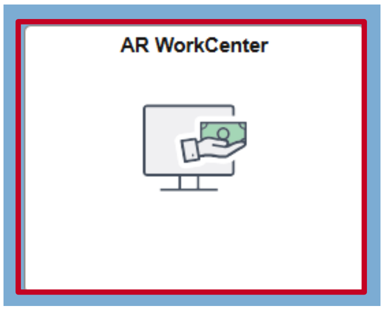
Revision History

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..

Deleting an Incorrect Deposit Control Ticket

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>

Navigate to the **Approve Deposits** page by clicking the **AR WorkCenter** tile on the Cardinal Financials Homepage.



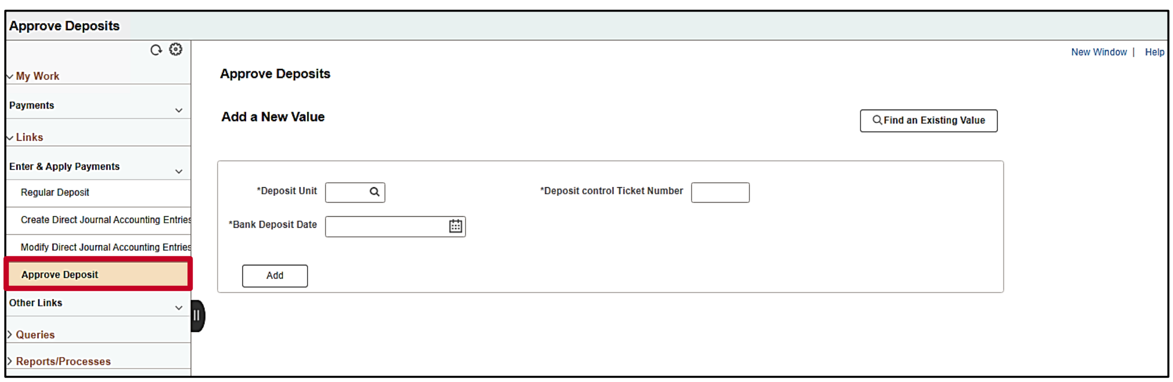
</td></tr>
<tr><td>i</td><td>

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**.

</td></tr>
<tr><td>2.</td><td>

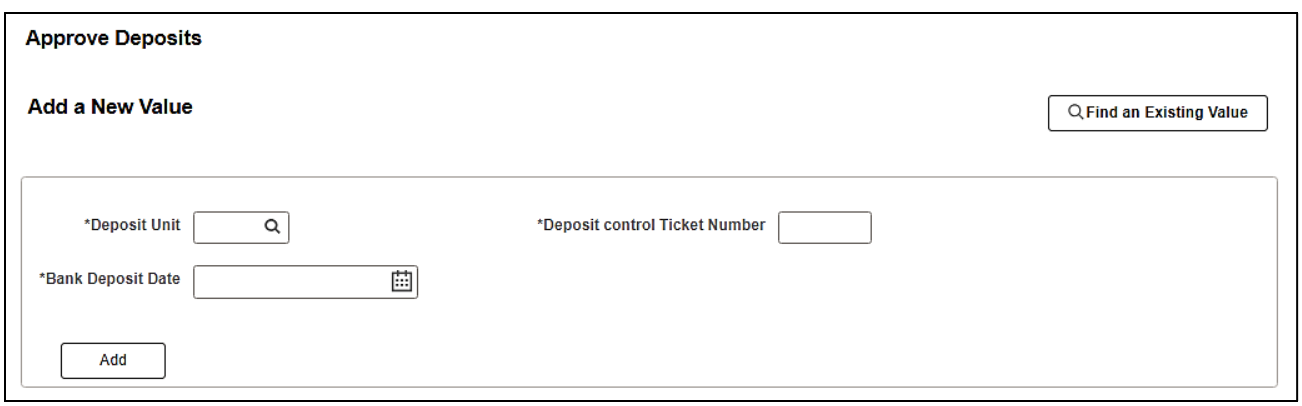
Use the following navigation path in the WorkCenter: **Links > Enter & Apply Payments > Approve Deposit**

Note: WorkCenter sections, folders, and pages may vary based on the user's Security roles.



</td></tr>
<tr><td colspan="2">

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



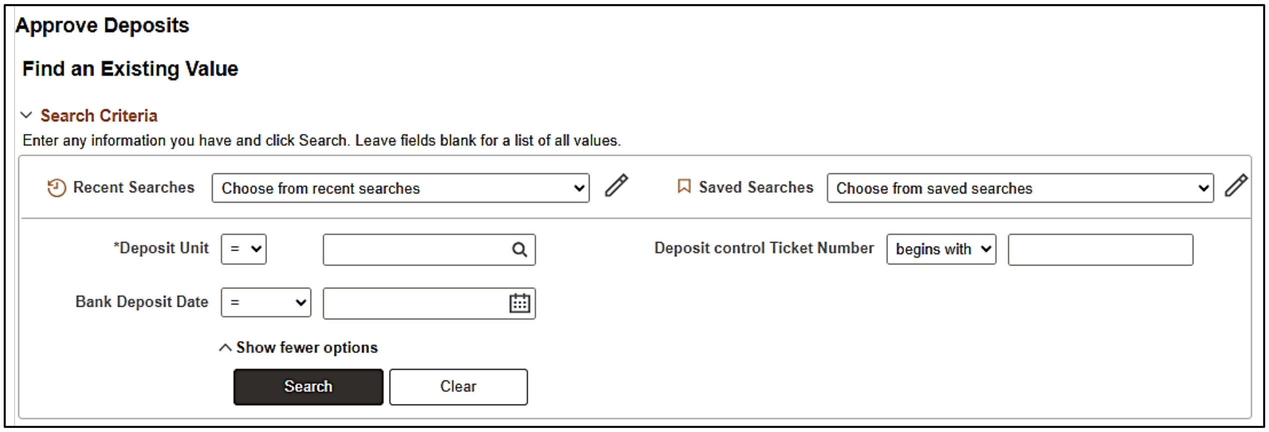
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3.</td><td>

Click the **Find an Existing Value** button.

</td></tr>
<tr><td colspan="2">

The **Approve Deposits Find an Existing Value Search** page displays.



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<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**.

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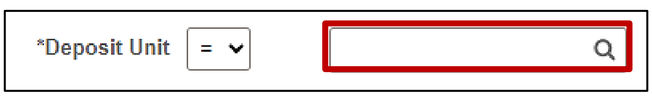
<tr><td>4.</td><td>

Click the **Deposit Unit Look up** icon and select the applicable Business Unit (if it does not default).



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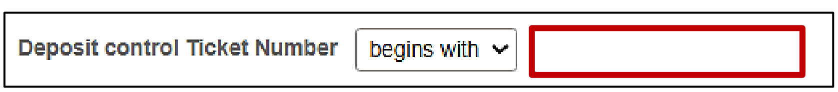
<tr><td>5.</td><td>

Enter the applicable Deposit Control Ticket Number that is associated with the applicable Deposit in the **Deposit control Ticket Number** field.



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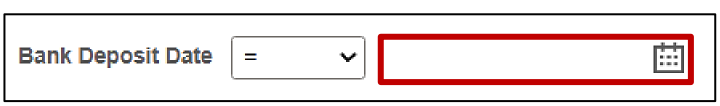
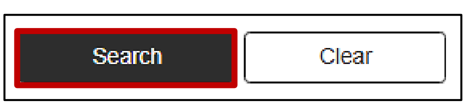
<tr><td>6.</td><td>

Select the applicable date using the **Bank Deposit Date Calendar** icon.



</td></tr>
<tr><td>7.</td><td>

Click the **Search** button.



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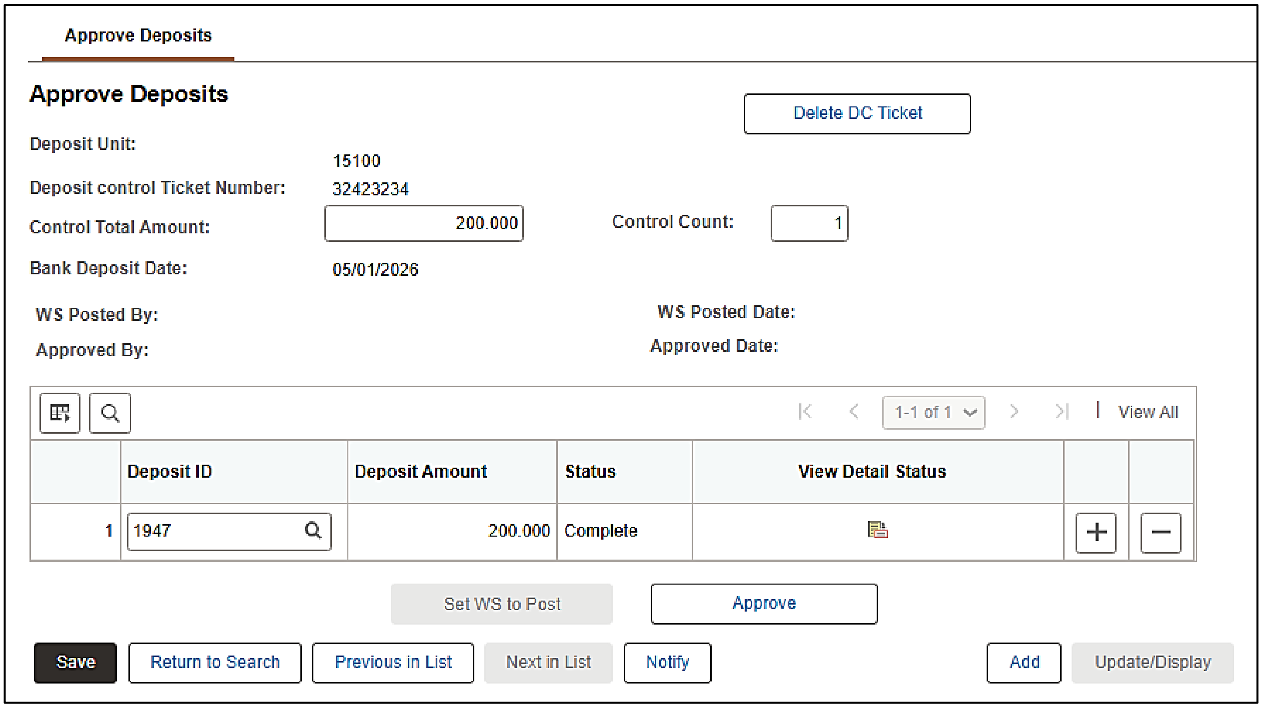
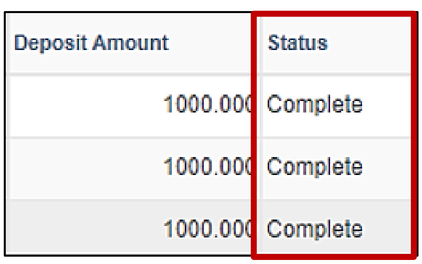
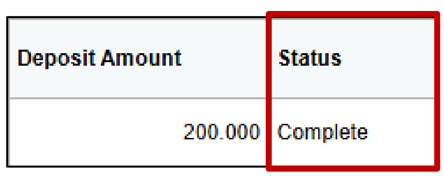
</table>

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

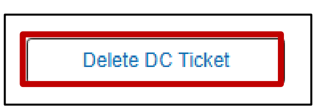


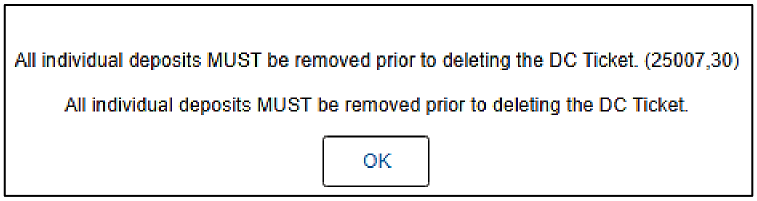
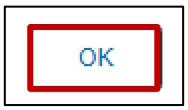
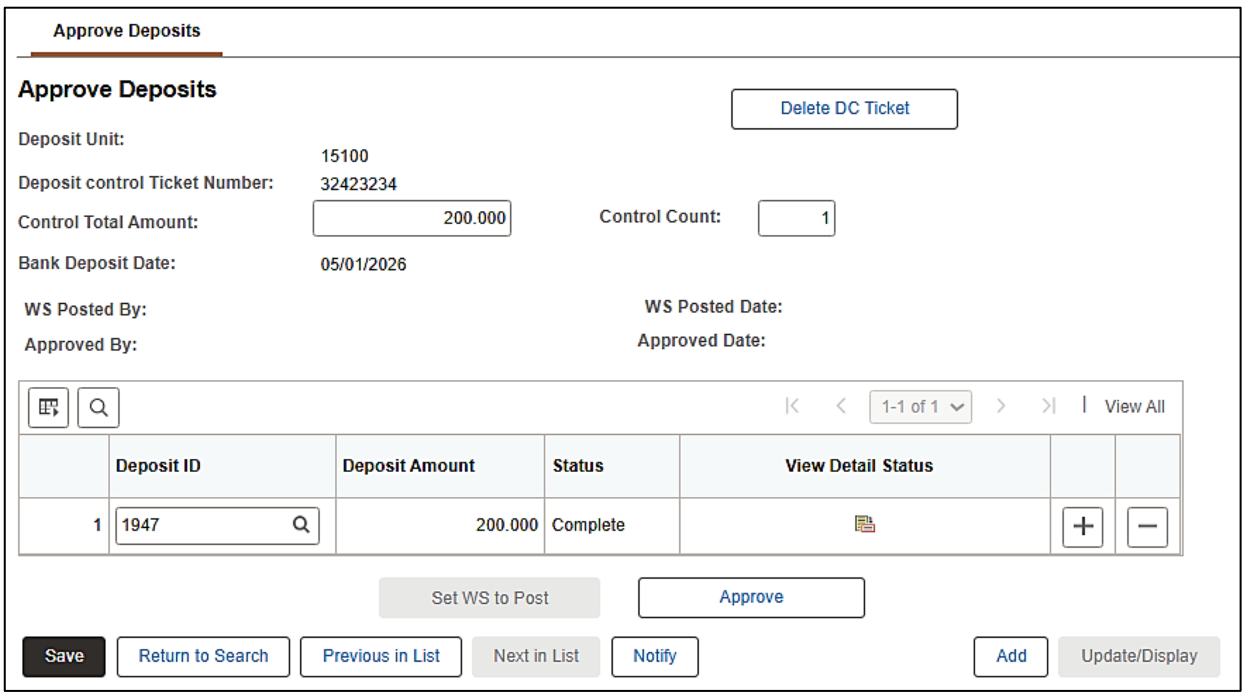
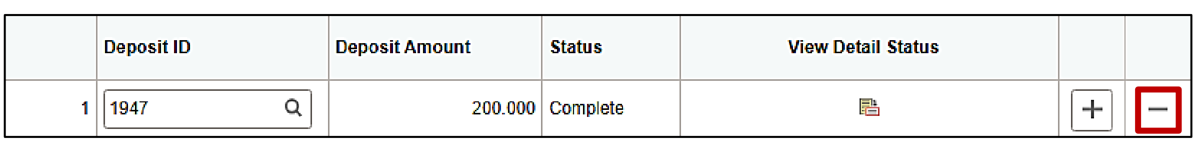
Step	Action
	Review the status of the individual Deposit ID(s) displayed in the grid and ensure that all statuses are “Not Ready” or “Complete” before proceeding to the next step. Examples below:



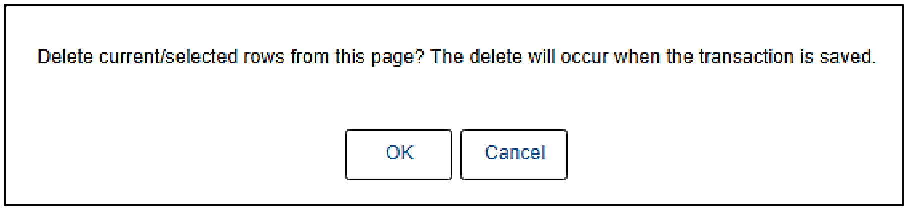


Step	Action
8.	Click the **Delete DC Ticket** button.

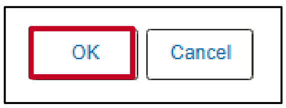


Step	Action
	A message displays in a pop-up window stating that all Deposit ID's must be removed prior to deletion. 
9.	Click the **OK** button to close the message. 
	The **Approve Deposits** page redisplays. 
10.	Remove the Deposit(s) from the Deposit Control by clicking the corresponding **Remove a Row** (**-**) icon for each Deposit (Deposit ID). 

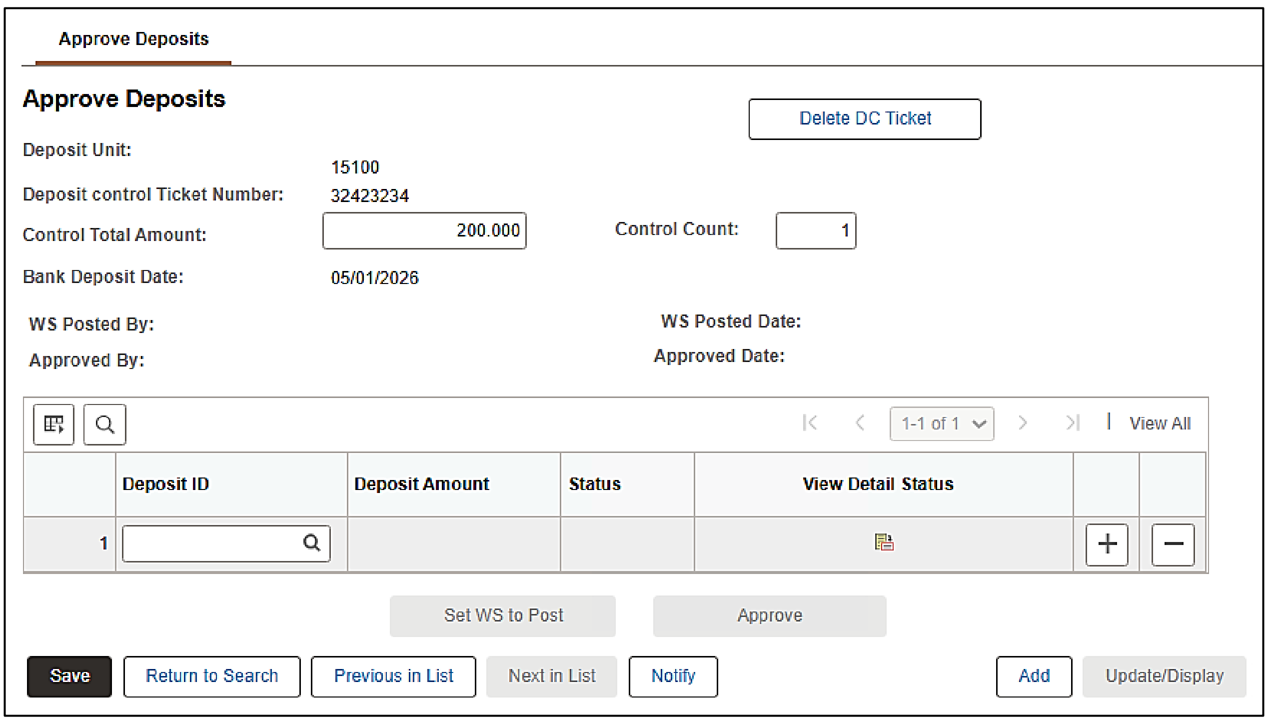
Step	Action
	A “Delete current/selected rows…” message displays in a pop-up window.



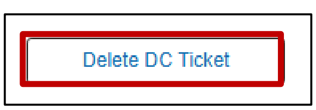
Step	Action
11.	Click the **OK** button.

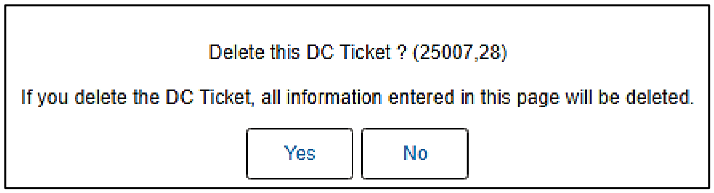
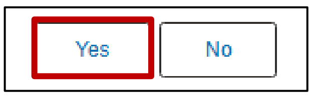
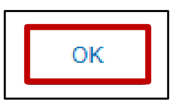


Step	Action
	The **Approve Deposits** page redisplays with the specified Deposit(s) deleted.



Step	Action
12.	Click the **Delete DC Ticket** button.



Step	Action
	A message displays in a pop-up window displays asking the user to confirm the deletion of the DC Ticket. 
13.	Click the **Yes** button to proceed and delete the DC Ticket. 
	A message displays in a pop-up window confirming the DC Ticket has been deleted successfully. 
14.	Click the **OK** button. 
	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