

---

## VOID/REISSUE PAYMENTS FOR PRE-CONVERSION VOUCHERS

This job aid focuses on how to void and reissue payments for pre-conversion vouchers. A pre-conversion voucher is a voucher that was created with the institutional Supplier SetID prior to Supplier conversion to the SHARE SetID. These vouchers were paid, closed, or otherwise processed prior to the Supplier conversion.

After the Supplier conversion, certain actions cannot be taken on a pre-conversion voucher—specifically any action that requires the SAVE function. Some examples include, but are not limited to, adding attachments, changing payment method or location, putting a voucher ‘on hold’, changing account Chartstrings.

There are two (2) methods for voiding/reissuing payments for pre-conversion vouchers:

- Option 1: No Changes Required to Voucher
- Option 2: Changes Required to Voucher

**IMPORTANT:** Do not select the Void Payment and Re-Open Voucher(s)/Put on Hold option for pre-conversion vouchers. If this option is selected the user will not be able to remove the “On Hold” option and process the pre-conversion voucher.

For pre-conversion vouchers that require to be put on Hold when voiding payment, please follow the [Pre-Conversion Vouchers, Do Not Void and Put on Hold](#) instructions.

**Option 1: No Changes Required to Voucher**

When there are no expected changes to a pre-conversion voucher, such as payment location or payment method, users can follow the business process [AP 020 540 – Canceling a Payment](#). This will void the payment and open a new payment line on the pre-conversion voucher. The user will then be able to pay the voucher through running pay cycle.

Screenshot below shows what a user sees when voiding/reissuing a pre-conversion voucher that does not require changes:

**Cancel Payment**

Enter Cancel Payment

Bank Set ID	40000	Creation Date	04/28/2017
Bank	WELLS WELLS FARGO	Payment Date	04/28/2017
Account	MAIN 2000028328377	Payment Amount	0.00 USD
Reference ID	003654	Cancel Post Status	Not Applicable
Payment Method	Automated Clearing House	Settle By	Pay Cycle
Remit Supplier	0000000024 CDW GOVERNMENT INC	Settlement Status	None

---

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

[Audit Logs](#)

**Option 2: Changes Required to Voucher**

If a user needs to void a payment and make changes to the pre-conversion voucher, such as address, location, or payment method, then follow the process below for a pre-conversion voucher.

Since the POs for pre-conversion vouchers have been reconciled prior to Supplier Conversion, the PO will not be able to be reopened, nor can the encumbrance be restored. The user will only be able to liquidate the remaining liability.

1. Void/Do Not Reissue/Close Liability. This will void the payment and close the voucher.

Screenshot below shows what a user sees when voiding/reissuing a pre-conversion voucher that requires changes:

**Cancel Payment**  
 Enter Cancel Payment

Bank Set ID 40000	Creation Date 04/28/2017
Bank WELLS WELLS FARGO	Payment Date 04/28/2017
Account MAIN 2000028328377	Payment Amount 0.00 USD
Reference ID 003654	Cancel Post Status Not Applicable
Payment Method Automated Clearing House	Settle By Pay Cycle
Remit Supplier 0000000024 CDW GOVERNMENT INC	Settlement Status None

---

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

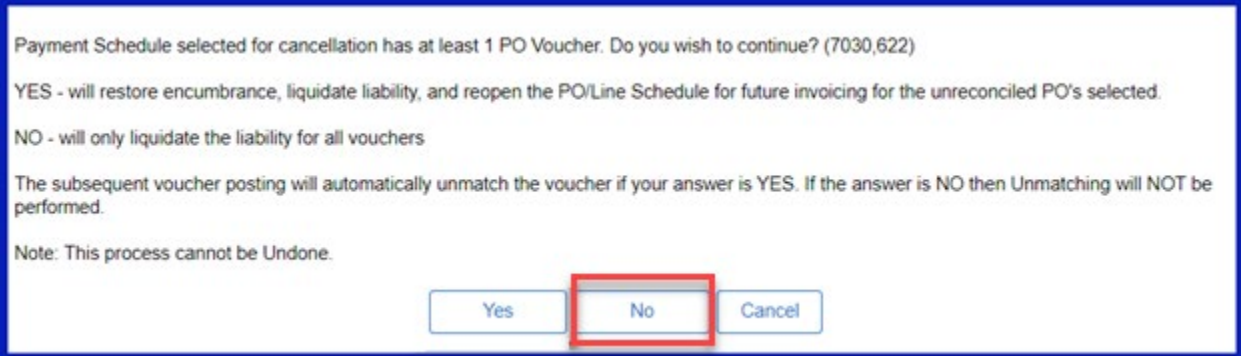
Hold Reason

Cancel Reason

Description

[Audit Logs](#)

2. Click Save. For PO vouchers, when a user clicks Save, the following alert message appears:



Payment Schedule selected for cancellation has at least 1 PO Voucher. Do you wish to continue? (7030,622)

YES - will restore encumbrance, liquidate liability, and reopen the PO/Line Schedule for future invoicing for the unreconciled PO's selected.

NO - will only liquidate the liability for all vouchers

The subsequent voucher posting will automatically unmatch the voucher if your answer is YES. If the answer is NO then Unmatching will NOT be performed.

Note: This process cannot be Undone.

Yes No Cancel

3. Since the PO for pre-conversion vouchers have been reconciled prior to Supplier Conversion, click No to only liquidate the liability.
4. Create a new voucher with the SHARE Supplier ID to pay the supplier.

**IMPORTANT: For Pre-Conversion Vouchers, Do Not Void and Put on Hold**

Do not select the Void Payment and Re-Open Voucher(s)/Put on Hold option for pre-conversion vouchers. If this option is selected the user will not be able to remove the “On Hold” option and process the pre-conversion voucher.

Screenshot below shows what **not** to do:

**Cancel Payment**  
 Enter Cancel Payment

Bank Set ID	40000	Creation Date	04/28/2017
Bank	WELLS WELLS FARGO	Payment Date	04/28/2017
Account	MAIN 2000028328377	Payment Amount	0.00 USD
Reference ID	003654	Cancel Post Status	Not Applicable
Payment Method	Automated Clearing House	Settle By	Pay Cycle
Remit Supplier	0000000024 CDW GOVERNMENT INC	Settlement Status	None

---

Date Cancelled: 06/07/2021

Payment Status:  Void  
 Stopped  
 Undo Cancel

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

Hold Reason: ACH not Prenoted (marked with red X)

Cancel Reason: [Search]

Description: [Text Area]

Audit Logs

Buttons: Save, Return to Search, Previous in List, Next in List, Notify

If it will be necessary to put a voucher on hold after the payment is voided, follow one of the two methods below:

**Method 1**

1. Follow [Option 1: No Changes Required](#).
2. Put voucher payment on hold through the pay cycle.

**Method 2**

1. Follow [Option 2: Changes Required](#).
2. Put voucher payment on hold through voucher payment tab or through the pay cycle.