

Requesting a Canceled Payment

Canceled payments are requested via the Web-based Special Payroll Processing System (SPPS) Web. After Agencies review and research the Reporting Center report, Canceled Payments Requiring Agency Action Document Tracking System (DOTS) Report, and determine that a canceled payment needs to be issued, they should submit requests via SPPS Web.

Note: The Agency should run the Canceled Payments Requiring Agency Action (DOTS) report in the Reporting Center each pay period. The report may be run daily. Payments returned to NFC from Treasury are listed on the report. Payments will remain on the report even after reissuance. Agencies should notate payment reissuance for recordkeeping purposes.

Canceled Undeliverable Checks

Budget Object Class Code (BOC) 1195, Canceled & Undeliverable Checks, should be used for canceled undeliverable checks.

To Request a Canceled Payment via SPPS Web:

1. Select the Adjustments button on the SPPS Web Main Menu.
2. Select Adjustments. The Adjustments page is displayed.
3. Enter the applicable Social Security number (SSN) on the Adjustments page.
4. Remove the user identification (ID) from the User ID field, after entering the SSN.
5. Select the Search button. If there is an existing record for that SSN, the record will be displayed.
6. Select the Remarks/Note icon.
7. Select the applicable record.
8. Review the Adjustments page to see if a payment has been made to avoid duplicate payments.

Examples of canceled payments are:

- Net salary, routing number and/or account number is incorrect.
- Garnishment being returned due to wrong address (or paid in full)
- Health Savings Account (nontaxable)
- Regular financial allotments
- TSP Loans

Note: If a payment has been made, there will be a record on the Adjustments page. No further action is necessary. If a payment has not been made, then there will not be a record to review on the Adjustments page. Proceed with the remaining steps if there is no payment displayed.

9. Select the Add button to add a new record. The Add Adjustments page is displayed.
10. Complete the required fields. All required fields are designated by an asterisk (*).
11. Enter the pay period in which the payment was originally issued.
12. Leave the National Finance Center (NFC) Process check box blank. Do not check this field.
13. Select Miscellaneous Payment on the Type of Adjustment drop-down.
14. Enter Processing Canceled Check For PPXX/XXXX (complete the values for the pay period and year of the payment in the Agency Remarks field. If multiple pay periods are involved, this must be designated in the field).

Note: Be sure not to combine payments with different accounting. Only payments with the same accounting can be combined and reissued together. Payments with different accounting (e.g., crossing fiscal years) should be processed separately.

15. Select the Save button. The Miscellaneous Payment page is displayed.
16. Select Canceled & Undeliverable Checks on the Type Of Payment drop-down. Transaction Code (TC) 3, Suffix 06, Canceled & Undeliverable Checks, will be generated.
17. Enter the applicable accounting in the Acct field. The accounting is located on the Canceled Payments Report under the Accounting column.
18. Enter the net amount of the payment in the Gross Amt field. This amount is displayed on the Reporting Center report, Canceled Payments Requiring Agency Action DOTS Report.
19. Select the Save button.
20. Select the Address button. The Check Mailing Address page is displayed.
21. Review and/or revise the information on the Check Mailing Address page.
22. Select the Save button. The Miscellaneous Payment page is displayed.
23. Select the Computation button. The Computation List page is displayed.
24. Review the information on the Computation List page.
25. Select the Close button. The Miscellaneous Payment page is displayed.
26. Select the Certify button. The Certify Adjustment page is displayed.
27. Review the information on the Certify Adjustment page.
28. Select the Certify button. A Certification popup appears.

29. Select the OK button on the Certification popup. The Miscellaneous Payment page is displayed.
30. Select the Approval button. Payment is now ready to be disbursed during the next Manual Pay Schedule (Monday-Friday 11:00 a.m. central time).

Note: If the payment exceeds a certain amount (e.g., \$5,000.00), it may require additional approval.

Note: The Agency should inform the employee to stop the allotment before the payment is reissued. If the employee does not stop the allotment, the Agency is responsible for stopping the allotment. The Agency should not reissue the money until the payment has been stopped. This ensures that the allotment is stopped. Stopping the allotment does not harm the employee. The allotment is being returned, and the employee is not receiving benefit of it. Stopping the allotment ensures the employee receives their pay in a timely manner.