

## COMPLETING A CHECK VOID REQUEST FORM

A check void is a request to our financial institution (bank) to not process a check upon presentation. **All void requests must be done through the online form.** No versions of the previous paper forms will be accepted.

The most frequent reasons for a void request are a lost, stolen, or damaged check or an incorrect payment. If a check was sent through US Mail and the remittance address is correct, a check should not be voided and reissued for a *minimum of 10 days* after the check was mailed.

A department may initiate a void request by completing a form that can be found at [Void Submission Dashboard](#). A check void request can result in a new check being reissued or the original payment voucher being voided if no reissue is necessary. After a void is processed by the Comptroller's Office through the bank and in Colleague, a new check can be reissued. The process to create a reissued check can take up to a week.

### Important Information to share with Payees regarding voids and reissues

- Once the void/reissue is requested, the original check is no longer valid and should NOT be deposited/cashed. Depositing or cashing the original check may result in bank charges for the Payee as it will not be paid by the University upon presentment.
  - Provide payee with original check number for their reference
  - The issue date of new check will be AFTER the date of the void request
  - It could take up to 2-3 weeks to receive reissued check.

The following steps outline the completion of the Check Void and Reissue form:



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**Office of the Comptroller**

Campus Box 1200  
Normal, IL 61790-3040  
Phone: (309) 438-5672  
Comptrollers.IllinoisState.edu

## Check Void and Reissue

This program is designed to aid in the processing of Check Void and Reissues.

### Request Information

<b>Reason for Request:</b>	Select... *	▼
<b>Payee Type:</b>	Select... ▼	
<b>Payee:</b>	* *	
<b>Check Number:</b>	* *	<b>Amount:</b> *
<b>Date Issued:</b>	* * * * *	<b>F.Y.:</b> *
<b>Check need Reissued:</b>	Select... *	▼

### Attachments

**Attachments:**

### Authorization

I certify that the information submitted on this form is accurate. I certify I have authority to submit this Void and Reissue form.

Reasons for check void requests are listed here:



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### Request Information

<b>Reason for Request:</b>	Select... *	
<b>Payee Type:</b>	Select...	
<b>Payee:</b>	Stale Dated	*
<b>Check Number:</b>	Lost/Not Received	*
<b>Date Issued:</b>	Duplicate Payment	*
<b>Check need Reissued:</b>	Incorrect Vendor/ACH	
<b>Attachments</b>	Incorrect Amount	
<b>Attachments:</b>	Event Cancelled	
	Wrong Address	
<b>Authorization</b>	Other	

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If "Duplicate Payment" option is selected, a new textbox appears for you to enter the Voucher number of the original payment.



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### Request Information

<b>Reason for Request:</b>	Duplicate Payment	▼
	Original Voucher Number:	<input type="text"/>
<b>Payee Type:</b>	Select...	▼
<b>Payee:</b>	<input type="text"/>	*
<b>Check Number:</b>	<input type="text"/>	*
<b>Amount:</b>	<input type="text"/>	*
<b>Date Issued:</b>	<input type="text"/>	*
<b>F.Y.:</b>	<input type="text"/>	*
<b>Check need Reissued:</b>	Select...	▼

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If the reason is not one of the drop-down options, then the "Other" option should be selected. A new textbox will appear to type in a reason.



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### Request Information

<b>Reason for Request:</b>	Other	▼
	<input type="text"/>	
<b>Payee Type:</b>	Select...	▼
<b>Payee:</b>	<input type="text"/>	
<b>Check Number:</b>	<input type="text"/>	<b>Amount:</b> <input type="text"/>
<b>Date Issued:</b>	<input type="text"/>	<b>F.Y.:</b> <input type="text"/>
<b>Check need Reissued:</b>	Select...	▼

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Select the "Payee Type" from the dropdown



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### Request Information

<b>Reason for Request:</b>	Other	
<b>Payee Type:</b>	Select...	
<b>Payee:</b>	Select...	*
<b>Check Number:</b>	Vendor	Amount: *
<b>Date Issued:</b>	Student Account	F.Y. *
<b>Check need Reissued:</b>	Parent Plus Loan	

### Attachments

**Attachments:**

### Authorization

I certify that the information submitted on this form is accurate. I certify I have authority to submit this Void and Reissue form.

If "Vendor" is selected, simply complete the required fields

<b>Payee Type:</b>	Vendor	<input type="button" value="v"/>
<b>Payee:</b>	<input type="text"/>	
<b>Check Number:</b>	<input type="text"/>	<b>Amount:</b> <input type="text"/>
<b>Date Issued:</b>	<input type="text"/>	<b>F.Y.:</b> <input type="text"/>

If "Student Account" is selected, complete the required fields along with the "Student Account Information" section.

<b>Payee Type:</b>	Student Account	<input type="button" value="v"/>
<b>Payee:</b>	<input type="text"/>	
<b>Check Number:</b>	<input type="text"/>	<b>Amount:</b> <input type="text"/>
<b>Date Issued:</b>	<input type="text"/>	<b>F.Y.:</b> <input type="text"/>
<b>Check need Reissued:</b>	Select...	<input type="button" value="v"/>



### Student Account Information

<b>UID:</b>	<input type="text"/>
<b>Student:</b>	<input type="text"/>
<b>EMPLID:</b>	<input type="text"/>
<b>Phone:</b>	<input type="text"/>

If "Parent Plus Loan" is selected, complete the required fields along with the "Parent Plus Loan Information" section.

<b>Payee Type:</b>	Parent Plus Loan	<input type="button" value="v"/>
<b>Payee:</b>	<input type="text"/>	
<b>Check Number:</b>	<input type="text"/>	<b>Amount:</b> <input type="text"/>
<b>Date Issued:</b>	<input type="text"/>	<b>F.Y.:</b> <input type="text"/>
<b>Check need Reissued:</b>	Select...	<input type="button" value="v"/>

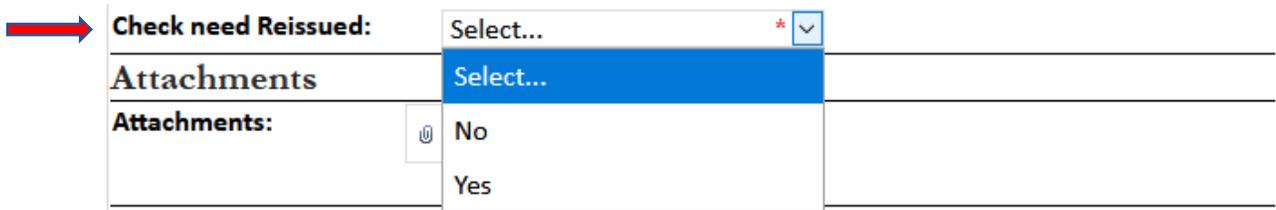


### Parent Plus Loan Information

<b>Parent EMPLID:</b>	<input type="text"/>
<b>Parent Email:</b>	<input type="text"/>
<b>Student:</b>	<input type="text"/>

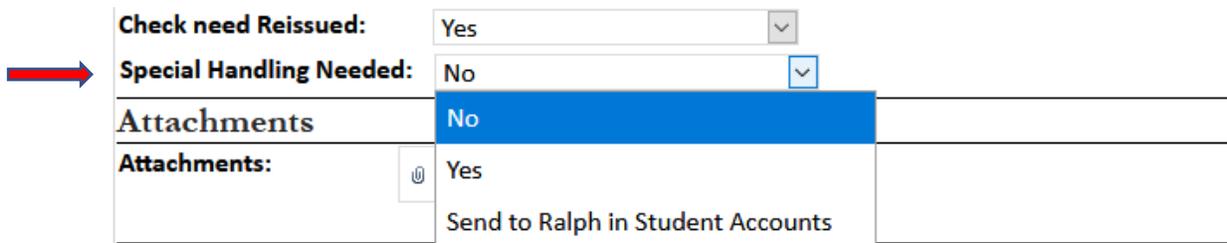
For "Check needs Reissued," one of the following selections must be chosen:

- No – check should not be reissued, and the voucher should be voided
- Yes – check needs to be reissued



A screenshot of a web form. A red arrow points to the 'Check need Reissued:' dropdown menu, which is open and showing 'Select...' as the current selection. Below it, the 'Attachments' dropdown menu is also open, showing 'Select...' as the current selection. The 'Attachments:' label is followed by a trash icon and the options 'No' and 'Yes'.

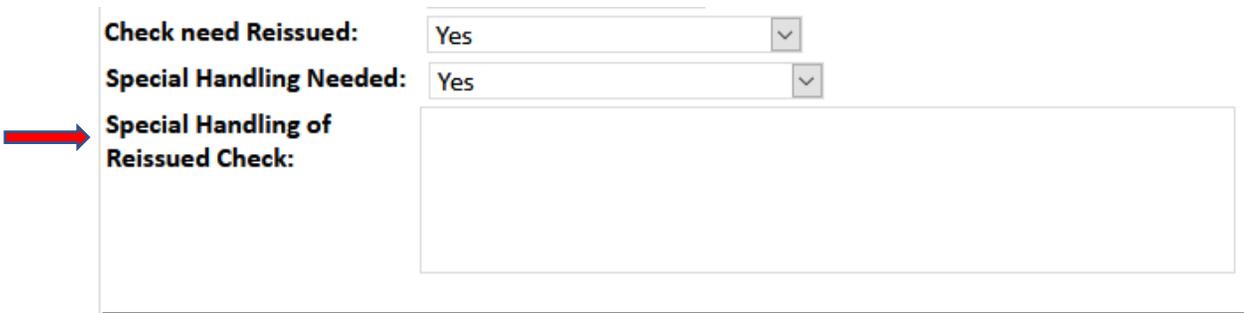
If "Yes" is chosen, an additional field appears regarding Special Handling:



A screenshot of a web form. A red arrow points to the 'Special Handling Needed:' dropdown menu, which is open and showing 'No' as the current selection. Below it, the 'Attachments' dropdown menu is also open, showing 'No' as the current selection. The 'Attachments:' label is followed by a trash icon and the options 'Yes' and 'Send to Ralph in Student Accounts'.

If "No" is chosen for Special Handling Needed, the check will be sent through US Mail to the payee.

If "Yes" is chosen, a new box will open to allow the entry of your special mailing instructions.



A screenshot of a web form. A red arrow points to the 'Special Handling of Reissued Check:' text area, which is empty. Above it, the 'Check need Reissued:' dropdown menu is set to 'Yes' and the 'Special Handling Needed:' dropdown menu is set to 'Yes'.

Documents can be uploaded in the “Attachments” section. Examples of attachments include:

- Support for change of address
- Support for reason for reissue

Do not attach a copy of the paper void request form

**Attachments**

**Attachments:**   Click here to attach a file

Once the form is complete, certify the information on the form by selecting the check box.

**Authorization**

  I certify that the information submitted on this form is accurate. I certify I have authority to submit this Void and Reissue form.

Then click “Submit.”

 **Submit**

Notice the three sections on your dashboard. “Pending my Resubmission” on the left will show any requests that cannot be completed (you will receive an email as to why it cannot be completed). “Currently being processed” on the right will show requests that the Cashiers or Business Office are working on. Finally, “Completed” will show the Void & Reissue requests that have successfully been completed (you will also receive a completed email).

### Check Void and Reissue

This page is used to track Check and Void requests. To submit a new request, [Click Here](#).

#### Pending my Resubmission

Edit Form ID Date Issued Check Number Amount

There are no items to show in this view of the “Check Void and Reissue” list.

#### Currently being processed

Form ID	Date Issued	Check Number	Amount
109	10/12/2020	1531121	\$500.00

#### Completed

Form ID	Payee	Date Issued	Check Number	Amount
105	Joe Smith	11/4/2020	1010101	\$500.00