

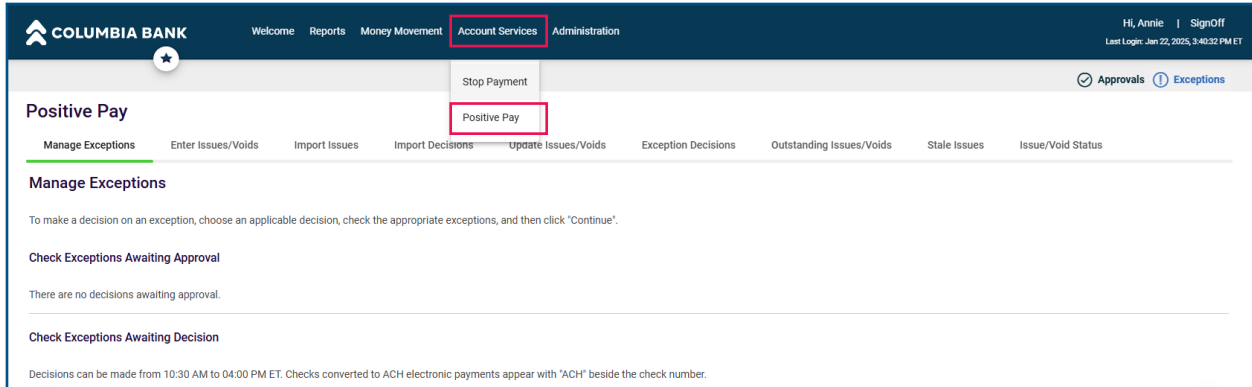
# Check Positive Pay User Guide

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# Check Positive Pay

Check Positive Pay is available from the Account Services section in Commercial Online Banking.

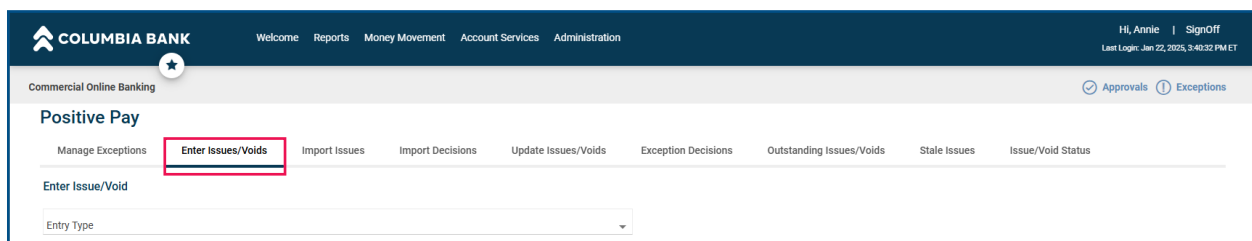


## Entering and uploading check records

To ensure only authorized checks are processed and paid, it is critical to maintain an accurate record of issued checks for comparison against those negotiated by payees. Within Check Positive Pay, you can manually enter issued checks or you can upload a file containing check information.

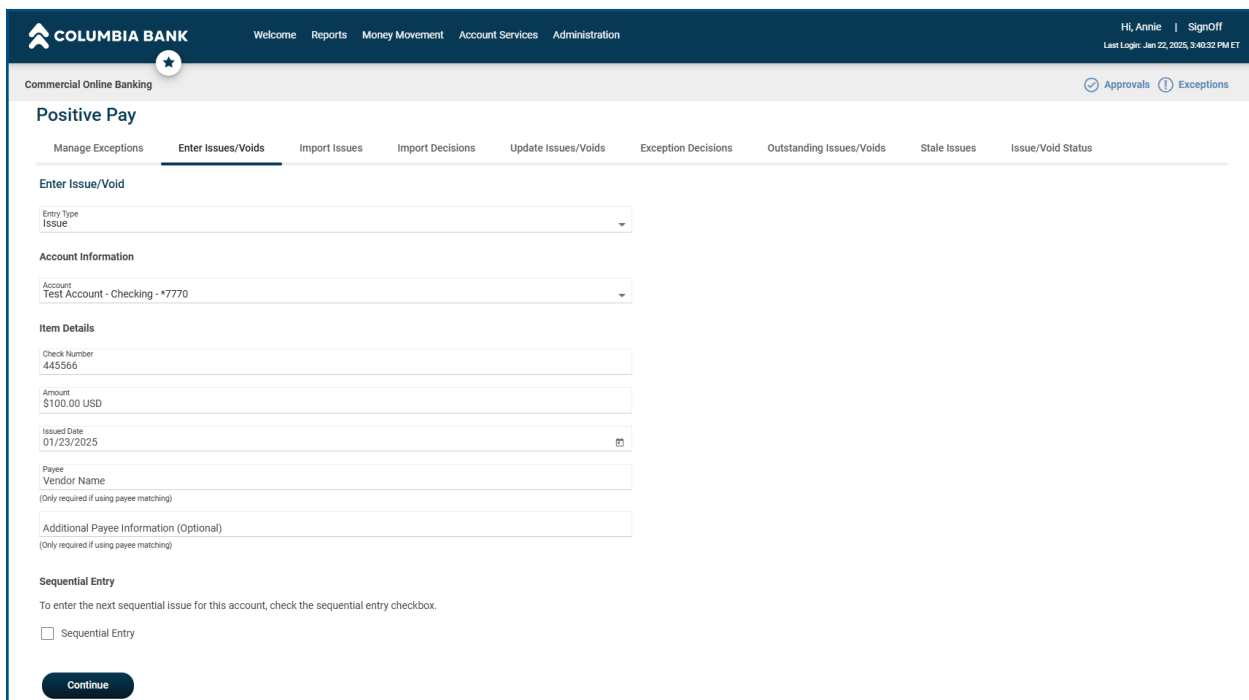
### Manual input

#### 1. Select **Enter Issues**.



## 2. Add check record information for each issued check.

- Check number
- Amount
- Issued Date
- Payee name – only required if using Payee Match
- Additional Payee Information – only required if using Payee Match and there are two lines of payee information



The screenshot displays the Columbia Bank Commercial Online Banking interface. The top navigation bar includes the Columbia Bank logo, user name 'Hi, Annie', and 'Sign Off' link. Below the navigation bar, the 'Positive Pay' section is active, with a sub-tab 'Enter Issues/Voids' selected. The form contains the following fields and sections:

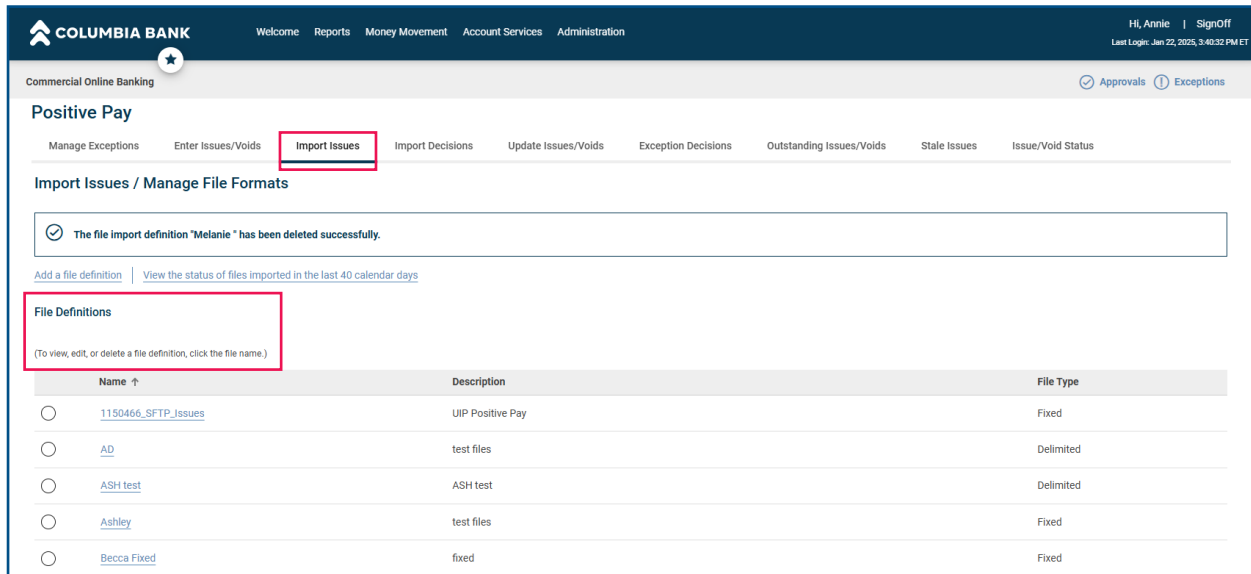
- Entry Type:** A dropdown menu with 'Issue' selected.
- Account Information:** A dropdown menu with 'Test Account - Checking - \*7770' selected.
- Item Details:**
  - Check Number: 445566
  - Amount: \$100.00 USD
  - Issued Date: 01/23/2025
  - Payee: Vendor Name (with a note: 'Only required if using payee matching')
  - Additional Payee Information (Optional) (with a note: 'Only required if using payee matching')
- Sequential Entry:** A section with the text 'To enter the next sequential issue for this account, check the sequential entry checkbox.' and a checkbox labeled 'Sequential Entry' which is currently unchecked.
- Continue:** A blue button at the bottom of the form.

## 3. Click **Continue** to review the details then select **Add Issues**.

## 4. Click **Save**.

## Uploading a file

1. Select **Import Issues** and click the radial button to the left of the file definition for the file upload and click **Continue**.



Commercial Online Banking Hi, Annie | SignOff  
Last Login: Jan 22, 2025, 3:40:32 PM ET

Positive Pay Approvals Exceptions

Manage Exceptions Enter Issues/Voids **Import Issues** Import Decisions Update Issues/Voids Exception Decisions Outstanding Issues/Voids Stale Issues Issue/Void Status

Import Issues / Manage File Formats

✓ The file import definition "Melanie" has been deleted successfully.

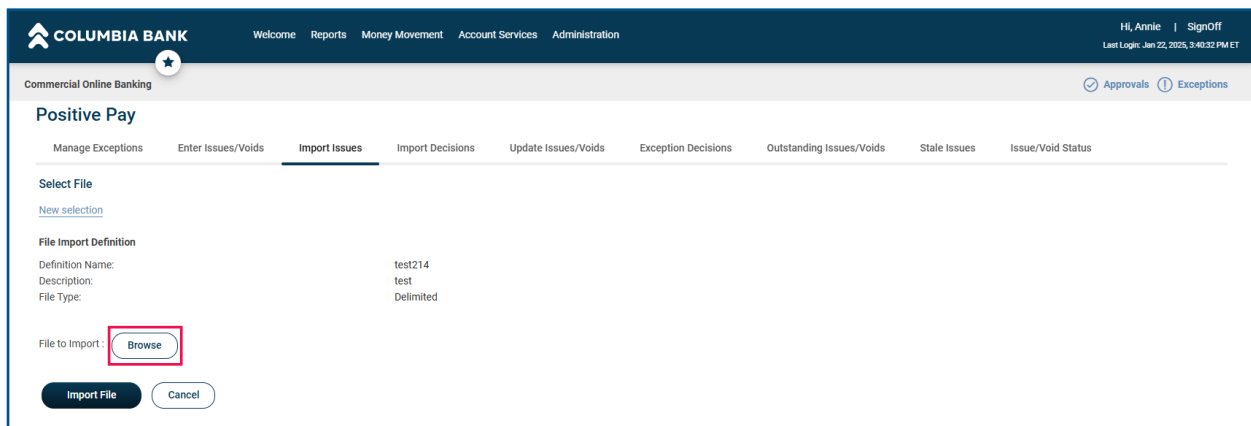
[Add a file definition](#) | [View the status of files imported in the last 40 calendar days](#)

**File Definitions**  
(To view, edit, or delete a file definition, click the file name.)

Name ↑	Description	File Type
<input type="radio"/> <a href="#">1150466_SFTP_Issues</a>	UIP Positive Pay	Fixed
<input type="radio"/> <a href="#">AD</a>	test files	Delimited
<input type="radio"/> <a href="#">ASH test</a>	ASH test	Delimited
<input type="radio"/> <a href="#">Ashley</a>	test files	Fixed
<input type="radio"/> <a href="#">Becca Fixed</a>	fixed	Fixed

2. Choose **Browse** to locate the file from your computer. The system supports both delimited and fixed file formats. The table below defines the field requirements and formats.

**Note:** The file should not contain a Header or Footer unless you are sending the file via Direct Transmission.



Commercial Online Banking Hi, Annie | SignOff  
Last Login: Jan 22, 2025, 3:40:32 PM ET

Positive Pay Approvals Exceptions

Manage Exceptions Enter Issues/Voids **Import Issues** Import Decisions Update Issues/Voids Exception Decisions Outstanding Issues/Voids Stale Issues Issue/Void Status

Select File

[New selection](#)

File Import Definition

Definition Name: test214  
Description: test  
File Type: Delimited

File to import:  **Browse**

**Import File**

FIELD NAME	REQUIRED/ OPTIONAL	SUPPORTED FORMATS/CHARACTERS			
<b>Check Number</b>	Required	Numbers 0 – 9. Up to 15 characters allowed.			
<b>Amount</b>	Required	Dollar amounts with or without a decimal(.) or dollar sign (\$). If the decimal is not included, select an applied decimal format, Whole Dollar (123=123.00) or implied (123=1.23).			
<b>Issue Date</b>	Required	MMDDYY MMDDYYYY MM/DD/YY	YYMMDD YYYYMMDD YY/MM/DD	MM/DD/YYYY MM-DD-YY MM-DD-YYYY	YYYY/MM/DD YY-MM-DD YYYY-MM-DD
<b>Payee Name</b>	Only required for Payee Positive Pay.	Letters A – Z and numbers 0 – 9. Up to 96 characters allowed for payee positive pay accounts.			
<b>Additional Payee Name Line</b>	Optional	Letters A – Z and numbers 0 - 9. Up to 96 characters.			
<b>ABA/TRC</b>	*Optional	Numbers 0 – 9. Columbia Bank routing number is 123205054.			
<b>Account</b>	*Optional	Numbers 0 – 9. Required if your import file has multiple accounts in it.			
<b>Issue Type</b>	*Optional.	I for issue or V for void (not case sensitive). If this field is undefined or has characters other than I or V, it defaults to I for issue.			
<b>Debit/Credit</b>	*Optional	Not a required field and not required in file or mapped in field definition.			
<b>Issue Action</b>	*Optional	A for add or D for delete. If this field is undefined or has characters other than A or D, it defaults to A for add. This field must be mapped; however you do not need to have it within the actual file.			

**Note** An asterisk (\*) denotes optional fields for which a default value can be defined. When a default value is defined for a field, it is not required in the actual file.

**Default Field Values (Optional)**

Enter default values that will be applied to all issues in your import file.

ABA/TRC:

Account:

Issue type:

Issue action:

### 3. Click **Import File**.

# Custom file format definitions

Columbia Positive Pay supports both delimited and fixed file formats. You can create a custom delimited or fixed file format definition from the Issue **File Import** page in Commercial Online Banking. Click on the **File Import Definition** link located at the top of the page. Please see the accompanying pages for Columbia Bank's file layout requirements for delimited and fixed file formats.

## Delimited File Format

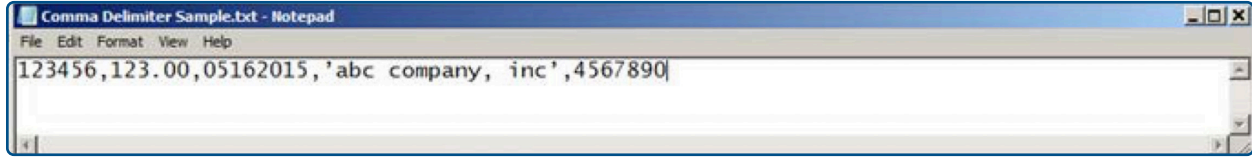
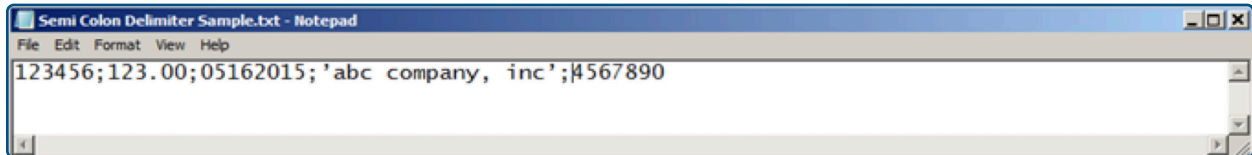
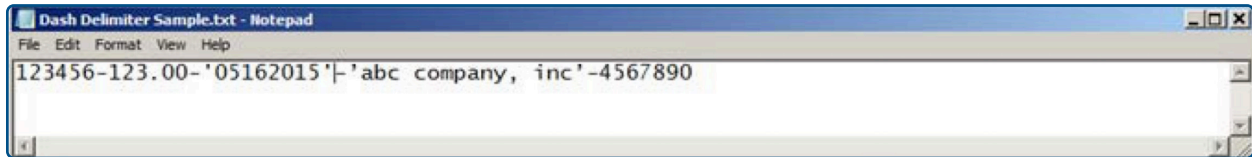
A delimited file is a text file consisting of data separated by a tab, dash (-), semi-colon (;), or comma (.). For delimited file formats, please use a .csv file extension when initially saving the file to be imported.

A popular delimited file is a **CSV** file created using Microsoft Excel and many other popular software application programs.

A delimited file also includes a text qualifier, a single quote (') or double quote ("), that is placed on each side of the text if you are including payee names in your import files. The text qualifier ensures that a character like a comma (,) is not treated like a field delimiter when it is included in a data field. For example, when a file is imported and includes a company name such as abc company, inc the text qualifier ensures that the name is not divided by the comma during the import process.

### Sample Delimited File Values

FIELD	PURPOSE	MAXIMUM LENGTH	VALID FIELD PROPERTIES	VALUE IN SAMPLE FILE
1	<b>Check #</b>	15	Numeric Only	123456
2	<b>Amount</b>	Must be greater than 0.00 and less than 100,000,000.00.	Numeric Only <b>Decimal Included (Preferred)</b> 123.00 <b>Decimal Not Included</b> <b>Whole Dollar</b> 123=123.00 <b>Implied Decimal</b> 123=1.23	123.00
3	<b>Issue Date</b>	Must match one of the defined values. <i>(If using the Dash field delimiter, a single or double text qualifier is required.)</i>	MMDDYY      YYYY-MM-DD MMDDYYYY    MM/DD/YY MM/DD/YYYY   MM-DD-YY MM-DD-YYYY   YYMMDD YYYYMMDD    YY/MM/DD YYYY/MM/DD   YY-MM-DD	05162015
4	<b>Payee</b>	96	Alpha/Numeric	abc company, inc
5	<b>Account</b>	17	Numeric	4567890

**Sample Delimited File Using a Comma Delimiter**

**Sample Delimited File Using a Semi-Colon Delimiter**

**Sample Delimited File Using a Dash Delimiter**


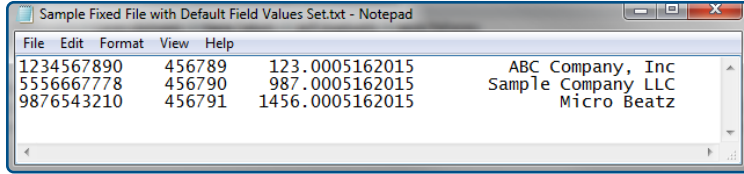
## Fixed File Format

A fixed file is a text file consisting of data that have specific lengths and positions. For fixed file formats, please use a .txt file extension when initially saving the file to be imported. **Other file extensions are not supported.**

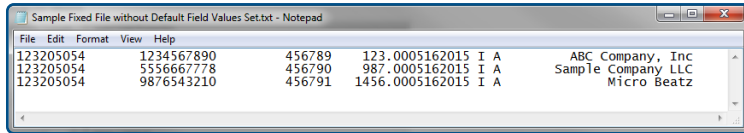
**Sample Fixed File Values**

FIELD	PURPOSE	MAXIMUM LENGTH	VALID FIELD PROPERTIES	VALUE IN SAMPLE FILE
1	Account	17	Numeric Only	1234567890
2	Check#	15	Numeric Only	456789
3	Amount	Must be greater than 0.00 and less than 100,000,000.00	Numeric Only <b>Decimal Included (Preferred)</b> 123.00 <b>Decimal Not Included</b> <b>Whole Dollar</b> 123=123.00 <b>Implied Decimal</b> 123=1.23	123.00
4	Issue Date	10	MMDDYY      YYYY-MM-DD MMDDYYYY    MM/DD/YY MM/DD/YYYY   MM-DD-YY MM-DD-YYYY   YYMMDD YYYYMMDD    YY/MM/DD YYYY/MM/DD   YY-MM-DD	05162015
5	Payee	96	Alpha/Numeric	abc company, inc

## Sample Fixed File Record with Default Field Values Set



## Sample Fixed File Record without Default Field Values Set



## Sample Excel CSV File Record

	A	B	C	D	E
1	6503	Bob the Builder	343.97	7/5/2015	
2	6504	Mickey Mouse	233.89	7/5/2015	
3	6507	Donald Duck	179.63	7/5/2015	
4	6511	Minnie Mouse	264.07	7/5/2015	
5	6546	Goofy's Stuff Inc	225.83	7/5/2015	
6	6778	First Business Name LLC	151	7/5/2015	

## Field Properties (no Default Field Values set)

**Field Properties**

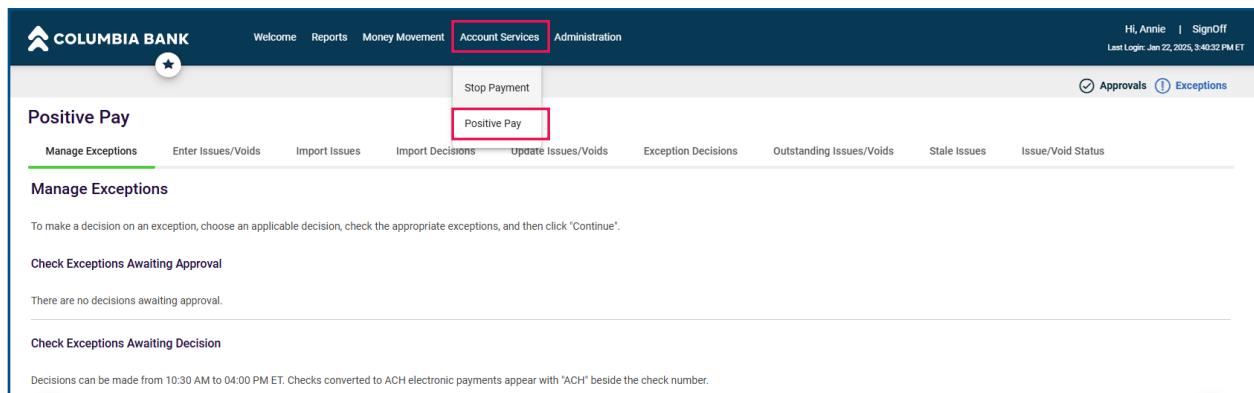
Enter appropriate start and end positions for each field, as they would appear in your import file. Valid field properties for each field are listed for your reference.

Field Name	Position	Valid Field Values Within A File
ABA/TRC	position to position	Numeric only (0-9)
Account	position to position	Numeric only (0-9), 17 characters max
Check Number	position to position	Numeric only (0-9), 15 characters max
Amount	position to position	Numeric only (0-9), greater than 0.00 and less than 100,000,000.00
Issued Date	position to position	Numeric date in specified format (for example, MMDDYY)
Issue Type	position to position	Issue, L, Void, V
Issue Action	position to position	Add, A, Delete, D
Debit/Credit (optional)	position to position	Debit, D, Credit, C
Payee	position to position	Alpha (a-z, A-Z), numeric (0-9), special characters (including spaces), 128 characters max
Additional Payee Information (optional)	position to position	Alpha (a-z, A-Z), numeric (0-9), special characters (including spaces), 128 characters max

# Managing exceptions

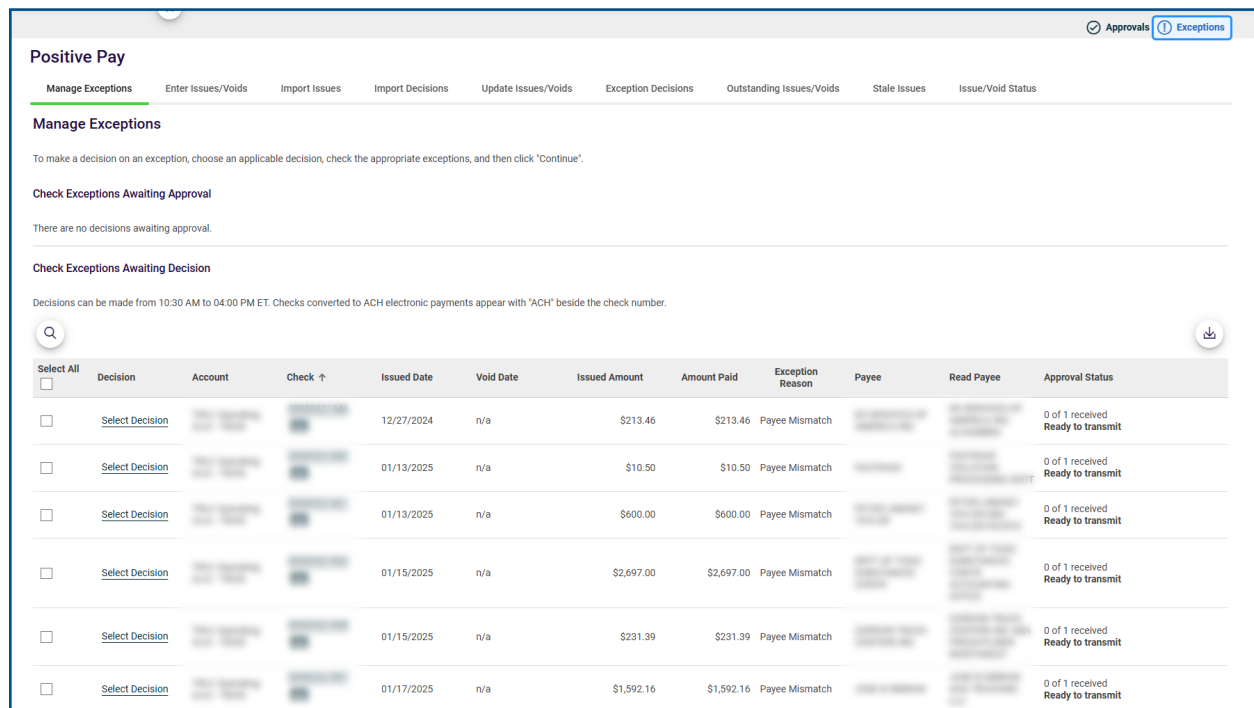
To review check exception items that have been presented for payment on your account, follow the steps below. **The exception decision cutoff time is 1:00 p.m. PT.** If you do not decision your items, your default decision will be applied.

## 1. Select **Manage Exceptions**.



The screenshot shows the Columbia Bank Positive Pay interface. The top navigation bar includes 'COLUMBIA BANK', 'Welcome', 'Reports', 'Money Movement', 'Account Services' (highlighted with a red box), and 'Administration'. The user is logged in as 'Hi, Annie' with a 'SignOff' option. The 'Positive Pay' section is active, with 'Positive Pay' (highlighted with a red box) selected in the sub-menu. The 'Manage Exceptions' tab is highlighted in green. Below the navigation, there is a 'Manage Exceptions' section with instructions: 'To make a decision on an exception, choose an applicable decision, check the appropriate exceptions, and then click 'Continue''. There are two sub-sections: 'Check Exceptions Awaiting Approval' (stating 'There are no decisions awaiting approval.') and 'Check Exceptions Awaiting Decision'. A note at the bottom states: 'Decisions can be made from 10:30 AM to 04:00 PM ET. Checks converted to ACH electronic payments appear with 'ACH' beside the check number.'

## 2. A list of check exceptions will be displayed.



The screenshot shows the Columbia Bank Positive Pay interface with a list of check exceptions. The 'Positive Pay' section is active, and the 'Exceptions' link in the top right is highlighted with a blue box. The 'Manage Exceptions' section is visible, with instructions: 'To make a decision on an exception, choose an applicable decision, check the appropriate exceptions, and then click 'Continue''. Below the instructions, there are two sub-sections: 'Check Exceptions Awaiting Approval' (stating 'There are no decisions awaiting approval.') and 'Check Exceptions Awaiting Decision'. A note at the bottom states: 'Decisions can be made from 10:30 AM to 04:00 PM ET. Checks converted to ACH electronic payments appear with 'ACH' beside the check number.' Below the note, there is a search icon and a table of exceptions.

Select All	Decision	Account	Check ↑	Issued Date	Void Date	Issued Amount	Amount Paid	Exception Reason	Payee	Read Payee	Approval Status
<input type="checkbox"/>	Select Decision			12/27/2024	n/a	\$213.46	\$213.46	Payee Mismatch			0 of 1 received Ready to transmit
<input type="checkbox"/>	Select Decision			01/13/2025	n/a	\$10.50	\$10.50	Payee Mismatch			0 of 1 received Ready to transmit
<input type="checkbox"/>	Select Decision			01/13/2025	n/a	\$600.00	\$600.00	Payee Mismatch			0 of 1 received Ready to transmit
<input type="checkbox"/>	Select Decision			01/15/2025	n/a	\$2,697.00	\$2,697.00	Payee Mismatch			0 of 1 received Ready to transmit
<input type="checkbox"/>	Select Decision			01/15/2025	n/a	\$231.39	\$231.39	Payee Mismatch			0 of 1 received Ready to transmit
<input type="checkbox"/>	Select Decision			01/17/2025	n/a	\$1,592.16	\$1,592.16	Payee Mismatch			0 of 1 received Ready to transmit

- Review each exception, including the front and back image, then click **Select Decision** and choose **Pay** or **Return** depending on whether the check is legitimate.

**Positive Pay**

[Manage Exceptions](#)
[Enter Issues/Voids](#)
[Import Issues](#)
[Import Decisions](#)
[Update Issues/Voids](#)
[Exception Decisions](#)
[Outstanding Issues/Voids](#)
[Stale Issues](#)
[Issue/Void Status](#)

**Manage Exceptions**

To make a decision on an exception, choose an applicable decision, check the appropriate exceptions, and then click "Continue".

**Check Exceptions Awaiting Approval**

There are no decisions awaiting approval.

**Check Exceptions Awaiting Decision**

Decisions can be made from 10:30 AM to 04:00 PM ET. Checks converted to ACH electronic payments appear with "ACH" beside the check number.

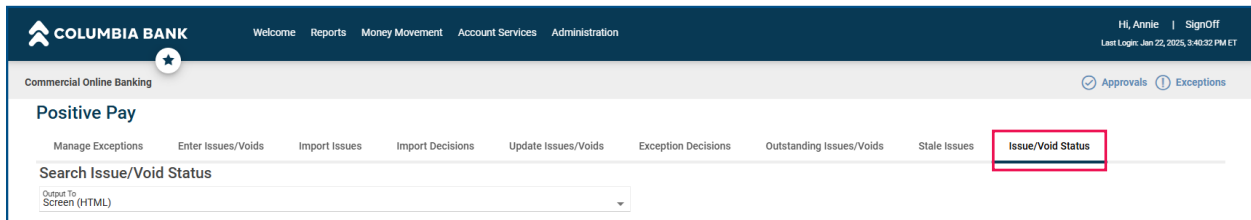
Select All	Decision	Account	Check ↑	Issued Date	Void Date	Issued Amount	Amount Paid	Exception Reason	Payee	Read Payee	Approval Status
<input checked="" type="checkbox"/>	Pay			12/27/2024	n/a	\$213.46	\$213.46	Payee Mismatch			0 of 1 received Ready to transmit
<input checked="" type="checkbox"/>	Return - Altered			01/13/2025	n/a	\$10.50	\$10.50	Payee Mismatch			0 of 1 received Ready to transmit

- Click **Save**.

# Viewing status of checks

To view in real-time whether a check was paid or is outstanding, follow the steps below.

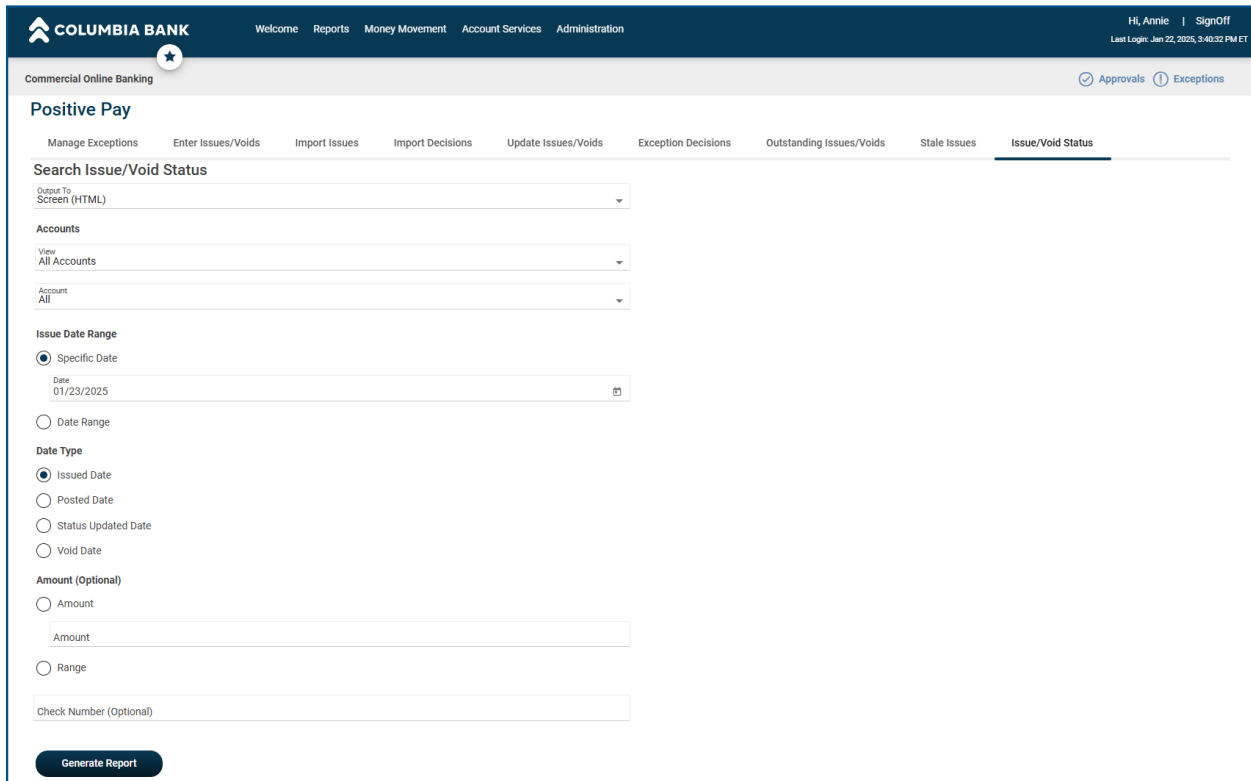
## 1. Select **Issue/Void Status**.



The screenshot shows the Columbia Bank Commercial Online Banking interface. At the top, there is a navigation bar with the bank logo, user name 'Hi, Annie', and 'SignOff' link. Below this is a secondary navigation bar with 'Welcome', 'Reports', 'Money Movement', 'Account Services', and 'Administration'. The main content area is titled 'Positive Pay' and contains several menu items: 'Manage Exceptions', 'Enter Issues/Voids', 'Import Issues', 'Import Decisions', 'Update Issues/Voids', 'Exception Decisions', 'Outstanding Issues/Voids', 'Stale Issues', and 'Issue/Void Status'. The 'Issue/Void Status' menu item is highlighted with a red rectangular box. Below the menu items is a search bar labeled 'Search Issue/Void Status' with a dropdown menu set to 'Output To Screen (HTML)'.

## 2. Narrow your search by:

- Accounts
- Issue Date Range
- Date Type
- (Optional) Amount
- (Optional) Check Number



The screenshot shows the Columbia Bank Commercial Online Banking interface with the 'Issue/Void Status' menu item selected. The search filters are expanded, showing the following options:

- Search Issue/Void Status:** Output To Screen (HTML)
- Accounts:** View All Accounts, Account All
- Issue Date Range:**
  - Specific Date: Date 01/23/2025
  - Date Range
- Date Type:**
  - Issued Date
  - Posted Date
  - Status Updated Date
  - Void Date
- Amount (Optional):**
  - Amount: [Text Input]
  - Range: [Text Input]
- Check Number (Optional):** [Text Input]

A 'Generate Report' button is located at the bottom left of the search filter section.

3. Click **Generate Report**.

4. The check along with its status and when the status was last updated will display. If the check has been negotiated, you will also be able to view an image of the check.

**Positive Pay**

Manage Exceptions   Enter Issues/Voids   Import Issues   Import Decisions   Update Issues/Voids   Exception Decisions   Outstanding Issues/Voids   Stale Issues   Issue/Void Status

**Issue/Void Status** 🔍 📄

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

View Criteria Modify Search

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Total Reported Amount : \$1,735,615.70  
 Total Reported Items : 135

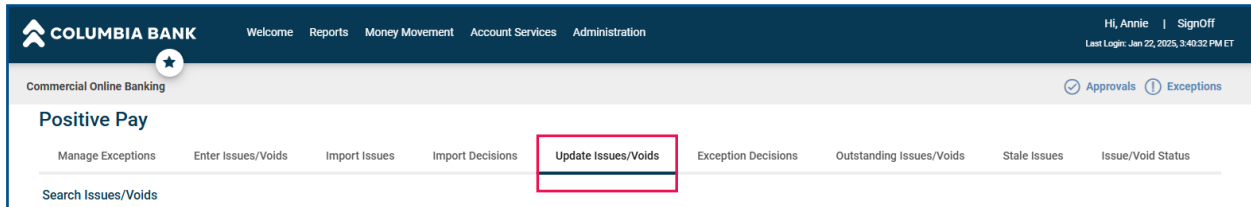
Items per page: 100   1 - 100 of 135   < >

Check Number	Amount	Issued Date	Void Date	Posted Date	Status	Status Updated	Payee	Read Payee	Payee Match Score
7998	\$33,693.63	12/26/2024	n/a	01/03/2025	Paid	01/04/2025			100
7999	\$70,338.95	12/26/2024	n/a	12/27/2024	Paid	12/28/2024			100
8000	\$11,402.85	12/26/2024	n/a	01/08/2025	Paid	01/09/2025			100
8001	\$19,035.17	12/26/2024	n/a	12/31/2024	Paid	01/01/2025			100
8002	\$95,195.64	12/26/2024	n/a	01/21/2025	Paid	01/22/2025			100
8003	\$13,545.40	12/26/2024	n/a	12/31/2024	Paid	01/01/2025			100

# Modifying existing check records

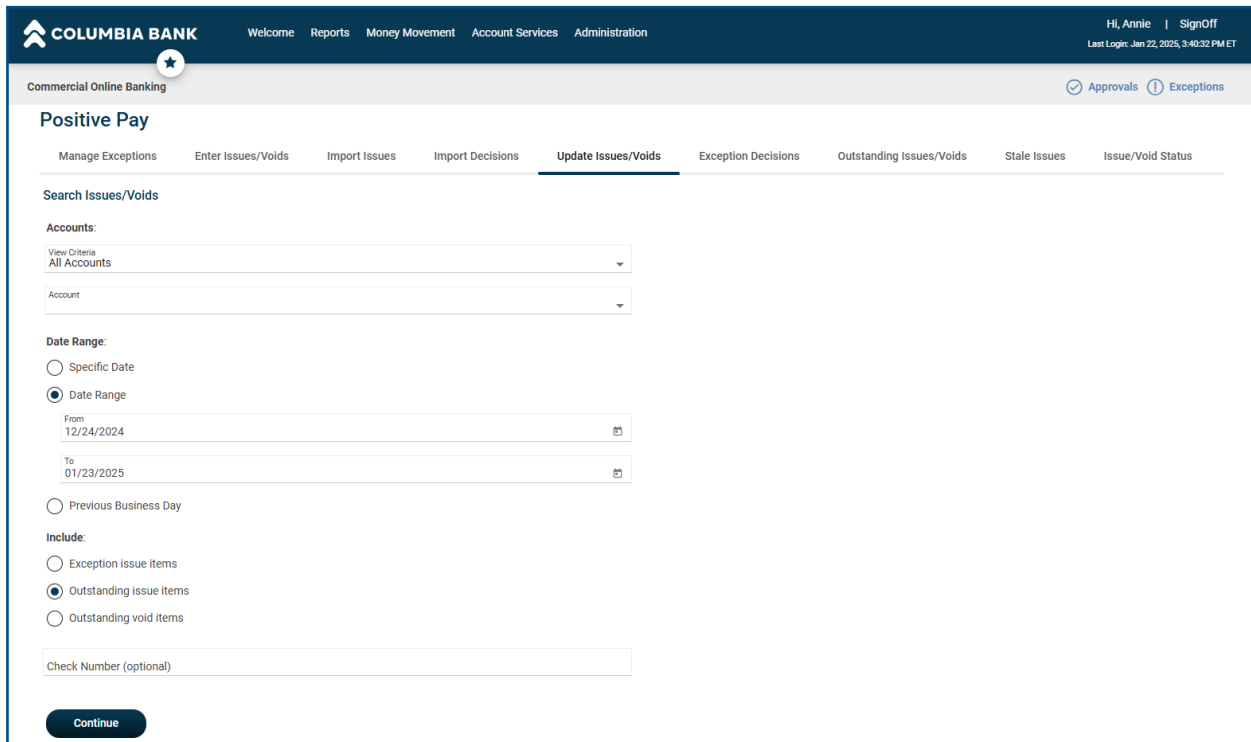
Follow the steps below to update an existing check record.

## 1. Select **Update Issues**.



The screenshot shows the Columbia Bank Commercial Online Banking interface. The top navigation bar includes the bank logo, user name 'Hi, Annie', and 'SignOff' with the last login time. Below the navigation bar, the 'Positive Pay' section is active, showing a menu with options: Manage Exceptions, Enter Issues/Voids, Import Issues, Import Decisions, **Update Issues/Voids** (highlighted with a red box), Exception Decisions, Outstanding Issues/Voids, Stale Issues, and Issue/Void Status. A search bar for 'Search Issues/Voids' is located at the bottom of the menu.

## 2. Enter the information of the check you wish to update. Be sure the correct type of check is selected under “Include.” The system default is Exceptions issues. Click **Continue**.



The screenshot shows the 'Update Issues/Voids' form in the Columbia Bank Commercial Online Banking interface. The form is titled 'Search Issues/Voids' and contains the following fields and options:


- Accounts:**
  - View Criteria: All Accounts (dropdown)
  - Account: (dropdown)
- Date Range:**
  - Specific Date
  - Date Range
    - From: 12/24/2024 (calendar icon)
    - To: 01/23/2025 (calendar icon)
  - Previous Business Day
- Include:**
  - Exception issue items
  - Outstanding issue items
  - Outstanding void items
- Check Number (optional): (text input)
- Continue** button

3. Click on the check number to access the update options.

**Positive Pay**







Manage Exceptions   Enter Issues/Voids   Import Issues   Import Decisions   Update Issues/Voids   Exception Decisions   Outstanding Issues/Voids   Stale Issues   Issue/Void Status


---

Select Issue 

View Criteria [Modify Search](#)

(To view and edit details, click the check number)

Account	Check ↑	Amount	Issued Date	Void Date	Payee	
*4512	<a href="#">8030</a>	\$600.00	12/31/2024	n/a		
*4512	<a href="#">8041</a>	\$0.00	01/09/2025	n/a		
*4512	<a href="#">8043</a>	\$2,865.00	01/09/2025	n/a		
*4512	<a href="#">8049</a>	\$220.36	01/09/2025	n/a		
*4512	<a href="#">8058</a>	\$1,089.00	01/09/2025	n/a		
*4512	<a href="#">8085</a>	\$240.97	01/16/2025	n/a		

4. Select the **Edit** icon  to modify any of the fields and when finished, click **Continue**.

**Positive Pay**

Manage Exceptions   Enter Issues/Voids   Import Issues   Import Decisions   Update Issues/Voids   Exception Decisions   Outstanding Issues/Voids   Stale Issues   Issue/Void Status

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**Edit Issue**

[New Selection](#)


**Account Information**

Account:

**Item Details**

Check Number

Amount

Issued Date  

Void Date

Payee

(Only required if using payee matching)

Additional Payee Information (Optional)

(Only required if using payee matching)

5. Review your changes and click **Save Changes**.

6. To remove a check record, click the  icon,

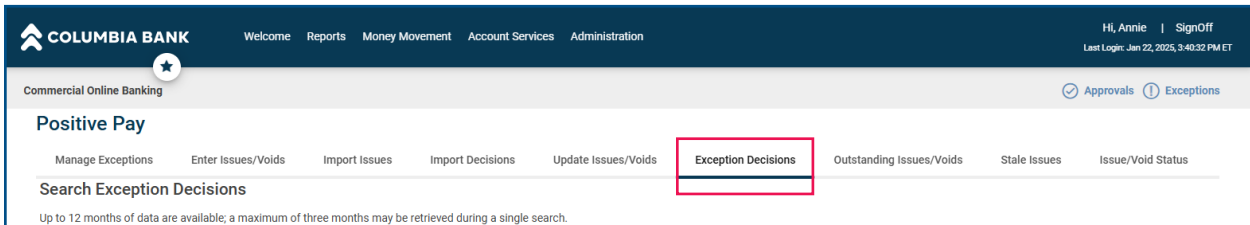
# Updating the Stale Date

1. Go to **Administration**.
2. Select **Service Administration**.
3. Click **Edit** and change your Stale Date.

# Exception decisions reporting

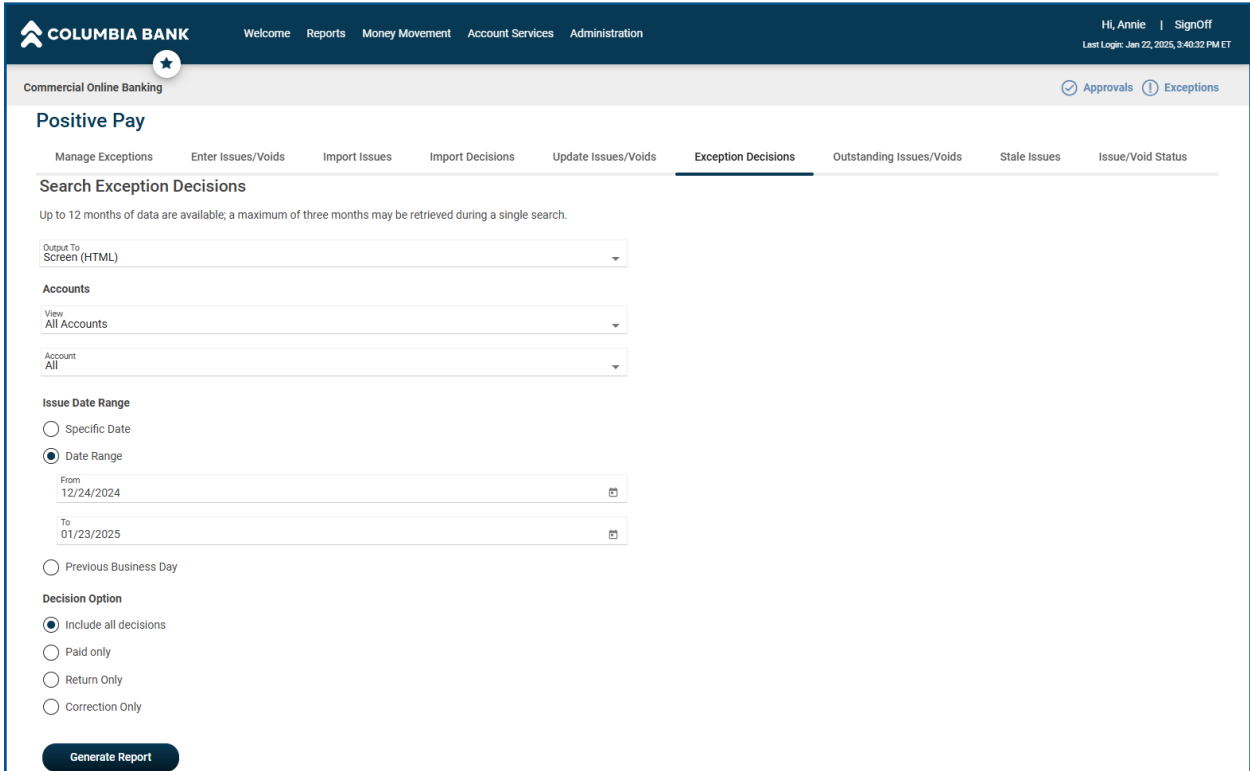
The Exception Decisions Report provides a comprehensive overview of past check exceptions and their final resolutions. You can search for 12 months of history with a maximum date range of three months.

1. Select **Exception Decisions** from the Check Positive Pay screen.



The screenshot shows the Columbia Bank Commercial Online Banking interface. The user is logged in as Annie. The main navigation bar includes 'Welcome', 'Reports', 'Money Movement', 'Account Services', and 'Administration'. The 'Positive Pay' section is active, with a sub-menu containing 'Manage Exceptions', 'Enter Issues/Voids', 'Import Issues', 'Import Decisions', 'Update Issues/Voids', 'Exception Decisions' (highlighted with a red box), 'Outstanding Issues/Voids', 'Stale Issues', and 'Issue/Void Status'. Below the menu is a search bar for 'Search Exception Decisions' with a note: 'Up to 12 months of data are available; a maximum of three months may be retrieved during a single search.'

2. Enter relevant search criteria in the designated fields and click **Generate Report**.



The screenshot shows the search criteria for the Exception Decisions report. The 'Exception Decisions' menu item is selected. The search criteria section includes:
 

- Output To:** Screen (HTML)
- Accounts:** View All Accounts, Account All
- Issue Date Range:**
  - Specific Date
  - Date Range
    - From: 12/24/2024
    - To: 01/23/2025
  - Previous Business Day
- Decision Option:**
  - Include all decisions
  - Paid only
  - Return Only
  - Correction Only

 A 'Generate Report' button is located at the bottom left of the search criteria section.

3. From the results screen, you will have the option to:



**Print**





**Download**

## Modify Search

**Positive Pay**

[Manage Exceptions](#)
[Enter Issues/Voids](#)
[Import Issues](#)
[Import Decisions](#)
[Update Issues/Voids](#)
[Exception Decisions](#)
[Outstanding Issues/Voids](#)
[Stale Issues](#)
[Issue/Void Status](#)

**Exception Decisions**  

Auto decisions are displayed when no decision has been made. Checks that have been converted into an ACH electronic payment are displayed with an ACH indicator beside the check number.

[View Criteria](#) [Modify Search](#)

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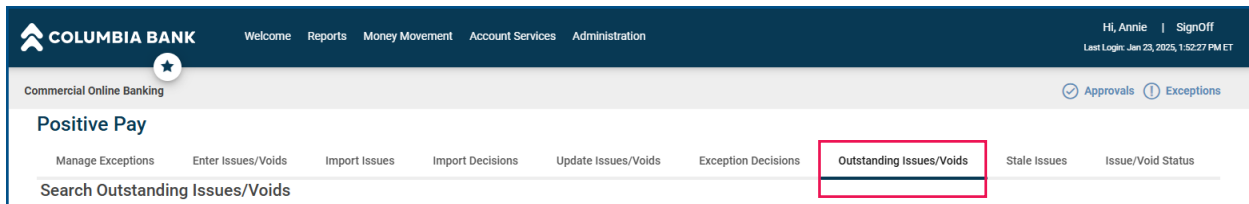
Total Reported Amount : \$422,480.60  
 Total Reported Items : 56

Check Number	Amount	Issued Date	Void Date	Posted Date	Disposition Decision	Payee
17220	\$2,552.67	12/06/2024	n/a	12/12/2024	Paid	[REDACTED]
17221	\$17,620.00	12/06/2024	n/a	12/16/2024	Paid	[REDACTED]
17258	\$1,256.74	12/06/2024	n/a	12/16/2024	Paid	[REDACTED]
17265	\$141.16	n/a	n/a	12/13/2024	Paid	[REDACTED]
17271	\$908.08	n/a	n/a	12/19/2024	Paid	[REDACTED]
17272	\$48,751.57	n/a	n/a	12/18/2024	Paid	[REDACTED]
17275	\$2,709.20	n/a	n/a	12/19/2024	Paid	[REDACTED]
17277	\$1,058.96	n/a	n/a	12/19/2024	Paid	[REDACTED]
17284	\$1,334.47	n/a	n/a	12/19/2024	Paid	[REDACTED]
17285	\$7,141.05	n/a	n/a	12/19/2024	Paid	[REDACTED]

# Outstanding issues and voids reporting

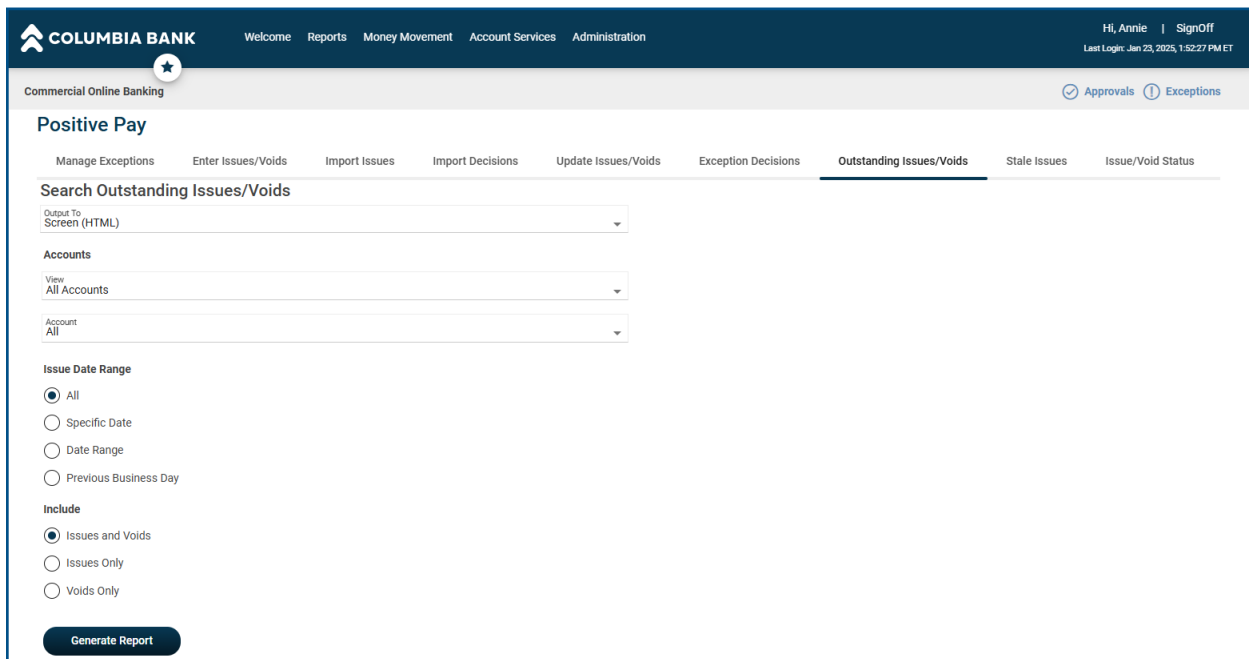
Follow the steps below to generate reports detailing outstanding issues and voids as well as stale checks.

## 1. Select **Outstanding Issues/Voids**.



The screenshot shows the Columbia Bank Commercial Online Banking interface. The top navigation bar includes 'Welcome', 'Reports', 'Money Movement', 'Account Services', and 'Administration'. The user is logged in as 'Hi, Annie' with a 'SignOff' option and a last login timestamp of 'Jan 23, 2025, 1:52:27 PM ET'. The main menu is titled 'Positive Pay' and contains several options: 'Manage Exceptions', 'Enter Issues/Voids', 'Import Issues', 'Import Decisions', 'Update Issues/Voids', 'Exception Decisions', 'Outstanding Issues/Voids', 'Stale Issues', and 'Issue/Void Status'. The 'Outstanding Issues/Voids' option is highlighted with a red rectangular box. Below the menu is a search bar labeled 'Search Outstanding Issues/Voids'.

## 2. Enter relevant search criteria in the designated fields and click **Generate Report**.



The screenshot shows the search criteria form for 'Outstanding Issues/Voids'. The form is titled 'Search Outstanding Issues/Voids' and includes several sections: 'Output To Screen (HTML)' with a dropdown menu; 'Accounts' section with 'View' (All Accounts) and 'Account' (All) dropdown menus; 'Issue Date Range' section with radio buttons for 'All', 'Specific Date', 'Date Range', and 'Previous Business Day'; and 'Include' section with radio buttons for 'Issues and Voids', 'Issues Only', and 'Voids Only'. A 'Generate Report' button is located at the bottom left of the form.

3. From the results screen, you will have the option to:



**Print**





**Download**

### Modify Search

**Positive Pay**

[Manage Exceptions](#)
[Enter Issues/Voids](#)
[Import Issues](#)
[Import Decisions](#)
[Update Issues/Voids](#)
[Exception Decisions](#)
[Outstanding Issues/Voids](#)
[Stale Issues](#)
[Issue/Void Status](#)

**Outstanding Issues/Voids**  

[View Criteria](#) [Modify Search](#)

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Total Reported Amount : \$487,529.36  
Total Reported Items : 130

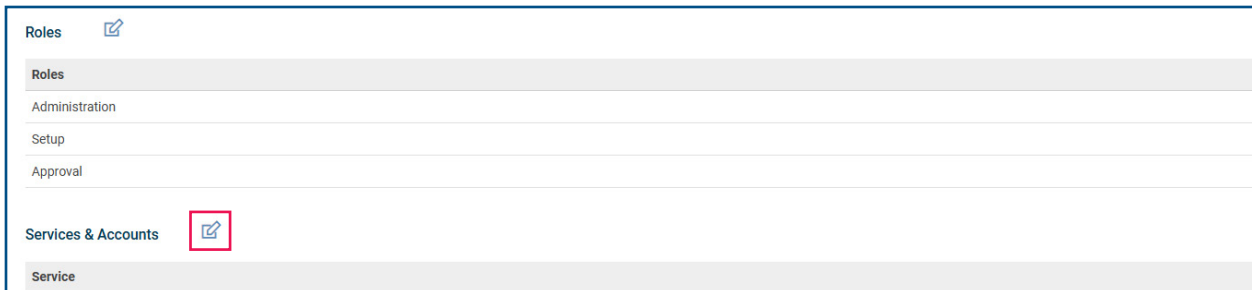
Items per page: 100 1 - 100 of 130 < >


Check Number	Amount	Issued Date	Void Date	Payee	Entry Type	Read Payee	Payee Match Score
16435	\$0.00	09/19/2024	n/a	[Redacted]	Issue	n/a	0
16463	\$540.59	08/09/2024	n/a	[Redacted]	Issue	n/a	0
16512	\$0.00	08/16/2024	n/a	[Redacted]	Issue	n/a	0
16574	\$0.00	08/23/2024	n/a	[Redacted]	Issue	n/a	0
16645	\$0.00	10/04/2024	n/a	[Redacted]	Issue	n/a	0
16689	\$0.00	09/13/2024	n/a	[Redacted]	Issue	n/a	0
16803	\$40.47	10/03/2024	n/a	[Redacted]	Issue	n/a	0
16890	\$0.00	10/11/2024	n/a	[Redacted]	Issue	n/a	0

# Updating user permissions

To add or modify the Positive Pay services a user is entitled to, follow the steps below.


1. Click on **Administration** from the main Commercial Online Banking menu, then **Company Administration**.
2. Select the **User ID** for the user you are updating.
3. Scroll to **Services & Accounts** and click the **Edit** icon.



Roles 

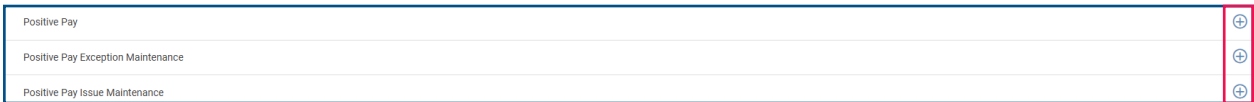
**Roles**

- Administration
- Setup
- Approval

**Services & Accounts** 

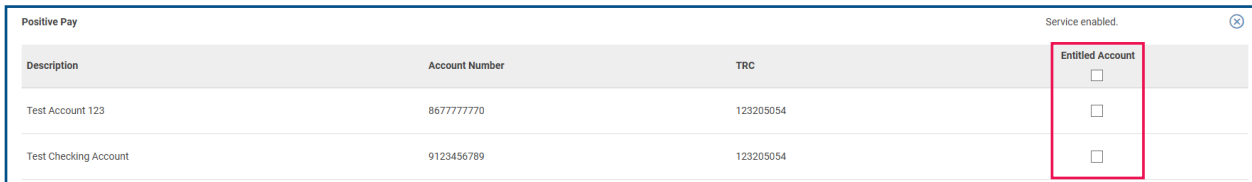
**Service**


4. Click the + symbol next to each Positive Pay service the user should be entitled to.



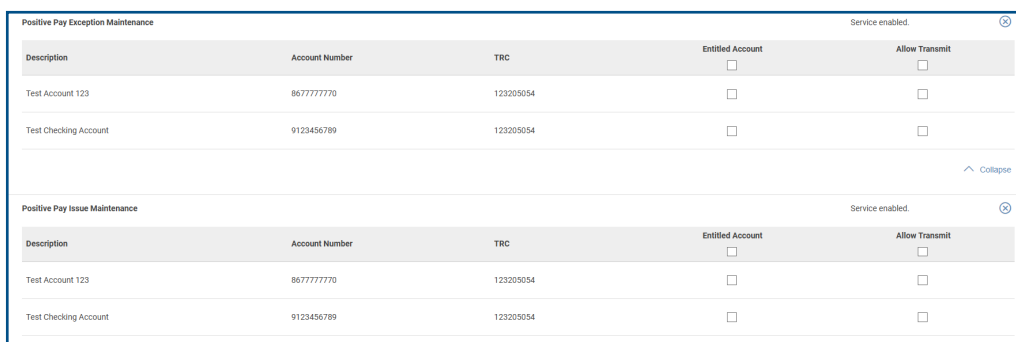
Positive Pay	
Positive Pay Exception Maintenance	
Positive Pay Issue Maintenance	


5. Click the **Entitled Account** box for each account the user should be entitled to.





Positive Pay			Service enabled.	
Description	Account Number	TRC	Entitled Account	
Test Account 123	8677777770	123205054	<input type="checkbox"/>	
Test Checking Account	9123456789	123205054	<input type="checkbox"/>	

The Entitled Account box will allow the user to view those items while the Allow Transmit box gives the user the ability to act on those items.



Positive Pay Exception Maintenance					Service enabled.	
Description	Account Number	TRC	Entitled Account	Allow Transmit		
Test Account 123	8677777770	123205054	<input type="checkbox"/>	<input type="checkbox"/>		
Test Checking Account	9123456789	123205054	<input type="checkbox"/>	<input type="checkbox"/>		

 Collapse

Positive Pay Issue Maintenance					Service enabled.	
Description	Account Number	TRC	Entitled Account	Allow Transmit		
Test Account 123	8677777770	123205054	<input type="checkbox"/>	<input type="checkbox"/>		
Test Checking Account	9123456789	123205054	<input type="checkbox"/>	<input type="checkbox"/>		

6. Click **Save Changes**.

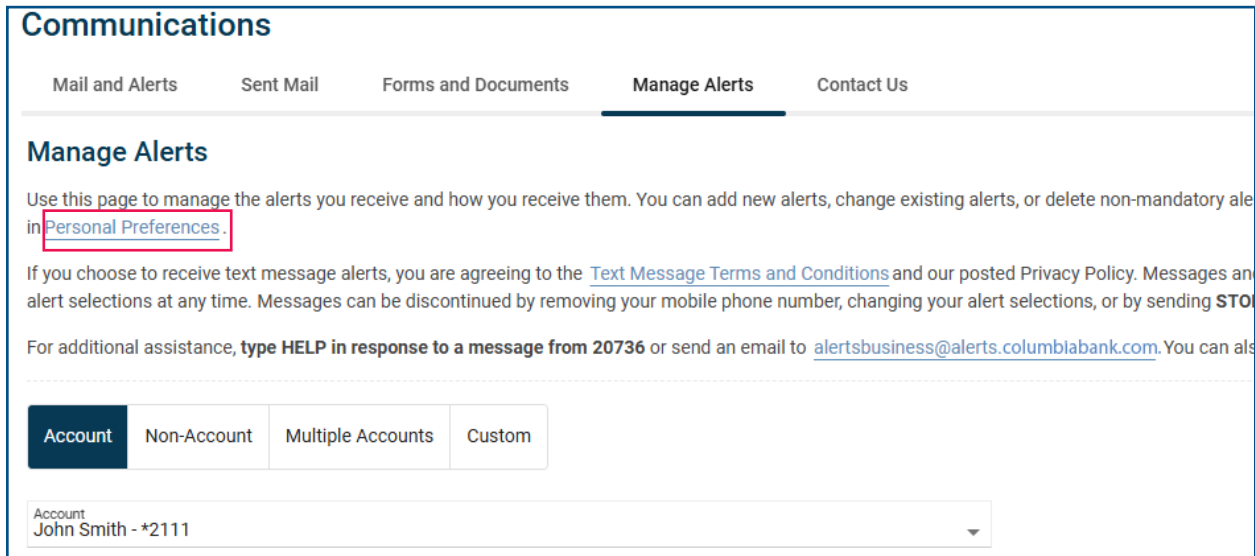
# Setting up alerts

Set up alerts to help ensure you don't miss an exception item or approval. Alerts can be sent via email or SMS text message.

## Enabling text alerts

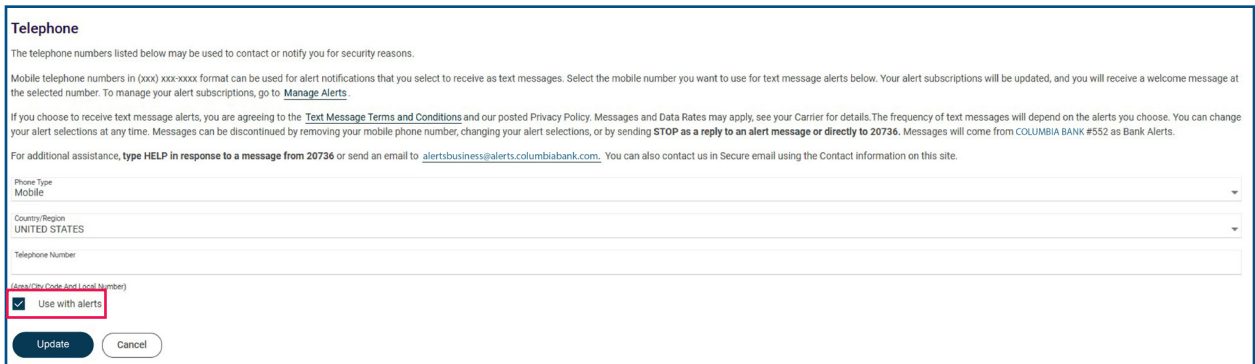
1. Click on **Administration** from the main Commercial Online Banking menu then **Communications** and finally **Manage Alerts**.

2. Click **Personal Preferences**.



The screenshot shows the 'Communications' page with a navigation bar containing 'Mail and Alerts', 'Sent Mail', 'Forms and Documents', 'Manage Alerts' (highlighted), and 'Contact Us'. Below the navigation bar is the 'Manage Alerts' section. It includes a heading 'Manage Alerts' and a paragraph: 'Use this page to manage the alerts you receive and how you receive them. You can add new alerts, change existing alerts, or delete non-mandatory alerts in **Personal Preferences**.' Below this is another paragraph: 'If you choose to receive text message alerts, you are agreeing to the [Text Message Terms and Conditions](#) and our posted Privacy Policy. Messages and alert selections at any time. Messages can be discontinued by removing your mobile phone number, changing your alert selections, or by sending **STOP**.' A third paragraph says: 'For additional assistance, type **HELP** in response to a message from 20736 or send an email to [alertsbusiness@alerts.columbiabank.com](mailto:alertsbusiness@alerts.columbiabank.com). You can also...'. Below the text are four tabs: 'Account' (selected), 'Non-Account', 'Multiple Accounts', and 'Custom'. At the bottom, there is a dropdown menu showing 'Account John Smith - \*2111'.

3. Edit your mobile number and check the **Use with alerts** box.

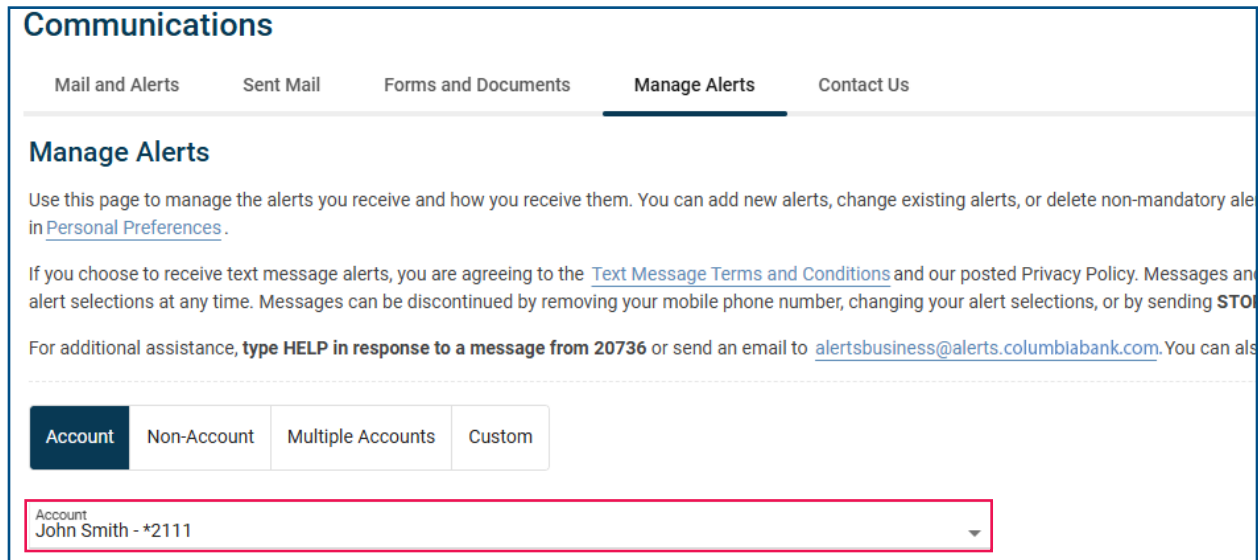


The screenshot shows the 'Telephone' form. It starts with a heading 'Telephone' and a sub-heading 'The telephone numbers listed below may be used to contact or notify you for security reasons.' Below this is a paragraph: 'Mobile telephone numbers in (xxx) xxx-xxxx format can be used for alert notifications that you select to receive as text messages. Select the mobile number you want to use for text message alerts below. Your alert subscriptions will be updated, and you will receive a welcome message at the selected number. To manage your alert subscriptions, go to [Manage Alerts](#).' Another paragraph follows: 'If you choose to receive text message alerts, you are agreeing to the [Text Message Terms and Conditions](#) and our posted Privacy Policy. Messages and Data Rates may apply, see your Carrier for details. The frequency of text messages will depend on the alerts you choose. You can change your alert selections at any time. Messages can be discontinued by removing your mobile phone number, changing your alert selections, or by sending **STOP** as a reply to an alert message or directly to 20736. Messages will come from COLUMBIA BANK #552 as Bank Alerts.' A third paragraph says: 'For additional assistance, type **HELP** in response to a message from 20736 or send an email to [alertsbusiness@alerts.columbiabank.com](mailto:alertsbusiness@alerts.columbiabank.com). You can also contact us in Secure email using the Contact information on this site.' Below the text are three dropdown menus: 'Phone Type' (set to 'Mobile'), 'Country/Region' (set to 'UNITED STATES'), and 'Telephone Number'. Below these is a checkbox labeled 'Use with alerts' which is checked. At the bottom are two buttons: 'Update' and 'Cancel'.

4. Click **Update**.

## Adding alerts

1. Click on **Administration** from the main Commercial Online Banking menu then **Communications** and finally **Manage Alerts**.
2. Select the appropriate account from the drop down.



3. Scroll to Positive Pay and click  for each alert you wish to receive.



4. Select your preferred delivery method. You may choose more than one. Click **Add**, or **Save** if you are updating your preferences.

