Bank of Hawaii

QUICK REFERENCE GUIDE
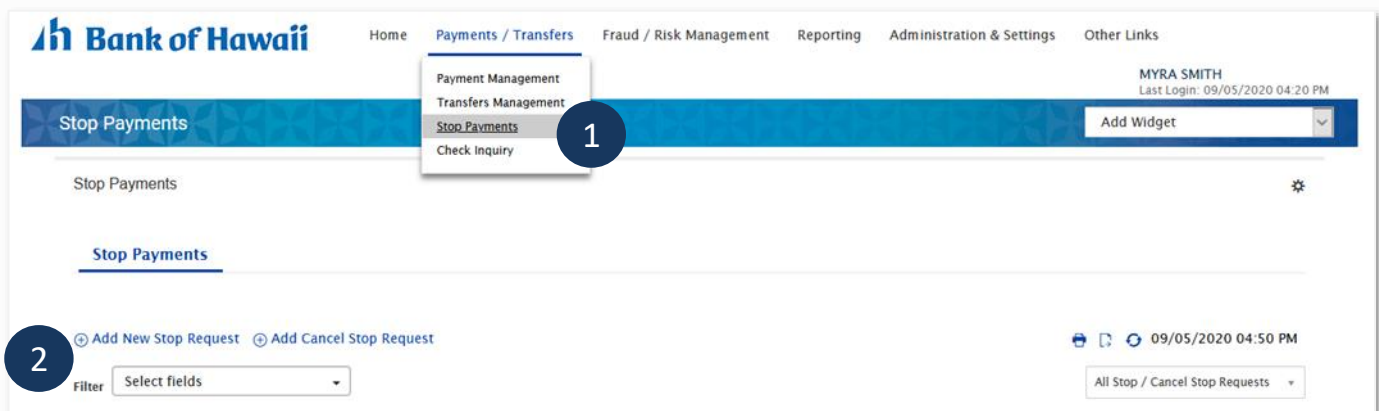## Stop Payments

Stop Payments
Bankoh Business Connections (BBC)

Stop Payments

Stop Payments is used to place or cancel a Stop Payment Request. It also allows you to verify that a check has been paid and to monitor existing stop payments.
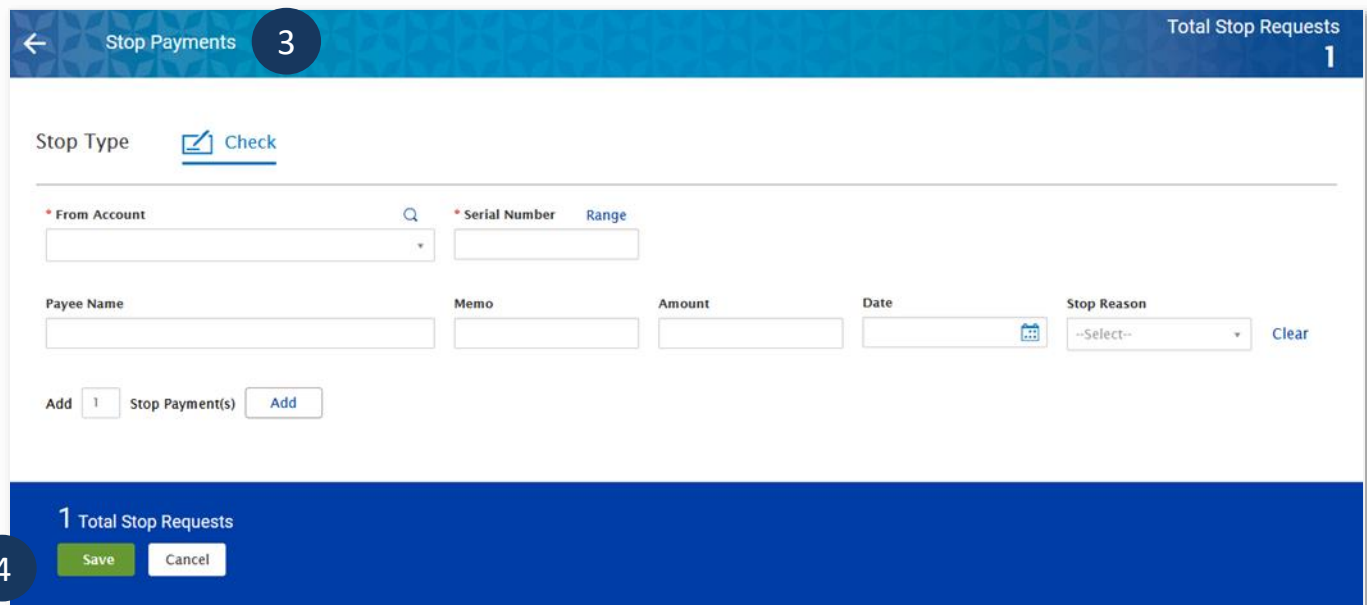
Place a Stop Payment Request
1. From **Payments/Transfers**, select **Stop Payments**.
2. Select **Add New Stop Request**.

3. Enter information in the **Stop Payments** screen.

- **From Account** - Select an account number from the dropdown menu or use the lookup feature to search for an account number. This field is mandatory.
- **Serial Number** - Enter the check number. This field is mandatory.
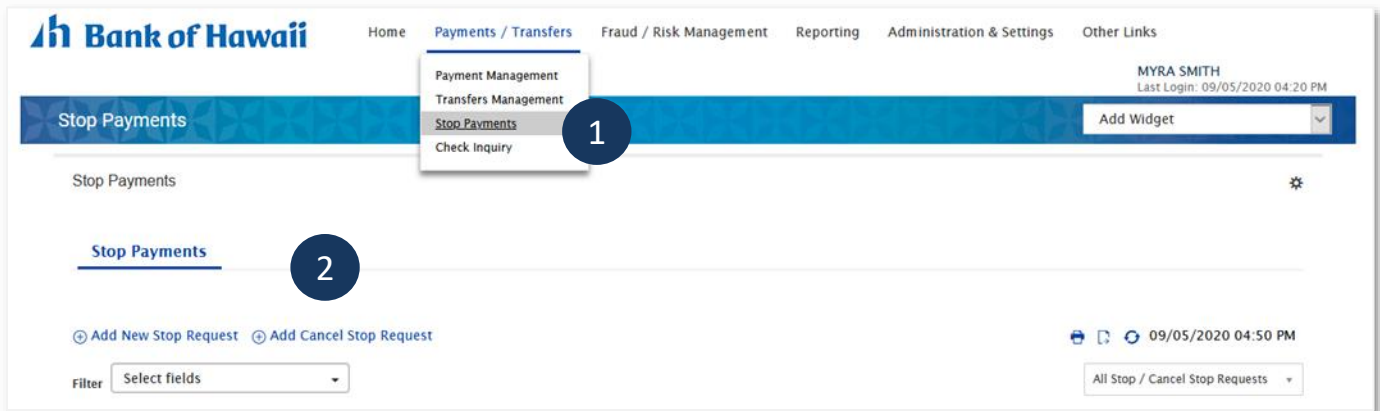- **Payee Name** - Enter a payee name, if necessary.

- *Memo* - Enter memo information - optional.
- *Amount* - Enter the amount of the payment. This field is optional.
- *Date* - Enter the Issue/Void Date (MM/DD/YYYY) or click on the calendar icon and select a date. This field is mandatory.
- *Stop Reason* - Select a reason from the dropdown menu.
- *Add* - This will allow you to add additional Stop Payment(s).
  4. Click *Save*.

Place a Cancel Stop Payment Request
1. From *Payments/Transfers*, select *Stop Payments*.
2. Select *Add New Stop Request*.

3. Select a *Stop Type*.
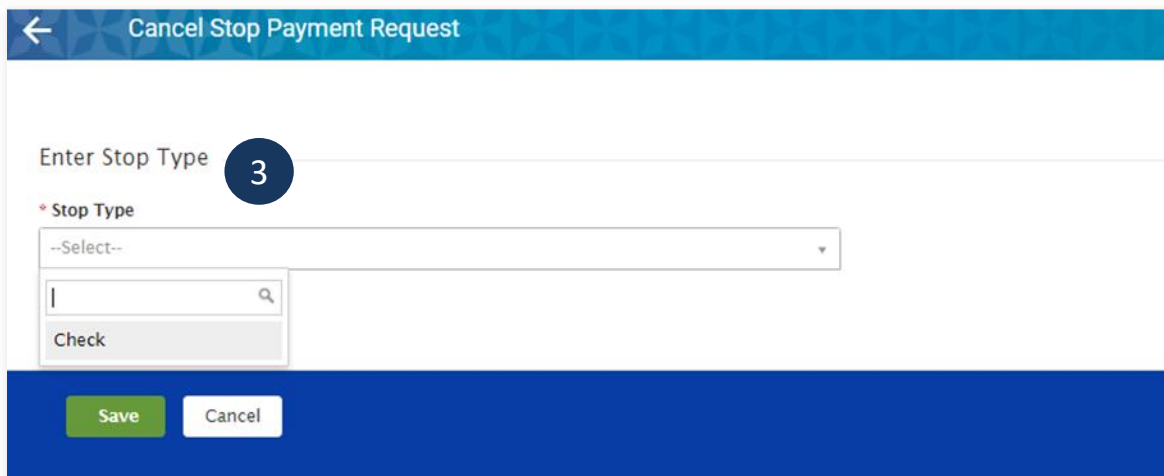
4. Enter information in the *Cancel Stop Payment Request* Screen.

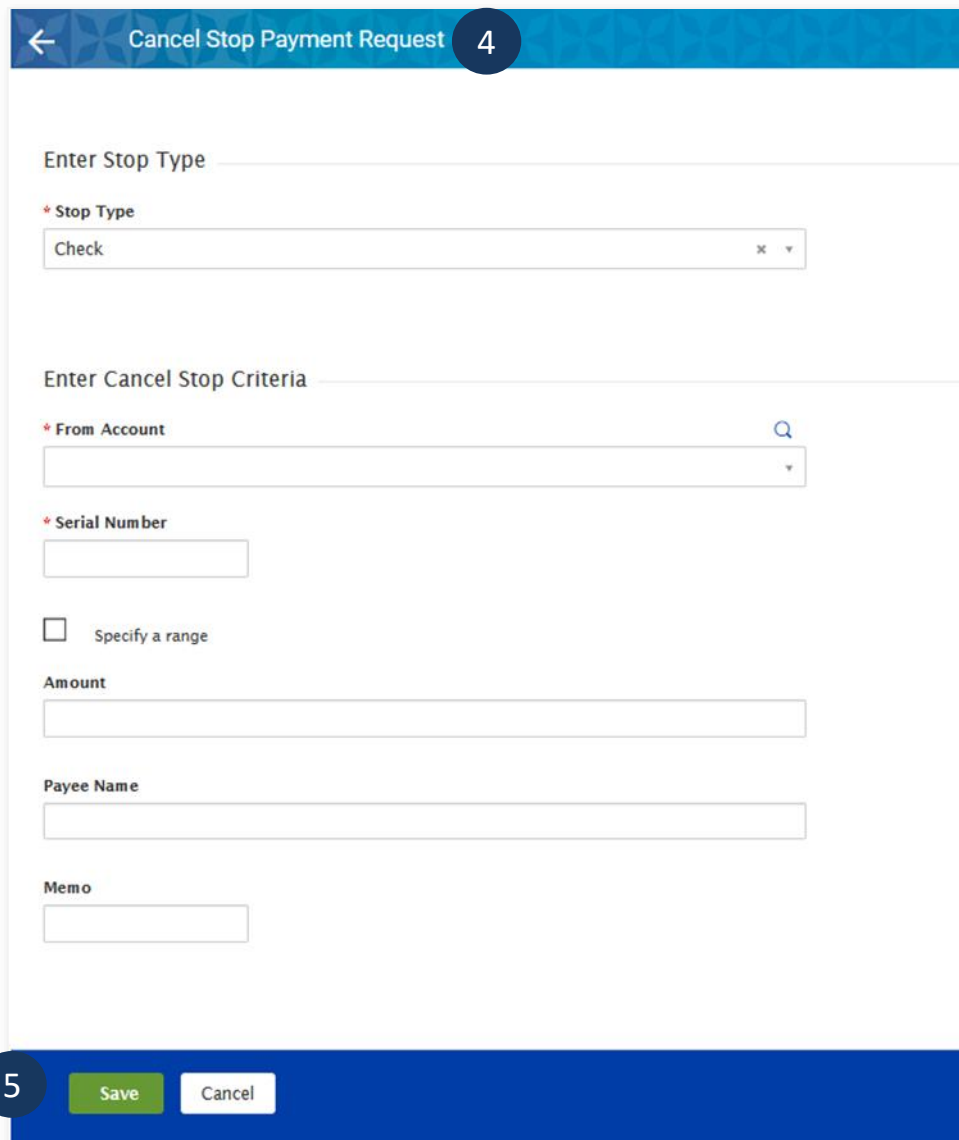- *From Account* - Select an account number from the dropdown menu or use the lookup feature to search for an account number. This field is mandatory.
- *Serial Number* - Enter the check number. This field is mandatory.
- *Specify a Range* - This selection allows a range of checks numbers to be searched
- *Amount* - Enter the amount of the payment.
- *Payee Name* - Enter a payee name, if necessary.
- *Memo* - Enter memo information, if necessary.
  5. Click *Save*.

Bank of Hawaii

FAQ - Frequently asked questions

Q: *How long are stop payments valid?*
A: Stop payments are available for 180 days.

Q: *How do I make sure a stop payment is processed?*
A: Your stop payment order must include the **From Account**, **Serial Number**/ check number, and Issue/Void Date. We will not be liable for paying a check or transaction over a stop payment order if the order is incomplete or incorrect. We must receive stop payment orders at a time and in a manner in which affords us a reasonable opportunity to act upon them.

Stop Payments
Bankoh Business Connections (BBC)

Bank of Hawaii

Contact information

For more information, contact Cash Management Services at the following:
Hawaii: (808) 694-8021
Toll-free: (877) 232-0118
Guam: (671) 479-3629 or (671) 479-3633
Email: cmsrequest@boh.com