

STANDARD CANCELLATION

FREQUENTLY ASKED QUESTIONS

When should a cancellation be done?

When the payee is no longer entitled to the funds. If the payee is entitled, a replacement request [form 212](#) should be sent to the payee and returned to SAB.

Why isn't the payment pulling up to be cancelled?

Verify payment detail in the MT Payment Inquiry screen. Check the Business Unit; the BU used when the payment was originally created must be used. Also, the payment cannot be cancelled if it is in a reconciled status.

What should I do if the payment is stale-dated?

Send an IUJ request [form 215](#) to SAB and the funds will be returned to your agency upon processing.

What SABHRS security role do I need?

SABHRS FS role "FS Agency Cancel Payments". Agencies will determine who will be granted this role and contact their security officer to request the update.

Do I have to leave a comment?

No, this is a business process, each agency can decide what will be most useful.

How do I cancel a Payment Plus payment?

Contact saccounting@mt.gov: include the payment reference ID number and amount in your email.

How do I request a Manual ACH Return?

Contact saccounting@mt.gov: include the payment reference ID number and amount in your email.