Electronic Void/ Reissue Check Form (should this include all payments?)

Assumption: Request will auto populate contact information for the person submitting the TASK (including PID?)

Questions/ Things to consider:

* Can external users use this form or only internal?
* Can we have direct links to Tritonlink/ Payment Compass on the form?
* IFIS checks issued by SFS, address update in Payment Compass
* Oracle checks issued by SFS, address update in Tritonlink
* Is the check number enough to locate supplier/ supplier site?
* What if we don’t have the check number?
  + Request that the payee reach out to their department
  + Transfer case to requesting department

**Electronic Form WorkFlow**

* **Requestor: Submits SNOW/ Check Payment Void Task**
* **Disbursements/ SFS: Review Request**
* **\*SFS/ Managed Care Review**
* **Completed: Notification to Requestor**

**Requestor: submits SNOW Task**

1. Where did the payment originate from? Drop Down/ Check Boxes
   1. Tritonlink/ Student Account - If this is selected, form routes to SFS for first review

Pop Up Message:

Before submitting this request, ensure you have updated your address/ payment method by logging into your Tritonlink account. If you’ve requested changes to your direct deposit information, please allow 2 weeks for the system to update before submitting this request if you would like your payment to go to the updated bank account.

**All payments that were originally issued prior to July 1st, 2020 will need an address update/ payment method update in Payment Compass in addition to updating in Tritonlink. Please log in to paymentcompass.ucsd.edu.**

* 1. Disbursements (via Concur or Oracle)

Pop Up Message:

Before submitting this request, ensure you have updated your address/ payment method by logging into your Payment Compass account at paymentcompass.ucsd.edu.

* 1. Payroll (via UC Path)
     1. If your payment was a paycheck and issued by UC Path, please reach out to XXX with questions related to this payment.
  2. Medical Center (what is their system?)
     1. If your payment was issued by the Med Center, please reach out to XXX to have this payment reissued\*

1. Who is this payment for? (can we pull in both Oracle supplier information and Student PID information?)

Payee Name

Payee Remit Address

1. Why does the check need to be voided?
   1. Incorrect Payee (help context: This payment was issued to the wrong person)
   2. Incorrect Amount
   3. Incorrect Address
   4. Duplicate Payment
   5. Stale (expired) Payment
   6. Lost/ Damaged
   7. Stolen/ Fraudulent
   8. Other (with comment field)
2. Does this payment need reissued?

YES or NO check boxes

**Original Payment Information**

For help identifying original payment information, login to Payment Compass.

1. What is the check number/ invoice number? One of the below fields must be entered

Check Number:

Invoice Number:

I do not have the check number Y or N

1. What is the issue date?
2. What is the dollar amount of the payment?
3. Notes/ Comments

Submit/ Complete

* 1. *Routes to Disbursements for Review/ SFS Review if Tritonlink/ Student Account*
  2. *Sends notification email to Requestor: Request XXXX has been routed for review. You will receive a confirmation email in 5 - 7 days once the request has been completed. Thank you, Disbursements, IPPS*

**Disbursements: Review Request**

All the above information populates.

1. Has this payment been voided?

YES or NO check boxes

If YES then

1. Payment VOID date:

1. Reissued in Oracle? (NA for SFS/ Managed Care) YES or NO check boxes
2. Notes/ Comments:

1. Is this an SFS payment? YES or NO check boxes

If YES then

1. *Routes to SFS for Review*

If NO then

This payment was not voided for the following reason:

1. Is this a Managed Care payment? YES or NO check boxes

If YES then

1. *Routes to SFS for Review*

If NO then

This payment was not voided for the following reason:

**SFS/ Managed Care Review**

Populates all the above information

1. Has this payment been reissued? YES or NO

If YES then

\*\*message to the requestor

If NO

\*\*message to the requestor