# 9.2 Cancelling a Payment

Purpose: Use this document to cancel a payment in ctcLink.

Audience: Finance Staff/Accounts Payable Staff.

- You must have at least one of these local college managed security roles:
- ZZ Payment Processing

You must also set these User Preference Definitions:

- User Preferences: Payment Creation
- User Preferences: Payment Processing

If you need assistance with the above security roles or User Preference Definitions, please contact your local college supervisor or IT Admin to request role access.

1 It is recommended to establish each user with the specific access associated with their job duties and is not recommended to simply copy one user's access to another user as this could lead to overallocation of access. However, there are situations where a group of staff within a single department all require the same access to perform similar work. In that case, the COPY function provides the ability to apply all Process Group definitions from one user to another without having to search and enter each Source Transaction and Process Group combination.

Please refer to the QRG 9.2 FSCM Security - Process Groups

## **Cancelling a Payment**

Navigation: NavBar > Navigator > Accounts Payable > Payments > Cancel/Void Payments > Payment Cancellation

- 1. The Payment Cancellation search page displays.
- 2. Enter Bank Code.
- 3. Enter **Bank Account**.
- 4. Enter **Payment Reference**.
- 5. From the **Payment Method** drop-down menu, select 'System Check'.

#### 6. Select Search.

Payment Cancella	ition		
Enter any information you	have and click S	Search. Leave fields blank fo	or a list of all values.
Find an Existing Val	lue		
Search Criteria			
Bank SetID =	= ~	WACTC	Q
Bank Code	begins with v	BOFA	٩
Bank Account	begins with v	СНСК	Q
Payment Reference	begins with v		]
Payment Method	- ~	System Check	~
Search Clear	Basic Search	Save Search Criteria	

- 7. A list of qualifying payments displays at the bottom of the Payment Cancellation search page.
- 8. Select the payment you wish to cancel.

Enter any info		ion						
Citter any into	rmation you h	ave and click Se	arch. Leave fields blank	for a list of all values	u -			
Find an	Existing Valu	ıe						
Search C	riteria							
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Payment Re	ference be	gins with 🗸						
Payment	Method =	~	System Check	~				
Search	Clear	Basic Search	Save Search Criteria					
Search Result	s							
Only the first	300 results ca	n be displayed.						
View All								
Bank SetID	Bank Code	Bank Account	Payment Reference	Payment Method	Payment Amount	Payment Currency	Payment Date	Supplier Name
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WACTC	BOFA	CHCK	000000164	Check	75	USD	09/21/2015	DEPARTMENT OF C
WACTC WACTC	BOFA BOFA	снск снск	0000000164	Check Check	75 659	USD USD	09/21/2015 10/09/2015	DEPARTMENT OF C Tracy,Alexi I
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9. The **Cancel Payment** page displays.

Solution Use the **Cancel Payment** page to cancel payments, reverse a cancellation, or view previously canceled payments.

Use the **Date Cancelled** field to enter the payment cancellation date if different than the current system date.

Use the **Payment Status** options to change the payment status. *NOTE: After posting you cannot undo the cancellation.* 

Use the **Cancel Action** options to specify if vouchers can be re-opened after cancellation.

10. Select the option best suited for your needs:

#### **Cancel Action Options Include:**

**Re-Open Voucher(s)/Re-issue**: Use to reselect the scheduled payments and reissue them the next time you run a pay cycle, assuming that the vouchers meet the selection criteria for that pay cycle.

IMPORTANT: If you reopen and reissue the voucher, the existing schedule payment will be cancelled in the Payment Posting process and a new schedule is added.

**NOTE:** If you decide to reopen vouchers and reissue, remember that you must run the Payment Posting process *twice* to record the reversal before those vouchers are available for a new payment selection. You can undo your cancellation, as long as the canceled payment is not posted.

**Re-Open Voucher(s)/Put on Hold**: Use to reopen the scheduled payments, but places the reopened scheduled payments on hold for your review. Select this option if you need to perform additional investigation or revise voucher information before proceeding with payment. A pay cycle process does not select the scheduled payments until the hold is removed on the Payments page of the Voucher component.

If you select this value, you must also select a reason code in the **Hold Reason** field.

**Do Not Reissue/Close Liability:** Use to cancel the payment and close any liabilities associated with it. The amount of the liability to close is calculated as the amount of unpaid liability remaining. The system takes into account whether the business unit is accounting at gross or net. The Payment Posting process identifies the voucher as process manual close, and the amount of the outstanding liability is reversed the next time the Voucher Processing process runs.

*Cancel Reason*: Specify a cancel reason for payment cancellations.

*Hold Reason:* Specify a hold reason for payment cancellations placed on hold. The system defaults this hold reason into the cancelled payment's new payment schedule. Select from the following: *Accounting, Amount, CCR Expire* (Central Contractor Registry supplier

expiration), *Cntrct Ret* (contract return), *Goods*, *IPAC* (Intra-Governmental Payment and Collection System), *Other*, *Quantity*, and *With hold* (withholding hold).

- 11. Enter valid value in the **Description** field.
- 12. Select Save.

Cancel Payment			Action:	~ Run
Enter Cancel Payment				
Bank Set ID	WACTC	Creation Date	10/09/2015	
Bank	BOFA Bank of America - WA170	Payment Date	10/09/2015	
Account	CHCK 000012477907	Payment Amount	659.00 U	JSD
Reference ID	000000472	Cancel Post Status	Not Applicable	
Payment Method	System Check	Settle By	Pay Cycle	
Remit Supplier	SINGLE Tracy,Alexi I	Settlement Status	None	
Date Cancelled	10/10/2018			
Payment Status	Void     Stopped			
	OUndo Cancel	Hold Reason	Amount in Dispute	~
Cancel Action	●Re-Open Voucher(s)/Re-Issue ○Re-Open Voucher(s)/Put on Hold	Cancel Reason	Q	
	ODo Not Reissue/Close Liability			
Description	Issued in error.			1 
Save Return to Search	Previous in List Next in List Notify			

- 13. From the **Action** drop down menu, Select the **Payment Post** option.
- 14. Select Run.

Cancel Payment			Action: *	Run
inter Cancel Payment				
Bank Set ID	WACTC	Creation Date	03/29 1 Payment Post	
Bank	070US US Bank	Payment Date	03/29/2 vee	
Account	CHCK 153500571424	Payment Amount	289.74 USD	
Reference ID	000000012	Cancel Post Status	Pending	
Payment Method	System Check	Settle By	Pay Cycle	
Remit Supplier	StruGLE Delene Bryant	Settlement Status	None	
Date Cancelled	04062022			
Payment Status	Kod     Stopped     Unde Cancel	Hold Reason		*
Cancel Action	Re-Open Voicherts/Re-Insue     Re-Open Voicherts/Re-Insue     Do Not Ressue/Cose Liability	Cancel Reason	۹.	
Description				a s
Save Return to Search	Previous in List Next in List Notify			

### 15. Process complete.