

Stop Payment

The **Stop Payment** feature allows users to request the bank to activate stop payment instructions for individual checks, or ranges of consecutive checks, written on a particular account. Before placing the stop, the system determines whether the check has already been paid or if it already has stop payment instructions in place. If a stop payment instruction is on file, the system does not accept the request. Otherwise, the system activates stop payment instructions and displays a confirmation.

Requesting Stop Payment

To request a stop payment, the user must select which account the check, or check range, was drawn from. The only **required** fields are indicated with an asterisk; **account number** and **check serial number(s)**. If the user selects the **Notify Me** option, they can opt to receive a processing status message. It is recommended to select a **Reason** from the dropdown menu however it is not required. Once the fields have been entered, the user can select **Add Another** to add another stop or **Request Stop Payment** to advance to the **Review** screen. The user can also select the **Stop Check Range** tab to request stop payment for of a group of consecutive checks, including the **Starting** and **Ending** check numbers.

Stop Payments : Request Stop Payment

— Current Progress — **1** Request — 2 Review — 3 Complete —

Request Stop Payment

* Account

Memo

Company Name

Contact Name

Phone Number

Notify Me None Selected

Stop Individual Checks Stop Check Range

* Check	Date Written	Amount	Written to	Reason
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select a reason...

Reviewing a Stop Payment

The user will be presented a summary of the entered information on the **Review** screen. If everything is correct, select **Complete** to proceed to the **Complete** page. If information requires adjustment, select **Edit**, to cancel the stop payment, select **Cancel**.

Confirm Stop Payment

— Current Progress — **1** Request — **2** Review — **3** Complete —

Please confirm this stop payment

Company Name NORTHWEST CUSTOMER

Contact Name

Phone Number

Memo

Account

Stop Request	Check	Date Written	Amount	Written to	Reason
	123	09/21/2018	\$1.00	Mr. Test	Lost

  

Complete Stop Payment

Once a stop payment has been completed, the following message will appear as a confirmation, 'Request has been accepted as of XX/XX/XXXX'

Stop Payments

— Current Progress — **1** Request — **2** Review — **3** Complete —

 Request has been accepted as of 11/21/2018.

Stop Payment Details

Company Name NORTHWEST CUSTOMER

Contact Name

Phone Number

Memo

Account

Checks

Check	Date Written	Amount	Written to	Reason	Transaction Number	Action
789456	11/20/2018	\$1.00	Mr. Test Guide	Lost or Stolen	STP-00000487	Stop 

 [Return](#)

Stop Payment Activity

Stop Payments : Stop Payment Activity

Search Stop Payment Activity

Check Number Status

Transaction Number Account

Requested From To

▶ **Advanced**

Show 10 results per page, sorted by Date Requested in descending order

No Results

Optional search fields available are:

- **Check Number:** The check number for which the stop request was placed
- **Transaction Number:** The transaction number generated by this system at the time of the request
- **Status:** The current status of the stop request. (Stopped, Pending, Paid, Failed, Cancelled)
- **Account:** The account on which the check was drawn
- **Expiration Date:** The date on which the stop payment instruction will cease to be in effect
- **User:** The user who initiated the stop payment request

Additional display options are provided to help further refine the search results. The number of results can be displayed 10, 20 or 50 at a time. Results can be sorted by **Account, Date Requested, Status or Expiration**, in **Ascending** or **Descending** order. Select the **Search** button to initiate the search.

Stop Payment

The user can select the magnifying glass to obtain additional stop payment details, which can also be printed.

Details

Stop Payment Details

Transaction Number STP-00000487	Check 789456
Action Stop	Date Written 11/20/2018
Account	Amount \$1.00
Reason Lost or Stolen	Written to Mr. Test Guide
Company Name NORTHWEST CUSTOMER	Requested Nov 21, 2018 12:45 PM PST
Contact Name	Expiration Date 05/23/2019
Phone Number	

Status History

Timestamp	Status	Initiator	Description
Nov 21, 2018 12:45:40 PM PST	Stopped	SYSTEM	Request successfully placed.
Nov 21, 2018 12:45:39 PM PST	Pending		Request entered into system.

Canceling a Stop Payment

If a stop payment has been submitted and completed and the user would like to cancel it, please call your local office to cancel the stop payment.