

Eastern Bank TreasuryConnect Positive Pay User's Manual

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

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

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I. Positive Pay User

The Corporate Administrator will permit the positive pay permission to other users. To grant the User Permission, go to the **User Administration** service and click on the **User Admin** tab:

1. Select a user from the list
2. Click on Services link. Check Positive Pay in the **Outbound SSO Services**.
3. Click the **submit** button. That is all that is needed here.

User Information	User Service Permissions
* User Code (12) Sample1	<input type="checkbox"/> SELECT ALL
* User Password (12)	<input type="checkbox"/> Loan Transaction Service
* Retype User Password (12)	<input checked="" type="checkbox"/> Money Transfer
* User Name (40) Training Example	<input checked="" type="checkbox"/> Approval Reqs
Address 1 of 2 (40) Eastern Bank	<input checked="" type="checkbox"/> Money Transfer Input
Address 2 of 2 (40) 195 Market Street	<input checked="" type="checkbox"/> Money Transfer Reports
City (25) Lynn	<input checked="" type="checkbox"/> MT Pending Approvals
State or Province (25) MA	<input checked="" type="checkbox"/> MT Template Approval
Postal Code (20) 01901	<input checked="" type="checkbox"/> MT Template Permissions
Telephone (25) 781-596-4495	<input checked="" type="checkbox"/> Multiple Entry
Fax Number (25) 781-596-4461	<input checked="" type="checkbox"/> Template Groups
* E-Mail (255) email@email.com	<input checked="" type="checkbox"/> Wire Templates
* Enable Date (10) 06/15/2012	<input type="checkbox"/> Outbound SSO Services
* User Type User	<input type="checkbox"/> Business Bill Payment
Login Status <input type="radio"/> Locked <input checked="" type="radio"/> Unlocked	<input type="checkbox"/> Electronic Statements
Clear Security Questions <input type="checkbox"/>	<input checked="" type="checkbox"/> Positive Pay

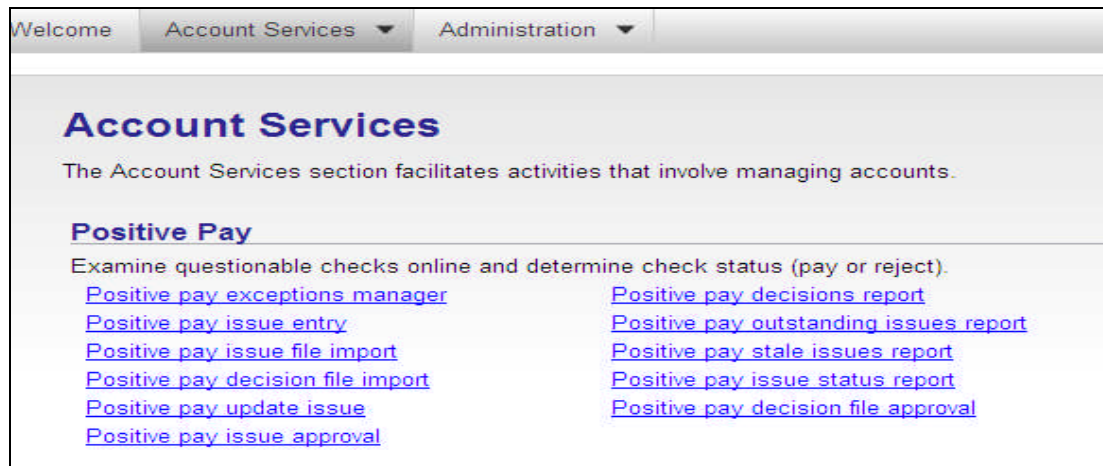
****If this is a new User when you submit the form for a new token be sure the box for Positive Pay is also checked. If this is an existing user there is a component that the bank must perform on your behalf to complete this user setup. Please call our Business Service Team at 1-800-333-8000 once you have completed the steps outlined in this guide.

II. Positive Pay User set up

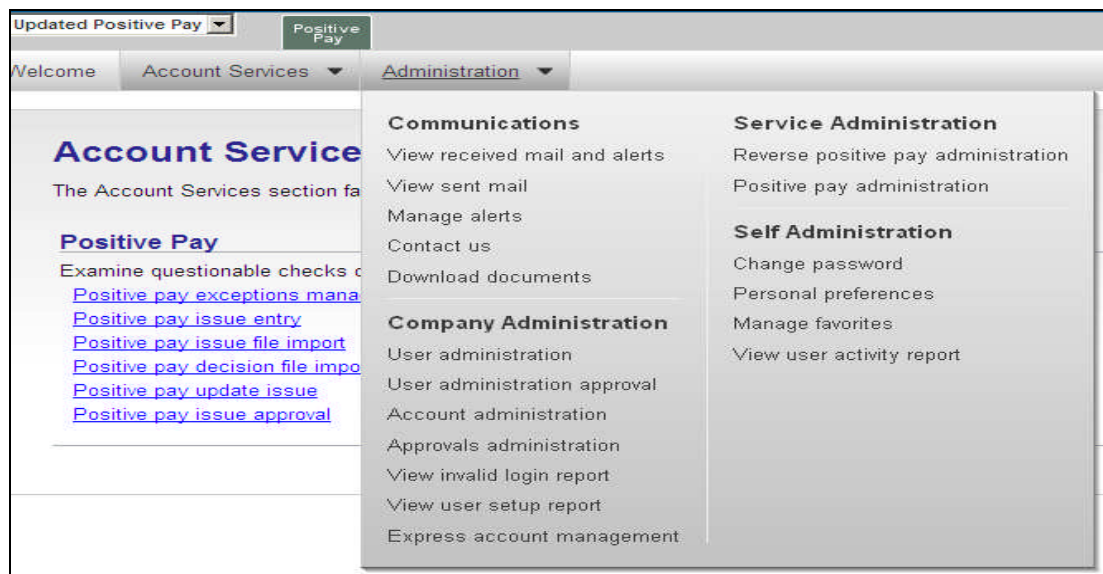
1. To complete the User setup, choose **Positive Pay** in the drop down list.
2. Click on the **Positive Pay** tab.
3. Click the **Login to Positive Pay** button.

Updated Positive Pay ▼	Positive Pay
Positive Pay	
Please click on the button below to view your Positive Pay service. If you have any issues please contact the Business Service team at 1-800-333-8000.	
Login to Positive Pay	

The **Account Services** section will display.



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



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

- **Profile** - The user's demographic information, including e-mail and phone number. For security purposes, the User ID, Name, Telephone, or Password information is not copied from user to user.
- **Roles** - The role or roles user has in the company (Administration, Approval, and/or Setup).
- **Services and Accounts** - The services and accounts to which the user is allowed to use.
- **Limits** - User-limits are not applicable for Positive Pay.

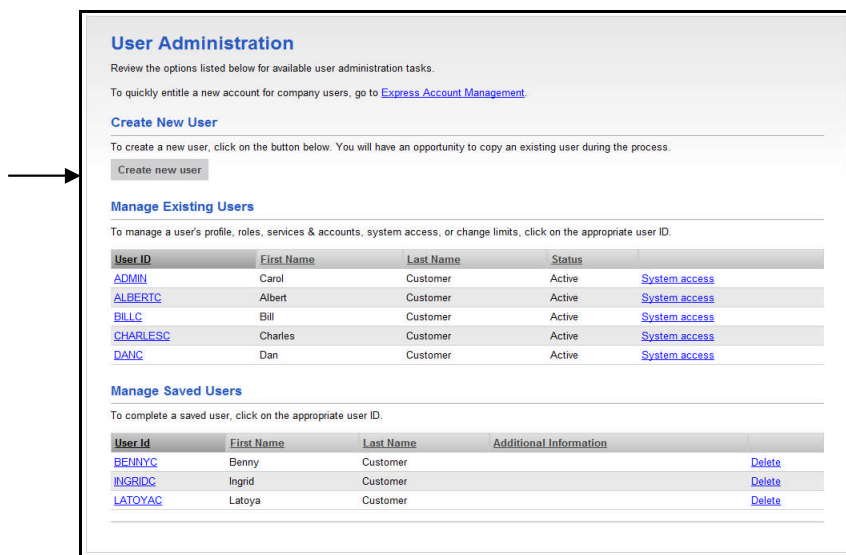
- **Verification** - A page that gives Administrators an opportunity to review the profile information before saving or submitting it.

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



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

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



User Administration

Review the options listed below for available user administration tasks.

To quickly entitle a new account for company users, go to [Express Account Management](#).

Create New User

To create a new user, click on the button below. You will have an opportunity to copy an existing user during the process.

[Create new user](#)

Manage Existing Users

To manage a user's profile, roles, services & accounts, system access, or change limits, click on the appropriate user ID.

User ID	First Name	Last Name	Status	
ADMIN	Carol	Customer	Active	System access
ALBERTC	Albert	Customer	Active	System access
BILLC	Bill	Customer	Active	System access
CHARLESC	Charles	Customer	Active	System access
DANC	Dan	Customer	Active	System access

Manage Saved Users

To complete a saved user, click on the appropriate user ID.

User Id	First Name	Last Name	Additional Information	
BENNYC	Benny	Customer		Delete
INGRIDC	Ingrid	Customer		Delete
LATQYAC	Latoya	Customer		Delete

New User - Profile

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

New User - Profile

Enter the new users information below, and click "Continue". To save this new user as a draft to be completed at a later time, click the link "Save as Draft".

User Information

User ID:

Password: (Passwords are not case sensitive, are 8 to 12 characters long and must contain at least 1 letter and 1 number.)

Confirm password:

First name:

Last name:

Primary e-mail address:

Secondary e-mail address (optional):

Additional information (optional):

User Telephone Number

The telephone number is used to contact or notify the user for security reasons. An extension is required when needed to reach the user within an office phone system.

Label	Country/Region	Area/City Code & Number	Extension
Work	UNITED STATES	<input type="text"/>	<input type="text"/>

[Add additional telephone number](#)

[Save as Draft](#)

New User – Roles

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

New User - Roles

Select roles for this new user, and click "Continue". To save this new user as a draft to be completed at a later time, click the link "Save as Draft."

New user: tony tester (TEST1234) [Edit](#)

Copy Existing User (optional)

To save time in creating a new user, copy roles, services, and accounts from an existing user. Select the appropriate option and link below. Roles, services, and accounts will be selected to match the copied user, and can be edited as required.

☒ Do not copy user.
 ☐ Copy user: [Select user](#)

User Roles (optional)

☐ Allow this user to setup templates.
(This entitles the user to template setup capabilities for only those services and accounts to which the user has been entitled.)

☐ Allow this user to approve transactions.
(This entitles the user to transmit capabilities for only those services to which the user has been entitled.)

☐ Grant this user administration privileges.
(This will allow the user to add, modify, copy and delete users, modify their roles, services and account access, rename accounts, and modify the number of approvers required for requests.)

[Save as Draft](#)

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

- Allow this user to setup templates
- Allow this user to approve transactions



New User - Services & Accounts

Click Add to the Service.

This opens the service and allows you to add the account.

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

Services & Accounts (optional)

To enable a service and assign accounts, click on the appropriate link. To disable all services and accounts, click "Clear all."

1 of 5 services enabled [Clear all](#)

Service	
Information Reporting	Add
Positive Pay	Remove

Description	Account Number	TRC	Entitled Account
Eastern-Bank Demo	***** 683	911301791	<input type="checkbox"/>

[Save changes](#) [Do not save changes](#)

[Positive Pay Exception Maintenance](#) [Add](#)

[Positive Pay Issue Maintenance](#) [Add](#)

[Reverse Positive Pay](#) [Add](#)

[Continue](#) [Save as Draft](#)

New User - Limits Page

1. Positive Pay does not have Limits click **Continue**.

New User - Limits

No services were added to this user that require limit settings. To continue setting up this user, Click "Continue". To save this new user as a draft, to be completed at a later time, click the link "Save as draft."

New user: tony tester (TEST1234) [Edit](#)

[Continue](#) [Save as Draft](#)

New User - Verification Page

1. Review the user's profile and then click **Submit**. Changes can be made by clicking the links on the right side of the page.

New User - Verification

The new user you have entered is now complete. Review summary information below and click "Submit." To save this new user as a draft to be completed at a later time, click the link "Save as Draft."

To make changes, click on the section in the progress bar at the top of the page, or the appropriate link below.

Profile Change Profile	
Name:	tony tester
Userid:	TEST1234
Primary e-mail address:	t.test@easternbank.com
Telephone number:	781-598-1234
Roles Change Roles	
Enabled roles:	Administration Approval
Services & Accounts: Change Services & Accounts	
Enabled services:	3 of 5 available
Limits: Change Limits	
None of the enabled services include user limits	

[Save as Draft](#)

2. You will receive a Confirmation for the new user.

III. Positive Pay User Approval Administration

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

Transaction Approvals

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

User Administration Approval

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

Issue Approval

You can set number of approvals required for issues.

Requiring Approvals for Transactions

To set approval requirements for transactions, do the following:

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

Approvals Administration

Enter the required approvals for the selected services and click "Save changes."

CAUTION: Please check your approval settings before they are saved. You will not be able to transmit a request if the number of approvals required for a service is greater than the number of users authorized to approve requests for the service.

Approvals Required For Transactions

For transactions, enter an amount and indicate the required approvals if the request amount is less than or equal to or greater than the amount.

Service Name	Request Amount	Approvals If Less Or Equal	Approvals If Greater
ACH Positive Pay	\$ 0.00	1	1
Positive Pay Exception Maintenance	\$ 0.00	1	4
Reverse Positive Pay	\$ 0.00	1	3

Approvals Required For Setup

Service Name	Approvals Required
Administration	2

Approvals Required For Issues/Decisions

Enter the number of approvals required for check issue entry and import, and decision import. Approvals for Positive Pay Exception Maintenance and Reverse Positive Pay must be equal.

Service Name	Approvals Required
Full Account Recon	1
Positive Pay Exception Maintenance	2
Positive Pay Issue Maintenance	1
Reverse Positive Pay	2

Save changes Do not save changes

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

- Click **Save changes**.

The page refreshes and a confirmation message is displayed.

Requiring Approvals for User Administration

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

- Click **Administration > Approvals administration**.

Approvals Administration

Enter the required approvals for the selected services and click "Save changes."

CAUTION: Please check your approval settings before they are saved. You will not be able to transmit a request if the number of approvals required for a service is greater than the number of users authorized to approve requests for the service.

Approvals Required For Transactions

For transactions, enter an amount and indicate the required approvals if the request amount is less than or equal to or greater than the amount.

Service Name	Request Amount	Approvals If Less Or Equal	Approvals If Greater
ACH Positive Pay	\$ 0.00	1	1
Positive Pay Exception Maintenance	\$ 0.00	1	4
Reverse Positive Pay	\$ 0.00	1	3

Approvals Required For Setup

Service Name	Approvals Required
Administration	2

Approvals Required For Issues/Decisions

Enter the number of approvals required for check issue entry and import, and decision import. Approvals for Positive Pay Exception Maintenance and Reverse Positive Pay must be equal.

Service Name	Approvals Required
Full Account Recon	1
Positive Pay Exception Maintenance	2
Positive Pay Issue Maintenance	1
Reverse Positive Pay	2

Save changes Do not save changes

- Go to the Approvals Required For Setup section and enter the number of Approvals Required for Administration. Up to nine approvals can be required.



3. Click **Save changes**.

The page refreshes and a confirmation message is displayed.

Requiring Approvals for Issues and Decisions

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

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

Approvals Administration

Enter the required approvals for the selected services and click "Save changes."

CAUTION: Please check your approval settings before they are saved. You will not be able to transmit a request if the number of approvals required for a service is greater than the number of users authorized to approve requests for the service.

Approvals Required For Transactions

For transactions, enter an amount and indicate the required approvals if the request amount is less than or equal to or greater than the amount.

Service Name	Request Amount	Approvals If Less Or Equal	Approvals If Greater
ACH Positive Pay	\$ 0.00	1	1
Positive Pay Exception Maintenance	\$ 0.00	1	4
Reverse Positive Pay	\$ 0.00	1	3

Approvals Required For Setup

Service Name	Approvals Required
Administration	2

Approvals Required For Issues/Decisions

Enter the number of approvals required for check issue entry and import, and decision import. Approvals for Positive Pay Exception Maintenance and Reverse Positive Pay must be equal.

Service Name	Approvals Required
Full Account Recon	1
Positive Pay Exception Maintenance	2
Positive Pay Issue Maintenance	1
Reverse Positive Pay	2

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

IV. Positive Pay – File import, Decisions and Issues

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

The features of Positive Pay are:

Exceptions Manager

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

Issue Manual Entry

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

Issue File Import

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

Update Issue Items

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

Issue Approval

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

Decisions Report

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

Outstanding Issues Report

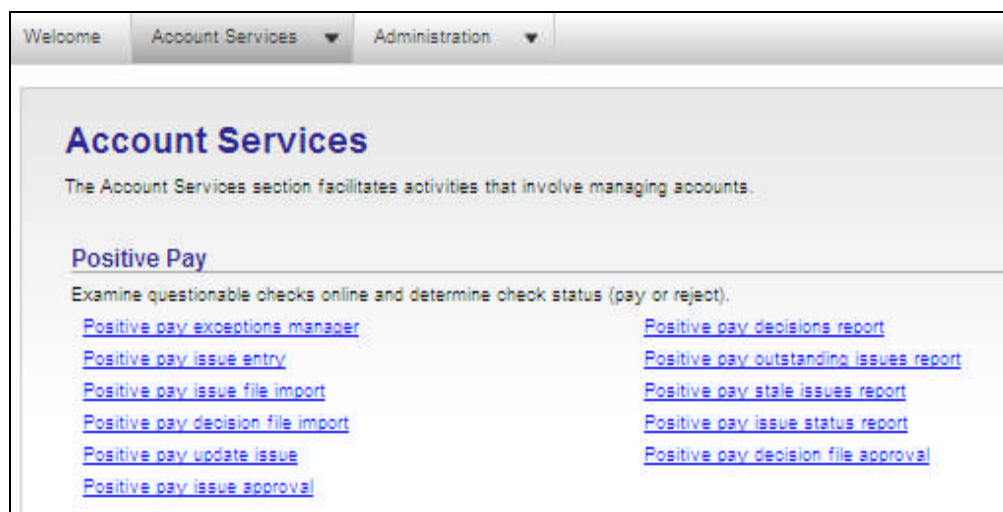
The Outstanding Issues Report shows the outstanding check issue items (that have not yet passed the stale date) for entitled accounts.

Stale Issues Report

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

Issues Status Report

The Issues Status Report shows the status of one or more issues for your entitled Positive Pay accounts.



V. Positive pay exceptions manager

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

1. Click the **Positive pay exceptions manager** link to view items that need to be decisioned or approved. The exception items will be available to view after 10:00AM. Decisions must be completed by 2:00PM.
 - **Check Exceptions awaiting approval.** If using additional approval you will have items in there.
 - **Check Exceptions awaiting decisions** – this will list the items that need to be decisioned for the day.

Exceptions Manager

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

Use the following links for easy access to specific sections of this page.



- [Check Exceptions Awaiting Approval](#)
- [Check Exceptions Awaiting Decision](#)

Check Exceptions Awaiting Approval [Return to top](#)

Exceptions without a checkbox have already been approved by you. To view details or delete a decision, click the check number. To view the check image, click the camera icon. Your window for approving check decisions is from 3:00:00 AM to 10:30:00 PM ET.

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

[Select all](#) • [Deselect all](#) [Search exceptions](#)

Decision	Account	Check	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
Return - amount	*3456	45646 	04/28/2011	\$126.00	\$100.00	Amount Mismatch	Sally Customer	1 of 3 received
<input type="checkbox"/> Return - check	*3456	45647 			\$100.00	No Issue Found		1 of 3 received


Check Exceptions Awaiting Decision [Return to top](#)


Your window for decisioning checks is from 3:00:00 AM to 10:30:00 PM ET. To view details or delete a decision, click the check number. To view the check image, click the camera icon.

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

Apply this decision to the selected exceptions: Download these exceptions as:

[Select all](#) • [Deselect all](#) [Search exceptions](#)

Decision	Account	Check	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
<input type="checkbox"/> Select decision	*3456	45644 	04/28/2011	\$125.00	\$100.00	Amount Mismatch	Joe Customer	0 of 3 received

2. Click on the **Select decision** link, a list of reasons will be presented.
3. Select the appropriate reason for the item. (To apply the same decision to multiple exception items, click the **Apply this decision to the selected exceptions.**)
4. To view the details for the exception click the check number link.
5. To view the image of the check click on the camera icon. 
6. Once decisions have been made click **Continue**. You will be taken to a verification page.

Exceptions Manager - Verification

The decisions below have been selected for approval. To approve these decisions, click "Approve." To change the decisions you have selected, click "Change selections." All approvals must be received before a decision will be transmitted.

Check Exceptions Awaiting Approval
[Change selections](#)

Decision	Account	Check	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
Return - check	*3456	45647			\$100.00	No Issue Found		1 of 3 received

Approve

- Review the exceptions, as needed.
- Click **Approve** or **Transmit** (depending upon the number of approvals required for exception decisioning).

Delete Exception Decisions

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

To delete an exception decision:

- On the *Exceptions Manager* page, click the **Check** number link associated with the exception.

Exception Detail Page

Exception Detail

To approve this decision, click "Approve." To delete this decision, click "Delete decision." All approvals must be received before this decision will be transmitted. To view details for a different decision, return to [Exceptions Manager](#).

Exception Details

Decision:

Return - amount

Account:

*3456

Check number:

45646

Issued date:

4/28/2011

Issued amount:

\$126.00

Posted amount:

\$100.00

Exception reason:

Amount Mismatch

Issued payee:

Sally Customer

[Delete decision](#)

Approval History Information

Approval Status:

1 of 3 received

Action	User ID	Date
Decision Request	11111	05/22/2011 09:09:01 AM (ET)
Approve Request	11111	05/22/2011 09:09:00 AM (ET)


Approve

- Click the **Delete decision** link.
- The Delete Verification page will then display

Delete Exception Decision - Verification

You have requested to delete the decision of the following exception item. To continue, click "Delete decision."
Once deleted, decisions and approvals already applied to the item would no more be applicable. To view the details for a different exception, return to [Exceptions Manager](#).

Exception Details

Decision: Return - amount
Account: *3456
Check number: 45646 
Issued date: 4/28/2011
Issued amount: \$126.00
Posted amount: \$100.00
Exception reason: Amount Mismatch
Issued payee: Sally Customer
Decision user: 11111
Decision date: 5/22/2011 9:09:01 AM

VI. Issue Manual Entry

Use **Issue Manual Entry** to manually enter single or multiple check items.

Click the Issue Manual entry link:



Issue Manual Entry

Enter required issue item information and click "Continue."

Account Information

Account: 

Item Details

Check number:
Amount: \$
Issued date: 05 / 12 / 2011 
Issue type: 
Payee:
(Only required if using payee matching)

Sequential Entry

To enter the next sequential issue for this account, check the sequential entry checkbox.

Sequential entry: ☐

Enter Single Check Issue Items

To enter a single check issue item:

1. Select an Account.

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

Enter Sequential Check Issue Items

A range of check issue items can be entered at one time by clicking the Sequential entry box.

Edit Single Check Issue Item or Sequential items

To edit an issue item:

1. Click the Edit Item link *Verification* page by clicking the check number.
2. Edit the detail needed and click **Continue**.

VII. Import File Import

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

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

Issue File Import

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

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

File Definitions

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

	Name	Description	File Type
<input type="radio"/>	Format A	No ABA number contained within the file	FixedFormat
<input type="radio"/>	MICASH	Parses uploaded MI format Issues file	FixedFormat

[Continue](#)

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

File import definitions may be either delimited or fixed. A delimited file is a flat text file consisting of data items separated by a specific character. A fixed file is a text file consisting of data that have specific lengths and positions.

Creating Delimited Issue File Import Definitions

To create a delimited file definition:

1. Click the **File Import Definition** link on the *Issue File Import* page.

Issue File Import

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

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

File Import Definition – Description Page

File Import Definition - Description

Enter required information and click "Continue" or return to [Issue File Import](#).

Description

Enter descriptive information to differentiate this definition from existing definitions.

Definition name:
Description:
File contents: ☐ Decisions
☐ Issues
File type: ☒ Delimited
☐ Fixed

Continue

2. Type the Definition name (up to 20 characters).
3. Type a Description (up to 20 characters).
4. Select the file content Issues.
5. Select the Delimited (CSV) file type.
6. Click **Continue**.

The File Import Definition – Characteristics page is displayed.

File Import Definition - Characteristics

Enter appropriate definition characteristics and click "Continue" or return to [Issue File Import](#).

Description

[Edit description](#)

Definition name: Sample
Description: Sample
File contents: Issues
File type: Delimited

Characteristics

Field delimiter:
Text qualifier:
Amount format: ☐ Decimal included (i.e. 123.00)
☐ Decimal not included (i.e. 123)
Applied decimal format:
Date format:

Continue

7. Select a Field delimiter: Comma, Dash, Semi-colon or Tab.
8. Select a Text qualifier: Double Quote, Single Quote or None.
9. Select an Amount format.



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

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

11. Click **Continue**.

File Import Definition - Default Field Values

Enter optional default field values and click "Continue" or return to [Issue File Import](#).

Description

Definition name: Sample

Description: Sample

File contents: Issues

File type: Delimited

[Edit description](#)

Characteristics

Field delimiter: Comma (,)

Text qualifier: DoubleQuote

Amount format: Decimal included (i.e. 123.00)

Date format: MMDDYY

[Edit characteristics](#)

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:

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

13. Click **Continue**.

File Import Definition - Field Properties

Enter appropriate field properties and click "Add file definition" or return to [Issue File Import](#).

Description

Definition name: Sample

Description: Sample

File contents: Issues

File type: Delimited

[Edit description](#)

Characteristics

Field delimiter: Comma (,)

Text qualifier: DoubleQuote

Amount format: Decimal included (i.e. 123.00)

Date format: MMDDYY

[Edit characteristics](#)

Default Field Values (Optional)

ABA/TRC: 011301798

Account: *3456 - Main Account

Issue type: Issue

Issue action: Delete

[Edit default field values](#)

Field Properties

Enter the numeric order of the fields listed below as they would appear in your import file. For example, if the first field in your file is "ABA/TRC", and the second field is "Account" you would list the fields as position number "1" and position number "2" to import.

Valid field properties are listed below for your reference.

Field Name	Position Number	Valid Field Properties
Check Number	<input type="text"/>	Numeric only (0-9), 15 characters max
Amount	<input type="text"/>	Numeric only (0-9), greater than 0.00 and less than 100,000,000.00
Issued Date	<input type="text"/>	Numeric date in specified format (for example, MMDDYY)
Debit/Credit (optional)	<input type="text"/>	Debit, D, Credit, C
Payee	<input type="text"/>	Alpha (a-z, A-Z), numeric (0-9), special characters (including spaces), 96 characters max

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

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

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

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

15. Click **Add file definition**.

Create Fixed Issue File Import Definitions

To create a fixed file definition:

1. Click the **File Import Definition** link on the *Issue File Import* page.

Issue File Import

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

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

File Import Definition - Description

Enter required information and click "Continue" or return to [Issue File Import](#).

Description

Enter descriptive information to differentiate this definition from existing definitions.

Definition name:

Description:

File contents: ☐ Decisions
☐ Issues

File type: ☐ Delimited
☒ Fixed

[Continue](#)

2. Type the Definition name (up to 20 characters).
3. Type a Description (up to 20 characters).
4. Select the Issues file contents.
5. Select the Fixed file type.
6. Click **Continue**.

File Import Definition - Characteristics

Enter appropriate definition characteristics and click "Continue" or return to [Issue File Import](#).

[Edit description](#)

Description

Definition name: Sample
Description: Sample
File contents: Issues
File type: Fixed

Characteristics

Amount format: ☐ Decimal included (i.e. 123.00)
☐ Decimal not included (i.e. 123)
Applied decimal format: Whole Dollar (123 = 123.00) ▼

Date format: MMDDYY ▼

[Continue](#)

7. Select an Amount format.

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

8. Select the Date Format (for example MMDDYYYY).
9. Click **Continue**.

File Import Definition - Default Field Values

Enter optional default field values and click "Continue" or return to [Issue File Import](#).

Description [Edit description](#)

Definition name: Sample
 Description: Sample
 File contents: Issues
 File type: Fixed

Characteristics [Edit characteristics](#)

Amount format: Decimal included (i.e. 123.00)
 Date format: MMDDYY

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:

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

11. Click **Continue**.

File Import Definition - Field Properties

Enter appropriate field properties and click "Add file definition" or return to [Issue File Import](#).

Description [Edit description](#)

Definition name: Sample
 Description: Sample
 File contents: Issues
 File type: Fixed

Characteristics [Edit characteristics](#)

Amount format: Decimal included (i.e. 123.00)
 Date format: MMDDYY

Default Field Values (Optional) [Edit default field values](#)

Field Properties

Enter the numeric order of the fields listed below, as they would appear in your import file. For example, if the starting position for ABA/TRC is 1 and its length is 2, the next available position in the record is 3. Enter the numeric length of the field to import.

Valid field properties are listed below for your reference.

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

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

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

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

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

14. Click **Add file definition**.

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

Modify File Import Definitions

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

To access the *File Import Definition Detail* page:

- On the *Issue File Import* page, click the file **Name**.

Issue File Import

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

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

File Definitions

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

	Name	Description	File Type
<input type="radio"/>	Customer Delimited	Customer Delimited	Delimited
<input type="radio"/>	Format A	No ABA number contained within the file	FixedFormat
<input type="radio"/>	MICASH	Parses uploaded MI format Issues file	FixedFormat
<input type="radio"/>	Sample Delimited	Sample Delimited	Delimited
<input type="radio"/>	Sample Fixed	Sample Fixed	FixedFormat

The File Import Definition Detail page is displayed.

File Import Definition Detail

You may edit detail information by clicking the "Edit" links or return to [Issue File Import](#). To delete this file, Click "Delete file import definition." To add an additional file definition, go to [File Import Definition](#).

Description

[Edit description](#)

Definition name: Customer Delimited
 Description: Customer Delimited
 File contents: Issues
 File type: Delimited
[Delete file import definition](#)

Characteristics

[Edit characteristics](#)

Field delimiter: Comma (,)
 Text qualifier: None
 Amount format: Decimal included (i.e. 123.00)
 Date format: MM/DD/YYYY

Default Field Values (Optional)

[Edit default field values](#)

Issue action: Add

Field Properties

[Edit field properties](#)

Field Name	Position Number	Valid Field Properties
ABA/TRC	1	Numeric only (0-9)
Account	2	Numeric only (0-9), 17 characters max
Check Number	3	Numeric only (0-9), 15 characters max
Amount	10	Numeric only (0-9), greater than 0.00 and less than 100,000,000.00
Issued Date	12	Numeric date in specified format (for example, MMDDYY)
Issue Type	14	Issue, I, Void, V
Debit/Credit (optional)		Debit, D, Credit, C
Payee	16	Alpha (a-z, A-Z), numeric (0-9), special characters (including spaces), 96 characters max

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

Delete File Import Definitions

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

To delete a file import definition:

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

Issue File Import Page

Issue File Import

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

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

File Definitions

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

	Name	Description	File Type
<input type="radio"/>	Customer Delimited	Customer Delimited	Delimited
<input type="radio"/>	Format A	No ABA number contained within the file	FixedFormat
<input type="radio"/>	MICASH	Parses uploaded MI format Issues file	FixedFormat
<input type="radio"/>	Sample Delimited	Sample Delimited	Delimited
<input checked="" type="radio"/>	Sample Fixed	Sample Fixed	FixedFormat

[Continue](#)

The *File Import Definition Detail* page is displayed.

File Import Definition Detail

You may edit detail information by clicking the "Edit" links or return to [Issue File Import](#). To delete this "Delete file import definition."To add an additional file definition, go to [File Import Definition](#).

Description

Definition name: Sample Delimited
Description: Sample Delimited
File contents: Issues
File type: Delimited
[Delete file import definition](#)

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

The *Delete File Import Definition – Verification* page is displayed.

Delete File Import Definition - Verification

You have requested to delete the following file import definition. To continue, click "Delete." Once deleted, the file import definition cannot be recovered.

Description

Definition name: Sample
Description: Sample
File contents: Issues
File type: Delimited

Characteristics

Field delimiter: Comma (,)
Text qualifier: DoubleQuote
Amount format: Decimal included (i.e. 123.00)
Date format: MM/DD/YYYY

Default Field Values (Optional)

ABA/TRC: 770110000
Account: *6789 - Operating Account

Field Properties

Field Name	Position Number	Valid Field Properties
Check Number	1	Numeric only (0-9), 15 characters max
Amount	2	Numeric only (0-9), greater than 0.00 and less than 100,000,000.00
Issued Date	3	Numeric date in specified format (for example, MMDDYY)
Issue Type	4	Issue, I, Void, V
Issue Action	5	Add, A, Delete, D
Debit/Credit (optional)		Debit, D, Credit, C
Payee	7	Alpha (a-z, A-Z), numeric (0-9), special characters (including spaces), 96 characters max

3. Review the file import definition information, as needed.

4. Click **Delete**.

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

VIII. Import Check Issue Files

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

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

To import a check issue file:

1. On the *Issue File Import* page, select the appropriate file definition radio button.

File Import Definition.' Below this, another paragraph: 'To view the status of files imported in the last 40 calendar days, go to [Issue File Import - Status](#).' The main section is titled 'File Definitions'. Below this, a note says '(To view, edit, or delete a file definition, click the file name.)'. There is a table with three columns: 'Name', 'Description', and 'File Type'. The table contains five rows, each with a radio button, a name, a description, and a file type. The first row is 'Customer Delimited' (Delimited), the second is 'Format A' (FixedFormat), the third is 'MICASH' (FixedFormat), the fourth is 'Sample Delimited' (Delimited), and the fifth is 'Sample Fixed' (FixedFormat). Below the table is a 'Continue' button. An arrow points to the first radio button." data-bbox="88 266 566 456"/>

Issue File Import

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

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

File Definitions

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

Name	Description	File Type
<input type="radio"/> Customer Delimited	Customer Delimited	Delimited
<input type="radio"/> Format A	No ABA number contained within the file	FixedFormat
<input type="radio"/> MICASH	Parses uploaded MI format Issues file	FixedFormat
<input type="radio"/> Sample Delimited	Sample Delimited	Delimited
<input type="radio"/> Sample Fixed	Sample Fixed	FixedFormat

2. Click **Continue**.

The *Issue File Import – File Selection* page is displayed.

Issue File Import.' The main section is titled 'File Import Definition'. Below this, there are three labels: 'Definition name:', 'Description:', and 'File type:', each followed by a text box containing the selected definition's details. Below these, there is a 'File to import:' label followed by a text box and a 'Browse...' button. At the bottom, there is an 'Import file' button." data-bbox="88 502 659 693"/>

Issue File Import - File Selection

To import a file, select the file to import and click "Import file." To select a different definition, return to [Issue File Import](#).

File Import Definition

Definition name: Customer Delimited
 Description: Customer Delimited
 File type: Delimited

File to import:

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

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

Issue File Import - Confirmation

 [Print this page](#)

The file has been successfully received and is in process.

To view the status of the imported file, click "File Import Status" link.

Print this confirmation for your records. To import an additional file, return to [Issue File Import](#).

File definition name: Customer Delimited
 Description: Customer Delimited
 File name: Customer delimited.txt
 File type: Delimited
 Status: To view the imported file processing status, go to [File Import Status](#)

File Import Status

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

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

Issue File Import Page

Issue File Import

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

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

The *File Import Status* page is displayed.

File Import Status

 [Print this page](#)

Status of imported files in the last 40 calendar days. To import an additional file, return to [Issue File Import](#).

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

Imported Files

(To view the records within a file that were not imported due to invalid data, click on the file name.)

File Name	Total Records	Issues in File	Total Amount for Issues	Voids in File	Total Amount for Voids	Date Imported	Status
Customer delimited	2	2	\$200.00	0	\$0.00	05/16/2011	Completed
Customer delimited	2	2	\$200.00	0	\$0.00	05/16/2011	Completed with errors

File Import Status Field Descriptions

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


View File Import Detail

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


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

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

Note: Only files that have a "Completed with errors" status have a **File Name**

File Import Status  Print this page							
Status of imported files in the last 40 calendar days. To import an additional file, return to Issue File Import .							
All approvals must be received before a file will be fully processed.							
Imported Files							
(To view the records within a file that were not imported due to invalid data, click on the file name.)							
File Name	Total Records	Issues in File	Total Amount for Issues	Voids in File	Total Amount for Voids	Date Imported	Status
Customer delimited	2	2	\$200.00	0	\$0.00	05/16/2011	Completed
Customer delimited	2	2	\$200.00	0	\$0.00	05/16/2011	Completed with errors

The *File Import – Detail* page is displayed.

File Import Detail

[Print this page](#)

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

File Information

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

Status:	Completed with errors
File Name:	Customer delimited
File definition used:	Customer Delimited
Imported by:	ADMIN - Admin Customer
Imported date:	5/16/2011 3:59:16 PM
Number of records processed:	2
Number of records that failed validation:	0

Records with invalid data

Issue 1123 already in process, cannot be updated
Issue 1124 already in process, cannot be updated

File Import – Detail File Import Status Descriptions

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

IX. Update Issue Items

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

To search for issue items:

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

Update Issue Items Criteria

Select appropriate search criteria and click "Search."

Account:

ABA/TRC	Account Number	Description
<input checked="" type="radio"/> 011301798	*3456	Main Account

Date range:

☒ Specific date: 05 / 23 / 2011

(mm/dd/yyyy)

☐ From: 04 / 23 / 2011

(mm/dd/yyyy)

To: 05 / 23 / 2011

(mm/dd/yyyy)

☐ Previous business day

Include:

☒ Exception issue items

☐ Outstanding issue items

Check number (optional):

Search

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

The Update Issue Items – Summary page is displayed.

Update Issue Items - Summary

To view and edit details, click the check number. To change search criteria, return to [Update Issue Items Criteria](#).

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

Report created: 5/23/2011 3:12 PM (ET)
Account: 011301798--*3456--Main Account--CHECKING
Date range: 4/23/2011 to 5/23/2011
Check number: Not requested
Include: Exception issue items

(To view check image, click on the camera icon.)

Account	Check		Issued Date	Issued Amount	Posted Amount	Posted Date	Exception Reason	Payee
*3456	2000		05/02/2011	\$100.00	\$125.00	05/22/2011	Amount Mismatch	Joe Customer
*3456	2001		05/02/2011	\$100.00	\$125.00	05/22/2011	Amount Mismatch	Joe Customer

Update Issue Items – Summary Page (Outstanding Issue Items)

Update Issue Items - Summary

To view and edit details, click the check number. To delete an issue, click "Delete". To change search criteria, return to [Update Issue Items Criteria](#).

Report created: 5/23/2011 2:00 PM (ET)
Account: 011301798--*3456--Main Account--CHECKING
Date range: 5/20/2011
Check number: Not requested
Include: Outstanding issue items

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

Account	Check	Issued Date	Issued Amount	Payee	
*3456	1800	05/20/2011	\$100.00	Joe Customer	Delete
*3456	1801	05/20/2011	\$100.00	Joe Customer	Delete
*3456	11135	05/20/2011	\$100.00	Joe Customer	Delete
*3456	11146	05/20/2011	\$100.00	Joe Customer	Delete

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

View and Edit Exception Issue Items

To view and edit details for an exception issue item:

- On the Update Issue Items – Summary page, click the Check number link. To view the check image associated with an exception, click the camera icon. The Update Issue Item – Edit page is displayed.

Update Issue Item - Edit


Edit issue item and click "Continue." To view other issue items, return to [Update Issue Items - Summary](#).


Account Information

Account: *3456

Item Details

(To view check image, click on the camera icon.)

Check number: 2000 

Issued date: 05 / 02 / 2011 

Issued amount: \$ 100.00

Posted amount: \$125.00

Posted date: 5/22/2011

Exception reason: Amount Mismatch

Payee (optional):

- Edit the information, as needed.
- Click **Continue**.

Update Issue Item - Edit Verification

Review the issue item information. To save your changes, click "Save changes."


Account Information

Account: *3456

Item Details

[Edit item](#)

(To view check image, click on the camera icon.)

Check number: 2000 

Issued date: 5/2/2011

Issued amount: \$125.00

Posted amount: \$125.00

Posted date: 5/22/2011

Exception reason: Amount Mismatch

Payee: Joe Customer

4. Review the information and click **Save changes**.

The Update Issue Items – Edit Confirmation page is displayed.

View and Edit Outstanding Issue Items

To view and edit details for an outstanding issue item:

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

Update Issue Item - View Issue Details

To edit the issue details, click "Edit issue." To delete this issue, click "Delete issue." To view a different issue, return to [Update Issue Items - Summary](#).

Account Information

[Edit issue](#) • [Delete issue](#)

Account: *3456

Item Details

Check number: 1800

Issued date: 5/20/2011 12:00:00 AM

Issued amount: \$100.00

Payee: Joe Customer

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

2. Click the **Edit issue** link.

Update Issue Item - Edit

Edit issue item and click "Continue." To view other issue items, return to [Update Issue Items - Summary](#).

Account Information

Account: *3456

Item Details

Check number: 1800

Issued date: 05 / 20 / 2011

Issued amount: \$ 100.00

Payee (optional): Joe Customer

3. Edit the information, as needed.

4. Click **Continue**.

Update Issue Item - Edit Verification

Review the issue item information. To save your changes, click "Save changes."

Account Information

Account: *3456

Item Details

[Edit item](#)

Check number: 1800

Issued date: 5/20/2011

Issued amount: \$125.00

Payee: Joe Customer

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

The Update Issue Items – Edit Confirmation page is displayed.

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

Delete an Outstanding Issue Item

To manually delete an outstanding issue item:

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

Update Issue Items - Summary

To view and edit details, click the check number. To delete an issue, click "Delete". To change search criteria, return to [Update Issue Items Criteria](#).

Report created: 5/23/2011 2:00 PM (ET)
 Account: 011301798--*3456--Main Account--CHECKING
 Date range: 5/20/2011
 Check number: Not requested
 Include: Outstanding issue items

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

Account	Check	Issued Date	Issued Amount	Payee	
*3456	1800	05/20/2011	\$100.00	Joe Customer	Delete
*3456	1801	05/20/2011	\$100.00	Joe Customer	Delete
*3456	11135	05/20/2011	\$100.00	Joe Customer	Delete
*3456	11146	05/20/2011	\$100.00	Joe Customer	Delete

The *Delete Issue Item – Verification* page is displayed.

Delete Issue Item - Verification

You have requested to delete the following issue item. Once deleted, the item cannot be recovered.

To continue, click "Delete" or return to [Update Issue Items - Summary](#).

Item Details

Account: *3456
 Check number: 1800
 Amount: \$100.00
 Issued date: 5/20/2011
 Issue type: Issue
 Payee: Joe Customer

2. Click **Delete**.

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

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

X. Decisions Report

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

To access the *Decisions Report Criteria* page:

1. Click **Account Services > Positive pay decisions report**.

The *Decisions Report Criteria* page is displayed.

Decisions Report Criteria

Select appropriate report criteria and click "Generate report."

Up to 18 months of data are available; a maximum of three months may be retrieved during a single search. To retrieve a limited amount of data, select specific search criteria.

Output to:

- ☒ Screen (HTML)
- ☐ CSV file (Can be used by a spreadsheet program)
- ☐ PDF (Creates a document that can be saved or printed)
To view your output as a PDF, you must have Adobe® Reader® installed on your computer. To download the Adobe® Reader®, click the Adobe link below. To confirm you have Adobe® Reader® installed, view this [sample pdf file](#).

Accounts:

1-5

Description	Type	Account	ABA/TRC
<input type="checkbox"/> CSB Inc	Checking	*1111	770110000
<input type="checkbox"/> Major Capital Improvements Ckng	Checking	*2345	770110000
<input type="checkbox"/> Operating Account	Checking	*6789	770110000
<input type="checkbox"/> Equipment Account	Checking	*7987	770110000
<input type="checkbox"/> Acct - Rel Avail	Checking	1701	770110000

View: All accounts Go

Decision date range:
(Date decision is applied)

- ☒ Specific date: 10 / 23 / 2013 (mm/dd/yyyy)
- ☐ From: 09 / 23 / 2013 (mm/dd/yyyy)
To: 10 / 23 / 2013 (mm/dd/yyyy)
- ☐ Previous business day

Decision option:

- ☒ Include all decisions
- ☐ Paid only
- ☐ Return only
- ☐ Correction only

Generate report

- Select an Output to option. Screen is selected by default.
 - Select one or more Accounts options.
 - Select a Decision date range. The calendar icons can be clicked to select the date.
 - Select a Decision option: Include all decisions, Paid only, Return only, or Correction only.
- Note:** The Correction only option is not currently generally available to all companies.
- Click **Generate report**.



The *Decisions Report* page is displayed.

Decisions Report

Autodecisions are displayed when no decision has been made. These decisions will be automatically applied to the exception if no decision is made before the cutoff time. To change report criteria, return to [Decisions Report Criteria](#).

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

Report created: 11/21/2011 1:22 PM (ET)

Accounts: 011301798 • *3232 • CHECKING • Secondary Account
011301798 • *7766 • CHECKING • New Test Account

Decision date range: 10/22/2011 to 11/21/2011

Decision option: Return only

Service: Positive Pay

Total reported amount: \$4,180.00

Total reported items: 25

Download this report as: CSV file Go

011301798 • *3232 • Checking • Secondary Account

Total reported amount: \$4,180.00
Total reported items: 25

Check Number	Amount	Issued Date	Posted Date	Disposition Decision	Payee
111	\$125.00	11/01/2011	11/03/2011	Autoreturn	Julie Customer
111	\$125.00	11/01/2011	11/03/2011	Autoreturn	Julie Customer
112	\$150.00	11/01/2011	11/03/2011	Autoreturn	Julie Customer
112	\$150.00	11/01/2011	11/03/2011	Autoreturn	Julie Customer
333	\$600.00	n/a	11/17/2011	Autoreturn	
444	\$600.00	11/02/2011	11/17/2011	Autoreturn	Joe Customer
555	\$600.00	11/02/2011	11/17/2011	Autoreturn	Joe Customer
1327	\$10.00	n/a	11/15/2011	Autoreturn	
1328	\$10.00	n/a	11/15/2011	Autoreturn	
1329	\$10.00	n/a	11/15/2011	Autoreturn	
3452	\$100.00	n/a	11/07/2011	Autoreturn	
4562	\$100.00	n/a	11/07/2011	Autoreturn	
5432	\$125.00	n/a	11/07/2011	Autoreturn	
5442	\$150.00	n/a	11/07/2011	Autoreturn	
5462	\$150.00	n/a	11/07/2011	Autoreturn	
6872	\$100.00	n/a	11/07/2011	Autoreturn	
8872	\$200.00	n/a	11/07/2011	Autoreturn	
9872	\$100.00	n/a	11/07/2011	Autoreturn	
50512	\$125.00	n/a	11/07/2011	Autoreturn	
50612	\$100.00	n/a	11/07/2011	Autoreturn	
50712	\$100.00	n/a	11/07/2011	Autoreturn	
50812	\$100.00	n/a	11/07/2011	Autoreturn	
50912	\$100.00	n/a	11/07/2011	Autoreturn	
51012	\$100.00	n/a	11/07/2011	Autoreturn	
58862	\$150.00	n/a	11/07/2011	Autoreturn	

011301798 • *7766 • Checking • New Test Account

Total reported amount: \$0.00
Total reported items: 0

No items to display

XI. Outstanding Issues Report

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

To access the Outstanding Issues Report Criteria page:

1. Click **Account Services > Positive pay outstanding issues report**.

34

The Outstanding Issues Report Criteria page is displayed.


Outstanding Issues Report Criteria

Select appropriate report criteria and click "Generate report."

Up to 18 months may be retrieved during a single search. To retrieve a limited amount of data, select specific search criteria.

Output to:

- ☒ Screen (HTML)
- ☐ CSV file (Can be used by a spreadsheet program)
- ☐ PDF (Creates a document that can be saved or printed)
To view your output as a PDF, you must have Adobe® Reader® installed on your computer. To download the Adobe® Reader®, click the Adobe link below. To confirm you have Adobe® Reader® installed, view this [sample pdf file](#).



Accounts:

1-2 View: All accounts Go

<input type="checkbox"/>	Description	Type	Account	ABA/TRC
<input type="checkbox"/>	Main Account	Checking	*3456	011301798
<input type="checkbox"/>	Monthly	Checking	*4234	011301798

Issued date range:

- ☒ All
- ☐ Specific date: 06 / 20 / 2013 (mm/dd/yyyy)
- ☐ From: 05 / 21 / 2013 (mm/dd/yyyy) To: 06 / 20 / 2013 (mm/dd/yyyy)
- ☐ Previous business day

Include:

- ☒ Issues and voids
- ☐ Issues only
- ☐ Voids only

Generate report

- Select an Output to option. Screen is selected by default.
- Select one or more Accounts options.
- Select an Issued Date range. The calendar icons can be clicked to select the date. **Note:** If you have uploaded a file with a future date, you need to select the range from today to the future date. Selecting the specific date with a future will not produce your report.
- Choose to include Issues and voids, Issues only, or Voids only.
- Click Generate report.

XII. Stale Issues Report

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

To access the *Stale Issues Report Criteria* page:

- Click **Account Services > Positive pay stale issues report**.

The *Stale Issues Report Criteria* page is displayed.

Stale Issues Report Criteria Page

Stale Issues Report Criteria

Select appropriate report criteria and click "Generate report." Contact your bank if you have questions on the stale period.

Up to 18 months of data are available; a maximum of three months may be retrieved during a single search. To retrieve a limited amount of data, select specific search criteria.

Output to:

- ☒ Screen (HTML)
- ☐ CSV file (Can be used by a spreadsheet program)
- ☐ PDF (Creates a document that can be saved or printed)
To view your output as a PDF, you must have Adobe® Reader® installed on your computer. To download the Adobe® Reader®, click the Adobe link below. To confirm you have Adobe® Reader® installed, view this [sample pdf file](#).

Accounts:

1-2 View: All accounts Go

Description	Type	Account	ABA/ITC
<input type="checkbox"/> Main Account	Checking	*3456	011301798
<input type="checkbox"/> Monthly	Checking	*4234	011301798

Issued date range:

- ☒ All
- ☐ Specific date: 06 / 20 / 2013 (mm/dd/yyyy)
- ☐ From: 05 / 21 / 2013 (mm/dd/yyyy) To: 06 / 20 / 2013 (mm/dd/yyyy)
- ☐ Previous business day

Generate report

2. Select one or more **Accounts** options.
3. Select an **Issued date range**. The calendar icons can be clicked to select the date.
4. Click **Generate report**.

Stale Issues Report Page

Stale Issues Report

To change report criteria, return to [Stale Issues Report Criteria](#)

Report created: 11/21/2011 2:17 PM (ET)

Account: 011301798 • *3456 • CHECKING • Main Account

Issued date range: 10/24/2011

Issues become stale after: 1 days • 011301798 • *3456 • CHECKING • Main Account

Total reported amount: \$300.00

Total reported items: 3

Download this report as: CSV file Go

[011301798 • *3456 • Checking • Main Account](#)

Total reported amount: \$300.00

Total reported items: 3

Check Number	Amount	Issued Date	Payee	Stale Date	Issue Type
3465	\$100.00	10/24/2011	Joe Customer	10/25/2011	Issue
3466	\$100.00	10/24/2011	Joe Customer	10/25/2011	Issue
3467	\$100.00	10/24/2011	Joe Customer	10/25/2011	Issue

XIII. Issues Status Report

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

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

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

To access the *Issues Status Report Criteria* page:

1. Click **Account Services > Positive pay issue status report**.

Issues Status Report Criteria Page

Issues Status Report Criteria

Select appropriate report criteria and click "Generate report."

Up to 18 months of data are available; a maximum of three months may be retrieved during a single search. To retrieve a limited amount of data, select specific search criteria.

Output to:

- ☒ Screen (HTML)
- ☐ CSV file (Can be used by a spreadsheet program)
- ☐ PDF (Creates a document that can be saved or printed)
To view your output as a PDF, you must have Adobe® Reader® installed on your computer. To download the Adobe® Reader®, click the Adobe link below. To confirm you have Adobe® Reader® installed, view this [sample pdf file](#).

Accounts:

Select all • Deselect all

ABA/TRC	Account Number	Description
<input type="checkbox"/>	011301798 *3456	Main Account

Date range:

☐ Specific date: 11 / 21 / 2011 (mm/dd/yyyy)

☒ From: 10 / 22 / 2011 (mm/dd/yyyy) To: 11 / 21 / 2011 (mm/dd/yyyy)

Date type:

- ☒ Issued date
- ☐ Posted date
- ☐ Status updated date

Amount (optional):

☐ Amount: \$

☐ Range: min: \$ max: \$

Check number (optional):

Generate report

2. Select an **Output to** option. Screen is selected by default.
3. Select one or more **Accounts** options.
4. Select a **Date range**. The calendar icons can be clicked to select the date. **Note:** If you have uploaded a file with a future date, you need to select the range from today to the future date. Selecting the specific date with a future will not produce your report.
5. Select a **Date type**: Issued date, Posted date or Status updated date.

Issued date The date a check issue is entered

Posted date The date a check transaction is posted

Status updated date The date the status of check issue is changed

6. **Optional:** Type the dollar **Amount** of the issues you want to view or a dollar amount **Range**. Date range and date type criteria are not required when searching for a specific amount value.
7. **Optional:** In the **Check number** field, enter a check number. Date range and date type criteria are not required when searching for a specific check number.
8. Click **Generate report**.

Issues Status Report Page

Issues Status Report
[Print this page](#)

To change report criteria, return to [Issues Status Report Criteria](#).

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

Report created: 11/21/2011 1:45 PM (ET)

Account: All accounts

Date range: 10/22/2011 to 11/21/2011

Date type: Status updated date

Amount: Not requested

Check number: Not requested

Total reported amount: \$970.00

















Total reported items: 27

Download this report as:

011301798 • *3456 • Checking • Main Account

Total reported amount: \$970.00

Total reported items: 27

Check Number	Amount	Issued Date	Posted Date	Status	Status Updated	Payee
10	\$10.00	09/19/2011	11/10/2011	Paid	11/10/2011	Test Payee
12	\$10.00	09/19/2011	11/10/2011	Paid	11/10/2011	Test Payee
13	\$10.00	09/19/2011	11/10/2011	Paid	11/10/2011	Test Payee
14	\$10.00	09/19/2011	11/10/2011	Paid	11/10/2011	Test Payee
15	\$10.00	09/19/2011	09/18/2011	Paid	11/02/2011	Test Payee
16	\$10.00	09/19/2011	09/18/2011	Paid	10/31/2011	little payee
20	 \$10.00	09/19/2011	11/13/2011	Paid	11/14/2011	Test Payee
25	\$50.00	11/07/2011	11/08/2011	Paid	11/09/2011	Julie Test
26	\$50.00	11/07/2011	11/08/2011	Paid	11/09/2011	Julie Test
27	 \$50.00	11/07/2011	11/08/2011	Paid	11/09/2011	Julie Test
28	 \$50.00	11/07/2011	11/08/2011	Paid	11/09/2011	Julie Test
30	 \$10.00	09/19/2011	11/13/2011	Paid	11/14/2011	Test Payee
31	 \$10.00	09/19/2011	11/13/2011	Paid	11/14/2011	Test Payee
32	 \$10.00	09/19/2011	11/13/2011	Paid	11/14/2011	Test Payee
33	 \$10.00	09/19/2011	11/13/2011	Paid	11/14/2011	Test Payee
34	 \$10.00	09/19/2011	11/13/2011	Paid	11/14/2011	Test Payee
35	 \$10.00	09/19/2011	11/13/2011	Paid	11/14/2011	Test Payee
36	 \$10.00	09/19/2011	11/13/2011	Paid	11/14/2011	Test Payee
37	 \$10.00	09/19/2011	11/13/2011	Paid	11/14/2011	Test Payee
38	 \$10.00	09/19/2011	11/13/2011	Paid	11/14/2011	Test Payee
39	 \$10.00	09/19/2011	11/13/2011	Paid	11/14/2011	Test Payee
8100	 \$100.00	11/02/2011	10/25/2011	Paid	11/02/2011	Joe Customer
8101	\$100.00	11/02/2011	10/25/2011	Paid	11/02/2011	Joe Customer
8102	 \$100.00	11/02/2011	10/25/2011	Paid	11/02/2011	Joe Customer
8103	 \$100.00	11/02/2011	10/25/2011	Paid	11/02/2011	Joe Customer
8104	\$100.00	11/02/2011	n/a	Void	11/02/2011	Joe Customer
8105	\$100.00	11/02/2011	n/a	Void	11/02/2011	Joe Customer

XIV. Manage Alerts

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

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

To access the *Manage Alerts* page:

Click **Administration > Manage alerts**.

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

Manage Alerts

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. Enabled alerts are always delivered to your online banking mailbox. Available destinations depend upon the contact information you enter in [Personal Preferences](#).

Account Alerts

Non-account Alerts

Custom Alerts

Select the account for which you would like to manage alerts and click "Go." To add or delete an alert for multiple accounts at once, go to [Set Up Account Alerts](#).

demo 2 - *4891

Go

Alerts for demo 2 - *4691

Alert	Send To	
Account Reconciliation & Positive Pay Alerts		
✓ Positive Pay	e.jacobson@easternbank.com	Change • Delete
Positive Pay Exception Reminder	Alert is off	Add

Account Alerts

The **Account Alerts** tab shows the alert subscriptions available to you based on your entitled services and accounts. **We recommend that you enable the Positive Pay and Positive Pay Exception Reminder alert.**

(The Information Reporting Alerts are not available; please do not enable them within this service. Use the Alerts function in the drop down list to setup any balance alerts)

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

Account Related Alerts

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

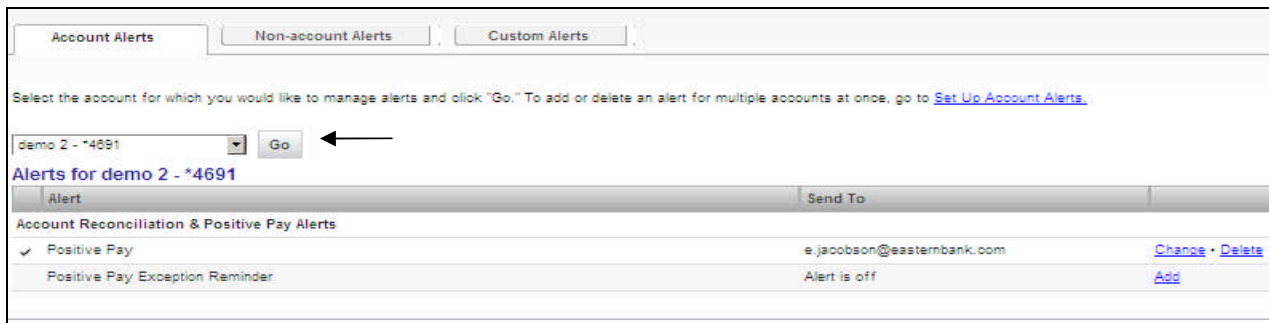
Add an Account Alert Subscription

To add an account alert subscription:

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

The **Account Alerts** tab is displayed.

Manage Alerts Page (Account Alerts)



Account Alerts | Non-account Alerts | Custom Alerts

Select the account for which you would like to manage alerts and click "Go." To add or delete an alert for multiple accounts at once, go to [Set Up Account Alerts](#).

demo 2 - *4691

Alerts for demo 2 - *4691

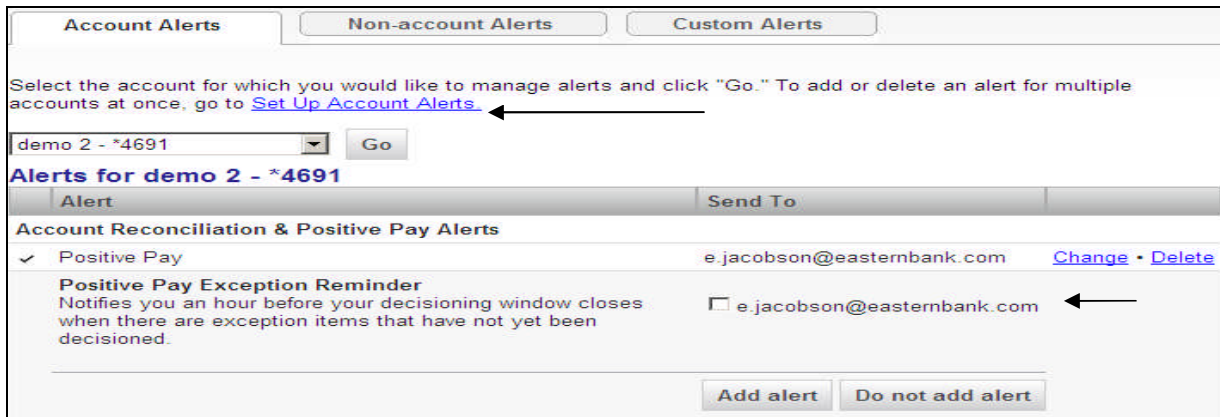
Alert	Send To	
Account Reconciliation & Positive Pay Alerts		
✓ Positive Pay	e.jacobson@easternbank.com	Change • Delete
Positive Pay Exception Reminder	Alert is off	Add

1. Select an account. Click the **Go** box.
2. Click the **Add** link associated with the alert subscription.

The table row expands, revealing the alert details.

Tip: Multiple rows can be expanded.

Manage Alerts Page (Account Alerts – Expanded Row)



Account Alerts | Non-account Alerts | Custom Alerts

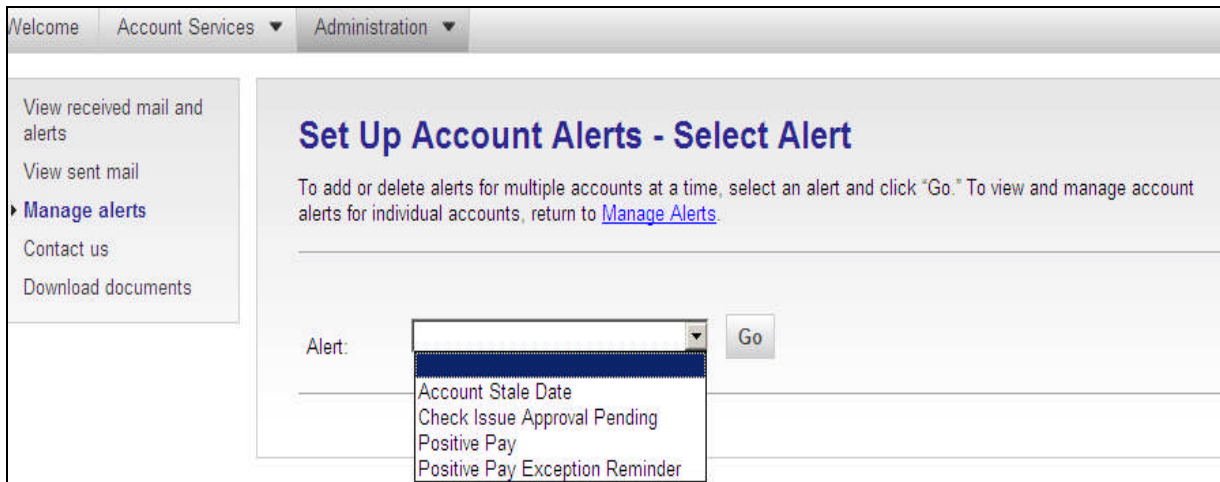
Select the account for which you would like to manage alerts and click "Go." To add or delete an alert for multiple accounts at once, go to [Set Up Account Alerts](#).

demo 2 - *4691

Alerts for demo 2 - *4691

Alert	Send To	
Account Reconciliation & Positive Pay Alerts		
✓ Positive Pay	e.jacobson@easternbank.com	Change • Delete
Positive Pay Exception Reminder Notifies you an hour before your decisioning window closes when there are exception items that have not yet been decided.		
	<input type="checkbox"/> e.jacobson@easternbank.com	<input type="button" value="Add alert"/> <input type="button" value="Do not add alert"/>

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



Welcome | Account Services | Administration

View received mail and alerts
View sent mail
▶ **Manage alerts**
Contact us
Download documents

Set Up Account Alerts - Select Alert

To add or delete alerts for multiple accounts at a time, select an alert and click "Go." To view and manage account alerts for individual accounts, return to [Manage Alerts](#).

Alert:

- Account Stale Date
- Check Issue Approval Pending
- Positive Pay
- Positive Pay Exception Reminder



If applicable, enter the alert criteria.

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

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

The Alert sent to you will have an address of: From:  businessserviceteam@easternbank.com

Non-account Related Alerts

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

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

Account Alerts	Non-account Alerts	Custom Alerts
Alert		
New Balance Account		Alert is off Add
Company Stake Date		Alert is off Add
Issue File Approval Pending		Alert is off Add
✓ E-mail Address Changed		e.jacobson@easternbank.com Change
✓ Telephone Number Changed		e.jacobson@easternbank.com Change
✓ User Telephone Number Changed		e.jacobson@easternbank.com Change • Delete
Decision File Import Completed With Errors		Alert is off Add
Decision File Approval Pending		Alert is off Add
Decision File Import Failed		Alert is off Add
Issue File Import Completed With Errors		Alert is off Add
Issue File Import Failed		Alert is off Add
Issue File FTP Successful		Alert is off Add
Issue File FTP Failed		Alert is off Add
✓ Password Changed		e.jacobson@easternbank.com Change
User Profile Approval Pending		Alert is off Add
✓ User Profile Activity		e.jacobson@easternbank.com Change • Delete
Updated User Entitlements		Alert is off Add
Account Closure		Alert is off Add

Custom Alerts

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

Manage Alerts

Use this page to manage the alerts you receive and how you want to receive them. You can add new alerts, change existing alerts, or delete alerts that are not mandatory. The destinations available with each alert depend upon the contact information you have entered in [Personal Preferences](#). Enabled, mandatory, and custom alerts will always be delivered to your online banking mailbox.

Account Alerts

Non-account Alerts

Custom Alerts

Alert	Frequency	Next Send On	Send To
No custom alerts are available at this time.			

Add new alert

XV. Welcome Page

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

- 1 Welcome message:** User first and last name with last login date and time.
- 2 Message Center:** Links to view mail and alert messages, and send secure mail.
- 3 Favorites:** Links to frequently used functions or pages.

