

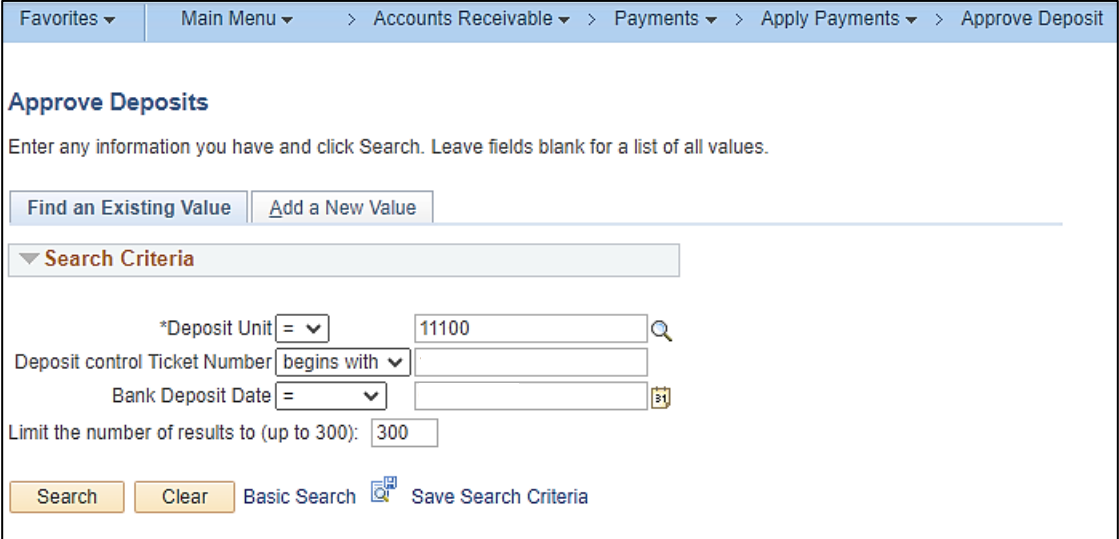


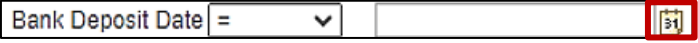
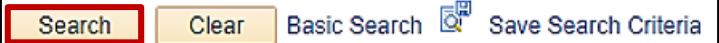
Deleting an Incorrect Deposit Control Ticket Overview

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 you may see 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.

Deleting an Incorrect Deposit Control Ticket

Step	Action
1.	Navigate to the Approve Deposits page using the following path: Main Menu > Accounts Receivable > Payments > Apply Payments > Approve Deposits
<p>The Approve Deposits Search page displays.</p> 	
2.	Select the applicable Business Unit using the Deposit Unit Look Up icon if it does not default. 
3.	Enter the applicable Deposit Control Ticket Number that is associated with the applicable Deposit in the Deposit control Ticket Number field. 
4.	Select the applicable date using the Bank Deposit Date Calendar icon. 
5.	Click the Search button. 

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

Favorites ▾ | Main Menu ▾ > Accounts Receivable ▾ > Payments ▾ > Apply Payments ▾ > Approve Deposit

Approve Deposits

Approve Deposits

Delete DC Ticket

Deposit Unit: 11100

Deposit control Ticket Number: TEST111

Control Total Amount: Control Count:

Bank Deposit Date: 02/28/2024

WS Posted By: _____ WS Posted Date: _____

Approved By: _____ Approved Date: _____

	Deposit ID	Deposit Amount	Status	View Detail Status
1	<input style="width: 50px;" type="text" value="5514"/> 🔍	1000.000	Complete	+ -
2	<input style="width: 50px;" type="text" value="5515"/> 🔍	1000.000	Complete	+ -
3	<input style="width: 50px;" type="text" value="5516"/> 🔍	1000.000	Complete	+ -

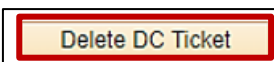
Set WS to Post
Approve

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.



Deposit Amount	Status
1000.000	Complete
1000.000	Complete
1000.000	Complete

6. Click the **Delete DC Ticket** button.



Step	Action
7.	<p>A message displays in a pop-up window stating that all Deposit ID's must be removed prior to deletion.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Message</p> <p>All individual deposits MUST be removed prior to deleting the DC Ticket. (25007,30)</p> <p>All individual deposits MUST be removed prior to deleting the DC Ticket.</p> <p style="text-align: center;">OK</p> </div> <p>Click the OK button to close the message.</p>

The **Approve Deposits** page redisplay.

Favorites ▾
Main Menu ▾
> Accounts Receivable ▾
> Payments ▾
> Apply Payments ▾
> Approve Deposit

Approve Deposits

Approve Deposits

Delete DC Ticket

Deposit Unit: 11100

Deposit control Ticket Number: TEST111

Control Total Amount: Control Count:

Bank Deposit Date: 02/28/2024

WS Posted By: _____ WS Posted Date: _____

Approved By: _____ Approved Date: _____

		Personalize	Find	View All	First	1-3 of 3	Last
#	Deposit ID	Deposit Amount	Status	View Detail	Status		
1	<input style="width: 80%;" type="text" value="5514"/> 🔍	1000.000	Complete			+	-
2	<input style="width: 80%;" type="text" value="5515"/> 🔍	1000.000	Complete			+	-
3	<input style="width: 80%;" type="text" value="5516"/> 🔍	1000.000	Complete			+	-

Set WS to Post
Approve

Step	Action								
8.	<p>Remove all the Deposits from the Deposit Control by clicking the corresponding Remove a Row (-) icon for each Deposit (Deposit ID).</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">Deposit ID</th> <th style="width: 30%;">Deposit Amount</th> <th style="width: 15%;">Status</th> <th style="width: 50%;">View Detail Status</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>5514</td> <td style="text-align: center;">1000.000</td> <td style="text-align: center;">Complete</td> </tr> </tbody> </table> </div>	Deposit ID	Deposit Amount	Status	View Detail Status	1	5514	1000.000	Complete
Deposit ID	Deposit Amount	Status	View Detail Status						
1	5514	1000.000	Complete						

The **Approve Deposits** page redisplay with all of the Deposits deleted.

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Apply Payments](#) > [Approve Deposit](#)

Approve Deposits

Delete DC Ticket

Deposit Unit: 11100
 Deposit control Ticket Number: TEST111
 Control Total Amount: Control Count:
 Bank Deposit Date: 02/28/2024

WS Posted By: _____ WS Posted Date: _____
 Approved By: _____ Approved Date: _____

[Personalize](#) | [Find](#) | [View All](#) | [Print](#) | [First](#) | [1 of 1](#) | [Last](#)


Deposit ID	Deposit Amount	Status	View Detail Status
1			

Set WS to Post
Approve

Save
Notify
Add
Update/Display

9.	<p>Click the Delete DC Ticket button.</p> <div style="border: 2px solid red; padding: 5px; margin: 10px 0; text-align: center;"> Delete DC Ticket </div>
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10.	<p>A message displays in a pop-up window displays and the user must confirm the deletion of the DC Ticket.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="font-size: small; margin: 0;">Message</p> <p style="margin: 5px 0;">Delete this DC Ticket ? (25007,28)</p> <p style="font-size: x-small; margin: 5px 0;">If you delete the DC Ticket, all information entered in this page will be deleted.</p> <p style="text-align: center; margin: 0;"> Yes No </p> </div>
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Step	Action
	Click the Yes button to proceed and delete and delete the DC Ticket.
11.	<p>A message displays in a pop-up window confirming the successful deletion of the DC Ticket.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="color: #0056b3; margin: 0;">Message</p> <hr style="border: 0; border-top: 1px solid #ccc; margin: 5px 0;"/> <p style="margin: 0;">DC Ticket is deleted successfully. (25007,31)</p> <div style="text-align: center; margin-top: 10px;"> OK </div> </div> <p>Click the OK button.</p>
	<p>Reminder:</p> <ul style="list-style-type: none"> 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
	End of Procedure