



BANKOH BUSINESS CONNECTIONS

QUICK REFERENCE GUIDE

Stop Payments

Stop Payments

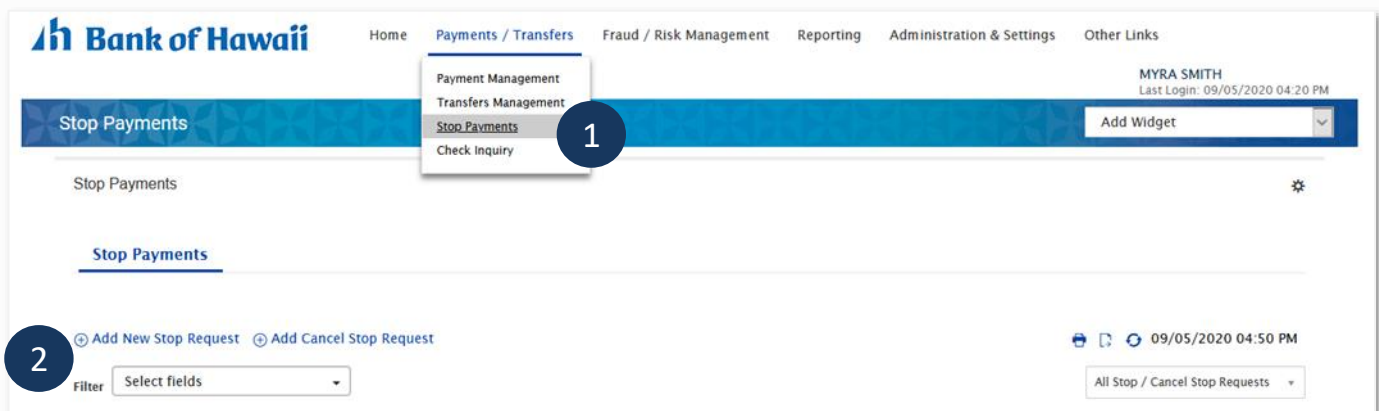
Bankoh Business Connections (BBC)

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.

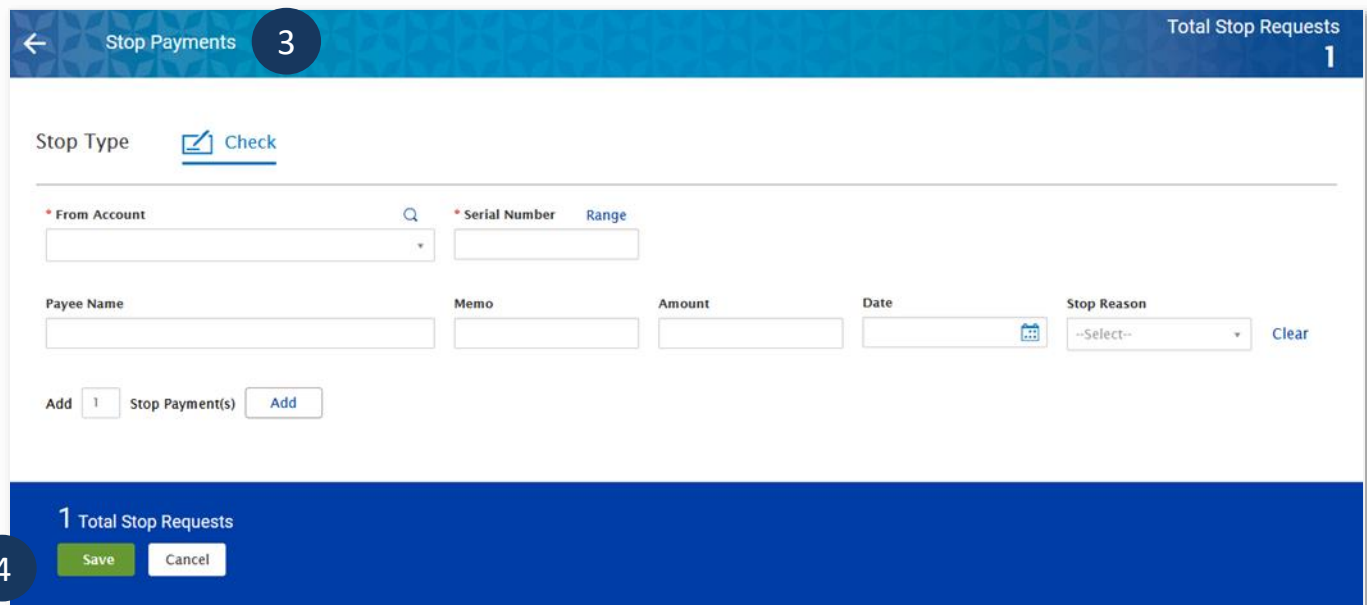
Place a Stop Payment Request

1. From **Payments/Transfers**, select **Stop Payments**.
2. Select **Add New Stop Request**.



The screenshot shows the Bank of Hawaii BBC interface. The top navigation bar includes 'Home', 'Payments / Transfers', 'Fraud / Risk Management', 'Reporting', 'Administration & Settings', and 'Other Links'. The 'Payments / Transfers' menu is open, with 'Stop Payments' highlighted and circled with a '1'. The user is identified as MYRA SMITH with a last login of 09/05/2020 04:20 PM. Below the navigation, there is a 'Stop Payments' header and a sub-header 'Stop Payments'. A button 'Add New Stop Request' is circled with a '2'. There is also a 'Filter' dropdown menu and a date/time display of 09/05/2020 04:50 PM.

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



The screenshot shows the 'Stop Payments' form. The top bar includes a back arrow, 'Stop Payments', a circled '3', and 'Total Stop Requests 1'. The form has a 'Stop Type' section with a 'Check' icon. Below this are fields for 'From Account' (with a search icon), 'Serial Number', and 'Range'. There are also fields for 'Payee Name', 'Memo', 'Amount', 'Date' (with a calendar icon), and 'Stop Reason' (with a dropdown menu and a 'Clear' button). At the bottom, there is an 'Add' button next to a counter showing '1 Stop Payment(s)'. A blue bar at the very bottom contains '1 Total Stop Requests', a green 'Save' button, and a white 'Cancel' button, with a circled '4' next to it.

- **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.

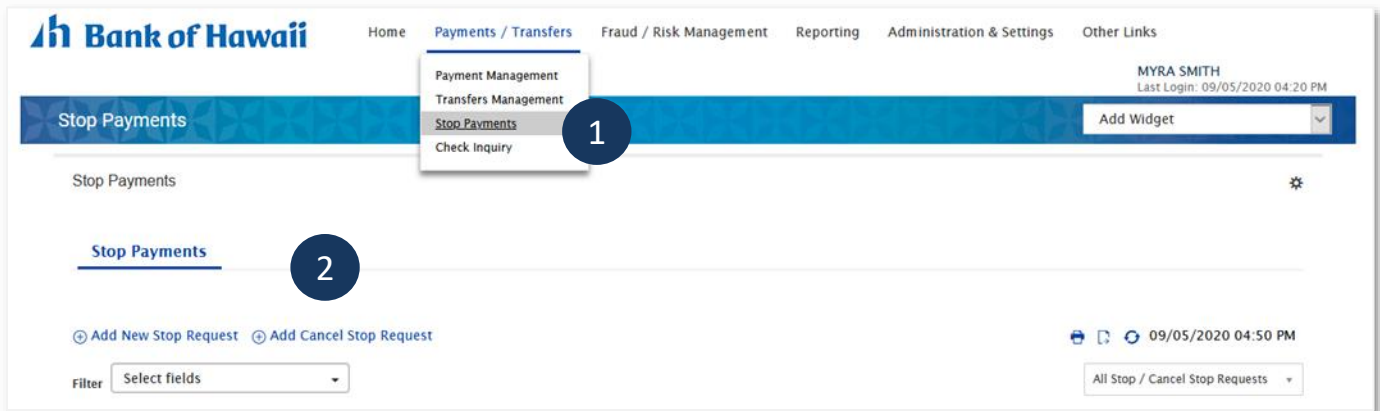
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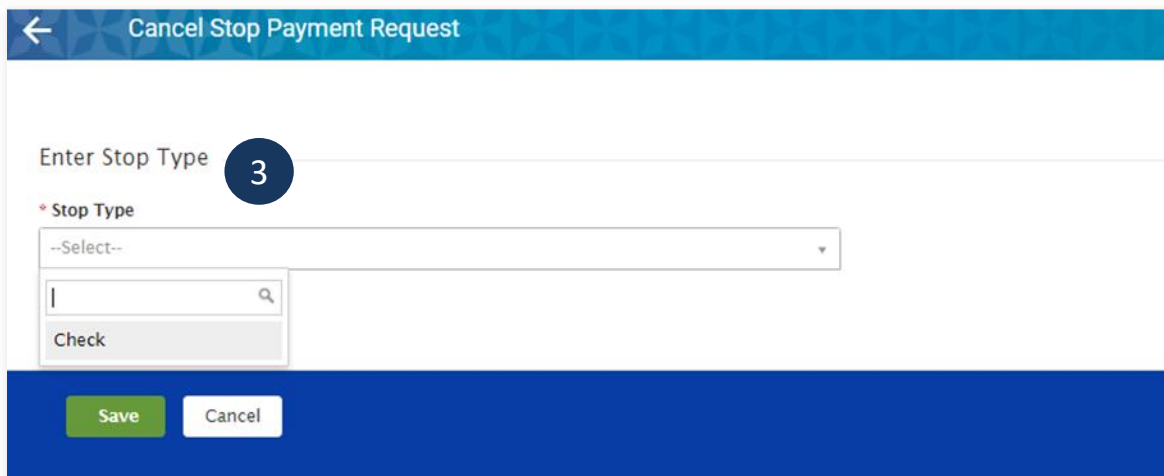
- **Memo** - Enter memo information - optional.
 - **Amount** - Enter the amount of the payment. This field is optional.
 - **Date** - Enter the Issue/Void Date (MM/DD/YYYY) or click on the calendar icon and select a date. This field is mandatory.
 - **Stop Reason** - Select a reason from the dropdown 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**.



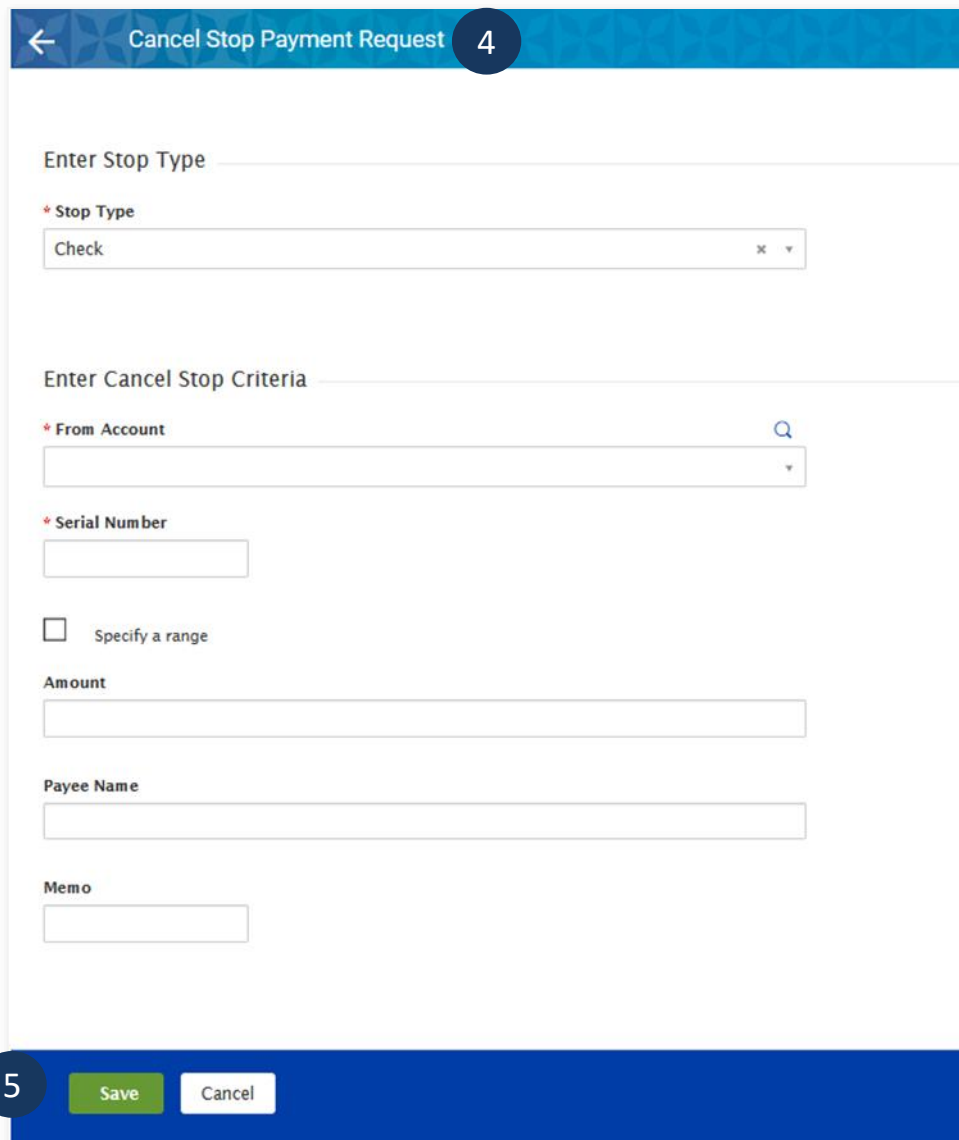
3. Select a **Stop Type**.



4. Enter information in the **Cancel Stop Payment Request** Screen.

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- **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**.

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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.



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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

