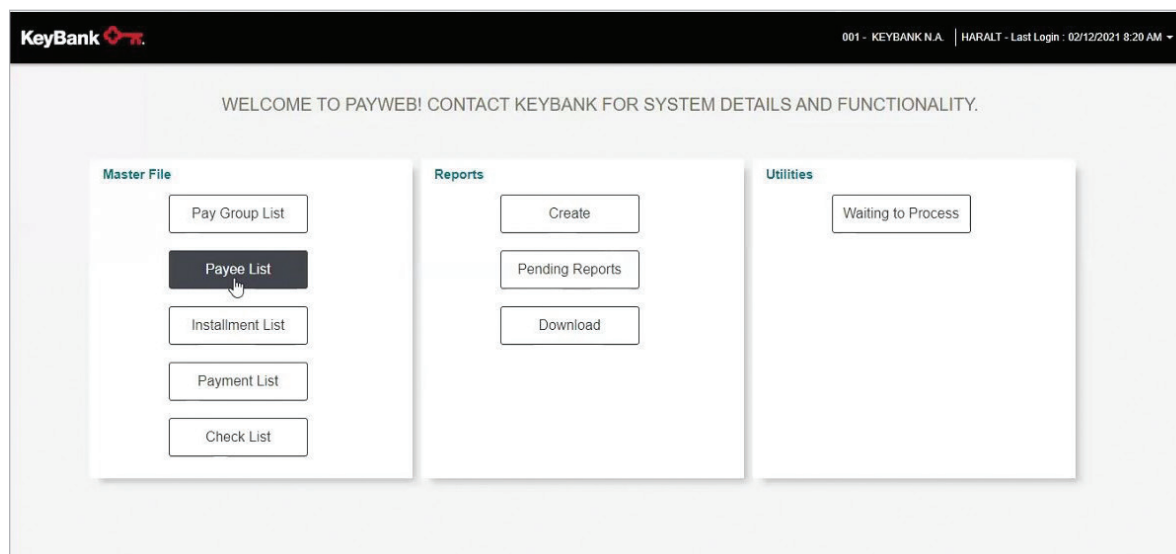


Institutional Advisors

PayWeb Quick Reference Guide – Stopping a Payment

This quick reference guide is designed to walk you through the process of stopping a payment (check or electronic funds transfer [EFT]).

1. From the portal home page, click on **Payee List** in the Master File Section.



PayWeb Quick Reference Guide – Stopping a Payment

2. Locate the payee you need to stop the payment for, and click the **View** link to access their file.

KeyBank 001 - KEYBANK N.A. | HARALT - Last Login : 02/12/2021 8:20 AM

Home / Payee List

Available List

☒ Pay Group/Payee: 170030001080 010001112
☐ Name:
☐ Payee:
☐ Partial SSN:
☐ Alternate Num:

Filters
Pay Group:
Status:
Refresh
New

View	Pay Group	Payee	Name	Alternate Number	Status
view	170030001080	010001112	ATEST, AARON	*****	Active
view	170030001080	111001234	BTEST, BEN	*****	Active
view	170030001080	111222333	SEPTEMBER, TEST	*****	Active
view	170030001080	111223333	BLANK NAME	*****	Active
view	170030001080	120001111	CURRENT, BENEFIT	*****	Active
view	170030001080	123123124	PAYEE, TEST	*****	Active
view	170030001080	123412345	SMITH, JOHN	*****	Active
view	170030001080	123456788	SMITH, JOHN	*****	Active
view	170030001080	999911111	TEST, PAYEE	*****	Active

← Previous Next →

3. In the Payee view for the individual's record, click the **Summary** tab, then click the **Checks** tab to view all checks and select the **View** link on the outstanding check.

KeyBank 001 - KEYBANK N.A. | HARALT - Last Login : 02/12/2021 8:20 AM

Home / Payee List / Payee View

Payment Wizards View Tax Forms Submit Cancel

Pay Group: 170030001080 Payee: 123412345 Status: Active Loc: Record Issues: Name: SMITH, JOHN

Year To Date: 2,000.00

Pay Group Name: DEMO BENEFIT PAYMENT
Payments: 0
Installments: 1
Direct Deposit: No
Plan Type: Pension
Administrator:

Home EFT Deductions Miscellaneous Web YTD User Defined Fields(UDF) Maintenance Summary Data Element View Tax Ledger New Payment New Installment

Installments Payments Checks

Check Ledger

View	Status	Check Date	Name	Check Number	Form	Gross	Net	Tax Year	Account Number
view	Outstanding	02/12/2021	SMITH, JOHN	13853990	CKP1	2,000.00	1,970.00	2021	0000448927



PayWeb Quick Reference Guide – Stopping a Payment

4. Click the **Reverse** button in the top left corner of the **Check View** screen.

KeyBank 001 - KEYBANK N.A. HARALT - Last Login : 02/12/2021 8:20 AM

Home / Payee List / Payee View / Check View

Reverse Can

Pay Group: 170030001080 Payee: 123412345 << >>

Name: SMITH, JOHN

Check Date: 02/12/2021 Check Number: 13853990

Status: Outstanding Form ID: CKP1

Distribution Type: Installment Account: 0000448927

Location: Employee Number:

Gross: 2,000.00
Deductions: 30.00
Net: 1,970.00

Pay Group Name: DEMO BENEFIT PAYMENT
Plan Type: Pension
Distribution No.: 1
Special Handling:
Location Name:
Administrator:

Home Funds Distribution Deductions Tax Alternate Payment Method Miscellaneous User Defined Fields(UDF) Year to Dates Maintenance Data Element View

Pay To

Name: SMITH, JOHN
Address: 4900 TIEDEMAN RD
City: BROOKLYN State: OH Zip: 44144-2338
Country: Foreign: ☐
Name Type: Person

Check Detail

Check Written: 02/11/2021
Cleared Date:
Clear Reference:
ACH Effective Date:

Reversal Detail

Reversal Date:
Recovered Withholding:
Reissue Check Number:
Reversal Reason:

Check

Special Handling:
Source: Distribution
Payment Election:
PG Combine Group:

Distributed

Gross Distribution: 2,000.00 Current CC Number: 0
Gross Other Payments: 0.00 Current CC Form ID:
Gross This Check: 2,000.00 Original CC Number:
Less Partial EFT: 0.00 Original CC FormID:



PayWeb Quick Reference Guide – Stopping a Payment

5. Complete the **Reason** fields. The CheckBox selections default appropriately based on tax year and Redeposit versus Reissue Selections. If a Reissue is needed, this is the only box that needs to be checked. All other boxes will default as required for both current and prior years.

Note: Everything entered into the system must be keyed in all UPPER CASE.

The screenshot displays the KeyBank PayWeb interface with a modal window titled "Stop Check - Selections (TCKS)". The background shows a navigation bar with "Home / Payee List / Payee View / Check View" and a user header "001 - KEYBANK N.A. | HARALT - Last Login : 02/12/2021 8:20 AM".

The modal window contains the following sections:

- Reason:** A text input field.
- Reversal Code:** A dropdown menu.
- Selections:** Three checkboxes: "Reissue Check" (unchecked), "Recover Withholding" (checked), and "Void Only" (unchecked).
- Pay To:** A tabbed section with "Pay To" selected. It includes an "Update Payee Address" checkbox and fields for Name (SMITH, JOHN), Address (4900 TIEDEMAN RD), City (BROOKLYN), State (OH), Zip (44144-2338), Country, and Foreign.
- Account:** Two radio buttons: "Use Historical Account" (selected) and "Use Pay Group Account".
- Process Date:** A text input field with the value "02/12/2021".
- Tax Year:** A text input field with the value "2021".
- Buttons:** "OK" and "Close" buttons at the bottom right.



PayWeb Quick Reference Guide – Stopping a Payment

5a. If the check is to be stopped and reissued:

- If the check is from current or prior tax year, check the **Reissue Check** box only (Recover Withholding will default as required).

The screenshot shows the 'Stop Check - Selections (TCKS)' dialog box in the KeyBank PayWeb interface. The dialog has a title bar with a close button. Inside, there's a 'Reason' field set to 'CHECK DAMAGED'. Below it is a 'Reversal Code' dropdown menu. Further down are three checkboxes: 'Reissue Check' (checked), 'Recover Withholding' (checked), and 'Void Only' (unchecked). At the bottom of the dialog, there are three tabs: 'Pay To', 'Alternate Payment Method' (which is highlighted in green), and 'User Define Fields(UDF)'. Under the 'Alternate Payment Method' tab, there are two sections. The 'EFT/Wire' section has fields for 'Destination' (set to 'Payee'), 'Account Type' (set to 'Checking'), 'Routing/Transit', and 'Account'. The 'IAT Bank Information' section has fields for 'Bank Name' and 'Bank Country'. At the bottom right of the dialog are 'OK' and 'Close' buttons. The background shows a blurred view of the PayWeb interface with a breadcrumb trail: 'Home / Payee List / Payee View / Check View'.

- If the reissued check is going to the same address, click the **OK** button to submit.
- If the reissued check is going to a new address, update the Pay To panel with the new address (click the Update Payee Address if the Payee Address record is to be updated), and then click the **OK** button to submit.

Note: You also have an option to change from a check to an EFT by opening the Alternate Payment Method tab and updating the **Destination** field to direct deposit and enter the account type, routing number, and account number.

The EFT instruction is for this reissue payment only, not ongoing payments.

Special Note: DO NOT USE the Void Only option under the Reversal Code.

PayWeb Quick Reference Guide – Stopping a Payment

5b. If the check is to be stopped and not reissued, the **Recover Withholding** button will default correctly on the basis of the tax year of the check being stopped.

KeyBank

001 - KEYBANK N.A. | HARALT - Last Login : 02/12/2021 8:20 AM

Home / Payee List / Payee View / Check View

Reverse

Stop Check - Selections (TCKS)

Reason: DECEASED

Reversal Code:

☐ Reissue Check

☒ Recover Withholding

☐ Void Only

Pay To | Alternate Payment Method | User Define Fields(UDF)

Pay To

☐ Update Payee Address

Name: SMITH, JOHN

Address: 4900 TIEDEMAN RD

City: BROOKLYN State: OH Zip: 44144-2338

Country: Foreign: ☐

Account

☒ Use Historical Account

☐ Use Pay Group Account

Process Date: 02/12/2021

Tax Year: 2021

Stop Payment Reason Comments Guide:

Check Stop Reason Comments for redeposits only (No Reissue):

- CHECK LOST/STOLEN
- CHECK NEVER RECEIVED
- CHECK DAMAGED
- DECEASED
- STALE STATED/DORMANT
- ISSUED IN ERROR

Check Stop Reason Comments for stops and reissue:

- CHECK LOST/STOLEN
- CHECK NEVER RECEIVED
- CHECK DAMAGED
- STALE STATED/DORMANT
- ADDRESS CHANGE

Note: When entering reason comments, please use ALL UPPER CASE.



PayWeb Quick Reference Guide – Stopping a Payment

- Click the **OK** button to process the stop payment. You will receive a confirmation notification that the stop payment has been submitted.

The screenshot shows the 'Stop Check - Selections (TCKS)' dialog box. At the top, the 'Reason' is set to 'DECEASED'. Below it, the 'Reversal Code' is a dropdown menu. There are three checkboxes: 'Reissue Check' (unchecked), 'Recover Withholding' (checked), and 'Void Only' (unchecked). Below these are three tabs: 'Pay To' (selected), 'Alternate Payment Method', and 'User Define Fields(UDF)'. The 'Pay To' section has an 'Update Payee Address' checkbox and fields for Name (SMITH, JOHN), Address (4900 TIEDEMAN RD), City (BROOKLYN), State (OH), Zip (44144-2338), Country, and Foreign. The 'Account' section has two radio buttons: 'Use Historical Account' (selected) and 'Use Pay Group Account'. Below that are fields for 'Process Date' (02/12/2021) and 'Tax Year' (2021). At the bottom right are 'OK' and 'Close' buttons.

The screenshot shows the KeyBank PayWeb interface with a 'Reverse Check Message' dialog box. The background shows the 'Reverse' section with fields for Pay Group (170030001080), Payee (123412345), Name (SMITH, JOHN), Check Date (02/12/2021), Check Number (13853980), Status (Outstanding), Distribution Type (Installment), Location, Form ID (CKP1), and Account (0000448927). A summary box shows Gross: 2,000.00, Deductions: 30.00, and Net: 1,970.00. To the right, the Pay Group Name is DEMO BENEFIT PAYMENT, Plan Type is Pension, Distribution No. is 1, Special Handling is 1, Location Name is Administrator, and Administrator is Administrator. The 'Reverse Check Message' dialog box has a close button and contains the text: 'SUBMITTED: STOP PAYMENT' and 'Information: STOP CHECK'.

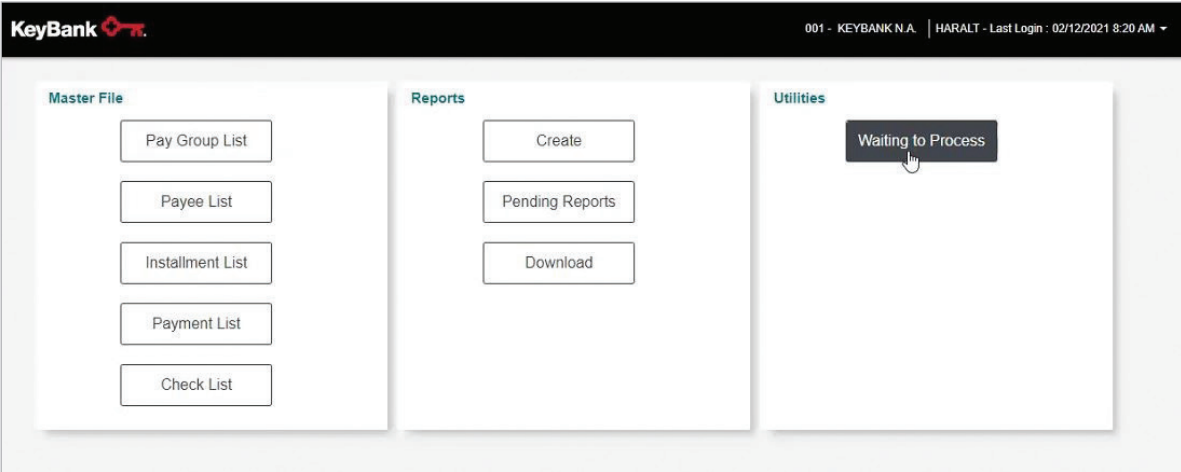
PayWeb Quick Reference Guide – Stopping a Payment

Process Timeline for Stop Payments Issued for Checks:

- **Business Day 1:** The stop is entered in the system and in the nightly batch. The system verifies against KeyBank's check system to confirm that the check has not been cashed. The stop payment is then placed in KeyBank's check system.
- **Business Day 2:** Check is stopped and reflected in Omni Pay/PayWeb – and if there is a reissue it gets processed in the nightly batch.
- **Business Day 3:** Reissue check is mailed.

Note: The cutoff time to receive all stop requests is 2:30 p.m. (ET). Any request received after the cutoff time will be processed the next business day.

7. You can track stop payment processing by returning to the home screen and selecting **Waiting to Process** under the utilities section.



8. All **check stop payment** requests can be seen, tracked in queue here.

A screenshot of the KeyBank PayWeb interface showing the 'Waiting to Process' queue. The top navigation bar shows the KeyBank logo and user information: '001 - KEYBANK N.A. | HARALT - Last Login : 02/12/2021 8:20 AM'. Below the navigation bar, there is a breadcrumb trail: 'Home / Waiting to Process'. The main content area displays a table with the following columns: Select, Type, PayGroup, Payee, Check Number, Check Date, Name, Net Amount, Reason, Req ID, Request Date, and PG Name. The table contains one row of data.

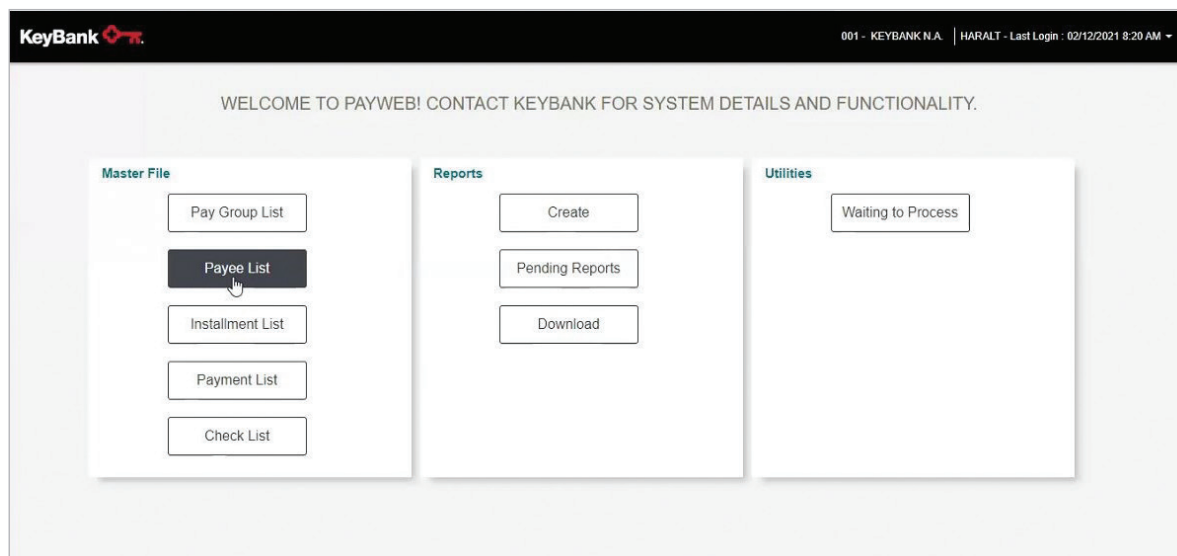
Select	Type	PayGroup	Payee	Check Number	Check Date	Name	Net Amount	Reason	Req ID	Request Date	PG Name
<input type="checkbox"/>	REISSUE	170030001080	123412345	00013853990	02/12/2021	SMITH, JOHN	1,970.00	CHECK DAMAGED	HARALT	02/12/2021	DEMO BENEFIT PAYMENT



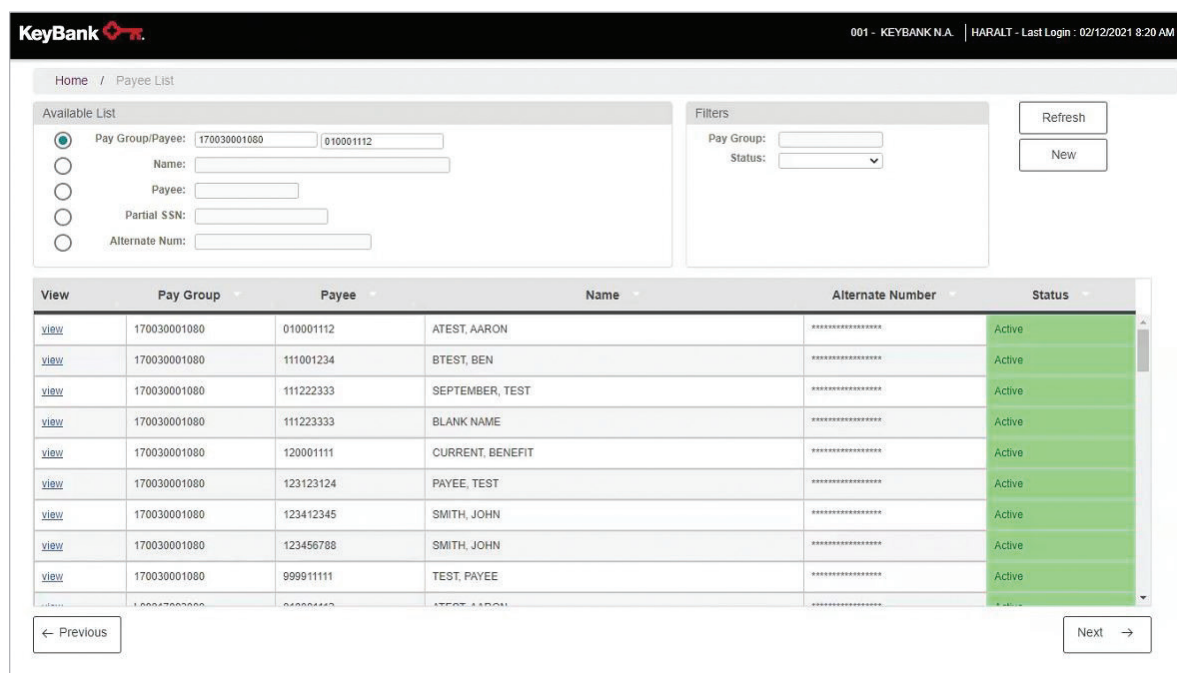
PayWeb Quick Reference Guide – Stopping a Payment

Recalling/Stopping Electronic Funds Transfers (EFTs)

9. From the portal home page, click on **Payee List** in the Master File Section.



10. Locate the payee you need to stop the payment for, and click the **View** link to access their file.



PayWeb Quick Reference Guide – Stopping a Payment

11. In the Payee view for the individual's record, click the **Summary** tab, then click the **Checks** (EFTs appear in this tab as well) tab to view all payments to the individual and select the **View** link on the outstanding payment. EFTs will be listed as **EFL** in the form field and will have a listed status of **Cleared**.

KeyBank 001 - KEYBANK N.A. | HARALT - Last Login : 02/12/2021 8:20 AM

Home / Payee List / Payee View

Payment Wizards View Tax Forms Submit Cancel

Pay Group: L00017003000 Payee: 111223333 Status: Active Loc: Record Issues: Name: BLANK NAME

Future Date

Year To Date: 45,000.00

Pay Group Name: DEMO LS BENEFIT PAYMENT
Payments: 0
Installments: 0
Direct Deposit: Yes
Plan Type: Pension
Administrator:

Home EFT Deductions Miscellaneous Web YTD User Defined Fields(UDF) Maintenance Summary Data Element View Tax Ledger New Payment New Installment

Installments Payments Checks

Check Ledger

View	Status	Check Date	Name	Check Number	Form	Gross	Net	Tax Year	Account Number
view	Cleared	01/22/2021	BLANK, NAME	30245	EFL1	45,000.00	35,995.00	2021	0000448915

12. Click the **Reject** button in the top left corner of your screen.

KeyBank 001 - KEYBANK N.A. | HARALT - Last Login : 02/12/2021 8:20 AM

Home / Payee List / Payee View / Check View

Reject Cancel

Pay Group: L00017003000 Payee: 111223333 Name: BLANK, NAME

Check Date: 01/22/2021 Check Number: 30245 Status: Cleared Form ID: EFL1

Distribution Type: Lump Sum Account: 0000448915 Location: Employee Number:

Gross: 45,000.00
Deductions: 9,005.00
Net: 35,995.00

Pay Group Name: DEMO LS BENEFIT PAYMENT
Plan Type: Pension
Distribution No.: 4
Special Handling:
Location Name:
Administrator:

Home Funds Distribution Deductions Tax Alternate Payment Method Miscellaneous User Defined Fields(UDF) Year to Dates Maintenance Data Element View

Pay To

Name: BLANK, NAME
Address: 4900 TIEDEMAN
City: PARMA State: OH Zip: 44129
Country: Foreign: ☐
Name Type: Person

Check Detail

Check Written: 01/21/2021
Cleared Date: 01/21/2021
Clear Reference:
ACH Effective Date: 01/22/2021

Reversal Detail

Reversal Date:
Recovered Withholding:
Reissue Check Number:
Reversal Reason:

Check

Special Handling:
Source: Distribution
Payment Election:
PG Combine Group:

Distributed

Gross Distribution: 45,000.00
Gross Other Payments: 0.00
Gross This Check: 45,000.00
Less Partial EFT: 0.00

Current CC Number: 0
Current CC Form ID:
Original CC Number:
Original CC FormID:

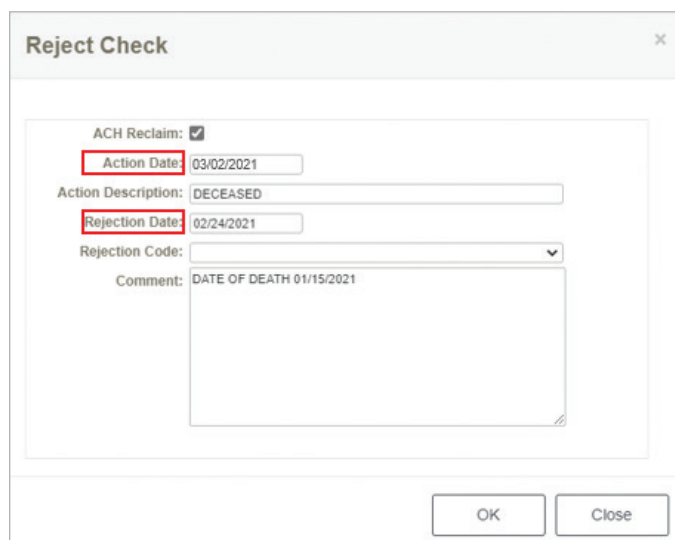
PayWeb Quick Reference Guide – Stopping a Payment

13. Click the **ACH Reclaim checkbox** and complete the **Action Date**, which should be the seventh business day, starting with the next business day after you request the ACH reclaim (i.e., you request the ACH reclaim today, so the first day of the seven day waiting period is tomorrow [if tomorrow is a business day]).

Note: When entering comments, please use ALL UPPER CASE.

14. Complete the **Rejection Date** which should be today – the day you are requesting the reclaim. Rejection Date defaults to seven calendar days, please update date to seven business days.

15. Enter **Action Description**. See the guide below.



Reject EFT Action Descriptions Guide:

EFT Reject Action Descriptions for payments that will be redeposited (No Reissue):

- DECEASED
- ISSUED IN ERROR
- ACCOUNT CLOSED
- AMOUNT (i.e., the amount was incorrect on the original EFT)

EFT Reject Action Descriptions for payments that will be reissued:

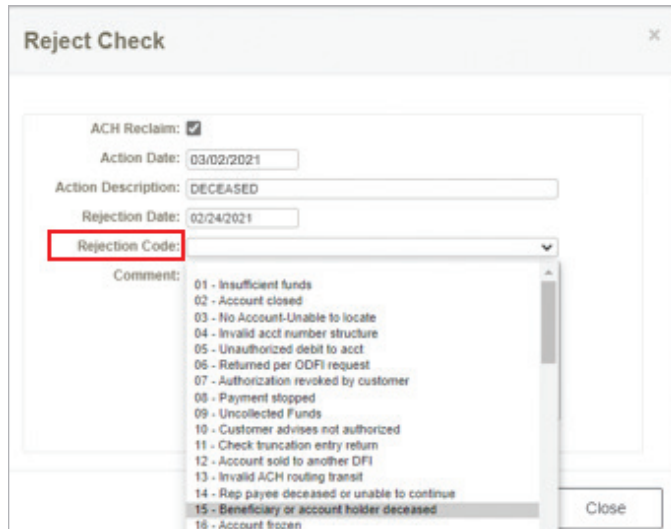
- ISSUED IN ERROR
- ACCOUNT CLOSED

Note: When entering descriptions and comments, please use ALL UPPER CASE.



PayWeb Quick Reference Guide – Stopping a Payment

Select the **Rejection Code** that aligns with the reason that the EFT is being rejected.



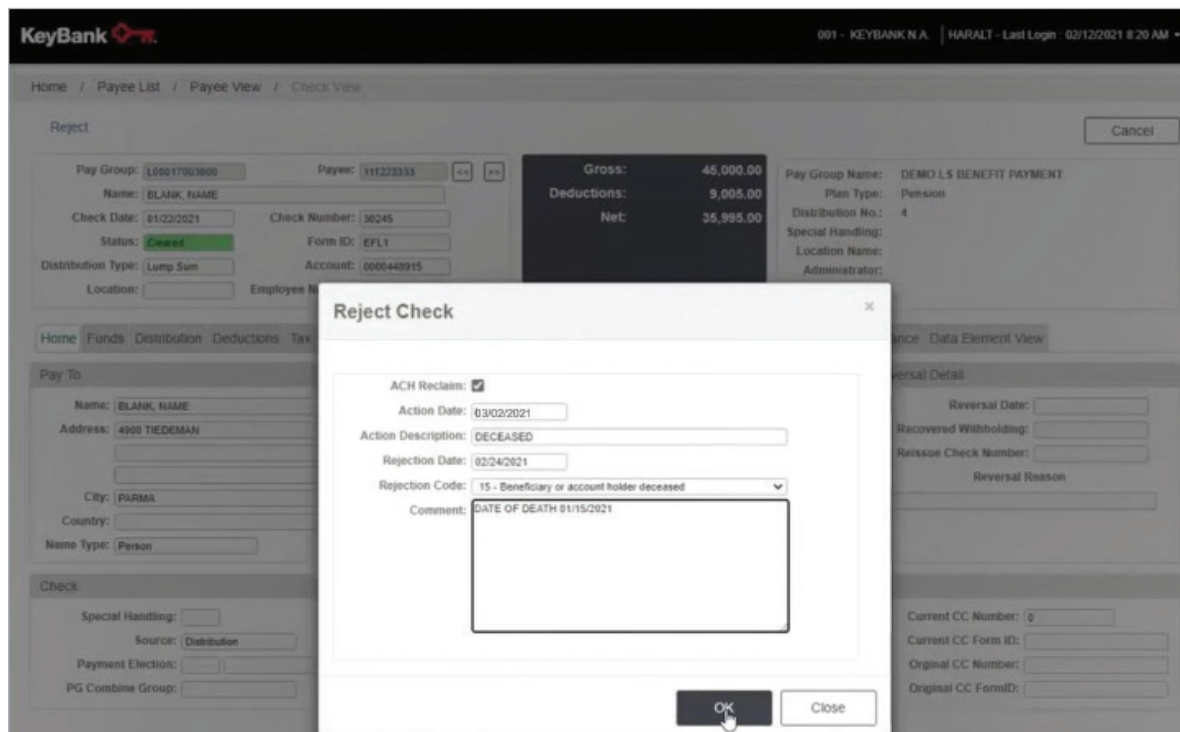
The 'Reject Check' dialog box contains the following fields and options:

- ACH Reclaim: ☒
- Action Date: 03/02/2021
- Action Description: DECEASED
- Rejection Date: 02/24/2021
- Rejection Code: (dropdown menu)
- Comment: (text area)
- Close button

The dropdown menu for 'Rejection Code' is open, showing a list of 16 options:

- 01 - Insufficient funds
- 02 - Account closed
- 03 - No Account-Unable to locate
- 04 - Invalid acct number structure
- 05 - Unauthorized debit to acct
- 06 - Returned per ODFI request
- 07 - Authorization revoked by customer
- 08 - Payment stopped
- 09 - Uncollected Funds
- 10 - Customer advises not authorized
- 11 - Check truncation entry return
- 12 - Account sold to another DFI
- 13 - Invalid ACH routing transit
- 14 - Rep payee deceased or unable to continue
- 15 - Beneficiary or account holder deceased
- 16 - Account frozen

16. Include in the **Comments** field any additional notes that might be useful (date of death, etc.).
- Note:** The Comments box only has a maximum number of 30 characters. Key will not take action on any of these comments, including inactivations. Any updates by KeyBank must receive the proper form documentation, such as a Termination form.



The screenshot shows the KeyBank PayWeb interface with the 'Reject Check' dialog box open. The background interface includes:

- Header: KeyBank logo, 001 - KEYBANK N.A., HARALT - Last Login: 02/12/2021 8:20 AM
- Breadcrumbs: Home / Payee List / Payee View / Check View
- Buttons: Home, Funds, Distribution, Deductions, Tax, Cancel
- Form fields: Pay Group (160017003000), Payee (111223333), Name (BLANK NAME), Check Date (01/23/2021), Check Number (30245), Status (Canceled), Form ID (EFL1), Distribution Type (Lump Sum), Account (0005448915), Location, Employee ID, Pay Group Name (DEMO L.S. BENEFIT PAYMENT), Plan Type (Pension), Distribution No. (4), Special Handling, Location Name, Administrator.
- Summary table:

Gross:	45,000.00
Deductions:	9,005.00
Net:	35,995.00
- Pay To section: Name (BLANK NAME), Address (4900 TIEDEMAN), City (PARMA), Country, Name Type (Person).
- Check section: Special Handling, Source (Distribution), Payment Election, PG Combine Group.

The 'Reject Check' dialog box is in the foreground, showing:


- ACH Reclaim: ☒
- Action Date: 03/02/2021
- Action Description: DECEASED
- Rejection Date: 02/24/2021
- Rejection Code: 15 - Beneficiary or account holder deceased
- Comment: DATE OF DEATH 01/15/2021
- OK and Close buttons

17. Click **OK** to process the reject EFT request. You will then receive a confirmation that the request has been submitted.



PayWeb Quick Reference Guide – Stopping a Payment

18. All requests can be seen, tracked in queue here.

KeyBank 											
001 - KEYBANK N.A. HARALT - Last Login : 02/12/2021 8:20 AM											
Home / Waiting to Process											
Select	Type	PayGroup	Payee	Check Number	Check Date	Name	Net Amount	Reason	Req ID	Request Date	PG Name
<input type="checkbox"/>	REISSUE	170030001080	123412345	00013853990	02/12/2021	SMITH, JOHN	1,970.00	CHECK DAMAGED	HARALT	02/12/2021	DEMO BENEFIT PAYMENT

For more assistance in navigating or using the PayWeb Portal, [contact your KeyBank Institutional Advisors Relationship Management Team](#).

KeyBank Institutional Advisors collaboratively engages stakeholders to understand their organization's strategic mission, values, and goals. Our advisors are professionals supported by subject matter experts across client disciplines/market segments. Combining our expertise with an understanding of the client, we recommend and implement customized, coordinated financial solutions.



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