

# Digital Banking Guide

Stop Payment

CAPITAL  

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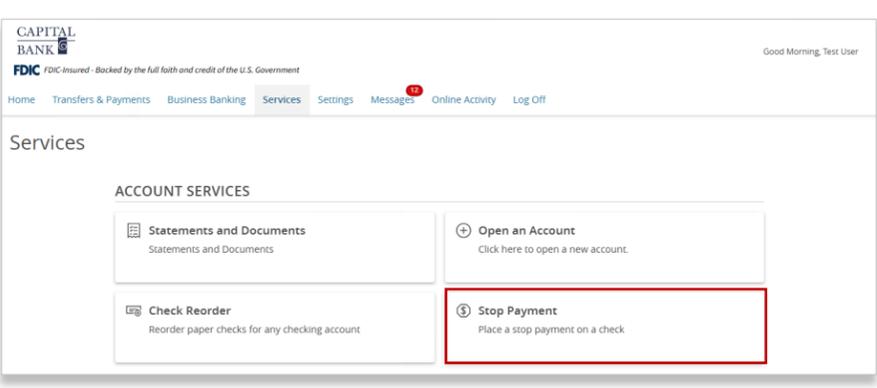
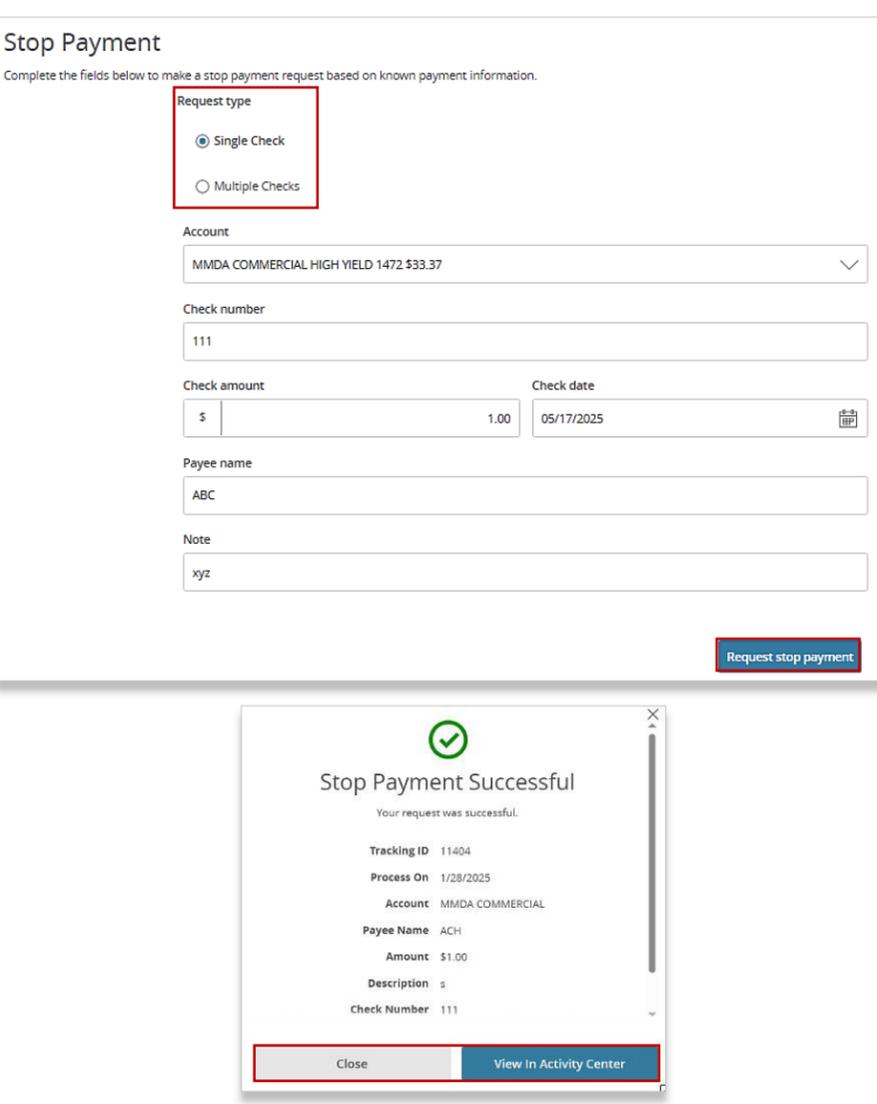
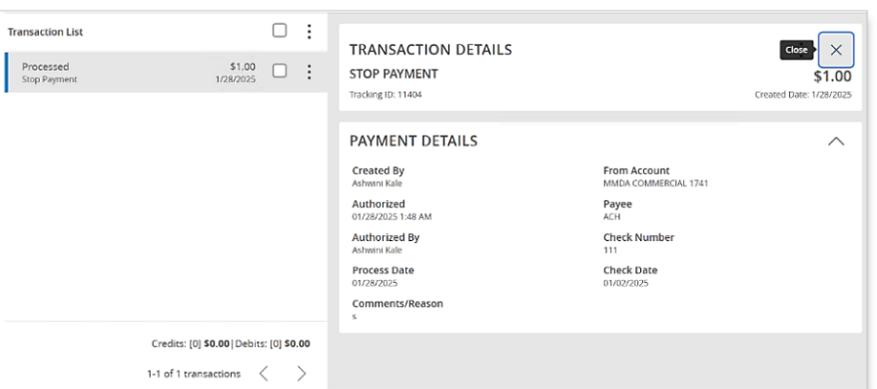
# User Guide- Stop Payment

## Introduction to Stop Payment

The stop payment feature in Digital Banking is used to prevent the processing of issued paper checks which may be lost, stolen or incorrectly issued. This feature is helpful in preventing any fraudulent activities or misuse of the issued check.

Stop payment requests can be raised for a single check or for a running series of multiple checks.

*Please Note: Stop payment can be applied on checks that have not been cashed or have not passed the expiration period.*

 <p>The screenshot shows the Capital Bank digital banking interface. Under the 'Services' tab, the 'ACCOUNT SERVICES' section contains four tiles: 'Statements and Documents', 'Open an Account', 'Check Reorder', and 'Stop Payment'. The 'Stop Payment' tile is highlighted with a red rectangular box. The 'Stop Payment' tile includes the text 'Place a stop payment on a check'.</p>	<p><b>Overview:</b></p> <p>This user guide will cover the process of creating a stop payment request for a single check.</p> <p><b>Navigation:</b></p> <ol style="list-style-type: none"> <li>1. Navigate to the 'Services' tab and click on the 'Stop Payment' tile located in the 'Account Services' section.</li> </ol>
 <p>The screenshot shows the 'Stop Payment' form. The 'Request type' section has 'Single Check' selected with a radio button. Other fields include 'Account' (MMDA COMMERCIAL HIGH YIELD 1472 \$33.37), 'Check number' (111), 'Check amount' (\$ 1.00), 'Check date' (05/17/2025), 'Payee name' (ABC), and 'Note' (xyz). A red box highlights the 'Request stop payment' button at the bottom right.</p> <p>Below the form is a 'Stop Payment Successful' overlay. It displays: 'Your request was successful.', 'Tracking ID: 11404', 'Process On: 1/28/2025', 'Account: MMDA COMMERCIAL', 'Payee Name: ACH', 'Amount: \$1.00', 'Description: %', and 'Check Number: 111'. At the bottom of the overlay are 'Close' and 'View In Activity Center' buttons.</p>	<p><b>Section 1: Submitting a Stop Payment Request – Single Check</b></p> <ol style="list-style-type: none"> <li>1. On the 'Stop Payment' page, select the 'Request Type' using the radio button.</li> </ol> <p><i>In this example we will create a stop payment request for a 'Single Check'.</i></p> <ol style="list-style-type: none"> <li>2. Enter data in the following fields:             <ol style="list-style-type: none"> <li>a. <i>Account:</i> Using the dropdown select the account from which the check has been issued.</li> <li>b. <i>Check Number:</i> Enter the check number to be stopped.</li> <li>c. <i>Check Amount:</i> Enter the amount written on the check.</li> <li>d. <i>Check date:</i> Use the calendar icon, to select the check date.</li> <li>e. <i>Payee Name:</i> Enter the payee's name.</li> <li>f. <i>Note:</i> Add additional comments for your records</li> </ol> </li> </ol> <p><i>Please Note: 'Check Date', 'Payee Name' and 'Note' fields are optional</i></p> <ol style="list-style-type: none"> <li>3. Click on the 'Request stop payment' button to proceed with the request.</li> <li>4. System will display a 'Stop Payment Successful' overlay with the stop payment details and option to 'Close' the overlay. If you wish to view the details, click on the 'View in Activity Center' button.</li> <li>5. The 'Transaction Details' overlay will display the selected stop payment details.</li> </ol>
 <p>The screenshot shows the 'Transaction Details' overlay. It displays 'STOP PAYMENT' with a tracking ID of 11404 and a created date of 1/28/2025. The amount is \$1.00. The 'PAYMENT DETAILS' section includes: 'Created By: Ashwini Kalle', 'Authorized: 01/28/2025 1:48 AM', 'Authorized By: Ashwini Kalle', 'Process Date: 01/28/2025', 'Comments/Reason: %', 'From Account: MMDA COMMERCIAL 1741', 'Payee: ACH', 'Check Number: 111', and 'Check Date: 01/02/2025'. At the bottom, it shows 'Credits: [0] \$0.00   Debits: [0] \$0.00' and '1-1 of 1 transactions'.</p>	

### Stop Payment

Complete the fields below to make a stop payment request based on known payment information.

**Request type**

Single Check

Multiple Checks

**Account**  
SMALL BUSINESS CHECKING 1471 1471 \$101.00

Starting check number: 111      Ending check number: 123

Starting date: 05/17/2025      Ending date: 05/31/2025

**Note**  
Comm

**Request stop payment**

**Stop Payment Successful**

Your request was successful.

Tracking ID: 11903  
Process On: 2/3/2025  
Account: BUSINESS ANALYSIS  
Description: s  
Ending Check Number: 1111

**Close**      **View In Activity Center**

Transaction List

Transaction Type	Amount	Date
Processed Stop Payment	\$0.00	2/3/2025

Credits: [0] \$0.00 | Debits: [0] \$0.00

1-1 of 1 transactions

**TRANSACTION DETAILS**

**STOP PAYMENT**  
Tracking ID: 11903      Created Date: 2/3/2025

**PAYMENT DETAILS**

Created By: Ashwan3 Kale3  
Authorized: 02/03/2025 8:18 AM  
Authorized By: Ashwan3 Kale3  
Process Date: 02/03/2025

From Account: BUSINESS ANALYSIS 1383  
Total Checks: 1111  
Start Check Number: 1  
Start Date: 05/17/2025

### Section 2: Submitting a Stop Payment Request – Multiple Check

1. On the 'Stop Payment' page, select the 'Request Type' using the radio button.

In this example we will create a stop payment request for a 'Multiple Checks'.

2. Enter data in the following fields:
  - a. *Account*: Select an account from which the check is drawn from.
  - b. *Starting Check Number*: Enter the starting serial number of the checks to be stopped.
  - c. *Ending Check Number*: Enter the last serial number of the checks to be stopped.

*Please Note: In case of Multiple Checks, the starting and ending check numbers need to be in a running sequence.*

- d. *Starting date*: Select the start date of the check series.
- e. *Ending date*: Select the end date of the check series.
- f. *Note*: Add additional comments for your records

*Please Note: 'Starting Date', 'Ending date', and 'Note' fields are optional.*

3. Click on the 'Request stop payment' button to proceed with the request.
4. System will display a 'Stop Payment Successful' overlay with the stop payment details and option to 'Close' the overlay. If you wish to view the details, click on the 'View in Activity Center' button.
5. The 'Transaction Details' overlay will display the details for the selected stop payment series.

### Section 3: Viewing Stop Payments in Online Activity

1. Navigate to the 'Online Activity' tab in the top menu.
2. Click the filter icon to open the filter panel.
3. In the 'Transaction Type' dropdown select 'Stop Payment'. Apply additional filters if needed.
4. Click 'Apply filters' to view a list of Stop Payment transactions in the activity tab.

Home Transfers & Payments Business Banking Services Settings Messages **Online Activity** Log Off

**Online Activity**

Single Transactions    Recurring Transactions    Deposited Checks

Active Filters: Stop Payment

Created date	Status	Approvals	Transaction Type	Account	Amount
5/12/2025 3:22 AM	Failed	1 of 1	Stop Payment Tracking ID: 15384	MMDA COMMERCIAL HIGH YIELD 1472	\$12.00
4/23/2025 8:55 AM	Failed	1 of 1	Stop Payment Tracking ID: 14797	MMDA COMMERCIAL HIGH YIELD 1472	\$0.00
4/23/2025 8:54 AM	Processed	1 of 1	Stop Payment Tracking ID: 14796	MMDA COMMERCIAL HIGH YIELD 1472	\$0.00
4/23/2025 8:51 AM	Processed	1 of 1	Stop Payment Tracking ID: 14795	SMALL BUSINESS CHECKING 1471 1471	\$0.65

Credits: [0] \$0.00 | Debits: [0] \$0.00      1-54 of 54 transactions

**Filters**

Transaction Type: Stop Payment      Status: All

Account: All

Created By: All      Tracking ID:      Batch ID:

Min amount: \$ 0.00      Max amount: \$ 0.00

Filter by created date: Start Date:      End Date:

Columns to display (max 6):  
 Created date     Created by     Process date  
 Status             Approvals       TypeID  
 From account     Amount

**Reset**      **Apply filters**