

Associated Connect[®]

Reference Guide: Check Service







Table of Contents

Portal Access	3
Associated Connect Portal.....	4
Check Services	5
Check Services Menu	5
Creating a Stop Payment	6
Single Stop Payment.....	6
Multiple Stop Payments	9
Cancel Stop Payment.....	12
Manage Stop Payments	15
Research Tools	17
Single Check Inquiry.....	17
Multiple Check Inquiry	20
Image Search	22
Image Activity Search	24

Portal Access

The Associated Connect portal allows users to access all Associated Connect services through an easy-to-use single sign-in. To access the portal, sign in to Associated Connect directly from Associated Bank's website at **AssociatedBank.com/Business** or **AssociatedBank.com/Commercial**. The portal has been divided into three sections:

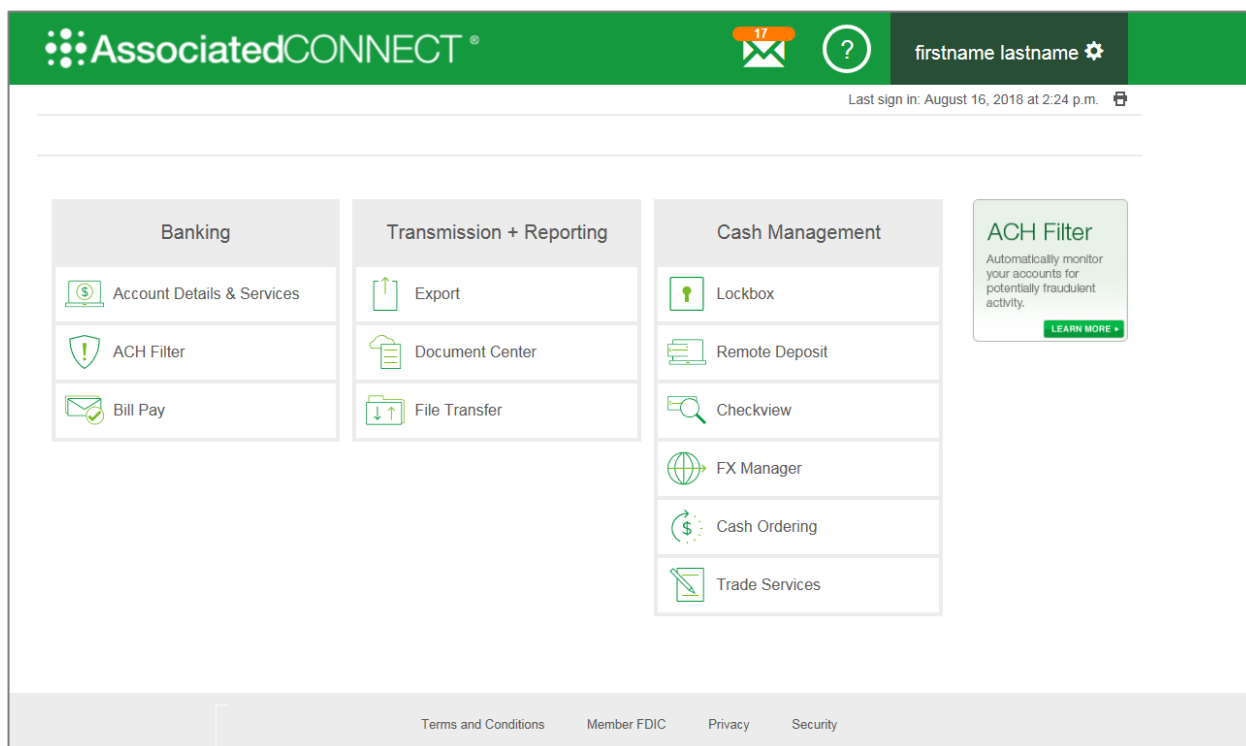
Category	Icon	Definition
Banking		Account Details and Services (Includes Account Balances, Account Transfers, ACH Origination, Check Inquiry, Image Search Transaction Activity, Positive Pay, Stop Payments and Wire Transfers.)
		Account Summary Page (Includes Ledger Balance, Available Balance, Collected Available Balance, Float Next Business Day, Float 2+ Days and Transactions and Details for each account)
		ACH Filter
		Bill Pay
Cash Management		Lockbox
		Remote Deposit
		Checkview
		FX Manager
		Cash Ordering
		Trade Services
Transmission and Reporting		Export
		Document Center
		File Transfer

To access Associated Connect, you will be required to verify your identity through one of two methods:

1. For clients who have access to high-risk services such as Bill Pay, ACH and Wire Transfers, you will sign in with your username and password, and then will be required to verify your identity through multi-factor authentication. Associated Connect users will be required to enter a unique access code generated by either a mobile or physical token to gain access to the portal. Additional information about how to set up, use and obtain a token from Associated Bank can be found in the Multi-Factor Authentication and Password Management Guide or by contacting Customer Care at 800-728-3501.
2. For clients who only have low-risk services, you will sign in with your username and password. Periodically, you will be asked a series of challenge questions to confirm your identity.

Associated Connect Portal

The Associated Connect Portal is the first screen you will see after signing in. This provides access to all your online banking services.

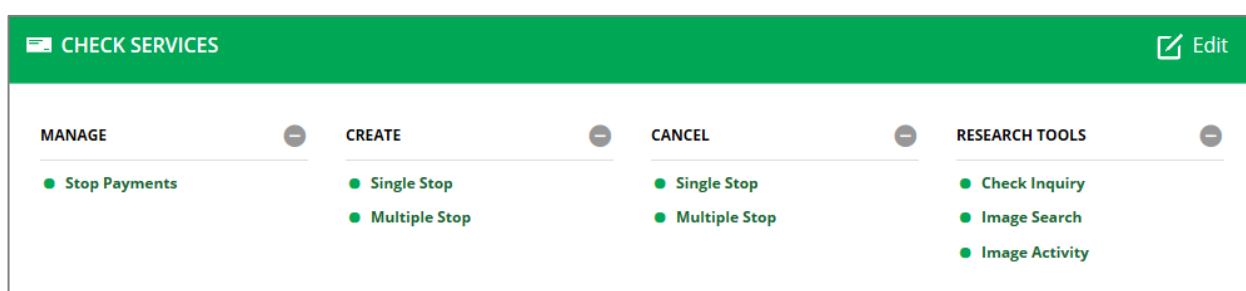





Check Services

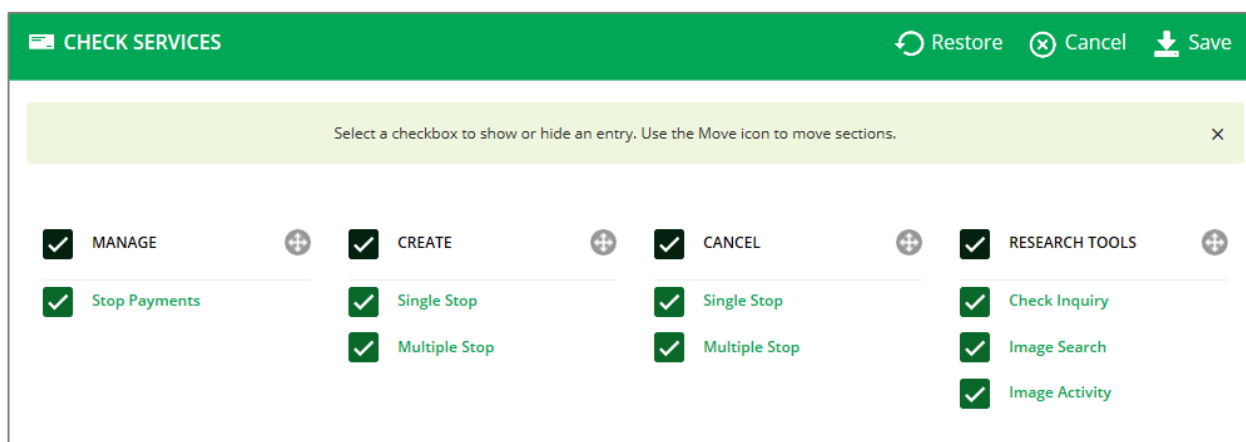
The Check Services menu in Associated Connect gives you the ability to manage and research checks and provides the ability to issue Stop Payments within the Account Services and Details section of Associated Connect.

Check Services Menu

The Check Services menu is located in the Dashboard Navigation. To review your organization's entitlements for Check Services, select the Check Services menu to display the drop-down menu. Please be aware your products and services will depend on your user entitlements, selected by your organization.



You can edit your Check Services menu by selecting the **Edit** icon . Here you can edit the menu by moving sections around utilizing the **Move** icon . You can also edit what will appear in your menu by checking or unchecking the box next to the product or service. Select **Save**  when complete.



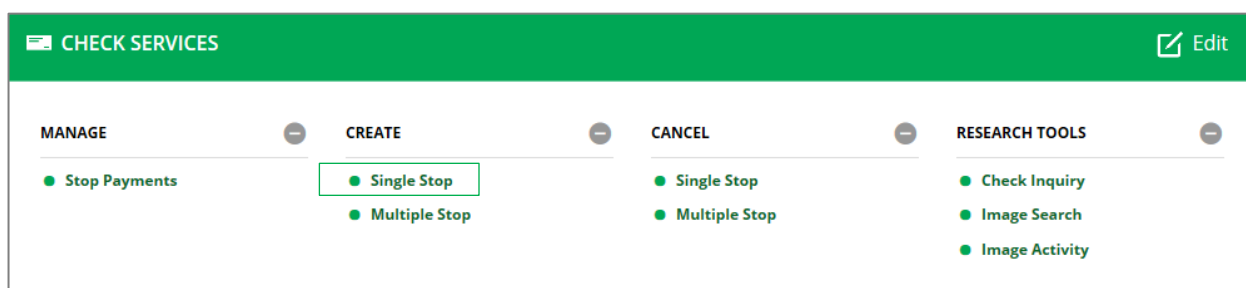
Creating a Stop Payment

You will have the ability to create two types of **Stop Payments**:

- **Single Stop**: A Stop Payment issued for one check or one range of checks.
- **Multiple Stop**: A Stop Payment issued for multiple checks or multiple ranges of checks at one time.

Single Stop Payment

To create a single Stop Payment, select **Single Stop** for the **Check Services** menu.



To create a **Single Stop Payment** on one check, select **Single Stop** from the **Create** section in the **Check Services** menu and complete the information requested including the account and the amount of the check. Select **Continue** when complete.

Note: The Stop Payment Information screen indicates that the expiration term for the stop payments is 6 months, but the stop payment will actually expire in 9 months, not 6 as indicated. Stop payments will not renew, so after 9 months if the stop needs to remain placed on the check item, this process will need to be completed again.

STOP PAYMENT INFORMATION

Required Fields

Account *	- Account1
Expiration Term	6 months
Stop Type *	<input checked="" type="radio"/> Single <input type="radio"/> Range
	<div>Check Number</div> <div>1234</div>
Date Written	02/04/2019
Amount *	100.00
Payee	ABC Compnay
Reason	Lost Check
Memo	Enter Memo
0 of 50 Characters	

Cancel

Continue

You will then be asked to preview the Stop Payment. Confirm that all the information is correct and select **Submit** when complete.

STOP PAYMENT INFORMATION

Account	- Account1
Expiration Term	6 months
Stop Type	Single
Check Number	1234
Date Written	02/04/2019
Amount	\$ 100.00
Payee	ABC Compnay
Reason	Lost Check

Cancel

Edit

Submit

You will receive a confirmation showing your **Stop Payment** has been submitted successfully.


Successful Submit
 You have successfully created the Stop Payment Request for check(s) 1234.

[Manage Stop Pay](#)
[Create Another](#)

To create a single stop payment for a range of checks, select **Single Stop** from the **Create** section in the **Check Services** menu. Be sure to select **Range** and then complete the information requested including the account and the amount of the checks.

STOP PAYMENT INFORMATION

Required Fields

Account *

- Account1

Expiration Term

6 months

Stop Type *

☐ Single
 ☒ Range

From

1234

To

1236

Date Written

02/04/2019

Reason

Lost Check

Memo

Enter Memo

0 of 50 Characters

Cancel

Continue

You will then be asked to preview the Stop Payment. Confirm that all the information is correct and select **Submit** when complete.

STOP PAYMENT INFORMATION

Account

/1 - Account1

Expiration Term

6 months

Stop Type

Range

Check Numbers

From 1234 To 1236

Date Written

02/04/2019

Reason

Lost Check

Cancel

Edit

Submit

You will receive a confirmation showing your Stop Payment has been submitted successfully.


Successful Submit
 You have successfully created the Stop Payment Request for check(s) 1234-1236.

[Manage Stop Pay](#)
[Create Another](#)

Multiple Stop Payments

To create multiple stop payments, select **Multiple Stop** from the **Create** section in the **Check Services** menu.

CHECK SERVICES

Edit

MANAGE

- Stop Payments

CREATE

- Single Stop
- Multiple Stop**

CANCEL

- Single Stop
- Multiple Stop

RESEARCH TOOLS

- Check Inquiry
- Image Search
- Image Activity

You will be asked to complete the instructions section with the account, type of stop payment, check number and amount.

INSTRUCTIONS

Required Fields

Accot

121401 - Account1

Expiration Term

6 months

Stop Payment

+

Type *

Single Check

From Check *

12345

To Check

Enter Check Number

Amount *

500.00

Reason

Duplicate



☐ Add Memo Information

Cancel

Continue

Note: The Stop Payment Information screen indicates that the expiration term for the stop payments is 6 months, but the stop payment will actually expire in 9 months, not 6 as indicated. Stop payments will not renew, so after 9 months if the stop needs to remain placed on the check item, this process will need to be completed again.

Note: You can process a single check stop payment and a range check stop payment at the same time.

To add an additional check, click the **Add icon**  and an additional field will be added. To remove a field, select the **Cancel icon**  and the field will be removed.

INSTRUCTIONS

Required Fields

Account *

- Account1

Expiration Term

6 months

Stop Payment

Type *

Single Check

From Check *

23456

To Check

Enter Check Number

Amount *

1,000.00

Reason

Duplicate

☐ Add Memo Information

Type *

Single Check

From Check *

12345

To Check

Enter Check Number

Amount *

500.00

Reason

Duplicate

☐ Add Memo Information

Cancel

Continue

When you have completed all the information for your stop payments, select **Continue**.

INSTRUCTIONS

Required Fields

Account *

201

unt1

Expiration Term

6 months

Stop Payment

+

Type *

Single Check

From Check *

23456

To Check

Enter Check Number

Amount *

1,000.00

Reason

Duplicate

☐ Add Memo Information

Type *

Single Check

From Check *

12345

To Check

Enter Check Number

Amount *

500.00

Reason

Duplicate

☐ Add Memo Information

Cancel

Continue

You will then be asked to preview the Stop Payment. Confirm that all of the information is correct and select **Submit** when complete.

2018121401

Account

- Account1

Expiration Term

6 months

Stop Payment

Type	From Check	To Check	Amount	Reason	Memo
Single Check	23456		\$ 1,000.00	Lost Check	
Single Check	12345		\$ 500.00	Duplicate	

Cancel

Edit

Submit

You will receive a confirmation showing your Stop Payment has been submitted successfully.


 **Successful Submit**
You have successfully created the Stop Payment Request for check(s) 23456, 12345.

Manage Stop Pay

Create Another

Cancel Stop Payment

Stop Payments can be cancelled in a single stop or a multiple stop. To cancel a Single Stop payment, select **Single Stop** from the **Cancel** section in the **Check Services** navigation menu.

CHECK SERVICES  Edit

MANAGE

- Stop Payments

CREATE

- Single Stop
- Multiple Stop


CANCEL

- Single Stop
- Multiple Stop

RESEARCH TOOLS

- Check Inquiry
- Image Search
- Image Activity

You will then be asked to complete the request with the account, stop type and the amount. Select **Continue** when complete.

CANCEL INFORMATION  Required Fields

Account *

- Account1

Stop Type *

☒ Single ☐ Range

Check Number

1234

Amount *

100.00

Cancel

Continue

You will then be asked to preview the Cancel Stop Payment. Confirm that all the information is correct and select **Submit** when complete.

CANCEL INFORMATION

Account	- Account1
Stop Type	Single
Check Number	1234
Amount	\$ 100.00

Cancel
Edit
Submit

You will receive a confirmation showing your Cancel Stop Payment has been submitted successfully.

Successful Submit

You have successfully created the Cancel Stop Payment Request for check(s) 1234.

Manage Stop Pay
Create Another

To cancel more than one Stop Payment select **Multiple Stop** from the **Check Services** navigation menu.

☰ **CHECK SERVICES**
✎ Edit

MANAGE ⌵

- Stop Payments

CREATE ⌵

- Single Stop
- Multiple Stop

CANCEL ⌵

- Single Stop
- Multiple Stop

RESEARCH TOOLS ⌵

- Check Inquiry
- Image Search
- Image Activity

You will be asked to complete the request with the account, type of stop payment, check number and amount. Select **Continue** when complete.

INSTRUCTIONS

Required Fields

Account *

Account1

Expiration Term

6 months

Stop Payment

+

Type *

Single Check

From Check *

12345

To Check

Enter Check Number


Amount *

500.00

Cancel

Continue

Note: You can process a single cancel stop payment and a range cancel stop payment at the same time.

To add an additional check, click the **Add icon**  and an additional field will be added. Select **Continue** when complete.

INSTRUCTIONS

Required Fields

Account *

- Account1

Expiration Term

6 months

Stop Payment

+

Type *

Single Check

From Check *

12345

To Check

Enter Check Number

Amount *

500.00

Type *

Single Check

From Check *

23456

To Check

Enter Check Number

Amount *

1,000.00

Cancel


Continue

You will then be asked to preview the Cancel Stop Payment. Confirm that all the information is correct and select **Submit** when complete.

2018121401

Expiration Term	6 months														
Stop Payment	<table> <tr> <th>Type</th> <th>From Check</th> <th>To Check</th> <th>Amount</th> </tr> <tr> <td>Single Check</td> <td>12345</td> <td></td> <td>\$ 500.00</td> </tr> <tr> <td>Single Check</td> <td>23456</td> <td></td> <td>\$ 1,000.00</td> </tr> </table>			Type	From Check	To Check	Amount	Single Check	12345		\$ 500.00	Single Check	23456		\$ 1,000.00
Type	From Check	To Check	Amount												
Single Check	12345		\$ 500.00												
Single Check	23456		\$ 1,000.00												
	Cancel	Edit	Submit												


You will receive a confirmation showing your Cancel Stop Payment has been submitted successfully.


Successful Submit
 You have successfully created the Cancel Stop Payment Request for check(s) 12345, 23456.

Manage Stop Pay
 Create Another

Manage Stop Payments

To manage your stop payment and cancelled payment requests, select **Stop Payments** from the **Manage** section under **Check Services** navigation menu.

CHECK SERVICES  Edit

MANAGE	CREATE	CANCEL	RESEARCH TOOLS
<ul style="list-style-type: none"> Stop Payments 	<ul style="list-style-type: none"> Single Stop Multiple Stop 	<ul style="list-style-type: none"> Single Stop Multiple Stop 	<ul style="list-style-type: none"> Check Inquiry Image Search Image Activity

Here you will be able to view all your Stop Payment Requests, Cancel Stop Payment Requests and the status of each payment.

STOP PAYMENTS							
Check Number(s) ▲	Account Nickname Account Number	Check Date ▲	Amount ▲	Type ▲	Status ▲	Expiration ▲	Create Date/Time ▼
12345	Account1 201		\$ 500.00	Cancel Stop Request	Cancelled	08/04/2019	02/04/2019 13:39
23456	Account1 2018		\$ 1,000.00	Cancel Stop Request	Cancelled	08/04/2019	02/04/2019 13:39
23456	Account1 201		\$ 1,000.00	Stop Request	Stopped	08/04/2019	02/04/2019 13:20
12345	Account1 20		\$ 500.00	Stop Request	Stopped	08/04/2019	02/04/2019 13:20
1234-1236	Account1 201	02/04/2019		Stop Request	Stopped	08/04/2019	02/04/2019 12:59
1234	Account1 201	02/04/2019	\$ 100.00	Stop Request	Stopped	08/04/2019	02/04/2019 12:45
Show / Hide Columns							Show 10 ▼

The view can be customized in the Check Services drop down by selecting **Manage** then **Stop Payments**. To customize, select **Show/Hide Columns** at the bottom of the screen. You can also increase your view per page by selecting the Show Drop Down menu at the bottom of the page and adjusting to your specifications.

Show / Hide Columns	Show 10 ▼
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You can sort by selecting the Carrot Icon ▼ next to each column header.

STOP PAYMENTS							
Check Number(s) ▲	Account Nickname Account Number	Check Date ▲	Amount ▲	Type ▲	Status ▲	Expiration ▲	Create Date/Time ▲
1234	Account1 201	02/04/2019	\$ 100.00	Stop Request	Stopped	08/04/2019	02/04/2019 12:45

Research Tools

The Check Services navigation contains research tools including Check Inquiry, Image Search and Image Activity.

The screenshot shows the 'CHECK SERVICES' dashboard navigation menu. It features a green header bar with the text 'CHECK SERVICES' and an 'Edit' icon. Below the header, there are four main sections: 'MANAGE', 'CREATE', 'CANCEL', and 'RESEARCH TOOLS'. Each section has a minus icon to its right. The 'RESEARCH TOOLS' section is highlighted with a green border and contains three items: 'Check Inquiry', 'Image Search', and 'Image Activity', each preceded by a green dot.

Single Check Inquiry

Check Inquiry allows for you to search for a specific check or range of checks and to confirm the status of the checks. To search for a check, select **Check Inquiry** from the Check Services Dashboard navigation.

The screenshot shows the 'CHECK INQUIRY' search form. It has a green header bar with the text 'CHECK INQUIRY' and a 'Required Fields' icon. The form is divided into several sections. The 'Account' section has a dropdown menu showing '- Account1'. The 'Check Number(s)' section has two radio buttons: 'Single' (selected) and 'Range'. Below these are two input fields: 'Check Number' and 'Enter a Number'. The 'Amount' section has two radio buttons: 'Single Amount' (selected) and 'Amount Range'. Below these are two input fields: 'Amount' and 'Enter an Amount'. The 'Status' section has a dropdown menu showing 'Select a Status'. A green 'Search' button is located at the bottom right of the form.

To search for a check by the check number, select the account you are looking to search, enter the check number and select **Search**.

CHECK INQUIRY

Required Fields

Account *

- Account1

Check Number(s)

☒ Single
☐ Range

Check Number

1234

Amount

☒ Single Amount
☐ Amount Range

Amount

Enter an Amount

Status

Select a Status

Search

Your results will appear with the account number and status. From here, you can either select to begin a **New Search**, or select to create a **Stop Payment**.

SEARCH CRITERIA

Account

- Account1

Check Number(s)

1234

New Search

CHECK INQUIRY RESULTS

Check Number ▲	Posted Date ▲	From Account ▲	Status ▲	Single Amount ▲	Action
1234			Outstanding		Stop Payment

Show / Hide Columns

Show 10 ▼

To search for a check by the check amount, select the account you are looking to search, enter the check amount, the check status and select **Search**. Check status options include:

- Stopped
- Outstanding
- Paid

Note: If you chose to search for an outstanding check, you must enter a check number.

CHECK INQUIRY

Required Fields

Account *

- Account1

Check Number(s)

☒ Single
 ☐ Range

Check Number

1234

Amount

☒ Single Amount
 ☐ Amount Range

Amount

Enter an Amount

Status

Select a Status

Search

Your results will appear with the account number and status. From here, you can either select to begin a **New Search**, or select to process a Stop Payment or Cancel a Stop Payment depending on the status you selected to search.

SEARCH CRITERIA

Account - Account1

Check Number(s) 1234

New Search

CHECK INQUIRY RESULTS

Check Number ▲	Posted Date ▲	From Account ▲	Status ▲	Single Amount ▲	Action
1234			Outstanding		Stop Payment

Show / Hide Columns

Show 10 ▼

Multiple Check Inquiry

You can also choose to search for a check by a range of checks, or a range of amounts. To search for a check by a range of checks, select the account you are looking to search, enter the range of check numbers and select **Search**.

CHECK INQUIRY

Required Fields

1

018121401 - Account1

Check Number(s)

☐ Single

☒ Range

From

12345

To

12355

Amount

☒ Single Amount

☐ Amount Range

Amount

Enter an Amount

Status

Select a Status

Search

Your results will appear with the account number and status. From here, you can either select to begin a **New Search**, or select to create a **Stop Payment**.

CHECK INQUIRY RESULTS					
Check Number ▲	Posted Date ▲	From Account ▲	Status ▲	Single Amount ▲	Action
12345			Outstanding		Stop Payment
12346			Outstanding		Stop Payment
12347			Outstanding		Stop Payment
12348			Outstanding		Stop Payment
12349			Outstanding		Stop Payment
12350			Outstanding		Stop Payment
12351			Outstanding		Stop Payment
12352			Outstanding		Stop Payment
12353			Outstanding		Stop Payment
12354			Outstanding		Stop Payment

To narrow your range search, you can also search for an amount range. Select the account you are looking to search, enter the check numbers range, along with the amount range you would like to search and select **Search**.

CHECK INQUIRY

Required Fields

Account

I401 - Account1

Check Number(s)

☐ Single
☒ Range

From

1234

To

1243

Amount

☐ Single Amount
☒ Amount Range

From

1.00

To

2.00

Status

Outstanding

Search

Your results will appear with the account number and status. From here, you can either select to begin a **New Search**, or select to process a Stop Payment or Cancel a Stop Payment depending on status you selected to search.

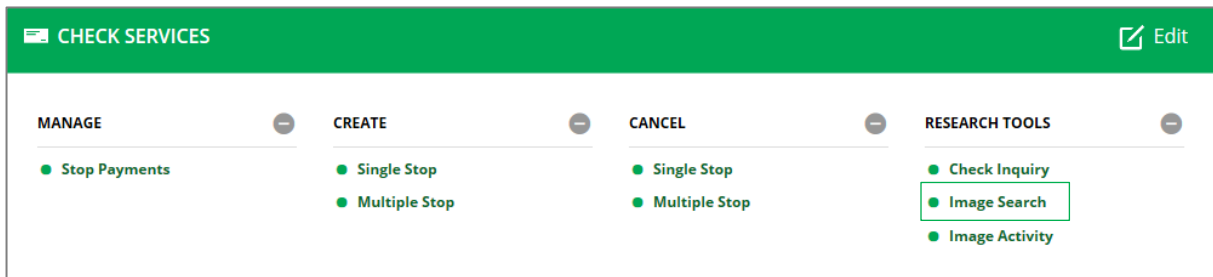
CHECK INQUIRY RESULTS					
Check Number ▲	Posted Date ▲	From Account ▲	Status ▲	Single Amount ▲	Action
1234			Outstanding		Stop Payment
1235			Outstanding		Stop Payment
1236			Outstanding		Stop Payment
1237			Outstanding		Stop Payment
1238			Outstanding		Stop Payment
1239			Outstanding		Stop Payment
1240			Outstanding		Stop Payment
1241			Outstanding		Stop Payment
1242			Outstanding		Stop Payment
1243			Outstanding		Stop Payment

Show / Hide Columns

Show 10 ▼

Image Search

Image Search allows you to search for the image of a Credit, Debit, Deposit Item or Return Item. To search for a check, select **Image Search** from the **Check Services** menu.



CHECK SERVICES Edit			
MANAGE <ul style="list-style-type: none"> Stop Payments 	CREATE <ul style="list-style-type: none"> Single Stop Multiple Stop 	CANCEL <ul style="list-style-type: none"> Single Stop Multiple Stop 	RESEARCH TOOLS <ul style="list-style-type: none"> Check Inquiry Image Search Image Activity

To search for an image, select the account you are looking to search, select the item type, and date or date range and select **Search**.

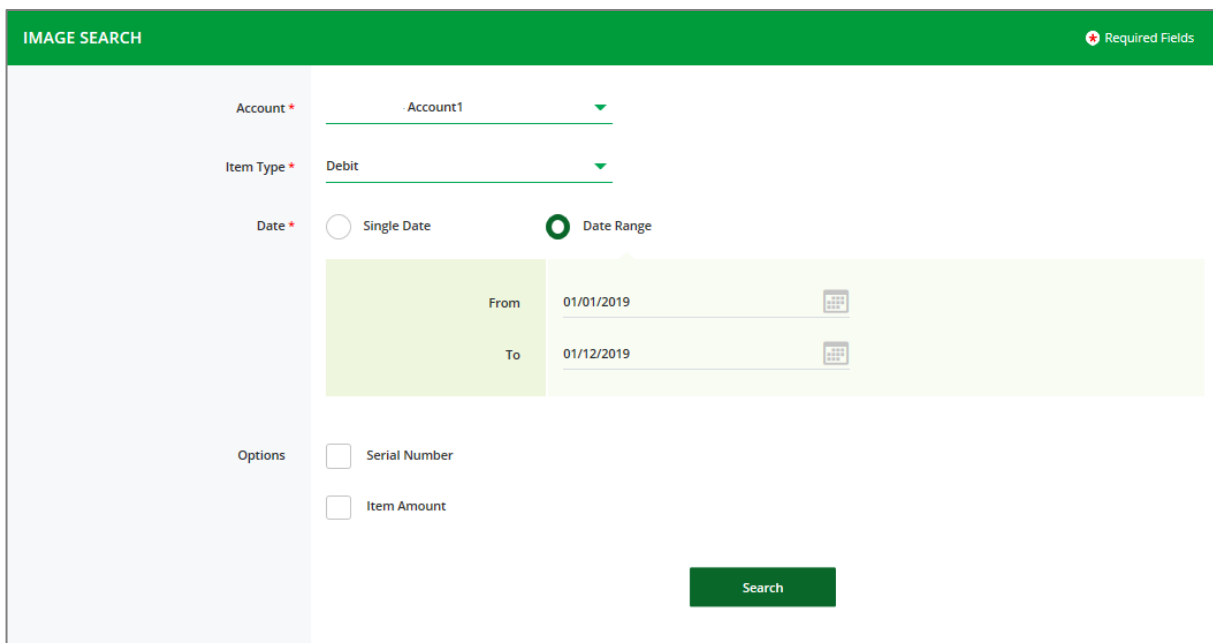


IMAGE SEARCH Required Fields	
Account *	Account1
Item Type *	Debit
Date *	<input type="radio"/> Single Date <input checked="" type="radio"/> Date Range
	From: 01/01/2019 To: 01/12/2019
Options	<input type="checkbox"/> Serial Number <input type="checkbox"/> Item Amount
<input type="button" value="Search"/>	

Note: You may also include the serial number and / or the item amount in your search by checking the box next to the option. An additional field will become available for you to complete.

Your results will appear with the account number and status. From here, you can select the camera to see the image of the item.

IMAGE SEARCH RESULTS
 Use this page to view the search result.
 Print
 Help

SEARCH CRITERIA

Account: Account 4 Images
 Item Type: Debit
 Date: 11/11/2016 to 11/10/2021

IMAGE SEARCH RESULTS

Account Number ▲	Amount ▲	Date ▲	Serial Number ▲	DIN ▲	Image
	\$ 1.30	07/25/2017	5222	987939600	
	\$ 3.48	07/26/2017	5210	989359520	

VIEW IMAGE

FORREST VAN BUREN
1234 Your Street
Your City, State 12345

00-6789/0000 101

DATE 12/10/21

PAY TO THE ORDER OF AB Client \$ 116.77

one hundred and sixteen and 71/100 DOLLARS

Associated Bank

MEMO Forrest VanBuren

⑆000067894⑆ 123456789 0101






DO NOT SIGN UNTIL YOU HAVE BEEN ADVISED BY THE BANK

EXP. H. 12/10/21

Original Document

Image Activity Search

The image activity history search shows all images that were retrieved on a specific day through Image Search within Associated Connect. If there have not been any image results returned, there will not be any information displayed in this screen.

IMAGE ACTIVITY RESULTS						Print	Help
Use this page to view image activity results.							
Account Number ▲	Amount ▲	Date Viewed ▲	Serial Number ▲	Type ▲	Image		
	\$ 1.30	11/10/2021	5222	Debit			
	\$ 17.70	11/10/2021	6071	Debit			
	\$ 18.02	11/10/2021	6228	Debit			
	\$ 41.77	11/10/2021	6287	Debit			
	\$ 22.57	11/10/2021	6356	Debit			
Show / Hide Columns							