



Creating a stop payment request

You can request a stop payment* on one or more checks. A stop payment request does not guarantee that the check(s) will be stopped. The item may have already been processed and posted to your account.

Note: Only users with the right to create stop payment requests can initiate them. This is only for paper checks. To stop an automatic withdrawal (ACH), contact us at 407.277.5045.

To create a stop payment request

1. In the navigation menu, click or tap **Additional Services > Stop Payment**.
2. Click or tap one of the following: **Single Check** or **Multiple Checks**
3. Select the appropriate account.
4. Enter the check information.
 - If you selected Single Check, enter the following:
 - **Check Number**
 - **Do not enter an amount for the stop payment.**
 - If you selected Multiple Check, enter the following:
 - **Starting Check Number**
 - **Ending Check Number**
5. (Optional) Input Note
6. Click or tap **Send stop payment** to complete the stop payment action.
7. Do one of the following:
 - Click or tap **Close** to return to the Stop Payment page.
 - Click or tap **View in Activity Center**.

*Service charge may apply.