

CANCEL PAYMENT

Introduction

This section describes how to cancel a payment in progress. Only payments that have not been processed completely can be canceled, i.e., the status of a payment must be **Submitted** for it to be canceled. If a payment has already been processed it cannot be cancelled.

NOTE: Payments cannot be canceled after 4:00 PM.

1. Follow the steps in the section, *Navigating to Payment Information*.
2. Click **Cancel Payments**.

The screenshot shows the QUEST Employer User Guide interface. The top navigation bar includes the Commonwealth of Massachusetts logo, the date 'Tuesday, July 19, 2011', and a 'Print Preview' link. Below the navigation bar are links for 'Change Password' and 'Logoff'. The main content area is divided into two columns. The left column contains a sidebar menu with options like 'Employer Home', 'FAQ', 'Workflow - My Inbox', 'Account Maintenance', 'Benefit Charge Activities', 'Correspondence', 'Employment and Wage Detail Reporting', and 'Payment Information'. The 'Payment Information' section is expanded, showing 'Cancel Payments', 'Payment Account Summary', 'Search Payments', and 'Request for 940'. The right column contains the main content area, which is divided into two sections: 'Employer Information' and 'Payment Information'. The 'Payment Information' section is highlighted with a red circle, and the 'Cancel Payments' link is also highlighted with a red circle. Below the 'Cancel Payments' link, there is a description: 'List of all unprocessed post-dated electronic payments and provides the option for canceling a payment.'

3. The **Cancel a Post-Dated Payment** page appears, listing all unprocessed payments eligible for cancellation. Click on the **Confirmation Number**.

The screenshot shows the 'Cancel a Post-Dated Payment' page. The top section is 'Employer Information' with fields for 'Employer Account Number' and 'Employer Name'. Below this is the 'Cancel a Post-Dated Payment' section, which contains a table with the following columns: 'Confirmation Number', 'Payment Amount', and 'Effective Date'. The table has one row with the following data: '00000000', '\$2,892.07', and '7/18/2011'. The 'Confirmation Number' '00000000' is circled in red. Below the table, there is a message: 'Payments can not be canceled after 4:00 p.m. Select the Payment to Cancel.' and a 'Previous' button.

4. Enter notes about the cancellation and click **Submit**.

The screenshot shows the 'Cancel a Post Dated Payment' page. The top section is 'Cancel a Post Dated Payment' with fields for 'Payment Confirmation Number: 00000000', 'Payment Amount: \$2,892.07', and 'Payment Effective Date: 7/18/2011'. Below this is the 'Notes' section, which contains a text area for entering notes. At the bottom of the page, there are 'Previous' and 'Submit' buttons.

5. An information page appears confirming that the cancellation is complete.

| Employer Information | |
|--|---------------------------|
| Employer Account Number: [REDACTED] | Employer Name: [REDACTED] |
| Payment #000000000 \$2,892.07 has been canceled. | |
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