

Positive Pay Quick Reference Guide

Business Online Banking

Positive Pay

The Positive Pay module helps you prevent check fraud by examining questionable checks online and then determining whether each check should be paid or returned.

How it Works

- You report your check issue activity by importing check information originating from your check payment system or by manually entering issue information.
- Columbia Bank matches this information against checks presented for payment.
- If there is a discrepancy, the check appears on the Exceptions screen list. Review any discrepancies and view a check image.
- After assessing the discrepancies between your check and what was presented, you can decide if you want to pay the check or have it returned to you.

Key Features

Positive Pay Formats.

Positive Pay Formats are used to establish the format of positive pay files that are imported to the bank system. When you import a positive pay file to Columbia Bank, it must match the import format that you select on the Positive Pay Run Import screen. See the Positive Pay Formats section for more information.

Import Check Information.

Use the Run Import function to submit check issue information originating from your accounting system. To do this, you use the export capability of your accounting system to create a file of check records and then import the check data through your web browser. Use the Import Report to review any problems that may occur in your import file.

Maintain check issue information.

Use the Issue Maintenance feature's Add Issues/Voids screen to enter check information directly through your web browser and use the Change Status screen to change a check's status from Issue to Void or Void to Issue.

Monitor the status of checks.

Use the Positive Pay Monitor screen to find out the current processing status of issued checks and exceptions.

Make exception decisions.

Use the Exceptions screen to make pay or return decisions when there is a discrepancy between your check information and the presented check. To help you make a decision, you can view a scanned image of the check as presented for payment. You can also make a pay with issue decision to pay the check and provide missing issue data to the bank.

Positive Pay Workflow

The Positive Pay workflow starts with information sent to the system database and ends with actions you take.

- 1 Create a Positive Pay Import Format to define the characteristics of the check data you import to Positive Pay.

Import Format Criteria

Format Type	Delimited	Service	Positive Pay
Format Name *	Issues	Transaction Type	Any
Activation Date *	06/12/2009	Financial Instrument	Check
Deactivation Date		Description	

File Information

This format will include *

Issue and Voids
 Only Issues
 Only Voids

Issue Indicator *

Header Lines

Field Delimiter

Date Separator *

Amount Format *

Void Indicator *

Record Delimiter

Text Qualifier

Date Format *

Set Data Parameters

Field Name	Field Order	Default Value	Included In Issues	Voids
Record Indicator *	<input type="text"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Account Number *	<input type="text"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Serial Number *	<input type="text"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- 2 Create the Positive Pay Import File using your accounting software.

	A	B	C	D	E	F	G
1	12345098	10055	\$150.00	6/2/2009			
2	12345098	10049	\$2,278.14	5/22/2009			
3							
4							
5							
6							
7							
8							
9							

- 3 Import your check information.

Import successfully started.

Select the format of your issue file and provide its location. Choose 'Submit' to upload the file for bank reconciliation (or your preliminary approval).

Basic Info

Format Name *

File Name/Location *

- 4 View the Import Report.

View Import Report

View the report of imported files.

Organization ID: PUB	Report Date: 06/12/2009
Organization Name: pubtest	Report Time: 13:53:23
User ID: VERMEER1	Import Date: 06/12/2009
Service: Positive Pay	Import Time: 13:53:22
Format Name: Issues	Import Status: Failed
File Location: C:\Documents and Settings\Owner\My Documents\QuickRef\images\PP\Issue.csv	
Status Description: Import Failed due to record validation.	Report Name: VERMEER1Issue0612200913:53:22

Amount Totals

Total File Amount: \$0.00 USD Total Amount Imported: \$0.00 USD
 Total Amount Not Imported: \$0.00 USD

File Totals

Total Records in File: 2
 Total Records Imported: 0
 Total Records Not Imported: 2
 Total Header Lines Skipped: 0

Errors and Warnings

The ABA Number in the file is not valid for this import.

5 Issue Maintenance - Add Issues/ Voids

Account Number*	Serial Number*	Amount*	Issue Date*	Payee	Action	Memo
220987651	Lookup 11055	2200.00	06/02/2009	Acme	Issue	
220987651	Lookup				Issue	
Select Account	Lookup				Issue	
Select Account	Lookup				Issue	
Select Account	Lookup				Issue	
Select Account	Lookup				Issue	
Select Account	Lookup				Issue	
Select Account	Lookup				Issue	
Select Account	Lookup				Issue	
Select Account	Lookup				Issue	

6 Issue Maintenance - Change Check Status

Change Status of Payment Items

Select an account number and provide additional optional criteria to search for checks. When the list of checks appears, you can change their status from Issue to Void or from Void to Issue.

Criteria

Account Number: All Accounts (dropdown) [Lookup](#)

From Serial Number: To Serial Number:

From Amount: To Amount:

Issue Date: Payee:

Results 1-1 of 1

Account Number	Serial Number	Issue Date	Issue Amount	Payee	Issue Type	Action	Reason
220987651	11055	06/02/2009	\$2,200.00	Acme	Issue-Add	Issue	No Reason

7 Approve Issues if required.

8 Make Exceptions Decisions.

9 Approve Exceptions Decisions if required.

10 Monitor Check Status

Monitor Issues

Select an account number and provide additional optional criteria to monitor issues.

Criteria

Account Number: All Accounts (dropdown) [Lookup](#)

Status: All (dropdown)

Issue Type: All (dropdown)

From Serial Number: To Serial Number:

From Issue Amount: To Issue Amount:

From Issue Date: To Issue Date:

Payee:

Results 1-1 of 1

Account Number	Serial Number	Issue Date	Issue Amount	Payee	Issue Type	Status	Date /Time	Memo
220987651	11055	06/02/2009	\$2,200.00	Acme	Issue-Add	Active	06/12/2009 14:27:04	

Steps to Create a Positive Pay Format

Positive Pay Formats define the characteristics of the check data you import to the Positive Pay module. The system uses the format to make sure each piece of information in the file makes its way to the proper place in the internal database. Once you create a format you can use it any time you import a check file.

- 1 From the Service Menu, click **Setup**.
- 2 On the Setup screen, scroll down to **Formats & Templates**, and click **Create Positive Pay issue import formats**. The **Manage Positive Pay Import Formats** screen appears.
- 3 For **Format Type**, select either Fixed Width or Delimited, enter the appropriate information for the format, and click **Continue**. Click **Help** to view descriptions of each field.

4 Enter or select information in the **File Information** section.

5 Complete the **Set Data Parameters** section.

The parameters for the Fixed Width format are as follows:

Field Names

Each of the fields available for inclusion in the format is listed. The field names that appear on this screen change according to the service you select. An asterisk (*) denotes required fields. The Check Memo field is not available for all transaction types.

Start Position

The field's beginning position in the record. If Account Number is the second field in the record and the first record occupies 10 spaces, the Account Number starting position is 11. You must enter a value if the field is required. Number, 1-999

Stop Position

The field's ending position in the record. If Account Number occupies 10 characters and it begins at position 11, then the ending position is 20. You must enter a value if the field is required. Number, 1-999

Note: When a User creates an import file, the file must have the same number of characters or spaces as defined in the record format. For example, if the format defines the Issue Amount field as 12 characters (including the decimal) and the actual amount is 999.99 dollars, the remaining six positions must be spaces.

The parameters for the Delimited format are as follows:

Field Names

Each of the fields available for inclusion in the format is listed. The field names that appear on this screen change according to the service you select. An asterisk (*) denotes required fields. The Check Memo field is not available for all transaction types.

Field Order

The number that indicates where in the file the field appears. If Account Number is the second field in the file, enter "2." You must enter a value if the field is required.

Default Value

You can enter a default value that will be used if the imported file does not contain a value. For instance, you may include an account number as a default value. You would then not be required to include the account number in the export file, although you would still need to leave space for it. If the import file contains a value, it overwrites the default value.

6 Click **Submit** to save the format.

Steps to Create the Positive Pay Import File

Use your accounting software to create an import file based on the appropriate Positive Pay format.

For more information about import formats, click **Help** from the **Manage Positive Pay Import Formats** screen or review the Format creation section above. Refer to the documentation that came with your spreadsheet or accounting program for instructions on exporting a fixed-width format or comma-delimited file.

Steps to Import Check Information

The Positive Pay Import feature allows you to submit check information to the system database using your check writing software.

- 1 From the Service Menu, click Positive Pay.
- 2 From the Function Menu, select Import, then click Run Import.
- 3 Select the format from the Format Name drop-down list.

- 4 Enter the path to the import file you created from your spreadsheet or accounting package in the File Name/Location field, or click the Browse button to navigate to the file.
- 5 Click Submit. A message appears stating that the import was successfully started.
- 6 Review the import in one of the following ways:
 - View an Import Report to review any import errors.
 - Review Dashboard messages regarding success, partial success, or failure.
 - Use the Monitor Issues screen to review current information and status.

If an Import File Fails

If an Import File is not successfully transferred from your computer to Positive Pay, an import report is not generated. If the transfer fails, a message appears stating Import Failed.

If the number of Records Exceeds Allowable Limits

If the number of records exceeds allowable limits set by financial institution, the import process will fail and no records will be loaded. If the import fails, a message appears stating Import Failed. If you do not know the maximum number of records that you can import at one time, contact Customer Support.

Steps to View an Import Report

Use the Import Report feature to view a report describing record errors that may occur when you import information. If any fields in a record do not meet the requirements outlined in the Import Format, the record will not be imported. You must review the Import Report and make any required correction to the file.

Note: You can also access an Import Report by clicking a link in the notification message on the Dashboard.

- 1 From the Service Menu, click **Positive Pay**.
- 2 From the Function Menu, select **Import**, then click **View Import Report**.
- 3 Enter a **From Date**. If you want to search a range of dates, enter the **To Date**.
- 4 Click **Search**. The available Import Reports appear.
- 5 Click a Report Name hyperlink to view a report.

Steps to Add Issues and Voids

Use the Issue Maintenance Add Issues/Voids screen to submit information about individual checks directly to the system when it is not practical to use the Run Import function.

- 1 From the Service Menu, click **Positive Pay**.
- 2 From the Function Menu, select **Issue Maintenance**, and then click **Add Issues/Voids**.
- 3 Select an account.
- 4 Enter the check's Serial Number, Amount, Issue Date (mm/dd/yyyy), and Payee Name.
- 5 Select either Issue or Void from the Action drop-down list.
- 6 Enter any Memo information.
- 7 Click **Add Issues/Voids**.

Steps to Change Check Status

Use the Issue Maintenance Change Status screen to search for checks that match the search criteria that you select. After the list of checks matching the search criteria appears, you can change the status from Issue to Void or from Void to Issue.

- 1 From the Service Menu, click **Positive Pay**.
- 2 From the Function Menu, select **Issue Maintenance**, and then click **Change Status**.
- 3 Select an account or All Accounts, or use the Lookup button (...) to search for an account.
- 4 Enter the remaining search criteria.
- 5 Click **View Results**. The results appear displaying all checks that match the search criteria.
- 6 Depending on the action you need to take, select an Action of **Void** or **Issue**.
- 7 If you are voiding a check, select a **Reason**.
- 8 Click **Submit**. A message appears stating that the status of the decision is available on the Monitor screen.

Steps to Approve Issues

Use the Approvals screen to approve new or modified imported or entered issues and voids. If approval is required, an approval must be made before the items are released for processing.

- 1 From the Service Menu, click **Positive Pay**.
- 2 From the Function Menu, select **Approvals**, and then click **Issues**. The Approvals screen appears.
- 3 Items requiring approval appear on the screen. Use the search criteria to locate specific issue files or items.
- 4 Review the Issues then select Approve or Disapprove from the Action drop-down list. If available, you can select Approve All on this page to change all items on the page to Approve.
Note: You can also click an Import File Name hyperlink to view all items in an import file. This allows you to approve or disapprove individual items within the file.
- 5 Click **Submit**. The Positive Pay service now releases the approved items for processing.

Steps to Make Exceptions Decisions

The Exceptions screen lists the checks that show a discrepancy between the check the payee presents for payment and the check information you sent to the system. After any check in dispute displays on the Exceptions screen, you can review it, view a scanned image of the check as it was presented, and make a decision as to whether or not to pay each check.

You must make exceptions decisions before the cut-off time displayed on the Exceptions screen.

- 1 From the Service Menu, click **Positive Pay**. The Exceptions screen appears, displaying exceptions for all accounts.
- 2 Select an account or **All Accounts**, or use the Lookup link to search for an account.
- 3 Click **Get Exceptions**. Search results appear in the lower portion of the Exceptions screen.

- 4 Review each check exception. Click the Serial Number hyperlink to view an image of a check. The check image reflects the check as it was presented for payment.
- 5 Select a **Pay**, or **Return** option from the Action/Reason list.
If you select Pay with Issue, the Pay with Issue pop-up screen appears allowing you to enter additional information. Enter the appropriate information and click **Submit**.
Note: Use this option if Columbia Bank does not have a record of the check and you want to request payment and send the issue information to the Positive Pay database.
- 6 Click the **Adjust** icon to open the Adjust Check Information window and change the serial number or amount information.
- 7 Click **Submit Exception Decisions** after you have made all of your pay and return decisions.

Steps to Approve Exceptions

Use the Approvals screen to approve Positive Pay Exception decisions. If approval is required, an approval must be made before the items are released for processing. If exceptions require approval, a message appears on the Exceptions screen stating that there are exceptions in the "Pending Approval" status.

- 1 From the Service Menu, click **Positive Pay**.
- 2 From the Function Menu, select **Approvals** then click **Exceptions**. The Approvals screen appears.
- 3 Items requiring approval appear on the screen. Use the search criteria to locate specific exception items.
- 4 Click **Search**.
- 5 Review the Exceptions then select Approve or Disapprove from the Action drop-down list. If available, you can select **Approve All on this page** to change all items on the page to Approve. If available, you can also click the serial number hyperlink to view an image of the check.
- 6 Click **Submit**. Approved items are sent for processing. A message appears stating the number of approved or disapproved items.

Steps to Monitor Check Status

You can use the Monitor screen to locate issued checks and view exceptions to review their status. You can only search for an issued check if you have sent the information to the financial institution using the Import or Issue screens.

- 1 From the Service Menu, click **Positive Pay**.
- 2 From the Function Menu, select **Monitor** then click **Exceptions** or **Issues**. The Monitor search screen appears displaying the Issue or Exceptions search criteria.
- 3 Select an account or **All Accounts**, or use the Lookup link to search for an account.
- 4 Click **Search** to find all checks that match the account number criteria or enter additional search criteria, then click **Search**.