Cancel Payments – Void/Re-issue Process Overview

You can use the following procedure to void or stop payments. Void payments when the original check is in custody. Stop a payment when the location of the original check is not known. Cancelling a check allows three alternatives:

1. Re-Open Voucher and reissue payment.
2. Re-Open Voucher and place payment on hold in order to make changes to the original voucher.
3. Do not Re-issue payment and close voucher/liability.

This process reverses the original payment information for the vouchers affected by the cancelled payment and reopens or closes those vouchers the next time you run voucher and payment posting. If you reopen vouchers for payment, you can specify whether to pay the same amount or to recalculate the payment amount based on the new payment date.

<table>
<thead>
<tr>
<th>Process Frequency</th>
<th>On Demand when needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dependencies</td>
<td>None</td>
</tr>
<tr>
<td>Assumptions</td>
<td>None</td>
</tr>
<tr>
<td>Responsible Parties</td>
<td>The institutions are primarily responsible but UWSA SFS Operations team is available to assist with the Payment Cancel/Void processing.</td>
</tr>
<tr>
<td>Alternate Scenarios</td>
<td>None</td>
</tr>
</tbody>
</table>
I. Cancel a Payment

Navigation: Accounts Payable > Payments > Cancel and Void Payments > Payment Cancellation
NOTE: Due to the implementation of Cash Management, there are new Bank Codes and corresponding Bank Accounts. For a UWXXX setID, the new bank code will start with USB##. For a BRXXX setID, the new bank code will start with BRS##. The new bank account numbers will be the last 4 digits of the campus bank account. If you are cancelling a payment that was created before Cash Management was implemented (before 10/01/2017), use the old Bank Code and Bank Account data. If a payment was created after Cash Management was implemented (10/01/2017 or later), please use the new Bank Code and Bank Account.

1. Enter Bank SetID
2. Enter Bank Code
3. Enter Bank Account
4. Enter Payment Reference
5. Select Payment Method
   Note: Enter as many fields as possible.
6. Click Search
7. Select payment you want to cancel.
8. **Enter Date Cancelled**
9. **Select Payment Status**
   - ‘Void’ if you want to cancel a check that has been issued but has not been sent to the vendor, i.e., we must have physical custody of the check.
   - ‘Stop’ if the check has been sent out to the payee and you have successfully stopped payment at the bank.
   - ‘Undo Cancel’ is used to negate any cancellation that you previously performed. This must be done before the cancellation is posted by the daily payment post.
10. **Select Cancel Action:**
    - ‘Re-Open Voucher(s)/Re-Issue’ enables you to re-select the scheduled payment and reissue it the next time you execute a payment cycle, assuming the vouchers meet the selection criteria for the payment cycle. SFS will insert a line on the voucher on the schedule payment panel and you will only be allowed to change the date. You must run the payment posting process to record the reversal before the voucher is made available for a new payment selection. Checks are reissued after the payment post. For example, a check voided with re-issue on Monday will be posted in the scheduled process. If the regular pay cycle processes before the next scheduled payment post, a check will not be created until the following pay cycle.
    - ‘Re-Open Voucher(s)/Put on Hold’ creates an additional payment line on the voucher but holds the payment. You might select this option if you need to perform additional investigation or change voucher information before proceeding with the payment. The voucher will need to be manually taken off hold. With this option, you will also need to select a Hold Reason.
• ‘Do Not Reissue/Close Liability’ causes SFS to calculate any remaining unpaid liability and close it the next time you run the voucher post process.

11. Enter Description – This description can give users additional information about the cancel. It is strongly recommended that information be entered in this field. For example, you can note who requested the stop or void, why it was done, who performed the action, etc. This can save time and effort.

12. Click Save

If you receive this message, change selection to ‘Re-Open Voucher(s)/Re-Issue’ and follow the instructions for Cancel a Converted Voucher in the next section.
13. **Review** **Cancel Post Status and Audit Logs Activity** – The Cancel Post Status will change from ‘Not Applicable’ to ‘Pending’ following the Cancel transaction being Saved.

14. **Select** from the dropdown list the **Action** process ‘Payment Post’ or ‘Journal Generate’ to execute the process

15. **Click** **Run**.

16. It is also possible to review the Cancel/Void activity by **clicking** the **Audit Logs** hyperlink.
II. Cancel a Converted Voucher

*Navigation: Accounts Payable > Payments > Cancel and Void Payments > Payment Cancellation*

This is the message when attempting to cancel a payment from a prior-version (7.5 and earlier) “Do Not Reissue/Close Liability”.

When this message is displayed, the payment must be cancelled either ‘Re-Open Voucher(s)/Reissue’ or ‘Re-Open Voucher(s)/Put on Hold’.

**Caution:** When a voucher cannot be closed through the Cancel process, care must be taken to prevent another payment from being created.

If ‘Re-Open Voucher(s)/Reissue’ is chosen, another check will be created in the next pay cycle run after the payment post. To prevent a new payment, a reversal voucher must be entered.
immediately after the original payment is cancelled. Find information regarding Reversal Vouchers in Business Process document AP.2.09 Reversal Voucher.

If ‘Re-Open Voucher(s)/Put on Hold’ is chosen, the voucher will not pay until the hold is taken off. After the reversal voucher is entered (and it **MUST** be entered) the voucher must be taken “off hold” so that the voucher close process will complete.

**Cancel Payment Screen**

![Cancel Payment Screen](image)

**III. Cancelling ACH Payments**

You have a very short window to cancel an ACH Payment. Campuses have an option to cancel an ACH payment the SAME DAY the pay cycle is run. The cancellation must be completed the same day the pay cycle is run in order for it to take effect. A cancellation cannot be processed after the nightly batch process has been completed because the nightly batch process sends the ACH file to US Bank the same evening the pay cycle is run. It is not possible to cancel a payment once the file has been sent to US Bank for processing.

In an instance where a payment was rejected by US Bank, a UW-System representative will notify the campus via email to cancel the payment with reissue.

Follow the instructions in **Section I** of this document to perform the cancellation.
IV. Cancelling PPL Payments

Payment Cancellations with or without reissue are possible for payments made via Payment Plus. Payment Instruction cancellations should always be done in Access Online (See page 17 of Access Online Guide) prior to cancelling in SFS. For details on how to initiate a payment cancellation in SFS, please review Section I of this document.

Payment cancellations are most likely to be used under the following circumstances: a payment was rejected by US Bank, a voucher was incorrectly paid with Payment Plus, or a payment was incorrectly issued.

In an instance where a payment was rejected by US Bank, a UW-System representative will notify campus when to cancel the payment with reissue. The payment cancellation with reissue will result in the payment being resent to US Bank. The cancellations process will only be initiated after the error that caused the rejection is identified and corrected.

When a voucher was incorrectly paid using Payment Plus, the Payment Instruction must be manually expired in Access Online. If a payment needs to be cancelled and then reissued using Payment Plus, cancel the Payment Instruction in Access Online by switching the expiration date on the Payment Instruction to today’s date. The next business day, a cancellation with reissue can be issued in SFS. After the next time the Payment Post process has run (normally as part of the nightly processing), the payment method on the voucher can be switch from PPL (Payment Plus) to the correct method of payment.

In instances that the vendor has partially accepted the payment amount and will not need the full amount, a new procedure will be developed.

Revision History

<table>
<thead>
<tr>
<th>Author</th>
<th>Version</th>
<th>Date</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Martha Mendoza</td>
<td>1.0</td>
<td>12/04/2012</td>
<td>Initial Draft</td>
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<tr>
<td>Jim Backus</td>
<td>1.1</td>
<td>6/6/2013</td>
<td>Update for 9.1</td>
</tr>
<tr>
<td>Susan Kincanon</td>
<td>1.2</td>
<td>06/25/2013</td>
<td>Final review, edit, format</td>
</tr>
<tr>
<td>Mark Flemington</td>
<td>1.3</td>
<td>07/02/2013</td>
<td>Final functional review</td>
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<tr>
<td>Susan Kincanon</td>
<td>1.4</td>
<td>07/02/2013</td>
<td>Finalize and publish</td>
</tr>
<tr>
<td>Laura Parman</td>
<td>1.5</td>
<td>02/04/2014</td>
<td>Add ACH and PPL Cancellation Procedures. Finalize and Publish</td>
</tr>
<tr>
<td>Beth Vereb</td>
<td>1.6</td>
<td>09/11/2017</td>
<td>Updated for Cash Management implementation</td>
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