



# WISCONSIN ACCOUNTING MANUAL

Department of Administration – State Controller’s Office

<b>Section</b>	<b>09</b>	<b>TREASURY</b>	<b>Effective Date</b>	<b>10/1/2015</b>
<b>Sub-section</b>	<b>04</b>	<b>Cancelling Payments (Stop Payments and Voids)</b>	<b>Revision Date</b>	<b>8/7/2015</b>
<b>SAM Ref</b>	<b>n/a</b>			

## BACKGROUND

Definitions:

**Stop** – Stop a check payment that has been processed and released.

**Void** – Cancel a check payment that has not been processed and released.

A stop payment request is initiated when the check recipient reports that the check has been lost, stolen or the vendor claims non-receipt of payment. The payee contacts the issuing agency to request a stop payment. Checks can have stop payments placed on them for 12 months from the issue date.

The State Controller’s Office initiates an inquiry to the bank to determine the current status of the check. If the check has been paid, a copy of the paid check will be provided to the agency. If the check is still outstanding, the SCO will process a stop payment electronically through the issuing bank’s proprietary system. Only SCO personnel have security access to place stop payments.

All requests for voiding payments must be directed to the SCO.

## POLICIES

The SCO will have responsibility for processing all voids and stop payments for state issued checks through the issuing bank’s proprietary system.

### Stop Payments

1. All requests for stop payments and check reissues must be submitted to the SCO via the designated form, DOA Form 2775. The form is available electronically on DOA’s website at: [State Finances/State Controller’s Office/Treasury Services/Information for State Agencies/Treasury Services Forms/Stop Payment-Duplicate Check Request \(DOA 2775\)](#). Stop payment requests must be received by 12:00 pm in order to insure same day processing.

### Voids

1. Void payment requests for STAR issued checks must be sent to the SCO with the issued check before a void can be processed. The check will be voided and will not be reissued and the liability will be closed.
2. Void payment requests for a specialized check writing application will be handled on a case by case basis.



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## PROCEDURES

### STOP PAYMENTS

#### Specialized Disbursement Checks

1. Agency receives a request for a stop payment on a check issued one year ago or less.
2. The agency completes DOA-2775 found at the DOA web site: : [State Finances/State Controller's Office/Treasury Services/Information for State Agencies/Treasury Services Forms/Stop Payment-Duplicate Check Request \(DOA 2775\)](#).
3. The agency must provide a reason for the stop.
  - a. Payment Error
  - b. Payment Never Received
  - c. Other-Specify
4. The stop payment request is e-mailed to [DOAStopPay@wisconsin.gov](mailto:DOAStopPay@wisconsin.gov) or faxed or sent inter-D to the SCO.
5. SCO verifies check is still outstanding in online banking system (SinglePoint).
6. If the check has been paid, SCO will post a copy of the front and back in SharePoint.
7. If the check is outstanding, SCO will request a stop pay in SinglePoint.
8. At approximately 12:00 p.m. each business day, the State will initiate a batch of stop payment requests to the bank.
9. A stop payment automatically generates the issue of a replacement check which will be released the following business day.
10. Replacement checks for checks originally issued via a specialized check writing application will be issued as S-Series checks.
11. Reissued checks are sent back to the agency requesting the stop pay.



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**STAR A/P Checks**

**Cancel Payment**

Enter Cancel Payment

Bank Set ID	SHARE	Creation Date	02/02/2015
Bank	US022 US Bank Main Accounts	Payment Date	01/29/2015
Account	1166 0-001-1185-1166	Payment Amount	50.00 USD
Reference ID	000001	Cancel Post Status	Not Applicable
Payment Method	System Check	Settle By	Pay Cycle
Remit Supplier	0000000028 ACCENT LEARNING & CONSULTING	Settlement Status	None

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Date Cancelled

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

1. Follow steps 1 -7 of Stop Payments for the Specialized Disbursement Checks.
2. SCO will record the stop reason/action as directed by the agency on Form 2775.
  - a. Re-Open Voucher(s).Re-issue
  - b. Re-Open Voucher(s)/Put on Hold
  - c. Do Not Re-issue/Close Liability
3. SCO will record the Payment Status to “Stopped”.
4. Payment Posting Process will be run twice:
  - a. Reverse the original transaction.
  - b. Create a new check in STAR if applicable.