YOUR QUICK START GUIDE FOR CHECK SERVICES

Introduction

Check Service functions are accessed through the Services → Check Services menu.

This Quick Start Guide will focus on performing a check inquiry, placing and canceling a stop payment, as well as reports specific to Check Services. For Account Reconciliation, Positive Pay and Reverse Positive Pay functions, alerts and reports, refer to the Account Reconciliation and Positive Pay/Reverse Positive Pay Quick Start Guide.

Your access to the different features and information within Check Services is based on your organization’s entitlements and policies as well as your specific permissions. NOTE: After 15 minutes of inactivity, a Session Expiration Warning will display in a separate window allowing you to extend the Intellix® session. All information not submitted will be lost and you will be logged off Intellix unless the session is extended.

Reviewing the Check Management Screen

The Check Management screen allows you to view checks that have been issued, voided, or stopped. Information on this screen includes:

- **Actions**: Clicking the drop-down arrow under Actions allows you to view, approve or delete an item.
- **Type**: Describes the item type such as: Check Issue, Place Stop, Cancel Stop or Check Void.
- **Account Number**: The debit account number.
- **Serial # From / Serial # To**: The serial number of the check. For a stop or cancel stop order that applies to multiple checks, it is the first and last serial number in the range.
- **Amount**: The amount of the check.
- **Issue/Void Date**: The date of the check issue or check void.
- **Memo**: The memo for the entry.
- **Entered By**: The user who created the item.
- **Payee Name**: The name of the payee.
- **Status**: The current status of the item. Possible statuses include:
  - **Entered**: The item has been entered, but needs to be approved.
  - **Approved**: The item has been approved.
  - **Bank Confirmed**: The bank has processed the item.
  - **Deleted**: The item has been deleted.
  - **Partial Success**: This indicates that the processing of a stop payment or cancel stop request was partially successful.

Quick Links to perform check management functions, such as Check Inquiry, Create Check Entry, Create Check Issue(s)/Voids, Import, and Import Results.
Performing a Check Inquiry

The Check Inquiry function allows you to retrieve information about checks from the bank system. Depending on the status of the checks you inquire about, you can carry out various actions on those checks.

1. Select **Inquiry** from the **Services → Check Services** menu. The **Check Inquiry Filter** screen displays.

2. Select the **account** on which you wish to filter.

3. Select at least one **additional criteria** on which to filter (Serial Number, Amount, and/or Date).
**Check Services**

Click **View Results**.

Check information that matches the filter criteria displays.

- **Actions:** Clicking the drop-down arrow under Actions allows you to view the item. If the status of the item is stopped, then Cancel Stop is also a choice.
- **Status:** The current status of the item. Possible statuses include:
  - **Stopped:** Indicates that payment has been stopped on this check.
  - **Paid:** Indicates that the check has been paid.
- **Serial Number:** The serial number of the check. For a stop or cancel stop order that applies to multiple checks, the first serial number.
- **Amount:** The amount of the check.
- **Paid/Stop Date:** Date the check was paid or stopped.
- **Issue Date and Payee Name:** These fields are not used at this time.

### Viewing a Check Image

1. Click the item (or select View from the Actions drop-down menu). Check details display.
2. Click the **View Check Image** link. An image of the front and back of the check displays.
3. Click **Print** to print the images.
Placing a Stop Payment

1. Select Create Check Entry from the Services → Check Services menu.
2. Select Place Stop from the Check Type field.

3. In the Account Number field, enter or select the debit account. The Account Name will display.

4. Enter an optional Memo. Details entered in the Memo field are for internal use only, and will be stored with the transaction but not forwarded with the stop.

5. Enter the starting and ending serial numbers of the checks that need to be stopped. A single check number or a range can be entered.

6. Select a reason for the stop from the Reason field.

7. Select a Stop Duration.

8. Click Submit. If your organization’s policy is such that a separate approval needs to be made, then the stop payment will be in an “Entered” status and will need to be approved; otherwise, the stop payment is approved and sent to the bank.
Canceling a Stop Payment

There are two ways to cancel a stop payment:

• If you know the check number of the stop that was placed, use the Check Entry function (this method is shown below).
• If you don’t remember the check number, perform a Check Inquiry. When the check displays in the search results, you can use the Actions drop-down menu to cancel the stop.

To cancel a stop payment:

1. Select Create Check Entry from the Check Management screen.

2. From the Check Type drop-down menu, choose Cancel Stop.

3. In the Account Number field, enter or select the account. The Account Name will display.

4. Enter a Memo to explain why the Stop is being canceled.

5. Enter the Serial Number (or range of Serial Numbers).

6. Click Submit. The Canceled Stop will be in an “Entered” status and must be approved to be sent to the bank.
Approving Stops and Canceled Stops

For organizations that require a separate approval for Place Stops and/or Cancel Stops, follow the steps in this section for instructions on approving. For approvals, the process begins at the Check Management screen.

1. Select Check Management from the Services → Check Services menu. Only items with a status of “Entered” are eligible for approval.

![Check Management Image]

**NOTE:** You can filter the Check Management list to only view items in “Entered” status.

2. A single item can be approved by selecting Approve from the Actions drop-down menu; multiple items can be approved by selecting the checkboxes of the items you wish to approve and clicking Approve.

3. Click Close on the confirmation screen.

**NOTE:** Prior to the cut-off time, approved items can be unapproved.

Check Reports

The following check reports can be accessed from the Services → Check Services → Reports menu.

- **Cancel Stop Report**: Displays detailed information for all Cancel Stop transactions.
- **Place/Cancel Stop Composite Report**: Displays detailed information for all place stop and cancel stop transactions.
- **Place Stop Report**: Displays detailed information for all Place Stop transactions.