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Support

Support Contact Information

Columbia Bank Commercial Care

- Hours of Support: Monday-Friday, 8:00 AM until 5:00 PM Pacific Time
- 1-877-305-7125
- CommercialCare@ColumbiaBank.com

Overview

This system contains the following client functionality:

- Issued check management (submit issued check files and manual input of issued checks)
- ACH positive pay rules management
- Check file maintenance (ex: changing check number, voiding a check)
- Access to daily exceptions (Check and ACH)
- Reverse positive pay and partial account reconciliation transaction extracts
- Online reporting

User Login

User Name & Password

- Your user name and password are defined in the User Setup screen. Security access privileges are assigned to each user.
- If this is the first time you are logging in or if your password has expired, you will be asked to change your password. For security purposes, your password should include letters and numbers, such as CBonline1234. Do not share your password with anyone else.
- Password requirements are 8 or more characters with numbers. It is case sensitive.
Exception Processing – Quick Exception Processing

The **Quick Exception Processing** screen is an efficient method of managing exception item activity. Pay and Return decisions can be made on all items via a single screen by 1:00 PM.

### Top Detail

#### Account ID
Change this to display exceptions for a specific account.

#### Display Type
The exception display types option can be used to filter the exceptions based on type (Checks, ACH or Both).

#### Hide Exceptions Already Decisioned
Determines whether all exception items are displayed or only those in which a **Pay/Return** decision has not been made.

#### Cutoff Time
Cutoff Time is 1:00 PM. At that time, an automated **Pay/Return** decision is made on all “unresolved items” and corporate users are automatically put in **READ ONLY** mode to prevent any changes to the automated decision.
Client ID
The Client is the nickname or description that identifies this account to the customer. This Client is displayed in place of the account number on screens within the system and in emails generated by the system.

Paid Date
The paid date for this check or ACH transaction.

Check #
The check number of this item.

Add ACH Rule
If the corporate customer is using the ACH Authorization rules (ACH Filter Service) for ACH positive pay, Columbia Bank can optionally allow specific corporate users to add rules on the quick exception processing screen.

View Image
Clicking on the View Image link will display the check image for the selected item.

Amount
The amount of the item that has been presented for payment.

Payee
The payee name for this check. Note: Payee is only displayed if it was included during the issued check file upload.

Exception Type
The reason that the item is on the exception list. The possible exception types are as follows:

- **DUPLICATE PAID ITEM**: The item was previously paid.
- **PAID NOT ISSUED**: The item was never loaded into the system as an issued check.
- **STALE DATED ITEM PAID**: The item is a stale dated check. A check is considered stale dated if the item was issued prior to 180 days from the date issue date.
- **PREVIOUSLY PAID ITEM POSTED**: The item was previously paid.
- **VOIDED ITEM**: The item was previously voided.
- **ACH TRANSACTION**: The item is an ACH transaction that was flagged as an exception by the ACH Filter rules defined for the account.

Note: For ACH exceptions, the ACH Standard Entry Class Code, Originating Company ID and Debit or Credit [DR/CR] are displayed in the exception description.

Decision
Check the box to indicate if the item should be paid or returned.

Reason
The reason for the pay/return decision. If no reason has been selected, the field is displayed as <Not Selected>.
The **Submit Issued Check File** screen is used by clients to upload issued check files to Columbia Bank.

To view additional details regarding the file, click on the status column. For example, to view the exceptions on a file that has a result of *Processed with Exceptions*, click on the **Processed with Exceptions** link.

### Client ID

The Client ID associated with the issued checks contained within the file. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system.

*Note: If an issued check file contains items for multiple accounts, select any of the Client ID’s represented within the file.*
**File Processing Type**
Indicates the format of the issued check file.

**Items in File**
The number of checks in the file. Please confirm the number with your record.

**Dollar Amount in File**
The total dollar amount of checks in the file. Please confirm the total amount with your record.

Once a file is uploaded and processed, a window will be displayed indicating the processing status. If the file has not processed within 30 seconds a message is displayed informing the customer that an email will be sent indicating the file processing status. The file processing status can also be checked online using the Issued Check File Processing Log screen. The following is a list of the possible processing statuses:

**UNPROCESSED**: The file has been uploaded, but has not yet been processed.

**PROCESSED**: The file was processed successfully.

**PROCESSED WITH EXCEPTIONS**: The file was processed successfully, but duplicate checks were not loaded. Click on the status and it will display the items that were rejected.

**REJECTED**: The file was rejected due to one of the following reasons:

- A mismatch between the number of items/amount entered on the screen and the number of items/amount contained in the file
- The file format did not match the format selected
Transaction Processing – Add New Issued Check

The Add New Issued Check screen is used if a check was manually written or was otherwise not included in the electronic issued check file that was submitted to Columbia Bank. Any checks entered on this screen in one setting will be displayed below.

![Add New Issued Check Screen]

**Client ID**
The Client ID is the nickname or description that identifies this account to the customer. This Client is displayed in place of the account number on screens within the system and in emails generated by the system.

**Check #**
The check number of this item.

**Amount**
The amount of the check.

**Issued Date**
The issued date for this check.

**Payee**
The payee name for this check.

**Auto-Increment Check Number**
Checking this box will increment the check number by one after each check submission.
The **Review Issued Checks** screen displays all issued checks for the selected Client ID. This includes outstanding issued items, paid items, and exceptions.

### The Client ID determines the account displayed. Changing this selection will refresh the screen.

### The Client ID determines the account displayed. Changing this selection will refresh the screen.

### If a large number of items are present, multiple pages will exist.

The following columns appear on the **Review Issued Checks** screen:

**Status:** Icons represent the status of the transaction. By clicking on the **Show Key** link in the top-right portion of the screen, a legend displaying the description of each status icon is displayed. The possible statuses represented by an icon are as follows:

- **Exception:** Displayed on items that are flagged as exceptions by the system.
- **Paid:** Displayed on items that have been previously paid.
- **Stop Payment:** Displayed for checks that have been stopped with a stop payment.
- **Reversal:** Displayed on items that have been paid and reversed.
- **Void:** Displayed on items that have been voided.
- **Blank:** No icon indicates that the item is an outstanding check.
**Client ID**
The Client is the nickname or description that identifies this account to the customer. This Client is displayed in place of the account number on screens within the system and in emails generated by the system.

**Issued Date**
The issued date for this check. On Paid Not Issued exceptions, the paid date is defaulted into the issued date field.

**Paid Date**
The paid date for this check.

**Check #**
The check number of this item.

**Amount**
The amount of the check that has been presented for payment.

**Payee**
The payee name for this check. *Note: Payee is only displayed if Display Payee is selected in the client setup screen.*

### Transaction Processing – Review Checks (Display Details)

When the **Display** link is clicked, detailed transaction information is displayed.

*Note: The status of the item, the user’s security rights, and security parameters defined by Columbia Bank control the fields are available for editing.*

![Transaction Details](image)

**Client ID**
The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system. *Note: The label used for this field (Client ID) throughout the system is defined by Columbia Bank.*

**Check Number**
The check number of this item.

**Amount**
The amount of the check that has been presented for payment.

**Payee**
The payee name for this check.

**Issued Date**
The date this item was issued. On **Paid Not Issued** exceptions, the paid date is defaulted into the issued date field.
Decision
The decision that has been applied to this exception. If no decision has been applied, the field is displayed as <Not Selected>.

Date Reconciled
The date the system was reconciled within the system in the Check Reconciliation Summary screen. This field is not editable.

Paid Date
The date the item was posted/paid.

Return Reason
The reason for the pay/return decision. If no reason has been applied, the field is displayed as <Not Selected>.

Trace Number
A unique transaction ID number that is generated by the core processing system.

Date Stop Request
If the client requested a stop payment on the item, the date that the stop was requested is displayed. Placing a stop payment from this system is for reporting purpose only. To place an actual stop payment, please log into online banking.

Void Date
If the item has been voided, the void checkbox is checked; otherwise, the checkbox is blank.

Notes
Freeform text field that allows the client to add notes to this item.

Submission Type
Indicates how the item was originally loaded into the system. The following values may be displayed:

E-file
Indicates that the item was electronically loaded from an issued file.

Manual
Indicates that the item was not electronically loaded from an issued file. The item was either manually input through the Add New Issued Check screen or the item was added by the system during the nightly update.

Stop Pay Status
Indicates whether a stop payment has been recorded on the item. The following values may be displayed:

NONE: Indicates the client has not requested that the item be stopped.

REQUESTED: Indicates the client has recorded that the item be stopped for your reporting purpose. To place a stop payment, please log into online banking.

APPLIED: Indicate the client has requested that the item be stopped and the bank has applied the stop payment request to the system.

ITEM STOPPED: Indicates the client has requested that the item be stopped and the item was already presented for payment and stopped by the bank.

Reversal
Indicates if the item was reversed.
Transaction Processing – Void a Check

The Void Check screen is used to void an issued check on the client’s account. By placing a void, the check serial number will not be in use in the future. If you are voiding and know that serial number will be used again, please delete the check from check search menu.

**Client ID**
The Client ID is the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on screens within the system and in emails generated by the system.

*Note: The label used for this field (Client ID) throughout the system is defined by Columbia Bank.*

**Check Number**
The number of the issued check.

**Check Amount**
The amount the check was written for.

**Issued Date**
The date the check was issued.

*Note: All three fields (Check Number, Check Amount and Issued Date) are required to void a check.*
Transaction Processing – Check Search

The Check Search screen is used to search for specific transactions using dynamic selection criteria.

Selection Screen

Client ID
Optionally select a specific account. If no accounts are selected the system will search through all available accounts assigned to the corporate user.

Issued Date
The Issued Date is used to search for transactions based upon the issued date of checks. A date range may be entered using the Start and End date fields. If searching for a specific date, enter the date in both the start and end date fields.

Paid Date
The Paid Date is used to search for transactions based upon the date the item was posted. A date range may be entered in the Start and End date fields. If searching for a specific date, enter the date in both the start and end date fields.

Check Number
The Check Number is used to search for transactions based upon check numbers. A range of check numbers may be selected by entering both a Start and End check number. If searching for a single check, enter the check number in the start field (the end field may be left blank).

Check Amount
The Check Amount is used to search for transactions based upon a specific dollar amount or dollar range. If searching for an exact amount, enter the amount in the start field (the end field may be left blank).
**Issued Payee**
The Issued Payee checkbox is used to search by issued payee.

**Transaction Status**
To search for checks based upon the status of the check, select a status from the list. The following statuses are available:

- **ISSUED AND NOT PAID**: Lists outstanding issued checks.
- **ISSUED AND PAID**: Lists paid checks.
- **CURRENT EXCEPTIONS**: Lists today’s exceptions.
- **ALL EXCEPTIONS**: Lists exceptions from today and from previous days.
- **VOID**: Lists voided checks.

**Stop Pay Status**
To search for checks in which a stop pay request has been issued, select a stop pay status from the list. The following stop pay statuses are available:

- **REQUESTED STOP PAY**: The stop payment request has been recorded.
- **ITEM STOPPED AND RETURNED**: The item was presented for payment and stopped by the bank.

**Decision**
To search for exceptions based upon the pay/return decision, select a decision from the list.

**Reason**
To search for exceptions based upon the reason that was selected, select a reason from the list.

**Results Screen**

- Once the Transaction Search criteria are submitted, all transactions that match the criteria will be displayed.
- If a large number of items meet the search criteria, multiple pages will exist.

The following columns appear on the **Review Issued Checks** screen:

- **Status**: Icons represent the status of the transaction. By clicking on the **Show Key** link in the top-right portion of the screen, a legend displaying the description of each status icon is displayed. The possible statuses represented by an icon are as follows:

  - **Exception**: Displayed on items that are flagged as exceptions by the system.
  - **Paid**: Displayed on items that have been previously paid.
  - **Stop Payment**: Displayed for checks that have been stopped with a stop payment.
  - **Reversal**: Displayed on items that have been paid and reversed.
  - **Void**: Displayed on items that have been voided.
  - **Blank**: No icon indicates that the item is an outstanding check.
Client ID
The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system. Note: The label used for this field (Client ID) throughout the system is defined by Columbia Bank.

Issued Date
The issued date for this check. On Paid Not Issued exceptions, the paid date is defaulted into the issued date field.

Paid Date
The paid date for this check.

Check #
The check number of this item.

Amount
The amount of the check that has been presented for payment.

Payee
The payee name for this check.

Note: Payee is only displayed if Display Payee is selected in the client setup screen.

Transaction Processing – Paid Check Search

The Paid Check Search screen is used to search for specific transactions using dynamic selection criteria.

Selection Screen

Client ID
Optionally select a specific account. If no accounts are selected the system will search through all available accounts assigned to the corporate user.
Paid Date
The Paid Date checkbox is used to search for transactions based upon the date the item was posted. A date range may be entered in the Start and End date fields. If searching for a specific date, enter the date in the start date field.

Check #
The Check # checkbox is used to search for transactions based upon check numbers. A range of check numbers may be selected by entering both a Start and End check number. If searching for a single check, enter the check number in the start field.

Check Amount
The Check Amount checkbox is used to search for transactions based upon a specific dollar amount or dollar range. If searching for an exact amount, enter the amount in the start field.

Results Screen

<table>
<thead>
<tr>
<th>Status</th>
<th>Account ID</th>
<th>Issued Date</th>
<th>Paid Date</th>
<th>Check #</th>
<th>Amount</th>
<th>Payee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>BCE Op Acc</td>
<td>09/18/2013</td>
<td>09/18/2013</td>
<td>Visc Slg</td>
<td>100.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BCE Op Acc</td>
<td>07/06/2013</td>
<td>07/06/2013</td>
<td>Visc Slg</td>
<td>1,974.66</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BCE Op Acc</td>
<td>09/18/2013</td>
<td>09/18/2013</td>
<td>Visc Slg</td>
<td>100.00</td>
<td>John Waye</td>
</tr>
<tr>
<td></td>
<td>BCE Op Acc</td>
<td>09/18/2013</td>
<td>09/18/2013</td>
<td>Visc Slg</td>
<td>200.00</td>
<td>John Waye</td>
</tr>
</tbody>
</table>

Client ID
The Client ID is the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on screens within the system and in emails generated by the system. Note: The label used for this field [Client ID] throughout the system is defined by Columbia Bank.

Issued Date
The issued date for this check. On Paid Not Issued exceptions, the paid date is defaulted into the issued date field.

Paid Date
The paid date for this check.

Check #
The check number of this item.

Amount
The amount of the check that has been presented for payment.

Payee
The payee name for this check. Note: Payee is only displayed if Display Payee is selected in the Client Setup screen.
The **Transaction Extract Multiple Accounts** screen provides the client with an electronic file of paid checks to process (update) within another system. The format of the file is defined at the client level. Once complete, the file and report are automatically displayed at the bottom of the screen. To save an extract file to a local workstation or network drive, click on the **File / Save** menu.

**Client ID**
The Client ID is the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on screens within the system and in emails generated by the system. **Note: The label used for this field (Client ID) throughout the system is defined by Columbia Bank.**

**Extract From Date**
The date from which posted items are included in the extract file.

**Extract Thru Date**
The date through which posted items are included in the extract file.
Transaction Processing – ACH Reporting Files

The ACH Reporting Files screen provides the client with downloadable files containing ACH transactions and EDI detail from corporate ACH payments. The files available and the format of each file are defined in the report specifications by Columbia Bank. To save an ACH Reporting file to a local workstation or network drive, click on the File / Save menu option while viewing the file, or, right click on the download link and select Save Target As.

<table>
<thead>
<tr>
<th>From / Thru Date</th>
<th>The date range for which ACH reporting files displayed.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Description</td>
<td>The description of ACH reporting file as defined by Columbia Bank.</td>
</tr>
<tr>
<td>File Type</td>
<td>The format of the file. Types include: PDF or CSV.</td>
</tr>
<tr>
<td>Date Created</td>
<td>The date the report was created.</td>
</tr>
<tr>
<td>File Size</td>
<td>The size of the file (in kb).</td>
</tr>
</tbody>
</table>
Stop Payments – Remove Stop Payment Request

*This feature is for reporting only. If you would like to reverse the stop payment, please contact the branch.

The Remove Stop Payment Request screen is used to remove a stop payment request that has been made through the Positive Pay system.

Client
The name of the client.

Client ID
The account on which the stop payment was to be applied. The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system. Note: The label used for this field (Client ID) throughout the system is defined by Columbia Bank.

Check Number
The check number that was requested to be stopped.
Stop Payments – Review Stop Payment Items

The Review Stop Payment Items screen is used to view all checks that are currently marked as stop pay items.

![Review Stop Payment Items Screen](image)

**Review Stop Payment Items (Display Details)**

![Review Stop Payment Items Details](image)

**Client ID**
The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system. *Note: The label used for this field [Client ID] throughout the system is defined by Columbia Bank.*

**Check Number**
The check number of this item.

**Amount**
The amount of the check that has been presented for payment.

**Payee**
The payee name for this check.

**Issued Date**
The date this item was issued. On Paid Not Issued exceptions, the paid date is defaulted into the issued date field.

**Decision**
The decision that has been applied to this exception. If no decision has been applied, the field is displayed as `<Not Selected>`.

**Date Reconciled**
The date the system was reconciled within the system in the Check Reconciliation Summary screen. This field is not editable.

*The ability to change item details is controlled by security.*

*Click Display to review details of the issued check for which the stop payment has been applied.*
Paid Date
The date the item was posted/paid.

Return Reason
The reason for the pay/return decision. If no reason has been applied, the field is displayed as <Not Selected>.

Trace Number
A unique transaction ID number that is generated by the core processing system.

Date Stop Request
If the client requested a stop payment on the item, the date that the stop was requested is displayed.

Void Date
If the item has been voided, the void checkbox is checked; otherwise, the checkbox is blank.

Notes
Freeform text field that allows the client to add notes to this item.

Submission Type
Indicates how the item was originally loaded into the system. The following values may be displayed:

E-FILE: Indicates that the item was electronically loaded from an issued file.

MANUAL: Indicates that the item was not electronically loaded from an issued file. The item was either manually input through the Add New Issued Check screen or the item was added by the system during the nightly update.

Stop Pay Status
Indicates whether a stop payment has been placed on the item. The following values may be displayed:

NONE: Indicates the client has not requested that the item be stopped.

REQUESTED: Indicates the client has recorded that the item be stopped. The bank has not applied the stop payment to the system. Please log into online banking to place a stop payment.

APPLIED: Indicates the client has requested that the item be stopped.

ITEM STOPPED: Indicates the client has requested that the item be stopped and the item was already presented for payment and stopped by the bank.

Reversal
Indicates if the item was reversed.
Stop Payments – Recording Purpose Only

*Stop Payments must be placed through Business Online Banking or by calling the Columbia Bank branch where your account is held.

The Request Stop Payment screen is used to update a specific check number for which you have placed a Stop Payment on.

**Client ID**
The account on which the stop payment is to be applied. The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system.  
*Note: The label used for this field Client ID throughout the system is defined by Columbia Bank.*

**Check Number**
The check number to be stopped.
Check Amount
The amount of the check to be stopped.

Issued Date
The issued date of the check to be stopped.

Payable To
The payee of the check to be stopped.

Reason
The reason the check is to be stopped.

Stop Payments – Current Stop Payment Requests

The Current Stop Payment Requests screen displays all of the current stop payment requests on the account. This includes requests entered by the client through Columbia Bank Business Online Banking or by your branch of account.

Client ID
The account on which the stop payment is to be applied. The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system.

Note: The label used for this field Client ID throughout the system is defined by Columbia Bank.

Check Number Start
The starting number of a check that has a stop payment request.

Check Number End
The ending number of a check. This field differs from the starting amount if a range of checks have a stop request against them.

Check Amount Start
The starting amount of the check.

Check Amount End
The ending amount of the check. This field differs from the starting amount if a range of checks have a stop request against them.

Issued Date
The issued date for this check.

Status
The status of the stop request.

User Input
The user that requested the stop payment request.

Payable To
The payee of the check.

Reason
The reason the check has been stopped.
The All Checks Report filter screen generates an on-line report using dynamic selection criteria. Select items by Issued Date, Paid Date, Input Date, Exception Date or Issued Payee. Optionally select items that meet a specific pay/return decision or return reason.

**Selection Screen**

The report can be printed or exported to Excel by clicking on the appropriate icon. Click on Go Back to return to the report selection screen.

**Results Screen**

Client ID

The account on which the stop payment is to be applied. The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system.

**Note:** The label used for this field (Client ID) throughout the system is defined by Columbia Bank.
Check Number
The check number of this item.

Check Amount
The amount of the check that has been presented for payment.

Payee
The name of the issued payee for this check.

Issued Date
This is the date the check was issued.

Paid Date
The paid date for this check.

Input Date
The date the issued item was entered into the system. Note: The date is followed by (M) if the check was not loaded via an issued file upload, which means it was entered into the system in some other manner. Examples would be a check being manually input by a user, or a paid not issued exception item that is paid.

Status
The current status of the check.
STOP PAYMENT: Displayed for checks that have been stopped with a stop payment.
EXCEPTION: Displayed on items that are flagged as exceptions by the system.
PAID: Displayed on items that have been previously paid.
VOID: Displayed on items that have been voided.
VOID (A): Indicates that the item was automatically voided.
ISSUED: Indicates that the item is an outstanding check.
Transaction Reports – Outstanding Issued Checks

The Outstanding Issued Checks report filter screen allows the user to create an outstanding issued checks report using dynamic selection criteria. Select items by Issued Date, Input Date, Outstanding as of Date or Issued Payee.

**Selection Screen:**

![Selection Screen](image)

**Results Screen:**

![Results Screen](image)

**Client ID**
The account on which the stop payment is to be applied. The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system.

*Note: The label used for this field [Client ID] throughout the system is defined by Columbia Bank.*

**Check Number**
The check number of this item.

**Check Amount**
The amount of the check that has been presented for payment.

**Payee**
This is the name of the issued payee for this check.

**Issued Date**
This is the date the check was issued.

**Input Date**
The date the issued item was entered into the system. *Note: The date is followed by (M) if the check was not loaded via an issued file upload, which means it was entered into the system in some other manner. Examples would be a check being manually input by a user, or a paid not issued exception item that is paid.*
Transaction Reports – Daily Issued Checks Summary

The Daily Issued Checks Summary report is an easy way to see how many checks were issued on any given day and their totals. The dynamic selection criterion allows the user to fine tune the report to their specific needs. This includes both manually loaded checks and checks uploaded through an issued check file.

Selection Screen:

Results Screen:

Issued Date
The date the checks were issued.

Client ID
The account on which the stop payment is to be applied. The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system. **Note:** The label used for this field [Client ID] throughout the system is defined by Columbia Bank.

Check Count
The number of checks issued.

Check Amount
The total amount of the checks issued on the specified date.
The **Paid Checks** report filter screen allows the user to create a report of paid checks using dynamic selection criteria. Select items by Issued Date, Paid Date, Input Date or Issued Payee.

**Selection Screen:**

<table>
<thead>
<tr>
<th>Client ID</th>
<th>Account ID</th>
<th>Issued Date</th>
<th>Paid Date</th>
<th>Input Date</th>
<th>Issued Payee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big City Electric</td>
<td>#1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>#2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>#3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Results Screen:**

- The report can be printed or exported to Excel by clicking on the appropriate icon.
- Click on Go Back to return to the report selection screen.

**Client ID**

The account on which the stop payment is to be applied. The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system. **Note: The label used for this field [Client ID] throughout the system is defined by Columbia Bank.**

**Check Number**

The check number of this item.

**Check Amount**

The amount of the check that has been presented for payment.
Payee
The name of the issued payee for this check.

Issued Date
This is the date the check was issued.

Paid Date
The paid date for this check.

Input Date
The date the issued item was entered into the system. Note: The date is followed by (M) if the check was not loaded via an issued file upload, which means it was entered into the system in some other manner. Examples would be a check being manually input by a user, or a paid not issued exception item that is paid.
Transaction Reports – ACH Transactions

The ACH Transactions report filter screen allows the user to create a report of ACH transactions for a specific date range. If no date range is defined, all ACH transactions currently stored within the system are displayed. Report may be filtered by Paid Date, SEC Code or Company ID.

Selection Screen:

![ACH Transactions Screen]

Options:
- Optionally choose specific accounts to be included in the report. By default, all assigned accounts are included in the report.
- The report can be printed or exported to Excel by clicking on the appropriate icon.
- Click on Go Back to return to the report selection screen.

Results Screen:

![ACH Transactions Report]

Client ID
The account on which the stop payment is to be applied. The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system. **Note:** The label used for this field [Client ID] throughout the system is defined by Columbia Bank.

ACH Company ID
The originating ACH company’s identification number.
**ACH SEC**  
The ACH standard entry class.

**DR/CR**  
Indicates if the transaction is a debit or credit.

**Transaction Amount**  
The amount of the ACH transaction that has been presented for payment.

**Description**  
The description of the ACH transaction.

**Paid Date**  
The paid date for this transaction.
Transaction Reports – Stops and Voids

The **Stops and Voids** report filter screen allows the user to create a report of checks that have been stopped or voided. Select items by Issued Date, Void Date, Stop Payment Date, Item Stopped Date or Issued Payee.

**Selection Screen:**

![Stops and Voids Screen]

**Issued Date**
The Issued Date checkbox is used to search for transactions based upon the issued date of checks. A date range may be selected by entering both a Start and End date. If searching only for a single date, enter the date in both the start date field.

**Void Date**
The Void Date checkbox is used to search for transactions based upon the date the item was voided. A date range may be selected by entering both a Start and End date. If searching only for a single date, enter the date in both the start date field.

**Stop Placed Date**
The Stop Placed Date checkbox is used to search for transactions based upon the date a stop payment was applied to this item. A date range may be selected by entering both a Start and End date. If searching only for a single date, enter the date in both the start date field.

**Item Stopped Date**
The Item Stopped Date checkbox is used to search for transactions based upon the date the item was stopped. The item stopped date is only set on checks that are presented for payment after being set up with a stop payment. A date range may be selected by entering both a Start and End date. If searching only for a single date, enter the date in both the start date field.

<table>
<thead>
<tr>
<th>Client:</th>
<th>Big City Electric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account ID:</td>
<td>1</td>
</tr>
<tr>
<td>Issued Date:</td>
<td>Start</td>
</tr>
<tr>
<td>Void Date:</td>
<td>Start</td>
</tr>
<tr>
<td>Stop Placed Date:</td>
<td>Start</td>
</tr>
<tr>
<td>Item Stopped Date:</td>
<td>Start</td>
</tr>
<tr>
<td>Issued Payee:</td>
<td></td>
</tr>
</tbody>
</table>

*Note: Only stops with matching outstanding issued checks will appear.*

Optionally choose specific accounts to be included in the report. By default, all assigned accounts are included in the report.
Requested Stop Pay
The Requested Stop Pay checkbox is used to indicate if items that have been requested as stop payment through this system.

Requested and Placed
The Requested and Placed checkbox is used to indicate if items with a stop payment that has been paid applied by the bank should be listed.

Item Stopped
The Item Stopped checkbox is used to indicate if items that have been stopped because of a stop payment should be listed.

Void
The Void checkbox is used to indicate if checks that have been voided should be listed.

Results Screen:
The report can be printed or exported to Excel by clicking on the appropriate icon. Click on Go Back to return to the report selection screen.

<table>
<thead>
<tr>
<th>Client ID</th>
<th>Check #</th>
<th>Payee</th>
<th>Check Amount</th>
<th>Issued Date</th>
<th>Requested Stop Pay</th>
<th>Requested and Placed</th>
<th>Item Stopped</th>
<th>Void</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client ID</td>
<td>Check #</td>
<td>Payee</td>
<td>Check Amount</td>
<td>Issued Date</td>
<td>Requested Stop Pay</td>
<td>Requested and Placed</td>
<td>Item Stopped</td>
<td>Void</td>
</tr>
</tbody>
</table>

Client ID
The account on which the stop payment is to be applied. The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system. Note: The label used for this field (Client ID) throughout the system is defined by Columbia Bank.

Check #
The check number of this item.

Payee
The name of the issued payee for this check as provided by the corporate client.

Requested Stop Pay
If the request originated from a source other than this system, this column is blank.

Item Stopped
The date the item was stopped.

Check Amount
The amount of the check that has been presented for payment.

Issued Date
This is the date the check was issued.

Requested and Placed
The date the stop payment was applied (setup).

Void
The date the check was voided.

Note: If an [A] is listed after the void date, the item was automatically voided.
Transaction Reports – Exception Items

The Exception Items report filter screen allows the user to generate a report of items that were flagged as exception items. Optionally select items that meet specific criteria. Criteria can include: Exception Date, Exception Type (ACH, Check or Both), pay/return decision or return reason.

Selection Screen:

Results Screen:

Client ID
The account on which the stop payment is to be applied. The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system. **Note:** The label used for this field (Client ID) throughout the system is defined by Columbia Bank.

Check Number
The check number of this item.

Transaction Amount
The amount of the transaction that has been presented for payment.
Payee
The name of the issued payee for this check as provide by client.

Paid Date
The paid date for this check.

Input Date
The date the issued item was entered into the system. 
*Note: The date is followed by (M) if the check was not loaded via an issued file upload, which means it was entered into the system in some other manner. Examples would be a check being manually input by a user, or a paid not issued exception item that is paid.*

Exception
The type of exception for this item.

Decision
The decision for this exception item.

Return Reason
If the item was returned, the reason will be displayed here.
Transaction Reports – Correction Report

The Correction Report lists the items that have been corrected by Columbia Bank. These are items that have posted incorrectly (usually due to encoding errors: check number blank, zero or incorrect and amount mismatches).

Selection Screen:

Results Screen:

Client
The client’s name.

Account ID
The account on which the stop payment is to be applied. The Account ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system. Note: The label used for this field [Client ID] throughout the system is defined by Columbia Bank.

Check Number
The check number of the incorrect & corrected items.

Amount
The amount of the check that has been presented for payment and the amount of the corrected item.

Issued Date
This is the date the check was issued.

Paid Date
The paid date for this check.

Exception
The type of exception for this item.

Reason
The reason this item was corrected.

Notes
Any notes associated with the correction.
Transaction Reports – Stale Dated Checks

The **Stale Dated Checks** report filter screen allows the user to create a report of stale dated checks using dynamic selection criteria. A check is considered stale after 180 days defined in the Institution specifications. Select items by Issued Date, Input Date, As of Date or Issued Payee.

**Selection Screen:**

![Stale Dated Checks Filter Screen]

 Optionally choose specific accounts to be included in the report. By default, all assigned accounts are included in the report.

**Results Screen:**

![Stale Dated Checks Results Screen]

The report can be printed or exported to Excel by clicking on the appropriate icon. Click on **Go Back** to return to the report selection screen.

**Client ID**
The account on which the stop payment is to be applied. The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system. *Note: The label used for this field [Client ID] throughout the system is defined by Columbia Bank.*

**Check Number**
The check number of this item.

**Check Amount**
The amount of the check that has been presented for payment.

**Payee**
The name of the issued payee for this check.

**Issued Date**
This is the date the check was issued.
Input Date
The date the issued item was entered into the system. *Note: The date is followed by (M) if the check was not loaded via an issued file upload, which means it was entered into the system in some other manner. Examples would be a check being manually input by a user, or a paid not issued exception item that is paid.*

As of Date
To create a report of stale dated checks **as of** a specific date in the past, enter a date in this field.
The Check Reconciliation Summary report is used to assist in balancing online account balances with a customer statement. The report displays an activity summary of newly issued checks, paid checks, and stopped/voided checks. The report also provides a total of outstanding checks as of the reconciliation date.

**Client ID**
The account on which the stop payment is to be applied. The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system.  
*Note: The label used for this field [Client ID] throughout the system is defined by Columbia Bank.*

**Reconcile Through Date**
The ending date of the reconciliation period. The beginning date of the reconciliation period is based upon the last reconciliation performed on the account. The first time an account is reconciled, all activity in the system up through the Reconcile Through Date is included.

To display a detailed list of the items for any of the totals listed on the report, click on the **Show** link.
The Deposit Reconciliation Summary report is used by clients to verify deposits made to an account. This report allows the client to reconcile a full list of all deposits on an account or to reconcile deposits for each location separately.

**Client ID**

The account on which the stop payment is to be applied. The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system. Note: The label used for this field (Client ID) throughout the system is defined by Columbia Bank.

**Reconcile Through Date**

The ending date of the reconciliation period. The beginning date of the reconciliation period is based upon the last reconciliation performed on the account. The first time an account is reconciled; all activity in the system up through the Reconcile Through Date is included.

**Location**

A list of locations will be displayed if location information is available for this client. The location list values are populated based upon the serial number value from the clients deposit slips.

To display a detailed list of the items for any of the totals listed on the report, click on the Show link.
Manage Locations
If the corporate client is depositing by location, the **Manage Locations** option will be displayed. When selected, a list of the locations will be displayed with an option to define a description for the location.

<table>
<thead>
<tr>
<th>Location #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>101</td>
<td>A Street</td>
</tr>
<tr>
<td>104</td>
<td>O Street</td>
</tr>
<tr>
<td>105</td>
<td>G Street</td>
</tr>
<tr>
<td>107</td>
<td>South Street</td>
</tr>
<tr>
<td>108</td>
<td>Apple Way</td>
</tr>
<tr>
<td>110</td>
<td>Normal Blvd</td>
</tr>
<tr>
<td>113</td>
<td>North 84th</td>
</tr>
<tr>
<td>2</td>
<td>East Lincoln</td>
</tr>
<tr>
<td>3</td>
<td>West R</td>
</tr>
</tbody>
</table>

*Note: The location number will be appended to the description in parenthesis. Example: South Street (107).*

**Location Number**
The location the deposit is associated with.

**Description**
The description of the location.

*Note: The location number will be appended to the description in parenthesis. Example: South Street (107).*
**Transaction Reports – Account Reconciliation Summary**

The **Account Reconciliation Summary** is used to assist in balancing online account balances with a customer statement. The report displays an activity summary with newly issued checks, paid checks, stopped checks, voided checks, ACH debits and credits, miscellaneous debits and credits, deposits, service charges, paid interest and taxes/withholding. The report also provides a total of outstanding checks and the check register balance as of reconciliation date.

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**Client ID**

The account on which the stop payment is to be applied. The Client ID is the nickname or description that identifies this account to the customer. This Client ID is displayed in place of the account number on screens within the system and in emails generated by the system. *Note: The label used for this field (Client ID) throughout the system is defined by Columbia Bank.*

**Reconcile Through Date**

The ending date of the reconciliation period. The beginning date of the reconciliation period is based upon the last reconciliation performed on the account. The first time an account is reconciled, all activity up until the Reconcile Through Date will be included.

To display a detailed list of the items for any of the totals listed on the report, click on the **Show** link.

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The Reconciliation History on the right side of the screen provides links to previous reconciliation reports that have been performed on this account.

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Click on **Finish Reconciliation** to reconcile the checks.
**Note – Items that have already been reconciled via the Check Reconciliation or Deposit Reconciliation screens will not be included in the Account Reconciliation statement.**

After clicking on a link in the Reconciliation History, an Account Reconciliation Report will be displayed with all items that were reconciled on the report.
General Items – Reset User (Client)

The Reset User (Client) screen is used to reset clients.

Selection Screen:

Results Screen:

Password / Verify Password
The login password for the user. The password and verify password must match in order to change the user’s password.

- The system automatically requires all new users to change their password on the first login.
- The password definition rules [minimum length and mixed character requirements] are defined by Columbia Bank.
- The system automatically prompts users to change their passwords based upon the password expiration days defined by Columbia Bank.

User Locked
This checkbox determines if the user is locked out of the system. The user is automatically locked out of the system if the user exceeds the number of failed password attempts. To unlock a user, uncheck this box.