



Stop Payment Quick Reference Guide

1. Click on the **Control & Recon** menu and select **Stop Payments** from the drop-down menu.
2. Choose the account the stop payment is to be placed on.
3. Update the contact information, if needed.
4. Choose whether you want to receive notifications related to this stop payment request by updating the **Notify Me** options.
5. Select the appropriate tab to submit either an individual stop payment request or a range of checks.

***NOTE:** It is recommended to research the check(s) being submitted for a stop payment prior to completing the request.

6. For individual checks, input the check number, date written, amount, who the check is written to, and the reason for the stop payment.
 - a. Click **Request Stop Payment**.
7. For a range of checks, input the reason for the stop payment, the starting check number, and the ending check number.
 - a. Click **Request Stop Payment**.
8. You will confirm the request by selecting **Complete** if the information is correct or select **Edit** if corrections are needed.
9. The system will return a message that your request has been accepted.

***NOTE:** The system will return an error message if the check(s) being submitted for a stop payment have already been posted to the account.

10. Once you see that the transaction is complete, select **Return**.

Questions? Please Contact:

Cash Management

Monday-Friday, 8:00 a.m-5:00 p.m. ET (Closed weekends and government holidays)

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