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Create Digital and Configure Digital

Stop Payments

July 2025

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LENDER

Stop Payments

Purpose

This learning guide provides detailed instructions on how to place stop payments and review stop payment history.

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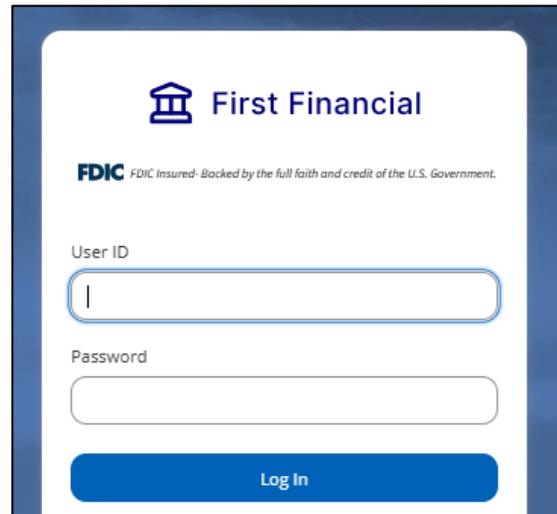
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Stop Payments

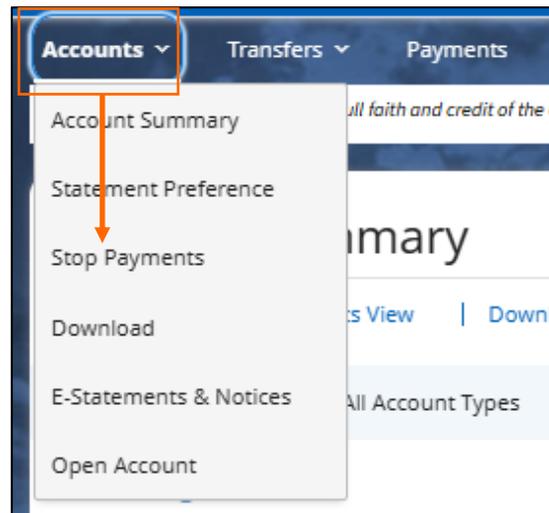
Accessing Stop Payments

Follow the steps below to access the stop payment feature in Create and Configure Digital.

1. Log in to the Consumer or Business Portal:

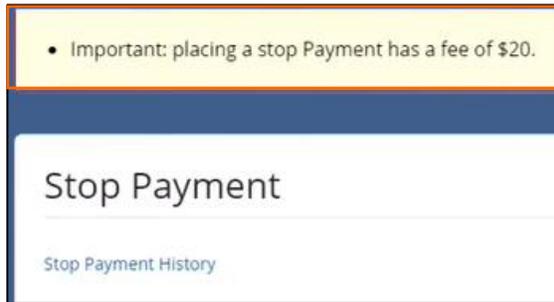


2. Select the *Accounts* tab from the home page. Select *Stop Payments* from the dropdown menu.

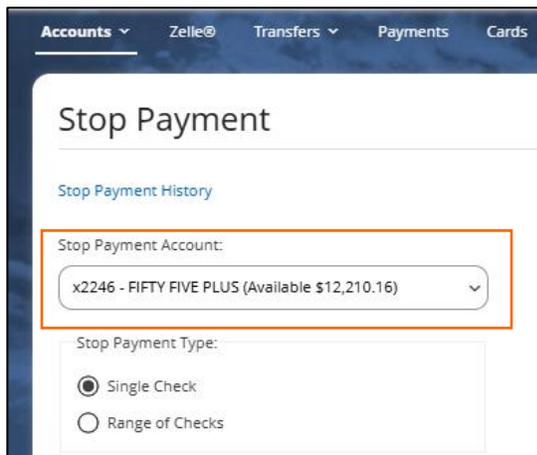


Stop Payments

3. A stop payment fee message may display.



4. The *Stop Payment* screen displays. Select the *Stop Payment Account* dropdown to view the eligible accounts that allow stop payments.

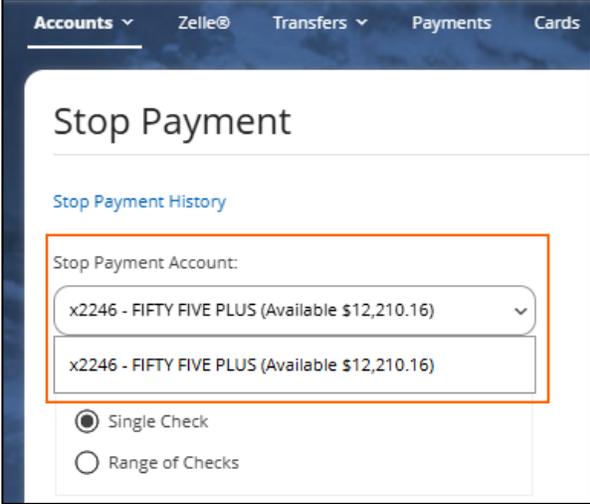


Stop Payments

Stop Payments

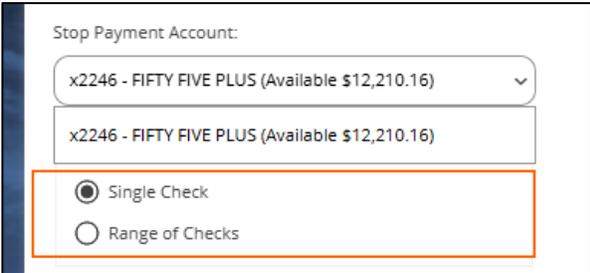
Follow the steps below to make a stop payment:

1. Select the appropriate account from the *Stop Payment Account* dropdown.



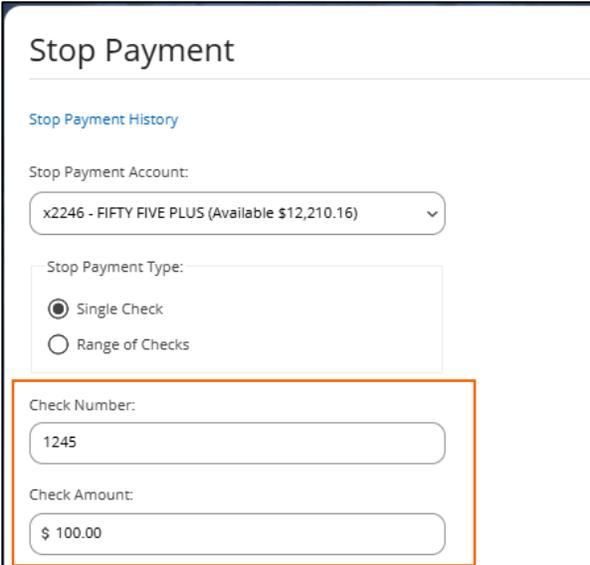
The screenshot shows the 'Stop Payment' form in a web application. At the top, there are navigation tabs: 'Accounts', 'Zelle', 'Transfers', 'Payments', and 'Cards'. The main heading is 'Stop Payment'. Below it is a link for 'Stop Payment History'. The 'Stop Payment Account:' section contains a dropdown menu with 'x2246 - FIFTY FIVE PLUS (Available \$12,210.16)' selected. Below the dropdown is a text input field containing the same account name. At the bottom, there are two radio button options: 'Single Check' (which is selected) and 'Range of Checks'.

2. Select the *Stop Payment Type*:
 - i. Single Check
 - ii. Range of Checks



This screenshot is similar to the first one, but the 'Single Check' radio button is now selected and highlighted with an orange box. The 'Range of Checks' radio button is unselected.

3. For a single check:
 - i. Enter the check number in the *Check Number* field.
 - ii. Enter the check amount in the *Check Amount* field.



This screenshot shows the 'Stop Payment' form with the 'Check Number' and 'Check Amount' fields highlighted. The 'Check Number' field contains '1245' and the 'Check Amount' field contains '\$ 100.00'. The 'Single Check' radio button remains selected.

Stop Payments

4. Enter optional information, if needed.

(Optional)

Payee:

Check Date:

Reason:

5. Enter the reason for the stop payment, if applicable to your core.

Reason:

— Select a Reason —

Lost Item

Refer to Maker

Stolen Item

Other

6. Select *Submit*.

Check Amount:

(Optional)

Payee:

Check Date:

Reason:

Stop Payments

7. For a Range of Checks:
 - i. Enter the *Starting Check Number*
 - ii. Enter the *Ending Check Number*.
 - iii. Enter a *Reason*, if applicable to your core.
 - iv. Select *Submit*.

Stop Payment

[Stop Payment History](#)

Stop Payment Account:
x2246 - FIFTY FIVE PLUS (Available \$12,210.16)

Stop Payment Type:
 Single Check
 Range of Checks

Starting Check Number:
1250

Ending Check Number:
1255

Reason:
— Select a Reason —

Submit

8. The core will confirm the status of the stop pay request, whether it was placed or not placed. A stop payment will not be placed if:
 - I. The check issue date was more than six months ago. The check is expired, making a stop payment unnecessary.
 - II. The check has already been processed and cannot be stopped.

Accounts ▾ Zelle® Transfers ▾

A stop payment for checks 1250-1255 has successfully been placed on FIFTY FIVE PLUS.

Stop Payment

[Stop Payment History](#)

Tracking ID: 2
Account: x2246
Amount:
Check(s): 1250-1255
Scheduled Date & Time: 07/21/2025 10:14:35 AM

Back

Stop Payments



Stop Payment History

Follow the steps below to review stop payments history.

1. Select the *Stop Payment History* link on the *Stop Payment* view.

Stop Payment

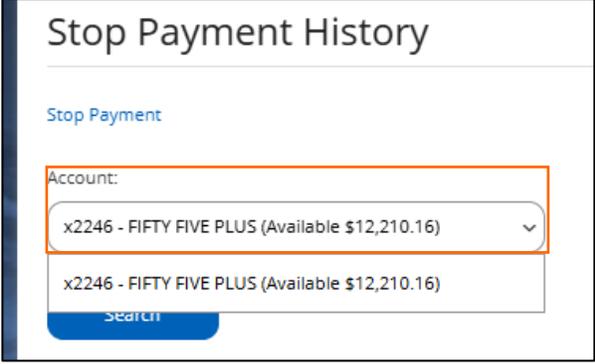
[Stop Payment History](#)

Stop Payment Account:
x2246 - FIFTY FIVE PLUS (Available \$12,210.16) ▼

Stop Payment Type:
 Single Check
 Range of Checks

Stop Payments

2. Select the appropriate account for the active stop payment request from the *Account* dropdown.



Stop Payment History

Stop Payment

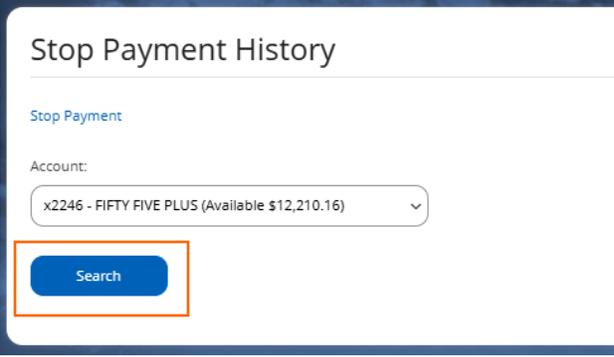
Account:

x2246 - FIFTY FIVE PLUS (Available \$12,210.16) ▼

x2246 - FIFTY FIVE PLUS (Available \$12,210.16)

SEARCH

3. Select the *Search* button.



Stop Payment History

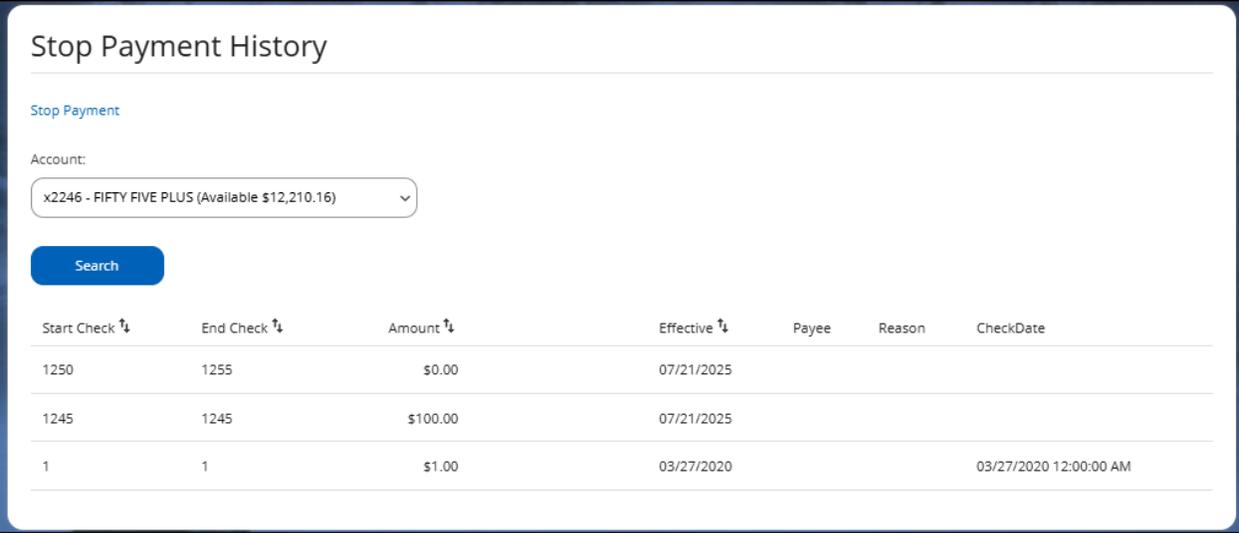
Stop Payment

Account:

x2246 - FIFTY FIVE PLUS (Available \$12,210.16) ▼

Search

4. The core pulls all stop-payment records that are active. It includes stop payments place through any channel, not just Create or Configure Digital.



Stop Payment History

Stop Payment

Account:

x2246 - FIFTY FIVE PLUS (Available \$12,210.16) ▼

Search

Start Check	End Check	Amount	Effective	Payee	Reason	CheckDate
1250	1255	\$0.00	07/21/2025			
1245	1245	\$100.00	07/21/2025			
1	1	\$1.00	03/27/2020			03/27/2020 12:00:00 AM