

Positive Pay Solutions

Check Positive Pay

CLIENT USER GUIDE

This document is intended to provide the reader with information related to CHECK POSITIVE PAY.

If you see a feature within this documentation that is not currently enabled for your organization, contact us at (815) 338-2300 for assistance.



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I. WELCOME TO CHECK POSITIVE PAY!

A. Service Overview

CHECK POSITIVE PAY is a service designed to empower account holders with the ability to prevent financial loss due to check fraud. This guide is intended to provide information to clients in choosing and using the level of protection best suited to their needs.

B. Introduction to CHECK POSITIVE PAY

1. The CHECK POSITIVE PAY service is highly configurable. This guide will outline all CHECK POSITIVE PAY functionality, but it is important to note that some features will only be available if the feature has been enabled by the financial institution (FI) and/or the client user has been granted the appropriate user privilege required to access the feature.
2. The table below lists the CHECK POSITIVE PAY types available for each account enrolled, a description of expected behavior, and protection level ranking. CHECK POSITIVE PAY relies on clients to make daily decisions, when required, for the check activity that occurs on their account. When accounts are enrolled, a default setting can be established for the system to return or pay a transaction if the user fails to do so by the established end-of-day cut-off time. The last column in the table defines the default settings available for each type of positive pay service.

Positive Pay Type	Service Description	Protection Level	Default Setting Options
Standard Positive Pay	This service requires the client to provide a list of checks that have been issued or voided on an account (Issue Items). The issue items for each account must include, at a minimum, a check serial number, amount, and status (issued, voided, stopped). The financial institution compares each check presented for payment (Item) against the list of issue items. If an exception is identified, designated client users are alerted to make a pay or return decision.	Medium	Pay or Return



<p>Support Multiple Payee Names</p>	<p>CHECK POSITIVE PAY has the ability to accept multiple payee names in an issue item file and validate multiple payee names on checks presented for payment. Multiple payee names can be placed on a single line or multiple lines.</p>	<p>High</p>	<p>Pay or Return</p>
<p>Reverse Positive Pay</p>	<p>This service does NOT require clients to provide a list of issued items. Clients will need to log in every day to view checks presented for payment and select the checks they want to return because the concept of an exception does not exist since there is no list of issue items to compare items against. However, clients may request the financial institution establish a maximum check amount per account (Exception Limit). If this optional setting is enabled, an alert will be sent to designated client users ONLY when a check is presented that exceeds the maximum amount established.</p>	<p>Low</p>	<p>Pay</p>

- CHECK POSITIVE PAY offers alerting (notification) to call designated client users to action when required. CHECK POSITIVE PAY is designed to ensure notifications are relevant, but each client can advise the financial institution of notification levels that best suit their needs. Email alerts are standard. Clients can receive texts alerts if the FI has chosen to enable the text alerts feature.
- The table below outlines a list of events that trigger an alert to a client, a description of the triggering event, and if the alert type is Standard or Optional.

Alert Type	Description	Standard or Optional
<p>Exception Alert</p>	<p>Occurs when a check is presented for payment that does not match the issue information provided or if an exception limit is set on an account enrolled in Reverse Positive Pay.</p>	<p>Standard</p>
<p>Issuance File Load Alert</p>	<p>Occurs when an issue file is loaded. The alert contains status information to indicate if the issue item loaded properly or if the issue item failed due to errors.</p>	<p>Optional</p>



5. When an account is enrolled in CHECK POSITIVE PAY, one of three levels of notification can be established for exception alerts. The notification level options, description, and a sample are provided in the table below.

Notification Level	Description
Transaction Alerts	One alert for each exception identified.
Account Alerts	One alert per account when one or more exceptions are identified.
Service Alerts	One alert per client when one or more exceptions are identified on one or more accounts.

Sample Alerts – Transaction Level

Email:

Check ALERT

tm@amcombank.com
To: Munoz, Eryn

↩ Reply
↩ Reply All
→ Forward
⋮

Mon 4/5/2021 6:30 AM

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

We have received a check with serial #022151 to Demo Checking ending in xxxx9257 for \$2.02.

Login to Check Positive Pay to review.

Sincerely,
American Community Bank & Trust

Contact Us
Please do not reply to this email. If you have questions about your account, please call Customer Service at (815) 338-2300 or email us at tm@amcombank.com

American Community Bank & Trust
 1290 Lake Avenue, PO Box 1720
 Woodstock, IL 60098

Text:


Check received for
xxxx9232 for \$2.06
from Demo MM.
Login to Check
Positive Pay to
review.



Sample Alerts – Account Level

Email:

Check ALERT

 tm@amcombank.com
To: Munoz, Eryn

[Click here to download pictures.](#) To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

We have received one or more checks to Demo MM ending in xxxx9232.

Login to Check Positive Pay to review.


Sincerely,
American Community Bank & Trust

Contact Us
Please do not reply to this email. If you have questions about your account, please call Customer Service at (815) 338-2300 or email us at tm@amcombank.com

American Community Bank & Trust
1290 Lake Avenue, PO Box 1720
Woodstock, IL 60098

Text:

Thursday, March 25, 2021


 Checks received for xxxx8309. Login to Check Positive Pay to review.

6:30 AM

Sample Alerts – Service

Email:

Check ALERT

 tm@amcombank.com
To: Munoz, Eryn

[Click here to download pictures.](#) To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Transactions for Check Positive Pay are available to decision.


Sincerely,
American Community Bank & Trust

Contact Us
Please do not reply to this email. If you have questions about your account, please call Customer Service at (815) 338-2300 or email us at tm@amcombank.com

American Community Bank & Trust
1290 Lake Avenue, PO Box 1720
Woodstock, IL 60098

Text:



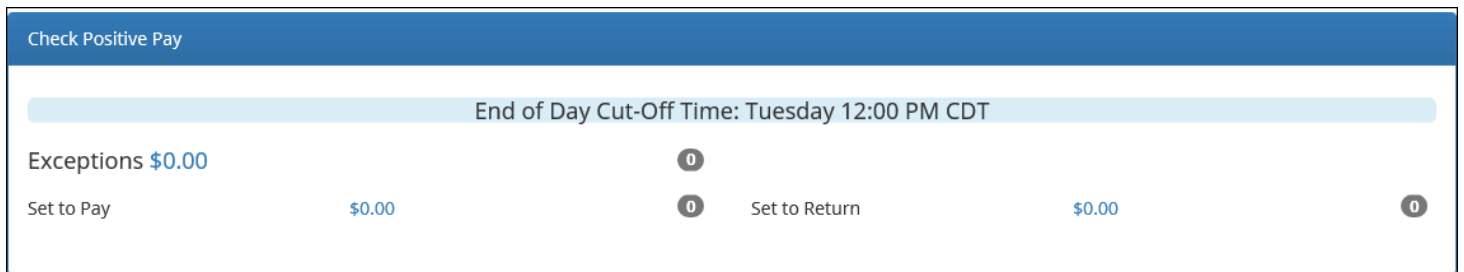
 Transactions for Check Positive Pay are available to decision.

II. CHECK POSITIVE PAY DASHBOARD BOX

A. Using the Dashboard

1. The Dashboard is the default landing page within the client portal. If CHECK POSITIVE PAY is enabled, a CHECK POSITIVE PAY box will be displayed. Summary information on current check transactions and status will be displayed for accounts the user has been granted access. Active links are embedded within the CHECK POSITIVE PAY box to permit users to navigate from the dashboard landing page into the CHECK POSITIVE PAY service module or directly to transactions in the status selected. Dashboard totals are updated in real time as transaction status values are changed by a user.

The content displayed in the CHECK POSITIVE PAY summary box includes the following:



Service Name	In the example provided, clicking CHECK POSITIVE PAY on the left in the title bar will direct the user to the main menu.
End of Day Cut-Off Time	Displayed in the second bar, the time of day indicates when transactions that require decisions will no longer be eligible for user decisions.
Exceptions	Clicking on the dollar amount link on the Exceptions line will direct the user to a filtered view of Transaction History that will display only exceptions that require a decision.



Set to Pay / Set to Return	Clicking on the dollar amount links on the Set to Pay or Set to Return lines will expand the view to display a breakdown of the total for each category. System Pay or Return indicate transactions that will pay or return if no action is taken due to the default status. User pay or return indicate a client user decision has occurred. FI pay or return indicate an FI decision has occurred on behalf of the FI.
-----------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Transaction History

Date Range
May 28, 2020

Mass Pay & Issue

Filters

80 transactions totaling \$45,159.97
Rows 1 - 25 of 80.

« < 1 2 3 4 > »

Transaction ID	Account Number	Serial Number	Credit	Debit	Current Status	Date	Change Status	Exception
> 17700	xxxx1111	9254		\$250.00	Pay-System	05-28-2020	Return	!
> 17699	xxxx1111	9253		\$610.00	Pay-System	05-28-2020	Return	!
> 17698	xxxx1111	9252		\$65.45	Pay-System	05-28-2020	Return	!
> 17697	xxxx1111	9251		\$10.00	Pay-System	05-28-2020	Return	!
> 17696	xxxx1111	9250		\$930.00	Pay-System	05-28-2020	Return	!
> 17695	xxxx1111	9249		\$70.00	Pay-System	05-28-2020	Return	!

Transaction History The user can click on the dollar amount link for any category to be directed to a filtered view of the Transaction History. In the above example, the user has clicked on the dollar value of Exceptions on the Dashboard and is directed to a view of exception transactions that require decision.

Please refer to Section VI, Subsection A, "Transaction History", for more information on this function.



- From the Client Dashboard, a user can navigate to the CHECK POSITIVE PAY module by clicking Change Module > CHECK POSITIVE PAY.



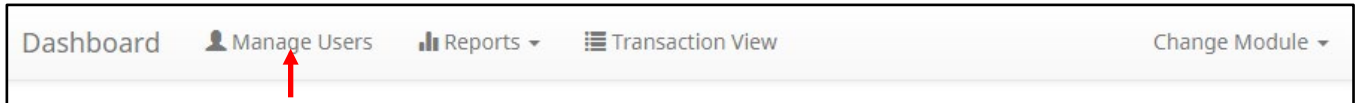
B. Creating Client Users

NOTE:

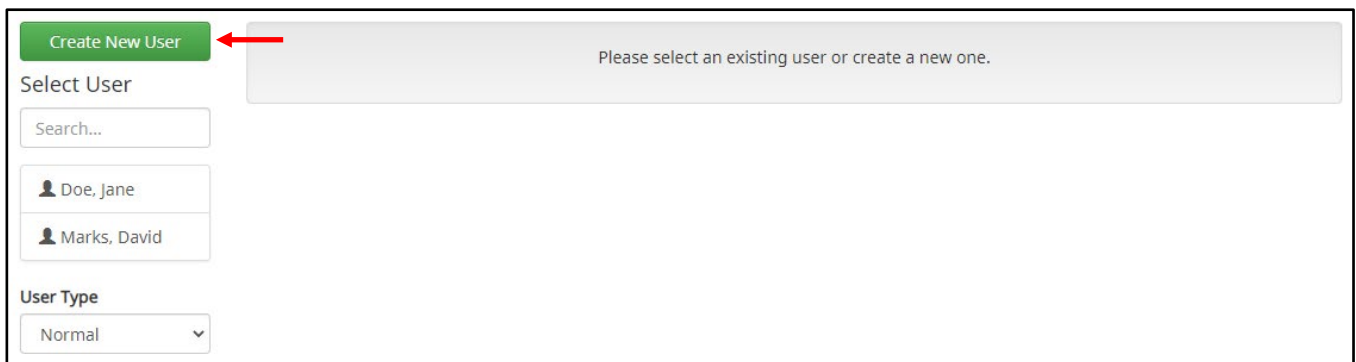
- The admin user privilege must be enabled.
- This feature is only available if 1) the FI is allowing clients to manage their own users, and 2) it will only display for client users who have been designated with client admin status.

A client user with admin user privilege can add additional client users who will then be authorized to use CHECK POSITIVE PAY.

- From the Client Dashboard, select "Manage Users".



- The Client Users page appears. Click the "Create New User" button.



3. The New User page appears. Fill out all fields available, then click the “Create User” button.

The screenshot shows a user creation form for 'Cuthbert Allgood'. The form has a light green header with the name 'Cuthbert Allgood'. Below the header, there are several input fields: 'First Name' (Cuthbert), 'Last Name' (Allgood), 'Email Address' (cuthberta@finefeathers.com), 'Contact Phone Number' ((555) 555-5555), and 'Cell Phone Number' ((555) 555-5555). A blue 'Create User' button is centered at the bottom of the form.

4. The user will be configured for single sign-on, the new user interface will display these fields. Please note that the SSO ID field will be the users Business Online Banking user ID.

The screenshot shows a user profile configuration page for 'Judy Dench'. The page has a blue header with the name 'Judy Dench'. Below the header, there are two checked checkboxes: 'Active' and 'Admin (Manage other non-admin users)'. There is an 'SSO ID' field containing 'JDench'. Below that are fields for 'First Name' (Judy) and 'Last Name' (Dench). At the bottom, there are fields for 'Email Address' (jdench@testbank.com), 'Contact Phone Number' ((595) 855-4858), and 'Cell Phone Number' ((787) 254-1258).

5. The user profile page appears. Scroll down to the “System Roles” section of the page to select which roles should be enabled for the user. For more information on managing user entitlements, ***please refer to the Positive Pay Solutions Client User Guide, Sections II and III.***

The screenshot shows the 'System Roles' section of the user profile page. It has a grey header with the text 'System Roles'. Below the header, there is a link '[all | none]'. There are three checked checkboxes: 'Audit Report', 'Notification Delivery Report', and 'Consolidated Transaction History View'.



Within the CHECK POSITIVE PAY settings box, the alert method can be chosen. Use the drop-down to select the alert method desired.

The screenshot shows the 'Check Positive Pay' settings box. At the top right, there is an 'Alert Method:' dropdown menu with the following options: '- None -', 'Email', 'Email, SMS/Text' (which is currently selected), and 'SMS/Text'. Below the dropdown, there are two columns: 'Available Accounts' and 'Selected Accounts'. Underneath these columns, there is a list of alert options:

- Email**: Client User will receive CHECK POSITIVE PAY Alerts via Email only
- Email, SMS/Text**: Client User will receive CHECK POSITIVE PAY Alerts via Email and SMS/Text
- SMS/Text**: Client User will receive CHECK POSITIVE PAY Alerts via SMS/Text only

6. Choose from the list of available accounts enrolled in CHECK POSITIVE PAY the user is entitled to work with and move them to the Selected Accounts box.

> and < move individual accounts between Available and Selected Accounts.

>> and << move all accounts between Available and Selected Accounts.

The screenshot shows the 'Check Positive Pay' settings box. At the top right, there is an 'Alert Method:' dropdown menu with the following options: '- None -', 'Email', 'Email, SMS/Text' (which is currently selected), and 'SMS/Text'. Below the dropdown, there are two columns: 'Available Accounts' and 'Selected Accounts'. The 'Available Accounts' column contains two entries: 'Demo Checking (xxxx9257)' and 'Demo MM (xxxx9232)'. The 'Selected Accounts' column is currently empty. Between the two columns, there are four buttons: '>', '>>', '<<', and '<', used for moving accounts between the columns.

7. For more information regarding Client User Privileges, *please refer to Section III. "User Accounts and Privileges"*.



III. USER ACCOUNTS AND PRIVILEGES

Additional information about creating and editing client users can be found in the Positive Pay Solutions User Guide, Sections II and III.

Defined in this section are client user privileges and alerting methods supported for the CHECK POSITIVE PAY module.

A. User Privilege Dependencies

Some user privileges are standard, and some are dependent upon features that are enabled by your financial institution. If you see a privilege below and it does not appear in the client user interface, the feature has not been enabled.

<i>Privilege</i>	User	Feature Dependencies
Approve Issue File	Client	FI Enabled
Issue Item Status Report	Client	FI Enabled
Delete Issue File	Client	FI Enabled
Issue Templates	Client	FI Enabled
Issue Warehouse	Client	Standard
Transaction History	Client	Standard
Scheduled Reports	Client	FI Enabled
Load Issue File	Client	Standard



<i>Privilege</i>	User	Feature Dependencies
Item Lookup	Client	Standard
Change Transaction Status	Client	Standard
View Issue File Status	Client	Standard
Issue Load Alerts	Client	FI Enabled
Manual Issue Entry	Client	Standard
Reconcile Accounts	Client	FI Enabled

B. Client User Privileges

NOTE:

- **The admin user privilege must be enabled.**

1. On the Client User page, scroll to CHECK POSITIVE PAY service station.
2. Choose from the list of available accounts enrolled in CHECK POSITIVE PAY the user is entitled to work with and move them to the Selected Accounts box.

> and < move individual accounts between Available and Selected Accounts.

>> and << move all accounts between Available and Selected Accounts.

Available Accounts

- FFF Escrow (xxxx4444)
- FFF Expense (xxxx3333)
- FFF Payroll (xxxx2222)

>

>>

<<

<

Selected Accounts

FFFriends (xxxx1111)



3. Selecting CHECK POSITIVE PAY Client User Privileges

a. Selecting all | none

i. By selecting all, the user will be assigned all user privileges.

User Privileges

[[all](#) | [none](#)]

<input checked="" type="checkbox"/> Item Lookup	<input checked="" type="checkbox"/> Issue Item Status Report	<input checked="" type="checkbox"/> Transaction History
<input checked="" type="checkbox"/> Change Transaction Status	<input checked="" type="checkbox"/> Adjusted Items Report	<input checked="" type="checkbox"/> Delete Issue File
<input checked="" type="checkbox"/> View Issue File Status	<input checked="" type="checkbox"/> Issue Templates	<input checked="" type="checkbox"/> Issue Load Alerts
<input checked="" type="checkbox"/> Issue Warehouse	<input checked="" type="checkbox"/> Load Issue File	<input checked="" type="checkbox"/> Manual Issue Entry

ii. By selecting none, previously assigned user privileges will be removed.

User Privileges

[[all](#) | [none](#)]

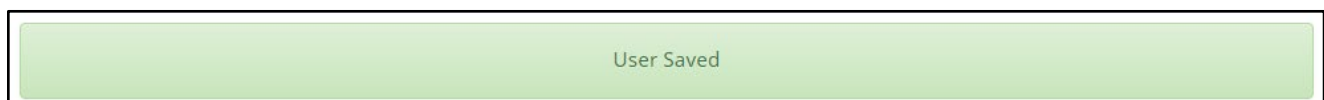
<input type="checkbox"/> Item Lookup	<input type="checkbox"/> Issue Item Status Report	<input type="checkbox"/> Transaction History
<input type="checkbox"/> Change Transaction Status	<input type="checkbox"/> Adjusted Items Report	<input type="checkbox"/> Delete Issue File
<input type="checkbox"/> View Issue File Status	<input type="checkbox"/> Issue Templates	<input type="checkbox"/> Issue Load Alerts
<input type="checkbox"/> Issue Warehouse	<input type="checkbox"/> Load Issue File	<input type="checkbox"/> Manual Issue Entry

iii. Clicking in the box beside each user privilege will add or remove the checkmark from the box. Adding a checkmark will give the user that privilege, removing the checkmark will remove the privilege from the user.



Transaction History	Allows the user to view check transactions that have been presented for payment. If this privilege is enabled, the user will also have access to an item lookup sub-menu option.
Load Issue File	Allows the user to load issue files via the client portal.
Item Lookup	Ability to look up all recorded data on individual issued items.
Change Transaction Status	Requires Transaction History user privilege. Allows a user to change the status of a transaction from return to pay or pay to return.
View Issue File Status	Allows the User to view the status and detail of all issue (files) loaded or manually entered into the system.
Issue Load Alerts	<i>Will receive success or failure alerts when users load issue files.</i>
	NOTE: Issue Load Alerts must be enabled.
Manual Issue Entry	<i>Allows the user to manually create an issue item.</i>
	NOTE: Issue Load Alerts must be enabled.
Issue Item Status Report	<i>Allows the user to view issued items by status for a specific date or date range.</i>
	NOTE: Issue Item Status Report must be enabled.
Delete Issue File	<i>Requires View Issue File Status privilege. Allows a client user to delete an issue file that was previously loaded if no issue items in the file have been used in matching.</i>
	NOTE: Delete Issue File must be enabled.
Issue Templates	<i>Allows a user to create a template that defines the format of the issue file they will load and the format and location for the data elements that will be provided in the file. If this privilege is enabled for a user, the user will also be able to manage additional issue fields.</i>
	NOTE: Issue File Mapping must be enabled.
Issue Warehouse	Allows the user to view files loaded into the system.
	NOTE: Issue Load Alerts must be enabled.

4. Select "Save User", a success message appears.



IV. MANAGING ISSUE ITEMS

Certain types of positive pay services require clients to maintain a list of issued items for the financial institution to compare presented items against so exceptions can be identified.

While issue items can be added after a check has been presented for payment, it is highly recommended that clients enter or load issue items prior to disbursing paper checks to payees. Failure to do so could result in denial of payment if the check is presented at the teller line for deposit or to be cashed.

If issue items are entered or loaded on accounts configured for positive pay types that do not require a list, CHECK POSITIVE PAY will ignore them.

When an issued item is entered or loaded into CHECK POSITIVE PAY, the status and disposition of the issued item is tracked. The table below describes the status and disposition labels associated with issue item management.

Labels	Description
Issued	A status defined by the client that indicates a check was issued.
Voided	A status defined by a client that a check was issued but later voided and not distributed.
Stopped	A status defined by a client or designated by the FI if the FI chooses to control this status.
Available for Matching	A status assigned by the CHECK POSITIVE PAY system when an issue item is entered or loaded by a client.
Used in Matching	A status assigned by the CHECK POSITIVE PAY system when a check is presented for payment with a serial number that matches a serial number for an issued item.
Outstanding	A status displayed in the issue warehouse that indicates a check has not yet been presented for the issued item and it is still available for matching.
Paid	A status displayed in the issue warehouse that indicates a check has been presented against an issue item and it was paid by the system, client user, or FI.
Returned	A status displayed in the issue warehouse that indicates a check has been presented against an issue item and it was returned by the system, client user, or FI.



Purged	A status assigned by the CHECK POSITIVE PAY system when an issue item that has not been used in Matching (outstanding) has been removed from the system. The purge period is defined by the financial institution.
Deleted	A status value displayed in Issue File Status that indicates that a file that was loaded was deleted by a client or FI user. A history of the file load and delete action are retained but the issue items are removed as if they were never introduced to the system.
Updated	If an issue item is updated after it was loaded, history will be available in the issue item warehouse when the drop-down for an issue item is expanded.

C. Test Mode

Clients can request the FI enroll accounts with an inactive status and grant users access to the system to test issue file load. Issue items loaded while in test mode are marked as test issue items and will not be displayed in the issue warehouse or used for matching against presented checks. Clients must notify the FI when testing has been completed and they wish the account to be active.



D. Status Values

Issued items can have a status of Issued, Voided, or Stopped.

1. **Issued:** The check has been issued and distributed for payment.
2. **Voided:** The check has been voided by the maker. A check is usually voided prior to disbursement. A voided check cannot be used to make a payment or withdraw money from the account.
3. **Stopped:** A check that has a stop payment placed on it. A stop payment is placed by a financial institution to cancel a check that has not yet been processed.

E. Manual Entry

NOTE:

- **The Manual Issue File user privilege must be enabled.**
- **CHECK POSITIVE PAY will not accept issued items with a date more than two (2) years in the past.**

If the FI enables this feature, clients can manually enter a list of checks that have been issued. To manually enter an issue item, the user must be granted the manual issue entry user privilege.

The table below describes a list of fields that may be displayed in the manual entry screen, the criteria for the field to display and how the information entered will be used to identify exceptions when matching issue items to checks presented for payment.

Field	Criteria	Use
Serial #	The check/serial # is always required.	To identify if the check was issued or presented more than once.
Amount	A dollar value is always required.	Used to identify if the amount of a check has been altered.



Payee Name	<p>The person(s) or entities to whom the check was intended to pay. The field will support entry of multiple payee names (maximum of 4 allowed) by clicking "Enter" to input another name on the next line.</p> <p>This feature is optional, and the field will only appear for accounts configured for payee positive pay.</p>	<p>Used to identify if the name in the "Pay to the order of" line has been altered.</p>
Status	<p>Each check should be accounted for, even checks that have been voided or have had a stop payment issued. The status value advises the FI if a check has been issued and distributed, issued, later voided and not distributed or issued, or distributed and a stop payment order was requested later. The issued and void status values will always be available for selection. The stopped status will only appear if the FI has enabled this option for client designation.</p>	<p>Used to determine if a check should be analyzed for matching (issued) or if a check was presented for payment that was previously voided or stopped.</p>
Issuance Date	<p>A date the check was issued and valid for payment is always required. The issuance date will always default to the current date, but the user can assign a previous or future date.</p>	<p>Used to determine if a check is presented earlier than intended or later than allowed.</p>
Additional Issue Fields	<p>Only available if the Issue Templates user privilege is turned on for a user. Additional issue fields are typically used if a client requires CHECK POSITIVE PAY to retain information related to the issued item for reconciliation purposes.</p>	<p>Used for account reconciliation purposes. Example: an invoice # associated with a check.</p>

1. From the CHECK POSITIVE PAY module, click Perform > Manual Issue Entry.



2. The Manual Issue File Entry screen appears.

Account Select appropriate Account Number from the drop-down menu.

Auto populate next check number When checked, the next check number will auto-populate in the following row. This feature is designed to eliminate serial number entry when checks are issued in sequential order.

Row When unchecked, the next check number will remain blank until it is filled in by the user. Each issue item will be numbered in the order they are entered. Once the cursor is placed in the current row, an additional row will appear for the next entry.

Serial Number Type the item serial number for this manual issuance file in the Serial Number field.

Amount Type the dollar amount for this manual issuance file in the Amount field. Or use the up and down arrows in the Amount field to select a dollar amount.

Payee Name Type the payee name for this manual issuance file in the Payee Name field. The Payee Name field supports the entry of a single payee, or multiple payees.

Please see Step #3 below for in-depth information about the Payee Name field and Multiple Payee Names.

Status Issued The check has been issued.

Voided The check has been voided by the maker.

Issuance Date Click on the Issuance Date field and select a date from the calendar that this item was issued.




3. Payee Names: The Payee Name field supports up to four payees.

a. Click within the Payee Name field to enter payee name(s).

Row	Serial Number	Amount	Payee Name ²	Status	Issuance Date
1	10100	300.00		ISSUED	07/03/2020

b. The size of the Payee Name field can be enlarged by dragging the bottom right corner of the box. The feature may not be available based upon the browser used.

Row	Serial Number	Amount	Payee Name ²	Status	Issuance Date
1	10100	300.00		ISSUED	07/03/2020



c. Input the payee name in the field. If there are multiple payees, an Enter (carriage return) must be used to input a second, third, or fourth payee on separate lines in the field for it to be distinguished as different payees.

Row	Serial Number	Amount	Payee Name ²	Status	Issuance Date
1	10100	300.00	Elain Archeron & Nesta Archeron	ISSUED	07/03/2020

If multiple payees are listed on a single line of the check, putting them on separate lines is not applicable.

d. The Payee Name field currently supports 500 characters in total. This count will include the carriage returns separating multiple payees. The 500-character limit is for the entire field, and not per payee.

It is important to note that although 500 characters are allowed in this field, names might be truncated if using a fixed width template and the number of characters allowed in that column are less than 500.

4. To edit any row, click in the field to be edited and make changes.

5. When all manual issuance files have been entered, click the “Save” button.



6. The Manual Issuance File Status detail page appears.

< Back to Status
MANUAL_1590702542494

File Status

Queued
Processing
Processed
Approved
Complete
Deleted

File processing is complete. View list below to see items.

View items: 6 Items totaling \$3,099.60

Rows 1 - 6 of 6.

Account Number	Serial Number	Amount	Payee Name	Status	Load Date	Issuance Date
xxxx1111	1610	\$65.00	Arthur Dent Martin Freeman	AVAILABLE_FOR_MATCHING	05/28/2020 17:49:02 EDT	05/28/2020
xxxx1111	1611	\$93.94	Frank Cleary	AVAILABLE_FOR_MATCHING	05/28/2020 17:49:02 EDT	05/28/2020
xxxx1111	1612	\$743.45	The Providential Group	AVAILABLE_FOR_MATCHING	05/28/2020 17:49:02 EDT	05/28/2020
xxxx1111	1613	\$6.14	Joe McGee	AVAILABLE_FOR_MATCHING	05/28/2020 17:49:02 EDT	05/28/2020
xxxx1111	1614	\$2,171.08	MicroCenter	AVAILABLE_FOR_MATCHING	05/28/2020 17:49:02 EDT	05/28/2020
xxxx1111	1615	\$19.99	Costco	AVAILABLE_FOR_MATCHING	05/28/2020 17:49:02 EDT	05/28/2020

Delete

- Account Number** The account number on each issue item.
- Serial Number** The serial number of the issue item.
- Amount** The amount of the issue item.
- Payee Name** Name of the payee(s) from the issue item.
- Status** Available_For_Matching The issued item is available for exception matching against an incoming check.
- Duplicate Issuance This issued item is a duplicate and has already been issued.
- Used in Matching This issued item has been used in the exception matching against an incoming check.
- Load Date** Date and time the file was loaded.
- Issuance Date** Date the item was issued.



7. Click the “Back to Status” button to view the Issuance File Status page. ***For more information, please refer to Subsection G, “Issue File Status”.***

8. Issuance Dual Approval:

Some clients may have the optional Issuance Dual Approval feature enabled, if offered by the FI. In this circumstance, manual entry files must be approved by a second client user or, if no second user is available to approve the file, the client can request the FI approve the issue file.

Please refer to Subsection H. “Issuance Dual Approval” for more information about the Dual Approval process.

9. Disable Stop Payments: When the FI has disabled stop payments, client users cannot create new stopped issue items or modify previously stopped issue items. The FI can, however, feed stop pay items from the core banking system.

a. If a user attempts to create a manual entry item with a serial number the FI has loaded a stop pay on, the system will not accept the item.

[< Back to Status](#) MANUAL_1604407533919

File Status

Queued Processed Completed Deleted

Some items are ineligible. [View list below to see item.](#) Remove ineligible item and reload file

[View item: 1 Item totaling \\$350.00](#)

Rows 1 - 1 of 1.

Account Number	Serial Number	Amount	Payee Name	Status	Load Date	Issuance Date
xxxx1111	100944	\$350.00	Margaret Anjou	INELIGIBLE_FOR_MODIFICATION	11/03/2020 07:45:34 EST	11/03/2020



F. Issue Templates

The purpose of issue templates is to make it easy to load issue items into CHECK POSITIVE PAY using files that can be generated out of most accounting systems. CHECK POSITIVE PAY provides organizations a variety of flexible options for providing a list of checks that have been issued or voided.

Issue templates allow users to select from a list of file formats supported and identify where the required data elements are located within the file.

Once a template has been set up, the template can be selected when loading a file to tell CHECK POSITIVE PAY how to utilize the data contained in the file.

Multiple file templates can be set up, displayed and used. FI's can create templates for clients to use or the FI may choose to allow clients to create their own templates.

NOTE:

- **The Issue Template user privilege must be enabled.**

1. From within the CHECK POSITIVE PAY module, click Manage > Issue Templates.



A screen will appear that lists any existing templates that are available for view or edit, and a button to “Create New Template”. NOTE: Templates created by the FI cannot be modified by a client. Templates created by the client can be modified by the client and the FI. Templates created by the FI can be viewed by clicking the eye icon in the Edit/View column.

Create New Template			
Delete	Template <input type="text" value="Filter by Template"/>	File Type <input type="text" value="Filter by File Type"/>	Edit/View
	2011 Regression C	Comma Separated	
	CSV	Comma Separated	
	CSV1	Comma Separated	
	DBFI Fixed Width	Fixed Width	
	Excel 1	Excel Workbook	
	Excel 97-2003 Workbook	Excel 97-2003 Workbook	
	Quickbooks Type 1	Excel Workbook	
<input type="checkbox"/>	2008 Regression	Comma Separated	
<input type="checkbox"/>	2008 Regression A	Excel Workbook	

- To view or edit an existing template, click the pencil icon for the appropriate template.
- To delete an existing template, click the checkbox next to the Template(s) to be deleted and click “Delete Selected”. Templates that have the “Delete” option were built by the client and can be deleted/edited by the client user. Templates without the “Delete” option were built by the FI and cannot be deleted/edited by the client user.
- To create a new template, click the “Create New Template” button.

Create New Template ✕

Template Name <input type="text"/>	File Type[?] <input type="text" value="- select file type"/>	Template Status <input type="text" value="Active"/>
Number of Header Rows[?] <input type="text" value="0"/>	Number of Footer rows[?] <input type="text" value="0"/>	Template Level[?] <input type="text" value="Client"/>
Multi-Line Payee Name Separator: [?] <input type="text"/>		



The upper portion of the template screen will not change, regardless of the file type selected. The template name, file type, and template status values are required. The header and footer fields are optional.

Many accounting systems can export excel or fixed width files. Sometimes those files have header (beginning) rows or footer (ending) rows containing data that is not required by CHECK POSITIVE PAY.

When setting up a template, the client can define the number of rows CHECK POSITIVE PAY should ignore at the beginning and end of the file. It is important to note that if the values are entered incorrectly, an issue file may load with errors or no items.

About Multi-Line Payee Name Separator:

The Multi-Line Payee Name Separator field is optional. This feature allows the FI to enter a character that can be used to separate Multiple Payee Names that are on separate lines of an issued check.

Currently, the system restricts the allowed characters to the following: ; | , - _ / . The user must be aware that using a separator character that appears elsewhere in the payee name or might conflict with the file itself can cause issues. Examples of scenarios where problems might arise are listed below.

Within a comma separated values (CSV) file, different data fields are separated by a comma. Therefore, a comma cannot be used in the data field itself, or the CSV will read the comma as a separator before the next field. Therefore, listing two payees for an item in this way: "Elain Archeron,Nesta Archeron" will cause issues reading the CSV file. In this scenario, the user should select a multi-line payee name separator character that will not cause an issue, such as a semicolon. "Elain Archeron;Nesta Archeron" in the Payee Name field of the CSV file will process correctly.

If the user selects a separator character that would ever appear in a payee name field, such as a dash (-), the system would then separate the data before and after the character as separate payees. For instance, if the user has selected a dash (-) as the Multi-Line Payee Name Separator, and a common payee used is "In-and-Out Burger", the system will flag this as having multiple payees. In this case, the user should select a multi-line payee name separator that will not cause such issues, such as a pipe (|) or a semicolon for cases of multiple payee names.

Please refer to Section VIII "Payee Positive Pay Tips & Best Practices" for more information about multiple payee name handling.



The mapping section below will display based on the file type selected. **It is important to note that not all fields/options seen in these graphics may be available for your organization based on settings configured by your financial institution.**

Excel and comma separated values (CSV) files will require clients to define the column data elements that will be found.

Create New Template ✕

Template Name

File Type[?]

- select file type ▼

Template Status

Active ▼

Number of Header Rows[?]

Number of Footer rows[?]

Template Level[?]

Client ▼

Multi-Line Payee Name Separator: [?]

Do not use a character as a separator if that character will ever be present in a Payee Name. Allowed characters in brackets [; | , - _ /]

File Mapping

Add	Input Field [?]	File Column [?]	Field Format
	Serial Number	<input style="width: 100%;" type="text"/>	
	Amount [?]	<input style="width: 100%;" type="text"/>	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input checked="" type="checkbox"/>	Status [?]	<input style="width: 100%;" type="text"/>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">ISSUED - for ISSUED</div> <div style="border: 1px solid #ccc; padding: 2px;">VOIDED - for VOIDED</div>
<input type="checkbox"/>	Account Number [?]	<input style="width: 100%; background-color: #eee;" type="text"/>	
<input type="checkbox"/>	Issuance Date [?]	<input style="width: 100%; background-color: #eee;" type="text"/>	
<input type="checkbox"/>	Payee Name [?]	<input style="width: 100%; background-color: #eee;" type="text"/>	

Save

[?] - Place the cursor over this label for more information



Fixed Width files will require the client to define the start and end position in which the data element is located.

Create New Template ✕

Template Name <input style="width: 95%;" type="text"/>	File Type? <div style="border: 1px solid #ccc; padding: 2px; display: inline-block; background-color: #007bff; color: white;">Fixed Width</div> ▼
------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

 Template Status Active ▼ |
[? Place the cursor over this label for more information](#)

The mapping section on the lower part of the screen displays the required fields. The “Check Serial #” and “Amount” fields are always required. The client must specify if the amount data in the file to be imported will or will not contain decimal points. For example, if the Amount value is set to Fractional Dollars, then 100, 100.0 and 100.00 are all processed the same. If the Amount value is set to Whole numbers of cents, the system will divide by 100 and save it as a dollar value. For example, a value of 100 would be saved as \$1.00 in the system.

The client may choose to import additional data by checking the “Add box” next to the desired data element.

If the “Status box” is not checked (as shown below), CHECK POSITIVE PAY will load all issue items with a status of Issued. If the client file represents Voided items as a negative number, the client can check the box



“Treat Negative Amount as Void” and CHECK POSITIVE PAY will status any item in the file with a negative value as Voided. Issuance with a \$0 amount will also be treated as void.

Create New Template

Template Name:

File Type?:

Template Status:

Number of Header Rows?:

Number of Footer rows?:

Template Level?:

Multi-Line Payee Name Separator: ?

Do not use a character as a separator if that character will ever be present in a Payee Name. Allowed characters in brackets [; | , - _ /]

File Mapping

Add	Input Field?	File Column?	Field Format
	Serial Number	<input type="text"/>	
	Amount?	<input type="text"/>	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input type="checkbox"/>	Status?	<input type="text"/>	<input checked="" type="checkbox"/> Treat Negative Amount As Void? Issuance with \$0 amount will be treated as Void

Create New Template

Template Name:

File Type?:

Template Status:

Number of Header Rows?:

Number of Footer rows?:

Template Level?:

Multi-Line Payee Name Separator: ?

Do not use a character as a separator if that character will ever be present in a Payee Name. Allowed characters in brackets [; | , - _ /]

File Mapping

Add	Input Field?	Start Position?	End Position?	Field Format
	Serial Number	<input type="text"/>	<input type="text"/>	
	Amount?	<input type="text"/>	<input type="text"/>	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input type="checkbox"/>	Status?	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/> Treat Negative Amount As Void? Issuance with \$0 amount will be treated as Void



If the client checks the "Status" box additional fields will display as shown below. If the client's accounting system exports issue items with an Issued and Voided status, no additional action is required.

<input checked="" type="checkbox"/> Status?	<input type="text"/>	<input type="text"/>	ISSUED	- for ISSUED
			VOIDED	- for VOIDED

It is important to note that if the "Status" box is checked for a template, and this information is not provided in the issue file loaded, the system will give each record an ISSUED status. In addition, the STOPPED status may not appear in the Template configuration screen if the FI has disabled stop payments.

If the accounting system used exports issued items with a value of X and voided items with a value of Y, the user can identify the values as shown below so CHECK POSITIVE PAY can translate the data appropriately when importing the data.

<input checked="" type="checkbox"/> Status?	<input type="text"/>	<input type="text"/>	X	- for ISSUED
			Y	- for VOIDED



A description has been provided below to define system behavior if additional data elements are included.

Account # **If the account box is selected, the user can import one file that contains issue items for multiple accounts.** If the account box is NOT selected, when a client user loads a file through the Client Portal, CHECK POSITIVE PAY will require the user to select the account the checks were issued on.

Issuance Date If the issuance date box is NOT checked, CHECK POSITIVE PAY will default the issue date to date the file was loaded. If the issuance date box is checked, the file must contain an issuance date for each item. For Excel files, CHECK POSITIVE PAY will translate the data format used in the file. For comma separated values (CSV) and fixed width files, the client must define the date format being used as shown in the screenshot below. It is important to note that the formats displayed are examples only. A complete list of date formats can be found at:

<https://docs.oracle.com/javase/8/docs/api/java/time/format/DateTimeFormatter.html#patterns>

Issuance Date?

M for month, d for day of month, y for year
Examples:
yyyy-MM-dd for 2019-12-25
MM/dd/yy for 12/25/19
MMM dd, yyyy for Dec 25, 2019

Payee Name The Payee Name box will only appear if one or more accounts are configured for payee positive pay. If the payee name box is checked, CHECK POSITIVE PAY will require the payee name for accounts configured for payee positive pay. If payee name is provided for accounts not enrolled in payee positive pay, the payee name data will be ignored when the file is loaded. For Excel or delimited files, the complete and single payee name is expected in a single column. For fixed width files, the complete and single payee name must be contained in the file between the starting and ending position.

If Multiple Payee Names feature is enabled, the Issuance Payee name may display more than one payee.



G. Additional Issue Fields Information

Additional Issue Fields are only available if the Issue Templates user privilege is turned on for a user. **Additional issue fields are not used in any exception matching process.** These additional issue fields are available for client use to allow clients to record additional information into an issuance file to be used for historical or reconciliation purposes. If this feature is enabled and in use, it will impact the view and behavior of the Manual Issue Entry and Issue File Template screens. A few examples are shown below.

Manual Issue Entry

Account: FFFriends - xxxx1111 Auto populate next check number:

Row	Serial Number	Amount	Payee Name	Status	Issuance Date
1	8454	233.01	Office Pride	ISSUED	05/29/2020

Type: ← → Account: 00011111

Internal Ref #: 85ZR23 ←

ISSUED 05/29/2020

Click any row to select that row for editing

Save

Create New Template

Template Name: File Type: - select file type Template Status: Active

Number of Header Rows: 0 Number of Footer rows: 0 Template Level: Client

Multi-Line Payee Name Separator:
Do not use a character as a separator if that character will ever be present in a Payee Name. Allowed characters in brackets [; | , - _ /]

File Mapping

Add	Input Field	File Column	Field Format
<input type="checkbox"/>	Serial Number	<input type="text"/>	
<input type="checkbox"/>	Amount	<input type="text"/>	<input checked="" type="radio"/> Fractional Dollars (12,34) <input type="radio"/> Whole numbers of cents (1234)
<input checked="" type="checkbox"/>	Status	<input type="text"/>	<input type="text"/> - for ISSUED <input type="text"/> - for STOPPED <input type="text"/> - for VOIDED
<input type="checkbox"/>	Account Number	<input type="text"/>	
<input type="checkbox"/>	Issuance Date	<input type="text"/>	
<input type="checkbox"/>	Payee Name	<input type="text"/>	
<input type="checkbox"/>	Type	<input type="text"/>	←
<input type="checkbox"/>	Account	<input type="text"/>	←
<input type="checkbox"/>	Internal Ref #	<input type="text"/>	←

Save ? Place the cursor over this label for more information



CHECK POSITIVE PAY offers the option of creating up to 6 additional issue fields within an issue template.

Additional issue fields 1 and 2 are reserved for use by the FI to set institution-wide additional issue fields that can be accessed by all enrolled clients.

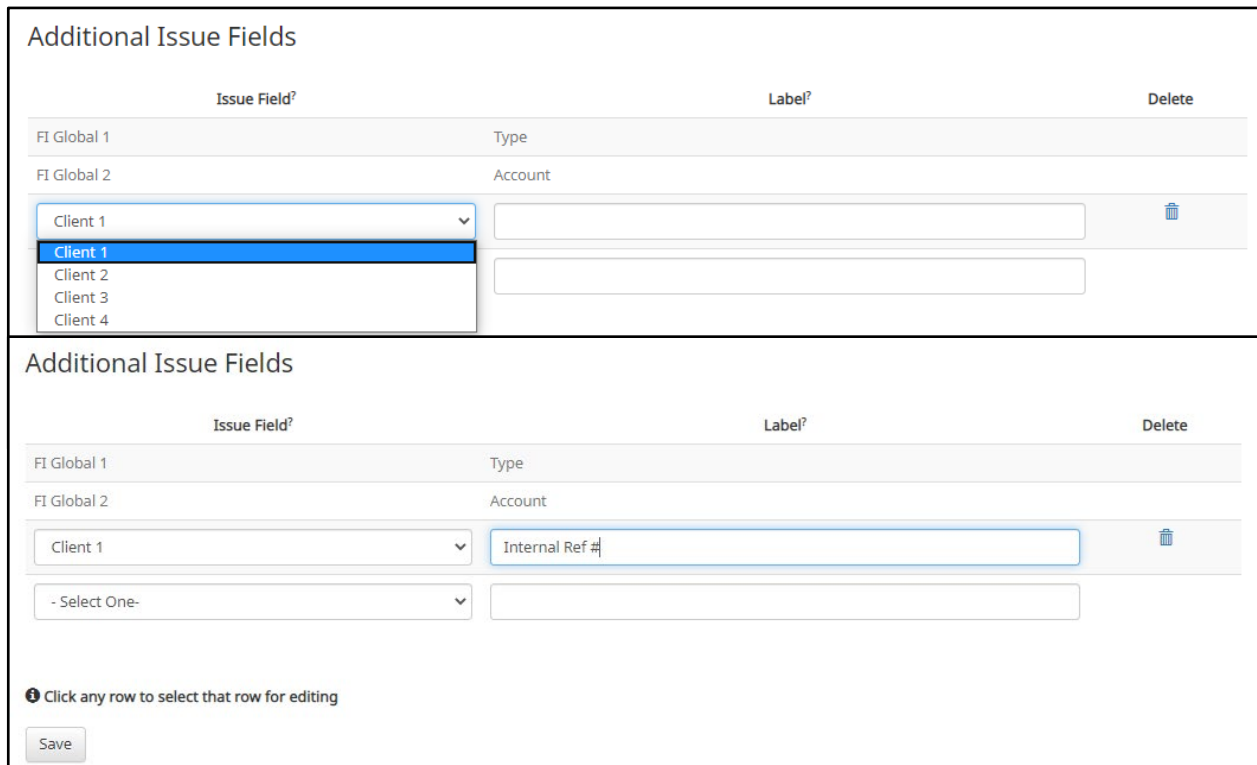
Additional issue fields 3 through 6 are available for client-specific use and can be tailored to fit the recordkeeping needs of the individual client. These fields can be configured by the FI at client's request, or by the client user.


Additional issue fields, once set up for client use, will be displayed as configuration options in any File Templates that are created or edited. In turn, once enabled, these additional issue fields will be displayed when viewing file status or transaction status on any issued items.

1. From within the CHECK POSITIVE PAY module, click Manage > Additional Issue Fields.





2. The Additional Issue Fields page appears.



Issue Field?	Label?	Delete
FI Global 1	Type	
FI Global 2	Account	
Client 1		
Client 2		
Client 3		
Client 4		

Additional Issue Fields

Issue Field?	Label?	Delete
FI Global 1	Type	
FI Global 2	Account	
Client 1	Internal Ref #	
- Select One -		

 Click any row to select that row for editing

Save

Issue Field	FI Global 1 and FI Global 2 are reserved for FI labels. Client-1 to Client-4 may be used by the FI or clients and are customizable to the client. Select the Additional Issue Field desired by clicking the drop-down menu.
Label	The name of the additional issue field the client wishes to set up. The label must be unique to the client, and the client labels may not match any labels already configured by the FI.

3. Once a client clicks the drop-down menu to select an Additional Issue Field, another row will appear so that further Additional Issue Fields can be added, until all 4 available Additional Issue Fields have been set up.
4. Once all Additional Issue Fields have been created, click the "Save" button to complete the process.
5. Any existing Additional Issue Fields can be edited by clicking on the "Additional Issue Field" drop-down or by clicking within the "Label" field.
6. Any existing Additional Issue Fields can be deleted by clicking the "Trash" icon in the "Delete" column on the "Additional Issue Fields" page.
7. Once Additional Issue Fields are established, they will be displayed within the client's File Templates, both existing and new, as a field that can be mapped when submitting Issuance File data. The user should see the additional issue fields that were set up at the bottom of the list.
8. The Additional Issue Fields will be displayed when client submits files via Issuance Manual Entry and are also displayed when viewing items in the Issue Warehouse.



H. Loading Issue Files

NOTE:

- **The Load Issuance File user privilege must be enabled.**
- **CHECK POSITIVE PAY will not accept issued items with a date more than two (2) years in the past.**
- **If Multiple Payee Names feature is enabled, CHECK POSITIVE PAY will support more than one payee name in the Payee Name field of issuance files. Please see Step #2 below for more information.**
- **Issue file loading will strip and ignore dollar signs on dollar amounts, and double and single quotations around data fields.**

CHECK POSITIVE PAY allows client users to load issue files into the system for use in matching. CHECK POSITIVE PAY accepts these files in a variety of formats, used in conjunction with file templates (covered in the previous subsection).

1. From the Client Portal:

a. CHECK POSITIVE PAY module, click Perform > Issue File Load.



b. The Load Check Issuance File page appears.

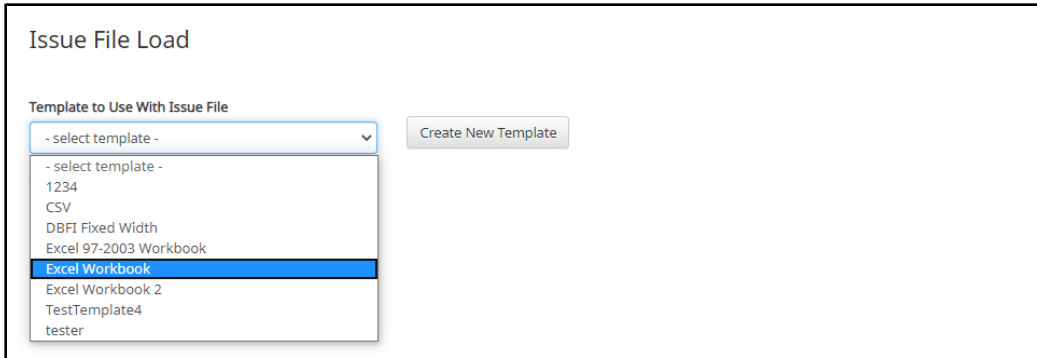
Issue File Load

Template to Use With Issue File

- select template -

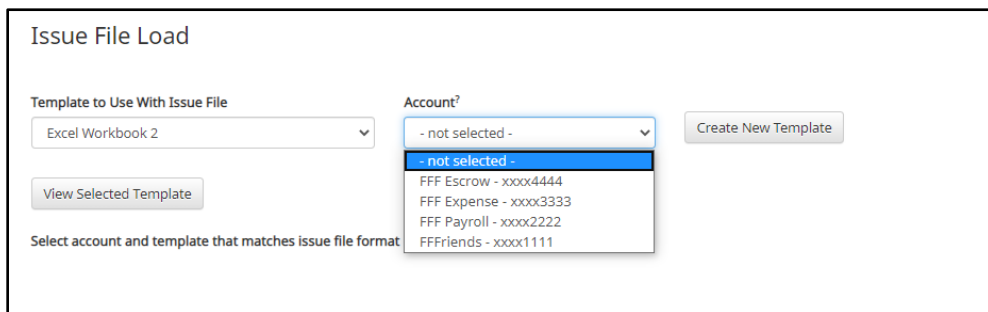
Select template that matches issue file format

- c. Select the “Template” drop-down box to select from a list of existing templates. Select one of the available templates listed. If only one template is available for a client, the drop-down box will select that template by default.



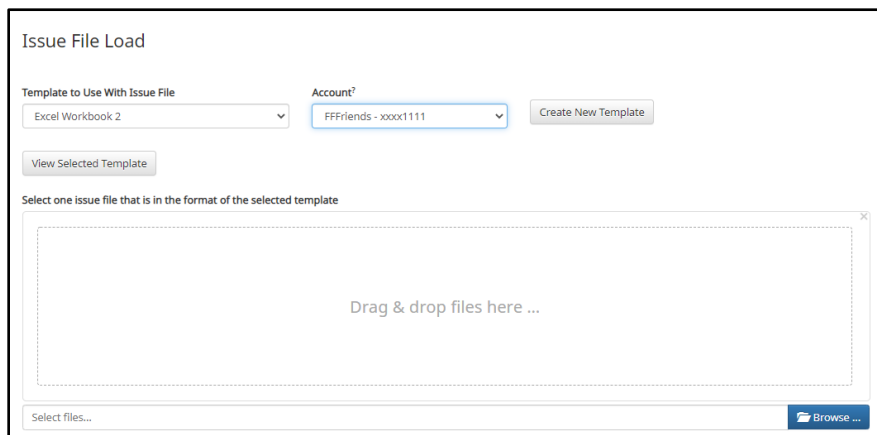
The screenshot shows the 'Issue File Load' form. The 'Template to Use With Issue File' dropdown menu is open, displaying a list of templates: '- select template -', '1234', 'CSV', 'DBFI Fixed Width', 'Excel 97-2003 Workbook', 'Excel Workbook' (highlighted in blue), 'Excel Workbook 2', 'TestTemplate4', and 'tester'. A 'Create New Template' button is visible to the right of the dropdown.

- d. If the template selected was created without the “Account” field enabled, then a drop-down box will display so that an account can be selected. Select from the list of accounts. If only one account is available for a client, the drop-down box will select that account by default.



The screenshot shows the 'Issue File Load' form. The 'Template to Use With Issue File' dropdown is set to 'Excel Workbook 2'. The 'Account?' dropdown menu is open, displaying a list of accounts: '- not selected -', '- not selected -' (highlighted in blue), 'FFF Escrow - xxxx4444', 'FFF Expense - xxxx3333', 'FFF Payroll - xxxx2222', and 'FFFriends - xxxx1111'. A 'Create New Template' button is visible to the right of the dropdown. Below the dropdowns, there is a 'View Selected Template' button and a text prompt: 'Select account and template that matches issue file format'.

- e. The file upload interface will appear. Click the “Browse” button to select the appropriate file.



The screenshot shows the 'Issue File Load' form. The 'Template to Use With Issue File' dropdown is set to 'Excel Workbook 2' and the 'Account?' dropdown is set to 'FFFriends - xxxx1111'. A 'Create New Template' button is visible to the right of the dropdowns. Below the dropdowns, there is a 'View Selected Template' button. The main area of the form is a large dashed box containing the text 'Drag & drop files here ...'. At the bottom of the form, there is a 'Select files...' label and a 'Browse...' button with a folder icon.

f. Once the file is selected, it will be displayed in the upload interface.

Issue File Load

Template to Use With Issue File: Excel Workbook 2

Account?: FFFriends - xxxx1111

Create New Template

View Selected Template

Select one issue file that is in the format of the selected template

Issue 0529-001.xlsx (12.54 KB)

Issue 0529-001.xlsx Remove Upload Browse ...

- Remove** The file will be removed from the page.
- Browse** Use “Browse” to locate the file you want to load.
- Upload** The file will be uploaded.

g. The status bar will display the current status of the file.

< Back to Status

WKP1 Issue 1028-001.xlsx

File Status

Queued Processed Approved / Rejected Completed Deleted

File is processing ...



h. If errors were encountered during the initial processing of the issuance file, the Parse Errors display will appear, allowing the user to view the error detail within the file. The most common reason this error would appear is because the file contains improper formatting. At this point, the user will have the option to:

- Correct those errors.
- Delete individual errors. This feature only displays if there are errors in the file and is only available until errors have been corrected and the file is saved.
- Delete all errors. This feature only displays if there are errors in the file and is only available until errors have been corrected and the file is saved.
 - This will retain the totals and counts for audit history.
- Discard the file. This feature shows up when there is an error in the file. This option is not available after corrections have been made and saved.

This will remove the file and its contents from the system.

< Back to Status

WKP1 Issue 1028-001.xlsx

File Status

Queued Processed Approved / Rejected Completed Deleted

Errors occurred during loading. View list below to edit errors. If errors remain after 11/02/20, the issuance file will be automatically discarded.

ⓘ Edit 3 Errors Delete All Errors

Rows 1 - 3 of 3.

Line Number	Account	Serial Number	Amount	Payee Name ²	Issuance Date	Delete
12	555555555	10144	\$193.93	Cuyahoga County Clerk	10/27/2020	🗑️
7	555555555	10139	0	Richard Canova	10/27/2020	🗑️
4	555555555	10136	\$65.55	Cisco Webex, LLC	10/27/2020	🗑️

📌 Click any row to select that row for editing

Discard File Save

In this case, the account numbers in the issuance file were entered incorrectly and they need to be corrected before the file can be fully processed and loaded.



- i. Click on any of the fields highlighted in red to make updates or changes.

Rows 1 - 3 of 3.

Line Number	Account	Serial Number	Amount	Payee Name?	Issuance Date	Delete
12	555555555 - select account - WKP Main - xxxx1111 WKP Payroll - xxxx2222 WKP Expense - xxxx3333 WKP Secondary - xxxx2345	10144 10144	193.93 \$ 193.93	Cuyahoga County Clerk Cuyahoga County Clerk	2020-10-27 10/27/2020	
7		10139	0	Richard Canova	10/27/2020	

In this example, the user is presented with an account number drop-down so they can choose the correct account number for the issuance item.

- j. Once all errors have been corrected, the red highlights are no longer visible, and the file can be reprocessed by clicking the “Save and Submit” button. This feature is only available until all errors are corrected, deleted, or discarded.

Rows 1 - 3 of 3.

Line Number	Account	Serial Number	Amount	Payee Name?	Issuance Date	Delete
12	WKP Main - xxxx1111	10144	\$193.93	Cuyahoga County Clerk	10/27/2020	
7	WKP Main - xxxx1111	10139	0	Richard Canova	10/27/2020	
4	WKP Main - xxxx1111	10136	\$65.55	Cisco Webex, LLC	10/27/2020	

Click any row to select that row for editing

Discard File Save and Submit



k. The file will be returned to processing.

< Back to Status
WKP1 Issue 1102-001.xlsx

File Status

Queued
Processed
Completed
Deleted

File is processing ...

l. If the file processes successfully, the user will be able to view the details on all the items in the file.

< Back to Status
WKP1 Issue 1102-001.xlsx

File Status

Queued
Processed
Completed
Deleted

File processing is complete. View list below to see items.

[View items: 15 Items totaling \\$12,171.81](#)

Rows 1 - 15 of 15.

Account Number	Serial Number	Amount	Payee Name	Status	Load Date	Issuance Date
xxxx1111	10166	\$65.55	Cisco Webex, LLC	AVAILABLE_FOR_MATCHING	11/02/2020 15:31:29 EST	10/30/2020
xxxx1111	10167	\$600.00	Jonathan Copeland Michael Copeland	AVAILABLE_FOR_MATCHING	11/02/2020 15:31:29 EST	10/30/2020
xxxx1111	10168	\$260.00	Office Pride	AVAILABLE_FOR_MATCHING	11/02/2020 15:31:29 EST	10/30/2020
xxxx1111	10169	\$0.00	Richard Canova	AVAILABLE_FOR_MATCHING	11/02/2020 15:31:29 EST	10/30/2020
xxxx1111	10170	\$933.00	Waller Lansden Dortch & Davis, LLP	AVAILABLE_FOR_MATCHING	11/02/2020 15:31:29 EST	10/30/2020
xxxx1111	10171	\$24.00	Advanced Medical	AVAILABLE_FOR_MATCHING	11/02/2020 15:31:29 EST	10/30/2020
xxxx1111	10172	\$6,130.00	Citizens Union Bank	AVAILABLE_FOR_MATCHING	11/02/2020 15:31:29 EST	10/30/2020
xxxx1111	10173	\$53.36	Covey Seminars	AVAILABLE_FOR_MATCHING	11/02/2020 15:31:29 EST	10/30/2020
xxxx1111	10174	\$193.93	Cuyahoga County Clerk	AVAILABLE_FOR_MATCHING	11/02/2020 15:31:29 EST	10/30/2020
xxxx1111	10175	\$2,800.00	Michael Farrell	AVAILABLE_FOR_MATCHING	11/02/2020 15:31:29 EST	10/30/2020
xxxx1111	10176	\$150.00	Nesta Archeron Elain Archeron	AVAILABLE_FOR_MATCHING	11/02/2020 15:31:29 EST	10/30/2020
xxxx1111	10177	\$150.00	Jake Chambers	AVAILABLE_FOR_MATCHING	11/02/2020 15:31:29 EST	10/30/2020
xxxx1111	10178	\$750.00	ABC Carpentry	AVAILABLE_FOR_MATCHING	11/02/2020 15:31:29 EST	10/30/2020
xxxx1111	10179	\$35.00	Office Pride	AVAILABLE_FOR_MATCHING	11/02/2020 15:31:29 EST	10/30/2020
xxxx1111	10180	\$26.97	FedEx	AVAILABLE_FOR_MATCHING	11/02/2020 15:31:29 EST	10/30/2020

Delete



If there are no errors in the file during the initial load, then the file will automatically display as approved and complete.

If an issuance file needs to be deleted for any reason, the user can click on the “Delete” button and the file will be removed. Deleting a file will retain item counts and totals as audit history. **NOTE: Files are only eligible for deletion if every item in the file is still in an available for matching status. If just one item in the file has been paid, the file cannot be deleted.**

Issuance Files Status									Date Range
Filters									February 28, 2020
6 files totaling \$27,549.84									
Rows 1 - 6 of 6.									
Issuance Load ID	File ID	File Name	Status	Status Message	Load Date/Time	Transaction Count	Transaction Total	View/Manage	
4123	2418	CSV Issue 0228_3.csv	DELETED	Deleted By Client User	02/28/2020 14:23:52 EST	8	\$6,354.64	<input type="button" value="View"/>	

2. Multiple Payees:

CHECK POSITIVE PAY has the ability to support customers with multiple payee names on issued items. The system can score multiple names on a check against information provided in the issuance file.

- a. When the client user loads issue files into the system, the loaded file is processed with the Issue Template set up within CHECK POSITIVE PAY. The Issue Template allows for selection of a Multi-Line Payee Separator, a character chosen to separate the names of multiple payees in the issue file.
- b. If multiple payees are listed on a single line of a check, no action needs to be taken.
- c. If multiple payees are listed on two or more separate lines on a check, the multiple payee separator character (which should match the one designated in the template), must be used between each name. In the example below, the Multi-Line Payee Name Separator designated in the Issue Template is a pipe (|). The issue items shown are entered with the pipe separator between each name, with no spaces.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
	Type	Num	Date		Name	Item	Account		Paid Amount	Original Amount						
1																
2																
3																
4	Bill Pmt -Check	9384	06/07/2020		Jonathan Copeland Michael Copeland		1111111111									\$65.55
5	Bill Pmt -Check	9385	06/07/2020		Nesta Archeron Elain Archeron Micah Archeron		1111111111									\$600.00

When the issue file is loaded, the system would then separate the data before and after the character as separate payees.

Please refer to Subsection D of this Section, “Issue Templates”, for more information about Multi-Line Payee Name Separators and how best to utilize this feature.



I. Issue File Status

The purpose of the Issue File Status feature is to provide client users the ability to view and/or manage issue files loaded or manually entered by the client. The disposition or status of the file is available. Authorized client users can also manage these files as outlined in the next section.

1. View Issue File Status

NOTE:

- **The View Issuance File Status user privilege must be enabled.**

- a. Within the CHECK POSITIVE PAY module, select View > Issue File Status.



b. The “Issuance Files Status” page appears.

Issuance Files Status Date Range
July 15, 2020 - July 21, 2020

Filters >

10 files totaling \$121,719.10
Rows 1 - 10 of 10.

Issuance Load ID	File Name	Status	Load Date/Time	Transaction Count	Transaction Total	View/Manage
> 5873	Acme2 Issue 0721-001.xlsx	SYSTEM_APPROVED	07/21/2020 08:55:38 EDT	15	\$12,171.81	Manage
> 5872	Acme1 Issue 0721-001.xlsx	SYSTEM_APPROVED	07/21/2020 08:54:57 EDT	15	\$12,171.81	Manage
> 5850	Acme2 Issue 0720-001.xlsx	SYSTEM_APPROVED	07/20/2020 09:23:31 EDT	15	\$12,171.81	Manage
> 5849	Acme1 Issue 0720-001.xlsx	SYSTEM_APPROVED	07/20/2020 09:23:11 EDT	15	\$12,171.81	Manage
> 5833	Acme2 Issue 0717-001.xlsx	SYSTEM_APPROVED	07/17/2020 09:39:38 EDT	15	\$12,171.81	Manage
> 5832	Acme1 Issue 0717-001.xlsx	SYSTEM_APPROVED	07/17/2020 09:38:54 EDT	15	\$12,171.81	Manage

c. To filter the date range of files shown, click on the “Date Range” drop-down.

Issuance Files Status Date Range
July 15, 2020 - July 21, 2020

Filters >

10 files totaling \$121,719.10
Rows 1 - 10 of 10.

Issuance Load ID	File Name	Status	Load Date/Time	Transaction Count	Transaction Total	View/Manage
> 5873	Acme2 Issue 0721-001.xlsx	SYSTEM_APPROVED	07/21/2020 08:55:38 EDT	15	\$12,171.81	Manage
> 5872	Acme1 Issue 0721-001.xlsx	SYSTEM_APPROVED	07/21/2020 08:54:57 EDT	15	\$12,171.81	Manage
> 5850	Acme2 Issue 0720-001.xlsx	SYSTEM_APPROVED	07/20/2020 09:23:31 EDT	15	\$12,171.81	Manage

Tomorrow

Today

Yesterday

Last 7 Days

This Month

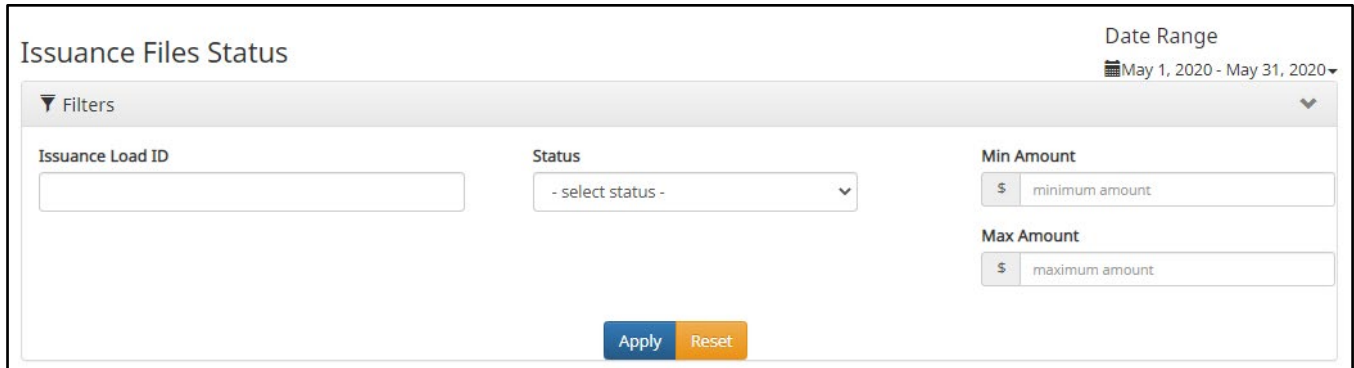
Last Month

Custom Range

Apply
Cancel



- d. To narrow the search results, click “Filters” and a window containing additional search criteria will appear.



Issuance Load ID	The ID number associated with the specific file.	
Status	Client_Approved	The file was approved by the client.
	Client_Discarded	A client user decided to discard the issue file before it was fully processed into the database.
	Deleted	A deleted file has been processed into the system but was removed by an FI or client user. The file information will still be in the system and can be found in the Issue warehouse.
	Edit_Pending	A file in this status was loaded with errors. Before the file can be processed into the database and be displayed in the issue warehouse or be used in matching, the errors will need to be cleaned up or removed from the file.
	Failed	The file failed to load.
	FI_Approved	The file was approved by the FI.
	Ineligible_Items	The file contains ineligible items and the load did not complete successfully. Ineligible items will need to be removed and the file reloaded.
	Loading	The file is loading.
	Processing	The file is processing.
	Queued	The file is in line awaiting a status change.
	System_Approved	The system is set to default approve the file.



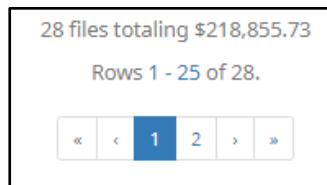
System_Discarded Discarded files are files that a client user loaded to CHECK POSITIVE PAY and had errors that need to be cleaned up. If the errors are not cleaned up by deadline displayed under the progress bar, which is three days, the file will be automatically discarded by the system and no record of it will be kept.

Test_Approved In test mode a client user is able to load issue files to make sure that the issue template that was created and the file loaded to the system correctly. This function informs the user if the file will process in the regular user interface, but items are not available for matching in test mode.

Min Amount The minimum dollar amount of the entire file.

Max Amount The maximum dollar amount of the entire file.

- e. Once search criteria are selected, click “Apply” to narrow your search results.
- f. Search results are displayed in pages of 25 items. If the search contains more than 25 issue files, the results will be displayed on multiple pages. Use the navigation buttons at the top of the search results to review all results.



Issuance Load ID	File Name
------------------	-----------

Issuance Load ID The ID number assigned by CHECK POSITIVE PAY when a file is loaded. Their value only comes into play if the FI needs to contact ACH Alert regarding an issuance file loading problem they cannot troubleshoot themselves. These pieces of information should be provided in any helpdesk ticket opened.

File Name The file name assigned by the Client at load time. If the transactions were manually entered the file name will appear with a prefix of MANUAL followed by a system generated number sequence for ease of differentiation.



Status	Load Date/Time
Status	<i>Please see #4 in this section</i> for a list of possible Status codes.
Load Date/Time	The date and time this file was loaded.

Transaction Count	Transaction Total	View/Manage
Transaction Count	The number of transactions contained within the file.	
Transaction Total	The total dollar amount of the transaction.	
View	“Displays View” button if a file has no errors or is ineligible to be edited. It is important to note that authorized FI users can click “View” to get to the “Delete” button to delete a file. See below for more information.	
Manage	“Displays Manage” button if the file contains errors that can be edited. See below for more information.	

2. Click the arrow (>) next to the Client Code to view more useful detail on each issuance file.

▼ 4832	Issue 0529-001.xlsx	FAILED	05/29/2020 09:59:29 EDT			View
	File Id:	Status Message: Unable to parse file. Error reading record #2				
▼ 4829	MANUAL_1590702542494	SYSTEM_APPROVED	05/28/2020 17:49:02 EDT	6	\$3,099.60	Manage
	File Id: 2854					

File ID The ID number assigned by CHECK POSITIVE PAY once an issuance file is processed and committed to the database. If an Issuance Load ID is present but a File ID is not, the file was received but did not load properly or has not been processed all the way to the database. The File ID is useful when contacting ACH Alert Help Desk about a problem with a file.

Status Message Displays error messages or indicates if an issue file has been deleted.



3. Click the “View” button to view the individual issue files. The [File Name] page appears.

Account Number	Serial Number	Amount	Payee Name	Status	Load Date	Issuance Date
xxxx1111	9063	\$600.00	Jonathan Copeland	USED_IN_MATCHING	05/18/2020 15:24:14 EDT	05/17/2020
xxxx1111	9064	\$260.00	Office Pride	USED_IN_MATCHING	05/18/2020 15:24:14 EDT	05/17/2020
xxxx1111	9065	\$8.95	Richard Canova	USED_IN_MATCHING	05/18/2020 15:24:14 EDT	05/17/2020
xxxx1111	9066	\$933.00	Waller Lansden Dortch & Davis, LLP	USED_IN_MATCHING	05/18/2020 15:24:14 EDT	05/17/2020
xxxx1111	9067	\$15.00	Richard Canova	USED_IN_MATCHING	05/18/2020 15:24:14 EDT	05/17/2020
xxxx1111	9068	\$53.36	Richard Canova	USED_IN_MATCHING	05/18/2020 15:24:14 EDT	05/17/2020
xxxx1111	9069	\$24.00	Advanced Medical, Inc.	USED_IN_MATCHING	05/18/2020 15:24:14 EDT	05/17/2020
xxxx1111	9070	\$6,130.00	Citizens Union Bank (v)	USED_IN_MATCHING	05/18/2020 15:24:14 EDT	05/17/2020

File Status Bar Displays progress of issue file. This feature automatically refreshes and keeps the user informed on the status of the file as it goes from Queued to Approved or Failed.

Account Number The Account Number of each item within the file.

Serial Number The serial number of each item within the file.

Amount The dollar amount of each item within the file.

Payee Name If Applicable, the name of the payee of each item within the file.

Status

Available for Matching	Items marked as Available for Matching are issue items that have loaded to the system but have not been matched to a presented item.
Used in Matching	Items marked as Used in Matching are issue items that a presented item has been matched to.
New Issuance Item	This status will only display in a file that was not loaded to the database for processing.
Ineligible for Modification	Items ineligible for modification are items that have been matched to presented items and are either in a current status of paid or returned and can therefore no longer be modified.
Duplicate Issuance	Duplicate issuance items are issue items that duplicate previously loaded issue items exactly.

Load Date The date and time loaded of each item within the file.

Issuance Date The date of the issued item.



4. Manage Issue File Status

NOTE:

- **The Load Issuance File user privilege must be enabled.**
- **The View Issuance File Status user privilege must be enabled.**
- **The Delete Issue File Status user privilege must be enabled.**
- **The Manual Issue Entry user privilege must be enabled.**

a. Click the “Manage” button to edit errors within an issue file. The [File Name] page appears.

i. Correct Items.

- 1) Fields highlighted in red have an error and are blocking the issue file from loading all the way to the system.
- 2) When a highlighted field is clicked the user can either select the correct data from a dropdown or enter it in directly in the field.
- 3) Once all errors have been corrected, the user can click “Save and Submit” at the bottom, so the file is reprocessed.

The screenshot shows a web interface titled "Edit 9 Errors" with a "Delete All Errors" button in the top right. Below the title, it says "Rows 1 - 9 of 9." The main content is a table with the following columns: Line Number, Account, Serial Number, Amount, Payee Name, Issuance Date, and Delete. Row 4 is highlighted in red, indicating an error. The 'Account' field for row 4 is open, showing a dropdown menu with the following options: "- select account -", "- select account -", "FFFriends - xxxx1111", "FFFPayroll - xxxx2222", "FFF Expense - xxxx3333", and "FFF Escrow - xxxx4444". The table data is as follows:

Line Number	Account	Serial Number	Amount	Payee Name	Issuance Date	Delete
4	5555555555	9255	65.55	Cisco Webex, LLC	2020-05-28	
5		9256	\$ 65.55	Cisco Webex, LLC	05/28/2020	
				Jonathan Copeland	05/28/2020	



ii. Delete Items

- 1) Individual items can be deleted from the errors screen if the option is available.
- 2) The user would click the trashcan in the Delete column to delete any individual items.
- 3) Once items have been deleted, the user can click “Save and Submit” at the bottom, so the file is reprocessed. The user can also click “Delete All Errors” at the top of the delete column.
- 4) This will allow the rest of the file to process into the system.

< Back to Status Issue 0529-001.xlsx

File Status

Queued Processing Processed Approved Complete Deleted

Errors occurred during loading. View list below to edit errors. If errors remain after 06/03/20, the issuance file will be automatically discarded.

Edit 9 Errors Delete All Errors

Rows 1 - 9 of 9.

Line Number	Account	Serial Number	Amount	Payee Name?	Issuance Date	Delete
4	5555555555	9255	\$65.55	Cisco Webex, LLC	05/28/2020	
5	5555555555	9256	\$600.00	Jonathan Copeland	05/28/2020	
6	5555555555	9257	\$260.00	Office Pride	05/28/2020	

iii. Discard a File

- 1) An entire issue file can also be discarded.
 - a) The user can click the “Discard File” button at the bottom of the screen.
 - b) Another option is to allow the system to discard the file automatically after three (3) business days.

In both instances, the system will act as if the file never existed and any issue information from the file will not appear in any reporting or view.

< Back to Status Issue 0529-001.xlsx

File Status

Queued Processing Processed Approved Complete Deleted

Errors occurred during loading. View list below to edit errors. If errors remain after 06/03/20, the issuance file will be automatically discarded.

Edit 9 Errors Delete All Errors

Rows 1 - 9 of 9.

Line Number	Account	Serial Number	Amount	Payee Name?	Issuance Date	Delete
4	5555555555	9255	\$65.55	Cisco Webex, LLC	05/28/2020	
5	5555555555	9256	\$600.00	Jonathan Copeland	05/28/2020	
6	5555555555	9257	\$260.00	Office Pride	05/28/2020	
7	5555555555	9258	0	Richard Canova	05/28/2020	
8	5555555555	9259	\$933.00	Waller Lansden Dortch & Davis, LLP	05/28/2020	
9	5555555555	9260	0	Richard Canova	05/28/2020	
10	5555555555	9261	\$53.36	Richard Canova	05/28/2020	
11	5555555555	9262	\$24.00	Advanced Medical, Inc.	05/28/2020	
12	5555555555	9263	\$6,130.00	Citizens Union Bank (v)	05/28/2020	

Click any row to select that row for editing

Discard File Save



iv. Delete a File

1) Users are also able to delete an issue file if none of the items in the file have been used in matching by clicking on the “Delete” button.

a) When a file is deleted the items will appear in issue views and reporting.

The screenshot shows a web interface for 'Issue 0529-001.xlsx'. At the top left is a '< Back to Status' button. Below it is a 'File Status' section with a progress bar showing stages: Queued, Processing, Processed, Approved, Complete, and Deleted. A message states 'File processing is complete. View list below to see items.' Below this is a section titled 'View Items: 8 Items totaling \$8,066.91'. A table displays the following data:

Account Number	Serial Number	Amount	Payee Name	Status	Load Date	Issuance Date
xxxx1111	9255	\$65.55	Cisco Webex, LLC	AVAILABLE_FOR_MATCHING	05/29/2020 10:04:33 EDT	05/28/2020
xxxx1111	9256	\$600.00	Jonathan Copeland	AVAILABLE_FOR_MATCHING	05/29/2020 10:04:33 EDT	05/28/2020
xxxx1111	9257	\$260.00	Office Pride	AVAILABLE_FOR_MATCHING	05/29/2020 10:04:33 EDT	05/28/2020
xxxx1111	9258	\$1.00	Richard Canova	AVAILABLE_FOR_MATCHING	05/29/2020 10:04:33 EDT	05/28/2020
xxxx1111	9259	\$933.00	Waller Lansden Dortch & Davis, LLP	AVAILABLE_FOR_MATCHING	05/29/2020 10:04:33 EDT	05/28/2020
xxxx1111	9261	\$53.36	Richard Canova	AVAILABLE_FOR_MATCHING	05/29/2020 10:04:33 EDT	05/28/2020
xxxx1111	9262	\$24.00	Advanced Medical, Inc.	AVAILABLE_FOR_MATCHING	05/29/2020 10:04:33 EDT	05/28/2020
xxxx1111	9263	\$6,130.00	Citizens Union Bank (v)	AVAILABLE_FOR_MATCHING	05/29/2020 10:04:33 EDT	05/28/2020

A 'Delete' button is located at the bottom right of the interface, highlighted with a red box.

5. Issuance Dual Approval:

Some clients may have the optional Issuance Dual Approval feature enabled, if offered by the FI. In this circumstance, manual issue entry files or loaded issue files must be approved by a second client user or, if no second user is available to approve the file, the client can request the FI approve the issue file.

Please refer to Subsection H. “Issuance Dual Approval” for more information about the Dual Approval process.



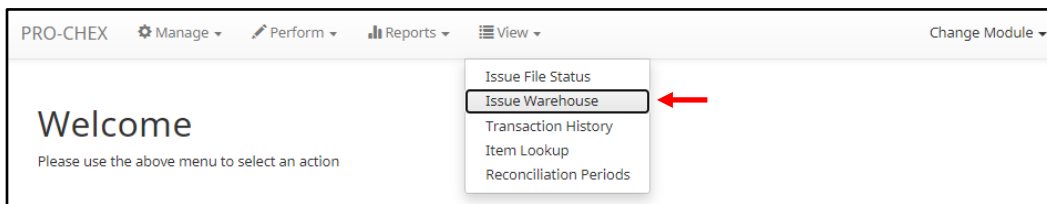
J. Issue Warehouse

CHECK POSITIVE PAY provides the FI and Clients with the visibility to see the status of all issued items. Authorized Client users can modify items in the Issue Warehouse. Clients can use the Issue Warehouse to search for issued items for a Client or specific account using one of the many filtering options available.

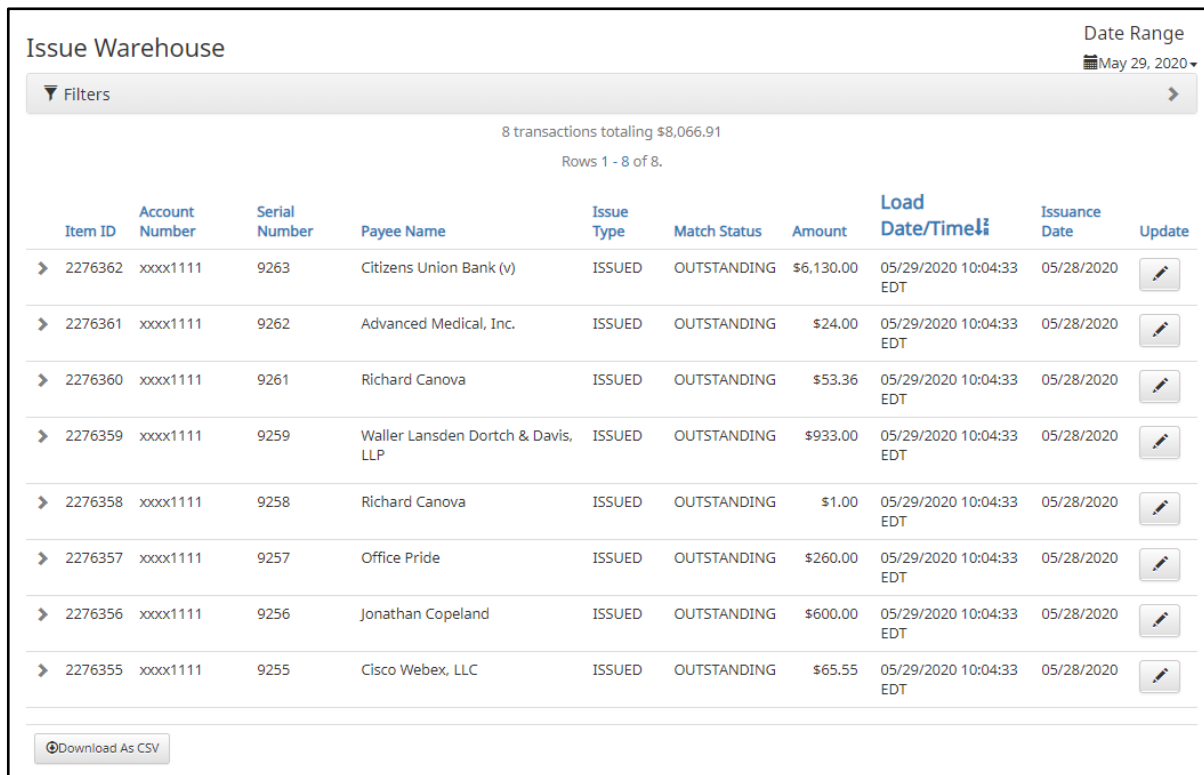
NOTE:

- **The View Issuance Status user privilege must be enabled.**

1. Within the CHECK POSITIVE PAY module, select View > Issue Warehouse.



2. The Issue Warehouse page appears.

A screenshot of the 'Issue Warehouse' page. The page title is 'Issue Warehouse' and the date range is 'May 29, 2020'. There is a 'Filters' button and a summary of '8 transactions totaling \$8,066.91' with 'Rows 1 - 8 of 8.' displayed. The table below has columns for Item ID, Account Number, Serial Number, Payee Name, Issue Type, Match Status, Amount, Load Date/Time, Issuance Date, and Update. The data rows show various transactions with amounts ranging from \$1.00 to \$933.00. At the bottom left, there is a 'Download As CSV' button.

Item ID	Account Number	Serial Number	Payee Name	Issue Type	Match Status	Amount	Load Date/Time	Issuance Date	Update
2276362	xxxx1111	9263	Citizens Union Bank (v)	ISSUED	OUTSTANDING	\$6,130.00	05/29/2020 10:04:33 EDT	05/28/2020	
2276361	xxxx1111	9262	Advanced Medical, Inc.	ISSUED	OUTSTANDING	\$24.00	05/29/2020 10:04:33 EDT	05/28/2020	
2276360	xxxx1111	9261	Richard Canova	ISSUED	OUTSTANDING	\$53.36	05/29/2020 10:04:33 EDT	05/28/2020	
2276359	xxxx1111	9259	Waller Lansden Dortch & Davis, LLP	ISSUED	OUTSTANDING	\$933.00	05/29/2020 10:04:33 EDT	05/28/2020	
2276358	xxxx1111	9258	Richard Canova	ISSUED	OUTSTANDING	\$1.00	05/29/2020 10:04:33 EDT	05/28/2020	
2276357	xxxx1111	9257	Office Pride	ISSUED	OUTSTANDING	\$260.00	05/29/2020 10:04:33 EDT	05/28/2020	
2276356	xxxx1111	9256	Jonathan Copeland	ISSUED	OUTSTANDING	\$600.00	05/29/2020 10:04:33 EDT	05/28/2020	
2276355	xxxx1111	9255	Cisco Webex, LLC	ISSUED	OUTSTANDING	\$65.55	05/29/2020 10:04:33 EDT	05/28/2020	



3. To filter the date range of items shown, click on the “Date Range” drop-down

The screenshot shows the 'Issue Warehouse' interface. At the top right, a 'Date Range' dropdown menu is open, showing options: Tomorrow, Today (highlighted), Yesterday, Last 7 Days, This Month, Last Month, and Custom Range. Below the menu, a table displays transaction data:

Item ID	Account Number	Serial Number	Payee Name	Issue Type	Match Status	Amount	Load Date/Time
2276362	xxxx1111	9263	Citizens Union Bank (v)	ISSUED	OUTSTANDING	\$6,130.00	05/29/2020 10:04: EDT
2276361	xxxx1111	9262	Advanced Medical, Inc.	ISSUED	OUTSTANDING	\$24.00	05/29/2020 10:04: EDT

4. To narrow the search results, click “Filters” and a window containing additional search criteria will appear.

The screenshot shows the 'Issue Warehouse' interface with the 'Filters' window open. The window contains the following fields:

- Account²**: A dropdown menu with the option '- not selected -'.
- Min Amount**: A text input field with a dollar sign icon and the placeholder 'minimum amount'.
- Max Amount**: A text input field with a dollar sign icon and the placeholder 'maximum amount'.
- Serial Number**: A text input field.
- Serial Number Range**: Two text input fields labeled 'Min Serial Num' and 'Max Serial Num'.
- Match Status**: A dropdown menu with the option '- select match status type -'.
- Date Range Filter Type**: Two radio buttons, 'Issue Date' (unselected) and 'Load Date' (selected).
- Issue Type**: A dropdown menu with the option '- select issue type -'.

At the bottom of the window are 'Apply' and 'Reset' buttons.

- Account** Type an account name or the last 4 digits of the account number.
- Serial Number** Type the item serial number for a specific issued item.
- Date Range Filter Type** Issue Date: If selected, issue items will be filtered by the issue date rather than the load date.
Load Date: If selected, issue items will be filtered by the load date rather than the issue date.
- Min Amount** The minimum dollar amount.
- Max Amount** The maximum dollar amount.
- Serial Number Range** Min Serial Num Type the minimum serial number in the range



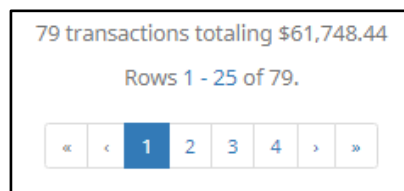
	Max Serial Num	Type the maximum serial number in the range.
Issue Type	Issued	The check has been issued for payment.
	Voided	The check has been voided by maker.
	Stopped	The check has a stop payment placed on it.
Match Status	Paid	There was a presented item for the issued item, and it has been paid.
	Returned	There was a presented item for the issued item, and it has been returned.
	Outstanding	There has been no presented item for the issued item, it remains outstanding for 180 days as a default unless specified otherwise by your financial institution.

NOTE:

- **Issuance data is available for one (1) year as the default setting, but this can be configured differently by the FI.**
- **If Additional Issue Fields are being used, a section to filter by that data will display.**

5. Once search criteria are selected, click “Apply” to narrow your search results.

6. Search results are displayed in pages of 25 items. If the search contains more than 25 issue items, the results will be displayed on multiple pages. Use the navigation buttons at the top of the search results to review all results.




	Item ID	Account Number	Serial Number
Item ID	The ID number associated with the specific file once an issuance file is processed and committed to the database.		
Account Number	Displays the Account Number for the item.		
Serial Number	Displays the issued item Serial Number.		

	Payee Name	Issue Type	Match Status
Payee Name	Displays the name of the payee for the item.		
Issue Type	Issued	The check has been issued for payment.	
	Voided	The check has been voided by maker.	
	Stopped	The check has a stop payment placed on it.	
Match Status	Paid	There was a presented item for the issued item, and it has been paid.	
	Returned	There was a presented item for the issued item, and it has been returned.	
	Outstanding	There has been no presented item for the issued item, it remains outstanding.	

	Amount	Load Date/Time	Issuance Date	Update
Amount	Displays the dollar amount for the issued item.			
Load Date/Time	Date and time the item was loaded.			
Issuance Date	The date of the issued item.			
Update	Click the pencil icon to update item's Amount, Status, or Issuance Date.			




7. Click the arrow (>) next to the client Code to view more useful detail on each issued item. The information shown in this drop-down is an audit history of all the activity that has occurred on the issue item.

Item ID	Account Number	Serial Number	Payee Name	Issue Type	Match Status	Amount	Load Date/Time	Issuance Date	Update
▼ 2276362	xxxx1111	9263	Citizens Union Bank (v)	ISSUED	OUTSTANDING	\$6,130.00	05/29/2020 10:04:33 EDT	05/28/2020	
Status	Payee	Amount	Issue Date	Updated By	Updated Date/Time				
ISSUED	Citizens Union Bank (v)	\$6,130.00	05/28/2020	FFFTomJones	05/29/2020 10:04:33 EDT				

- Status**
 - Issued The check has been issued for payment.
 - Voided The check has been voided by maker.
 - Stopped The check has a stop payment placed on it.
- Amount** Displays the dollar amount for the issued item.
- Issue Date** The date of the issued item.
- Updated By** The user who updated the issue item.
- Updated Date/Time** The date and time this issued item was updated.

8. Modifying Issue Items.

- a. Issue items can be modified by users with a Load Issue File or Manual Issue Entry privilege. Issue items can only be modified if the match status = outstanding. Click the edit pencil button under the Update column to update the issued item.

Item ID	Account Number	Serial Number	Payee Name	Issue Type	Match Status	Amount	Load Date/Time	Issuance Date	Update
> 2276362	xxxx1111	9263	Citizens Union Bank (v)	ISSUED	OUTSTANDING	\$6,130.00	05/29/2020 10:04:33 EDT	05/28/2020	



9. The Update Issue Item pop-up window appears.

Serial Number	Amount	Payee Name?	Status	Issuance Date
9263	6130	Citizens Union Bank (v)	ISSUED	05/29/2020

Save

Serial Number Check serial number. This cannot be updated on an existing issued item.

Amount Amount of the issued item. The amount can be updated.

Payee Name The name of the Payee associated with the specific issued item. The payee name can be updated.

Status

Issued	The check has been issued.
Voided	The check has been voided by the maker.
Stopped	The check has a stop payment by the maker.

It is important to note that if the FI has disabled stop payments in their configuration, "Stopped" may not be an option in the drop-down menu on this pop-up screen.

Issuance Date The date of the issued item. The issuance date can be updated.

10. Click "Save".



K. Item Lookup

CHECK POSITIVE PAY provides clients with the ability to look up all recorded data on individual issued items with the "Item Lookup" feature.

1. Within the CHECK POSITIVE PAY module, select View > Item Lookup.



2. The Item Lookup page appears. All fields are mandatory.

The screenshot shows the 'Item Lookup' form. It has two main input fields: 'Account?' which is a dropdown menu currently showing '- not selected -', and 'Serial Number' which is an empty text input field. Below these fields are two buttons: a blue 'Apply' button and an orange 'Reset' button.

Account Select the “Account” drop-down to display a list of the client’s accounts.

Serial Number Enter the serial number of the item.

3. Once search criteria are selected, click “Apply” to complete the item lookup.
4. Search results for the item will be displayed. Within this screen, the lifecycle of the issued item will be displayed.

The screenshot shows the 'Item Lookup' form with search results. The 'Account?' dropdown is set to 'FFFriends - xxxx1111' and the 'Serial Number' field contains '9101'. Below the form, there is a 'View Check Image' button and a detailed table of transaction and issuance information.

Account Number: xxxx1111	Serial Number: 9101	View Check Image
Transaction Date: 05-27-2020	Original Serial Number: 9101	Exception Reason: Amount Discrepancy
Payment Date: 05-27-2020	Original Amount: \$65.45	Payee Match Score: Error analyzing payee name
Transaction ID: 17513	Issuance Payee Name: Cisco Webex, LLC	Disposition Created: 05/27/2020 18:00:00 EDT
Debit Amount: \$65.45	Issuance Serial Number: 9101	
Current Status: Pay-System	Issuance Amount: \$65.55	
	Issuance Status: ISSUED	
Issuance Date: 05/26/2020	Update By: FFFTomJones	Payee Name: Cisco Webex, LLC
Updated Date/Time: 05/27/2020 15:48:55 EDT	Transaction Id: 17513	Match Status: PAID
Load Date/Time: 05/27/2020 15:48:55 EDT	Issue Type: ISSUED	Amount: \$65.55



L. Other Options Prior to Item Presentation

If a client needs to make changes to an item **prior to item presentation**, there are three options for doing so within CHECK POSITIVE PAY. Examples of changes that would fall under this category would be when items originally issued are updated to Voided or Stopped status, or to overwrite existing item information such as changes in amount and/or payee. **It is important to note that if the FI has disabled stop payments, it will affect whether a client user can perform these functions in some instances. Please see Subsection B. "Status Values" within this Section for more information.**

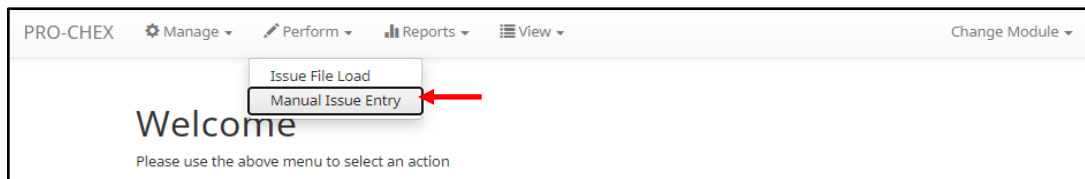
1. Modifying Issue Items

Issue items can be modified in the Issue Warehouse. **Please refer to previous Subsection H. "Issue Warehouse", for more information.**

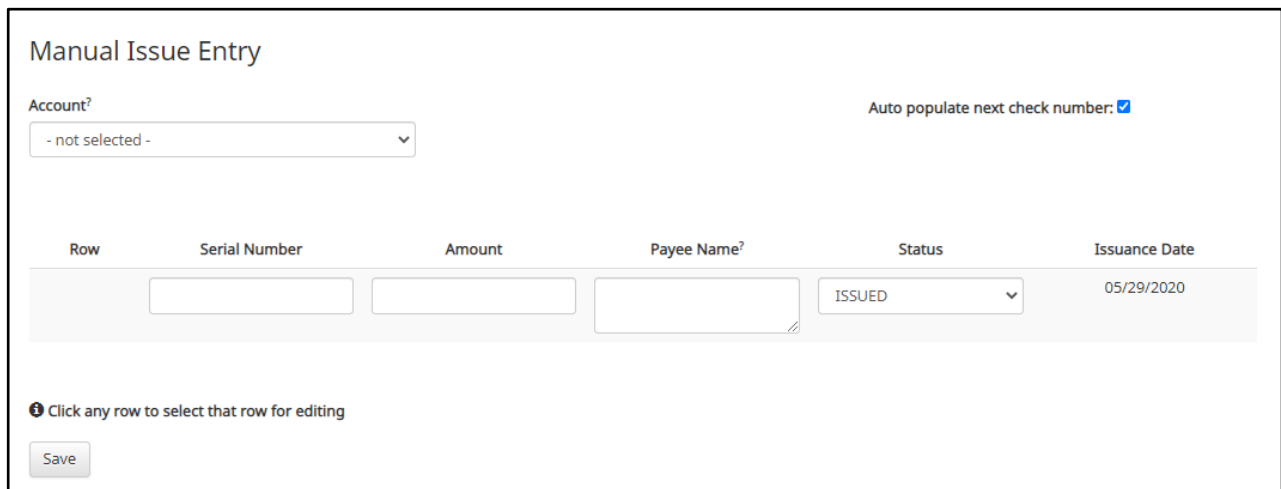
2. Manual Re-Entry

To change individual items previously submitted, a client user can overwrite the previous item as follows:

- a. Within the CHECK POSITIVE PAY Module, select Perform > Manual Issue Entry.



- b. The Manual Issuance File Entry page appears. For definitions of the fields available on this screen, **please refer to Subsection C of the current Section.**

A screenshot of the 'Manual Issue Entry' page. The page title is 'Manual Issue Entry'. There is a dropdown menu for 'Account?' with the value '- not selected -'. To the right, there is a checkbox for 'Auto populate next check number:' which is checked. Below this is a table with columns: 'Row', 'Serial Number', 'Amount', 'Payee Name?', 'Status', and 'Issuance Date'. The first row contains input fields for 'Serial Number', 'Amount', and 'Payee Name?', a dropdown menu for 'Status' with the value 'ISSUED', and a text field for 'Issuance Date' with the value '05/29/2020'. At the bottom left, there is an information icon and the text 'Click any row to select that row for editing'. Below that is a 'Save' button.

- c. Create a Manual Entry for the item to be changed. The serial number must match the previously submitted item. Fill out all fields, updating the fields that need to be overwritten with the correct information.
- d. When all pertinent manual issuance files have been re-entered, click “Save” button.

< Back to Status
MANUAL_1582661378216

File Status

Queued
Processing
Processed
Approved
Complete
Deleted

File processing is complete. View list below to see items.

+ View items: 6 Items totaling \$3,099.70

Rows 1 - 6 of 6.

Account Number	Serial Number	Amount	Payee Name	Status	Load Date	Issuance Date
xxxx4444	801	\$65.00		AVAILABLE_FOR_MATCHING	02/25/2020 15:09:38 EST	02/24/2020
xxxx4444	802	\$93.94		AVAILABLE_FOR_MATCHING	02/25/2020 15:09:38 EST	02/24/2020
xxxx4444	803	\$743.55		AVAILABLE_FOR_MATCHING	02/25/2020 15:09:38 EST	02/24/2020
xxxx4444	804	\$6.14		AVAILABLE_FOR_MATCHING	02/25/2020 15:09:38 EST	02/24/2020
xxxx4444	805	\$2,171.08		AVAILABLE_FOR_MATCHING	02/25/2020 15:09:38 EST	02/24/2020
xxxx4444	806	\$19.99		AVAILABLE_FOR_MATCHING	02/25/2020 15:09:38 EST	02/24/2020

- e. The Manual Issuance File detail page appears. For definitions of the fields shown on this screen, ***please refer to Subsection C of the current Section.***

3. File Reloads

To change multiple items that were previously submitted, a client can use the Issue File Load function to reload and overwrite previous items in an Issue File.

- a. Once you have prepared your Issue File with all items that need to be overwritten, including the corrected information in the appropriate fields, upload the Issue File. ***Refer to Subsection F. “Loading Issue Files”, for more information.***



- Prior to item presentment, these changed/overwritten items can be seen in the Issue Warehouse (*please refer to Subsection I within this Section for information on how to access the Issue Warehouse*). Once within the Issue Warehouse screen, click the arrow (>) next to the client code to view more useful detail on each issued item. The information shown in this drop-down is an audit history of all the activity that has occurred on the issue item.

As you can see in the figure below, there are three issue items that have been updated/changed. The updates/changes from the most recent entries will overwrite the previously loaded issue item.

Issue Warehouse Date Range
July 21, 2020

Filters >

30 transactions totaling \$24,443.62
Rows 1 - 25 of 30.

« < 1 2 > »

Item ID	Account Number	Serial Number	Payee Name	Issue Type	Match Status	Amount	Load Date/Time	Issuance Date	Update
▼ 2278881	xxxx3210	3494	FedEx	VOIDED	OUTSTANDING	\$26.97	07/21/2020 08:55:38 EDT	07/21/2020	
Status		Payee	Amount	Issue Date	Updated By	Updated Date/Time			
VOIDED		FedEx	\$26.97	07/21/2020	SallyAcme1	07/21/2020 13:08:19 EDT			
ISSUED		FedEx	\$26.97	07/21/2020	SallyAcme1	07/21/2020 08:55:38 EDT			
▶ 2278880	xxxx3210	3493	Office Pride	ISSUED	OUTSTANDING	\$35.00	07/21/2020 08:55:38 EDT	07/21/2020	
▼ 2278879	xxxx3210	3492	ABC Carpentry	ISSUED	OUTSTANDING	\$850.00	07/21/2020 08:55:38 EDT	07/21/2020	
Status		Payee	Amount	Issue Date	Updated By	Updated Date/Time			
ISSUED		ABC Carpentry	\$850.00	07/21/2020	SallyAcme1	07/21/2020 13:09:50 EDT			
ISSUED		ABC Carpentry	\$750.00	07/21/2020	SallyAcme1	07/21/2020 08:55:38 EDT			
▼ 2278878	xxxx3210	3491	Jake Chambers	STOPPED	OUTSTANDING	\$150.00	07/21/2020 08:55:38 EDT	07/21/2020	
Status		Payee	Amount	Issue Date	Updated By	Updated Date/Time			
STOPPED		Jake Chambers	\$150.00	07/21/2020	SallyAcme1	07/21/2020 13:08:44 EDT			
ISSUED		Jake Chambers	\$150.00	07/21/2020	SallyAcme1	07/21/2020 08:55:38 EDT			



V. EXCEPTION IDENTIFICATION

CHECK POSITIVE PAY is configured to identify exceptions on issue items in a specific order. Once the first exception is triggered on an issue item, the system does not evaluate the item further. If an item is flagged with an exception and is deferred to the client user for decision, it must be noted that further analysis will not be performed. Client users should be conscious when paying an exception that other validations may not have been performed, so they should examine the item.

Listed below are the possible Exceptions and the order in which they are flagged by CHECK POSITIVE PAY. It is important to note that the “Exception Code” and “Reason” below can be customized by financial institution so the example below may vary slightly from exception codes or reasons that appear in the client interface.

Exception Order	Exception Code	Reason
1	Issuance not found	Check presented where no issue item is found to match against.
2	Issuance already used	Check presented with a serial number previously presented.
3	Issuance voided	Check presented with a serial number of an issue item marked with a void status.
4	Issuance stopped	Check presented with a serial number of an issue item marked with a stop status.
5	Issuance amount mismatch	Check presented where amount of check differs from issue amount.
6	Amount over limit	Transaction amount is over the limit.
7	Issuance date in future	Check presented with a date that is before the issuance date on the issued item.
8	Issuance stale dated	Check presented with a date that exceeds the specified number of stale days for the account.
9	Issuance payee mismatch	Check presented where payee name differs from issue payee name.
10	Exception reason missing	This message will only appear to customers of FI's that are in FI or Hybrid Matching mode. This exception reason is only used if the reason that is coming into CHECK POSITIVE PAY has not been mapped in CHECK POSITIVE PAY.



VI. MANAGING CHECK PRESENTMENT

The primary objective of CHECK POSITIVE PAY is to give users the opportunity to make pay and/or return decisions on checks presented for payment on accounts enrolled for the service. The decision function is performed in the Transaction History screen.

M. Transaction History

NOTE:

- Transactions are stored for twelve (12) months.
- The Transaction History user privilege must be enabled to access this screen.
- If the user has been granted the Change Status user privilege and the transaction is available to decision, the Pay and Return buttons will be available for use.
- Transactions that will be paid will have green shading as a background.
- Transactions that will be returned will have yellow shading as a background.
- Transaction status cannot be changed after the EOD cut-off time.

CHECK POSITIVE PAY provides a function for clients to search and view the status of checks presented on enrolled accounts, and to make decisions on presented items. Client users can use Transaction History to search for presented check items for a specific account using one of the many filtering options available. It is important to note that the default filter setting is Exceptions Only. Additional transactions may be available to view and decision (such as reverse positive pay items); however, this will not be displayed unless the Exception filters option is set to Show All Transactions.



1. View Transaction History

- a. Within the CHECK POSITIVE PAY module, click View > Transaction History. The Transaction History page will display all current day transactions for all accounts to which the user has access.

Transaction History

Date Range

May 29, 2020

Mass Pay & Issue

Filters

9 transactions totaling \$8,078.01

Rows 1 - 9 of 9.

Transaction ID	Account Number	Serial Number	Credit	Debit	Current Status	Date	Change Status	Exception
17755	xxxx1111	9163		\$6,230.00	Pay-System	05-29-2020	Return	!
17754	xxxx1111	9162		\$24.00	Pay-System	05-29-2020	Return	!
17753	xxxx1111	9161		\$54.36	Pay-System	05-29-2020	Return	!
17752	xxxx1111	9160		\$10.00	Pay-System	05-29-2020	Return	!
17751	xxxx1111	9159		\$933.10	Pay-System	05-29-2020	Return	!
17750	xxxx1111	9158		\$1.00	Pay-System	05-29-2020	Return	!
17749	xxxx1111	9157		\$261.00	Pay-System	05-29-2020	Return	!
17748	xxxx1111	9156		\$500.00	Pay-System	05-29-2020	Return	!
17747	xxxx1111	9155		\$64.55	Pay-System	05-29-2020	Return	!

Download As CSV

Transaction ID Unique ID assigned by the CHECK POSITIVE PAY system when transactions are loaded.

Account Number Account number the check was presented against.

Serial Number The check number presented for payment.

Credit This column will display if deposit information has been entered into the system.

Debit This column displays checks.

Current Status

Pay	Pay-System	The system is set to default pay this check.
	Pay-FI	The check was paid by the FI.



	Pay-User	The check was paid by the Client User.
Return	Return-System	The system is set to default return this check.
	Return-FI	The check was returned by the FI.
	Return-User	The check was returned by the Client User.
Date		Date the check was presented for payment or loaded to CHECK POSITIVE PAY.
Change Status		If the user has been granted the Change Status user privilege and the transaction is eligible for a decision, a Pay or Return button will appear for use. If the transaction is not eligible for a decision, the button will display as ineligible.
Exception		If the transaction is an exception, an exception identifier will appear in this column.

b. To filter the date range of items shown, click on the “Date Range” drop-down.

The screenshot shows a 'Transaction History' interface. At the top right, there is a 'Date Range' dropdown menu currently set to 'May 29, 2020'. The dropdown menu is open, showing options: 'Tomorrow', 'Today' (highlighted in blue), 'Yesterday', 'Last 7 Days', 'This Month', 'Last Month', and 'Custom Range'. At the bottom of the dropdown are 'Apply' and 'Cancel' buttons. Below the dropdown, a table of transactions is visible with columns: Transaction ID, Account Number, Serial Number, Credit, Debit, Current Status, Date, and Change. The table shows 9 transactions totaling \$8,078.01, with rows 1-9 of 9. The first row shows Transaction ID 17755, Account Number xxxx1111, Serial Number 9163, Credit \$6,230.00, Debit \$0.00, Current Status Pay-System, and Date 05-29-2020. The second row shows Transaction ID 17754, Account Number xxxx1111, Serial Number 9162, Credit \$24.00, Debit \$0.00, Current Status Pay-System, and Date 05-29-2020. The third row shows Transaction ID 17753, Account Number xxxx1111, Serial Number 9161, Credit \$54.26, Debit \$0.00, Current Status Pay-System, and Date 05-29-2020.



c. To narrow the search results, click “Filters” and a window containing additional search criteria will appear.

Account Type an account name or the last 4 digits of the account number into the field to view transactions for one specific account or select an account from the drop-down menu.

Min Amount Type the minimum check amount into the field.

Max Amount Type the maximum check amount into the field.

Serial Number Type the check serial number for a single transaction. A serial number range can also be defined by entering the minimum and maximum serial number.

Exceptions The user may select from the drop-down to filter by one of the following:

- Exceptions Only
- No Exceptions

The default will be set to “Show All Transactions”; however, the user can click the “Default” checkbox to select a different option to be the default for future filtering.

Items Defaults to Any Items. Select the drop-down to select one of the following:

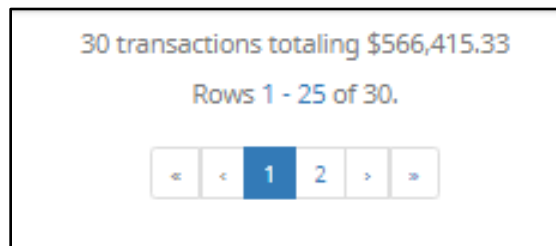
- Any Items: This includes all items, including client pay and adjust items.
- Adjusted Items: Checks that were paid by a client user and either the amount and/or serial number was adjusted.

Transaction Status	Pay	Pay-System	The system is set to default pay this check. If a user takes no action before EOD, the check will pay.
		Pay-FI	The check was paid by the FI.



	Pay-User	A user changed the transaction status from a Return to a Pay status.
Return	Return-System	The system is set to default return this check. If the user takes no action before EOD, the check will be returned.
	Return-FI	The check was returned by the FI.
	Return-User	A user changed the transaction status from a Pay to a Return status.

- d. Once search criteria are selected, click “Apply” to narrow your search results.
- e. Search results are displayed in pages of 25 items. If the search contains more than 25 issue items, the results will be displayed on multiple pages. Use the navigation buttons at the top of the search results to review all results.



- f. Click the arrow (>) next to the client code to view more useful detail on each issued item. The information shown in this drop-down is an audit history of all the activity that has occurred on the issue item.

Transaction History							Date Range	
Filters							October 28, 2020	
28 transactions totaling \$36,755.66								
Rows 26 - 28 of 28.								
< < 1 2 > >								
Transaction ID	Account Number	Serial Number	Credit	Debit	Current Status	Date	Change Status	Exception
25795	xxxx1111	10138		\$250.00	Pay-System	10-28-2020	Return	
Positive Pay Type: payee			Payment Date: 10-28-2020			Adjust		
Issuance Payee Name: Office Pride			Loaded Exception Reason: Amount Discrepancy					
Issuance Serial Number: 10138								
Issuance Amount: \$260.00								
Issuance Date: 10-27-2020								
Original Serial Number: 10138								
Original Amount: \$250.00								
25794	xxxx1111	10137		\$600.00	Pay-System	10-28-2020	Return	
Positive Pay Type: payee			Payment Date: 10-28-2020			Adjust		
Issuance Payee Name: Jonathan Copeland Michael Copeland			Payee Match Score: 566					
Issuance Serial Number: 10137								
Issuance Amount: \$600.00								
Issuance Date: 10-27-2020								
Original Serial Number: 10137								
Original Amount: \$600.00								
25793	xxxx1111	10136		\$64.55	Return-User	10-28-2020	Pay	
Positive Pay Type: payee			Return Date: 10/28/2020 16:00:00 EDT			Adjust		
Issuance Payee Name: Cisco Webex, LLC			Return Reason: Amount Incorrect					
Issuance Serial Number: 10136			Loaded Exception Reason: Amount Discrepancy					
Issuance Amount: \$65.55								
Issuance Date: 10-27-2020								
Original Serial Number: 10136								
Original Amount: \$64.55								

- Positive Payee Type** This indicates the type of positive pay that the account is set for: Standard, Reverse and Payee are the different types that could display here.
- Issuance Payee Name** Name of payee submitted with the transaction presented for payment.
- Issuance Serial Number** Serial Number on the issued item uploaded by the client.
- Issuance Amount** Amount on the issued item uploaded by the client.
- Issuance Date** Date the issued item uploaded by the client.
- Original Serial Number** Serial Number submitted with the transaction presented for payment.
- Original Amount** Amount submitted with the transaction presented for payment. This number may be different than what is displayed in the top line. For instance, if an item was adjusted in pre-scrub by the FI or if the FI is allowing clients to adjust.



Return Date	Date the item was returned.
Payment Date	Date listed within the transaction file.
Return Reason	Reason for return.
Loaded Exception Reason	This user documentation displays the standard exception reason labels; however, each FI can customize these during implementation so what is seen in the documentation may differ from what the user may see in the service if their FI has customized the labels.
	Please refer to Section V. "Exception Identification" to view a list of all standard exception labels.
Payee Match Score	Payee scoring is addressed in the account configuration screen. The score displayed here is the score that was assigned by the payee analysis engine when the payee name on the check was compared to the payee name provided on the issue item.

2. Change Transaction Status

- a. If the user has been granted the Change Status user privilege and the transaction is eligible for a decision, a Pay or Return button will appear for use. If the transaction is not eligible for a decision, the button will display as ineligible.

3. Change Status – Pay

- a. If the Current Status on an issued item is set to Return, the Client can opt to change the status to Pay if the Client determines the check should be paid.
- b. Click the Pay button under the "Change Status" column.

Transaction ID	Account Number	Serial Number	Credit	Debit	Current Status	Date!	Change Status	Exception
> 14464	xxxx1111	8580		\$6,130.00	Return-User	03-18-2020		

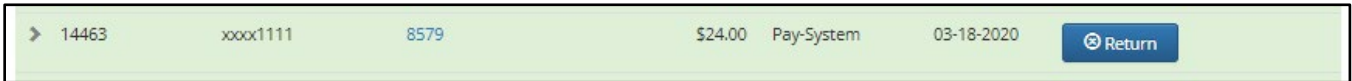
The "Change Status" button will then change to "Return", and the "Current Status" column will update to "Pay-User."

4. Change Status – Return

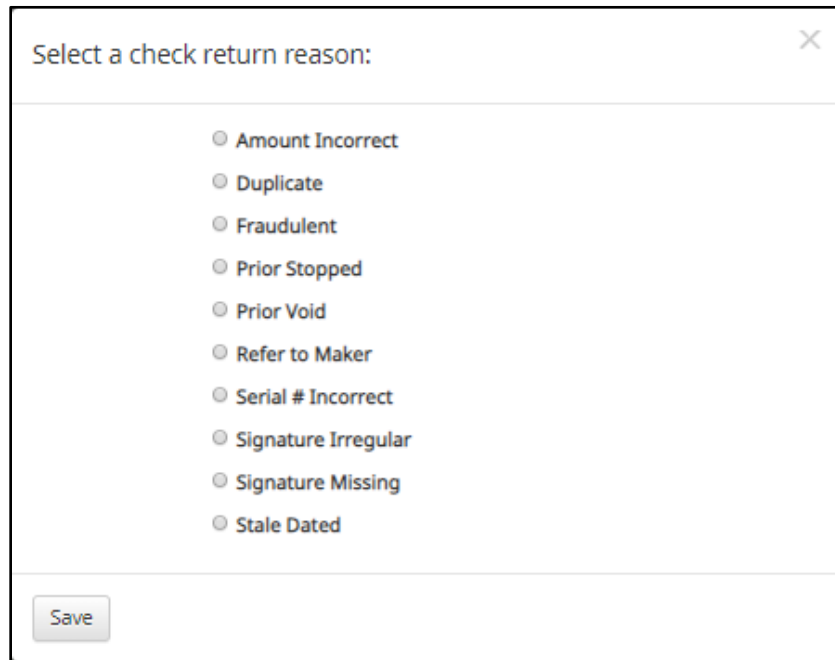
- a. If the Current Status on an issued item is set to "Pay", the client can opt to change the status to "Return" if the client determines the check should not be paid.



b. Click the “Return” button under the “Change Status” column.



c. A Check Return Reason pop-up window appears. Select the appropriate reason for the check return. Please note that the list of return reasons displayed are the system default, but may vary depending on the way the financial institution defines them.



Amount Incorrect	The dollar amount is incorrect.
Duplicate	This item has already been presented.
Fraudulent	Fraudulent item.
Prior Stopped	This item has a stop payment placed on it.
Prior Void	The item has been previously voided.
Refer to Maker	Refer to the maker of the check.
Serial # Incorrect	The serial number on the item is incorrect.
Signature Irregular	The signature does not match.
Signature Missing	The item is missing a signature.
Stale Date	The presented item has a date greater than the number of stale days allowed on the corresponding issued item.



**Suspect Item –
Review Required**

The item is suspicious and possibly fraud –
please review further.

- d. Click “Save”.



- e. The “Change Status” button will then change to “Pay”, and the “Current Status” column will update to “Return-User.”

N. Optional Actions

1. Confirm Paying Exceptions (may or may not be implemented by the FI)
 - a. When the first exception is triggered on a presented item, additional validations are not performed. If the system detects a user pay decision on a check that additional validations were not performed (such as payee name analysis which is the last validation to occur), an image of the check will be presented to allow the user to visually inspect the check. The user must click the confirm button to finalize the pay decision.
 - b. If the user decides to pay an item that is set to return, they will be presented with a pop-up window to confirm that this is the action they wish to take. The window will display an image of the check and other details for the user to review before confirming that they want to pay the item.

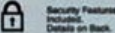
- i. Click "Pay" to pay a check.

Confirm Check ✕

152

DATE Jan 1, 2017

PAY TO THE ORDER OF ACH Alert, LLC. \$ 420.37

Four-hundred twenty and 37/100 DOLLARS 

MEMO \$500 of gold, less interest Scrooge McDuck

⑆ 322276774 ⑆ ⑆ 9999999999 ⑆ 152

Exception Reason: Check presented where amount of check differs from issue amount

Issuance Serial Number: 152 **Issuance Amount:** \$75.75

Check amount and serial number may be adjusted after Confirm

- 1) A pop-up window with check information will display for the user's review.
- 2) Once the user has reviewed the information presented, they can decide to "Confirm" so that the check will be paid or to "Cancel" so that the check will be returned.



VII. REPORTS

NOTE:

- Reports are available for one (1) year.

O. Issue Item Status Report

NOTE:

- The Issue Item Status Report user privilege must be enabled.

1. Within the CHECK POSITIVE PAY Module, select Reports > Issue Item Status.



- The “Issue Item Status” page appears. The page will default to Outstanding items but can be changed to Paid items or Returned items.

Issuance Status	Outstanding	Any items that have not been matched and decisioned yet.
	Paid	Any items that have been matched and paid.
	Returned	Any items that have been matched and returned.
	Stops/Voids	Any items that have a stopped/voided status.

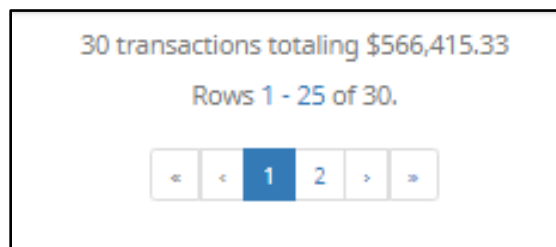
Start Date The start date is only applicable when filtering by Paid or Returned Issuance Status.

End Date The end date will default to the current date.

Summary Information Only Will show summary, rather than detailed, information on the displayed data.

Account To further narrow down the results the report can be filtered by a specific account.

- Once search criteria are selected, click “Apply” to narrow your search results.
- Search results are displayed in pages of 25 items. If the search contains more than 25 transactions, the results will be displayed on multiple pages. Use the navigation buttons at the top of the search results to review all results.



5. The Issue Item Status report will populate below the search window.

Account Number	Serial Number	Payee Name	Amount	Issuance Date
xxxx1111	9263	Citizens Union Bank (v)	\$6,130.00	05/28/2020
xxxx1111	9262	Advanced Medical, Inc.	\$24.00	05/28/2020
xxxx1111	9261	Richard Canova	\$53.36	05/28/2020
xxxx1111	9259	Waller Lansden Dortch & Davis, LLP	\$933.00	05/28/2020
xxxx1111	9258	Richard Canova	\$1.00	05/28/2020
xxxx1111	9257	Office Pride	\$260.00	05/28/2020
xxxx1111	9256	Jonathan Copeland	\$600.00	05/28/2020
xxxx1111	9255	Cisco Webex, LLC	\$65.55	05/28/2020

- Account Number** Displays the masked account number.
- Serial Number** Displays the serial number for the item.
- Payee Name** Displays the payee name, if applicable.
- Amount** Displays the amount of the issuance item.
- Issuance Date** Displays the date of the issuance item.
- Payment Date** Displays the payment date of the item.
- Return Date** Displays the return date of the item.



6. If the “Summary Information Only” checkbox was selected, the Issue Item Status report will populate with summary information as shown in the graphic below.

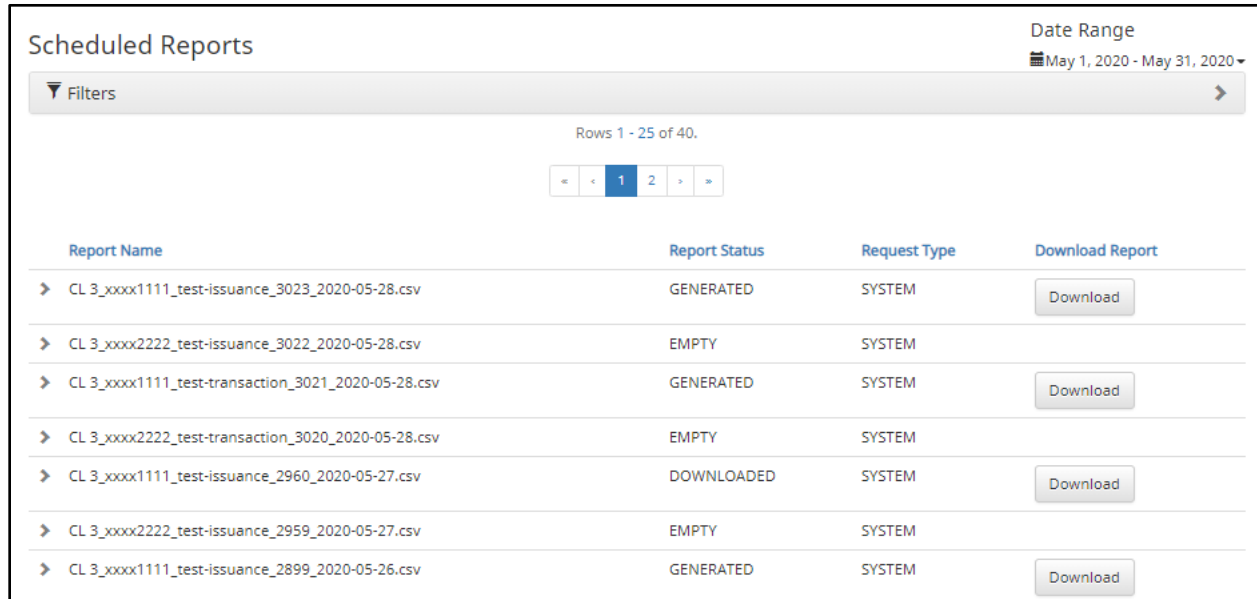
Account Number	Account Name	Check Status	Total Items	Total Dollar Amount
xxxx1111	WKP Main	Outstanding Issued Items	281	\$267,978.96
xxxx2222	WKP Payroll	Outstanding Issued Items	17	\$9,311.93
xxxx3333	WKP Expense	Outstanding Issued Items	3	\$1,464.75
				Grand Total: \$278,755.64

- Account Number** Displays the masked account number.
- Account Name** Displays the name of the account.
- Check Status** Displays the status of the issued items.
- Total Items** Displays the total amount of items with a particular check status for a specific account.
- Total Dollar Amount** Displays the total dollar amount of all items in the row.
- Grand Total** Displays the grand total dollar amount of all items displayed in the rows above.



P. Scheduled Reports

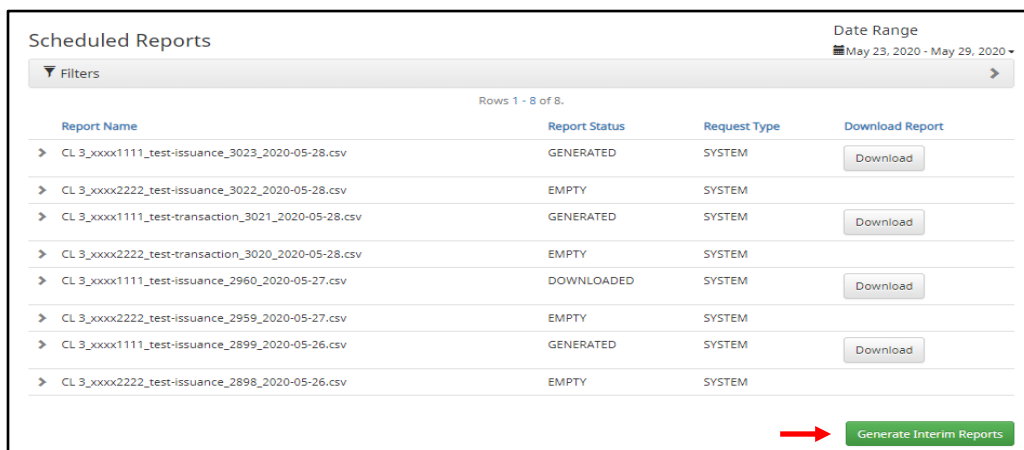
The Scheduled Reports is an Enterprise level feature in CHECK POSITIVE PAY designed to provide information related to outstanding issue items and paid items on a frequency. Scheduled reports can be configured to be delivered to the financial institution for forward deliver to the client and/or they can be obtained through the Client Portal.




Report Name	Report Status	Request Type	Download Report
CL 3_xxxx1111_test-issuance_3023_2020-05-28.csv	GENERATED	SYSTEM	Download
CL 3_xxxx2222_test-issuance_3022_2020-05-28.csv	EMPTY	SYSTEM	
CL 3_xxxx1111_test-transaction_3021_2020-05-28.csv	GENERATED	SYSTEM	Download
CL 3_xxxx2222_test-transaction_3020_2020-05-28.csv	EMPTY	SYSTEM	
CL 3_xxxx1111_test-issuance_2960_2020-05-27.csv	DOWNLOADED	SYSTEM	Download
CL 3_xxxx2222_test-issuance_2959_2020-05-27.csv	EMPTY	SYSTEM	
CL 3_xxxx1111_test-issuance_2899_2020-05-26.csv	GENERATED	SYSTEM	Download

Based on the report templates configured for each account, a client user can also choose to generate interim reports. Interim reports provide the information between the last frequency the report was generated through the current date the interim report is being generated.

1. To schedule a new report, click the “Generate Interim Reports” button.



Report Name	Report Status	Request Type	Download Report
CL 3_xxxx1111_test-issuance_3023_2020-05-28.csv	GENERATED	SYSTEM	Download
CL 3_xxxx2222_test-issuance_3022_2020-05-28.csv	EMPTY	SYSTEM	
CL 3_xxxx1111_test-transaction_3021_2020-05-28.csv	GENERATED	SYSTEM	Download
CL 3_xxxx2222_test-transaction_3020_2020-05-28.csv	EMPTY	SYSTEM	
CL 3_xxxx1111_test-issuance_2960_2020-05-27.csv	DOWNLOADED	SYSTEM	Download
CL 3_xxxx2222_test-issuance_2959_2020-05-27.csv	EMPTY	SYSTEM	
CL 3_xxxx1111_test-issuance_2899_2020-05-26.csv	GENERATED	SYSTEM	Download
CL 3_xxxx2222_test-issuance_2898_2020-05-26.csv	EMPTY	SYSTEM	

 [Generate Interim Reports](#)



2. The Interim Reports window will appear.

The screenshot shows the 'Interim Reports' window with the following fields: 'Account?' with a dropdown menu showing '- not selected -'; 'Template?' with a dropdown menu showing '- Select One -'; 'Start Date' with a calendar icon and the date '07/20/2020'; and 'End Date' with a calendar icon and the date '07/20/2020'. Below these fields are two buttons: 'Generate Report' and a checkbox labeled 'Generate Another'.

3. Select the appropriate account from the Account drop-down menu.

The screenshot shows the 'Interim Reports' window with the 'Account?' dropdown menu open. The menu options are: '- not selected -', '- not selected -', 'FFF Payroll - xxxx2222', and 'FFFriends - xxxx1111'. The other fields ('Template?', 'Start Date', 'End Date') and buttons ('Generate Report', 'Generate Another') remain the same as in the previous screenshot.

4. Select the desired template from the “Template” drop-down menu. Template options will be limited to scheduled report templates configured on the selected account and will vary based on what type of reports the client and the FI have agreed upon.

5. Select desired start and end dates for interim reports. Once all fields have been selected, click the “Generate Report” button. If the user is generating multiple reports, the user can click the “Generate Another” checkbox before clicking the “Generate Reports” button.

The screenshot shows the 'Interim Reports' window with all fields filled: 'Account?' is 'FFFriends - xxxx1111', 'Template?' is 'global issuance', 'Start Date' is '07/20/2020', and 'End Date' is '07/20/2020'. The 'Generate Report' button is highlighted with a red arrow, and the 'Generate Another' checkbox is checked and also highlighted with a red arrow.



- If the user is generating more reports, a success message will appear at the bottom of the Interim Reports pop-up window, and the window will stay open to add information for another Interim Report. Once the information for the last Interim Reports has been entered, unselect the “Generate Another” checkbox and click “Generate Reports” to continue.

Interim Reports ✕

Account?

Template?

Start Date

End Date

Generate Report

Generate Another

Report Queued for generation successfully

- The Interim Reports pop-up screen will automatically close, and the Scheduled Reports screen will display. The Interim Reports requested by the user appear on the Scheduled Reports list.

Scheduled Reports Date Range July 1, 2020 - July 31, 2020

Filters ➤

Rows 1 - 25 of 40.

« < 1 2 > »

Report Name	Report Status	Request Type	Download Report
➤ CL03_xxxx1111_test-transaction_5614_2020-07-21.csv	PROCESSING	USER_REQUEST	
➤ CL03_xxxx1111_test-issuance_5613_2020-07-21.csv	EMPTY	USER_REQUEST	



VIII. PAYEE POSITIVE PAY TIPS & BEST PRACTICES

For client users to have the best user experience possible, we have outlined some best practices to help make the onboarding process more efficient.

A. Payee Name Comparison: “Scoring”

CHECK POSITIVE PAY payee name scoring is robust and can reasonably handle a variety of check styles, fonts, and even hand-written names on a payee line with fewer exceptions than most systems in the market. However, if your organization would like to achieve optimal scoring results for payee positive pay, we recommend you follow as many of the best practices outlined in the sections below.

Payee name scoring relies on the customer using the best possible check design and format. However, when customers do not follow best practices and there are problems with analyzing the check images for payee information, the FI does have options to allow for alternative actions, such as scrubbing exceptions and payee override after visually inspecting the check.

B. Ideal Check Formatting

Clients will find the most success following these suggestions in their check designs and format:

- Paper weight should be 24” MICRBond (to ensure better image quality when physically captured with reader).
- Use check stock with no backgrounds or lighter colored backgrounds and no logos or marks in the payee field.
- Minimum 200 dpi resolution required; higher resolution preferred.
- Checks should be fixed width (fixed spacing) 10-point font or higher.
- Sans Serif fonts are preferred (no bold).
- “PAY TO THE ORDER OF” should not be italicized or underlined and must be printed horizontally at the same level to the left of the payee name.
- Payee name should be a maximum of 500 characters and left aligned.
- The payee name should be surrounded by an area of white space.



- Payee name should not be underlined.

Below are examples of checks that have been formatted to ensure best results:

Sample Company 1 Main Street Cityville, ZA 00000	1001
	Date <u>06/26/2020</u>
Pay to the order of <u>Office Max</u>	\$ <u>305.98</u>
<u>Three hundred five and 98/100</u> Dollars	
Memo <u>Office Supplies</u>	<u>Charles R. Huffington</u>
⑆ ⑆ 2 3 4 5 6 7 8 9 ⑆ 9 8 7 6 5 4 ⑆ 1 0 0 ⑆	

Client XYZ 123 First Street Louisville, KY 40212 (502) 123 1234	My Bank 123 Bank Road	No. 1012 57-76890
		Date <u>10/11/2016</u>
Pay To The Order Of <u>ABC Baby Store</u>		\$ <u>**200.00</u>
<u>Two Hundred and 00/100</u>		Dollars
Memo: <u>For purchase order #1234</u>	Pre-approved Check - No Signature Required	
⑆ 0 0 0 0 ⑆ 1 0 ⑆ 2 ⑆ ⑆ ⑆ 2 3 4 5 6 7 8 9 ⑆ 0 ⑆ 2 3 4 5 6 7 8 9 ⑆		

CHECK VOID WITHOUT BLUE & RED BACKGROUND & TRUE WATERMARK - HOLD UP TO LIGHT TO VERIFY - PRINTED ON SECURITY PAPER & INCLUDES FLOURESCENT & VISIBLE FIBERS. BORDER CONTAINS MICROPRINTING.

Check # 2005746				
<table border="1"> <tr> <td>Check Date</td> <td>Check Amount</td> </tr> <tr> <td>05/11/2020</td> <td>*****\$1,788.54</td> </tr> </table>	Check Date	Check Amount	05/11/2020	*****\$1,788.54
Check Date	Check Amount			
05/11/2020	*****\$1,788.54			
** Void after 90 days **				
for period 04/26/2020				
PAY <u>One Thousand Seven Hundred Eighty-Eight and 54/100</u> ----- US				
TO THE ORDER OF <u>[Redacted]</u>				
<u>[Redacted]</u> Authorized Signature				

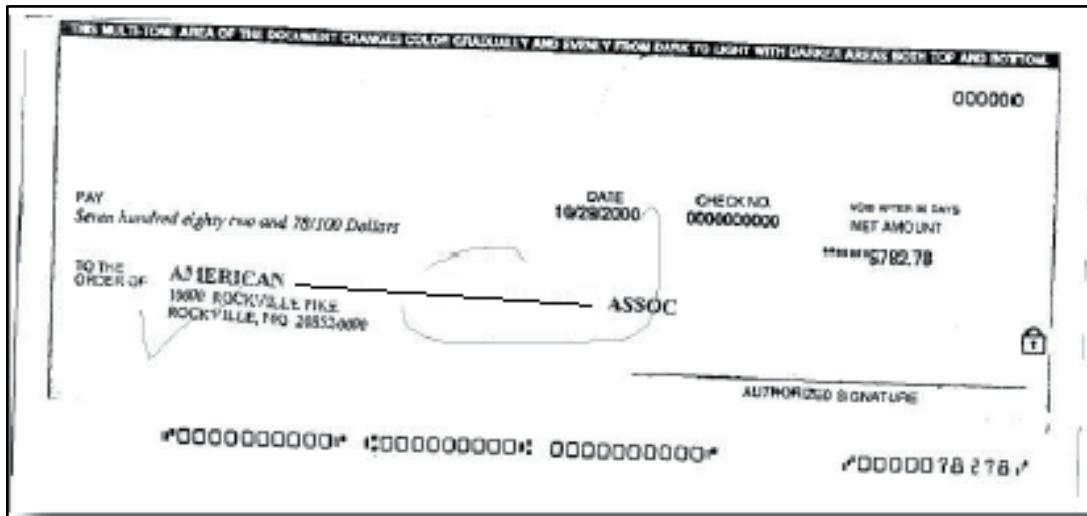


C. Common Check Formatting Problems

Following are some examples of check formats which cause processing errors and issues with payee scoring.

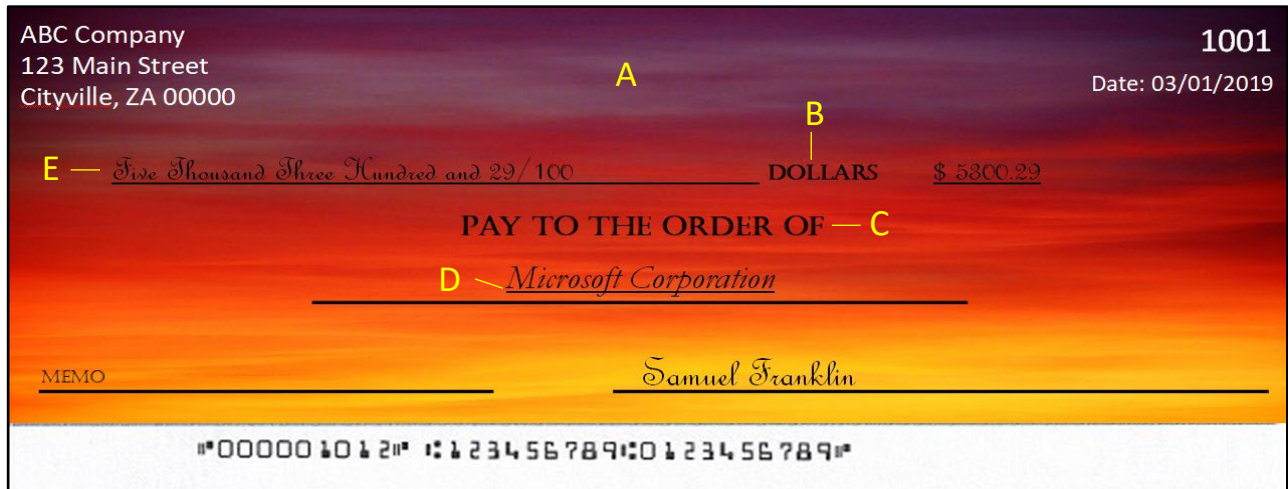
Bad Scans & Poor Image Quality

Poor image quality can interfere with scans. It appears the check paper was inserted into the printer improperly, causing the payee name information to print in a blurred/slanted condition and therefore cause issues with scanning. [Payor name, Payee name, and bank name partially removed for confidentiality]

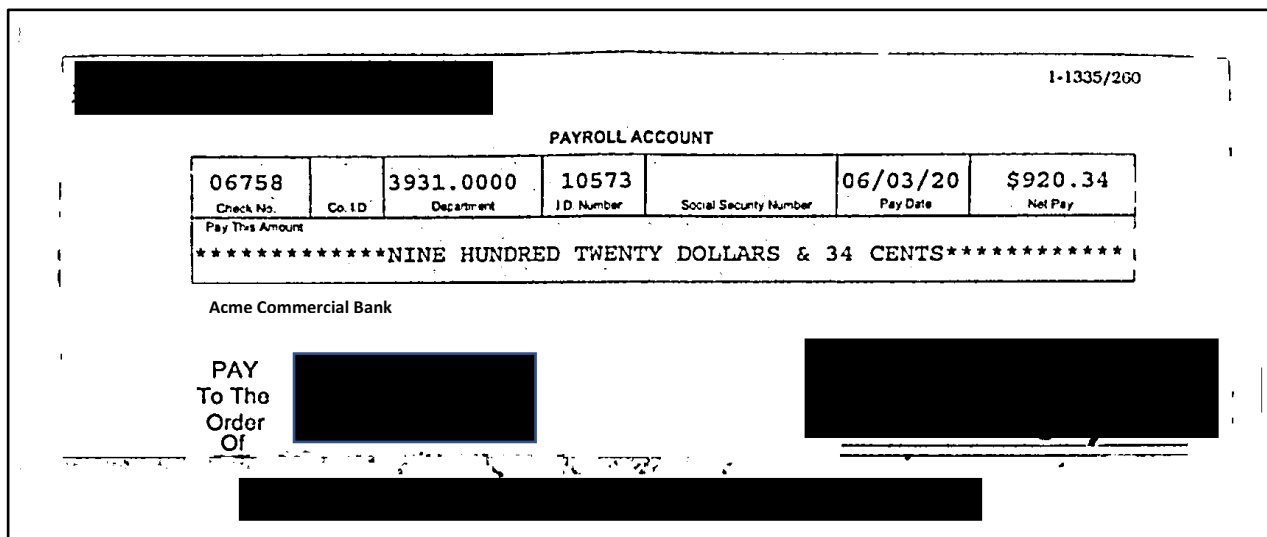


Incorrect Formatting

Incorrect formatting and placement of check elements cause problems with analyzing check images for payee information. This example shows several formatting/positioning errors that are not considered best practices:



- A- Background is too dark
- B- San Serif Fonts are preferred. Labels here are in serif formats
- C- "Pay to the Order of" should be printed level and to the left of the Payee Name line
- D- Payee Name should not be underlined
- E- Dollar Amount is positioned above the Payee section and using a script font which will cause issues in scanning
"Pay to the Order of" should be printed level and to the left of the Payee Name line.



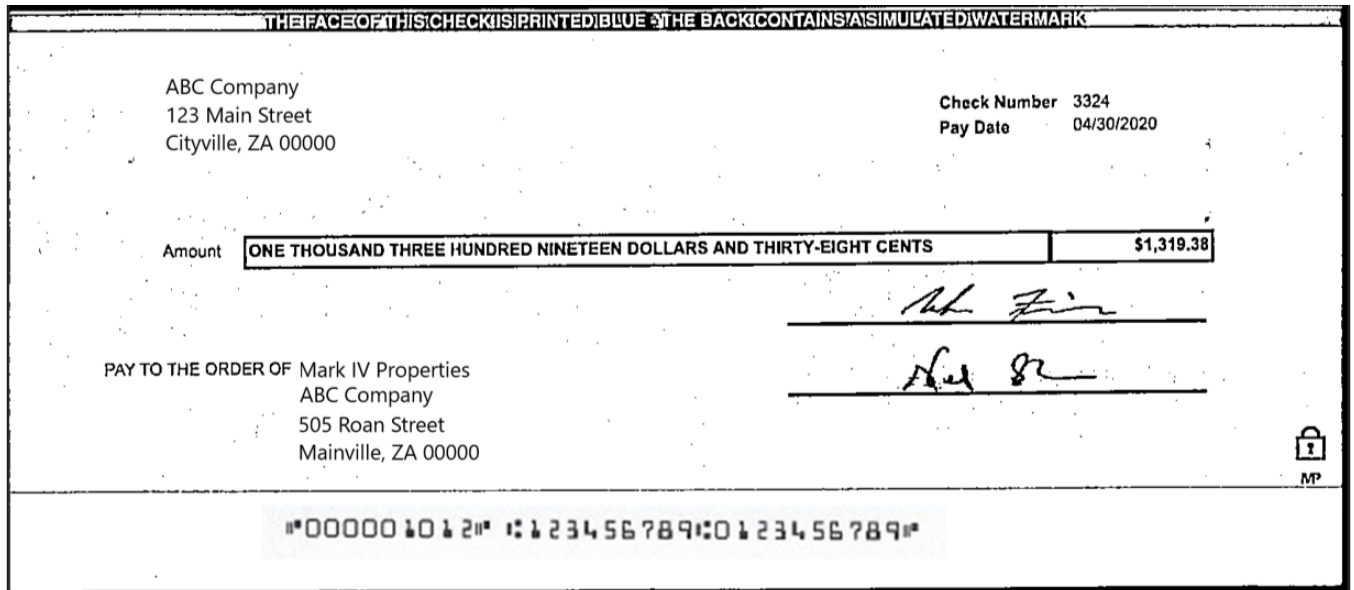
D. Multiple Payee Handling

CHECK POSITIVE PAY has the ability to support customers with multiple payee names on issued items. CHECK POSITIVE PAY can score multiple names on a check against information provided in the issuance file. Multiple payees can be listed on a single line, or on two separate lines on the check. Examples of correct and incorrect formatting are shown below.

ABC Company 123 Main Street Cityville, ZA 00000	1001
	Date: 03/01/2019
Pay to the order of Elaine Archeron and Nesta Archeron	\$5300.29
Five Thousand Three Hundred and 29/100 Dollars	
Memo: Consulting Services	Samuel Franklin
⑈00000 10 1 2⑈ ⑆ 1 234 56 789⑆ 0 1 234 56 789⑈	

ABC Company 123 Main Street Cityville, ZA 00000	1001
	Date: 03/01/2019
Pay to the order of Elaine Archeron Nesta Archeron	\$5300.29
Five Thousand Three Hundred and 29/100 Dollars	
Memo: Consulting Services	Samuel Franklin
⑈00000 10 1 2⑈ ⑆ 1 234 56 789⑆ 0 1 234 56 789⑈	





1. This section is designed to explain how to handle multiple payee names that will appear on two separate lines of the check.
 - a. Multiple Payee Handling setup in Issue Templates.
 - i. The **Multi-Line Payee Name Separator** field is included in the Issue Template creation screen that allows for recognition and recording of multiple payees on a check.

Create New Template ✕

Template Name <input style="width: 95%;" type="text"/>	File Type[?] <input style="width: 95%;" type="text" value="- select file type"/>	Template Status <input style="width: 95%;" type="text" value="Active"/>
Number of Header Rows[?] <input style="width: 95%;" type="text" value="0"/>	Number of Footer rows[?] <input style="width: 95%;" type="text" value="0"/>	Template Level[?] <input style="width: 95%;" type="text" value="Client"/>
Multi-Line Payee Name Separator: [?] <input style="width: 40px; height: 20px;" type="text"/>		
<small>Do not use a character as a separator if that character will ever be present in a Payee Name. Allowed characters in brackets [; , - _ /]</small>		



- ii. This feature allows the FI or client user to enter a character into the field that can be used to separate multiple payee names that are on separate lines of an issued item. Currently, the system restricts the allowed characters to the following: ; | , - _ / . The user must be aware that using a separator character that appears elsewhere in the payee name or might conflict with the file itself can cause issues. Examples of scenarios where problems might arise are listed below.

Within a comma separated values (CSV) file, different data fields are separated by a comma. Therefore, a comma cannot be used in the data field itself, or the CSV will read the comma as a separator before the next field. Therefore, listing two payees for an item in this way: “Elain Archeron,Nesta Archeron” will cause issues reading the CSV file. In this scenario, the user should select a multi-line payee name separator character that will not cause an issue, such as a semicolon. “Elain Archeron;Nesta Archeron” in the “Payee Name” field of the CSV file will process correctly.

If the user selects a separator character that would ever appear in a payee name field, such as a dash (-), the system would then separate the data before and after the character as separate payees. For instance, if the user has selected a dash (-) as the Multi-Line Payee Name Separator, and a common payee used is “In-and-Out Burger”, the system will flag this as having multiple payees. In this case, the user should select a multi-line payee name separator that will not cause such issues, such as a pipe (|) or a semicolon for cases of multiple payee names.

b. Multiple Payee Handling in Manual Issue Entry.

- i. When the client user performs Manual Issue Entry, the “Payee Name” field supports up to four payees. When in the Manual Issue Entry screen, the names should be listed as shown below. An enter (carriage return) must be used to input the second, third or fourth payee on separate lines in the field for it to be distinguished as different payees.

The screenshot shows the 'Manual Issue Entry' form. At the top, there is an 'Account' field with the value 'FFFriends - xxxx1111' and a 'clear' button. To the right, there is a checkbox for 'Auto populate next check number' which is checked. Below this is a table with the following columns: Row, Serial Number, Amount, Payee Name, Status, and Issuance Date. The first row contains the following data: Row 1, Serial Number 1710, Amount 26000.00, Payee Name (Nate Archeron, Nesta Archeron, Elain Archeron, Farrah Archeron), Status ISSUED, and Issuance Date 06/30/2020.

Row	Serial Number	Amount	Payee Name ²	Status	Issuance Date
1	1710	26000.00	Nate Archeron Nesta Archeron Elain Archeron Farrah Archeron	ISSUED	06/30/2020



If the multiple payees are listed on a single line of the check, putting the names on separate lines is not applicable.

Row	Serial Number	Amount	Payee Name	Status	Issuance Date
1	1710	26000	Nate Archeron and Nesta Archeron	ISSUED	06/30/2020

- ii. **It is important to note that the Payee Name field currently supports 500 characters in total. This character limit includes the carriage returns separating multiple payees. The 500-character limit is for the entire field, and not per payee.**

Please refer to Section IV, Subsection C, for more detailed information about Manual Issue Entry.

c. Multiple Payee Handling when Loading Issue Files.

- i. When the client user loads issue files to the system, the loaded file is processed with an Issue Template set up within CHECK POSITIVE PAY. The Issue Template allows for selection of a Multi-Line Payee Separator, a character chosen to separate the names of multiple payees in the issue file.
- ii. If multiple payees are listed on a single line of a check, no action needs to be taken.
- iii. If multiple payees are listed on two or more separate lines on a check, the multiple payee separator character (which should match the one designated in the template), must be used between each name.

Please refer to Section IV, Subsection F, for more detailed information about Loading Issue Files.



d. Things to Remember: Multiple Payee Name Separators.

To recap the information covered above, remember:

- i. The Multi-Line Payee Name Separator character designated in the Issue Template must match what is used in the Issue Files loaded to the system. The system will recognize that character and when encountered in an Issue File, will record the data appearing after that character as a separate payee.
- ii. The allowable characters are: ; | , - _ / .
- iii. Some characters may cause problems when used as a separator. Do not use a character as a separator if that character will ever be present in a Payee Name, or is a character used in a specific file type (i.e., Comma Separated files).
- iv. Payee Name Separators are only necessary when payee names are listed on two or more separate lines of a check.



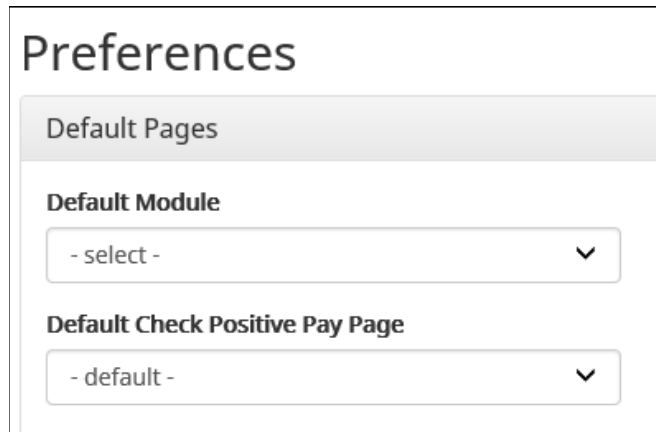
IX. PREFERENCES

A. Preferences

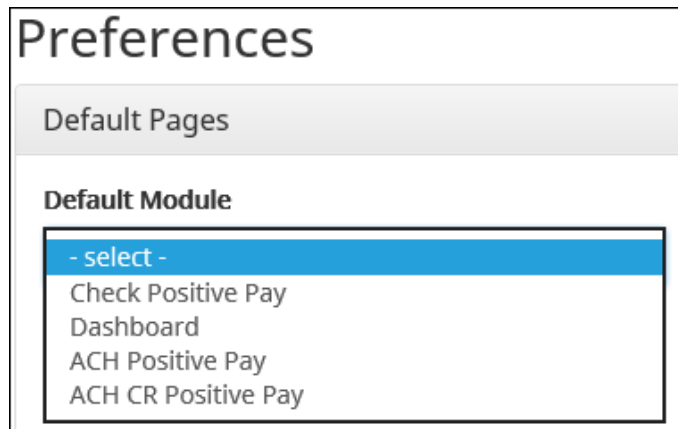
1. From within the Dashboard or CHECK POSITIVE PAY Module, select the user's name > Preferences.



2. The Preferences page appears.



3. "Default Module" gives the user the ability to choose the default landing page.



4. Default CHECK POSITIVE PAY page allows the user to select the default landing page within CHECK POSITIVE PAY.

The screenshot shows a 'Preferences' window with a 'Default Pages' section. Under 'Default Pages', there are three dropdown menus: 'Default Module' (set to '- select -'), 'Default Check Positive Pay Page' (open, showing options like 'default', 'Manage / Additional Issue Fields', 'Manage / Issue Templates', 'Perform / Issue File Load', 'Perform / Manual Issue Entry', 'Reports / Adjusted Items', 'Reports / Issue Item Status', 'View / Issue File Status', 'View / Issue Warehouse', 'View / Item Lookup', and 'View / Transaction History'), and another 'Default Check Positive Pay Page' (set to '- default -'). A 'Save' button is located at the bottom right.

5. Default Dashboard page allows the user to select the default landing page within the Client Dashboard.

The screenshot shows a 'Preferences' window with a 'Default Pages' section. Under 'Default Pages', there are four dropdown menus: 'Default Module' (set to '- select -'), 'Default Check Positive Pay Page' (set to '- default -'), 'Default Dashboard Page' (open, showing options like 'default', 'Manage Users', 'Reports / Audit Report', 'Reports / Notification Delivery Report', and 'Transaction View'), and 'Default ACH CR Positive Pay Page' (set to '- default -'). A 'Save' button is located at the bottom right.

6. Once any preferences have been selected, click "Save" to update the settings.

A light blue confirmation message bar with the text 'Preferences Saved' centered in the middle.



APPENDIX A – MESSAGE ALERTS

<i>Service Module</i>	<i>Alert Type</i>	<i>Description</i>	<i>Recipient</i>
CHECK POSITIVE PAY	CP Send Issuance Load Alert Failure	If FI is sending issue files to ACH Alert on behalf of clients, this alert is sent to users with the system alerts flag enabled when an issue file fails to load properly. If the FI has enabled this feature for clients, this alert will be sent to clients with the issue load alerts privilege enabled when an issue file loaded through the client portal has issues that prevent it from loading successfully.	FI & Client
	CP Send Issuance Load Alert Success FI	If FI is sending issue files to ACH Alert on behalf of clients, this alert is sent to users with the system alerts flag enabled when an issue file loads properly. If the FI has enabled this feature for clients, this alert will be sent to clients with the issue load alerts privilege enabled when an issue file loaded through the client portal loads successfully.	FI & Client
	CP Acct All	An alert per account sent to users for exceptions and any matched items.	Client
	CP Acct Exceptions	An alert per account when one or more exceptions exist that require a decision.	Client
	CP EOD Reminder	This alert will be sent to client users with the change transaction status user privilege if exceptions exist and a user with change transaction status has not logged into the system at the FI's designated time. This alert option will only be available if enabled by the financial institution. <i>If alert method for PROCHEX is set to "None" for a client user, they will not receive the EOD reminder alert.</i>	Client
	CP TRX All	An alert per check transaction.	Client
	CP TRX Exception	An alert set per transaction deemed an exception by the system.	Client



APPENDIX B – QUICKBOOKS ISSUE FILE EXPORT

This guide is meant to aid client users in exporting check file data from QuickBooks. There are two methods of exporting the check file data from QuickBooks. Both options are outlined below. These examples are from the QuickBooks desktop version. The first option is using a Quick Report from the checking account. The second method is using the Check Detail Report, which requires more actions for the user to take.

A. Exporting from QuickBooks Account Register

1. From QuickBooks, use Ctrl+A to open the account listing from any screen.
2. Click once to select the appropriate account to pull the Check File.

NAME	TYPE	BALANCE TOTAL
Pinnacle Bank	Bank	54,577.94
Millennium Bank	Bank	14,833.33
Accounts Receivable	Accounts Receivable	-322,118.58
Loans Receivable	Other Current Asset	0.00
Inventory Asset	Other Current Asset	0.00
Undeposited Funds	Other Current Asset	0.00
202 Summitt Street	Fixed Asset	46,297.06
102 McAfee Road	Fixed Asset	-7,896.34
6543 Olde Landing Lane	Fixed Asset	114,191.81
Land	Fixed Asset	161,248.17

3. Once the Check Report has been populated, use Ctrl+Q to create a Quick Report from the selected account.

Customize Report | Comment on Report | Share Template | Memorize | Print | E-mail | Excel | Hide Header | Refresh

Dates: Custom | From: 05/04/2020 | To: 07/15/2020 | Sort By: Default

1:35 PM
07/15/20
Accrual Basis

Castlerock Leasing, LLC.
Account QuickReport
As of July 15, 2020

Type	Date	Num	Name	Memo	Split	Amount	Balance
Pinnacle Bank							22,084.84
Payment	05/04/2020	3954			Accounts Re...	10,291.67	32,376.51
Bill Pmt -Check	05/04/2020	3182			Accounts Pa...	-500.00	31,876.51
Bill Pmt -Check	05/04/2020	3183			Accounts Pa...	-2,849.60	29,026.91
Bill Pmt -Check	05/04/2020	3184			Accounts Pa...	-207.62	28,819.29
Check	05/04/2020				American Exp...	-1.30	28,817.99
Check	05/05/2020				American Exp...	-1,000.00	27,817.99
Check	05/06/2020				Online Trans... David - Draws	-3,000.00	24,817.99
Check	05/12/2020				Credit Cards	-35.00	24,782.99
Payment	05/13/2020	3987			Accounts Re...	10,291.67	35,074.66



- a. Select the “Date” drop-down menu to choose a specific date or date range for the transactions to display in the report. Based on the range that is selected, check items that can be displayed can be for a specific date, a specific quarter, month or even a date range that the user selects.

Type	Date	Num	Name	Memo	Split	Amount	Balance
nnacle Bank							24,288.87
Check	01/01/2020				-SPLIT-	-18,212.25	6,076.62
Check	01/02/2020				-SPLIT-	-2,037.18	4,039.44
Payment	01/03/2020	3807			Accounts Re...	10,291.67	14,331.11
Bill Pmt -Check	01/03/2020	3136			Accounts Pa...	-2,849.60	11,481.51
Bill Pmt -Check	01/03/2020	3137			Accounts Pa...	-227.96	11,253.55
Bill Pmt -Check	01/03/2020	3138		Mowing 201...	Accounts Pa...	-595.00	10,658.55
Bill Pmt -Check	01/03/2020	3139		December 2...	Accounts Pa...	-365.00	10,293.55
Check	01/03/2020				American Exp...	-19.44	10,274.11
Check	01/06/2020			Online Trans...	David - Draws	-3,000.00	7,274.11
Check	01/06/2020				American Exp...	-1,000.00	6,274.11
Payment	01/08/2020	0092...			Accounts Re...	15,041.67	21,315.78
Bill Pmt -Check	01/10/2020	3140			Accounts Pa...	-260.00	21,055.78
Check	01/13/2020				Credit Cards	-35.00	21,020.78
Check	01/14/2020				Credit Cards	-6.29	21,014.49
Check	01/14/2020				Credit Cards	-64.87	20,949.62

- b. Click the “Customize Report” button. The Modify Report screen displays. By using the Customize Report feature, the user will be able to manage the amount of information contained in the report prior to exporting the report to Excel. The user can select and/or remove items that are not needed in the report.

Modify Report: Account QuickReport

Display | Filters | Header/Footer | Fonts & Numbers

REPORT DATE RANGE

Dates: Custom (The date range you specify in the From and To fields)

From: 05/04/2020 To: 07/15/2020

REPORT BASIS

Accrual Cash (This setting determines how this report calculates income and expenses.)

COLUMNS

Search Columns: [] Sort by: Default

(left margin) Trans # Type Entered/Last Modified

Sort in: Ascending order Descending order

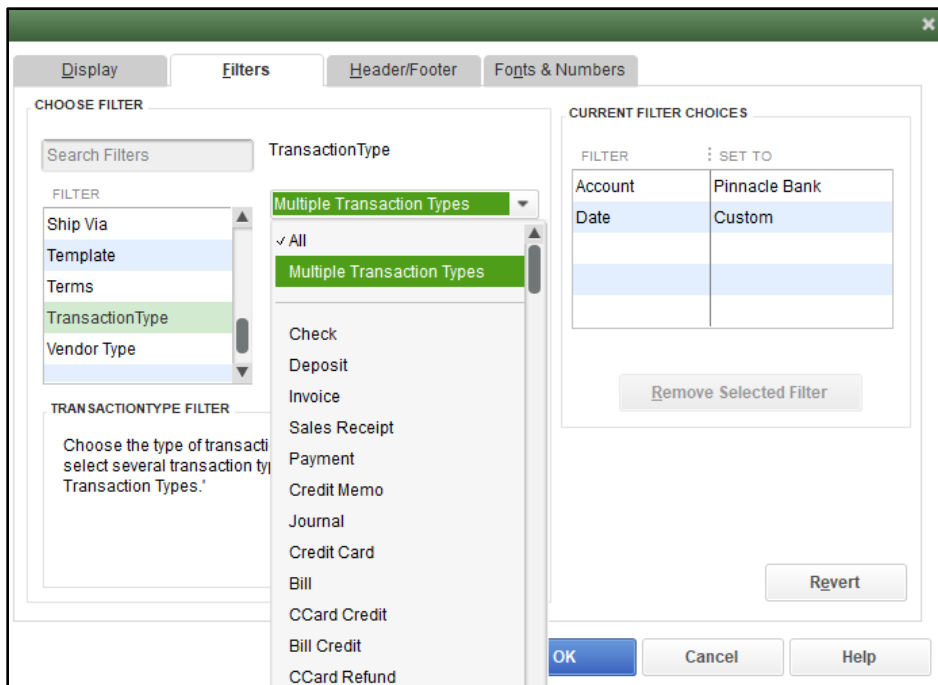
Put a check mark next to each column that you want to appear in the report.

Advanced... Revert

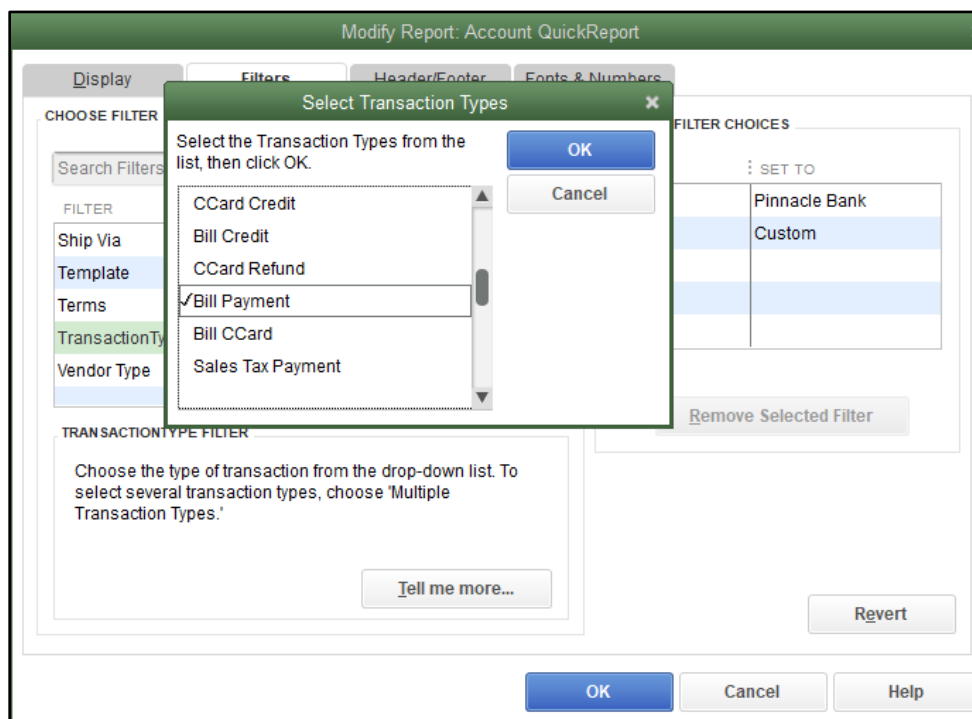
OK Cancel Help



- c. Click the “Filters” tab. In the listing of Filters, select “Transaction Type”. This will allow the user to remove the transaction types that are needed for the check file.



- d. From the “Transaction Type” drop-down menu, select “Multiple Transaction Types”. This will allow the user to select multiple check types within QuickBooks. For this example, we have used Check and Bill Payment. Click “OK” to confirm the transaction types.



- e. From the Modify Report screen, select “OK” to proceed. The requested changes to the report will display.

Customize Report Comment on Report Share Template Memorize Print E-mail Excel Hide Header Refresh

Dates Custom From 05/04/2020 To 07/15/2020 Sort By Default

Show | Applied Filters

1:45 PM
07/15/20
Accrual Basis

Castlerock Leasing, LLC.
Account QuickReport
As of July 15, 2020

Type	Date	Num	Name	Memo	Split	Amount	Balance
Pinnacle Bank							-2,513,174.63
Bill Pmt -Check	05/04/2020	3182			Accounts Pa...	-500.00	-2,513,674.63
Bill Pmt -Check	05/04/2020	3183			Accounts Pa...	-2,849.60	-2,516,524.23
Bill Pmt -Check	05/04/2020	3184			Accounts Pa...	-207.62	-2,516,731.85
Check	05/04/2020				American Exp...	-1.30	-2,516,733.15
Check	05/05/2020				American Exp...	-1,000.00	-2,517,733.15
Check	05/06/2020			Online Trans...	David - Draws	-3,000.00	-2,520,733.15
Check	05/12/2020				Credit Cards	-35.00	-2,520,768.15
Check	05/13/2020				Credit Cards	-45.09	-2,520,813.24
Check	05/14/2020				American Exp...	-5,000.00	-2,525,813.24
Check	05/14/2020				Credit Cards	-1,610.44	-2,527,423.68
Check	05/14/2020				Credit Cards	-25.00	-2,527,448.68
Bill Pmt -Check	05/18/2020	3185			Accounts Pa...	-615.91	-2,528,064.59

- f. From the QuickBooks toolbar, click the “Excel” drop-down menu and select “Create New Worksheet”.

Customize Report Comment on Report Share Template Memorize Print E-mail Excel Hide Header Refresh

Dates Custom From 05/05/2020 To 07/15/2020 Sort By Default

Show | Applied Filters

1:24 PM
07/20/20
Accrual Basis

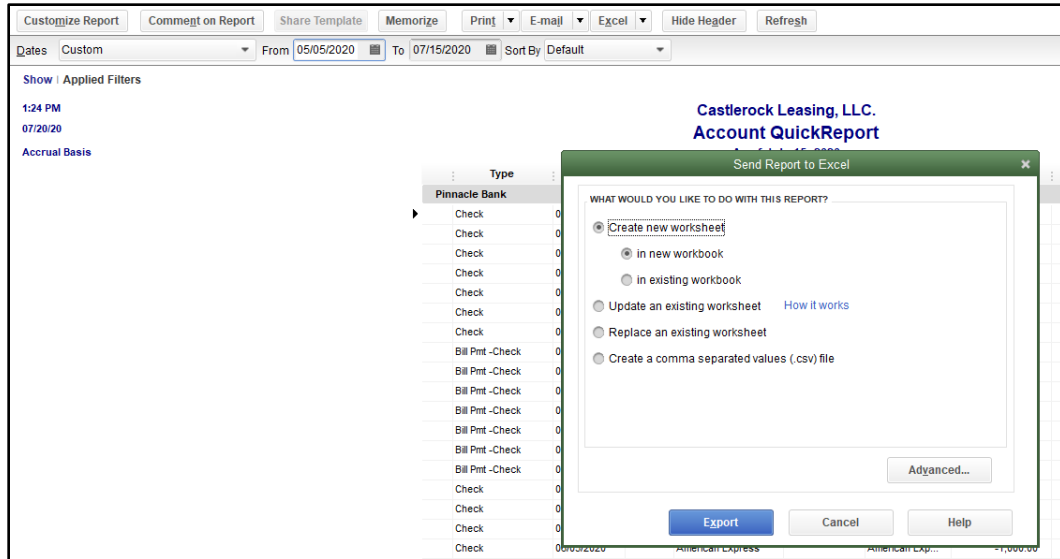
Castlerock Leasing, LLC.
Account QuickReport
As of July 15, 2020

Type	Date	Num	Name	Memo	Split	Amount
Pinnacle Bank						
Check	05/05/2020		American Express		American Exp...	-1,000.00

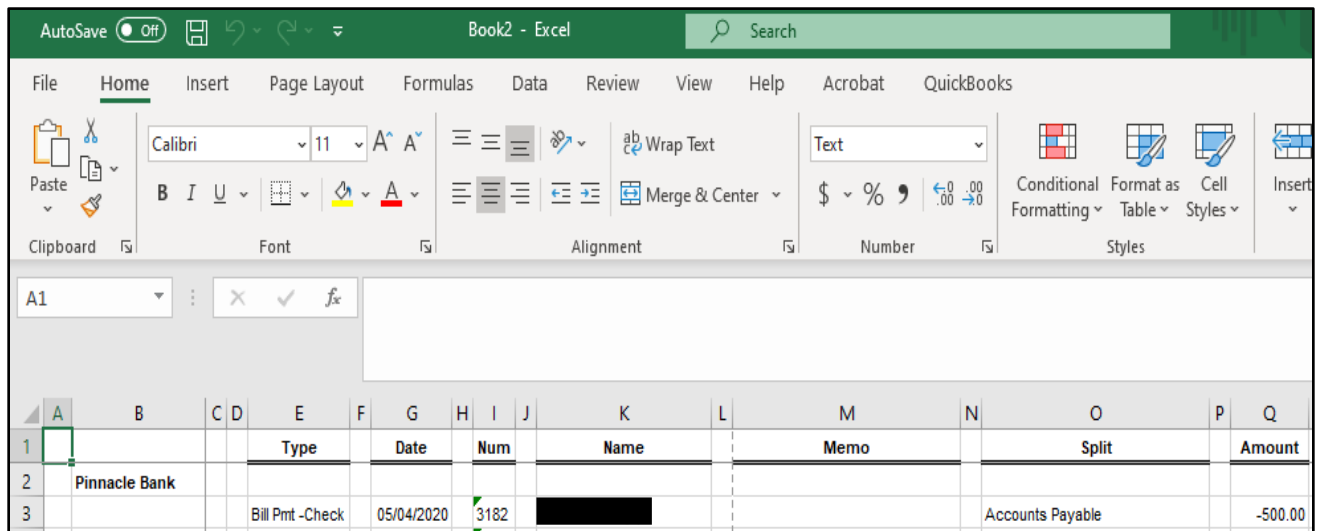
Create New Worksheet
Update Existing Worksheet



- g. The “Send Report to Excel” pop-up window appears. Select Create New Worksheet > In New Worksheet and click the “Export” button to continue.



- h. Excel will open and the Excel file will populate. Within the Excel file, remove all rows that are blank under the column header “Num”. By removing these items from the check file, items that do not have a serial number assigned to them will not be uploaded into the CHECK POSITIVE PAY System.

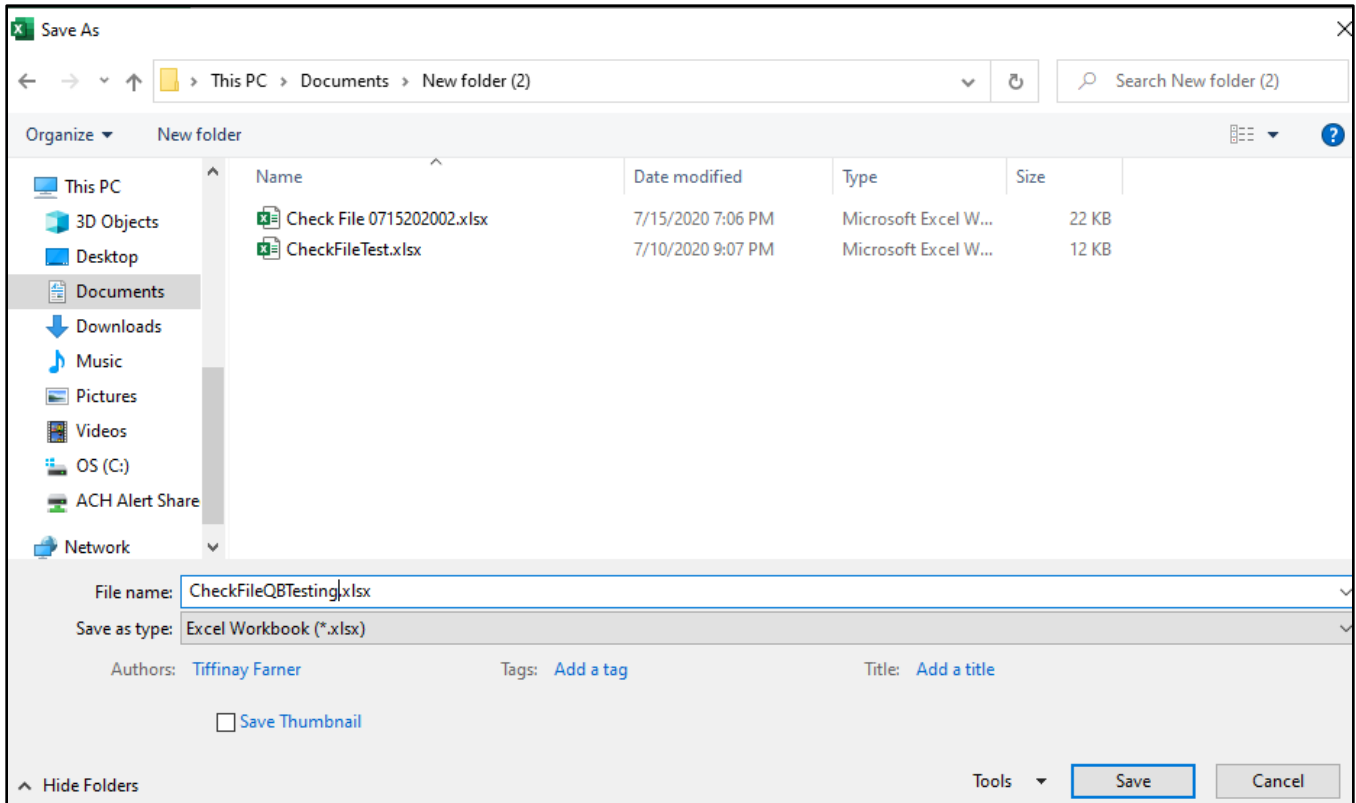


- i. Remove the "Balance" column. This information is not needed for the Check File upload to CHECK POSITIVE PAY.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
					Type	Date	Num			Name		Memo			Split		Amount		
2		Pinnacle Bank																	
3					Bill Pmt -Check	06/01/2020	0001			Eastside Utility District					Accounts Payable		-234.74		
4					Check	06/15/2020	0002			Citibusiness Platinum					Credit Cards		-13.26		
5					Check	06/16/2020	0003			American Express					American Express Business Gold		-3,701.19		
6					Check	06/16/2020	0004			Lowes					Credit Cards		-4,933.02		
7					Check	07/01/2020	0005			Pinnacle Bank (v)					-SPLIT-		-3,853.24		
8					Bill Pmt -Check	07/02/2020	0006			Eastside Utility District					Accounts Payable		-143.18		
9					Check	07/14/2020	0007			Citibusiness Platinum					Credit Cards		-1,416.38		
10					Check	07/14/2020	0008			Lowes					Credit Cards		-3,128.60		
11		Total Pinnacle Bank															-17,423.61		
12		TOTAL															-17,423.61		



- j. Select File > Save As and save the workbook.
 - i. Choose the File Name.
 - ii. Choose the format. The file format for this file must be Comma Separated, Excel 97-2003 Workbook or Excel Workbook.

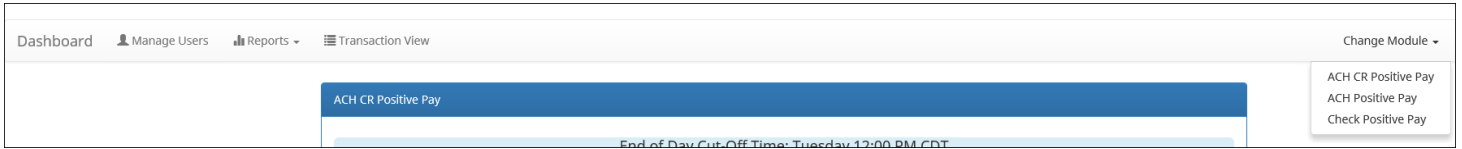


- k. Click "Save" and close the workbook.

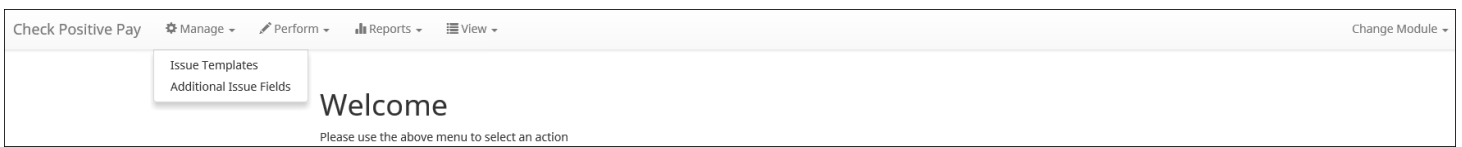


4. Sign in to the user's Business Online Banking to access Positive Pay Solutions.

5. Select the CHECK POSITIVE PAY service module.



6. From the CHECK POSITIVE PAY module, select Manage > Issue Templates to create an issue template. This will allow the user to map the exported information from QuickBooks so that the file is read correctly when uploaded to CHECK POSITIVE PAY. The user will also be able to save this template for use in future issuance file uploads.



7. The Issuance File Templates page displays. This page lists the saved Issue File Templates available for the client to use and allows the user to create a new template for use. Select "Create New Template".



8. The Create New Template screen appears.

Create New Template
✕

Template Name

File Type?

Template Status

Number of Header Rows?

Number of Footer rows?

Template Level?

Multi-Line Payee Name Separator: ?

Do not use a character as a separator if that character will ever be present in a Payee Name. Allowed characters in brackets [; | , - _ /]

File Mapping

Add	Input Field?	File Column?	Field Format
	Serial Number	<input type="text"/>	
	Amount?	<input type="text"/>	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input checked="" type="checkbox"/>	Status?	<input type="text"/>	<input type="text" value="ISSUED"/> - for ISSUED <input type="text" value="VOIDED"/> - for VOIDED
<input type="checkbox"/>	Account Number?	<input type="text"/>	
<input type="checkbox"/>	Issuance Date?	<input type="text"/>	
<input type="checkbox"/>	Payee Name?	<input type="text"/>	

[? Place the cursor over this label for more information](#)



9. Creating the Issuance Template to the Exported Information from QuickBooks:

a. Template Name

Create a name for the template using information that will allow the user to easily identify this template in the future. For this example, the template name is QuickBooks Export Type 1.

Template Name <input type="text" value="QuickBooks Export Type 1"/>	File Type? <input type="text" value="- select file type"/>	Template Status <input type="text" value="Active"/>
-------------------------------------------------------------------------------	----------------------------------------------------------------------	---------------------------------------------------------------

b. File Type

Select the appropriate file type based on the file type used to save the Excel document. For this example, the file type will be Excel Workbook.

Template Name <input type="text" value="QuickBooks Export Type 1"/>	File Type? <input type="text" value="Excel 97-2003 Workbook"/>	Template Status <input type="text" value="Active"/>
Number of Header Rows? <input type="text" value="0"/>	<ul style="list-style-type: none">- select file typeComma SeparatedExcel 97-2003 WorkbookExcel WorkbookFixed WidthPipe SeparatedSemi-colon SeparatedTab Separated	Template Level? <input type="text" value="Client"/>

c. Template Status

The "Template Status" drop-down menu defaults to "Active" status. Leave the status as Active.

Template Name <input type="text" value="QuickBooks Export Type 1"/>	File Type? <input type="text" value="Excel Workbook"/>	Template Status <input type="text" value="Active"/>
Number of Header Rows? <input type="text"/>	Number of Footer rows? <input type="text"/>	<ul style="list-style-type: none">ActiveActiveInactive



d. Number of Header Rows

Refer to the Excel file that was created. A Header Row will be any row above the check information that does not contain actual check information for presentment in the CHECK POSITIVE PAY Module. For this example, the header rows have been highlighted yellow. The number of header rows should be 2 in the template.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
1					Type	Date		Num		Name			Memo		Split		Amount		
2		Pinnacle Bank																	
3					Bill Pmt -Check	07/24/2020		0100		Eastside Utility District					Accounts Payable		-234.74		
4					Check	07/24/2020		0101		Citibusiness Platinum					Credit Cards		-13.26		
5					Check	07/24/2020		0102		American Express					American Express Business Gold		-3,701.19		
6					Check	07/24/2020		0103		Lowes					Credit Cards		-4,933.02		
7					Check	07/24/2020		0104		Pinnacle Bank (v)					-SPLIT-		-3,853.24		
8					Bill Pmt -Check	07/24/2020		0105		Eastside Utility District					Accounts Payable		-143.18		
9					Check	07/24/2020		0106		Citibusiness Platinum					Credit Cards		-1,416.38		
10					Check	07/24/2020		0107		Lowes					Credit Cards		-3,128.60		
11		Total Pinnacle Bank															-17,423.61		
12		TOTAL															-17,423.61		

e. Number of Footer Rows

Refer to the Excel file that was created. A Footer Row will be any row below the check information that does not contain actual check information for presentment in the CHECK POSITIVE PAY Module. For this example, the footer rows have been highlighted yellow. The number of footer rows should be 2 in the template.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1					Type	Date		Num		Name			Memo		Split		Amount	
2		Pinnacle Bank																
3					Bill Pmt -Check	07/24/2020		0100		Eastside Utility District					Accounts Payable		-234.74	
4					Check	07/24/2020		0101		Citibusiness Platinum					Credit Cards		-13.26	
5					Check	07/24/2020		0102		American Express					American Express Business Gold		-3,701.19	
6					Check	07/24/2020		0103		Lowes					Credit Cards		-4,933.02	
7					Check	07/24/2020		0104		Pinnacle Bank (v)					-SPLIT-		-3,853.24	
8					Bill Pmt -Check	07/24/2020		0105		Eastside Utility District					Accounts Payable		-143.18	
9					Check	07/24/2020		0106		Citibusiness Platinum					Credit Cards		-1,416.38	
10					Check	07/24/2020		0107		Lowes					Credit Cards		-3,128.60	
11		Total Pinnacle Bank															-17,423.61	
12		TOTAL															-17,423.61	



f. Template Level

The default value of client will be presented and will not allow a different selection to be made.

g. Multi-Line Payee Name Separator.

This feature is not currently available for items exported out of QuickBooks.

Template Name QuickBooks Export Type 1	File Type? Excel Workbook	Template Status Active
Number of Header Rows? 2	Number of Footer rows? 2	Template Level? Client
Multi-Line Payee Name Separator: ?	<input type="checkbox"/>	

h. File Mapping

i. Serial Number

1. Enter the column number that the check number/serial number is presented in the Excel document. For this example, the Num column is highlighted yellow. The column number for Num should be 9 in the template.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
1					Type	Date		Num		Name			Memo		Split		Amount		
2		Pinnacle Bank																	
3					Bill Pmt -Check	07/24/2020		0100		Eastside Utility District					Accounts Payable		-234.74		
4					Check	07/24/2020		0101		Citibusiness Platinum					Credit Cards		-13.26		
5					Check	07/24/2020		0102		American Express					American Express Business Gold		-3,701.19		
6					Check	07/24/2020		0103		Lowe's					Credit Cards		-4,933.02		
7					Check	07/24/2020		0104		Pinnacle Bank (v)					-SPLIT-		-3,853.24		
8					Bill Pmt -Check	07/24/2020		0105		Eastside Utility District					Accounts Payable		-143.18		
9					Check	07/24/2020		0106		Citibusiness Platinum					Credit Cards		-1,416.38		
10					Check	07/24/2020		0107		Lowe's					Credit Cards		-3,128.60		
11		Total Pinnacle Bank															-17,423.61		
12		TOTAL															-17,423.61		



ii. Amount

1. Enter the column number that the amount is presented in the Excel document. Select “fractional dollars” if the dollars and cents are separated by a decimal. If the dollars and cents are not separated by a decimal, select “whole numbers of cents”. For this example, the Amount column is highlighted yellow. The column number for Amount should be 17 in the template.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
					Type	Date		Num			Name		Memo		Split		Amount
1																	
2		Pinnacle Bank															
3					Bill Pmt -Check	07/24/2020		0100			Eastside Utility District				Accounts Payable		-234.74
4					Check	07/24/2020		0101			Citibusiness Platinum				Credit Cards		-13.26
5					Check	07/24/2020		0102			American Express				American Express Business Gold		-3,701.19
6					Check	07/24/2020		0103			Lowes				Credit Cards		-4,933.02
7					Check	07/24/2020		0104			Pinnacle Bank (v)				-SPLIT-		-3,853.24
8					Bill Pmt -Check	07/24/2020		0105			Eastside Utility District				Accounts Payable		-143.18
9					Check	07/24/2020		0106			Citibusiness Platinum				Credit Cards		-1,416.38
10					Check	07/24/2020		0107			Lowes				Credit Cards		-3,128.60
11		Total Pinnacle Bank															-17,423.61
12		TOTAL															-17,423.61

iii. Status

1. Remove the checkmark from this box. The export from QuickBooks does not contain this information. The user can add this information manually if they choose to. If the column is added, the box will need to remain checked and the column number will need to be entered for the CHECK POSITIVE PAY system to accurately read it. For this example, the Status field is not being used.

File Mapping

Add	Input Field ²	File Column ²	Field Format
	Serial Number	9	
	Amount ²	17	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input type="checkbox"/>	Status ²		<input type="checkbox"/> Treat Negative Amount As Void ² Issuance with \$0 amount will be treated as Void

If the Status box is unchecked, the user should be aware that any issuance loaded with negative amounts or a \$0 amount will be treated as Void.

iv. Account Number



- The exported information from QuickBooks does not include an account number. Leave the box unchecked and the "File Column" field blank. For this example, the Account Number field is left blank.

<input type="checkbox"/>	Status?	<input type="text"/>	<input type="checkbox"/>	Treat Negative Amount As Void?
<input type="checkbox"/>	Account Number?	<input type="text"/>		

v. Issuance Date

- The Issuance Date is located in the "Date" column in the Excel document. The user must check the box and enter the column number for the system to read the issuance date correctly. For this example, the Date column is highlighted yellow. The column number for Issuance Date should be 7 in the template.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
					Type		Date		Num		Name		Memo		Split		Amount
1																	
2		Pinnacle Bank															
3					Bill Pmt -Check		07/24/2020		0100		Eastside Utility District				Accounts Payable		-234.74
4					Check		07/24/2020		0101		Citibusiness Platinum				Credit Cards		-13.26
5					Check		07/24/2020		0102		American Express				American Express Business Gold		-3,701.19
6					Check		07/24/2020		0103		Lowe's				Credit Cards		-4,933.02
7					Check		07/24/2020		0104		Pinnacle Bank (v)				-SPLIT-		-3,853.24
8					Bill Pmt -Check		07/24/2020		0105		Eastside Utility District				Accounts Payable		-143.18
9					Check		07/24/2020		0106		Citibusiness Platinum				Credit Cards		-1,416.38
10					Check		07/24/2020		0107		Lowe's				Credit Cards		-3,128.60
11		Total Pinnacle Bank															-17,423.61
12		TOTAL															-17,423.61

vi. Payee Name

- If the Client is set up to use Payee Positive Pay, the user will need to select the box and enter the column number for the column labeled "Name" in the Excel report. For this example, the Name column is highlighted yellow. The column number for Payee Name should be 11 in the template.

vii. Additional Issue Fields



1. Additional issue fields are available for client use to allow clients to record any additional information into an issuance file to be used for historical or reconciliation purposes. In the example below, the client has additional issue fields configured: Company Name, Invoice, and Address. For the purposes of Export from QuickBooks, the user should disregard these fields as they do not apply to the export process.

File Mapping

Add	Input Field?	File Column?	Field Format
	Serial Number	9	
	Amount?	17	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input type="checkbox"/>	Status?		<input type="checkbox"/> Treat Negative Amount As Void?
<input type="checkbox"/>	Account Number?		
<input checked="" type="checkbox"/>	Issuance Date?	7	
<input checked="" type="checkbox"/>	Payee Name?	11	
<input type="checkbox"/>	Company Name		
<input type="checkbox"/>	Invoice		
<input type="checkbox"/>	Address		

Save ? Place the cursor over this label for more information

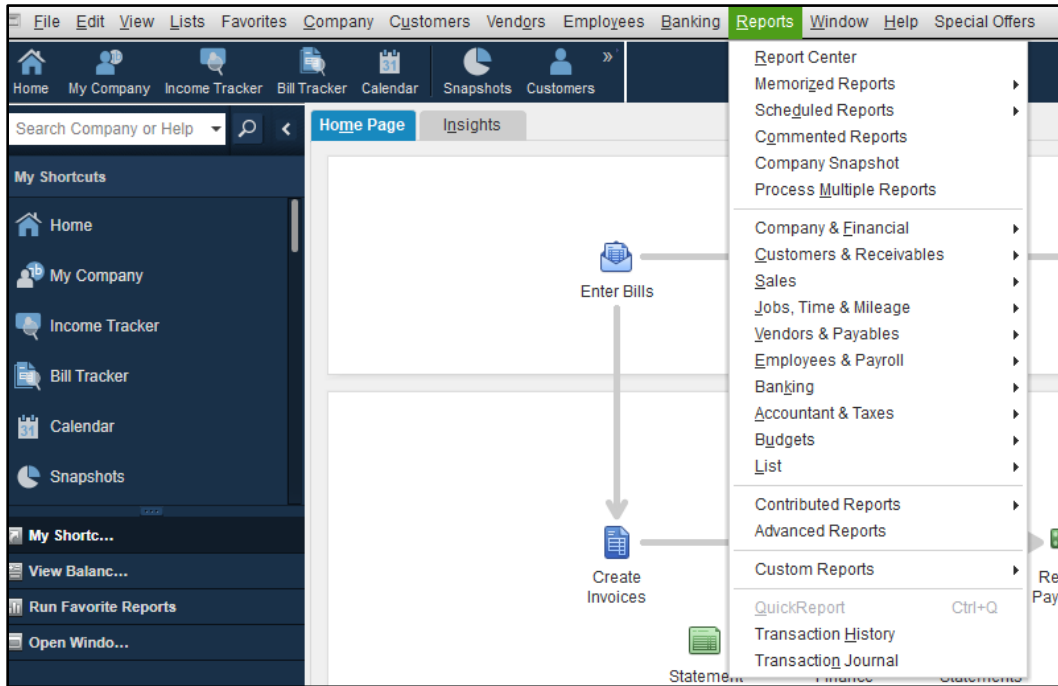
- viii. Click the “Save” button. A success message appears, and the user will be returned to the Issuance Templates page. The new issue template will display in the list of templates.

			Create New Template
Delete	Template	File Type	Edit/View
	Filter by Template	Filter by File Type	
	CSV	Comma Separated	
	CSV1	Comma Separated	
	DBFI Fixed Width	Fixed Width	
	Excel 97-2003 Workbook	Excel 97-2003 Workbook	
<input type="checkbox"/>	CPP1029 Test	Excel Workbook	
<input type="checkbox"/>	QuickBooks Export Type 1	Excel Workbook	

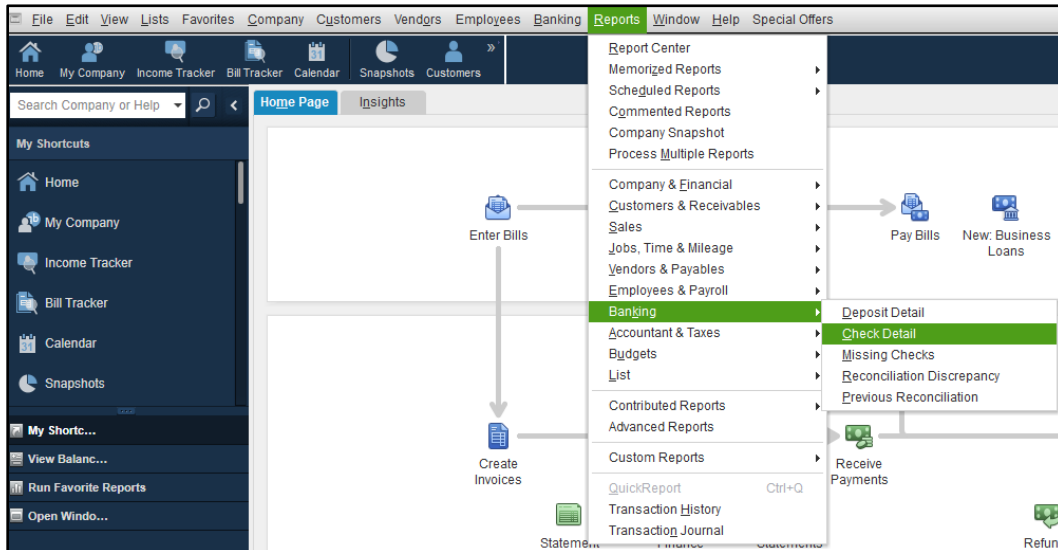


B. Exporting from QuickBook Reports

1. From QuickBooks, select “Reports” on the Tool Bar.



2. Select “Banking” from the drop-down menu and click “Check Detail” from the Banking sub-menu.



3. The Check Detail Report will display.

Castlerock Leasing, LLC.
Check Detail
May 4 through July 10, 2020

Type	Num	Date	Name	Item	Account	Paid Amount	Original Amount
Check		05/04/2020	American Expre...		Pinnacle Bank		-1.30
					American Express	-1.30	1.30
TOTAL						-1.30	1.30
▶ Check		05/05/2020	American Expre...		Pinnacle Bank		-1,000.00 ◀
					American Express...	-1,000.00	1,000.00
TOTAL						-1,000.00	1,000.00

4. Select the “Date” drop-down menu to choose a specific date or date range for the check items to display in the report. Based on the range that is selected, check items that can be displayed can be for a specific date, a specific quarter, month or even a date range that the user selects.

Castlerock Leasing, LLC.
Check Detail
May 4 through July 10, 2020

Num	Date	Name	Item	Account	Paid Amount	Original Amount
	05/04/2020	American Expre...		Pinnacle Bank		-1.30
				American Express	-1.30	1.30
					-1.30	1.30
	05/05/2020	American Expre...		Pinnacle Bank		-1,000.00 ◀
				American Express...	-1,000.00	1,000.00
					-1,000.00	1,000.00
	05/06/2020	[REDACTED]		Pinnacle Bank		-3,000.00
				David - Draws	-3,000.00	3,000.00
					-3,000.00	3,000.00



- a. Click the “Customize Report” button. The Modify Report screen displays.

Modify Report: Check Detail

Display | Filters | Header/Footer | Fonts & Numbers

REPORT DATE RANGE

Dates: Custom (dropdown) The date range you specify in the From and To fields

From: 05/04/2020 To: 07/10/2020

COLUMNS

Search Columns: [] Sort by: Default (dropdown)

Sort in: Ascending order Descending order

Columns list (checkboxes):

- (left margin)
- Trans #
- Type
- Entered/Last Modified
- Last modified by
- Date
- Num

Put a check mark next to each column that you want to appear in the report.

Buttons: Advanced..., Revert, OK, Cancel, Help

- b. Select the “Filters” tab.

Modify Report: Check Detail

Display | **Filters** | Header/Footer | Fonts & Numbers

CHOOSE FILTER

Search Filters: [] Account

FILTER list:

- Account (selected)
- Aging
- Amount
- Billing Status
- Class

Account Filter:

All bank accounts (dropdown)

Include split detail?

Yes No For detail accounts matching

All accounts (dropdown)

Choose the types of accounts or a specific account from the drop-down list. Indicate whether or not you want split detail to appear in the report (Balance Sheet accounts only).

Tell me more... (button)

CURRENT FILTER CHOICES

FILTER	SET TO
Account	All bank accounts
Amount	<=0.00
Date	Custom
TransactionType	Multiple Transaction T...

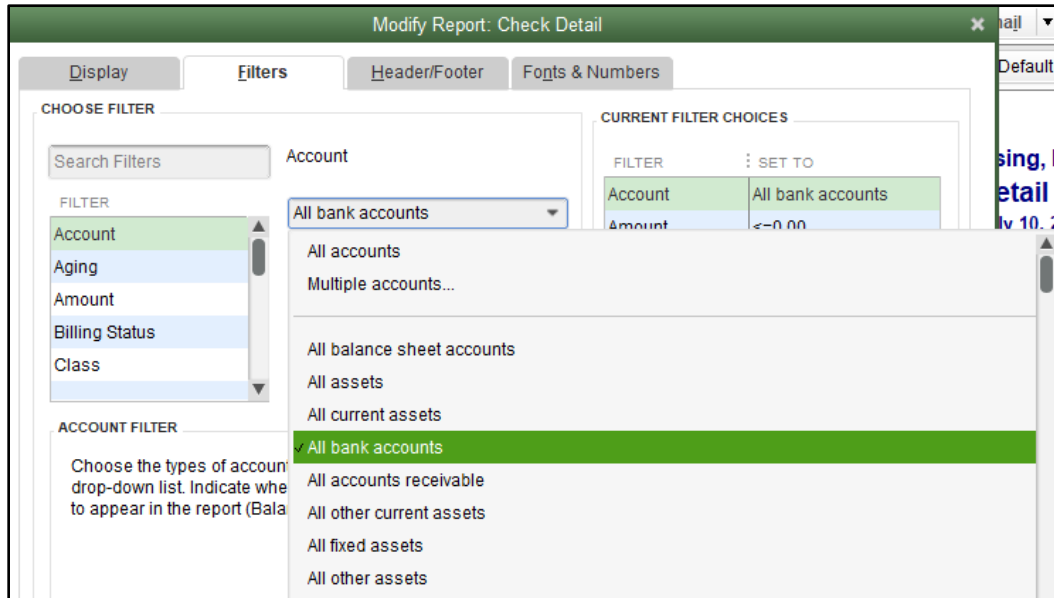
Remove Selected Filter (button)

Revert (button)

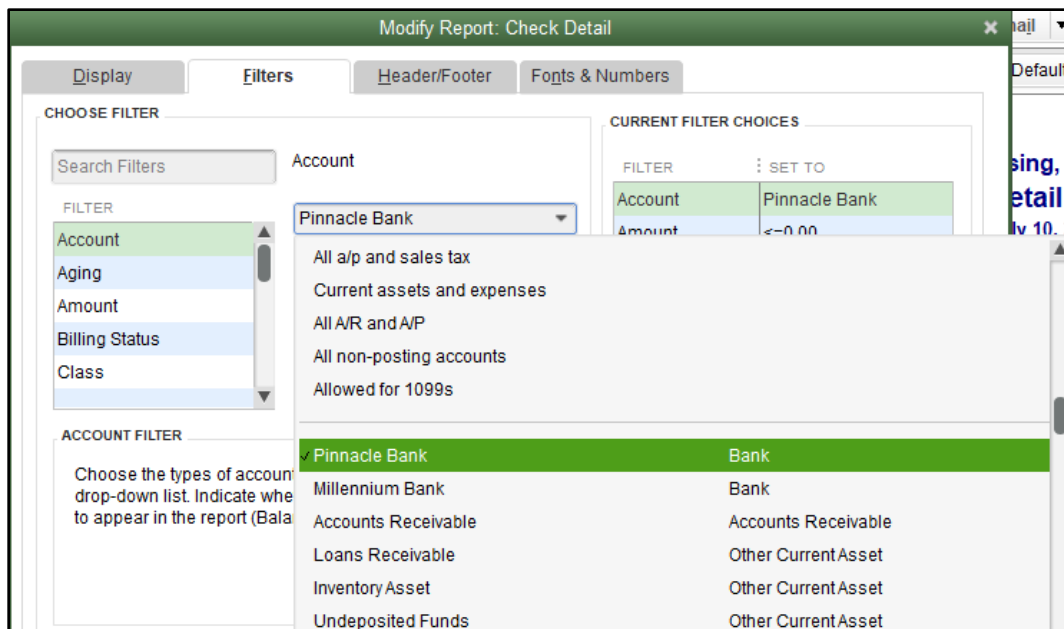
Buttons: OK, Cancel, Help



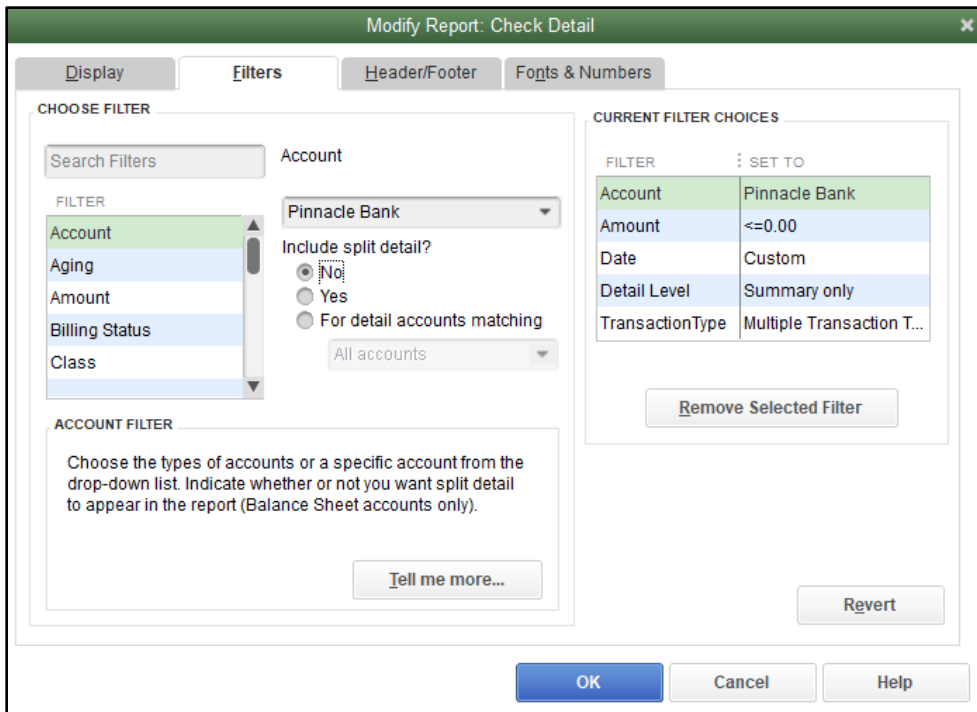
- c. In the listing of Filters, select “Account” from the drop-down menu.
 - i. Select “All Bank Accounts” to pull all checks issued from all bank accounts for which the user has QuickBooks access.



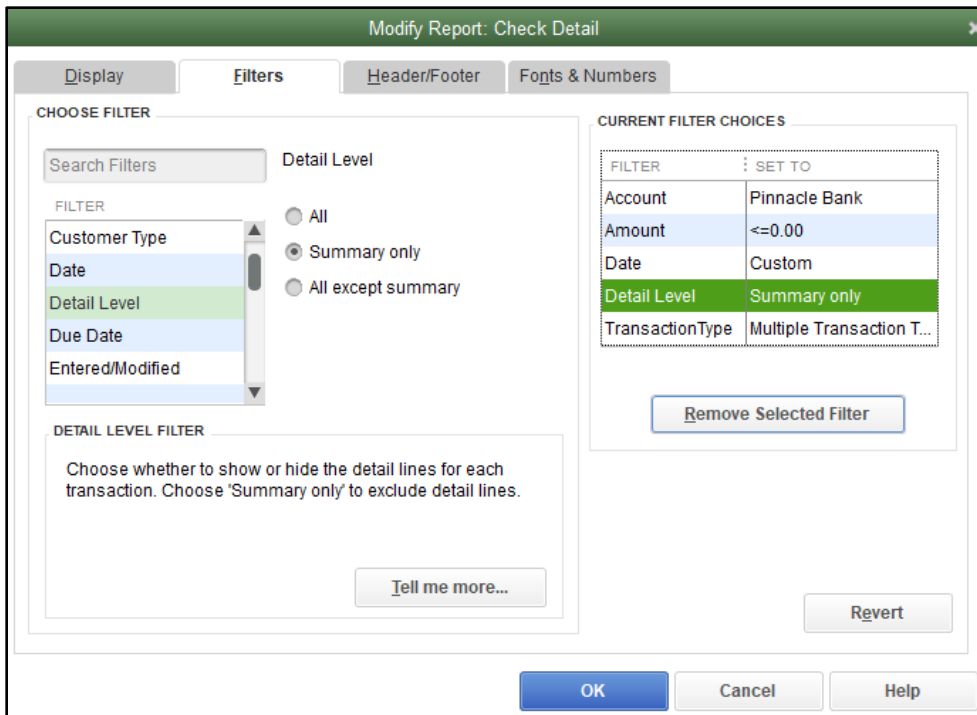
- ii. Select a single bank account to pull checks issued from a single bank account.



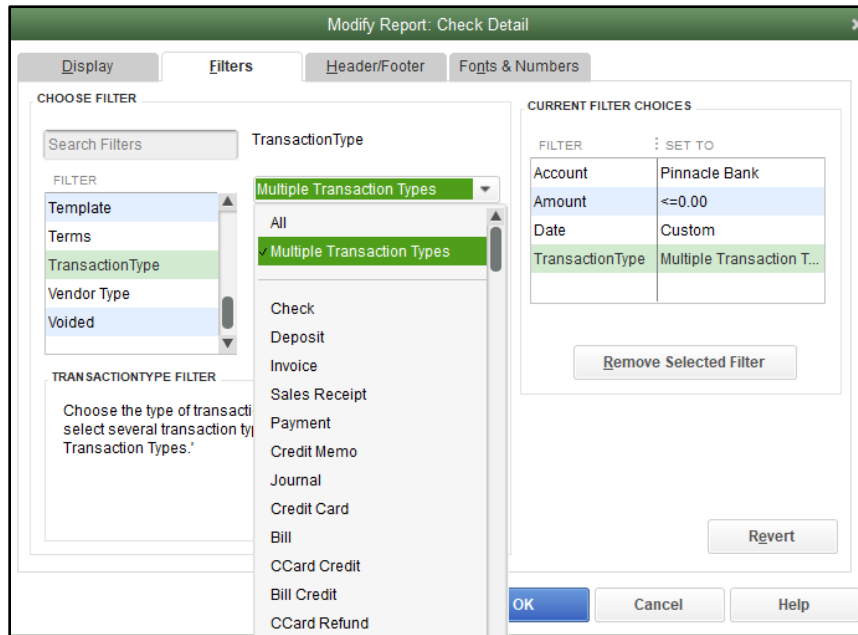
- iii. Under “Include Split Detail?”, click the button next to “No”.



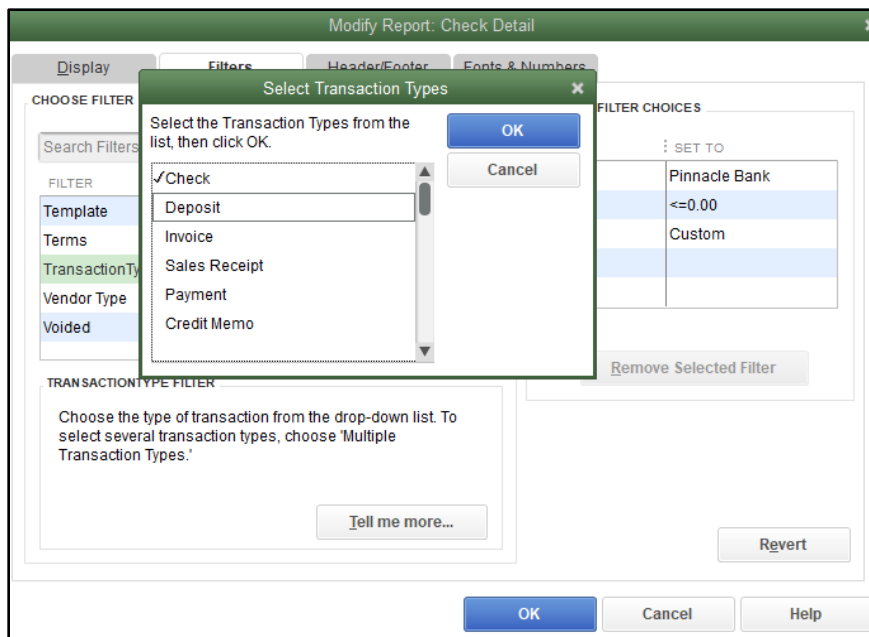
- iv. Under “Current Filter Choices”, select “Detail Level”, and then click the “Remove Selected Filter” button.



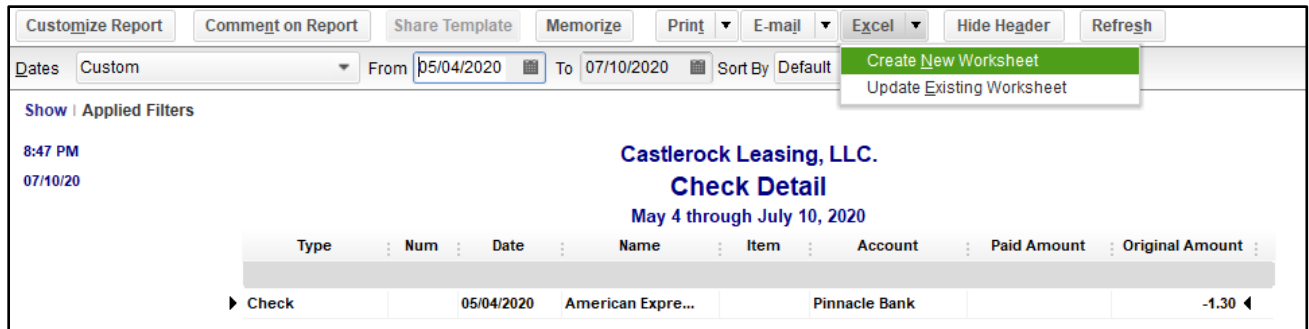
- v. Select “Transaction Type” from the Filter menu. Select “Multiple Transaction Types” from the Transaction Types submenu.



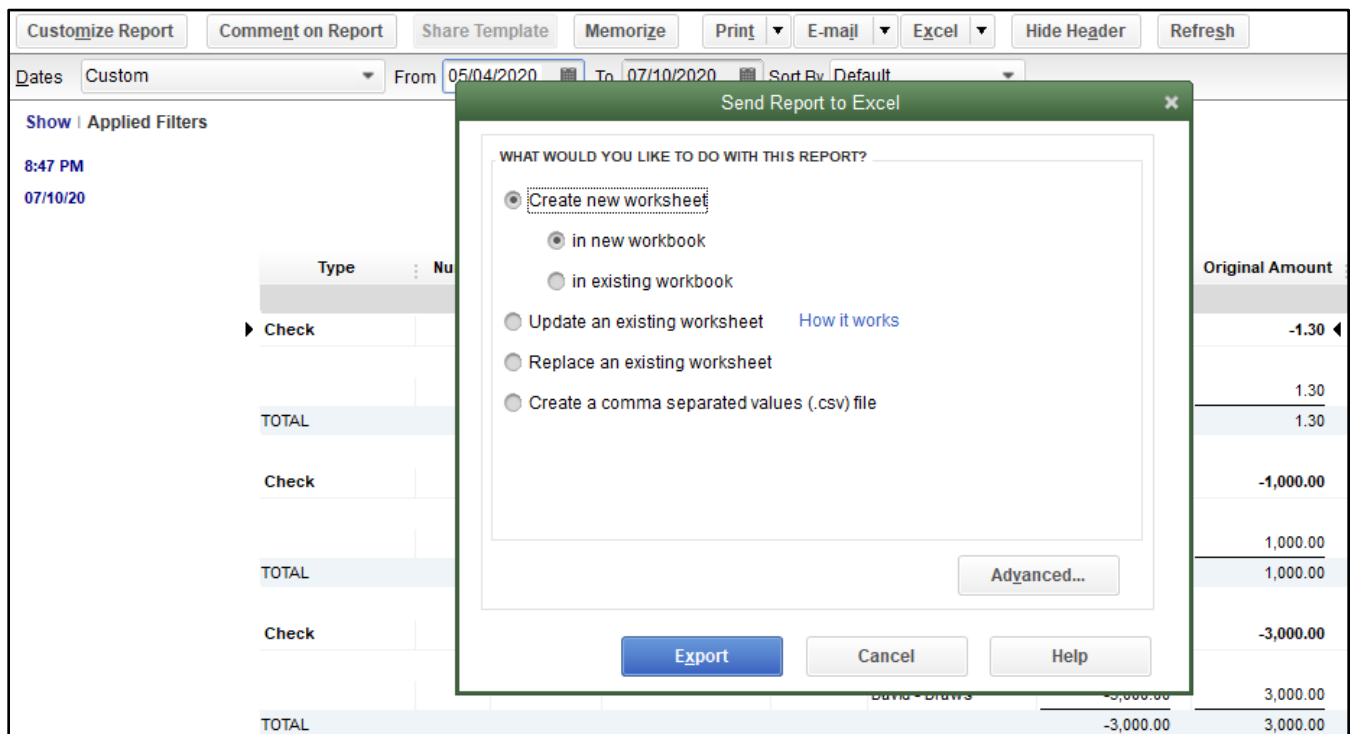
- vi. From the “Select Transaction Type” drop-down menu, select the check transactions to appear in the check file. For this example, Check and Bill Payment options were selected. Click “OK” to confirm the transaction types.



- d. From the Modify Report screen, select “OK” to proceed. The requested changes to the report will display. From the QuickBooks toolbar, click the “Excel” drop-down menu and select “Create New Worksheet”.



- e. The Send Report to Excel pop-up window appears. Select Create New Worksheet > In New Worksheet and click the “Export” button to continue.



- f. Excel will open and the Excel file will populate. Within the Excel file, remove all rows that are blank under the column headers “Type” and/or “Num”.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1		Type		Num		Date		Name		Item		Account		Paid Amount		Original Amount	
2																	
3		Check		0001		05/13/2020		Citibusiness Platinum				Pinnacle Bank				-45.09	
4		Check		0002		06/01/2020		Pinnacle Bank (v)				Pinnacle Bank				-3,751.35	
5		Check		0003		06/03/2020		American Express				Pinnacle Bank				-39.00	
6		Check		0004		06/15/2020		Citibusiness Platinum				Pinnacle Bank				-13.26	
7		Check		0005		06/16/2020		American Express				Pinnacle Bank				-3,701.19	
8		Check		0006		06/16/2020		American Airlines VISA				Pinnacle Bank				-233.71	
9		Check		0007		06/16/2020		Lowes				Pinnacle Bank				-4,933.02	
10		Check		0008		07/01/2020		Pinnacle Bank (v)				Pinnacle Bank				-3,853.24	
11		Check		0009		07/06/2020		American Express				Pinnacle Bank				-1,000.00	
12		Bill Pmt -Check		0010		05/04/2020		Eastside Utility District				Pinnacle Bank				-207.62	
13		Bill Pmt -Check		0011		06/01/2020		Eastside Utility District				Pinnacle Bank				-234.74	

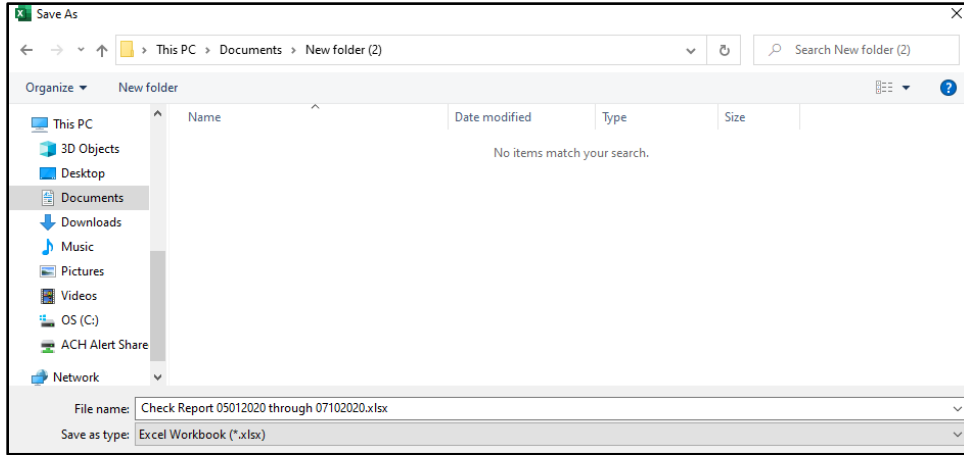
- g. Remove all blank columns.

	A	B	C	D	E	F	G	H	I	J					
1		Type		Num		Date		Name		Account		Original Amount			
2															
3		Check		0001		05/13/2020		Citibusiness Platinum		Pinnacle Bank		-45.09			
4		Check		0002		06/01/2020		Pinnacle Bank (v)		Pinnacle Bank		-3,751.35			
5		Check		0003		06/03/2020		American Express		Pinnacle Bank		-39.00			
6		Check		0004		06/15/2020		Citibusiness Platinum		Pinnacle Bank		-13.26			
7		Check		0005		06/16/2020		American Express		Pinnacle Bank		-3,701.19			
8		Check		0006		06/16/2020		American Airlines VISA		Pinnacle Bank		-233.71			
9		Check		0007		06/16/2020		Lowes		Pinnacle Bank		-4,933.02			
10		Check		0008		07/01/2020		Pinnacle Bank (v)		Pinnacle Bank		-3,853.24			
11		Check		0009		07/06/2020		American Express		Pinnacle Bank		-1,000.00			
12		Bill Pmt -Check		0010		05/04/2020		Eastside Utility District		Pinnacle Bank		-207.62			
13		Bill Pmt -Check		0011		06/01/2020		Eastside Utility District		Pinnacle Bank		-234.74			



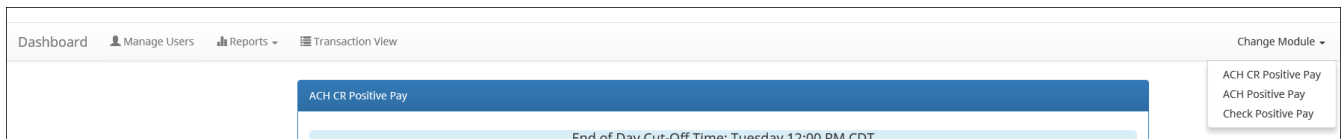
- h. Select File > Save As and save the workbook.

 - i. Choose the File Name.
 - ii. Choose the format. The file format for this file must be Comma Separated, Excel 97-2003 Workbook or Excel Workbook.



- i. After saving, close the Excel workbook.

- 5. Sign into the Positive Pay Client Portal via Business Online Banking.
- 6. Select the CHECK POSITIVE PAY service module.



- 7. From the CHECK POSITIVE PAY module, select Manage > Issue Templates to create an issue template. This will allow the user to map the exported information from QuickBooks so that the file is read correctly when uploaded to CHECK POSITIVE PAY. The user will also be able to save this template for use in future issuance file uploads.



- 8. The Issuance File Templates page displays. This page lists the saved Issue File Templates available for the Client to use and allows the user to create a new template for use. Select "Create New Template".



9. The Create New Template screen appears.

Create New Template
✕

Template Name

File Type?

Template Status

Number of Header Rows?

Number of Footer rows?

Template Level?

Multi-Line Payee Name Separator: ?

Do not use a character as a separator if that character will ever be present in a Payee Name. Allowed characters in brackets [; | , - _ /]

File Mapping

Add	Input Field?	File Column?	Field Format
	Serial Number	<input type="text"/>	
	Amount?	<input type="text"/>	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input checked="" type="checkbox"/>	Status?	<input type="text"/>	<input type="text" value="ISSUED"/> - for ISSUED <input type="text" value="VOIDED"/> - for VOIDED
<input type="checkbox"/>	Account Number?	<input type="text"/>	
<input type="checkbox"/>	Issuance Date?	<input type="text"/>	
<input type="checkbox"/>	Payee Name?	<input type="text"/>	

[? Place the cursor over this label for more information](#)



10. Creating the Issuance Template to the Exported Information from QuickBooks:

a. Template Name

Create a name for the template using information that will allow the user to easily identify this template in the future. For this example, the template name is QuickBooks Export Type 2.

Template Name <input type="text" value="QuickBooks Export Type 2"/>	File Type? <input type="text" value="- select file type"/>	Template Status <input type="text" value="Active"/>
-------------------------------------------------------------------------------	----------------------------------------------------------------------	---------------------------------------------------------------

b. File Type

Select the appropriate file type based on the file type used to save the Excel document. For this example, the file type will be Excel Workbook.

Template Name <input type="text" value="QuickBooks Export Type 2"/>	File Type? <input type="text" value="- select file type"/> - select file type Comma Separated Excel 97-2003 Workbook Excel Workbook Fixed Width Pipe Separated Semi-colon Separated Tab Separated	Template Status <input type="text" value="Active"/>
Number of Header Rows? <input type="text" value="0"/>		Template Level? <input type="text" value="Client"/>
Multi-Line Payee Name Separator: ? <input type="text"/>		

c. Template Status

The Template Status drop-down menu defaults to Active status. Leave the status as Active.

Template Name <input type="text" value="QuickBooks Export Type 2"/>	File Type? <input type="text" value="- select file type"/>	Template Status <input type="text" value="Active"/> Active Inactive
Number of Header Rows? <input type="text"/>	Number of Footer rows? <input type="text"/>	



d. Number of Header Rows

Refer to the Excel file that was created. A Header Row will be any row above the check information that does not contain actual check information for presentment in the CHECK POSITIVE PAY Module. For this example, the header rows have been highlighted yellow. The number of header rows should be 2 in the template.

	A	B	C	D	E	F
1	Type	Num	Date	Name	Account	Original Amount
2						
3	Check	0001	05/13/2020	Citibusiness Platinum	Pinnacle Bank	-45.09
4	Check	0002	06/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,751.35
5	Check	0003	06/03/2020	American Express	Pinnacle Bank	-39.00
6	Check	0004	06/15/2020	Citibusiness Platinum	Pinnacle Bank	-13.26
7	Check	0005	06/16/2020	American Express	Pinnacle Bank	-3,701.19
8	Check	0006	06/16/2020	American Airlines VISA	Pinnacle Bank	-233.71
9	Check	0007	06/16/2020	Lowes	Pinnacle Bank	-4,933.02
10	Check	0008	07/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,853.24
11	Check	0009	07/06/2020	American Express	Pinnacle Bank	-1,000.00
12	Bill Pmt -Check	0010	05/04/2020	Eastside Utility District	Pinnacle Bank	-207.62

e. Number of Footer Rows

Refer to the Excel file that was created. A Footer Row will be any row below the check information that does not contain actual check information for presentment in the CHECK POSITIVE PAY Module. For this example, the footer rows have been highlighted yellow. The number of footer rows should be 2 in the template.

	A	B	C	D	E	F
1	Type	Num	Date	Name	Account	Original Amount
2						
3	Check	0001	05/13/2020	Citibusiness Platinum	Pinnacle Bank	-45.09
4	Check	0002	06/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,751.35
5	Check	0003	06/03/2020	American Express	Pinnacle Bank	-39.00
6	Check	0004	06/15/2020	Citibusiness Platinum	Pinnacle Bank	-13.26
7	Check	0005	06/16/2020	American Express	Pinnacle Bank	-3,701.19
8	Check	0006	06/16/2020	American Airlines VISA	Pinnacle Bank	-233.71
9	Check	0007	06/16/2020	Lowes	Pinnacle Bank	-4,933.02
10	Check	0008	07/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,853.24
11	Check	0009	07/06/2020	American Express	Pinnacle Bank	-1,000.00
12	Bill Pmt -Check	0010	05/04/2020	Eastside Utility District	Pinnacle Bank	-207.62
13	Bill Pmt -Check	0011	06/01/2020	Eastside Utility District	Pinnacle Bank	-234.74
14	Bill Pmt -Check	0012	07/02/2020	Eastside Utility District	Pinnacle Bank	-143.18
15						
16	Total					-18,155.40
17						



f. Template Level

The default value of Client will be presented and will not allow a different selection to be made.

g. Multi-Line Payee Name Separator.

This feature is not currently available for items exported out of QuickBooks.

Template Name QuickBooks Export Type 2`	File Type? Excel Workbook	Template Status Active
Number of Header Rows? 2	Number of Footer rows? 2	Template Level? Client
Multi-Line Payee Name Separator: ?	<input type="checkbox"/>	

h. File Mapping

i. Serial Number

1. Enter the column number that the check number/serial number is presented in the Excel document. For this example, the Num column is highlighted yellow. The column number for Amount should be 2 in the template.

	A	B	C	D	E	F
1	Type	Num	Date	Name	Account	Original Amount
2						
3	Check	0001	05/13/2020	Citibusiness Platinum	Pinnacle Bank	-45.09
4	Check	0002	06/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,751.35
5	Check	0003	06/03/2020	American Express	Pinnacle Bank	-39.00
6	Check	0004	06/15/2020	Citibusiness Platinum	Pinnacle Bank	-13.26
7	Check	0005	06/16/2020	American Express	Pinnacle Bank	-3,701.19
8	Check	0006	06/16/2020	American Airlines VISA	Pinnacle Bank	-233.71
9	Check	0007	06/16/2020	Lowe's	Pinnacle Bank	-4,933.02
10	Check	0008	07/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,853.24
11	Check	0009	07/06/2020	American Express	Pinnacle Bank	-1,000.00
12	Bill Pmt -Check	0010	05/04/2020	Eastside Utility District	Pinnacle Bank	-207.62
13	Bill Pmt -Check	0011	06/01/2020	Eastside Utility District	Pinnacle Bank	-234.74
14	Bill Pmt -Check	0012	07/02/2020	Eastside Utility District	Pinnacle Bank	-143.18
15						
16	Total					-18,155.40



ii. Amount

1. Enter the column number that the amount is presented in the Excel document. Select “fractional dollars” if the dollars and cents are separated by a decimal. If the dollars and cents are not separated by a decimal, select “whole numbers of cents”. For this example, the Amount column is highlighted yellow. The column number for Amount should be 6 in the template.

	A	B	C	D	E	F
1	Type	Num	Date	Name	Account	Original Amount
2						
3	Check	0001	05/13/2020	Citibusiness Platinum	Pinnacle Bank	-45.09
4	Check	0002	06/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,751.35
5	Check	0003	06/03/2020	American Express	Pinnacle Bank	-39.00
6	Check	0004	06/15/2020	Citibusiness Platinum	Pinnacle Bank	-13.26
7	Check	0005	06/16/2020	American Express	Pinnacle Bank	-3,701.19
8	Check	0006	06/16/2020	American Airlines VISA	Pinnacle Bank	-233.71
9	Check	0007	06/16/2020	Lowe's	Pinnacle Bank	-4,933.02
10	Check	0008	07/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,853.24
11	Check	0009	07/06/2020	American Express	Pinnacle Bank	-1,000.00
12	Bill Pmt -Check	0010	05/04/2020	Eastside Utility District	Pinnacle Bank	-207.62
13	Bill Pmt -Check	0011	06/01/2020	Eastside Utility District	Pinnacle Bank	-234.74
14	Bill Pmt -Check	0012	07/02/2020	Eastside Utility District	Pinnacle Bank	-143.18
15						
16	Total					-18,155.40

iii. Status

1. Remove the checkmark from this box. The export from QuickBooks does not contain this information. The user can add this information manually if they choose to. If the column is added, the box will need to remain checked and the column number will need to be entered for the CHECK POSITIVE PAY system to accurately read it. For this example, the Status field is not being used.

If the Status box is unchecked, the user should be aware that any issuance loaded with negative

File Mapping			
Add	Input Field?	File Column?	Field Format
	Serial Number	<input type="text" value="2"/>	
	Amount?	<input type="text" value="6"/>	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input type="checkbox"/>	Status?	<input type="text"/>	<input type="checkbox"/> Treat Negative Amount As Void?

amounts or a \$0 amount will be treated as Void.



iv. Account Number

- The exported information from QuickBooks does not include an account number. Leave the box unchecked and the "File Column" field blank. For this example, the "Account Number" field is left blank.

<input type="checkbox"/>	Status ²	<input type="text"/>	<input type="checkbox"/>	Treat Negative Amount As Void ²
<input type="checkbox"/>	Account Number ²	<input type="text"/>		

v. Issuance Date

- The Issuance Date is located in the "Date" column in the Excel document. The user must check the box and enter the column number for the system to read the issuance date correctly. For this example, the Date column is highlighted yellow. The column number for Issuance Date should be 3 in the template.

	A	B	C	D	E	F
1	Type	Num	Date	Name	Account	Original Amount
2						
3	Check	0001	05/13/2020	Citibusiness Platinum	Pinnacle Bank	-45.09
4	Check	0002	06/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,751.35
5	Check	0003	06/03/2020	American Express	Pinnacle Bank	-39.00
6	Check	0004	06/15/2020	Citibusiness Platinum	Pinnacle Bank	-13.26
7	Check	0005	06/16/2020	American Express	Pinnacle Bank	-3,701.19
8	Check	0006	06/16/2020	American Airlines VISA	Pinnacle Bank	-233.71
9	Check	0007	06/16/2020	Lowes	Pinnacle Bank	-4,933.02
10	Check	0008	07/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,853.24
11	Check	0009	07/06/2020	American Express	Pinnacle Bank	-1,000.00
12	Bill Pmt -Check	0010	05/04/2020	Eastside Utility District	Pinnacle Bank	-207.62
13	Bill Pmt -Check	0011	06/01/2020	Eastside Utility District	Pinnacle Bank	-234.74
14	Bill Pmt -Check	0012	07/02/2020	Eastside Utility District	Pinnacle Bank	-143.18
15						
16	Total					-18,155.40



vi. Payee Name

1. If the “Client” is set up to use Payee Positive Pay, the user will need to select the box and enter the column number for the column labeled “Name” in the Excel report. For this example, the Name column is highlighted yellow. The column number for Payee Name should be 4 in the template.

	A	B	C	D	E	F
1	Type	Num	Date	Name	Account	Original Amount
2						
3	Check	0001	05/13/2020	Citibusiness Platinum	Pinnacle Bank	-45.09
4	Check	0002	06/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,751.35
5	Check	0003	06/03/2020	American Express	Pinnacle Bank	-39.00
6	Check	0004	06/15/2020	Citibusiness Platinum	Pinnacle Bank	-13.26
7	Check	0005	06/16/2020	American Express	Pinnacle Bank	-3,701.19
8	Check	0006	06/16/2020	American Airlines VISA	Pinnacle Bank	-233.71
9	Check	0007	06/16/2020	Lowes	Pinnacle Bank	-4,933.02
10	Check	0008	07/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,853.24
11	Check	0009	07/06/2020	American Express	Pinnacle Bank	-1,000.00

vii. Additional Issue Fields

1. Additional issue fields are available for client use to allow clients to record any additional information into an issuance file to be used for historical or reconciliation purposes. In the example below, the client has additional issue fields configured: Company Name, Invoice, and Address. For the purposes of Export from QuickBooks, the user should disregard these fields as they do not apply to the export process.

Create New Template ✕

Template Name <input type="text" value="QuickBooks Export Type 2"/>	File Type? <input type="text" value="Excel Workbook"/>	Template Status <input type="text" value="Active"/>
Number of Header Rows? <input type="text" value="2"/>	Number of Footer rows? <input type="text" value="2"/>	Template Level? <input type="text" value="Client"/>
Multi-Line Payee Name Separator: ? <input type="checkbox"/>		

File Mapping

Add	Input Field?	File Column?	Field Format
<input type="checkbox"/>	Serial Number	<input type="text" value="2"/>	
<input type="checkbox"/>	Amount?	<input type="text" value="6"/>	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input type="checkbox"/>	Status?	<input type="text"/>	<input type="checkbox"/> Treat Negative Amount As Void?
<input type="checkbox"/>	Account Number?	<input type="text"/>	
<input checked="" type="checkbox"/>	Issuance Date?	<input type="text" value="3"/>	
<input checked="" type="checkbox"/>	Payee Name?	<input type="text" value="4"/>	
<input type="checkbox"/>	Project #	<input type="text"/>	

? Place the cursor over this label for more information



- i. Click the "Save" button. A success message appears, and the user will be returned to the Issuance Templates page. The new issue template will display in the list of templates.

Create New Template			
Delete	Template <input type="text" value="Filter by Template"/>	File Type <input type="text" value="Filter by File Type"/>	Edit/View
	CSV	Comma Separated	
	CSV1	Comma Separated	
	DBFI Fixed Width	Fixed Width	
	Excel 97-2003 Workbook	Excel 97-2003 Workbook	
<input type="checkbox"/>	CPP1029 Test	Excel Workbook	
<input type="checkbox"/>	QuickBooks Export Type 1	Excel Workbook	
<input type="checkbox"/>	QuickBooks Export Type 2	Excel Workbook	

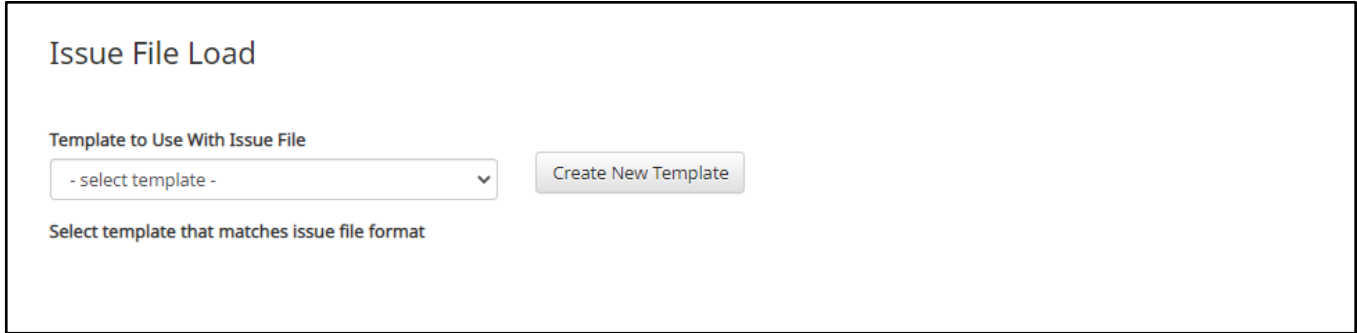


C. Loading the QuickBooks Issue File

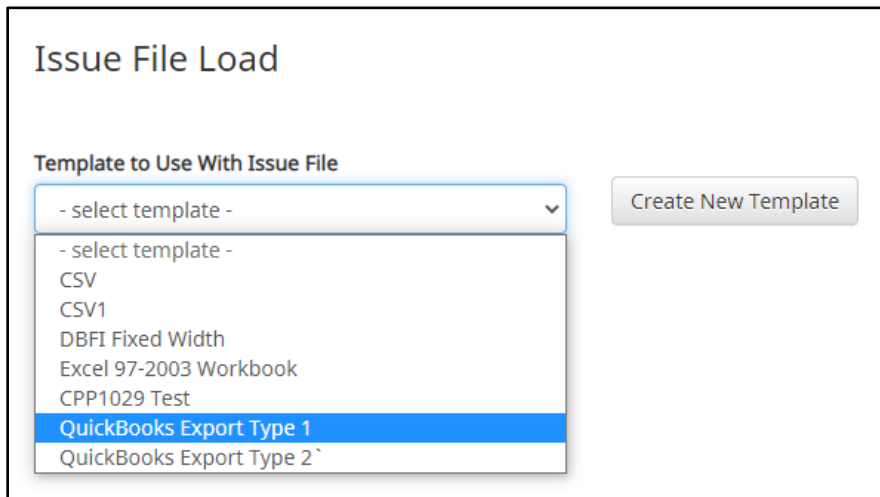
1. From the CHECK POSITIVE PAY Module, select Perform > Issue File Load.



2. The Load Check Issuance File page appears.



3. Select the "Template" drop-down box to select from a list of existing templates. Select the appropriate template. For this example, QuickBooks Export Type 2 will be used.



- The template selected was created without the Account field enabled. A drop-down box will display so that the appropriate account can be selected. Select from the list of accounts. For this example, ABC Heating – xxxx1555 will be used.

The screenshot shows the 'Issue File Load' interface. It features a dropdown menu for 'Template to Use With Issue File' set to 'QuickBooks Export Type 1'. The 'Account?' dropdown menu is open, showing three options: '- not selected -' (highlighted in blue), 'ABC Heating - xxxx5555', and 'Client 6 3rd - xxxx1111'. There are buttons for 'View Selected Template', 'Create New Template', and a prompt: 'Select account and template that matches issue file format'.

- The file upload interface will appear. Click the “Browse” button to select the appropriate file or drag and drop the file into the box indicated on the interface screen.

The screenshot shows the 'Issue File Load' interface. The 'Template to Use With Issue File' dropdown is set to 'QuickBooks Export Type 1' and the 'Account?' dropdown is set to 'ABC Heating - xxxx5555'. There is a 'View Selected Template' button and a 'Create New Template' button. Below these is a large dashed box for file upload with the text 'Drag & drop files here ...'. At the bottom left is a 'Select files...' input field and at the bottom right is a 'Browse ...' button.



6. Once the file is selected, it will be displayed in the upload interface.

Issue File Load

Template to Use With Issue File: QuickBooks Export Type 1

Account?: ABC Heating - xxxx1555

Buttons: View Selected Template, Create New Template

Select one issue file that is in the format of the selected template

CheckFileTest.xlsx [Remove] [Upload] [Browse ...]

7. Click the “Upload” button to proceed. Once the file has loaded successfully, the Issuance File Status page will display and will be eligible for editing in the Issue Warehouse.

< Back to Status

CheckFileTest.xlsx

File Status

Queued Processing Processed Approved Complete Deleted

File processing is complete. View list below to see items.

View items: 12 Items totaling \$18,155.40

Rows 1 - 12 of 12.

Account Number	Serial Number	Amount	Payee Name	Status	Load Date	Issuance Date
xxxx1555	1	\$45.09	Citibusiness Platinum	AVAILABLE_FOR_MATCHING	07/22/2020 15:39:24 EDT	05/13/2020
xxxx1555	2	\$3,751.35	Pinnacle Bank (v)	AVAILABLE_FOR_MATCHING	07/22/2020 15:39:24 EDT	06/01/2020
xxxx1555	3	\$39.00	American Express	AVAILABLE_FOR_MATCHING	07/22/2020 15:39:24 EDT	06/03/2020
xxxx1555	4	\$13.26	Citibusiness Platinum	AVAILABLE_FOR_MATCHING	07/22/2020 15:39:24 EDT	06/15/2020
xxxx1555	5	\$3,701.19	American Express	AVAILABLE_FOR_MATCHING	07/22/2020 15:39:24 EDT	06/16/2020

