

Cheque management

The cheque management function in Business Online Banking allows you to stop cheques, cancel applied stops and query stopped cheques on your accounts.

The following options are available:

- **summary**
- **stop cheque**
- **cancel stop**
- **cheque enquiry.**

Summary

This is a list of all the stopped cheques and cancelled stops that you have made in the last month. To access the summary, from your home page select **Cheque Management** from the left-hand menu then **Summary**. The following screen is displayed.

▶ [Cheque Management](#) > [Summary](#)

Account Selection							
Account	All Accounts						Go
Cheque Management Summary							
Request Date	Status	Type	Cheque No.	Account Number	Account Name	Payee Name	Amount
07/07/2010	Confirmed	Stop	<u>001122</u>	0000000000000000	ABCD LTD	J Smith	50.00

- Select the account from the drop-down list.
- Click **Go**.
- The results of your search are displayed in date order with the most recent at the top.
- Click the underlined cheque number to view the details of the stop/cancellation.

Stop cheque

You can stop a cheque in Business Online Banking which will be applied provided that the cheque has not already been presented for payment.

If you are stopping a cheque on the same day it is due to debit your account, you must confirm the stop to the bank by 3.00pm. Any stops submitted after this time will not be applied.

To stop a cheque, from your home page select **Cheque Management** from the left-hand menu then **Stop Cheque**. The following screen is displayed.

Stop Cheque	
Account	0000000000000000 - ABCD LTD
Cheque Number*	001122
Amount*	50.00
Payee	J Smith
Reason*	L-Lost

[Submit](#)

- Select the account from the drop-down list.
- Enter the **Cheque Number**, **Amount** and **Payee** fields.
- Select the **Reason** for stopping the cheque from the drop-down list.
- Fields marked * are mandatory.
- Click **Submit**.

The cheque stop is summarised on the following screen.

Stop Cheque Confirm	
Account	0000000000000000 - ABCD LTD
Cheque Number	001122
Amount	50.00
Payee	J Smith
Reason	Lost

[Back](#) [Confirm](#)

- Click **Confirm** to confirm the stop.
- If you do not wish to continue, click **Back** to return to the previous screen.

A confirmation message is displayed advising whether or not the stop was successful together with a tracking number that will allow you to enquire about the stop.

[Cheque Management](#) > [Stop Cheque](#) > **Completion**

STOP APPLIED SUCCESSFULLY for cheque no.001122 .Your Reference Id is [CMT43]

Stop Cheque Confirm	
Account	0000000000000000 - ABCD LTD
Cheque Number	001122
Amount	50.00
Payee	J Smith
Reason	Lost

Cancel stop

If you have previously stopped a cheque, you can remove the stop by using the **Cancel Stop** option.

To cancel a stop, from your home page select **Cheque Management** from the left-hand menu then **Cancel Stop**.

- Select the **Account Number** from the drop-down menu.
- Enter the six-digit **Cheque Number** and the **Amount**.
- Fields marked * are mandatory.
- Click **Submit**.
- Click **Confirm** to confirm you wish to cancel the stop.
- If you do not wish to continue, click **Back** to return to the previous screen.

Cheque enquiry

To search for a cheque number and check if the stop/cancellation has been applied, use the **Cheque Enquiry** function. This can be carried out up to 30 days after a stop/cancellation has been applied.

To make a cheque enquiry, from your home page select **Cheque Management** from the left-hand menu then **Cheque Enquiry**.

- Select the account number from the drop-down list.
- Enter the six-digit **Cheque Number**.
- Click **Submit**.

The results are displayed including the **Tracking Number**, **Status** and a **Message** in response to the enquiry.

Cheque Enquiry	
Account	0000000000000000 - ABCD LTD
Cheque Number	001122
Tracking Number	EP188CMT44000
Status	Confirmed
Message	STOP INSTRUCTION HELD, CHEQUE IS OUTSTANDING

Please call 03457 212 212* (6am - 10pm 7 days a week) if you would like to receive this information in an alternative format such as large print, audio or Braille.

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