

---

# BUSINESS ONLINE

## POSITIVE PAY USER GUIDE

January 2024

## Table of Contents

I.	<b>Positive Pay Set up and Training</b> .....	<b>3</b>
A.	Set Up for Service .....	3
B.	Training .....	3
II.	<b>Exception Processing (Time Sensitive)</b> .....	<b>4</b>
A.	Cutoff Time and Default Decision for Exception Processing .....	4
B.	Positive Pay Excepting Timing .....	4
C.	To submit positive pay exception decisions to bank.....	4
III.	<b>Submit Issued Check File</b> .....	<b>7</b>
A.	To Submit an Issued Check File .....	7
IV.	<b>Add New (Single) Issued Check</b> .....	<b>8</b>
A.	To Add a New Single Issued Check.....	8
V.	<b>ACH Authorization Rules</b> .....	<b>9</b>
A.	Add new ACH Rule from Quick Exception Processing Screen .....	9
B.	To Edit an Established ACH Authorization Rule.....	10
C.	To Remove an Established ACH Authorization Rule.....	10
VI.	<b>Add New User</b> .....	<b>10</b>
A.	To create new additional users for Positive Pay access.....	14
VII.	<b>Reports</b> .....	<b>11</b>
VIII.	<b>Issued Check File Format Requirements</b> .....	<b>14</b>
IX.	<b>Contact Us</b> .....	<b>14</b>

## I. Positive Pay Set up and Training

Thank you for choosing Needham Bank for your Positive Pay needs.  
Here is what to expect next for your Positive Pay set up:

### A. Set Up for Service

- Upon enrollment for the service, Needham Bank will update your business online profile to include a Positive Pay module
- While your business online profile is being updated, a member of Needham Bank's Cash Management Team will contact you regarding Positive Pay to obtain a sample Issued Check file and review information to complete your Positive Pay set up
- Once your Positive Pay set up has been completed the Cash Management personnel will schedule a Positive Pay training, an approximately 30-minute long session to review the system navigation and features
- Please be aware Positive Pay is supported on the following internet browsers:
  - Microsoft Edge version 25 through 42
  - Mozilla Firefox version 41 through 58
  - Google Chrome version 45 through 79
  - Apple Safari version 11.0.2 and later

### B. Training

During your Positive Pay training, Needham Bank will review the following:

- How to access the Positive Pay module within business online banking
- Best security practices and recommendations
- Needham Bank will assist you in uploading an up-to date Issued Check File, if applicable
- Customer's daily processing for positive pay exceptions and the bank's current cutoff times
- Discuss your Positive Pay live date

NOTE: Please be aware for a smooth transition to the Positive Pay system, it is best to upload a file complete with all current outstanding checks one day prior to your live date.

- Positive Pay system reporting and other available features
- Additional Positive Pay support contact information

## II. Exception Processing (Time Sensitive)

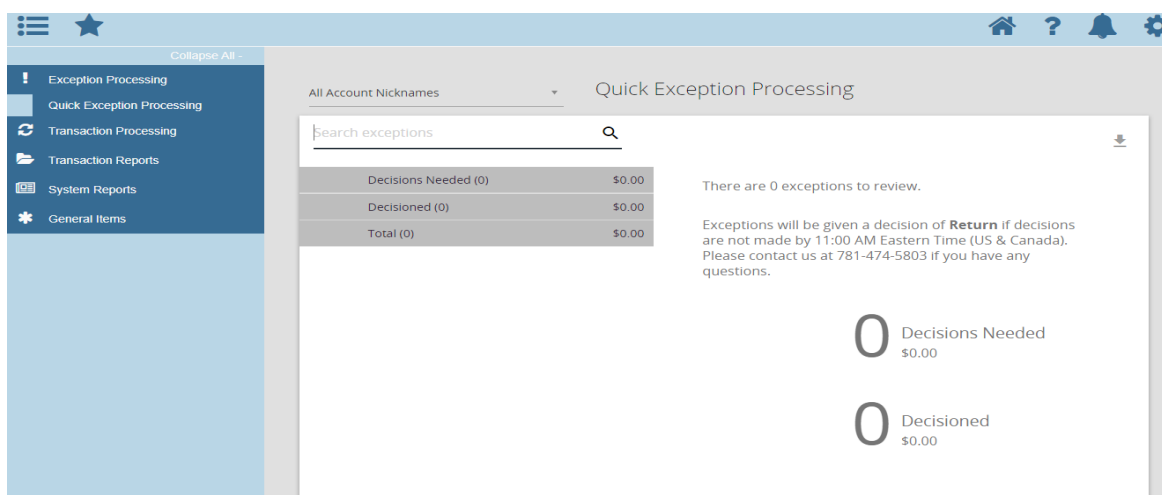
Each business day, the bank will send all positive pay exceptions to customers no later than 8:30 AM EST. Customers are notified by email when their exceptions are ready for review.

Customers are required to access their positive pay module and review their positive pay exception items each business day. Once reviewed, customers will mark each exception with the decision of their choice.

### A. Cutoff Time and Default Decision for Exception Processing

Please be aware:

- All exception decisions must be submitted to the bank by the positive pay cutoff time in order for all exceptions to be processed properly.
- If no decision is marked for an item, the system will set the decision to the system default decision.
- **Positive Pay Exception cutoff time:** 11:00 AM ET
- **System Default Decision:** Return the transaction

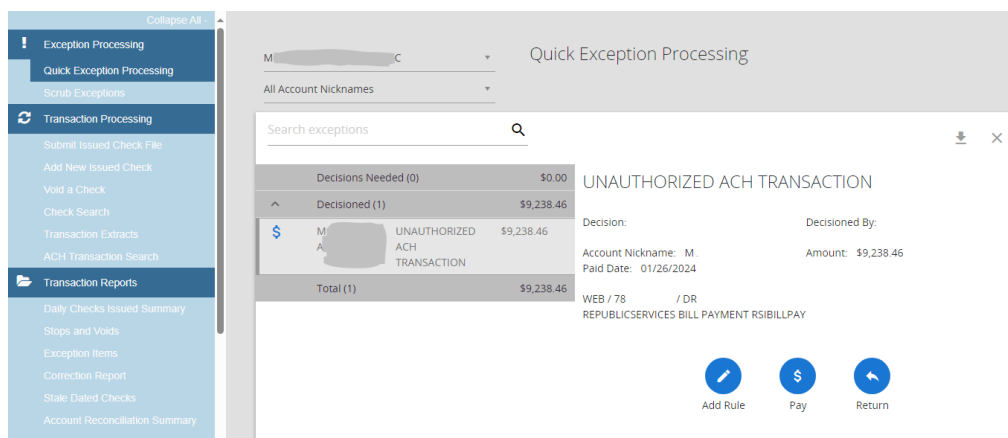


### B. Positive Pay Exception Timing – Next Day System

Needham Bank's Positive Pay is a next day positive pay system. Exception items for Positive Pay will be available to view one business day after the transaction posting date.

### C. To submit positive pay exception decisions to bank:

Please complete the following steps **no later than 11:00 AM ET** each business day. Otherwise all exceptions that have not been reviewed will be set to the system default decision.



You will receive an email when your positive pay exceptions are ready for review every business day.

1. Log in to your Business Online Banking and access the **Positive Pay** module.
2. While in the Positive Pay module, from the left-hand menu, under Exception Processing, click **Quick Exception Processing**.

A list of all exception items will populate the screen.

**NOTE:** If you have multiple accounts, please change the Account Nickname dropdown to review each account

3. Review each row and the exception reason.

**Exception Reason Definitions:**

<b>Paid Not Issued</b>	The check number was not loaded into the Positive Pay system as an issued check.
<b>Duplicate Paid Item</b>	The check number was previously paid on the same processing date.
<b>Previously Paid Item Posted</b>	The check was previously paid on a previous processing date.
<b>Stale Dated Item Paid</b>	The item is a stale dated check. A check is considered stale dated if the item was issued and not negotiated prior to the stale date cutoff of 90 days.
<b>Suspect Stop Payment</b>	Check number has a stop payment placed on it.
<b>Void Item</b>	Check number was previously voided.
<b>Unauthorized ACH Transaction</b>	An ACH transaction that did not match the ACH Authorization rules currently defined for the account(s)

4. Next to each item, select the desired decision (if you would like to pay the item or have the item returned).
5. If you select **Return**, select the best fit option from the **Reason** dropdown.
6. Review all exceptions items for accuracy and confirm you have completed all decisions.
7. Click **Save Decisions**.

You will receive a success message and you have now submitted your positive pay exception decisions to the bank.

NOTE: Please select all decisions and click Save Decisions **before 11:00 AM ET** each business day.

Otherwise all decisions that have not been saved will be set to the default decision.

If you notice an error or did not click Save Decisions before 11:00 AM ET, please contact your Account Officer or contact Needham Bank's Cash Management support number immediately at 781-474-5803 and request Positive Pay assistance.

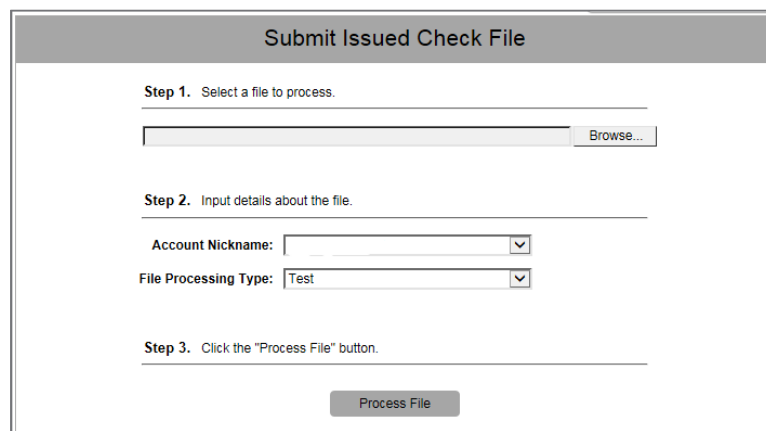
### III. Submit Issued Check File

Customers can submit issued check information in a pre-defined file format.

**Please be aware:**

- Issued Check Files can be submitted at any time.
- All Issued Check Files are sent from the Online Banking Positive Pay system to the bank on an hourly basis.
- **For check cashing at Needham Bank branches:** Please allow a minimum of 2 business hours between uploading check data to your Positive pay and your check payees presenting the check for cashing at a Needham Bank branch.
- Please keep all uploaded files in the same format.

If you need to change the format of your issued check files, please contact Needham Bank's Cash Management Team before uploading a file in the new format as we will need to add the new format to your Positive Pay module.



The screenshot shows a web form titled "Submit Issued Check File" with three steps:

- Step 1. Select a file to process.** A text input field with a "Browse..." button.
- Step 2. Input details about the file.** Two dropdown menus: "Account Nickname:" and "File Processing Type:" (currently set to "Test").
- Step 3. Click the "Process File" button.** A "Process File" button.

#### A. To Submit an Issued Check File:

1. Once in the Positive Pay module, from the left-hand menu, under Transaction Processing, click **Submit Issued Check File**.
2. On the Submit Issued Check File screen, in the Step 1 section, click **Choose File**.
3. In the Step 2 section, select the following:
  - **For Account Nickname:** Select the correct account from the dropdown.
  - **For File Processing Type:** Select the correct Issued File format type from the Dropdown.
4. Review all selected items for accuracy then click **Process File**.

The system will review the items in the file.

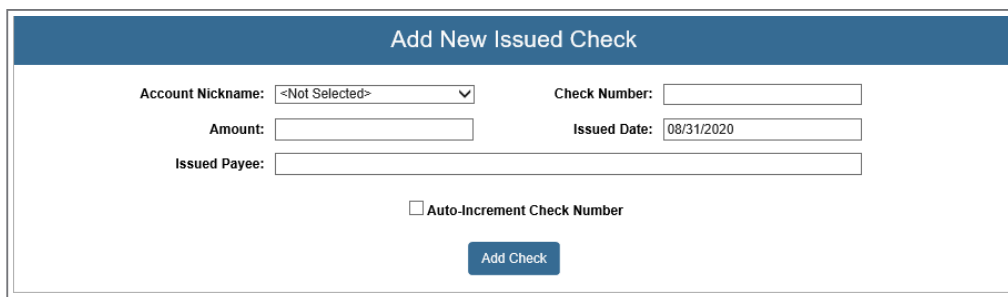
- If the file information is accepted by the system with no errors:
  - o You will receive a success message.
  
- If there are any errors with the file:
  - o The system will provide information regarding the error(s).

## IV. Add New (Single) Issued Check

The Add New Issued Check screen will give you the ability to input a single issued check into the Positive Pay system.

### Please be aware:

- Issued Check information can be submitted at any time
  
- All Issued Check Files are sent from the Business Online Positive Pay system to the bank on an hourly basis
  
- Please keep all uploaded files in the same format. If you need to change the format of your issued check files, please contact Needham Bank's Cash Management Team before uploading a file in the new format



The screenshot shows a web form titled "Add New Issued Check". The form has a blue header bar with the title. Below the header, there are several input fields: "Account Nickname" with a dropdown menu showing "<Not Selected>", "Check Number" with a text input field, "Amount" with a text input field, "Issued Date" with a text input field showing "08/31/2020", and "Issued Payee" with a text input field. Below these fields is a checkbox labeled "Auto-Increment Check Number". At the bottom center of the form is a blue button labeled "Add Check".

### A. To Add a New Single Issued Check:

1. While in the Positive Pay module, from the left-hand menu under Transaction Processing, click **Add New Issued Check**.
  
2. On the Add New Issued Check screen, enter the following:
  - **For Account Nickname:** From the dropdown, select the desired account number
  
  - **Check Number:** Enter the check number of the issued check
  
  - **Amount:** Enter the dollar amount of the check.
  
  - **Issued Date:** The current date will pre-fill to the current date
  
  - **Payee:** Enter the payee name from the check.



3. Review the information for accuracy. Once confirmed, click **Add Check**.
- I. The information will be reviewed by the system.
    - If the information is accepted:
      - o You will receive a success message in a green informational bar at the top of the screen.
    - If for any reason the check cannot be accepted:
      - o A message will appear in a red informational bar at the top of the screen.

## V. ACH Authorization Rules

### A. Add new ACH Rule from Quick Exception Processing Screen

1. From the Quick Exception Processing screen, click **Add ACH Rule**. A pop-up will appear requesting you to fill out more information.
2. Complete the following fields
  - a. **For Description:** Enter the name or a nickname for the entity
  - b. **SEC Code:** Select the SEC Code used for the transaction or select All Standard Entry Class Codes
  - c. **DR/CR:** Select one of the following
  - d. **Max Amount:** Enter the maximum allowed dollar amount that the entity will be allowed to withdraw from your account. **(If no amount is entered or if a zero is entered, any amount will be withdrawn from the account.)**



<b>Debits Only</b>	Entity is allowed to withdraw from your business account up to the specified dollar amount only
<b>Credits Online</b>	Entity is allowed to deposit to your business account up to the specified dollar amount only
<b>Both DR and CR</b>	Entity can deposit or withdraw from your business account up to the specified dollar amount

## B. To Edit an Established ACH Authorization Rule

1. On the ACH Authorization Rules Setup screen locate the desired rule and click Edit. The screen will refresh and the rule details will be editable.
2. Update the desired column(s) for the entity.
3. Review the changes for accuracy then click Update to save all changes.

## C. To Remove an Established ACH Authorization Rule

1. On the ACH Authorization Rules Setup screen locate the desired rule and click Edit. The screen will refresh and the options for the rule will update.
2. Select Delete. The rule is now removed and is effective immediately.

# VI. Add New User

To create new additional users for Positive Pay access:

To be completed by a Business Online Administrative User:

1. In your Business Online profile on the Banking Service Center tab select Users at the top.

Locate the desired user then click the Entitlements (small keys icon next to the user).



2. Locate the Accounts section and check Positive Pay
3. Scroll to the bottom of the screen and click Save

The user now has the Positive Pay button available to them within their business online profile and needs to be built in the Positive Pay module.

4. Send a secure email to the bank stating to add the following user to Positive Pay.

Provide the user's first and last name, business online login name, and best daytime phone number and email for user.

## VII. Reports

Customers have the following reports available to them in the Transaction Reports and Transaction Processing sections in the Positive Pay module.

Please be aware:

- All reports can be exported as a PDF or in Excel format or can be printed
- All check information stays within the Positive pay system for 90 days after the item is paid or voided

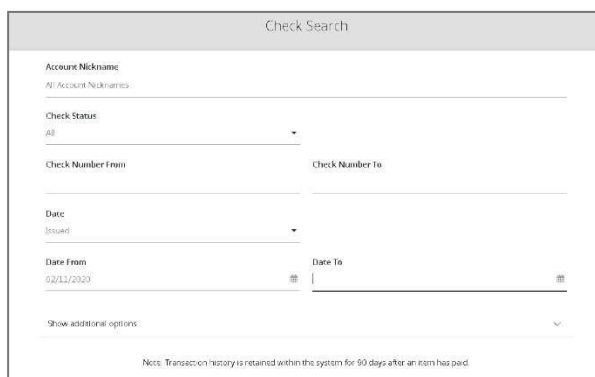
Check Status Types:

Stop Payment	Stop payment placed on check
Exception	Check flagged as a Positive Pay exception
Paid	Check has been paid
Void	Check has been voided by customer
Void (A)	Positive pay system voided item
Issued	Check has been issued and is currently outstanding

### Check Search

Located under Transaction Processing, select a check number range and/or a date range to view the following information regarding the displayed checks:

Account Nickname	Account number check was drawn from
Check Number	Check number entered into Positive Pay system
Amount	Amount of check
Issued Payee	Payee name entered into Positive Pay
Issued Date	Issued date entered into Positive Pay system
Paid Date	Date check was posted to the account
Status	Issued: Check has been entered into Positive Pay system, but has not been posted to account Paid: Check has been posted to account



### ACH Transaction Search

Located under Transaction Processing, select the desired account(s) and date range. Then click Search to produce the report. This report will display all ACH transactions that have been reviewed by the Positive Pay system with information regarding the following:

<b>Account Nickname</b>	Account number electronic transaction was posted to
<b>Company ID</b>	9-Digit ACH Company Identification Number used by company completing the transaction
<b>SEC Code</b>	ACH SEC code indicating the account type intended for the payment
<b>DR/CR</b>	DR: Debit/Withdrawal to the account CR: Credit/Deposit to the account
<b>Amount</b>	Dollar amount of the transaction
<b>Transaction Description</b>	Any additional information sent along and included in the transaction
<b>Paid Date</b>	Date transaction posted to the account
<b>Status</b>	Paid: Transaction posted to account

### Daily Checks Issued Summary

Located under Transaction Reports, select a date or date range and click Produce Report to view the count and the total dollar amount of issued checks on the specified date or date range.

Or use the account nickname field to view the information for a specific account.

### Stops and Voids

Located under Transaction Reports, leave all fields blank and leave all pre-populated fields as they are and click Produce Report to view a list of all processed Stop Payment and Void check requests.

Or use the provided fields to narrow your search.

### Exception Items

Located under Transaction Reports, enter a date or date range in the Exception Date fields and click Produce Report to view all exception items from the specified date(s).

Or use the provided fields to narrow your search.

### Stale Dated Checks

Located under Transaction Reports, leave all fields blank and click Produce Report to view a list of all checks in the issued status past 180 days.

Or use the provided fields to narrow your search.

### Account Reconciliation Summary

Located under Transaction Reports, select the desired account, the Reconcile Through Date and click Search to view a breakdown of all account activity including non- Positive Pay transactions in all status types through the selected date.

Click the provided Show hyperlinks to view a list of transactions in the specified row.

If desired, click Finish Reconciliation to save this breakdown for future use. If saved, the next time you use this feature the reconciliation will start from the last used Reconcile Through Date up to the new Reconcile Through Date.

### Check Reconciliation Summary

Located under Transaction Reports, select the desired account, the Reconcile Through Date and click Search to view a breakdown of all checks in all status types by amount through the selected date.

Click the provided Show hyperlinks to view a list of checks in that status type.

If desired, click Finish Reconciliation to save this breakdown for future use. If saved, the next time you use this feature the reconciliation will start from the last used Reconcile Through Date up to the new Reconcile Through Date.

### Deposit Reconciliation Summary

Located under Transaction Reports, select the desired account, the Reconcile Through Date and click Search to view a breakdown of all deposits for the specified account through the selected date.

Click the provided Show hyperlink to view a list of checks in that status type.

If desired, click Finish Reconciliation to save this breakdown for future use. If saved, the next time you use this feature the reconciliation will start from the last used Reconcile Through Date up to the new Reconcile Through Date.

## VIII. Issued Check File Format Requirements

The following are the requirements for your Issued Check File Format. If you have any questions, please do not hesitate to contact us:

<b>File Extensions Allowed for Use</b>	<ul style="list-style-type: none"> <li>- Excel (.xlsx)</li> <li>- Comma Delimited (.csv)</li> <li>- Text File (.txt)</li> </ul>
<b>Required Fields</b>	<ul style="list-style-type: none"> <li>- Check Number</li> <li>- Issued Date</li> <li>- Dollar Amount</li> </ul>
<b>Optional Fields</b>	<ul style="list-style-type: none"> <li>- Account Number</li> <li>- Account Name (account name that matched Positive Pay set up)</li> <li>- Notes</li> <li>- Issued Payee Name</li> </ul>

## IX. Contact Us

If you have any questions or concerns regarding your Positive Pay system, please do not hesitate to contact:

### NB Cash Management Team:

Phone: 781-474-5803

Email: [businessonline@needhambank.com](mailto:businessonline@needhambank.com)

Secure Email: Log in to Business Online and access the Messages button (small white envelope at the top of the screen)

Availability: Monday – Friday,  
8:00 AM to 5:00 PM ET

- *End of Guide* -