

Cheque management

Summary

This is a list of all the stopped cheques and cancelled stops that you have made in the last month.

Once logged into FD Online you will see a menu on the left hand side of your homepage:

- Click on **Cheque Management**
- Click **Summary**

At the **Summary** window:

- 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 a cheque

Any request to stop a cheque in FD Online will be applied provided that the cheque has not already been presented for payment.

From the menu on the left hand side of your homepage:

- Click on **Cheque Management**
- Click on **Stop Cheque**

At the **Stop Cheque** window:

- Enter the relevant details and choose a **Reason** from the dropdown list.
- Click **Submit** to continue.

Please note: Fields marked with an * are mandatory.

Stop Cheque

Account: 1234567890 - MR A DEMO 3

Cheque Number*: 001100

Amount*: 20.00

Payee: MR A DEMO

Reason*: Select Reason (dropdown menu open with options: F-Fraud, L-Lost, O-Other, S-Stolen, V-Void(Positive Pay))

Submit

Fill in the relevant details and choose a 'Reason' from the dropdown list.

At the **Stop Cheque Confirm** window:

- Click **Confirm** if you wish to proceed.

At the **Completion** window you will receive confirmation of your request – including your cheque number and a reference ID for your records.

Cancel a stopped cheque

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

From the menu on the left hand side of your homepage:

- Click on **Cheque Management**
- Click on **Cancel Stop**
- Enter the relevant details in the boxes provided
- Click **Submit**.
- Click **Confirm** to confirm you wish to cancel the stop.

Please note: Fields marked with an * are mandatory.

Cheque Enquiry

Use this function to search for a cheque number and to check if a stop / cancellation has been applied.

This search can be carried out up to 30 days after a stop/cancellation has been applied.