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

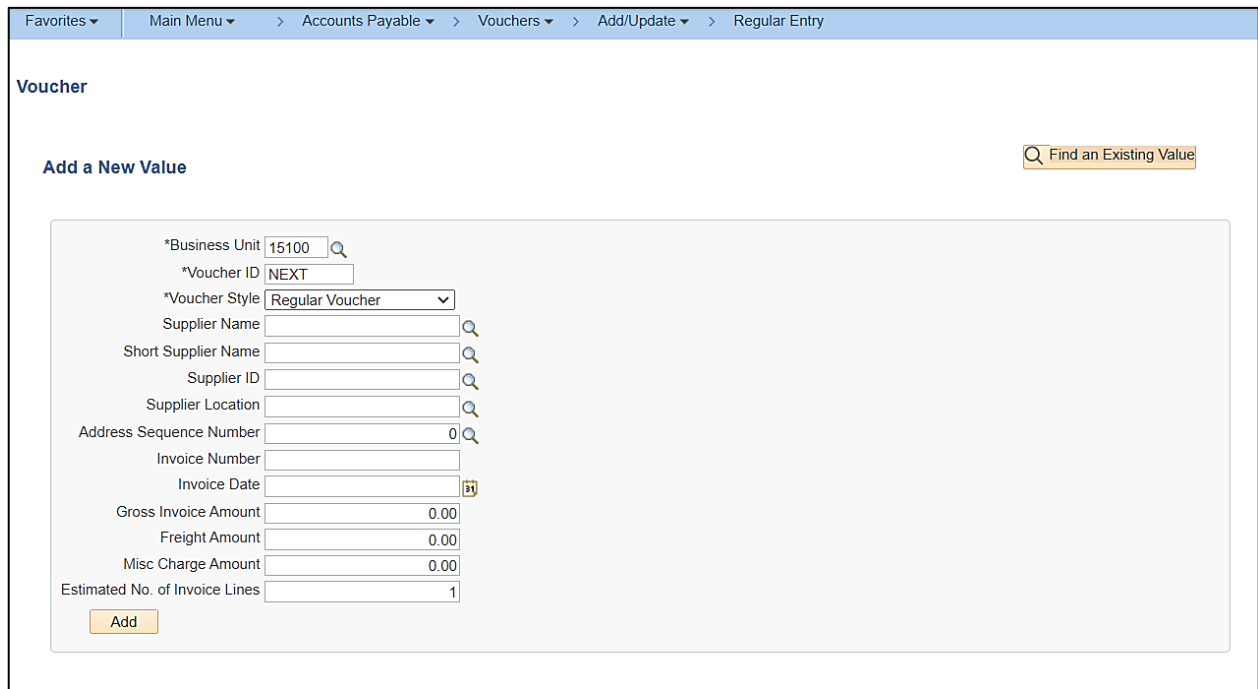| Revision Date	Summary of Changes
3/1/2025	Updated the screenshots of the Search pages (Section 1, after Step 1 and Step 2; Section 2, after Step 1 and Step 2; Section 3, after Step 1). Added reference information to the Overview of the Cardinal FIN Search Pages Job Aid.

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.

(info icon)	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. (Find an Existing Value button)

![Cardinal logo]
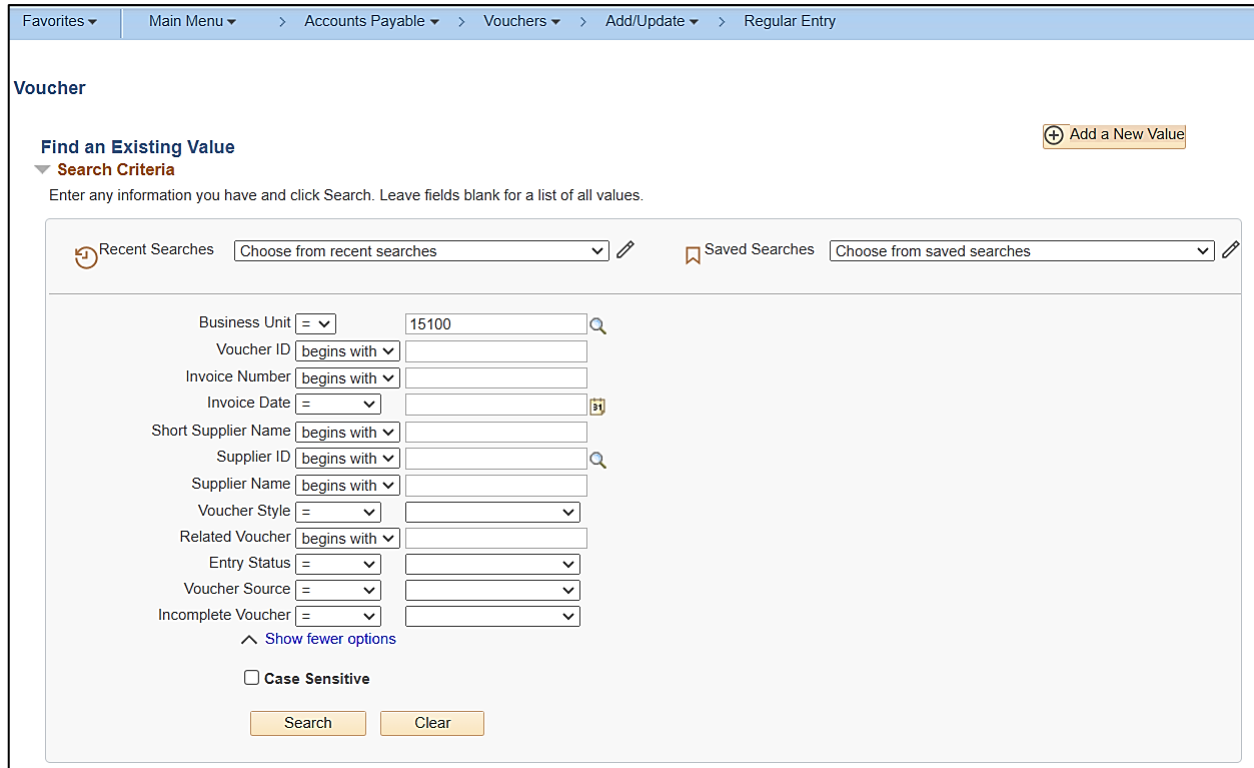
Step	Action
	The **Find an Existing Value** page displays. ![Screenshot of the Voucher Find an Existing Value page showing Search Criteria with Business Unit 15100, Voucher ID, Invoice Number, Invoice Date, Short Supplier Name, Supplier ID, Supplier Name, Voucher Style, Related Voucher, Entry Status, Voucher Source, and Incomplete Voucher fields, with Search and Clear buttons]
3.	Enter the **Voucher ID** (or **Invoice Number**) to access the Voucher that is on payment hold and needs action taken. ![Voucher ID field with begins with dropdown]
ℹ	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.
4.	Click the **Search** button. ![Search and Clear buttons]
5.	Click the **Payments** tab. ![Tabs showing Summary, Related Documents, Invoice Information, Payments, Voucher Attributes, Error Summary]

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

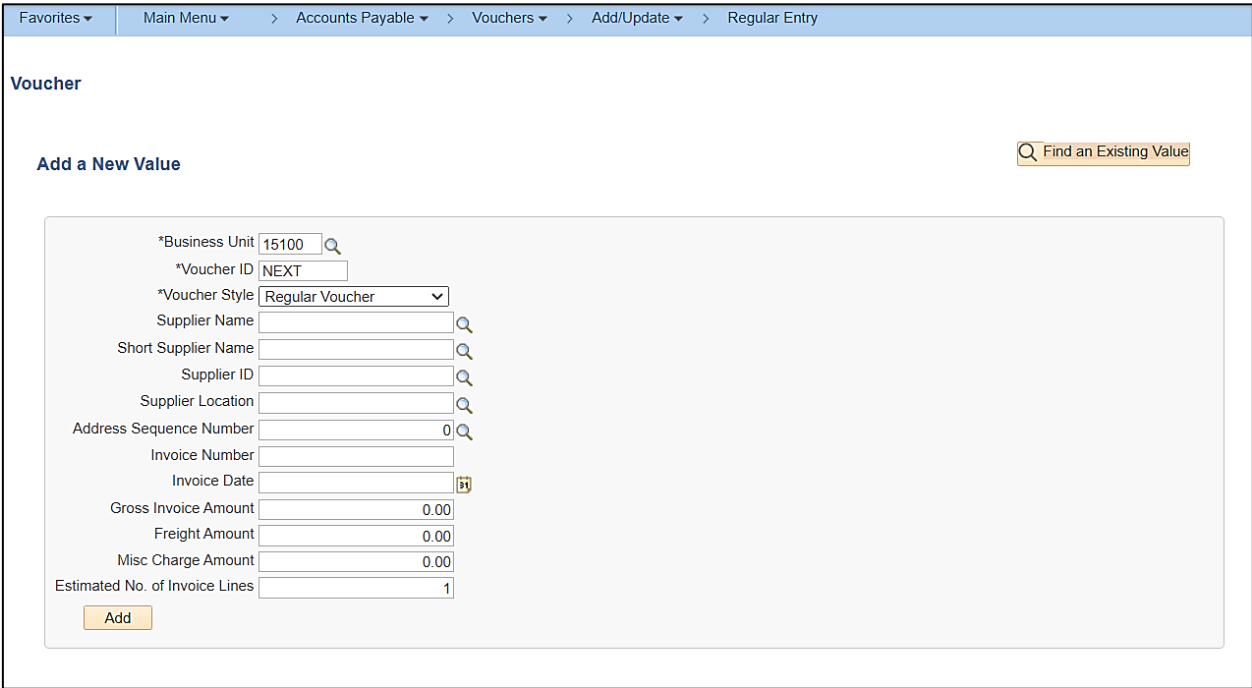|	Make adjustments to the Voucher remit information as needed.
	Below are some examples of Voucher actions that may be needed:
	a. Change/update the remit address on the Voucher:
	i. If the address exists in Cardinal, update the Voucher with the correct address by choosing the address under the **Payment 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**.

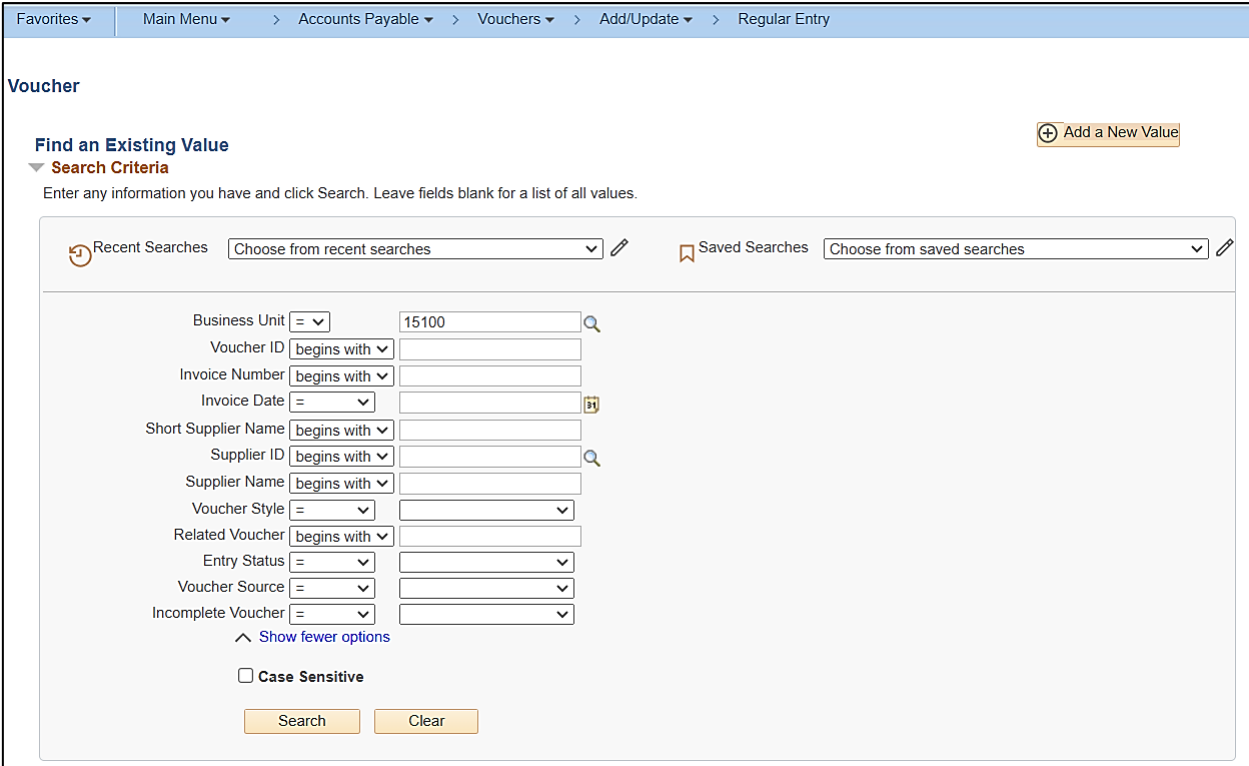| Step	Action
6.	In the **Payment Options** section, uncheck the **Hold Payment** checkbox to remove the hold to allow the payment to be reissued. Supplier Bank Messages ☑ Hold Payment ☐ Separate Payment
7.	Click the **Save** button. Save Return to Search Notify Refresh

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**
	The **Voucher** page displays with the **Add a New Value** page displayed by default.
ℹ	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
	The **Find an Existing Value** page displays.
3.	Enter the applicable Voucher ID Number in the **Voucher ID** field.
4.	Click the **Search** button.

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

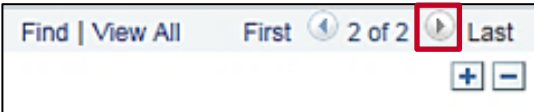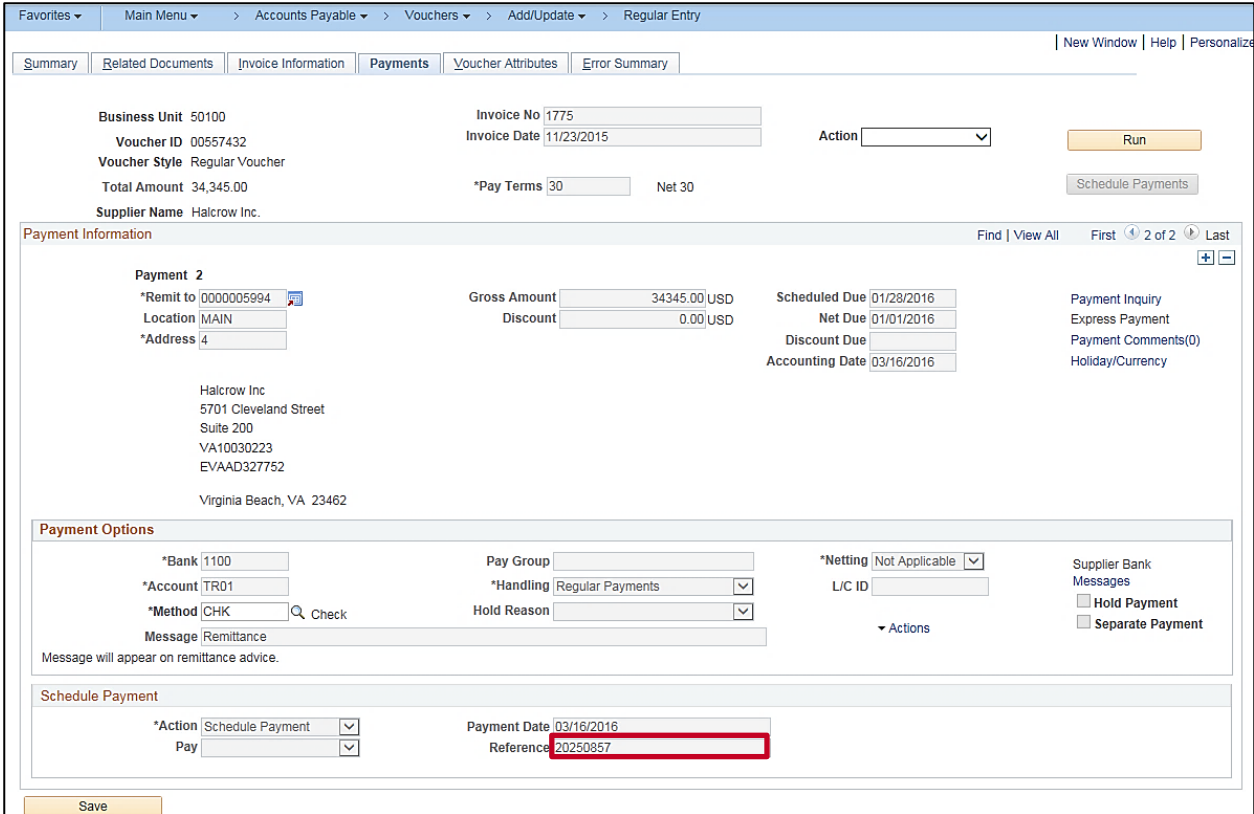| 5.	Click the **Related Documents** tab.

Step	Action

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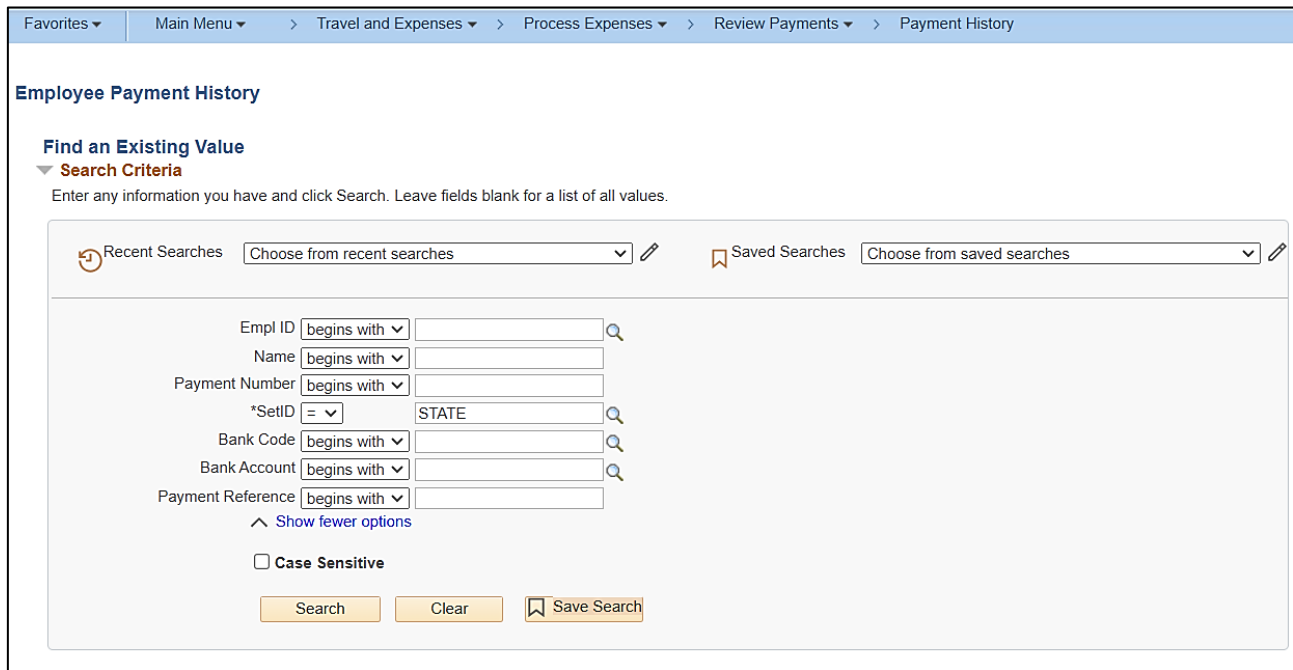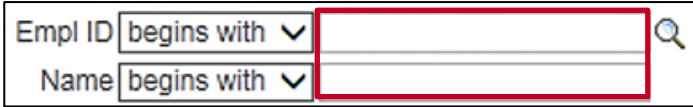

6.	Click the **Payments** tab.

The **Payments** tab displays.

Step	Action
7.	The **Schedule Payment** section indicates the **Action** of "Cancelled". *Action [Cancelled ▼] Pay [▼]
ℹ	The **Reference** field displays the payment's Reference ID Number. Payment Date 02/02/2016 Reference [20177377]
8.	Click the right arrow to advance to the next set of Payment Information. Find | View All First ◀ 2 of 2 [▶] Last [＋] [－]
ℹ	The **Payments** tab refreshes with the next payment's information. **Note**: Users are able to view the new payment Reference ID Number for the reissued payment.

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.

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

Employee 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 [Choose from recent searches ▾] ✎   🔖 Saved Searches [Choose from saved searches ▾] ✎

Empl ID [begins with ▾] [_____] 🔍
Name [begins with ▾] [_____]
Payment Number [begins with ▾] [_____]
*SetID [= ▾] [STATE___] 🔍
Bank Code [begins with ▾] [_____] 🔍
Bank Account [begins with ▾] [_____] 🔍
Payment Reference [begins with ▾] [_____]
⌃ Show fewer options

☐ Case Sensitive

[Search]   [Clear]   🔖 Save Search

ℹ	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. Empl ID [begins with ▾] [_____] 🔍 Name [begins with ▾] [_____]
3.	Click the **Search** button. [Search] [Clear]
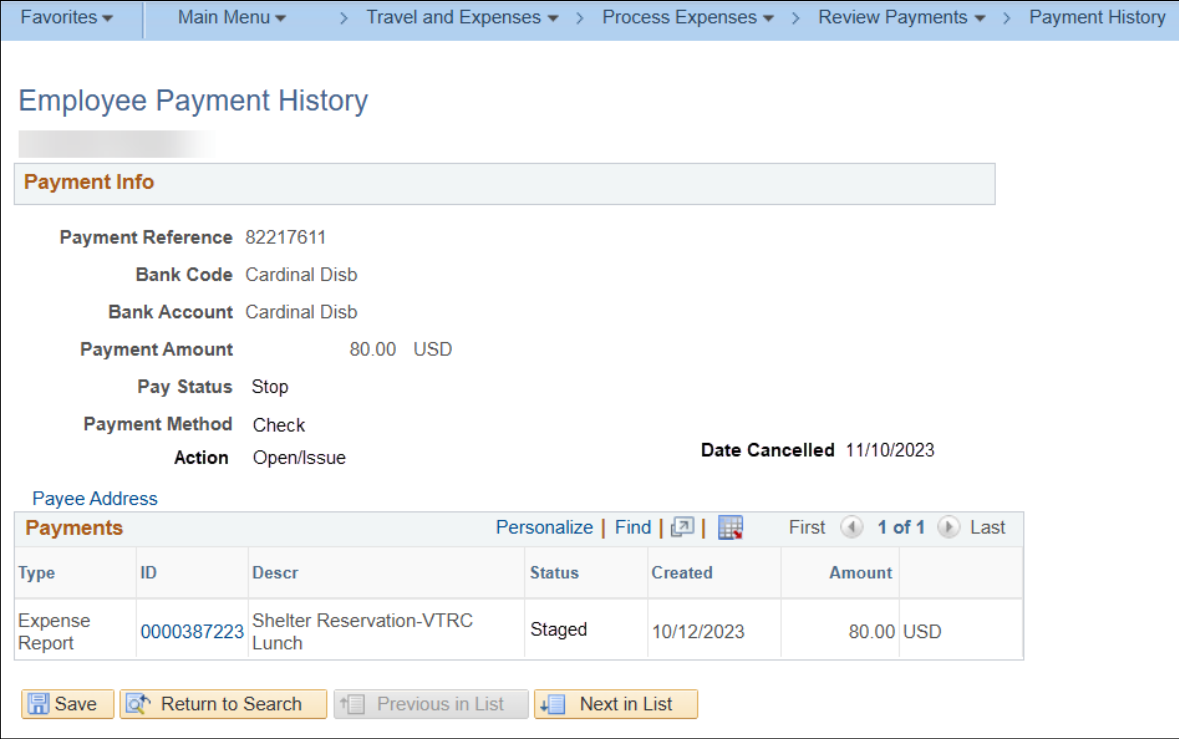
Step	Action
	The **Search Results** display at the bottom of the page for the selected employee.

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

Step	Action
	The **Employee Payment History** page displays.

Step	Action
5.	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
6.	Click the **Return to Search** button.

Step	Action

The **Employee Payment History** search page redisplays for the selected employee.

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

Step	Action
ℹ️	For this scenario, the same Expense Report is listed and the new payment information is indicated. **Employee Payment History** **Payment Info** Payment Reference 82217611 Bank Code Cardinal Disb Bank Account Cardinal Disb Payment Amount 80.00 USD Pay Status Paid Status Posted Payment Method Check Payment Date 10/30/2023 Payee Address **Payments** Personalize | Find | 🔼 | 📊 First ◀ 1 of 1 ▶ Last | Type	ID	Descr	Status	Created	Amount
---	---	---	---	---	---
Expense Report	0000387223	Shelter Reservation-VTRC Lunch	Paid	10/12/2023	80.00 USD	 💾 Save 🔍 Return to Search ⬆️ Previous in List ⬇️ Next in List