



Positive Pay Fraud Protection Reference Guide

Positive Pay is an electronic fraud detection service that can be used with both check and ACH transactions. The system matches the check number and dollar amount of each check presented to the bank for payment against a list of checks previously issued and authorized by the company. ACH items are filtered through a list of approved vendors. Payee Match is an additional feature available for customers enrolled in Check Positive Pay. Payee Match electronically compares the payee name from the check image to the payee name that was in the issued check file uploaded into the system.

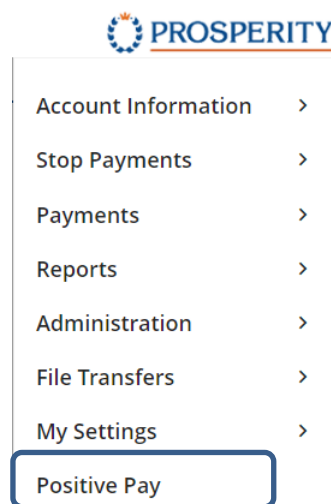
Getting Started:

Login to Treasury Center

- **Secure Browser**
 - a. The Positive Pay icon is located on the Secured Apps Page. Click the following icon to begin.



- **Token**
 - a. Access the menu and select Positive Pay





Decision Exceptions:

The Positive Pay Exception Decision Cutoff Time is 12 noon CST Monday – Friday.

1. Click the **Quick Exception Processing** link on the menu
2. Choose All Account IDs or specific accounts to view check and/or ACH exceptions



Decisions Needed (3)			\$13,481.59
Ops1000	BLOCKED TRANSACTION		\$1,635.35
Ops1000	UNAUTHORIZED ACH TRANSACTION		\$1,846.24
Ops1000	AMOUNT MISMATCH	#17849	
Decided (0)			\$0.00
Total (3)			\$13,481.59

BLOCKED TRANSACTION

Client ID: Ops1000 Amount: \$1,635.35
WEB / 345678912 / DR
ebay Bob


Pay


Return

3. Click the **Pay** or **Return** decision button during review, making sure to save each exception
4. Select a reason for **Return** items
5. Items with a pay decision will display this symbol: 
6. Items with a return decision will display this symbol: 

- *Exception Items are displayed as “read only” after the daily cutoff time*
- **Amount mismatch** – Select return with reason of encoding error
- **Check number correction** – Select pay with reason of encoding error



Submit an Issued Check File:

1. Click **Submit Issued Check File** in the Transaction Processing Menu
2. Click browse and select a file
3. Select the Account ID and File Processing Type
4. Click **Process File**
5. Processing results for the file upload will be displayed (See example below)
6. Issued check file status

Submit Issued Check File

Step 1. Select a file to process.

Browse...

Step 2. Input details about the file.

Client ID:

File Processing Type:

Step 3. Click the "Process File" button.

Process File

File Name	Upload Date	Status	Items	Amount
Training File 1.xlsx	3/18/16 4:08:21 PM	Processed	110	\$50,406.25

System Reports Issued Check File Processing Log:

1. Click **Issued Check File Processing Log** in the systems reports menu
2. Select the account ID
3. Choose the date range
4. Click **Search** to list all files uploaded into the system during the specified date range

Client	Account ID	File Mapping Format	Status	Items	Amount	Input Date	File Name
PROSPERITY BANK ...	12345	PROSPERITY TEST FILE	Processed	6	\$68,042.58	07/28/2020 3:34 PM	Training_File_1.xlsx
PROSPERITY BANK ...	12345	PROSPERITY TEST FILE	Processed with Exceptions	16	\$84,584.77	07/28/2020 3:35 PM	Training_File_3.xlsx
PROSPERITY BANK ...	12345	PROSPERITY TEST FILE	Rejected	6	\$68,042.58	07/28/2020 3:35 PM	Training_File_2.xlsx



Status/Results Definitions:

- Processed – File processed with no errors
- Processed with Exceptions – File has duplicate check numbers and only the duplicates were rejected or checks in the file have already posted to the account and were not included in the upload
- Rejected – File was completely rejected

*The status of each upload (Processed, Processed with Exceptions, Rejected) is an active link which can be clicked to display more results regarding what was successfully uploaded.

Add a Manually Issued Check:

Steps to manually add a check to the positive pay system:

1. Click **Add New Issued Check** in the systems reports menu
2. Select the account ID
3. Enter check number, amount, and payee
4. Change the issue date to match the check
5. If adding multiple sequential checks, check the box for auto-increment check number
6. Click **Add Check**
7. A summary of the check added will appear below the Add New Issued Check box

Add New Issued Check

Client ID: <Not Selected>

Check Number:

Amount:

Issued Date: 07/29/2020

Issued Payee:

☐ Auto-Increment Check Number

Add Check

	Account ID	Check Number	Amount	Issued Date	Payee
1	1234-TEST ONLY	123456	\$100.00	03/29/2016	Prosperity Bank Employee
			Total: \$100.00		



Void a Check:

1. Click **Void a Check** in the Transaction Processing Menu
2. Select the account ID
3. Enter in the check information
 - The amount and date can be left blank to search by check number
 - Only checks that have been issued are able to be voided
4. Click **Find Matching Check**
5. Verify that the check to be voided is the check displayed
6. Click **Void Check**

The screenshot shows a web form titled "Void a Check" with a dark blue header. The form is divided into four steps:

- Step 1. Enter check information.** This section contains a dropdown menu for "Client ID" (currently showing "<Not Selected>"), and three text input fields for "Check Number:", "Check Amount:", and "Issued Date:".
- Step 2. Click the "Find Matching Check" button to find the check.** Below this instruction is a dark blue button labeled "Find Matching Check".
- Step 3. Verify the check that will be voided.** This section is currently empty.
- Step 4. Click the "Void Check" button to complete the void process.** Below this instruction is a light gray button labeled "Void Check".

At the bottom of the form, a note states: "Note: Void history is retained within the system for 90 days after an item has been voided."

- Voiding a check will cause the check to become an exception in positive pay if it is paid.
- Stop payment requests **cannot** be done through positive pay. Please continue to do stop payments through Treasury Center or contact Treasury Management Support.



Conduct a Check Search:

1. Click **Check Search** in the Transaction Processing Menu
2. Select the account ID(s)
3. Enter the desired search criteria (or leave fields blank to review all items)
4. Click the arrows to view and select options for the check search
5. Click **Search**
6. The Status column will display the current status of each check
*Issued, Paid, Exception, Void, Stop Payment

Check Search

Client
All Clients

Check Status
All

Check Number From

Check Number To

Date
Issued

Date From

Date To

Show additional options

Note: Transaction history is retained within the system for 90 days after an item has paid.

Search

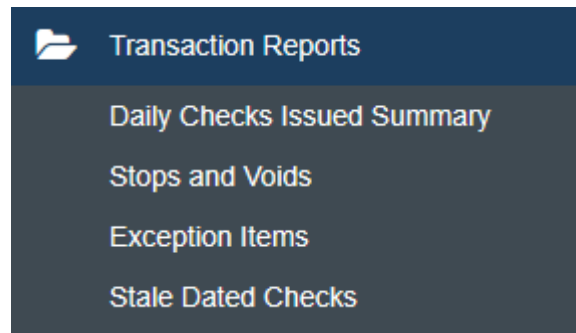
Transaction history by check type:

- Paid Checks – 90 days from paid date
- Outstanding Issued Checks – Stored 7 years (unless voided or stopped)
- Voided Checks – 90 days from void date
- Stopped Payment – 90 days from stop payment date
- Deleted Checks – Immediately removed from history



Create Transaction Reports:

1. Click a report name in the Transaction Reports menu list to create the report
2. The reports are available to view, print, or export to Excel and PDF formats



For assistance, please contact our Treasury Management Support team at 855-888-2242,
treasurymanagement.support@prosperitybankusa.com



Payee Match Guidelines

Recommendations for Payee Match Service

1) Check Stock

- Check background must be light in color and plain (no pictures or lines) to ensure payee name field can be easily viewed.
- Watermark/pantograph features are not acceptable in the Pay To the Order Of or Payee name area of the checks. When checks are image captured, these features may “bleed” through the document causing background interference in reading the payee name.

2) Font/Characters

- Payee name must be typed.
- All uppercase type is recommended for the payee name.
- Recommended font size is 12-point; fonts less than 10 points or greater than 16 points are not recommended.
- Bold font is not recommended.
- Recommended font styles are noted below in order of preference (fixed space fonts achieve the highest match rates).
 - Verdana
 - OCR A
 - OCR B
 - Arial
- The words “PAY TO THE ORDER OF” or acceptable variations (outlined in Printing/Placement section) must be printed in a machine-readable style vs. script and should be to the left of the payee names.
- Unacceptable font style:



3) Printing and Placement

- Letters must have enough space between them so that they are not touching each other.
- Additional lines of data below the payee name should be spaced such that the characters do not touch the payee name.
- The number of spaces between words should not be more than 2 spaces. Example:
 - Acceptable: JOHN DOE
 - Not acceptable: JOHN DOE
- Do not add characters and names close to the valid payee name information; any special codes or characters included on the same line as payee name should be at least two inches away. If they are not at



least 2 inches away, include this information on your Positive Pay issue file as part of the payee name.

- Recommended to only include payee name on check one time
- Special codes, characters or bar codes should not be in the proximity of the TO THE ORDER OF, PAYEE NAME/ADDRESS field.
- Payee name may not be located in the top one inch of the check.
- The following variations of "PAY TO THE ORDER OF" are acceptable:
 - PAY TO THE ORDER
 - PAY TO
 - PAY
 - TO THE ORDER OF
- A minimal amount of space, 2-8 characters, must be left between "PAY TO THE ORDER OF" and payee name; the payee name must not touch "PAY TO THE ORDER OF"
- The payee name must be located not more than 15 characters (one inch) from the last word of the PAY TO THE ORDER OF variation.

Issue File Requirements

- Words or symbols used in conjunction with payee name (e.g. MR., MRS., MISS, or, &, AND) must be included on the issue file
- Payee names listed on checks must match exactly the name listed on the Data Transmission issue file. Do not list check as JOHN DOE and put the same name on the issue file as DOE,JOHN
- If more than one payee name is printed on more than one line, it is recommended that the line break should be indicated on the issue file with the vertical bar character "|"
- Character positions on the transmission after the payee name may be left blank (preferred). If filler is needed, the asterisk (*) symbol must be used. Any other symbol would be construed as part of the payee name.
- Only the first 120 characters of the issued payee name uploaded into Exact/TMS will be compared against the paid check image.

4) "Attention To" or "Care Of" Recommendations

- The following variations of "ATTENTION TO" or "CARE OF" are acceptable; (colon is optional)
 - ATTENTION TO:
 - ATTENTION:
 - ATT:
 - ATTN:
 - IN CARE OF:
 - CARE OF:
 - C/O:
- Clearly identify names in the address field with the words "ATTENTION TO" or "CARE OF" to distinguish the distribution point from the payee name; placing a distribution point in the address field will minimize exceptions.
- "C/O" or "ATTENTION" or any variation will not be included in the payee name match process and should not be included on the issue file.
- If "C/O" or "ATTENTION" is not used, include the name and distribution point in the issue file.



Issued File Format Requirements

The Positive Pay System is extremely flexible and can handle a wide variety of different file formats.

Required Fields

The following fields must be supplied for each issued check:

1. Issued Date – the date the check was issued (mm/dd/yyyy is the recommended format, m/dd/yy will not work)
2. Check Number – the check serial number (recommended format is to have no leading zeros)
3. Check Amount – the amount of the check (recommended format 999999.99 with no leading zeros)

Optional Fields

The following fields may optionally be supplied for each issued check:

1. Record Type – “I” for issued check, “V” for voided check
2. Client ID – a bank-assigned value that represents the checking account
3. Account Number – the account number for the check
4. Payee Name – the name from the payee line on the check
5. Notes – miscellaneous notes related to the check
6. Do not include the following symbols \$ and –, or parenthesis.

Other Fields

If additional fields are included in the issued check file, these fields can be ignored. However, it is recommended that only the fields listed above are included.

Field Formatting

Fields must be consistently formatted in each file that is submitted. Field formats other than the recommended formats listed above can be supported if consistent.

Supported File Types

1. Delimited text files
2. Microsoft Excel files (Including .XLSX files)
3. Fixed-width text files

Delimited Text Files

A delimited text file is a file that has each field separated by a field delimiter. The most common delimited file format is a comma-separated values (csv) file. Separator characters other than commas are also supported. Other commonly used separator characters are semi-colon “;” and the pipe “|” character. Double quote characters may be used to surround the actual values between delimiters, but they are not required unless the field value contains a delimiter. For example, if the field value is “Lincoln, NE” is contained within a comma delimited file, then the field value must have double quotes around the value since the value contains a comma between “Lincoln” and “NE”. An example of records from a comma-delimited file may look like this:

```
I,123,100,12/31/2006,123.66  
I,123,101,12/31/2006,1500.00  
I,123,102,12/31/2006,40000.00
```



Microsoft Excel Files

For Microsoft Excel files (xls & xlxs), each field should be listed in a separate column.

Fixed-width Text Files

In a fixed-width text file format, each field occupies the same columns in each record. This record format is most commonly generated by mainframe-based accounting systems. An example of records from a fixed-width file may look like this:

```
I1230001001231200600000123.66  
I12300010112312006000001500.00  
I1230001021231200600040000.00
```

Header and Trailer Records

It is recommended that header and trailer records be omitted from all issued files regardless of the file type.