



Positive Pay
Customer Guide

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POSITIVE PAY CUSTOMER GUIDE

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REVIEW ITEMS

Displays items for review. Items displayed by account number, check number, issue date and then amount. Items that display for review must be approved for submission to the database or returned for modification.

To review items

1. Click **Payments & transfers** on the menu. The system displays the Payments & transfers page.
 2. Click **ACH**. The system displays the Select ACH Transfer Criteria page.
 3. Sign in to Business Online. The system displays Business Online.
 4. From the **Payments & Transfers** menu, select **ACH**. The system displays the Select External Transfer Criteria page.
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1. Sign in to Business Online. The system displays Business Online.
 2. From the **Checks & Deposits** menu, select **Positive Pay**. The system displays the Positive Pay Overview page.
 3. Select Review from the **Positive Pay** menu.
 4. In the Account Selection section, select the appropriate account or **All** to display all items available for review.
 5. Click **Submit**. The Item Review page displays.
 6. Complete the following:
 - a. Select the required **Action**.
 - b. Select the **Return Reason** the item is returned.
 7. Repeat steps 3-5 for each item.
 8. Click the **Process Items** button to save review selections for the items.
 9. Close the Items Review page. Log out of Business Online.

IMPORT A FILE

Enables clients to import files from another program to establish issued payment items.

To import a file

1. Sign in to Business Online. The system displays Business Online.
2. From the **Checks & Deposits** menu, select **Positive Pay**. The system displays the Positive Pay Overview page.
3. Select **Import a File** from the **Positive Pay** menu.
4. Enter the **File Name** of the file to import or click the **Browse** button to locate the file.
5. Select a **Template** associated with the file.
6. Click the **Next** button. The Import a File page displays.
7. In the Data Mapping section complete the following:
 - a. Select the **Account Type** (e.g., DDA LAS).
 - b. Enter the account nickname (e.g., business checking) as defined in Business Online in the **Account** field.
 - c. From the **Type** drop-down list, select the type of item being imported.
 - d. Enter the amount of the item in the **Amount** field.
 - e. Optional: Enter the name of the person or entity to which the item was written in the **Payee** field.
 - f. Enter the **Issue Date** assigned to all items in the import file.
 - g. Enter the **Reference Number** assigned to an item.
8. Click the **Import File** button. The import status displays.
 - If successful, the Import a File page displays.
 - If exceptions occur, the following may occur:
 - if the exceptions exceed the limitation of the file, an error message displays indicating the import failed.
 - if the exceptions are under the limit, a message displays indicating the number of items imported with the total amount imported, confirmation number and the number of import exceptions.
9. Close the Import a File page. Log out of Business Online.

IMPORT EXCEPTIONS INQUIRY

Displays a list of exceptions files. Clicking on a **File Name** hyperlink displays the details about the file and enables the user to edit or delete exceptions from the file.


Inquire import exceptions

1. Sign in to Business Online. The system displays Business Online.
2. From the **Checks & Deposits** menu, select **Positive Pay**. The system displays the Positive Pay Overview page.
3. Select **Import Exceptions** from the **Positive Pay** menu.
4. Click the appropriate **File Name** hyperlink. The File Import Exception page displays.
5. Close the File Import Exception page. Log out of Business Online.

MODIFY EXCEPTIONS ITEMS

Exceptions occur when an error is present in an item. When an exception occurs, the item must be modified or removed.


To modify an exception item

1. Sign in to Business Online. The system displays Business Online.
2. From the **Checks & Deposits** menu, select **Positive Pay**. The system displays the Positive Pay Overview page.
3. Select **Import Exceptions** from the **Positive Pay** menu.
4. Click the appropriate **File Name** hyperlink. The File Import Exception page displays.
5. Click  to edit an exception.
6. Select a new **Account** nickname (e.g., business checking) defined in Business Online.
7. Edit the **Check Number** (if applicable).
8. Edit the **Issue Date** (if applicable).
9. Edit the **Payee** (if applicable).
10. Edit the **Reference Number** (if applicable).
11. From the **Type** drop-down list, select a new import item type (if applicable).
12. Click the **Save Item** button. The File Import Exception page displays.
13. Close the File Import Exception page. Log out of Business Online.

DELETE EXCEPTION

Complete the following to delete an exception.


To delete an exception

1. Sign in to Business Online. The system displays Business Online.
2. From the **Checks & Deposits** menu, select **Positive Pay**. The system displays the Positive Pay Overview page.
3. Select **Import Exceptions** from the **Positive Pay** menu.
4. Click the appropriate **File Name** hyperlink. The File Import Exception page displays.
5. Click  to delete an exception. The Message from webpage box displays asking "Are you sure you want to delete this row?". Click **OK**. The File Import Exception page displays.
6. Close the File Import Exception page. Log out of Business Online.

ESTABLISH ITEMS

Items are established to track payments. When an item is added, it must be approved before it is submitted to the database.


Establish a new item

1. Sign in to Business Online. The system displays Business Online.
2. From the **Checks & Deposits** menu, select **Positive Pay**.
3. Select **Item** from the **Positive Pay** menu.
4. Click  to establish a new item. The Positive Pay Items page displays.
5. In the Items List section, complete the following:
 - a. From the **Account** drop-down list, select the account type and number to associate with the item.
 - b. Enter the **Check Number**.
 - c. Enter the date the item was issued in the **Issue Date** field.
 - d. Enter the dollar amount on the item in the **Amount** field.
 - e. Enter the name of the person or entity to whom the item was written in the **Payee** field.
 - f. Enter the **Reference Number** assigned to the item.
 - g. From the **Type** drop-down list, select the item type.
6. Click the **Add** button to add the new item to the Items List.
7. Repeat steps 3-5 until all items are added.
8. Click the **Save** button.
9. Close the Positive Pay Items page. Log out of Business Online.

MODIFY AN EXISTING ITEM

Items are established to track payments. When an item is reviewed, changes may be required before it is approved for submission to the database.


To modify an existing item

1. Sign in to Business Online. The system displays Business Online.
2. From the **Checks & Deposits** menu, select **Positive Pay**.
3. Select **Item** from the **Positive Pay** menu.
4. Enter search criteria or leave the default settings and click the **Search Items** button to search for the item to modify. The Positive Pay Items page displays.
5. In the Items List section, click  to open the item for modification. The Edit Positive Payment Items page displays.
6. In the Data Mapping section, complete the following:
 - a. From the **Account** drop-down list, select the account type and number to associate with the item.
 - b. Enter the **Check Number**.
 - c. Enter the date the item was issued in the **Issue Date** field.
 - d. Enter the dollar amount on the item in the **Amount** field.
 - e. Enter the name of the person or entity to whom the item was written in the **Payee** field.
 - f. Enter the **Reference Number** assigned to the item.
 - g. From the **Type** drop-down list, select the item type.
7. Click the **Save Item** button.
8. Close the Positive Pay Items page. Log out of Business Online.

NEW FILE IMPORT TEMPLATE

File import templates are used to facilitate importing items for payment matching.

To establish a new file import template

1. Sign in to Business Online. The system displays Business Online.
2. From the **Checks & Deposits** menu, select **Positive Pay**.
3. Select **Import Templates** from the **Positive Pay** menu.
4. Click  to establish a new template. The Create File Import Template page displays.
5. In the Template Properties section, complete the following:
 - a. From the **Attach File** drop-down list, select the file to attach to the template.
 - b. From the **Import Attached File** drop-down list, select whether the file included in **Attach File** is imported.
 - c. Enter a description of the template in the **Template Name** field.
 - d. Enter the **Number of Header Rows** before the first transaction starts in the imported file.
 - e. Enter the **Number of Footer Rows** after the last transaction ends in the imported file.
 - f. From the **Input Decimals into Amount** drop-down list, select the format of the amounts in the imported file.
 - g. From the **Text Qualifier** drop-down list, select the symbol that identifies characters in the imported file as text.
 - h. From the **File Template** drop-down list, select the format of the imported files that use this template.
6. Click the **Next** button.

If the File Format is Fixed Width, then the Create File Import Template page displays. In the Mapped File Data section, complete the following:

 - a. Enter the type of information stored in the imported file in the **Field** field.
 - b. Enter the location of the field within the imported file in the **Character Position** field.
 - c. From the **Mask Format** field, specify how each digit of a sensitive data type is translated in Transaction Authorization System.


If the File Format is Delimited, then the Create File Import Template page displays. In the Map Data from Imported File section, complete the following:

 - a. Enter the column number where the data type is located within the imported file in the **Column** field.
 - b. Enter the type of information stored in each column of the imported file in the **Data Type** field.
 - c. From the **Mask Format** field, specify how each digit of a sensitive data type is translated in Transaction Authorization System.
7. Click the **Next** button. The Create File Import Template page displays.
8. In the Item Type Code Mapping section, complete the following:
 - a. From the **Assigned Value** drop-down list, select the item type associated with the file data in the imported file.
 - b. Click the **Add** or **Delete** button to establish or remove item type codes for the imported file.
9. Click the **Next** button. The Create File Import Template page displays.
10. In the Assign Values section, complete the following:
 - a. Enter the type of information stored in the imported file in the **Field** field.
 - b. Assign a value to each instance of the associated field in the imported file in the **Assigned Value** field.
 - c. From the **Prompt on Import** drop-down list, select whether a prompt is displayed when the associated field is blank in the imported file.
11. Click the **Create Template** button to save the new file import template. The Template List page displays.
12. Close the Template List page. Log out of Business Online.

EDIT FILE IMPORT TEMPLATE

Enables clients to view or modify detailed information for existing file import templates. Each section is used to progress through the Edit File Import Template page and modify an existing file import template.

To edit a file import template

1. Sign in to Business Online. The system displays Business Online.
2. From the **Checks & Deposits** menu, select **Positive Pay**.
3. Select **Import Templates** from the **Positive Pay** menu.
4. Click  for the appropriate template. The Edit File Import Template page displays.
5. Click the **Browse** button to navigate to the file.
6. Select **Yes** to import the attached file.
7. Click **Next**. The Edit File Import Template page displays.
8. Complete the following:
 - a. Enter the **Template Name**.
 - b. Enter a description of the template in the **Template Name** field.
 - c. Enter the **Number of Header Rows** before the first transaction starts in the imported file.
 - d. Enter the **Number of Footer Rows** after the last transaction ends in the imported file.
 - e. From the **Input Decimals into Amount** drop-down list, select the format of the amounts in the imported file.
 - f. From the **Text Qualifier** drop-down list, select the symbol that identifies characters in the imported file as text.
 - g. From the **File Template** drop-down list, select the format of the imported files that use this template.
9. Click **Next**. The Edit File Import Template page displays.
10. Complete the following:

If the File Format is Fixed Width, then the Create File Import Template page displays. In the Mapped File Data section, complete the following:

 - a. Enter the location of the field within the imported file in the **Character Position** field.
 - b. Enter how each digit of a sensitive data type is translated in Transaction Authorization System in the **Mask Format** field.

If the File Format is Delimited, then the Create File Import Template page displays. In the Map Data from Imported File section, complete the following:

 - a. Enter the type of information stored in each column of the imported file in the **Data Type** field.
 - b. Enter how each digit of a sensitive data type is translated in Transaction Authorization System in the **Mask Format** field.
11. Click **Next**. The Edit File Import Template page displays.
12. Select the **Account Type** from the drop-down list.
13. Select the **Account Number** from the drop-down list
14. Enter the **Amount** of the item.
15. Enter the **Issue Date**.
16. Enter the name of the **Payee**.
17. Premier Clients Only: Enter the **Reference Number**.
18. Select the **Prompt on Import** check boxes for all applicable fields.
19. Click **Save Changes**. The Template List page displays.
20. Close the Template List page. Log out of Business Online.

DELETE FILE IMPORT TEMPLATES

Enables clients to view detailed information for existing file import templates.

To view a import template

1. Sign in to Business Online. The system displays Business Online.
2. From the **Checks & Deposits** menu, select **Positive Pay**.
3. Select **Import Templates** from the **Positive Pay** menu.
4. Click **X** to delete the associated file import template. The Message from webpage box displays.
5. Click **OK** to delete the file import template. The File Import Template page displays.
6. Close the File Import Template page. Log out of Business Online.