



Void & Reissue

User Guide

I. Overview

The **Void & Reissue Form** in Aclarian's Payments module is used to manage payments that need to be canceled or replaced. Specifically, you use this form to:

- **Void a Payment:** Cancel a payment that was issued in error or should not have been made. This marks the payment as void in all payment reports and produces a void line in your next positive pay file, ensuring your financial records stay accurate.
- **Reissue a Payment:** If a check or payment needs to be replaced you can void the original and reissue a new payment with a new check number. All accounting entries for the original payment are reversed and a new entry is created for the reissued payment.
- **Reverse GL Postings:** When you void a payment, the form automatically reverses the associated general ledger entries, ensuring the net impact is zero.
- **Void Unissued Payments:** Cancel approved payments that have not yet been issued (status = "New"), before they reach check printing or ACH bank transmission. This provides a clean, safe way to correct errors caught during batch review.

Common Scenarios

- A check was printed with errors or lost before delivery.
- A payment was sent to the wrong vendor.
- You need to update details and resend a payment.
- An error is discovered during check printing or ACH batch review (use the new Void Unissued action).

II. Key Benefits

- **Accurate Financial Reporting:** Voided transactions retain their original Paid Fiscal Year and Month, preventing them from appearing as perpetual outstanding liabilities in the Outstanding AP Report.
- **Strong Audit Trail:** Automatic GL reversals, Voided Date and Reissue Date columns, and links back to the original payment form provide complete traceability.
- **Prevention of Incorrect Issuance:** The Void Unissued capability stops erroneous payments before they reach the bank or printer.
- **Clean Cash Impact:** Unissued voids reverse only AP GL postings, zero impact on Treasury Management or cash.

III. Accessing the Void & Reissue Form

Location:

Payments module → Forms → Void Reissue Form

When you open the form, you will see a Search Payment panel at the top with two radio-button options:

- **Void/Reissue Issued Payment:** for payments that have already been issued (Paid status).
- **Void Unissued:** for approved payments that have not yet been issued (New status).

IV. Void / Reissue Issued Payments

Use this option for any payment that has already been issued (check printed or ACH transmitted).

How to Void or Reissue an Issued Payment

1. Select the radio button **Void/Reissue Issued Payment**.
2. Choose Search From (e.g., Check Request, Quick Pay, etc.) and Search By (Check Number, Invoice Number, Vendor, etc.).
3. Enter the search value, click SEARCH and SELECT the desired payment. The Void Reissue Form populates with the payment details.
4. In the Action dropdown choose either **Void** or **Reissue Check**.
5. If reissuing, (Reissued payments appear in Check Batch Processing for manual printing. To process via Auto Pay, use the Convert to Auto Pay option in Check Batch Processing.)

Search Payment

☒ Void/Reissue Issued Payment
 ☐ Void Unissued

Search From: Check Request
 Search By: Check Number
 Enter Check Number: 887

SEARCH RESULT

Invoice Date	Invoice Number	Check No	Amount	Vendor/Payee	Description	Action
Aug 22, 2025	11332	887	\$300.00	zuni - test 11	test	SELECT

Void Reissue Form
Void or reissue previously processed payments

Requested By: jbenavides@aclarian.com
 Sources: Check Request
 Source Id: f1677007-1260-4805-8df9-6e2fb88a08d6

Check #: 887
 Action: **Reissue Check**
 ACH Payment: No

New Check #:
 Invoice Number: 11332
 Invoice Date: 08/22/2025

Amount: \$ 300.00

6. Upload any supporting documentation if required.
7. Click SAVE to submit the form into workflow approval.

Important Note on Reissued Payments

Reissued payments will not be processed using the original payment method. They will appear in the Check Batch Processing for manual printing. To process via Auto Pay, use the Convert to Auto Pay option in Check Batch Processing.

What Happens After Approval (Issued Payments)

- The original payment is marked as void across payment reports. Voided Date (and Reissue Date when applicable) are recorded and available on reports.

Example of the check listing Report showing the new columns

Voided check:

Check Listing Report

Report Type: ☒ Paid Fiscal Year ☐ Incurred Fiscal Year Fiscal Year: 2026 SEARCH

Search all columns...

Columns: View, Ch, Ven, Pay, Status, Adj, Paid Fiscal, Paid Month, Voided Date, Incu, Incu, Pay, Type, Ban, V

View	Ch	Ven	Pay	Status	Adj	Paid Fiscal	Paid Month	Voided Date	Incu	Incu	Pay	Type	Ban	V
45		Test Ven...	\$100.00	Void	No	2026	11	07/16/2026	2025	8	Manual ...	Vendor	Sample ...	

Annotations:

- Paid Fiscal Month and Year is now retained for Voided payments
- Voided Date & Reissue Date shows when the payment was voided

Reissue check:

Check Listing Report

Report Type: ☒ Paid Fiscal Year ☐ Incurred Fiscal Year Fiscal Year: 2026 SEARCH

Search all columns...

Columns: View, Ch, Ven, Pay, Status, Adj, Paid Date, Reissue Date, Paid Fiscal Year, Paid Month, Incu, Incu, Pay, Type

View	Ch	Ven	Pay	Status	Adj	Paid Date	Reissue Date	Paid Fiscal Year	Paid Month	Incu	Incu	Pay	Type
88		zuni	\$300.00	Reissue	No	07/16/2026	07/16/2026	2026	2	2025	8	Manual ...	Vendor

Annotations:

- Paid Date and Reissue Date shows when the new check was printed out of check batch processing
- Paid Fiscal Year and Month is retained

- In the Payment Transaction Detail Report, a caret (>) appears next to the transaction. Clicking the caret expands a detailed history showing the void/reissue actions and related dates. Important:

Payment Transaction Detail Report

Start Date: End Date:

SEARCH RESET

Search all columns...

SHARE GRID LAYOUT SAVE GRID LAYOUT EXPORT CLEAR FILTERS

Check #	Vendor	General Ledger	Status	Paid Fiscal Year	Paid Fiscal Month	Reissue Date
888	zuni	470.0000.129000	Reissue	2026	Feb	07/16/2026

Columns: Filters:

Check #	Status	Voided Date	Reissue Date
887	Void	07/16/2026	
888	Current Reissue	07/16/2026	07/16/2026

- Associated General Ledger entries are automatically reversed. (When voiding a check)
- A void line is produced in the next positive pay file.
- The original Paid Fiscal Year and Paid Fiscal Month are permanently retained on both the voided and reissued records.

V. Void Unissued Payments

This feature gives you a clean, safe way to cancel or correct payments after they have been approved but before they have been issued. It eliminates the need for messy post-issuance reversals when an error is caught during check printing or ACH batch review.

How to Void an Unissued Payment

- Select the radio button Void Unissued.
- The form automatically surfaces only payments with status = "New" (approved but not yet issued). Paid/issued payments are excluded.
- Search and select the payment as usual.
- Complete any required fields and upload supporting documentation if needed.
- Click SAVE to submit into workflow.

Search Payment

☐ Void/Reissue Issued Payment ☒ Void Unissued

Search From: Search By: Enter Payment Date:

Check Request Payment Date 07/19/2026

SEARCH

SEARCH RESULT

Invoice Date	Invoice Number	Amount	Vendor/Payee	Description	Action
Jul 19, 2026	02	\$356.81	ALLSTATE BENEFITS	Uniforms	SELECT

What Happens Upon Void Approval (Unissued)

- The system reverses the associated AP GL postings only (no cash or Treasury impact).

GL Posting example in the source form (Check request):

Entry number	JE Short Description	JE Long Description	Month	Fiscal Year	Posting Date
5813	ALLSTATE BENEFITS		7	2026	07/22/2026

Account	Account Name	Debit	Credit	Comment
001.0000.202000	Accounts Payable	\$0.00	\$356.81	Uniforms
001.1000.552002	Operating Supplies - Uniforms	\$356.81	\$0.00	Uniforms

Reversal GL Posting example on the Void Reissue Form:

Entry number	JE Short Description	JE Long Description	Month	Fiscal Year	Posting Date
5814	ALLSTATE BENEFITS		7	2026	07/22/2026

Account	Account Name	Debit	Credit	Comment
001.0000.202000	Accounts Payable	\$356.81	\$0.00	
001.1000.552002	Operating Supplies - Uniforms	\$0.00	\$356.81	

- The payment is removed from Check Batch Processing or the ACH batch configuration. For ACH, the system prevents bank transmission.
- The payment is completely removed from Payments Reports.
- The completed Void Reissue Form is linked back to the original payment form

VIEW LINKED VOID & REISSUE FORM

Check Request Complete

Generate payment for vendor invoices without a Purchase Order

Workflow Started

First Approval

Second Approval

Final Approval

Completed

Vendor Name

ALLSTATE BENEFITS (BCXQCBTS87)

Requested By

jbenavides@aclarian.com

Address

6789 Spruce Way
Hillcrest, IL 45678

Invoice Date, if Applicable

07/19/2026

Invoice Number, if Applicable

02

Entry Number

5813

Auto-Pay

Manual Check

Memo Field on Check - 50 characters max

This Feature applies to:

- Manual Check batch payments
- ACH payments configured as Manual Batch or Automatic Batch

Out of Scope:

- ACH payments with Batch Configuration = “No Batch”
- Already-issued payments (continue to use the existing Void/Reissue Issued process)
- SmartPayables / physical checks

Key Advantage (Void - unissued)

Treasury Management routing remains unaffected because these voids carry no cash impact. Existing void and reissue processes for already-issued payments are completely unchanged.

Need Help?

If you have any questions, please reach out to Client Support. We're here to help.

Thank you for being a valued part of the Aclarian community!