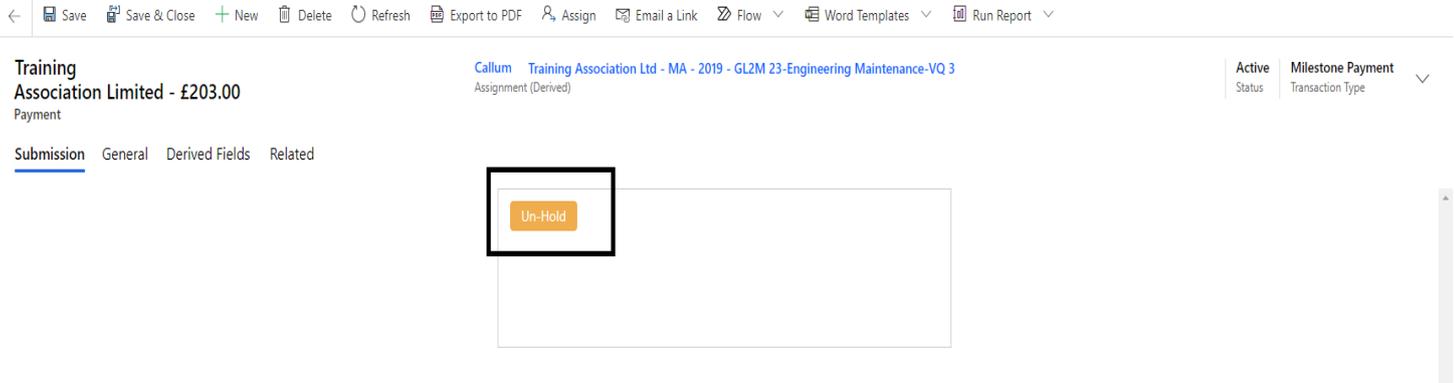
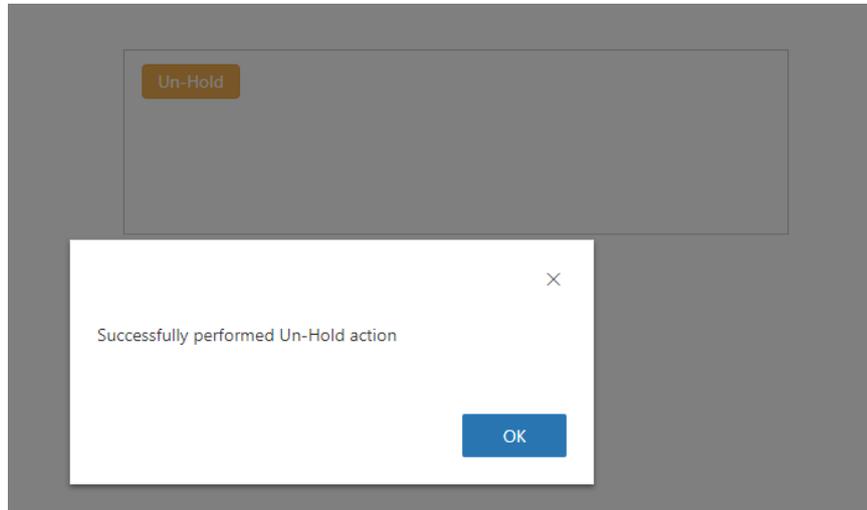


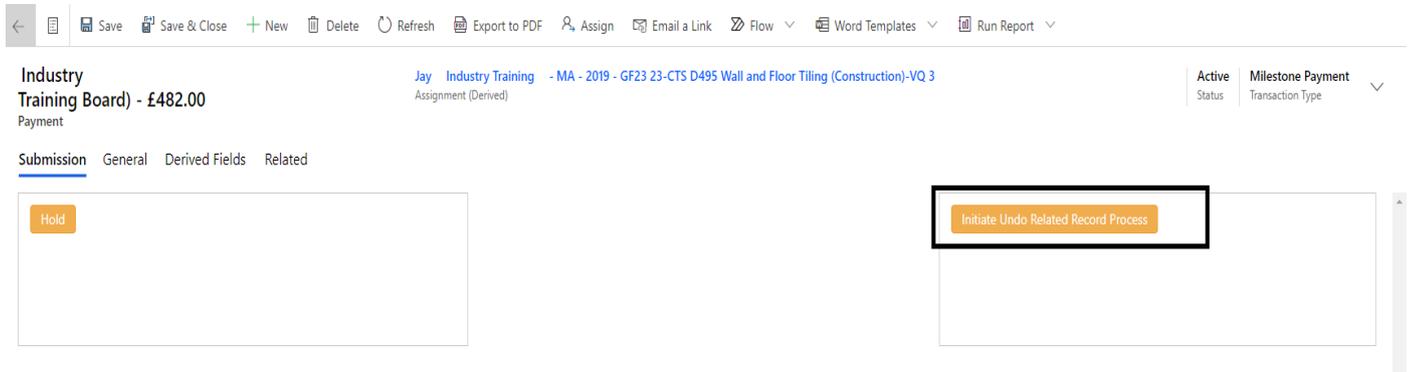
- To remove the Hold on a claim, follow the previous steps shown to view the payment record then click **Un-hold**. The **Un-hold** button only appears when the claim is on Hold. Clicking on **Un-hold** will release the claim for payment and the status will return to “Ready to Send to Finance”:



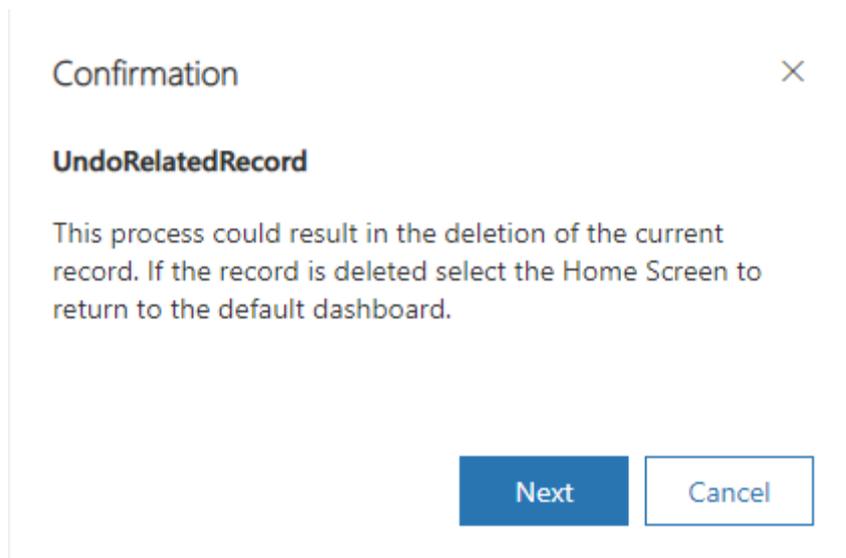
- When the action has been completed, the popup box will display the below message. Click on **OK** to finish:



7. To undo a claim prior to it being processed by SDS Finance, follow the previous steps to open the payment record and then click the Initiate Undo Related Records Process button:



8. The confirmation popup box below will be displayed. This message is to inform users that once the undo action has been performed, the original claim record will no longer exist and the home button should be clicked on to return to the main dashboard screen. Clicking on Next will undo the claim and the payment will be removed from the Pre-Posting view:



- Clicking on Cancel will stop the undo process and the screen will refresh. The claim will still be listed on the Pre-Posting system view, awaiting payment in the weekly posting run by SDS Finance.

For any claims undone by Training Providers, the claim on the individual assignment IPP will show as "Available to Claim" and claims can be resubmitted when required.