Eastern Treasury™
Positive Pay
User’s Manual

This user’s manual provides instructions for setting up new users, setting up Alerts for Positive Pay and accessing services found within Positive Pay. Those services are:

> Setup new User
> Exceptions Manager
> Setup File Definitions
> Positive Pay Import
> Manual Issue or Void
> Setup Alerts
> Welcome page
> Appendix

March 2019
Table of Contents

I. POSITIVE PAY USER .................................................................................................................. 3

II. POSITIVE PAY USER SET UP .............................................................................................. 3

III. POSITIVE PAY USER APPROVAL ADMINISTRATION .......................................................... 8

IV. POSITIVE PAY – FILE IMPORT, DECISIONS AND ISSUES .................................................. 11

V. POSITIVE PAY EXCEPTIONS MANAGER .............................................................................. 12

VI. ISSUE MANUAL ENTRY ........................................................................................................... 14

   ENTER SINGLE CHECK ISSUE ITEMS .................................................................................. 14
   ENTER SEQUENTIAL CHECK ISSUE ITEMS ......................................................................... 15
   EDIT SINGLE CHECK ISSUE ITEM OR SEQUENTIAL ITEMS ............................................. 15

VII. IMPORT FILE IMPORT .......................................................................................................... 15

   CREATING DELIMITED ISSUE FILE IMPORT DEFINITIONS .............................................. 15
   CREATE FIXED ISSUE FILE IMPORT DEFINITIONS ............................................................. 18
   MODIFY FILE IMPORT DEFINITIONS .......................................................................... 21
   DELETE FILE IMPORT DEFINITIONS .............................................................................. 22

VIII. IMPORT CHECK ISSUE FILES ............................................................................................ 24

   FILE IMPORT STATUS ...................................................................................................... 25
   VIEW FILE IMPORT DETAIL ............................................................................................. 26

IX. UPDATE ISSUE ITEMS ........................................................................................................... 28

   VIEW AND EDIT EXCEPTION ISSUE ITEMS ..................................................................... 29
   VIEW AND EDIT OUTSTANDING ISSUE ITEMS .................................................................. 30
   DELETE AN OUTSTANDING ISSUE ITEM .......................................................................... 31

X. DECISIONS REPORT ................................................................................................................. 32

XI. OUTSTANDING ISSUES REPORT ............................................................................................ 34

XII. STALE ISSUES REPORT ....................................................................................................... 35

XIII. ISSUES STATUS REPORT .................................................................................................... 36

XIV. MANAGE ALERTS .................................................................................................................. 38

   ACCOUNT ALERTS ............................................................................................................ 39
   NON-ACCOUNT RELATED ALERTS ...................................................................................... 41
   CUSTOM ALERTS ............................................................................................................... 41

XV. WELCOME PAGE .................................................................................................................... 42

XVI. APPENDIX ............................................................................................................................. 43

   PAYEE POSITIVE PAY – REQUIREMENTS ......................................................................... 43
I. Positive Pay User

The Legal Administrator will permit the positive pay permission to other users. To grant the User Permission, go to the Administration & Settings on the Eastern Treasury home screen:

1. Click User Maintenance
2. Select the down ‘carrot’ next to the user from the list: Select Modify
3. Select Set Permissions. Select Administration.
5. Click the Update button. That is all that is needed here.

There is a component that the bank must perform on your behalf to complete this user setup. It is strongly recommended the User Name for Eastern Treasury and Positive Pay are the SAME. Please call our Business Service Team at 1-800-333-8000 once you have completed the steps outlined in this guide.

II. Positive Pay User set up

1. To complete the User setup, choose Positive Pay in the drop-down list.
2. Click on the Positive Pay tab.
3. Click the Login to Positive Pay button.
The **Account Services** section will display.

1. Click the **Administration** tab.
2. Click **User Administration** to add a user or select an existing user to edit, copy, or delete.

The process to create a new User consists of the 5 steps below.

- **Profile** - The user's demographic information, including e-mail and phone number. For security purposes, the User ID, Name, Telephone, or Password information is not copied from user to user.
- **Roles** - The role or roles user has in the company (Administration, Approval, and/or Setup).
- **Services and Accounts** - The services and accounts to which the user is allowed to use.
- **Limits** - User-limits are not applicable for Positive Pay.
• **Verification** - A page that gives Administrators an opportunity to review the profile information before saving or submitting it.

The user administration progress bar appears when a user is created or copied and helps Administrators easily determine how many steps there are in the setup process and ensure that none are overlooked.

User profiles are automatically saved after each step in the setup process is completed. Administrators can use the **Save as draft** link to save user profiles at any point in the setup process and complete the setup at a later time if necessary. The user profile will remain in the User Admin section until the setup is complete or they are deleted.

To start click **User Administration**. Click **Create New User**

**New User - Profile**

1. Click **Create new user**.
2. Fill in all the fields on the profile page unless stated it is optional.
3. Click **Continue**.
**New User – Roles**

1. Click Do not copy user or Copy a user if it is applicable.
2. Select one or more of the following User Roles:
   a. Allow this user to setup templates.
   b. Allow this user to approve transactions.
   c. Grant this user administration privileges.
3. Click Continue.

If the new User is not an admin they should be given the User Roles

- Allow this user to setup templates
- Allow this user to approve transactions
New User - Services & Accounts
Click Add to the Service.
This opens the service and allows you to add the account.

1. For each service that is added click Save Changes.
2. Click Continue

New User - Limits Page
1. Positive Pay does not have Limits click Continue.

New User - Verification Page
1. Review the user's profile and then click Submit. Changes can be made by clicking the links on the right side of the page.
2. You will receive a Confirmation for the new user.

III. Positive Pay User Approval Administration

Use Approvals Administration to define the number of approvals required for transactions, user profile changes, and issues.

Transaction Approvals
You can specify the number of approvals required before a request is transmitted and sent for processing. The number of approvals required can vary based upon the dollar amount of a request. The number of approvers assigned should not be greater than the number of users authorized to approve/transmit the requests.

User Administration Approval
You can set the number of approvals required for user profile additions, deletions, and changes.

Issue Approval
You can set number of approvals required for issues.

Requiring Approvals for Transactions
To set approval requirements for transactions, do the following:

1. Click Administration > Approvals administration.
2. Go to the Approvals Required for Transactions section, enter a Request Amount for each service and the number of required approvals if a request is initiated that is less than or equal to or greater than the request amount. The number of approvals required can vary based upon the dollar amount of a request.

3. Click **Save changes**.

The page refreshes and a confirmation message is displayed.

### Requiring Approvals for User Administration

To set approval requirements for user profile additions, changes, or deletions, do the following:

1. **Click Administration > Approvals administration.**

2. Go to the Approvals Required for Setup section and enter the number of Approvals Required for Administration. Up to nine approvals can be required.
3. Click **Save changes**.
The page refreshes and a confirmation message is displayed.

**Requiring Approvals for Issues and Decisions**

To set approval requirements for issues and decisions, do the following:

1. Click **Administration > Approvals administration**.

2. Go to the **Approvals Required for Issues/Decisions** section and enter the number of **Approvals Required** for each service. Up to nine approvals can be required.

3. Click **Save changes**.

![Approvals Administration](image-url)
IV. Positive Pay – File import, Decisions and Issues

Positive Pay helps prevent check fraud by allowing you to examine questionable checks and to make decisions (pay or reject) those checks. The Positive Pay functions and reports are located within the Account Services.

The features of Positive Pay are:

**Exceptions Manager**
Exceptions Manager is used to view, decision, and approve exception items.

**Issue Manual Entry**
Issue Manual Entry is used to enter check issues items, both individually and sequentially.

**Issue File Import**
Issue File Import is used to import check issue files. Detailed information can be viewed for files that completed the import process but have records that contain invalid data.

**Update Issue Items**
Update Issue Items is used to update exception items or outstanding issue items.

**Issue Approval**
Issue Approval is used to approve check issues and issue files.

**Decisions Report**
The Decisions Report shows the decisions made on exception items for entitled accounts.

**Outstanding Issues Report**
The Outstanding Issues Report shows the outstanding check issue items (that have not yet passed the stale date) for entitled accounts.

**Stale Issues Report**
The Stale Issues Report shows the stale check issue items (issues that have passed the stale date) for entitled accounts.

**Issues Status Report**
The Issues Status Report shows the status of one or more issues for your entitled Positive Pay accounts.
V. Positive pay exceptions manager

Positive pay exceptions manager is used to view, decision, and approve exception items.

1. Click the **Positive pay exceptions manager** link to view items that need to be decisioned or approved. The exception items will be available to view after 10:00AM. Decisions must be completed by 2:00PM.

   - **Check Exceptions awaiting approval.** If using additional approval you will have items in there.
   - **Check Exceptions awaiting decisions** – this will list the items that need to be decisioned for the day.

2. Click on the Select decision link, a list of reasons will be presented.

3. Select the appropriate reason for the item. (To apply the same decision to multiple exception items, click the Apply this decision to the selected exceptions.)

4. To view the details for the exception, click the check number link.

5. To view the image of the check, click on the camera icon.

6. Once decisions have been made click **Continue**. You will be taken to a verification page.
7. Review the exceptions, as needed.
8. Click Approve or Transmit (depending upon the number of approvals required for exception decisioning).

Delete Exception Decisions
Exceptions can be deleted; however, once deleted, the decision and approvals previously applied to the exception item are no longer applicable.

To delete an exception decision:
1. On the Exceptions Manager page, click the Check number link associated with the exception.

**Exception Detail Page**

2. Click the Delete decision link.
3. The Delete Verification page will then display
VI. Issue Manual Entry

Use Issue Manual Entry to manually enter single or multiple check items. Click the Issue Manual entry link:

Enter Single Check Issue Items

To enter a single check issue item:
1. Select an Account.
2. Enter the Check number.
3. Enter the Amount.
4. Enter the Issued date or click the calendar icon and select a date.
5. Select an Issue type: Issue or Void.
6. Enter the Payee. **Required if using payee matching.**
7. Click **Continue**.
8. Receive the Verification page.

**Enter Sequential Check Issue Items**

A range of check issue items can be entered at one time by clicking the Sequential entry box. **Edit Single Check Issue Item or Sequential items**

To edit an issue item:
1. Click the Edit Item link **Verification** page by clicking the check number.
2. Edit the detail needed and click **Continue**.

**VII. Import File Import**

Use **Issue File Import** to import check issue files, view the status of check issue file imports, and create, edit, delete a file definition.

Issue File Import Page – there are only 2 types of files available on this page. You will create your file definitions according to your file specifications using the File Import Definition.

![Image of Issue File Import](image)

**Note:** The MICASH or Format A formats cannot be edited or deleted.

File import definitions may be either 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.

**Creating Delimited Issue File Import Definitions**

To create a delimited file definition:
1. Click the **File Import Definition** link on the **Issue File Import** page.
2. Type the Definition name (up to 20 characters).
3. Type a Description (up to 20 characters).
4. Select the file content Issues.
5. Select the Delimited (CSV) file type.
6. Click Continue.

The File Import Definition – Characteristics page is displayed.

7. Select a Field delimiter: Comma, Dash, Semi-colon or Tab.
8. Select a Text qualifier: Double Quote, Single Quote or None.
9. Select an Amount format.
Note: If decimals are not included, an applied decimal format must be selected. If you do check decimal included and there are not decimals in the file a decimal will be assumed, the file does not fail. For instance, 100 will be entered as 100.00 not 1.00.

10. Select a Date Format (for example MMDDYYYY).

11. Click Continue.

12. The Default Field Values section is labeled Optional, but you can enter default values for ABA/TRC, Account, and Issue action that will be applied to all issues in your import file unless there are multiple accounts in your file. This will eliminate the need to include this information in the file to be imported.

13. Click Continue.
14. Enter the **Position Number** (numeric order) of the fields as they appear in the file you are importing. For example, if the first field in your file is Account, and the second field is Check Number, those would be listed as number 1 and number 2.

**Note:** If default values were entered for ABA/TRC, Account and/or Issue type, these fields will not display under Field Properties.

Refer to the table below for valid field properties for the fields included in the check issue file.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Valid Field Properties</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABA/TRC</td>
<td>Numeric only (0-9)</td>
</tr>
<tr>
<td>Account</td>
<td>Numeric only (0-9), 17 characters max</td>
</tr>
<tr>
<td>Check number</td>
<td>Numeric only (0-9), 15 characters max</td>
</tr>
<tr>
<td>Amount</td>
<td>Numeric only (0-9), greater than 0.00 and less than 100,000,000.00</td>
</tr>
<tr>
<td>Issued Date</td>
<td>Numeric date in specified format (for example, MMDDYY)</td>
</tr>
<tr>
<td>Issue Type</td>
<td>Issue, I, Void, V</td>
</tr>
<tr>
<td>Issue Action</td>
<td>Add, A, Delete, D</td>
</tr>
<tr>
<td>Debit/Credit (optional)</td>
<td>Debit, D, Credit, C</td>
</tr>
<tr>
<td>Payee</td>
<td>Alpha (a-z, A-Z), numeric (0-9), special characters (including spaces), 96 characters max</td>
</tr>
</tbody>
</table>

15. Click **Add file definition**.

---

**Create Fixed Issue File Import Definitions**

To create a fixed file definition:

1. Click the **File Import Definition** link on the **Issue File Import** page.
2. Type the Definition name (up to 20 characters).
3. Type a Description (up to 20 characters).
4. Select the Issues file contents.
5. Select the Fixed file type.
6. Click Continue.

7. Select an Amount format.
   
   **Note:** If decimals are not included, an applied decimal format must be selected. If you do check decimal included and there are not decimals in the file a decimal will be assumed, the file does not fail. For instance, 100 will be entered as 100.00 not 1.00

8. Select the Date Format (for example MMDDYYYY).
9. Click Continue.
10. **Optional**: The Default Field Values section is labeled Optional, but you can enter default values for ABA/TRC, Account, and Issue action that will be applied to all issues in your import file unless there are multiple accounts within the file. This will eliminate the need to include this information in the file to be imported.

11. Click **Continue**.

12. Enter the **Position Number** (numeric order) of the fields as they appear in the file you are importing. For example, if the first field in your file is Account, and the second field is Check Number, those would be listed as number 1 and number 2 to import.
Note: If default values were entered for ABA/TRC, Account and/or Issue type, these fields will not display under Field Properties.

13. Enter the **Length** of each field.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Valid Field Properties</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABA/TRC</td>
<td>Numeric only (0-9)</td>
</tr>
<tr>
<td>Account</td>
<td>Numeric only (0-9), 17 characters max</td>
</tr>
<tr>
<td>Check number</td>
<td>Numeric only (0-9), 15 characters max</td>
</tr>
<tr>
<td>Amount</td>
<td>Numeric only (0-9), greater than 0.00 and less than 100,000,000.00</td>
</tr>
<tr>
<td>Issued Date</td>
<td>Numeric date in specified format (for example, MMDDYY)</td>
</tr>
<tr>
<td>Issue Type</td>
<td>Issue, I, Void, V</td>
</tr>
<tr>
<td>Issue Action</td>
<td>Add, A, Delete, D</td>
</tr>
<tr>
<td>Debit/Credit (optional)</td>
<td>Debit, D, Credit, C</td>
</tr>
<tr>
<td>Payee</td>
<td>Alpha (a-z, A-Z), numeric (0-9), special characters (including spaces), 96 characters max</td>
</tr>
</tbody>
</table>

14. Click **Add file definition**.

The **File Import Definition – Confirmation** page is displayed.

**Modify File Import Definitions**

The file import description, characteristics, default field values and field properties may be modified from the **File Import Definition Detail** page.

To access the **File Import Definition Detail** page:
- On the **Issue File Import** page, click the file **Name**.

The **File Import Definition Detail** page is displayed.
The file import definition description, characteristics, default field values and field properties can be modified by clicking the appropriate Edit links. Once your modifications have been completed, click **Save Changes**.

**Delete File Import Definitions**

**Warning:** Once deleted, the file import definition cannot be recovered.

To delete a file import definition:

1. On the Issue File Import page, click the file definition Name.

**Issue File Import Page**
The *File Import Definition Detail* page is displayed.

2. Click the **Delete file import definition** link.

   The Delete File Import Definition – Verification page is displayed.

   ![Delete File Import Definition - Verification](image)

   2. Click the **Delete file import definition** link.

      The Delete File Import Definition – Verification page is displayed.

3. Review the file import definition information, as needed.
4. Click **Delete**.

   The *Delete File Import Definition – Confirmation* page is displayed.
VIII. Import Check Issue Files

The file import process consists of selecting a file import definition and importing a check issue file. File import definitions outline the formats for the imported files. A file import will be rejected if it has an invalid format, invalid data, or if it is a duplicate file.

All approvals must be received before a file will be fully processed.

To import a check issue file:

1. On the Issue File Import page, select the appropriate file definition radio button.
2. Click Continue.

The Issue File Import – File Selection page is displayed.

3. Type the path of the File to import or click Browse to select the file.
4. Click Import file.

The Issue File Import - Confirmation page is displayed.
File Import Status

To view the status of file imports (imported within the last 40 calendar days):

- Click the Issue File Import - Status link on the Issue File Import or Issue File Import - Confirmation pages.

- **Important note:** if you have a newly created file definition and your first import of the file rejects due to a mapping issue, you will not be able to import the same file without following the steps below:
  1. Modify the mapping definition.
  2. Delete a line from the file you are working with.
  3. Manually enter the issue, void or delete information from the deleted line.
  4. If you do not follow these steps when attempting to import the file the message return is File content has already been imported.

**Issue File Import Page**

**Issue File Import**

Select the radio button for the file definition to use for this file import and click "Continue." To add an additional definition, go to File Import Definition.

To view the status of files imported in the last 40 calendar days, go to Issue File Import - Status.

The File Import Status page is displayed.
**File Import Status Field Descriptions**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>File Name</td>
<td>The name of the imported file.</td>
</tr>
<tr>
<td>Total Records</td>
<td>The total number of records in the imported file.</td>
</tr>
<tr>
<td>Issues In File</td>
<td>The total amount of check issues included in the file.</td>
</tr>
<tr>
<td>Total Amount for Issues</td>
<td>The total dollar amount of the check issues included in the file.</td>
</tr>
<tr>
<td>Voids In File</td>
<td>The total number of voids included in the file.</td>
</tr>
<tr>
<td>Total Amount for Voids</td>
<td>The total dollar amount of the voids included in the file.</td>
</tr>
<tr>
<td>Date Imported</td>
<td>The date the check issue file was imported.</td>
</tr>
<tr>
<td>Status</td>
<td>The status of the file import.</td>
</tr>
</tbody>
</table>

**View File Import Detail**

Details can be viewed for files that have completed the import process but contained at least one record with invalid data.

To view the records in a file that was not imported due to invalid data:

- On the **File Import Status** page, click the file name.

**Note:** Only files that have a "Completed with errors" status have a **File Name**.
The *File Import – Detail* page is displayed.

### File Import Detail

Review the errors within this file, or go to [Issue File Import](#) to import a corrected file.

**File Information**

To view the file definition used for this file, click on the file definition name.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed</td>
<td>The file imported successfully without issues.</td>
</tr>
<tr>
<td>Completed with errors</td>
<td>The file was imported but some records in the file were not because of invalid data, format, and so on.</td>
</tr>
<tr>
<td>Completed with notes</td>
<td>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.</td>
</tr>
<tr>
<td>Pending Approvals</td>
<td>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.</td>
</tr>
<tr>
<td>Rejected</td>
<td>The file was not imported because it had an incorrect file format.</td>
</tr>
<tr>
<td>Processing</td>
<td>The file is in the process of being imported. This status is typically seen when importing large issue files.</td>
</tr>
</tbody>
</table>
IX. Update Issue Items

Use **Update Issue Items** to update or delete exception items or outstanding issue items. Use the **Update Issue Items Criteria** page to specify filter criteria to limit the number of items that are displayed.

To search for issue items:

Click **Account Services > Positive pay update issue**.

1. Select an Account.
2. Select a Date range. The calendar icons can be clicked to select a date.
3. Choose to include Exception issue items or Outstanding issue items.
4. If desired, enter a Check number.
5. Click Search.

The Update Issue Items – Summary page is displayed.
Update Issue Items – Summary Page (Outstanding Issue Items)

Update Issue Items - Summary
To view and edit details, click the check number. To delete an issue, click "Delete". To change search criteria, return to Update Issue Items Criteria.

- Account: 011301758-"3466-Main Account-CHECKING
- Date range: 5/20/2011
- Check number: Not requested
- Include: Outstanding issue items

<table>
<thead>
<tr>
<th>Account</th>
<th>Check</th>
<th>Issued Date</th>
<th>Issued Amount</th>
<th>Payee</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>*3466</td>
<td>1000</td>
<td>05/20/2011</td>
<td>$100.00</td>
<td>Joe Customer</td>
<td>Delete</td>
</tr>
<tr>
<td>*3466</td>
<td>1001</td>
<td>05/20/2011</td>
<td>$100.00</td>
<td>Joe Customer</td>
<td>Delete</td>
</tr>
<tr>
<td>*3466</td>
<td>11135</td>
<td>05/20/2011</td>
<td>$100.00</td>
<td>Joe Customer</td>
<td>Delete</td>
</tr>
<tr>
<td>*3466</td>
<td>11146</td>
<td>05/20/2011</td>
<td>$100.00</td>
<td>Joe Customer</td>
<td>Delete</td>
</tr>
</tbody>
</table>

Note: Issue items that have changes pending approval cannot be deleted until the changes are approved or cancelled.

View and Edit Exception Issue Items

To view and edit details for an exception issue item:

1. On the Update Issue Items – Summary page, click the Check number link. To view the check image associated with an exception, click the camera icon. The Update Issue Item – Edit page is displayed.
2. Edit the information, as needed.
3. Click Continue.

![Update Issue Item - Edit Verification](image)

4. Review the information and click Save changes.

The Update Issue Items – Edit Confirmation page is displayed.

**View and Edit Outstanding Issue Items**

To view and edit details for an outstanding issue item:

1. On the Update Issue Items – Summary page, click the Check number link.

![Update Issue Item - View Issue Details](image)

**Note:** The Edit issue and Delete issue links do not appear if the issue item has an outstanding change or delete pending approval.

2. Click the Edit issue link.
3. Edit the information, as needed.
4. Click Continue.

5. Review the information and click Save changes. (The issue changes are not applied until all approvals have been received.)

The Update Issue Items – Edit Confirmation page is displayed.

**Note:** If you entered an Issue and it should be a Void you cannot just change it to a Void. You first need to delete the Issue and then enter a Void.

### Delete an Outstanding Issue Item

To manually delete an outstanding issue item:

1. On the Update Issue Items – Summary page, click the **Delete** link associated with the issue item.
2. Click **Delete**.

The *Update Issue Items – Summary* page is displayed with the issue item removed.

**Note:** The issue delete is not applied until all approvals have been received.

**X. Decisions Report**

Use the **Decisions Report** to view the decisions made on exception items for entitled accounts.

To access the **Decisions Report Criteria** page:

1. Click **Account Services > Positive pay decisions report**.
2. Select an Output to option. Screen is selected by default.

3. Select one or more Accounts options.

4. Select a Decision date range. The calendar icons can be clicked to select the date.

5. Select a Decision option: Include all decisions, Paid only, Return only, or Correction only.

   **Note:** The Correction only option is not currently generally available to all companies.

6. Click **Generate report.**
XI. Outstanding Issues Report

Use the **Outstanding Issues Report** to view the outstanding issues (that have not yet passed the stale date) for entitled accounts.

To access the Outstanding Issues Report Criteria page:
1. Click **Account Services > Positive pay outstanding issues report.**
2. Select an Output to option. Screen is selected by default.
3. Select one or more Accounts options.
4. Select an Issued Date range. The calendar icons can be clicked to select the date. **Note:** If you have uploaded a file with a future date, you need to select the range from today to the future date. Selecting the specific date with a future will not produce your report.
5. Choose to include Issues and voids, Issues only, or Voids only.
6. Click Generate report.

**XII. Stale Issues Report**

Use the **Stale Issues Report** to view the stale issues (issues that have passed the stale date) for entitled accounts.

To access the **Stale Issues Report Criteria page**:
1. Click **Account Services > Positive pay stale issues report**.

The **Stale Issues Report Criteria page** is displayed.
2. Select one or more Accounts options.
3. Select an Issued date range. The calendar icons can be clicked to select the date.
4. Click Generate report.

**Stale Issues Report Page**

**XIII. Issues Status Report**

Use the Issues Status Report to view the status of one or more issues for entitled accounts.

Checks that have been converted into ACH electronic payments are displayed with an ACH indicator beside the check number.

Paid check images can be viewed by clicking a camera icon.

To access the Issues Status Report Criteria page:
1. Click Account Services > Positive pay issue status report.

**Issues Status Report Criteria Page**
2. Select an **Output to** option. Screen is selected by default.

3. Select one or more **Accounts** options.

4. Select a **Date range**. The calendar icons can be clicked to select the date. **Note:** If you have uploaded a file with a future date, you need to select the range from today to the future date. Selecting the specific date with a future will not produce your report.

5. Select a **Date type:** Issued date, Posted date or Status updated date.
   - **Issued date** The date a check issue is entered
   - **Posted date** The date a check transaction is posted
   - **Status updated date** The date the status of check issue is changed

6. **Optional:** Type the dollar **Amount** of the issues you want to view or a dollar amount **Range**. Date range and date type criteria are not required when searching for a specific amount value.

7. **Optional:** In the **Check number** field, enter a check number. Date range and date type criteria are not required when searching for a specific check number.

8. Click **Generate report**.
XIV. Manage Alerts

Use Manage Alerts to manage your account, non-account, and custom alert subscriptions and choose how you want to receive the alerts.

To have alerts delivered to your primary or secondary e-mail address and/or mobile telephone number (if applicable) you must set up those delivery options on the Personal Preferences page. (Alerts are always sent to your online banking mailbox located on the Welcome page)

To access the Manage Alerts page:

Click Administration > Manage alerts.

The Manage Alerts page is displayed. The Manage Alerts page always opens to the Account Alerts tab.
Account Alerts

The Account Alerts tab shows the alert subscriptions available to you based on your entitled services and accounts. We recommend that you enable the Positive Pay and Positive Pay Exception Reminder alert. (The Information Reporting Alerts are not available; please do not enable them within this service. Use the Alerts function in the drop-down list to setup any balance alerts)

Mandatory alerts notify you of important events and cannot be turned off. Mandatory alerts appear with a checkmark (✓) and do not have a Delete link.

**Account Related Alerts**

<table>
<thead>
<tr>
<th>Positive Pay Alerts</th>
<th>Optional</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check Issue Approval Pending</td>
<td>Optional</td>
</tr>
<tr>
<td>Notifies you when there is an account that has a check issue approval pending for which you are an approver.</td>
<td>Optional</td>
</tr>
<tr>
<td>Positive Pay</td>
<td>Optional</td>
</tr>
<tr>
<td>Notifies you when there is an exception item for this account that requires your attention.</td>
<td>Optional</td>
</tr>
<tr>
<td>Positive Pay Exception Reminder</td>
<td>Optional</td>
</tr>
<tr>
<td>Notifies you an hour before your decisioning window closes when there are exception items that have not yet been decisioned.</td>
<td>Optional</td>
</tr>
</tbody>
</table>

**Add an Account Alert Subscription**

To add an account alert subscription:

Click on the Manage Alerts page, click the Account Alerts tab.

The Account Alerts tab is displayed.

*Manage Alerts Page (Account Alerts)*
1. Select an account. Click the Go box.
2. Click the Add link associated with the alert subscription.

The table row expands, revealing the alert details.

**Tip:** Multiple rows can be expanded.

*Manage Alerts Page (Account Alerts – Expanded Row)*

If you click the Set Up Account Alerts you can choose all accounts at once. Choose which Alert you want from the drop down list and press Go.
If applicable, enter the alert criteria.

Click the check box associated with each Send To option to which you want the alert sent. The Send To column does not appear if you do not have an e-mail or mobile telephone (if applicable) defined on the Personal Preferences page.

Click Add alert to save the changes. Clicking Do not add alert collapses the row without adding the alert.

The Alert sent to you will have an address of:

Non-account Related Alerts

The Non-account tab shows your non-account alerts.

Mandatory alerts notify you of important events and cannot be turned off. Mandatory alerts appear with a checkmark (✓) and do not have a Delete link.

Custom Alerts

Custom alerts are notifications with message text you define. The Custom Alerts tab allows you to create, change, and delete custom alerts and choose where the custom alerts are delivered.
XV. Welcome Page

The Welcome page provides links to your messages and favorites. It will also display the last login.

1. **Welcome message**: User first and last name with last login date and time.
2. **Message Center**: Links to view mail, alert messages and send secure mail.
3. **Favorites**: Links to frequently used functions or pages.
Payee Positive Pay is an additional feature available to existing and new Check Positive Pay customers. The Payee Name, when included on the issue file or manually input, is matched to the Payee Name on the image of the corresponding paid check. A payee mismatch will require a pay/return decision. All other exception criteria remain the same (serial number, dollar amount, item not found). Payee match uses Optical Character Recognition (OCR). Payee read rate accuracy will vary based on many factors. Adherence to these requirements will improve the accuracy of your Payee Positive Pay Service.

Payee Positive Pay Service for New and Existing Positive Pay customers

- If checks are issued with a 2-line Payee Name, the issue file MUST include both payee lines in the Payee field (maximum field length is 96 characters)
- The Payee field of the issue file and the Payee field of the Check MUST match: UPPERCASE letters are strongly recommended
- Direct input of issues will require the Payee Name to be an input field (include 2-line Payee if applicable)
- An error message will be generated if new manual or imported issues do not include the Payee Name

Information for Existing Positive Pay customers only

- Import of issues may require a change to an existing File Definition: Payee Name (if not currently included file)
- All outstanding issues (with a payee) will be used to match to the payee of the corresponding paying check
- Outstanding issues already processed without a Payee Name may be manually updated to ADD the payee
- Checks matching to outstanding issues without a Payee Name will not go through the Payee Match process

Check Stock

Follow ANSI standards for business checks (consumer-sized checks are not acceptable) with 24 lb MICR bond. Any artwork, logo or design on the check that could hinder capturing a high-quality image should not be utilized, particularly if the design may interfere with a successful reading of the payee name information on the image. If the artwork is translucent or opaque and does not hinder capturing a quality image, it should be acceptable for payee name processing. NOTE: If image quality is poor and Payee read rates are low, your Check stock may need to be replaced.

Font Pitch

Provide sufficient spacing between individual letters so that each letter of the name can be clearly read. For example, LIVE could be misread as UVE if the letters are not spaced properly. Most laser printers use a pitch that is proportionate to the size of the font. For fonts in which the pitch is fixed, we suggest a pitch size of 10 points, which means there will be about 10 characters per inch. You should visually verify that the printed characters are not touching each other.

Placement of Payee Name Field

The payee name must be positioned below the horizontal midpoint of the check, and in proximity (to the right of or just below) to the “Pay to the Order Of” verbiage. Do not allow the payee name block to extend into the bottom 1/4 of the check or let it interfere in any way with the MICR line information printed at the bottom.

Do not allow the payee name information to print past the midpoint of the check - from left to right.

Payee Name Field Format

To improve payee name readability and reduce the number of payee-mismatch exceptions in the Positive Pay service:

- Handwritten check/payee names are not acceptable
- Arial has high read rates and is preferred.
- Other acceptable fonts: Times New Roman, Courier, Verdana, Univers, Tahoma, Albertus, Batang, Bookman, and Zurich.
- Font size: 11 points (pts)
- Field limit: 96 characters maximum and up to 2 lines
- Use of all UPPERCASE letters is strongly recommended
- Do not use a bold, italicized or underlined font style
- Do not add extra spaces or additional information, such as client account #, vendor # or invoice #, to the payee name
- Avoid the use of punctuation and special characters such as asterisks (*)
- Do not use dot matrix printers

The following characters are standard and acceptable for including in payee names:

abcdefghijklmnopqrstuvwxyz
0123456789, . : ; / & # @ () ’ —