

CHASE CONNECT[®] USER GUIDE

Stop Payment



Set Up A Stop Payment Request



Quickly and easily set up your stop payments on a check or range of checks you don't want us to pay¹ online.
Submit your request even if you're enrolled in other check services such as Fraud Protection Services.

¹ Terms and conditions, including fees and limitations, apply as described in the legal agreement for your online service.

Set Up A Stop Payment Request

See or Cancel A Stop Payment



The screenshot shows the JPMorgan Chase mobile app interface. At the top, there's a navigation bar with a menu icon, a notification bell with '5', 'Explore products', a search icon, a user profile icon, and a 'Sign out' button. Below this is a secondary navigation bar with 'Accounts', 'Pay & transfer', 'Deposit checks', and 'Account management'. The main content area is divided into two sections. On the left, under 'Business > BANK ACCOUNTS', there's a list of accounts. A callout box with a red '1' points to the 'Checking (...2480)' account, with the text: 'Choose the account from which the check was written.' On the right, there's a detailed view of the 'Checking (...2480)' account. It shows the 'Present balance' as \$75,721.57 and 'Available credit' as \$0.00. Below this is a 'THINGS YOU CAN DO' menu. A callout box with a red '2' points to the 'Stop payment on a check' option, with the text: 'Open the Things you can do menu and choose Stop payment on a check.' Below the menu is a table of transactions. The table has columns for 'Date' and 'Description'. The first transaction is dated 'Dec 29, 2016' and described as 'PRE-AUTHORIZED PAYMENT 12/29 Account transfer'. The second transaction is dated 'Nov 28, 2016' and described as 'FEDWIRE DEBIT VIA: BMO HARRIS BANK NA/071000288 A/C: ADM INVESTOR SERVICES INC. US REF: TAXPAYER ID: 37-1075552/TIME/14:33 IMAD: 1128B1QGC08C016505 TRN: 4534300333JO 11/28 Outgoing wire transfer'. The third transaction is dated 'Nov 28, 2016' and described as 'FEDWIRE DEBIT VIA: BK AMER NYC/026009593 A/C: CAPITAL TR IMAD: 1128B1QGC08C016504 TRN: 4534400333JO 11/28 Outgoing wire transfer'. The fourth transaction is dated 'Nov 28, 2016' and described as 'FOREIGN EXCHANGE DEBIT A/C: FOREIGN CUR BUS ACCT BK 1 COLUMBUS NEWARK DE 197132107 ORG: 00000000636642480 GAIN CAPITAL GROUP LLC'. The table also shows amounts in dollars, such as -\$67.50 and \$209,061.50.

Account	Balance
Checking (...6268)	\$2,058,968.48
Checking (...7035)	\$17,907.98
Savings (...9917)	\$18,504.99
Savings (...5095)	\$20,005.13
Total	\$2,115,386.58

Date	Description	Amount
Dec 29, 2016	PRE-AUTHORIZED PAYMENT 12/29 Account transfer	
Nov 28, 2016	FEDWIRE DEBIT VIA: BMO HARRIS BANK NA/071000288 A/C: ADM INVESTOR SERVICES INC. US REF: TAXPAYER ID: 37-1075552/TIME/14:33 IMAD: 1128B1QGC08C016505 TRN: 4534300333JO 11/28 Outgoing wire transfer	-\$67.50
Nov 28, 2016	FEDWIRE DEBIT VIA: BK AMER NYC/026009593 A/C: CAPITAL TR IMAD: 1128B1QGC08C016504 TRN: 4534400333JO 11/28 Outgoing wire transfer	
Nov 28, 2016	FOREIGN EXCHANGE DEBIT A/C: FOREIGN CUR BUS ACCT BK 1 COLUMBUS NEWARK DE 197132107 ORG: 00000000636642480 GAIN CAPITAL GROUP LLC	-\$1,306.80

Stop Payment Details

Add or cancel a stop payment request

See the details of your active stop payment requests for this account. To cancel a stop payment request, choose "Cancel" in the Action column. You can ask us to [stop payment on a check](#). If you want to request a stop payment on an online bill payment or an automatic withdrawal (also known as an ACH transaction), please [contact us](#). You'll need to tell us your account number, the exact name of the payee and an amount or a range of amounts, or you'll need to instruct us to block all payment requests from the payee.

CHECKING (...5709)

Type	Payee name	Check #	Amount(s)	Request date	Expiration date	Action
CHECK	CAR INC.	25	\$50.00	JAN 17, 2014	JAN 16, 2021	Cancel >

3 Add stop payment

Current stop payments you have for the selected account will be displayed. Click [Add stop payment](#) to begin setting up your request.

☰ 4 Explore products ▾  🔍 👤 Sign out

Stop Payment on a Check ✕

What do you want to stop?

Enter information about the check(s) from that you want to stop.

Stop payment on

- A single check 4
- A consecutive range of checks

Check number

Amount

Payee

This helps us find your check (optional)

Reason

To stop payment on just one check, tell us the check number, amount, payee (optional) and the reason why.

What do you want to stop?

Enter information about the check(s) from that you want to stop.

Stop payment on

A single check

A consecutive range of checks **5**

You can include as many as 10 checks.
If you'd like to stop payment on other checks, please [contact us](#).

Check number to
Lowest Highest

Reason

Cancel Next

If you want to stop a range of checks, select that option. If you're asking to stop a range of checks, they have to be consecutive check numbers. Tell us the first and last check number in the range and the reason.



☰ 4 Explore products ▾  🔍 👤 Sign out

Stop Payment on a Check ✕

Does everything look OK with this request?

Account	CHECKING (...5709)
Check number	25
Payee	Car Inc.
Amount	\$50.00
Reason	Wrong Amount

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Make sure your request is accurate before submitting it.

See or Cancel A Stop Payment

After you've asked for a stop payment,
see the status or cancel.



The screenshot shows a banking interface with a top navigation bar containing a menu icon, a notification bell with '5', 'Explore products', a search icon, a user profile icon, and a 'Sign out' button. Below this is a secondary navigation bar with 'Accounts', 'Pay & transfer', 'Deposit checks', and 'Account management'. The main content area is divided into two columns. The left column shows a list of accounts under 'ALL ACCOUNTS' and 'Business BANK ACCOUNTS'. A callout box with a red '1' points to the 'Checking (...2480)' account, with the text 'Choose the account from which the check was written.' The right column shows the details for the selected 'Checking (...2480)' account, including 'Present balance \$75,721.57' and 'Available credit \$0.00'. Below this is a 'UNCOLLECTED FUNDS' section and a transaction list. A 'Things you can do' dropdown menu is open, listing options like 'Account details', 'Account & routing number (PDF)', 'Transfer activity', 'Statements & documents', 'Account services', 'Order checks & deposit slips', 'Stop payment on a check' (highlighted with a red '2'), and 'Update settings & preferences'. A callout box with a red '2' points to the 'Stop payment on a check' option, with the text 'Open the Things you can do menu and choose Stop payment on a check.'

Account Name	Balance
Checking (...6268)	\$17,907.98
Checking (...7035)	\$18,504.99
Savings (...9917)	\$20,005.13
Savings (...5095)	\$2,115,386.58
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	FOREIGN EXCHANGE DEBIT A/C: FOREIGN CUR BUS ACCT BK 1 COLUMBUS NEWARK DE 197132107 ORG: 00000000636642480 GAIN CAPITAL GROUP LLC	-\$1,306.80



☰ 5 Explore products ▾  🔍 👤 Sign out

Stop Payment Details ✕

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Checking (...1712) 

Type	Payee name	Check #	Amount(s)	Request date	Expiration date	Action
Check ▶ See details 3	TLC EXPRESS	130650	\$165.10	Jan 17, 2014	Jan 16, 2021	4 Cancel >
Check ▶ See details	--	130974	\$776.46	Oct 23, 2014	Oct 22, 2021	Cancel >
Check ▶ See details	FITZWATER	131362	\$34,359.15	Mar 11, 2014	Mar 9, 2021	Cancel >

[Add stop payment](#)

All active stop payments you have for this account, including the request dates and expiration dates, will be listed here. You can [see details](#) for any check or range of checks, or [cancel](#) any active request.



Are you sure you want to cancel this request?

If you cancel it, we won't stop payment on check 130974 for \$776.46.

Add Stop Payment

Keep it

Cancel It

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If you choose **Cancel**, we'll ask to verify the cancellation.

Stop Payment Details ✕

Add or cancel a stop payment request

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✔ We've received your "cancel stop payment" request. **6**

Checking (...1712)

Type	Payee name	Check #	Amount(s)	Request date	Expiration date	Action
Check ▶ See details	TLC EXPRESS	130650	\$165.10	Jan 17, 2014	Jan 16, 2021	Cancel >
Check ▶ See details	FITZWATER	131362	\$34,359.15	Mar 11, 2014	Mar 9, 2021	Cancel >

Add stop payment

After you cancel the stop payment, we'll confirm and remove it from your list of active requests.

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