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Check Positive Pay

About Check Positive Pay Service

Use Check Positive Pay to help prevent check fraud by allowing company users to examine questionable checks and make decisions to pay or return them. Check Positive Pay matches posted check information with check issue items like serial number and amount and creates exceptions if discrepancies are found. Check exceptions are checks that are presented for payment that differ from the check issue information. Check Positive Pay does not verify funds availability (i.e. account balances) when processing checks.

To get started monitoring your checks, import or manually enter your outstanding check information and keep the list up to date each time you issue new checks. As your checks clear, you will be able to quickly identify any errors or discrepancies.

On the Account Services menu, click Positive Pay and then choose one of the following:

- Manage exceptions to view, modify or decision check exceptions.
- Enter Issues to enter issued items manually.
- Import Issues to upload a file containing issued checks to Business Online Banking.
- Import decisions to upload a file containing issued checks to Business Online Banking.
- Update issues to update the status of a check.
- Exception decisions to view decisions that were made on check exceptions.
- Outstanding issues to view all outstanding issued checks that have been uploaded into Business Online Banking by your company.
- Stale issues to view issues that are stale dated.
- Issue status to view the status of a check issued.

TOWNE BANK		Welco	Welcome Reports Money Movement Account Ser			es Administration			
Business Online Banking								1	
Positive Pay									
Manage Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues	Exception	n Decisions	Outstanding Issues	Stale Issues	Issue Status

Check Exceptions

Check Exception Reasons

Exception Reason	Description
Duplicate Item	Two or more checks paid with the same serial number.
Amount Mismatch	The paid check amount and the issued amount are not the same.
Future Dated	The check was paid on a date earlier than when it was issued.
Posted Against Void	A paid check matched a voided issue.
No Issue Found	A paid check had no matching issue.
Serial Error	A paid check is missing a serial number. For example, the serial number may not have been correctly read during processing.
Payee Mismatch	The payee name on the posted check does not match the issued item. This Exception Reason is only applicable to companies that have the Payee Positive Pay service.
Posted Against Stop	A paid check matched a stopped issue.

Making Decisions on Check Exceptions

Company users can make pay or return decisions on check exceptions.

- Click on the Exceptions link in the upper right corner <u>or</u> click Account Services > Positive Pay to access the <u>Manage</u> <u>Exceptions</u> page.
- 2. Go to the **Check Exceptions Awaiting Decision** section to make a decision on one or more exceptions:

Option	Description
Make a decision on one	1. Click the Select Decision link beside the exception on which you want to make a decision.
exception	2. Click a link in the Decision column.
Apply a decision to	1. Select the exceptions on which you want to make a decision.
multiple exceptions	2. Select an Apply this decision to selected exceptions option and then
	click Apply.

3. Click **Continue**.

Check Exceptions Awaiting Approval											
e are no	decisions awaiting a	ag proval.									
eck Exce	ptions Awaiting D	ecision									
isions ca	in be made from 08.0	00 AM to 02:00 PM	ET Checks converted to	ACH electronic paymer	ts appear with "ACH" besid	e the check number.					
2											4
elect All	Decision	Account	Check †	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Read Payee	Approval Status	
1	Select Decision	*0183	00015011178			\$75.00	No Issue Found		n/a	0 of 1 received Ready to transmit	
1	Select Decision	*0183	00110310722	08/31/2021	\$104.00	\$104.00	Stale Dated		n/a	0 of 1 received Ready to transmit	
5	Select Decision	*0183	00110311413			\$1,620.00	No Issue Found		n/a	0 of 1 received Ready to transmit	
	Select Decision	*0183	00120113869			\$24,449.50	No Issue Found		n/a	0 of 1 received Ready to transmit	
loply this c	lecisions to the selec	ted exceptions			* Apply)					

4. Verify the decision as needed and then click **Approve/Transmit**.

Check Exceptions

Approving Check Exceptions

- 1. Check exceptions can be approved after decisions have been made on them.
- Click on the Exceptions link in the upper right corner <u>or</u> click Account Services > Positive Pay to access the <u>Manage</u> <u>Exceptions</u> page.
- 3. Go to the Check Exceptions Awaiting Approval section and select the exceptions to approve.
- 4. Click Continue
- 5. Verify the exceptions as needed and then click **Approve/Transmit**.

Searching for Check Exceptions

- Click on the Exceptions link in the upper right corner <u>or</u> click Account Services > Positive Pay to access the <u>Manage</u> <u>Exceptions</u> page.
- 2. Search for exceptions that are pending decisions or approval by clicking the ^Q Magnifying Glass icon.
- 3. Complete the following fields and then click Search:

Account	The account number.
Check number	One check or a range of checks.
Posted amount	Specific amount or a range of amounts.

Check Exceptions Awaiting Decision	
Decisions can be made from 08:00 AM to 02:00 PM ET. Checks converted to ACH electronic payments app	ear with "ACH" beside the check number.
9	
Search Exceptions	
At least one field must contain search criteria. If more than one field has search criteria, only records that i	match all fields will be returned.
Account Number	v
Check Number	
From	Exact Match
To (Optional)	
Posted Amount	
O Specific Amount	
O Range	
Search Cancel	

Check Exceptions

Deleting Decisions Made on Check Exceptions

Decisions that are <u>pending approval</u> can be deleted. Once a decision is deleted the exception requires a new decision and reapproval.

- Click on the Exceptions link in the upper right corner <u>or</u> click Account Services > Positive Pay to access the <u>Manage</u> <u>Exceptions</u> page.
- 2. Click the link in the **Check** column for the decision you want to delete.
- 3. Click the **Delete decision** link.
- 4. Verify the decision as needed and then click **Delete decision**.

Importing Decision Files

Large quantities of decisions can be imported into the system through a file using a supported file import definition.

- 1. Click Account Services > Positive Pay > Import decisions
- 2. Select a file definition and then click Continue
- 3. Click Browse and select the file you want to import
- 4. Click Import file

Positi	ve Pay									
Manag	ge Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues	Exception Decisions	Outstanding Issues	Stale Issues	Issue Statı ゝ	
Impor	t Decisions /	Manage File	Formats							
Add a file	Add a file definition View the status of files imported in the last 40 calendar days									
File Defi	nitions									
(To view, e	dit, or delete a file def	inition, click the file na	me.)							
	Name 个			Descri	ption		File Type			
۲	Decision Delimi	ted		Decisi	on Delimited		Delimited			
Col	ntinue									

Check Exceptions

Searching for Decisions Made on Check Exceptions

Company users can view the decisions made on check exceptions for entitled accounts regardless of who made the decisions.

1. Click Account Services > Positive Pay > Exception decisions

2. Complete the following fields and then click Generate report:

Output to	Screen, CSV, or PDF			
View	All account types or a specific account type.			
Account	Accounts entitled to Positive Pay			
Decision date range	Specific date, From/To, or Previous business day			
Decision option	Include all decisions, Paid only or Return only			

Manage Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues	Exception Decisions	Outstanding Issues	Stale Issues	Issue Stati
Search Exception	Decisions							
Jp to 18 months of data ar	e available; a maxim	num of three months n	nay be retrieved during a	single search.				
Output To Screen (HTML)				•				
Accounts								
view All Accounts								
Account				•				
Issue Date Range								
 Specific Date 								
Date 10/28/2022				ē				
O Date Range								
O Previous Business Da	iy							
Decision Option								
Include all decisions								
Paid only								
Return Only								
Correction Only								

Check Issues

- Check issues are representations of checks written by your company.
- Check issues can be manually added or imported through a file.
- Single or a sequence of check issues can be added manually.
- Check issues can be imported using a pre-defined or custom file import definition. When a company user imports a check issue file their approval is applied automatically to the file. Each check issue that is successfully imported is audited and available for review in user activity.

Adding Check Issues Manually

- 1. Click Account Services > Positive Pay > Enter issues
- 2. Complete the following fields:

Account	Entitled accounts
Check number	The number on the check
Amount	The amount on the check
Issued date	The date on which the check was issued
Issue type	Issue or Void
Рауее	The name of the payee. Required if using payee matching.
Sequential entry	Click this option if entering a sequence of check issue items. When this option is selected, the account information is pre-filled with the account from the previous entry and the check number is pre-filled with the next incremental check number.

- 3. If entering sequential check issues, continue adding sequential check issue items until all items have been added.
- 4. Click Continue
- 5. Verify the information and click the **Submit for approval** link <u>or</u> click **Add issue** (depending on your entitlements).

Positive Pay								
Manage Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues	Exception Decisions	Outstanding Issues	Stale Issues	Issue Status
Enter Issue								
Account Information								
Account				÷				
Amount								
Issued Date 10/28/2022				Ē				
Issue Type								
Payee (Optional)								
Sequential Entry								
To enter the next sequentia	al issue for this acco	unt, check the sequent	al entry checkbox.					
Sequential Entry								
Continue								

Check Issues

Viewing the Status of Check Issues

Company users can view the status of manually entered and imported check issues.

- 1. Click Account Services > Positive Pay > Issue status
- 2. Complete the following fields and then click **Generate report**:

Output to	Screen, CSV, or PDF				
View	View all account types or a specific account type like checking.				
Accounts	Accounts entitled to Positive Pay				
Data rango	Specific date or From/To				
Date range	<i>Note</i> : Not required if the Check number field is filled in.				
Date type	Issued date, Posted date, or Status updated date				
Amount (Optional)	Type a specific dollar amount or range of dollar amounts				
Check number	A specific check number				
(Optional)					

Manage Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues	Exception Decisions	Outstanding Issues	Stale Issues	Issue Status
earch Issue Stat	us							
Dutput To Screen (HTML)				-				
Accounts								
All Accounts								
Account								
ssue Date Range								
Specific Date								
Date 10/28/2022				Ē				
 Date Range 								
Date Type								
 Issued Date 								
 Posted Date 								
Status Updated Date								
Amount (Optional)								
Amount								
Range								
Check Number (Optional)								
Generate Report								

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Check Issues

Importing Check Issue Files

Large quantities of check issues can be imported into the system through a file. The company user who imports a check issue file automatically has their approval applied to the file.

Note: <u>File Definitions</u> must be defined prior to importing a check issue file.

- 1. Click Account Services > Positive Pay > Import issues
- 2. Select a File Definition and then click Continue
- 3. Click Browse and select the file you want to import
- 4. Click **Import file** to import the file and automatically apply your approval

-ositive Fay								
Manage Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues	Exception Decisions	Outstanding Issues	Stale Issues	Issue Status
mport Issues /	Manage File Fo	rmats						
Add a file definition	View the status of files	imported in the last 4) calendar days					
ile Definitions								
To view, edit, or delete a f	e definition, click the file na	me.)						
			Description			File Type		
Name 🛧								
Name ↑ ○ D1 Edge			D1 Edge			Delimited		
Name ↑ ○ D1 Edge ○ PP			D1 Edge Trust			Delimited		

Viewing the Status of Imported Check Issue Files

Company users can view the status of check issue files that were imported in the last 40 calendar days to determine if the import was successful.

- 1. Click Account Services > Positive Pay > Import issues
- 2. Click the View the status of files imported in the last 40 calendar days link
- 3. Optional: If available, click the link in the File Name column to view the file details.

Positive Pay											
Manage Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues	Exception Decisions	Outstanding Issu	es Stale Issues	Issue S	tatus	i.	
File Status											
Status of imported files in t	he last 40 calendar (days.									
All approvals must be received	ved before a file will	be fully processed.									
Import another file											
Imported Files											
(To view the records within a file	e that were not importe	ed due to invalid data, click	k on the file name.)								
File Name			Total Records	Issues in File	Total Amount for Issues	Voids in File	Total Amount for Voids	Date Imported	¥	Status	
Positive Pay CSV.txt			5	5	\$1,011.38	0	\$0.00	11/02/2022		Completed	
Positive Pay CSV.txt			5	5	\$1,011.38	0	\$0.00	11/02/2022		Completed with e	errors

Check Issues

Status Descriptions for Imported Check Issue Files

File Status	Description			
Completed	The file imported successfully without issues.			
Completed with errors	The file was imported but some records in the file were not because of invalid data, format, and so on.			
Completed with notes	The file processed successfully with additional details provided for some records in the file such as, the record was successfully uploaded with a \$0.00 dollar amount or the issue was paid on X date, and so on.			
Pending Approvals	The file was imported and needs approval by another user or users in the company. Once all approvals are received for a file, it is validated and the status is updated.			
Rejected	The file was not imported because it had an incorrect file format.			
Processing	The file is the process of being imported. This status is typically seen when importing large issue files.			

Check File Import

- File import definitions outline the format for imported files.
- File import definitions can be delimited or fixed. A delimited file is a flat text file consisting of data items separated by a specific character. A fixed file is a text file consisting of data that have specific lengths and positions.

Adding a Delimited File Import Definition for Check Issues

- 1. Click Account Services > Positive Pay > Import issues
- 2. Click the Add a file definition link.
- 3. Complete the following **Description** fields and then click **Next**:

Definition name	The name of the definition (up to 20 alphanumeric characters).
Description	Information about the definition (up to 20 alphanumeric characters).
File contents	Issues
File type	Delimited

1 Description	
Enter descriptive information to diffe	rentiate this definition from existing definitions.
Definition Name ABC Company	
Description Pos Pay Import	
File Contents:	Issues
File Type:	
Delimited	
• Fixed	
Next	

4. Complete the *Characteristics* fields

Field delimiter	Comma (,)
Text qualifier	Double Quote(")
Amount format	Decimal included (i.e. 123.00)
Date format	MMDDYYYY

5. Click Next

2 Characteristics	
Field Delimiter Comma (,)	•
Text Qualifier Double Quote(")	v
Amount Format: Decimal included (i.e. 123.00) Decimal not included (i.e. 123) 	
Date Format MMDDYYYY	•
Next Previous	

6. Select the **Default Field Value** options you want applied to all issues in the import file:

Default Field Value	Selections	Requirement Value
ABA/TRC	051408949	Required
Account	Leave Blank	Only <i>Required</i> , if the check issue file DOES NOT contain full account numbers and the file DOES NOT contain checks for multiple accounts.
Issue type:	Issue	
Issue action:	Add	

7. Click Next.

③ Default Field Values	
Enter default values that will be applied to all issues in your import file.	
ABA/TRC 051408949	•
Account LEAVE BLANK	.
Issue Type LEAVE BLANK	•
Issue Action Add	•
Next Previous	

8. Type the numeric order of the Position Number fields as followed:

Field Name	Position Number	Valid Field Properties
Account	1	Numeric only (0-9), 17 characters max
Check Number	2	Numeric only (0-9), 15 characters max
Amount	5	Numeric only (0-9), greater than 0.00 and less than 100,000,000.00
Issue Date	3	Numeric date in specified format (MMDDYYYY)
Issue Type	6	Issue, I, Void, V
Debit/Credit (Optional)	Leave Blank	Leave Blank
Payee (Optional)	4	Alpha (a-z, A-Z), numeric (0-9), special characters (including spaces), 96 characters max

9. Once all fields have been defined click **Complete** > **Add file definition**.

④ Field Properties			Complete ^
Enter the numeric order of the fields listed b	elow as they would appear in your import file. For e	xample, if the first field in your file is 'ABA/TRC', and the second field is 'Account' you would list the fields as position number '1' and position number '2' to import.	
Valid field properties are listed below for you	ir reference.		
Field Name	Position	Valid Field Values Within A File	
Account	position 1	Numeric only(0-9), 17 characters max	
Check Number	position 2	Numeric only (0-9), 15 characters max	
Amount	position 5	Numeric only (0-9), greater than 0.00 and less than 100,000,000.00	
Issued Date	position 3	Numeric date in specified format (for example, MMDDYY)	
Issue Type	position 6	Issue, I, Void, V	
Debit/Credit (optional)	position	Debit, D, Credit, C	
Payee (Optional)	position 4	Alpha (a-z, A-Z), numeric (0-9), special characters (including spaces), 96 characters max	
Complete Previous			
Add File Definition Cancel			

Changing Delimited Import Definitions for Check Issues

- 1. Click Account Services > Positive Pay > Import issues.
- 2. Click the link in the Name column for the file you want to change.
- 3. Change the file import definition as needed by clicking the **C** Edit icon beside the <u>Description</u>, Characteristics, <u>Default</u> <u>field values</u>, or <u>Edit field properties</u>.
- 4. Once changes have been made, click Save Changes

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one Type: New and Type: New Add Ne Add New Add		
Inter Action: Add held Properties: The Field properties below describe the relative facetains for the data in the neutral Field Name Peoplies Number Oesch Aumor 11o 10		
Teld Properties Control of the index in the relative functions for the data in the record Field Name Paulian Number Creck Number 150 10		
The field properties below describe the relative locations for the data in the record. Field Name Position Number Oteck Number 1 to 10		
Field Name Position Number Check Number 1 to 10	Not used" indicates that the field will not be present in the uploaded file	
Check Number 1 to 10	Valid Field Properties	
	Numeric only (0.9), 15 characters max	
Amount 11 to 20	Numeric only (0-9), greater than 0.00 and less than 100,000,000 00	
Issued Date 31 to 40		
Debit/Credit (Optional) 41 to 50	Numeric date in specified format (for example, MMCOYY)	
Payee (Optional) 70 to 80	Numeric date in specified format (for example, MMSDVY) Debit, D, Credit, C	

Deleting Delimited File Import Definitions for Check Issues

Note: File import definitions cannot be recovered once deleted.

- 1. Click Account Services > Positive Pay > Import issues
- 2. Click the link in the Name column for the file you want to delete.
- 3. Click the \otimes **Delete** icon

< Back	File Definition Details
Description 🗹 🛞	
Definition Name:	ABC Company
Definition Name: Description:	ABC Company Operating
Definition Name: Description: File Contents:	ABC Company Operating Issues

4. Verify the definition as needed and then click **Delete**.

Are you sure you want to del Once deleted, the file import	ete this file Definition? definition cannot be recovered.					
Description						
efetter Name:		ARC Company				
lescription:		Operating				
de Contente:		lature .				
ie iype.		189				
Characteristics						
imount Format:		cimal included (Le. 123.00)				
Detail (Friender) Detail (Friedder) (Friedder) Detail (Friender) MMXD2/PVPY						
Refault Field Values (Optional)						
IDA/TRC:		051409949				
locount:		Second Art				
зазе Туре:		100				
ssae Action:		A01				
Weld Properties						
he field properties below describe th	e relative locations for the data in t	te record. "Not used" indicates that the field will not be present in the uploaded file.				
Field Name	Position Number	Valid Field Properties				
Check Number	1 to 10	Nametic only (0-9), 15 characters max				
Amount.	11 to 20	Nameric only (6-9), greater than 0.00 and less than 100,000,000.00				
Issued Date	31 10 40	Nameric date in specified format (for example, MMDDYY)				
Debit/Credit (Optional)	41 10 50	Debit, D. Credit, C				

5. The File Definition Deletion Confirmation alert will appear.



Correcting Check Issues

Company users can update the amount, issued, date, or payee on check issues that do not match the information on the corresponding checks. When a check issue is updated to match the exception, the exception is removed from the Manage Exceptions page.

- 1. Click Account Services > Positive Pay > Update issues
- 2. Complete the following fields and then click **Search**:

View Criteria	All accounts, entitled, or recently used accounts.		
Account	Select an account.		
Date range	Specific date, From/To, or Previous business day		
Include	Exception issue items or Outstanding issue items		
Check number (optional)	Type a specific check number		

3. Click Continue

- 4. Click the link in the Check column for the issue you want to correct.
- 5. Correct the selected exception or outstanding issue by clicking the 🗹 Edit icon beside the Issues Details heading
- 6. Change the **Item Details** options as needed and then click **Continue**.
- 7. Verify the information as needed and then click **Save changes**.

Issue Verification	2
Account Information	
Account:	*0192
Item Details	
Check Number:	488975
Issued Date:	10/13/2022
Issued Amount:	\$0.00
Payee:	
Save Changes	Cancel

Deleting Outstanding Check Issues

- 1. Click Account Services > Positive Pay > Update issues
- 2. Complete the following fields and then click Search:

View Criteria	All accounts, entitled, or recently used accounts.		
Account	Select an account.		
Date range	Specific date, From/To, or Previous business day		
Include	Exception issue items or Outstanding issue items		
Check number (optional)	Type a specific check number		

- 3. Click Continue
- 4. Click the 😣 **Delete** icon beside the check you wish to delete.

Select Issue					۲
View Onter a				Moo	dfy Search
(To view and edit details, o	click the check number)			
Account	Check ↑	Issued Date	Issued Amount	Payee	
10.00	48893	10/13/2022	\$0.00		8
	48897	10/13/2022	\$1.00		8

5. Click Yes, Delete.

Verify Issue Deletion						
Once deleted, the item cannot be recovered.						
New selection						
Account:	*0192					
Check Number:	48893					
Issued Date:	10/13/2022					
Issued Amount: \$0.00						
Payee:						
Yes, Delete Cancel						

Viewing/Downloading Check Issue File Content

Company users responsible for approving check issue files can view and/or download the content of files <u>before</u> approving them.

- 1. Click Approvals > Files
- 2. Scroll to the Positive Pay Issue Files section and then click the relevant link in the File Name column.

Approve File						
o approve this file, click "A	Approve." To delete this	file, click "Delete this	file." To view details for a different file	, return to Issue Approval - Selection.		
File Information					Delete this f	
Status:	Pending Approval					
File Name:	MICASH_Test_File					
Total records:	2					
lssues in file:	2					
Total amount for issues:	\$1,106.17					
Voids in file:	0					
Total amount for voids:	\$0.00					
Uploaded by:	AUSER					
Upload date:	10/11/2016 06:28:49	PM (ET)				
Approval History Int	formation					
Approval status: 0 of 2 reco	eived					
Action		User ID	Date	Time		
Enter Request		AUSER	10/11/2016	06:28:49 PM (ET)		

Approving Check Issues and Check Issue Files

Company users can approve individual outstanding check issues and issue files.

- 1. Click Approvals
- 2. Do one of the following:
 - a. Click the **Issues** tab, click the check box beside each issue you want to approve OR
 - b. Click the Files tab and scroll to the Positive Pay Issue Files section.
- 3. Click Approve Selected.

Transiera Transactiona	Templates	Scheduled Requests	Issues	Files	Users
< Back			Issues File	Detail	
Approve Issues File De	etails				
New Selection					
To approve this file, click "Approve	a." To delete this file, cl	ick "Delete this file." To	view details fo	r a different	file, return to Issue Approval - Selecti
File Information 🛞					
Status	Per	ding Approval			
File Name:	tes	t1 bd			
Total Records:	0				
ssues in Files:	0				
Fotal Amount for Issues:	\$0.	00			
Voids in File:	0				
Total Amount for Voids:	\$0.	00			
Uploaded By:	AN	KIT1			
Upload Date:	06/	18/2020 11:37:47 AM(E	T)		
Approval History Inform	nation				
Approval Status:	1 0	f 2 received - Ready to	transmit		
ction ↓ User ID Date/Time					
	Α	NKIT1	06/18	3/2020 11:37	47 AM(ET)
Enter Request					



Deleting Unapproved Check Issues and Check Issue Files

- 1. Click Approvals
- 2. Do one of the following:
 - 1. Delete issue files
 - 1. Click the Files tab and scroll to the Positive Pay Issue Files section.
 - 2. Click the **link** in the <u>File Name</u> column.
 - 3. Click the \otimes **Delete** icon beside the File Information section heading > **Delete**.
- 3. Delete issues
 - 1. Click the **Issues** tab and scroll to the <u>Positive Pay Issues</u> section.
 - 2. Click the **link** in the **Check** column.
 - 3. Click the \otimes **Delete** icon beside the Account Information section heading > **Delete**.

Transfers	Transactions	Templates	Scheduled Requests	Issues	Files	Users	
< Back							Approve Issue
New Selection							
Account Informa	ation 🛞						
Account:				 testing testing 			
Item Details							
Check Number:			98765	4321			
Amount:			\$0.01				
Issued Date:			12/14	/2018			
Issue Type:			Issue				
Payee:							
Approval His	story Informat	tion					
Approval Status:			0 of 1	received			
Action \downarrow			User ID				Date/Time
Enter Request			1000 B				12/14/2018 04:39:30 PM (ET)
Approve							

Searching for Outstanding Check Issues

Search for outstanding check issue items that have not yet passed the stale date for entitled accounts.

- 1. Click Account Services > Positive Pay > Outstanding issues
- 2. Complete the following fields and then click Generate report:

Output to	Screen, CSV, or PDF			
View	All account types or a specific account type like checking.			
Account	Accounts entitled to Positive Pay.			
Issued date range	All, Specific date, From/To, Previous business day			
Include	Issues and voids, Issues only, or Voids only			

Manage Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues	Exception Decisions	Outstanding Issues	Stale Issues	Issue Status
Search Outstandin	ng Issues							
Screen (HTML)					-			
Accounts								
View All Accounts					*			
Account All					÷			
Issue Date Range								
All								
 Specific Date 								
O Date Range								
O Previous Business Da	Y							
Include								
Issues and Volds								
O Issues Only								
Volds Only								
Generate Report								

Searching for Stale Check Issues

- 1. Click Account Services > Positive Pay > Stale issues
- 2. Complete the following fields and then click Generate report:

Output to	Screen, CSV, or PDF			
View	All account types or a specific account type like checking.			
Account	Accounts entitled to Positive Pay.			
Issued date range	All, Specific date, From/To, Previous business day			

manage Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues	Exception Decisions	Outstanding Issues	Stale Issues	Issue Statu
Search Stale Issue	S							
Output To Screen (HTML)					-			
Accounts								
View Checking Accounts					-			
Account All					-			
ssue Date Range								
 All 								
Specific Date								
Date Range								

File Formats & Requirements

Field requirements and formats for **Delimited** and **Fixed** file definitions.

Field	Required	Supported Formats/Characters
Amount	Yes	Dollar amounts with or without a decimal (.) or dollar sign (\$). If the decimal is not included, the customer needs to select an applied decimal format, Whole Dollar (123 =123.00) or Implied (123 =1.23).
Issue Date	Yes	MMDDYY, MMDDYYYY, MM/DD/YY, YYMMDD, YYYYMMDD, YY/MM/DD, MM/DD/YYYY, MM-DD-YY, MM-DD-YYYY, YYYY/MM/DD, YY-MM-DD, YYYY-MM-DD
ABA/TRC	No, if default is value defined.	Numbers 0 - 9. Must match the routing number (ABA/TRC) set up with your financial organization.
Account	No, if default is value defined.	Numbers 0 - 9. Must match the account number setup with your financial organization.
Check Number	Yes	Numbers 0 - 9. Up to 15 characters allowed.
Issue Type	No, if default is value defined.	I for issue or V for void (not case sensitive). If this field is undefined or has characters other than I or V, it defaults to I for issue.
Debit/Credit	No	Not a required field and not required in file or mapped in field definition.
Issue Action	No, if default is value defined.	A for add or D for delete. If this field is left blank or has characters other than A or D, it defaults to A for add. This field must be mapped, however you do not need to include it within the actual file.
Payee Name	No	Letters A - Z and numbers 0 - 9. Up to 96 characters allowed for non- payee positive pay accounts. Up to 80 characters allowed for payee positive pay accounts.