



WISCONSIN ACCOUNTING MANUAL

Department of Administration – State Controller’s Office

Section	09	TREASURY	Effective Date	10/1/2015
Sub-section	04	Cancelling Payments (Stop Payments and Voids)	Revision Date	1/11/2022

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
4. The stop payment request is e-mailed to DOAStopPay@wisconsin.gov 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

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
 - i. The agency will need to go into the AP voucher and make any changes and remove the hold.
 - c. Do Not Re-issue/Close Liability
 - i. If this is a PO voucher, please review the status of the PO – if the PO/PO line is closed the funds will not go back on the PO to be used in the future.
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.

Returned/rejected STAR A/P ACH Payments

1. SCO monitors returned/rejected ACH payments at US Bank.
2. SCO voids the failed ACH payment and cancels the voucher in STAR.
3. SCO re-opens the voucher and places the payment on hold.
4. SCO will notify the issuing agency the ACH payment has been returned/rejected.
5. Business Partners Services removes the failed ACH information from the supplier tables.
6. The agency will need to go into the AP voucher and change the payment method to check or send updated banking information to Business Partners Services, wait for the supplier to be updated, then remove the payment from hold.