



County of Riverside  
OFFICE OF THE AUDITOR-CONTROLLER  
STANDARD PRACTICE MANUAL

		<b>SUBJECT:</b> DEPARTMENT REQUEST TO STOP OR CANCEL A WARRANT
<b>SECTION:</b>	2	<b>CATEGORY:</b> ACCOUNTS PAYABLE POLICIES
<b>POLICY NUMBER:</b>	215	
<b>REVISED DATE:</b>	11/22/24	<b>APPROVED BY:</b> <i>Ben J. Brait</i>

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**PURPOSE:** To establish standard guidelines and procedures for County departments, agencies, and special districts when requesting to stop or cancel a County Supplier warrant; also known as “B” Warrants.

**SCOPE:** Applies to all County departments, agencies, special districts, and authorities that are governed by Riverside County Board of Supervisors, and/or which maintain funds in the county Treasury.

**POLICY:** This policy details the overall responsibilities to be followed by all County departments and the Auditor-Controller's Office (ACO) when requesting to cancel or stop payment on a warrant issued to a supplier. For the purpose of this policy, Supplier will refer to any entity that has received a payment issued by utilizing the PeopleSoft Accounts Payable Module.

**PROCEDURE:** This policy details the process and required online forms to be completed by the issuing department when requesting a warrant to be stopped or canceled. It also includes the process, required documentation and the roles and responsibilities of the department and the ACO when reissuing a new warrant.

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**POLICY OVERVIEW**

During the course of business, a department will find they may need to have a warrant stopped or cancelled. Whenever possible, the original warrant should be acquired and sent to the ACO when a cancellation is needed. When a warrant is not available, the ACO will perform a stop payment with the banking institution.

**DEPARTMENT RESPONSIBILITIES**

- 1) Locate the payment information in PeopleSoft Financials to verify if the warrant was issued in error to the supplier or if the wrong information is reflected on the warrant.
- 2) If the warrant is reported as “lost in the mail” be sure to allow a minimum of 20 days for the check to be delivered in the mail before requesting a Stop Payment.
- 3) Utilizing the Payment Inquiry page in PeopleSoft, review the Reconciliation status to determine **if** the warrant can be stopped or cancelled.
  - a. Outstanding / Unreconciled - The warrant has not been cancelled, stopped, paid or stale dated.
  - b. Canceled / Stopped – When the original warrants is in the County’s possession, the cancelled process will used in PeopleSoft and the information will be transferred to the banking institution in the nightly batch process. When the original warrant is not available, a stop payment will be performed in PeopleSoft and the banking institution.
  - c. Paid / Reconciled – The warrant has been presented for payment and has been reconciled as paid in PeopleSoft.
  - d. Stale Dated – The warrant is considered stale dated when it is greater than 185 days from the date of issuance. If a warrant has stale dated, refer to *SPM 214 Stale Dated Warrant Process* for further instructions.
- 4) If the warrant is still showing outstanding / unreconciled, navigate to the RIVCO Help Service Now portal [Service Now- ACO Accounts Payable - Employee Service Center](#) and complete the **online Stop/ Cancel Request**. If you are requesting the warrant to be re-issued the required AP-3 [AP3\\_Lost\\_Destroyed\\_Warrant.doc](#) will need to be attached to the online request or the payment will not be re-issued.
- 5) If the original warrant is available, select a Request type of “Cancellation Void” and deliver the original warrant to the ACO Office with a note of the online Request ID.
- 6) If the original warrant is not available, select a Request type of “Stop Payment”.
- 7) If for any reason, the warrant was paid and the department believes the funds are due back from the supplier, the department will be responsible to perform said collections. Refer to *SPM 306 Accounts Receivable Collections and Write-Off*.
- 8) When a warrant has been returned to the department because the address is incorrect. Review the original invoice to ensure the correct address was selected. If the correct address was selected, contact the supplier and advise them the warrant was returned to the County. If the supplier states the address needs to be updated, refer to Policy *SPM 201 Establishing or Changing Supplier Information*.

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9) For a stop/cancel and **reissue** request, the new address must be updated prior to the online Form being submitted or the warrant will be re-issued on hold. Departments will be responsible to release the Voucher hold, and select the new address, in order to release the payment.

10) To avoid any potential fraud, the address should always be correct on the face of the warrant.

**\*Note:** Emailed "Stop/Cancel Request" will no longer be accepted. Departments will receive a system generated email after they have submitted their request and once the request has been processed by the ACO.

**AUDITOR-CONTROLLER RESPONSIBILITIES**

- 1) Confirm the status of the warrant and review and process the online Stop/Cancel Request.
- 2) Depending on the deposition from the department, cancel or stop the warrant accordingly.
- 3) When a deposition to cancel/stop **and** reissue is given, the ACO will review the required AP-3 and the address to ensure it is updated and/or correct and complete the request. If an address change has not been submitted, the ACO will re-issue the warrant on hold.

**SECURITY ROLE:**

The security roles for cancellation of payments are reserved solely for the use by the Auditor-Controller's Office or Department of Social Services employees that have been deputized by the Auditor-Controller.

**RECORD RETENTION:**

The Auditor-Controller is the department of record for all processed Stop/Cancel Request. These online forms and supporting documentation are kept electronically in accordance with the County's General Records Retention Policy. This policy calls for the safekeeping of records for the current fiscal year plus seven (7) additional fiscal years.

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