The **co-operative** bank

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



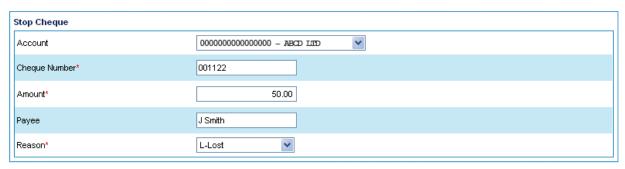
- Select the account from the drop-down list.
- Click Go.
- The results of your search are displayed in date order with the most recent at the top.
- Click the underlined cheque number to view the details of the stop/cancellation.

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.

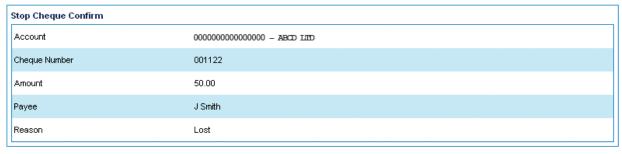
To stop a cheque, from your home page select Cheque Management from the left-hand menu then Stop Cheque. The following screen is displayed.



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.



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	00000000000000 - ABCD LITD		
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	000000000000000 - AECD LIID	
Cheque Number	001122	
Tracking Number	EP188CMT44000	
Status	Confirmed	
Message	STOP INSTRUCTION HELD, CHEQUE IS OUTSTANDING	

Please call 08457 213 213 if you would like to receive this information in an alternative format such as large print, audio or Braille.

The Co-operative Bank is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (No.121885) and holds an Interim Permission in respect of consumer credit activities and subscribes to the Lending Code and the Financial Ombudsman Service.

Calls may be monitored or recorded for security and training purposes.