

Associated Connect[®]

Reference Guide: Stops and Inquiries



Stops and Inquiries

The Stops and Inquiries service allows you to search for a variety of transaction types and to take actions after reviewing the results of the search. The types of inquiries you can conduct are based on the account types and other factors. This service also allows you to place or cancel a stop payment request against one or more checks. Prior to submitting a stop payment you have the option of verifying that a check has been paid and that a stop payment for the check does not already exist.

Inquires

The Stops and Inquiries service allows you to set search criteria for a variety of transaction types. The transaction types available for searching are based on account type. Transaction types that are available for one account may not be available for another account type.

1. Click **Stops and Inquiries**.

2. Select an Account Number and Inquiry Type. Enter all required and any optional information into the search criteria fields* and click **View Results**. The search results appear below the criteria fields.

View All Activity

Choose the Account and Inquiry, then choose 'View Results' to view inquiry results.

Account Number *	77763852 - Operating Account	Lookup	
Inquiry Type *	<div style="border: 1px solid #ccc; padding: 2px;"> Select Inquiry All Activity All Debits All Credits Paid Checks Deposit Tickets Stop Payments </div>		
Posting Date	<input style="width: 100%;" type="text"/>	To	<input style="width: 100%;" type="text"/>
View Results			

Note: Search criteria fields are displayed based on selected Inquiry Type. The available fields are described below.

Repository - Select Current or Archived from the dropdown.

Serial Number - Enter a single serial number for a single check. If the system allows a range of serial numbers, enter the From Serial Number as the beginning of the range and the To Serial Number as the end of the range.

Amount (Check Amount) - Enter a single amount for a single check. If the system allows a range of amounts, enter the From Check Amount as the beginning of the range and the To Check Amount as the end of the range.

Date - Date fields that appear can be for posting dates, or dates that apply to specific types of searches. Enter a single date. If the system allows a range of dates, enter the From Date as the beginning of the range and the To Date as the ending of the range. Date format: mm/dd/yyyy

Deposit Serial Number - Enter a single deposit serial number. If the system allows a range of deposit serial numbers, enter the From Deposit Serial Number as the beginning of the range and the To Deposit Serial Number as the ending of the range.

Sequence Number - Enter a single sequence number. If the system allows a range of sequence numbers, enter the **From Deposit Sequence Number** for the start of the range and the **To Deposit Sequence Number** for the end of the range.

Lockbox/Location Number - Enter the lockbox/location number that applies to this item. If the system requires a range of lockbox/locations numbers, use the From Lockbox/Location Number for the start date and the To Lockbox/Location Number for the end date.





Store ID - Enter a store ID that applies to this check.

Rtn of Deposited Check - The Routing Transit Number (ABA Number) of a deposited check.

Payee - Enter the payee's name in the payee field.

- If a check or deposit ticket image is available, click the Image icon to view the item.

Account Details			
Account Number:	77763852 Operating Account		
Balances as of 13:30:03 CT on 02/13/20xx			
Available Balance:	\$228,347.58	Collected Available Balance:	\$228,347.58
Ledger Balance:	\$218,966.68	Current Balance:	\$228,347.58
Total Memo Credits:	\$30,114.46	Total Memo Debits:	\$20,733.56
One-Day Float:	\$0.00	Two Day Float:	\$0.00
Last Statement Balance:	\$249,038.00	Last Statement Date:	02/01/20xx

Date	Status	Description	Serial Number	Withdrawal Amount	Deposit Amount	Balance	Image
02/13/20xx	PENDING	DEPOSIT			\$11,971.32		
02/13/20xx	PENDING	WITHDRAWAL		\$6,493.09			
02/12/20xx		WEB TO DDA FR DDA 000078863852 CONFIRMATION# xxxxxx000470			\$25,985.35	\$218,966.68	
02/12/20xx		DEPOSIT TICKET	006374		\$6,289.45	\$212,898.42	
02/12/20xx		PAID CHECK	0042909	\$1,340.20		\$206,608.97	
02/12/20xx		PAID CHECK	0042761	\$987.00		\$207,949.17	
02/12/20xx		PAID CHECK	0042699	\$3,840.10		\$208,936.17	
02/12/20xx		MEDICAL CARESOURCE CLAIM FND 8880380490580688 MEDICAL ARTS CTR		\$10,360.00		\$212,776.27	

Stop Payments

Use Place or Cancel Stop Payment to make stop payment requests on checks that have not yet been paid, or to cancel stop payment requests.

Paid Item and Duplicate Stop Search

Prior to placing a single or range stop payment, you have the option of searching for paid items and existing stop payments. To verify that the check has not been paid, enter the required stop payment information and click **Check Paid Items**. To verify that a stop payment has not already been placed on the item, enter the required stop payment information and click **Duplicate Search**.

Place or Cancel a Single Stop Payment

Place Stop on a Single Check

Criteria

Account Number *	77763852 - Operating Account	<input type="button" value="Lookup"/>	
Serial Number *	<input type="text"/>		
Amount *	<input type="text"/>	Payee	<input type="text"/>
Issue Date	<input type="text"/> <input type="button" value="Calendar"/>	Stop ID *	<input type="text"/>
Action *	<input type="text" value="Select Action"/>	Reason	<input type="text" value="Select Reason"/>

1. Under the Account Services menu, click **Stops and Inquiries**.
2. Select **Stop Payments > Single Stop** from the top menu.
3. On the Stop Payment Entry screen, select an *Account Number* and enter stop payment information.
 - Check Serial Number
 - Check Amount
 - Check Payee Name
 - Check Issue Date
 - Stop Payment ID (stop cancellations only)
4. From the Action dropdown list, select **Place Stop** or **Cancel Stop**.
5. From the Reason dropdown list, select a reason for placing or canceling the stop payment.
6. Click **Submit**. After you submit the request, a message appears displaying the Trace ID number.

Place or Cancel a Range Stop Payment

Place Stop on a Range of Checks

Criteria

Account Number * 77763852 - Operating Account Lookup

From Serial Number * To Serial Number *

Stop ID *

Action * Select Action Reason Select Reason

Check Paid Items
Duplicate Search
Submit
Reset

1. Under the Account Services menu, click **Stops and Inquiries**.
2. Select **Stop Payments > Range Stop** from the top menu.
3. On the Stop Payment Entry screen, select an *Account Number* and enter stop payment information.
 - Check From Serial Number
 - Check To Serial Number
 - Stop Payment ID (stop cancellations only)
4. From the Action dropdown list, select **Place Stop** or **Cancel Stop**.
5. From the Reason dropdown list, select a reason for placing or canceling the stop payment.
6. Click **Submit**. After you submit the request, a message appears displaying the Trace ID number.

Place or Cancel Multiple Stop Payments

Request Stop > Multi Checks

Select Action

	Account Number	Serial Number	Amount	Issue Date	Payee	Reason	Status
<input type="checkbox"/>	Select Account...	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select Reason...	+
<input type="checkbox"/>	Select Account...	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select Reason...	+
<input type="checkbox"/>	Select Account...	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select Reason...	+
<input type="checkbox"/>	Select Account...	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select Reason...	+
<input type="checkbox"/>	Select Account...	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select Reason...	+

View Totals
Clear Unchecked
Submit
Reset

1. Under the Account Services menu, click **Stops and Inquiries**.
2. Select **Stop Payments > Multi-Entry Stops** from the top menu.
3. Select **Place Stops** or **Cancel Stops** from the dropdown list.

4. For each stop payment place or cancel request, enter the following information:
 - Check Account Number
 - Check Serial Number
 - Check Amount
 - Check Issue Date
 - Check Payee Name
5. For each stop payment request, place or cancel request, select a reason for placing or canceling the stop payment.
6. Optional: To verify that a check has not been paid, click the **Next** icon under the Status column header.
7. Select the checkboxes next to the rows you want to include, and click **Submit**

Approve Stop Payment Requests

Use the Stop Payment Approval screen to approve stop payment place and cancel requests. When stop payment approval is enabled, each stop payment instruction must be approved before it is released for processing.

1. To approve Stop Payment Requests, select **Approvals** from the top menu.
2. Select an account or all accounts and click **Search**.
3. Review the stop payment instructions and then select **Approve** or **Disapprove** from the Action dropdown list.
***Note:** When multiple stop payment requests are pending approval, you will have the option to approve all items. To do so, select **Approve All on this Page**.*
4. Click **Submit** to release the stop payment request(s) for processing.

Monitor Stop Payment Requests

Use the Monitor Stop Payments screen to review the status of stop payment requests.

1. Select **Monitor > Stop Payments** from the top menu.
2. Select an account or all accounts, and optionally select a status.
 - Select **All** to view all stop requests submitted.
 - Select **Received** to view stop requests with statuses of Accepted, Partially Accepted or Received.
 - Select **Rejected** to view stop requests with status Rejected.
 - Select **Pending** to view stop requests with status Pending.
3. Enter all available stop payment information and click **View Results**.
4. Review the results screen to follow the progress of a stop payment request, or to make decisions about other actions you may want to take.

Monitor User Totals

Use **Monitor User Totals** to run a User Totals report and view stop payments instructions you created.

- | |
|---|
| 1. Select Monitor > User Totals from the top menu. |
| 2. Select the stop payment user total report type. <ul style="list-style-type: none"> • Stop Payment Requests by Account • Stop Payment Requests for the Current User |
| 3. Enter required information and all available optional information to refine the search and click View Stops . |

Stop Payment Request Status Definitions

Pending Approval – The stop payment request requires approval or disapproval. If approved, the request is automatically sent to the bank. If disapproved, the request is cancelled and appears on the Stop Payment Monitor screen with a status of “Disapproved.”

Disapproved – A stop payment that has been disapproved.

Pending – If approvals are required, this status occurs after a stop payment entry.

Received – In a Single Stop Payment request, the bank successfully received the request. In a Range Stop Payment request, the bank successfully received all of the requests.

Rejected – In a Single Stop Payment request, the stop request was not accepted. View the Status Note.

Partially Accepted – In a Range Stop Payment request, at least one stop request in the range was rejected. Click the Serial Number link to view all requests in the range and associated Statuses and Status Notes.

Unable to process – This status only appears when there is a processing error. In this case, submit the request a second time. These stop requests are shown when searched using the status of “All.”

Failure – This status appears only when there is a processing error. In this case, submit the request a second time. These stop requests are shown when searched using the status of “All.”