



Stop Check Payments

Stop payment on a check you suspect is stolen or lost.

Note: Payments made using online bill payment cannot be stopped using this page.

1. Select **Account Services > Stop Payment**.
2. Select an **Account**.
3. If applicable, select or type an **Expiration date**
4. **Optional:** Type a **Reason** for the stop payment request.
5. Click the **Stop a single check** option and fill in the following fields:
 - Check number** (up to 10 digits)
 - Date on check**
 - Payee** (optional)
 - Amount**(optional)
6. Click **Continue**.
7. Verify the information and then click **Submit request**.

Note: If you receive an error message when attempting to place a stop payment, be aware that there are a variety of reasons why a stop placement might fail. These include, but are not limited to:

- A stop has already been placed on the check.
- The check has already been presented for payment.
- There are conditions on the account which prohibit a stop from being placed.

Cancel a Stop Payment

1. Select **Account Services > Stop Payment > Existing stops**.
2. Select one or more **Account** options.
3. Specify the date range of the report using one of the following options:
 1. Specific date. Used to include information from a particular day.
 2. From/To. Used to enter a custom date range.
4. Click **Generate report**.
5. Click the **Cancel** link next to the stop payment request you want to cancel.
6. Click **Cancel stop payment**.



View Stop Payment Activity

1. Select **Account Services > Stop Payment > Existing stops.**
2. Select one or more **Account** options.
3. Select a **Date submitted** option.
4. Click **Generate report**.

Statuses

Not all statuses are available to all users.

Status	Description
Transmitted	The stop payment request has been successfully submitted by a company user.
Cancellation Transmitted	The stop payment request cancellation has been successfully submitted by a company user.
Processed	The stop payment request has been processed by your financial organization.
Cancellation Processed	The stop payment request cancellation has been processed by your financial organization.
Rejected	The stop payment request has been rejected by your financial organization.
Cancellation Rejected	The stop payment request cancellation has been rejected by your financial organization.
Canceled	A stop payment request has been cancelled by a company user.