

Business Online Banking

User Guide

Check Services

DollarBank[®]
Let's get you there.

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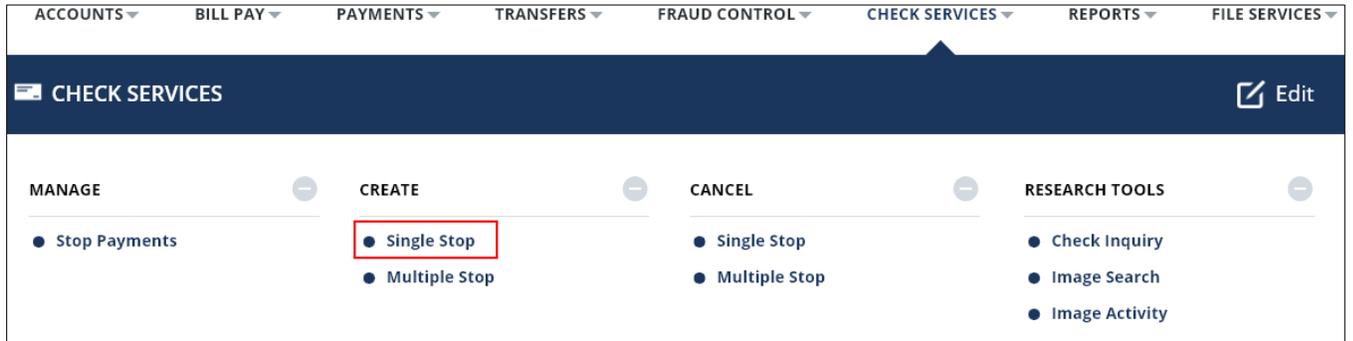
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Create Stop Payments

Learn how to create Stop Payment Requests for a single or multiple checks.

Task 1: Create a Single Stop Payment Request

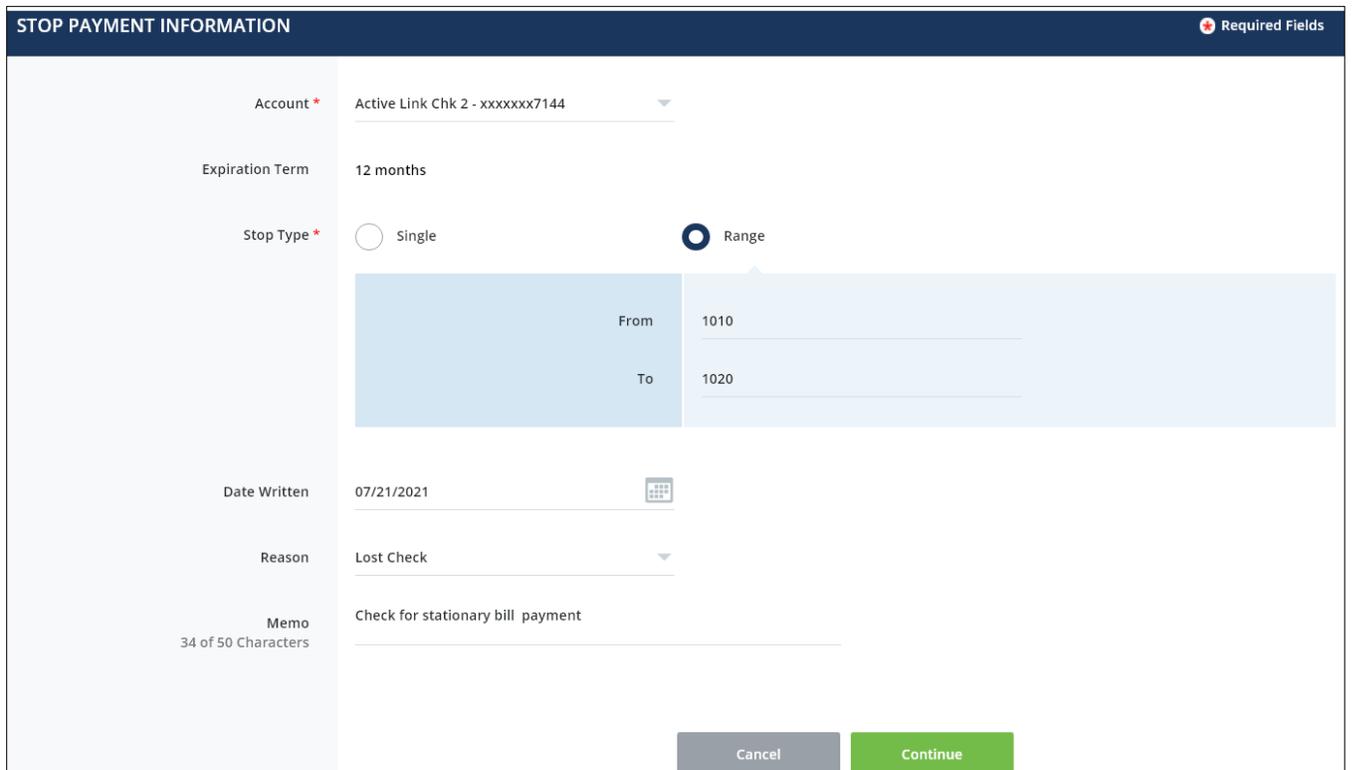
Step 1: Click Check Services and under Create, select Single Stop.



The screenshot shows the 'CHECK SERVICES' menu. The 'CREATE' section is expanded, and 'Single Stop' is highlighted with a red box. Other options include 'Multiple Stop', 'Cancel', and 'Research Tools'.

Step 2: Enter the required fields as marked by an asterisk (*).

- Provide the Account and select Stop Type as Single Check or a Range.
- Enter Reason or Memo information as needed.



The screenshot shows the 'STOP PAYMENT INFORMATION' form. The 'Account' field is set to 'Active Link Chk 2 - xxxxxxx7144'. The 'Expiration Term' is '12 months'. The 'Stop Type' is set to 'Range'. The 'From' field is '1010' and the 'To' field is '1020'. The 'Date Written' is '07/21/2021'. The 'Reason' is 'Lost Check'. The 'Memo' is 'Check for stationary bill payment'. The form has a 'Required Fields' indicator in the top right corner. At the bottom, there are 'Cancel' and 'Continue' buttons.

When complete, click Continue.

Step 3: Review the Stop Payment details and click Edit or Cancel as needed. If correct, click Submit.

PREVIEW STOP PAYMENT

Use this page to review the stop payment details.

STOP PAYMENT INFORMATION

Account	Active Link Chk 2 - xxxxxxx7144
Expiration Term	12 months
Stop Type	Range
Check Numbers	From 1010 To 1020
Date Written	07/21/2021
Reason	Lost Check
Memo	Check for stationary bill payment

Cancel
Edit
Submit

The Successful Submit message will appear.

Successful Submit
You have successfully created the Stop Payment Request for check(s) 1010 - 1020.

Manage Stop Pay
Create Another

Click Manage Stop Pay to go to Manage Stop Pay screen. Click Create Another to create another Single Stop Payment Request.

Task 2: Create a Multiple Stop Payments Request

Step 1: Click Check Services and under Create select Multiple Stop.

ACCOUNTS ▾
BILL PAY ▾
PAYMENTS ▾
TRANSFERS ▾
FRAUD CONTROL ▾
CHECK SERVICES ▾
REPORTS ▾
FILE SERVICES ▾

☰ CHECK SERVICES
✎ Edit

MANAGE ▾

- Stop Payments

CREATE ▾

- Single Stop
- Multiple Stop

CANCEL ▾

- Single Stop
- Multiple Stop

RESEARCH TOOLS ▾

- Check Inquiry
- Image Search
- Image Activity

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Step 2: Enter the required fields as marked by an asterisk (*).
Provide Account and select Stop Type as Single Check or a Check Range.

In below example a Single Check has been added.

- Enter check number in From Check.
- Enter Amount.
- Enter Reason and Memo as needed.

INSTRUCTIONS
Required Fields

Account *	Active Link Chk 2 - xxxxxxx7144
Expiration Term	12 months
Stop Payment	+

Type *	From Check *	To Check	Amount *
Single Check	1233	Enter Check Number	10.00
Reason	<input checked="" type="checkbox"/> Add Memo Information Travel Bills You have entered 12 of 50 maximum characters.		

Cancel
Continue

Step 3: To delete a Stop Payment request click the X icon. To add more Stop Payment requests click the green + icon.

In below example a Check Range Type has been added.

- For Check Range provide the From Check and To Check. An Amount is not required.
- Enter Reason and Memo as needed.

Once you are finished adding all necessary Stop Payment requests, click Continue.

INSTRUCTIONS
Required Fields

Account * Active Link Chk 2 - xxxxxx7144

Expiration Term 12 months

Stop Payment +

Type *	From Check *	To Check *	Amount
Check Range	1234	1244	Enter Amount

Reason
 Add Memo Information

Type *	From Check *	To Check	Amount *
Single Check	1233	Enter Check Number	10.00

Reason
 Add Memo Information

You have entered 12 of 50 maximum characters.

Cancel
Continue

Step 4: Review the Stop Payment request details and click Edit or Cancel as needed. If correct, click Submit.

XXXXXX7144

Account Active Link Chk 2 - xxxxxx7144

Expiration Term 12 months

Stop Payment

Type	From Check	To Check	Amount	Reason	Memo
Single Check	43		\$ 32.00		
Single Check	12		\$ 43.00		
Single Check	12		\$ 43.00		
Single Check	43		\$ 12.00		
Single Check	56		\$ 21.00		
Single Check	4		\$ 1.00		
Single Check	2		\$ 3.00		
Single Check	1		\$ 2.00		
Check Range	1234	1244			
Single Check	1233		\$ 10.00		Travel Bills

Cancel
Edit
Submit

The Successful Submit message will appear.



Successful Submit
You have successfully created the Stop Payment Request for check(s) 43, 12, 56, 1.

[Manage Stop Pay](#) [Create Another](#)

Cancel Stop Payments

Learn how to Cancel Stop Payment Request for a single or multiple checks.

Task 3: Cancel a Single Stop Payment Request

Step 1: Click Check Services and under Cancel select Single Stop.

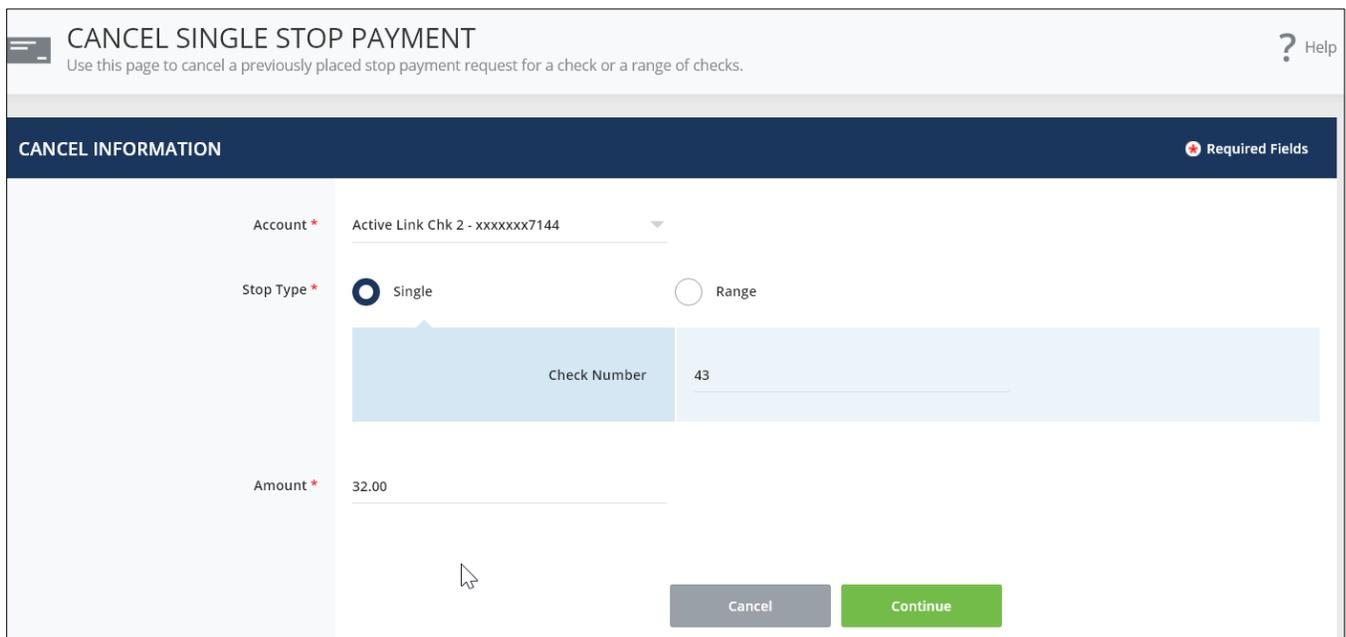


The screenshot shows the 'CHECK SERVICES' menu. Under the 'CANCEL' section, the 'Single Stop' option is highlighted with a red box. Other options include 'Multiple Stop' under CANCEL, and 'Stop Payments' under MANAGE. The 'RESEARCH TOOLS' section includes 'Check Inquiry', 'Image Search', and 'Image Activity'.

Step 2: Enter the required fields as marked by an asterisk (*).

- Provide Account and select Stop Type as Single or Range as needed.

Then, click Continue.



The screenshot shows the 'CANCEL SINGLE STOP PAYMENT' form. The title is 'CANCEL SINGLE STOP PAYMENT' with a subtitle 'Use this page to cancel a previously placed stop payment request for a check or a range of checks.' The form is titled 'CANCEL INFORMATION' and includes a 'Required Fields' indicator. The fields are: 'Account *' with the value 'Active Link Chk 2 - xxxxxx7144'; 'Stop Type *' with radio buttons for 'Single' (selected) and 'Range'; 'Check Number' with the value '43'; and 'Amount *' with the value '32.00'. At the bottom, there are 'Cancel' and 'Continue' buttons.

Step 3: Review the details of the Cancel Single Stop Payment request. Click Submit.

PREVIEW CANCEL STOP PAYMENT

Use this page to review the cancel stop payment details.

CANCEL INFORMATION

Account	Active Link Chk 2 - xxxxxxx7144
Stop Type	Single
Check Number	43
Amount	\$ 32.00

Cancel
Edit
Submit

The Successful Submit message will appear.

Successful Submit

You have successfully created the Cancel Stop Payment Request for check(s) 43.

Manage Stop Pay
Create Another

Task 4: Cancel a Multiple Stop Payments Request

Step 1: Click Check Services and under Cancel select Multiple Stop.

ACCOUNTS ▾
BILL PAY ▾
PAYMENTS ▾
TRANSFERS ▾
FRAUD CONTROL ▾
CHECK SERVICES ▾
REPORTS ▾
FILE SERVICES ▾

CHECK SERVICES
Edit

MANAGE ▾

- Stop Payments

CREATE ▾

- Single Stop
- Multiple Stop

CANCEL ▾

- Single Stop
- Multiple Stop

RESEARCH TOOLS ▾

- Check Inquiry
- Image Search
- Image Activity

Step 2: Provide the required fields as marked by an asterisk (*).

- Enter Account.
- Select Type as Single Check or Check Range.

CANCEL MULTIPLE STOP PAYMENTS ? Help
Use this page to cancel a previously placed Stop payment request for a check or a range of checks.

INSTRUCTIONS + Required Fields

Account * Active Link Chk 2 - xxxxxxx7144

Stop Payment +

Type *	From Check *	To Check	Amount *
Single Check	6547	Enter Check Number	100

Cancel Continue

Step 3: Click the green + icon to add more Stop Payments to cancel. Click the X icon to delete a Stop Payment. Once complete, click Continue.

CANCEL MULTIPLE STOP PAYMENTS ? Help
Use this page to cancel a previously placed Stop payment request for a check or a range of checks.

INSTRUCTIONS + Required Fields

Account * Active Link Chk 2 - xxxxxxx7144

Stop Payment + →

Type *	From Check *	To Check *	Amount
Check Range	1000	1020	Enter Amount
Single Check	6547	Enter Check Number	100.00

Cancel Continue

Step 4: Review the Cancel Stop Payment information and click Edit or Cancel as needed. If correct, click Submit.

PREVIEW CANCEL STOP PAYMENT
Use this page to review the Cancel Stop Payment details.

XXXXXXXX7144

Type	From Check	To Check	Amount
Check Range	1000	1020	
Single Check	6547		\$ 100.00

The Successful Submit message will appear.

Manage Stop Payments

Use the Manage menu under Check Services to access existing Check Stop Payment requests.

Task 5: View a Check Stop Payment Request

Step 1: Click Check Services and under Manage select Stop Payments.

ACCOUNTS ▾ BILL PAY ▾ PAYMENTS ▾ TRANSFERS ▾ FRAUD CONTROL ▾ CHECK SERVICES ▾ REPORTS ▾ FILE SERVICES ▾

CHECK SERVICES Edit

MANAGE	CREATE	CANCEL	RESEARCH TOOLS
<ul style="list-style-type: none"> ● Stop Payments 	<ul style="list-style-type: none"> ● Single Stop ● Multiple Stop 	<ul style="list-style-type: none"> ● Single Stop ● Multiple Stop 	<ul style="list-style-type: none"> ● Check Inquiry ● Image Search ● Image Activity

Step 2: The Manage Stop Payments screen will list existing Stop Payments information:

- **Check Number:** The check number(s) included in the request.
 - **Account Number:** The account number against which the check was written.
 - **Check Date:** The date the check was written.
 - **Type:** The type of request, which can be either:
 - Stop Request
 - Cancel Stop Request

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- **Status:** The status of the transaction – Stopped or Cancelled.
- **Expiration:** The expiration date of the stop payment, which is based on the stop request's entry date and expiration term.
- **Create Date/Time:** The date and time the request was initiated.

To view the details of the Stop Payments click the Check Number(s).

MANAGE STOP PAYMENTS							
Use this page to manage existing requests for check stop payments.							
STOP PAYMENTS							
Check Number(s) ▲	Account Nickname Account Number	Check Date ▲	Amount ▲	Type ▲	Status ▲	Expiration ▲	Create Date/Time ▼
43	Active Link Chk 2 xxxxxxx7144		\$ 32.00	Cancel Stop Request	Cancelled		07/23/2021 06:56
1	Active Link Chk 2 xxxxxxx7144		\$ 2.00	Stop Request	Stopped	07/23/2022	07/23/2021 06:44
12	Active Link Chk 2 xxxxxxx7144		\$ 43.00	Stop Request	Stopped	07/23/2022	07/23/2021 06:44
43	Active Link Chk 2 xxxxxxx7144		\$ 32.00	Stop Request	Stopped	07/23/2022	07/23/2021 06:44
56	Active Link Chk 2 xxxxxxx7144		\$ 21.00	Stop Request	Stopped	07/23/2022	07/23/2021 06:44
1010 - 1020	Active Link Chk 2 xxxxxxx7144	07/21/2021		Stop Request	Stopped	07/23/2022	07/23/2021 06:03

Show / Hide Columns Show 25 ▼

Step 3: The View Stop Payment Request screen will appear. Click Cancel if you just want to view the details. Click Cancel Stop Request to cancel the existing Stop Payment Request.

VIEW STOP PAYMENT REQUEST	
Use this page to view details of stop payment request.	
STOP PAYMENT REQUEST	
Checking Account	Active Link Chk 2 - xxxxxx7144
Check Numbers	43
Amount	\$ 32.00
Expiration	07/23/2022
Timestamp	07/23/2021 06:44
<input type="button" value="Cancel"/> <input type="button" value="Cancel Stop Request"/>	

In this example, Cancel Stop Request has been clicked.

Step 4: To confirm the cancellation, click Cancel Stop Request.

STOP PAYMENT REQUEST

Checking Account	Active Link Chk 2 - xxxxxxx7144
Check Numbers	43
Amount	\$ 32.00
Expiration	07/23/2022
Timestamp	07/23/2021 06:44

Cancel
Cancel Stop Request

The Successful Submit message will appear.

Research Tools

Use Research Tools for Check Inquiry, Image Search and Image Activity for Checks.

Task 6: Perform a Check Inquiry

Step 1: Click Check Services and under Research Tools select Check Inquiry.

ACCOUNTS ▾
BILL PAY ▾
PAYMENTS ▾
TRANSFERS ▾
FRAUD CONTROL ▾
CHECK SERVICES ▾
REPORTS ▾
FILE SERVICES ▾

☰ CHECK SERVICES ✎ Edit

MANAGE ▾ <ul style="list-style-type: none"> ● Stop Payments 	CREATE ▾ <ul style="list-style-type: none"> ● Single Stop ● Multiple Stop 	CANCEL ▾ <ul style="list-style-type: none"> ● Single Stop ● Multiple Stop 	RESEARCH TOOLS ▾ <ul style="list-style-type: none"> <li style="border: 1px solid red;">● Check Inquiry ● Image Search ● Image Activity
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Step 2: Enter the required Account Number field as marked by an asterisk (*).

Additionally, enter any other values such as Check Number, Amount or Status. When complete, click Search.

CHECK INQUIRY
? Help

Use this page to search for Check/s on the basis of Check Number, Amount or Status.

CHECK INQUIRY
Required Fields

Account *

Check Number(s)

Amount

Status

Active Link Chk 1 - xxxxxxx2205

Single Range

Check Number

Enter a Number

Single Amount Amount Range

Amount

Enter an Amount

Paid

Search

Step 3: All the Checks with matched search criteria will display with the following fields: Check Number, Posted Date, From Account, Status, Amount and Action.

CHECK INQUIRY RESULTS
 Print ? Help

Use this page to view the check inquiry results.

SEARCH CRITERIA
⊖

Account

Status

Active Link Chk 1 - xxxxxxx2205

Paid

New Search

CHECK INQUIRY RESULTS

Check Number ▲	Posted Date ▲	From Account ▲	Status ▲	Single Amount ▲	Action
000001951	07/12/2021	xxxxxxx2205	Paid	\$ 720.00	
000001956	07/08/2021	xxxxxxx2205	Paid	\$ 848.00	

The Action field's value will depend on the item status:

- **View Image:** Links to an image of the item.
- **Stop Payment:** Links to the Create Stop Payment screen for the item.
- **Cancel Stop:** Links to the Cancel Stop Payment screen for the item.

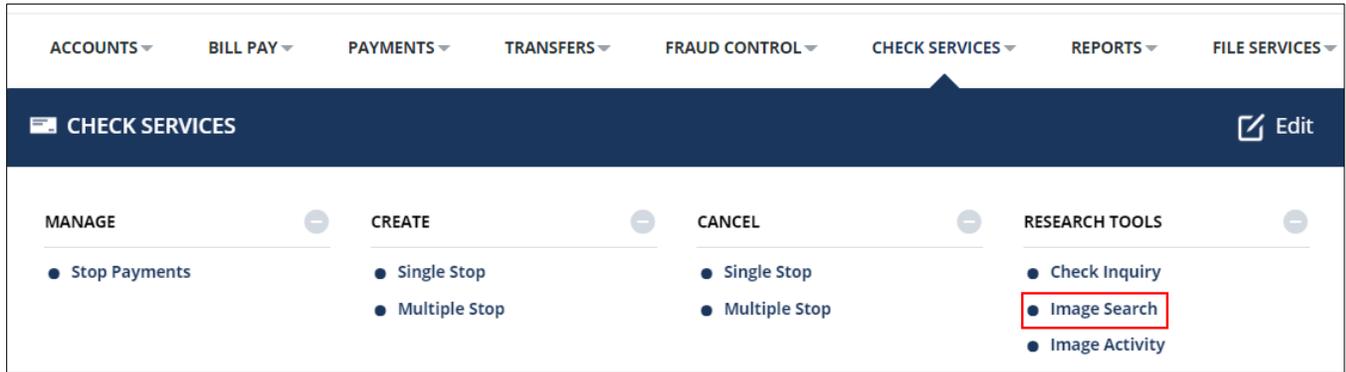
In the above example the View Image icon is shown. Click it to view the image of check.

To start a new Check Inquiry, click New Search.

Task 7: Perform an Image Search

Search for images by defining search criteria on this screen. The information shown on the results screen depends on if you do a credit, debit or deposit item search. A link to the image will be shown in the results list.

Step 1: Click Check Services and under Research Tools select Image Search.



Step 2: Enter the required fields as marked by an asterisk (*).

- **Account:** The account that includes the image.
- **Item Type:** Choose the type of item to include in the search from below:
 - **Credit:** Images associated with any credit item (deposit or credit memo).
 - **Debit:** Images associated with a debit, typically a check.
 - **Deposit Item:** Image archive directly for individual deposit items.
 - **Returned Item:** Images associated with a returned item.
- **Date:** Choose from Single Date or a Date Range.
- **Options:** Choose from below options if needed.
 - **Item Amount:** Enter the Amount. Options are Single or Range.
 - **Deposit Amount:** Enter the exact deposit amount.

IMAGE SEARCH + Required Fields

Account * Active Link Chk 2 - xxxxxxx7144

Item Type * Credit

Date * Single Date Date Range

Date 07/28/2021

Options Serial Number

Single Range

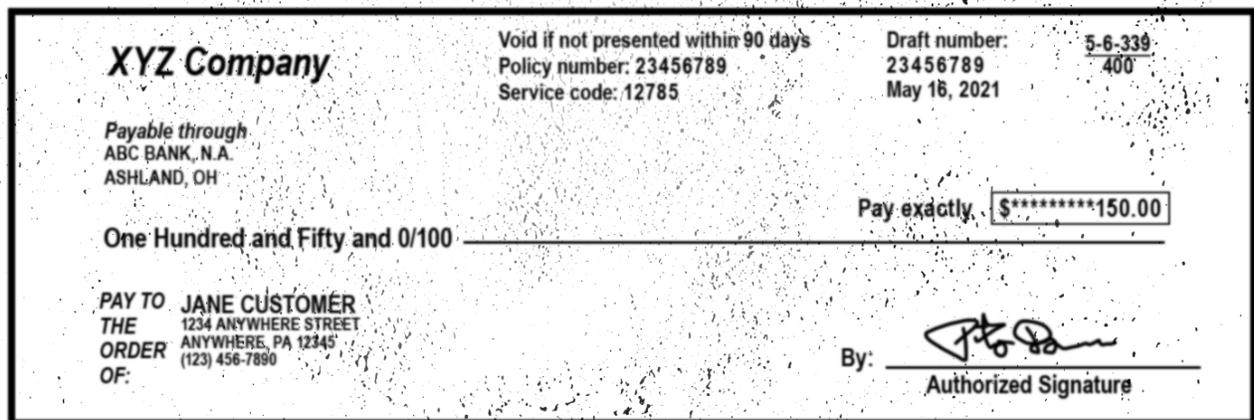
Single 1234

Item Amount

Search

When complete, click Search.

Step 3: The Image Search Results page will display. Click the View Image icon.



⑈123456789⑈ ⑆267570447⑆ 123456789 ⑈

If no image is found for the search criteria, a No Search Results Available message will appear.

IMAGE SEARCH RESULTS					
Account Number ▲	Amount ▲	Date ▲	Serial Number ▲	DIN ▲	Image
NO SEARCH RESULTS AVAILABLE					

Task 8: View the Image Activity

Image Activity option provides quick access to all the images that have been retrieved by a user on a specific day.

Step 1: Click Check Services and under Research Tools select Image Activity.

The screenshot shows the Dollar Bank Business Online Banking navigation menu. The 'CHECK SERVICES' dropdown menu is open, displaying several categories: MANAGE (with a minus sign), CREATE (with a minus sign), CANCEL (with a minus sign), and RESEARCH TOOLS (with a minus sign). Under the RESEARCH TOOLS category, the following options are listed: Check Inquiry, Image Search, and Image Activity. The 'Image Activity' option is highlighted with a red rectangular box.

The screen will display the results of all the image searches you've done throughout the day.

If no image searches have been done that day, a No information to display message appears.

The screenshot shows a web interface for 'IMAGE ACTIVITY RESULTS'. At the top left, there is a hamburger menu icon and the title 'IMAGE ACTIVITY RESULTS' with a subtitle 'Use this page to view image activity results.'. At the top right, there are 'Print' and 'Help' icons. Below the header is a dark blue bar with the title 'IMAGE ACTIVITY RESULTS'. Underneath is a table with the following columns: 'Account Number ▲', 'Amount ▲', 'Date Viewed ▲', 'Serial Number ▲', 'Type ▲', and 'Image'. The table body is empty, and the text 'NO INFORMATION TO DISPLAY' is centered at the bottom of the table area.



Treasury Management

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