

User Guide

Check Management

BANKLINK.

Another Fiserv Connection

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STOP PAYMENTS

ABOUT STOP PAYMENTS

The Stop Payments module provides you with the ability to create, track, and manage Stop Payment requests for paper checks issued by your company or a proxy. For users with the appropriate validations, submitted stop payments can also be cancelled.

 **Note:** The Stop Payments module works **only** with paper checks issued by your company or a proxy. Payments and funds transfers issued by other means, whether initiated using the system or outside of its functionality, cannot be “stopped” using the Stop Payments module.

USING THE STOP PAYMENTS MODULE

Use the Stop Payments module to:

- Create and submit stop payment requests for a single check or for a range of checks.
- Modify pending stop payment requests.
- Delete pending stop payment requests.
- Cancel submitted stop payment requests.
- Access a report detailing stop payment requests and their disposition.

CREATING A STOP PAYMENT REQUEST

You can create stop payment requests for single checks, or for a range of checks. See the appropriate sub-section of this section for instructions and additional information.

REQUESTING STOP PAYMENT FOR A SINGLE CHECK

To create a stop payment request for a single check:

1. From the **Check Mgmt** menu, select **Stop Payments**. The Stop Payments Compose Disclaimer pane is displayed.
2. Review the Stop Payments Compose disclaimer, then click the **OK** button to continue.
If there are pending stop payments, you will begin at the Pending Stop Payments tab (see step 3); if there are no pending stop payments, you will begin at the Create Stop Payment tab (see step 4).
3. On the Pending Stop Payment tab, click the **Create** button. The Create Stop Payment tab is displayed.
If you are already on the Create Stop Payment tab, skip to the next step.
4. From the **Account** drop-down list, select the account on which the check was drawn.
5. Choose the **Single** radio button.
6. In the **Check** field, enter the check number.
7. In the **Amount** field, enter the check amount.
8. In the **Issue Date** field, enter the date the check was issued, using **mm/dd/yyyy** format.
9. In the **Payee** field, enter the name of the check payee.
10. In the **Reason** field, enter the reason for the stop payment request.
11. *[Optional]* In the **Phone** field in the **Contact Info** row, enter your telephone number.
12. *[Optional]* In the **Fax** field in the **Contact Info** row, enter your fax number.
13. *[Optional]* In the **Comments** fields, enter any additional comments.
14. Click the **Save** button.

The system verifies the status of the checks (e.g. Paid, Not Paid).

- Check has been processed
- Check has not been processed

A status message is displayed

Your request is added to the Pending Stop Payment pane.

The Pending Stop Payment tab is displayed. There, you can modify, submit, or delete Stop Payment requests.

REQUESTING STOP PAYMENT FOR A RANGE OF CHECKS

To create a stop payment request for a range of checks:

1. From the **Check Mgmt** menu, select **Stop Payment**. The Stop Payments Compose Disclaimer pane is displayed.
2. Review the Stop Payments Compose disclaimer, then click the **OK** button to continue.
If there are pending transactions, you will begin at the Pending Stop Payments tab (see step 3); if there are no pending transactions, you will begin at the Create Stop Payment tab (see step 4).
3. On the Pending Stop Payment tab, click the **Create** button. The Create Stop Payment tab is displayed.
If you are already on the Create Stop Payment tab, skip to the next step.
4. From the **Account** drop-down list, select the account on which the check was drawn.
5. Select the **Range** radio button.
6. In the **Check From** field, enter the first check number of the range.
7. In the **Check To** field, enter the last check number of the range. This may be the same number as the check number in the **Check From** field.
8. In the **Reason** field, enter the reason for the stop payment request.
9. *[Optional]* In the **Phone** field in the **Contact Info** row, enter your telephone number.
10. *[Optional]* In the **Fax** field in the **Contact Info** row, enter your fax number.
11. *[Optional]* In the **Comments** fields, enter any additional comments.
12. Click the **Save** button.

The system verifies the status of the checks (e.g. Paid, Not Paid).

- Check has been processed

A status message is displayed.

- Check has not been processed

Your request is added to the Pending Stop Payment pane.

The Pending Stop Payment tab is displayed. There, you can modify, submit, or delete Stop Payment requests.

MODIFYING A STOP PAYMENT REQUEST


To modify Stop Payment requests that have not yet been submitted:

1. Access the Pending Stop Payments tab:
 - From within the Stop Payments module
Select the **Pending Stop Payment** tab.
 - From anywhere else in the system
 1. From the **Check Mgmt** menu, select **Stop Payment**. The Stop Payments Compose Disclaimer pane is displayed.
 2. Review the Stop Payments Compose disclaimer, then click the **OK** button to continue. The Pending Stop Payment tab is displayed.
2. Click the **modify** hyperlink associated with the request to be modified. The Modify Stop Payments screen is displayed.
3. Make the necessary changes. See the “Requesting Stop Payment for a Single Check” and “Requesting Stop Payment for a Range of Checks” sections of this document for information on the fields that can be modified.
4. Click the **Save** button.

[Optional] To discard your changes, click the **Reset** button.

SUBMITTING A STOP PAYMENT REQUEST

Stop Payment requests must be submitted to the system before they can be processed. You can submit a single stop payment request, select multiple requests to submit, or submit all requests at the same time.

 **Note:** Upon successful submission to the server, the confirmation screen will display the message “Accepted.”

Until all processing is complete, however, the following messages may still be associated with a transaction on the Pending Items screen:

Message	Definition
“Awaiting Confirmation”	Transaction has been accepted but has not yet been fully processed.
“Failed” or “Rejected”	Transaction was rejected by the system. Mouse-over the message for failure details.

Once the transaction has been processed by the system, it is removed from the Pending Items tab.

To submit Stop Payment requests:

1. Access the Pending Stop Payments tab:
 - From within the Stop Payments module
Select the **Pending Stop Payment** tab.
 - From anywhere else in the system
 1. From the **Check Mgmt** menu, select **Stop Payment**. The Stop Payments Compose Disclaimer pane is displayed.
 2. Review the Stop Payments Compose disclaimer, then click the **OK** button to continue. The Pending Stop Payment tab is displayed.
2. In the Pending Stop Payments pane:
 - Single request
Click the **submit** hyperlink associated with the request to be submitted.
 - Multiple requests
 1. Select the checkboxes associated with the requests to be submitted.
 2. Click the **Submit** button.
The Submit Verification screen is displayed.
3. In the **Enter your password for submit** field, enter your transaction password.
4. Click the **Verify** button. The Submit Confirmation screen is displayed.
5. *[Optional]* To print the confirmation, click the **Print** button. Make the necessary selections in the Print dialog box, then click the **OK** button.
6. Click the **OK** button to close the confirmation screen and return to the Pending Stop Payments tab.

DELETING A STOP PAYMENT REQUEST

You can delete a single pending stop payment request, select multiple pending requests to delete, or delete all pending requests at the same time.

To delete pending Stop Payment requests:

1. Access the Stop Payments module:
 - From within the Stop Payments module
Select the **Pending Stop Payment** tab.
 - From anywhere else in the system
 1. From the **Check Mgmt** menu, select **Stop Payment**. The Stop Payments Compose Disclaimer pane is displayed.
 2. Review the Stop Payments Compose disclaimer, then click the **OK** button to continue. The Pending Stop Payment tab is displayed.
2. In the Pending Stop Payments pane:
 - Single request
Click the **submit** hyperlink associated with the request to be submitted.
 - Multiple requests
 1. Select the checkboxes associated with the requests to be submitted.
 2. Click the **Delete** button.

A confirmation message is displayed in a pop-up window.
3. Click the **OK** button. The Stop Payment requests are deleted.
[Optional] Click **Cancel** to discard the deletion request.

STOP PAYMENT REPORT

The Stop Payment report displays the status of Stop Payment requests.

To create a report of stop payment requests:

- I. Access the report parameters pane:
 - From within the Stop Payment module:
From the **Reporting** menu, select **Stop Payment Report**.
 - From anywhere else in the system:
 1. From the **Reporting** menu, select All Reports. The All Reports screen is displayed.
 2. In the Check Management pane, click the **Stop Payment Report** hyperlink.

The Stop Payment Report parameters pane is displayed.


2. From the **Account** drop-down list, select an account number, or select **All**.
3. From the **Status** drop-down list, select a status, or select **All**.
4. In the **Date Range From** and **To** fields, enter starting and ending dates. Use **mm/dd/yyyy** format.
5. Click the **Submit** button. The Stop Payment Report pane is displayed.

For each stop payment request, the Stop Payment report presents data in some or all of the following columns:

This column...	Displays the...
Create Date	Date and time the request was created.
Account #	Account number for which the requestor requested a stop payment.
From Check	Starting number in the check range to be stopped (if a range was requested), or the check number to be stopped (if a single check was requested).
To Check	Ending number in the check range to be stopped (if a range was requested), or blank (if a single check was requested).
Amount	Amount for which the check was written, as entered in the request.
Issue/Post Date	Date the check was issued or posted, as entered in the request.
Composed By	System User ID of the user who created the request.
Status	System status of the request.
Reference #	System-generated reference number for the request. This reference number is the same as that displayed when the submission confirmation was displayed.

From the Stop Payment report, you can:

- **View additional details about a request**
Click a **view** link. The Stop Payment Detail pane is displayed. See below for additional information.
- **Print the Stop Payment report**
Click the **Print** button beneath the Stop Payment Report pane.
- **Export the Stop Payment report in ASCII format**
Click the **Export** button to export this report in ASCII format. See the “**Error! Reference source not found.**” section of the **Getting Started** document for additional information.

 **Note:** Items are grouped in sets of 12. To view the next set, click a **View Items** link (at the bottom of the pane), or click **[View All]** to view all posted items.

The Stop Payment Detail pane displays information in some or all of the following rows:

This row...	Displays the...
Account #	Account number on which the check was written, as specified in the request.
Check	Check number or check number range for which the stop payment request was created.
Amount	Amount for which the check was written, as entered in the request.
Issue Date	Date the check was issued, as entered in the request.
Payee	Individual or institution to whom the check was addressed, as entered in the request.
Reason	Reason for the stop payment, as entered in the request.
Comments	Any comments entered when the request was created, including telephone and fax number (if these were provided).
Activity	A log of all activity on the request. Includes the action type, the User ID of the user who performed the action, and the date and time the action was performed.

From the Stop Payment Detail pane, you can:

- **Print the Stop Payment Detail report**
Click the **Print** button.
- **Return to the previous screen**
Click the **Back** button.