

## 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.

 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 Cancellation

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

▼ Search Criteria

Bank SetID

=

▼

WACTC

Q

Bank Code

begins with

▼

BOFA

Q

Bank Account

begins with

▼

CHCK

Q

Payment Reference

begins with

▼

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.

Payment Cancellation

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

▼ Search Criteria

Bank SetID

=

▼

WACTC

Q

Bank Code

begins with

▼

BOFA

Q

Bank Account

begins with

▼

CHCK

Q

Payment Reference

begins with

▼

Payment Method

=

▼

System Check

▼

Search

Clear

Basic Search

Save Search Criteria

Search Results

Only the first 300 results can be displayed.

View All

Bank SetID	Bank Code	Bank Account	Payment Reference	Payment Method	Payment Amount	Payment Currency	Payment Date	Supplier Name
WACTC	BOFA	CHCK	0000000065	Check	310	USD	09/09/2015	TRADITIONS AT SOU
WACTC	BOFA	CHCK	0000000164	Check	75	USD	09/21/2015	DEPARTMENT OF CI
WACTC	BOFA	CHCK	0000000472	Check	659	USD	10/09/2015	Tracy,Alexi I
WACTC	BOFA	CHCK	0000000531	Check	521.55	USD	10/12/2015	Hosteller,Nicolas D
WACTC	BOFA	CHCK	0000000568	Check	318.8	USD	10/13/2015	Schneider,Michael C
WACTC	BOFA	CHCK	0000000581	Check	326.2	USD	10/13/2015	Ballo,Rose L
WACTC	BOFA	CHCK	0000000774	Check	30	USD	10/15/2015	Peckham,Kelli Irene
WACTC	BOFA	CHCK	0000000808	Check	134.78	USD	10/16/2015	Amaral,Matthew D
WACTC	BOFA	CHCK	0000001034	Check	7.75	USD	10/21/2015	Ward,David A
WACTC	BOFA	CHCK	0000001043	Check	8	USD	10/21/2015	Rich,Elizabeth D
WACTC	BOFA	CHCK	0000001122	Check	8	USD	10/22/2015	Yeigh,Coltan Lee
WACTC	BOFA	CHCK	0000001125	Check	142.81	USD	10/22/2015	Chen,Chun-yu
WACTC	BOFA	CHCK	0000001128	Check	12.5	USD	10/22/2015	Rivera,Joseph Jr
WACTC	BOFA	CHCK	0000001179	Check	11.27	USD	10/23/2015	Medley,Melissa B
WACTC	BOFA	CHCK	0000001181	Check	25	USD	10/23/2015	Dumbrava,Danil M
WACTC	BOFA	CHCK	0000001209	Check	15	USD	10/23/2015	Kusuda,Andrew M
WACTC	BOFA	CHCK	0000001220	Check	2	USD	10/23/2015	Goloborodko,Angelina
WACTC	BOFA	CHCK	0000001221	Check	2.5	USD	10/23/2015	Boyd,Jeremy N
WACTC	BOFA	CHCK	0000001225	Check	608.75	USD	10/23/2015	Noodles,Breana L

9. The **Cancel Payment** page displays.

💡 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 USD
Reference ID	0000000472	Cancel Post Status	Not Applicable
Payment Method	System Check	Settle By	Pay Cycle
Remit Supplier	SINGLE Tracy,Alexi I	Settlement Status	None

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Date Cancelled 10/10/2018 📅

Payment Status Void Stopped Undo Cancel

Cancel Action Re-Open Voucher(s)/Re-Issue Re-Open Voucher(s)/Put on Hold Do Not Reissue/Close Liability

Hold Reason Amount in Dispute ▼

Cancel Reason 🔍

Description Issued in error.

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

**Enter Cancel Payment**

Bank Set ID	WACTC	Creation Date	03/29/2022
Bank	070US US Bank	Payment Date	03/29/2022
Account	CHCK 153500571424	Payment Amount	289.74 USD
Reference ID	0000000012	Cancel Post Status	Pending
Payment Method	System Check	Settle By	Pay Cycle
Remit Supplier	SINGLE Delene Bryant	Settlement Status	None

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Date Cancelled 04/05/2022 📅

Payment Status Void Stopped Undo Cancel

Cancel Action Re-Open Voucher(s)/Re-Issue Re-Open Voucher(s)/Put on Hold Do Not Reissue/Close Liability

Hold Reason ▼

Cancel Reason 🔍

Description

Save Return to Search Previous in List Next in List Notify

15. Process complete.