

## I.30.5.B Cancel Payments

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## Revision History

Version	Date	Revision Notes

DRAFT

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## Table of Contents

Business Process Overview .....	4
Dependencies and Constraints .....	4
Business Process Flow Details .....	4
Interim Reports .....	5

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## Business Process Overview

The Cancel Payments interim business process addresses the cancellation and reissuance of payments, which includes the methods to stop, cancel, void, and reissue payments made within Florida PALM.

## Dependencies and Constraints

- Any payment reissue will require a new payment to be entered into Departmental FLAIR.
- All reports are available to Wave organizations in Florida PALM and/or the Information Warehouse.
- For urgent payment cancellations, the party responsible for the banking relationship (either the agency or Treasury) also notifies the bank, as applicable.
- Detailed payment information related to CRA will not be available in Florida PALM for cancellations for Wave organizations.

## Business Process Flow Details

Table 1: Process Steps Included on Interim Business Process Model Flow

I.30.5.B Cancel Payments		
Swim Lanes – Definition	<p><b>DFS Payment Cancellation Processor:</b> DFS role responsible for identifying, initiating, and processing payment cancellations</p> <p><b>Treasury Payment Cancellation Processor:</b> Division of Treasury role responsible for processing payment cancellations</p> <p><b>Wave Organization Payment Cancellation Processor:</b> Wave organization role responsible for identifying and initiating payment cancellations</p>	
Process Step ID	Process Step Title	Description of Process
1	30.5.4 Cancel and Reissue Payments Steps 1-5	The Wave Organization Payment Cancellation Processor identifies the need to cancel a payment based on applicable business events and requests a cancellation by using an electronic form in Florida PALM (for Treasury managed bank accounts) and then contacts the bank (non-treasury managed bank accounts).
2	30.5.4 Cancel and Reissue Payments Steps 7-9	<p>The DFS Payment Cancellation Processor provides oversight for payment cancellation requests of a disbursement made through Florida PALM. When applicable, the DFS Payment Cancellation Processor escalates time sensitive requests by notifying the bank or Treasury by phone.</p> <p>The Payment Status Report lists warrant and electronic payment details that are in a cleared or outstanding status. This information is used to determine whether cancellation is possible.</p>

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Process Step ID	Process Step Title	Description of Process
3	30.5.4 Cancel and Reissue Payments Step 10	If the payment cancellation request is associated with a CRA payment, Treasury is responsible for reviewing the request and managing any required contact with the bank.
4	30.5.4 Cancel and Reissue Payments Steps 11-12	Florida PALM records payment cancellations, and closes the associated liability. The Canceled Payments report lists all payments that have been canceled within Florida PALM.  If the payment is to be reissued, then the Process Vouchers interim business process will be used.
5	Adjustment File	Florida PALM generates an Adjustment File of canceled warrants for the Wave organization to review.
6	Record Adjustments	The Wave Organization Payment Cancellation Processor records the cancellation adjustments in Departmental FLAIR.

## Interim Reports

Table 2: Reports Included on Interim Business Process Model Flow

Report Number	Report Description	Report Frequency	Audience
R1	Payment Status – a report of warrant and electronic payment detail and status (cleared, outstanding, canceled, or reissued)	Periodic, Monthly	Organizations, DFS
R2	Canceled Payments – a report that lists all canceled payments and the number of days outstanding at the point of cancellation	Periodic, Monthly	Organizations, DFS