

# Positive Pay User Guide





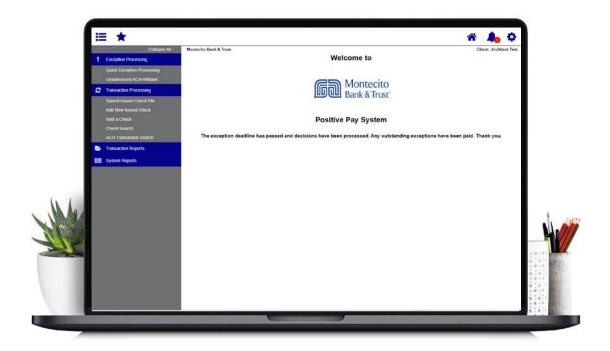
#### Welcome

Welcome to Positive Pay from Montecito Bank & Trust! We are excited that you have chosen to protect your account from check and ACH fraud and streamline your reconcilement process with this all-in-one solution. Each section of this guide provides an overview and steps to help you use the Positive Pay system to its full advantage.

For additional support with Positive Pay, please contact our Service Center and one of our associates will be happy to assist you.

Service Center

Monday - Friday • 8:00 AM - 6:00 PM
(805) 963-7511



## **Table of Contents**

Accessing Positive Pay	3
Check Positive Pay with Payee Match	4
Uploading an Issued Check File	4
Manually Entering an Issued Check	5
Void a Check	6
Managing Exceptions	6
ACH Positive Pay	8
Adding ACH Rules	8
Managing ACH Rules	10
Adding a Rule Manually	11
Accessing Exceptions	13
Making Exception Decisions	14
Completing the Unauthorized ACH Affidavit – Business Online BankingOnly	15
Completing the Unauthorized ACH Affidavit – Commercial Center Only	18
Revisiting/Editing Decisions Prior to Cut-Off Time	20
Important Reminders	20
Account Reconciliation Reporting	21
Reconciling Accounts	22

## **Accessing Positive Pay**

MB&T's Positive Pay system can be accessed within MB&T Business Online Banking or Commercial Center. Separate credentials are not required.

- 1. Log In to **Business Online Banking** or **Commercial Center** using your credentials.
- 2. Access Positive Pay.

Business Online Banking: Go to Accounts → Positive Pay Commercial Center: Click on the Positive Pay tile on the Secure Browser homepage.

**Business Online Banking** 

**Commercial Center** 





The Positive Pay system will open in a separate tab in your web browser.

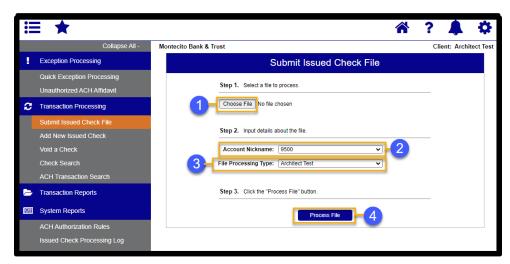
### **Check Positive Pay with Payee Match**

#### Uploading an Issued Check File

In order for the Positive Pay system to validate checks that clear your account we require that you upload an Issued Check File into the Positive Pay system any time new checks are issued. Checks can be uploaded in a bulk file format, or they can be input manually one by one.

Please provide a sample file of outstanding checks from your Accounts Payable software to your Treasury Management Officer when you are ready to begin importing your files. MB&T will configure the import specifications to match your report specifications. The file must include the following information (in any order):

- Check Date
- Check Number
- Check Amount
- Payee Name (ex. Jane Doe)



Once your file has been configured by MB&T, go to the Positive Pay system, click the **Transaction Processing** tab, then **Submit Issued Check File**.

- 1. Click the **Choose File** button to locate the file on your computer.
- 2. Select the account from which the checks are drawn using the **Account Nickname** drop-down.
- 3. Select your mapped file format using the **File Processing Type** drop-down. Typically, this will default to your configured file format and will not need to be changed.
- **4.** Click the **Process File** button. The file processing status displays at the bottom of the page.

#### Manually Entering an Issued Check



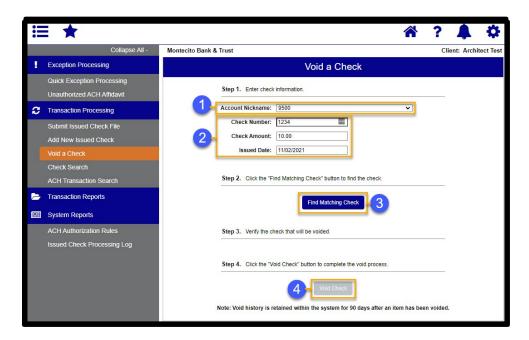
In Positive Pay, click the **Transaction Processing** tab, then **Add New Issued Check**.

- 1. Using the "Account Nickname" drop-down, select the account the issued check was drawn from.
- 2. Enter the **check number, amount, issued date, and payee name** into the provided fields.
- 3. Click the **Add Check** button. A confirmation displays at the top of the page, and a table of newly issued checks appears at the bottom.



**Note:** Multiple sequential checks may be added by checking the box next to **Auto-Increment Check Number**.

#### Void a Check



- 1. In Positive Pay, click on **Transaction Processing**, then click **Void Check**.
- 2. Using the **Account Nickname** drop-down, select the account the check was drawn from.
- 3. Enter the check number, amount, and issued date into the provided fields.
- 4. Click the **Find Matching Check** button, and the check information populates under Step 3 on the page.
- 5. Review and click the **Void Check** button when ready to complete the action.

#### **Managing Exceptions**

The Positive Pay system will send an email notification to authorized users if there are any exceptions to review. An exception occurs when a check clears your account that wasn't present or doesn't match the data of the checks that have been added or uploaded to the Positive Pay system.

The Exception Type tells you why the item was flagged by the Positive Pay system. These include:

- Duplicate Paid Item Item was previously paid
- Paid Not Issued Check was not uploaded or added as an issued item in the PositivePay system
- Stale Date Item Paid Item was issued over 180 days ago
- Stop Pay Request Match Item matches a stop payment placed through Online Banking or by an MB&T associate
- Voided Item Item was previously voided

 Payee Name Mismatch - Payee name on check does not match the Payee name in date added or uploaded to the Positive Pay system



In Positive Pay, click on the **Exception Processing** tab, then click **Quick Exception Processing**.

- 1. Use the "Account Nickname" and "Display Type" dropdowns to filter your exceptions.
- 2. Use the checkbox to hide or unhide exceptions already decisioned.
- 3. Click **View Image** to view an image of an exception item.
- 4. Make a Pay or Return decision by clicking the appropriate checkbox.
- 5. For returns, choose the **reason for the return** from the drop-down



**Note:** Decisions on exceptions must be made by 11:00 AM PST. Any items left undecided will be PAID. All Positive Pay users are placed into a read-only mode after the cut-off time to prevent changes after the cut-off time.

## **ACH Positive Pay**

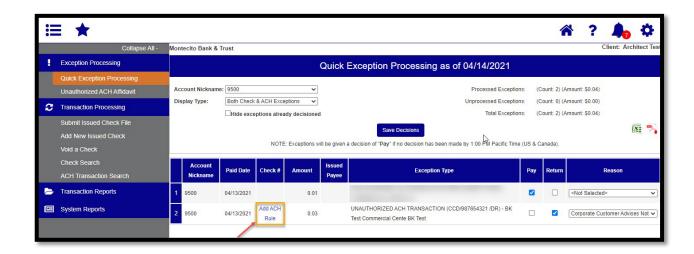
#### **Adding ACH Rules**

ACH Rules tell the Positive Pay system the ACH items you wish to allow. Creating a Rule allows items meeting the Rule criteria to clear your account without being flagged as an exception in the Positive Pay system.

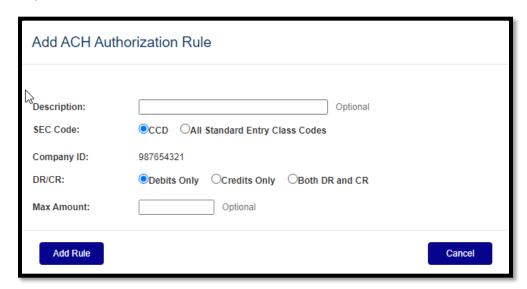


**Note:** Two Rules will be automatically established during set-up. The following ACH items will not flag as exceptions due to these Rules.

- 1. Any ACH item originated by your business through Business Online Banking or Commercial Center.
- 2. All ACH credits. \*\*\*This Rule may be removed/modified by contacting the Service Center at (805) 963-7511\*\*\*
- You can add an ACH Rule for any debiting company by clicking on the Add ACH Rule link next to an exception item.



2. Complete the form to add the Rule.



- Description This is how you will identify the Rule in the system if referenced later.
   You may want to use the originating company name for your description.
- SEC Code Choose whether you want to allow this ACH type or all ACH types for this company.
- Company ID (Prefilled from the Exception Type Description). This is the identifier for the debiting company. The Rule will be created for this company only.



**Note:** If you wish to make a global Rule that would apply to all ACH items, such as "only allow CCD items" or "only allow debits up to \$5,000", contact the Service Center at (805) 963-7511.

- DR/CR Choose what types of item you wish to allow for this company.
- Max Amount (Optional). Choose the Maximum amount you wish to allow without causing an exception. (For example, if you wish to allow debit items up to and including \$5,000 for this company, enter \$5,000.01.) Not selecting a Max Amount will allow any dollar amount matching the other criteria in the Rule.
- 3. Click Add Rule.

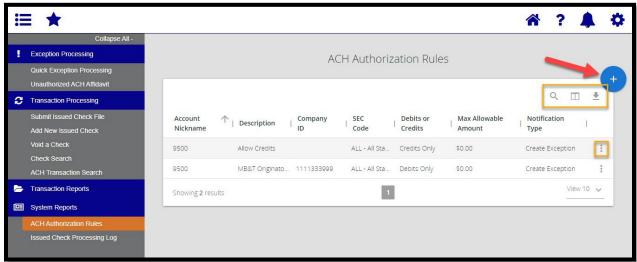


**Note:** You can create multiple Rules for the company by clicking the Add ACH Rule link again after you add each Rule.

#### Managing ACH Rules

You can edit and add ACH rules at any time by clicking on **ACH Authorization Rules** from the menu.





The icons at the top of the page allow you to do the following:

Apply a search filter to rules

Select/deselect columns to display

Export filer results to a file

Add a rule

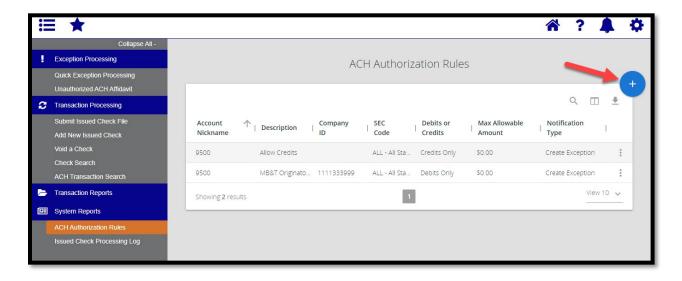
Edit, delete, or view rule

#### Adding a Rule Manually

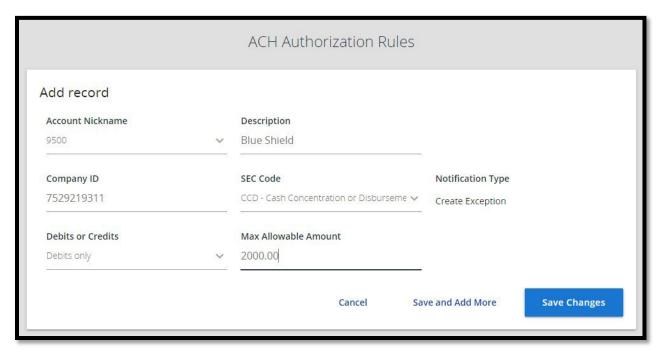


**Note:** We strongly recommend you add rules when transactions are presented as exceptions rather than adding them manually in advance. Adding rules while you are handling exceptions prefills the ACH Company ID and identifies the SEC code used in the transaction, making adding rules quick and easy.

1. Click the + icon on the ACH Authorization Rules page to add a new rule.



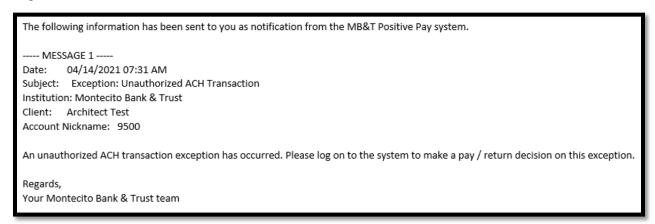
#### 2. Enter the information for the new rule.



- Account Nickname: Choose the account for which you would like the rule to apply.
- Description: Choose a description that will help you identify the rule later.
- Company ID: The Company ID is specific to the originator of the ACH transaction.
   You can obtain this information from the bank by calling your Treasury
   Management Officer or by calling Customer Service at (800) 348-0146.
- SEC Code: The SEC code is the type of ACH the company uses to credit or debit your account. You can obtain this information from the bank by calling your Treasury Management Officer or by calling Customer Service at (800) 348-0146.
- Debits or Credits: Select whether you want to allow this company to debit or credit your account (or both) without review.
- Max Allowable Amount: Select the maximum amount you want to allow before a transaction by this company is flagged for exception review. (For example, if you would like transactions up to \$2,000 to be allowed without review, enter \$2,000.01)
- 3. Click Cancel, Save, or Save and Add More to finish.

#### **Accessing Exceptions**

When ACH items post to your account that do not follow the Rules previously established in the system, an email will be generated to all business users with access to ACH Positive Pay. The email is sent from online@montecito.bank.





**Note:** Decisions on exception items must be made by 11:00 am PST or the itemwill be PAID.

#### Click on **Quick Exception Processing** to view and act on exceptions.



#### Making Exception Decisions

Your exceptions will be listed on the Quick Exception Processing screen.

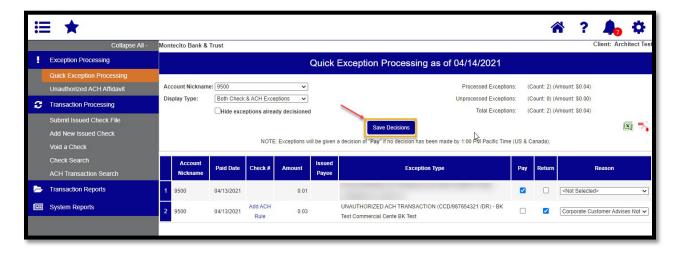
- 1. Use the **Pay** or **Return** checkboxes to indicate what you would like MB&T to do with the item.
- 2. For returns, choose the **Return Reason** from the dropdown. You do not need to choose a return reason for Paid items.

Unauthorized Debit - The item was never authorized by your business. Use for debits only. When this Return Reason is used, an Unauthorized ACH Affidavit must be completed by 3:00pm PST. See Completing the Unauthorized ACH Affidavit sections of this document for more information.

Unauthorized Credit - Use for any ACH credit you wish to return for any reason. By default, credits do not appear as exceptions. This option is for clients who elect to monitor ACH credit transactions using Positive Pay.



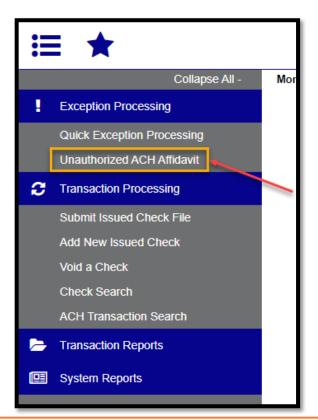
3. To save your decisions, click the **Save Decisions** button.



## Completing the Unauthorized ACH Affidavit – Business Online Banking Only

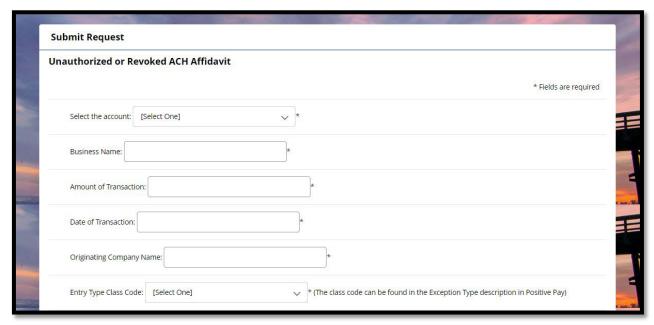
When "Corporate Customer Advises Not Authorized" is selected as a Return Reason an Unauthorized ACH Affidavit must be completed for the item. The form can be accessed and submitted digitally through Business Online Banking.

 To access the form, click on the **Unauthorized ACH Affidavit** under Exception Processing.





**Note:** The Unauthorized ACH Affidavit must be submitted before 3:00pm PST fora return request to be honored.

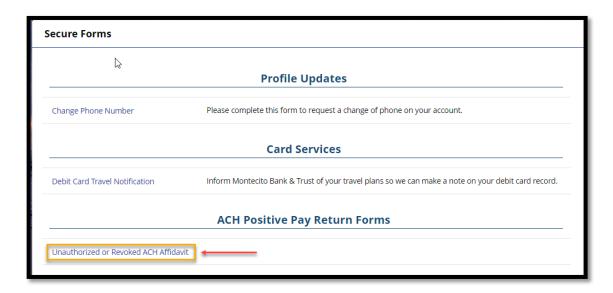


#### 2. Enter the following information:

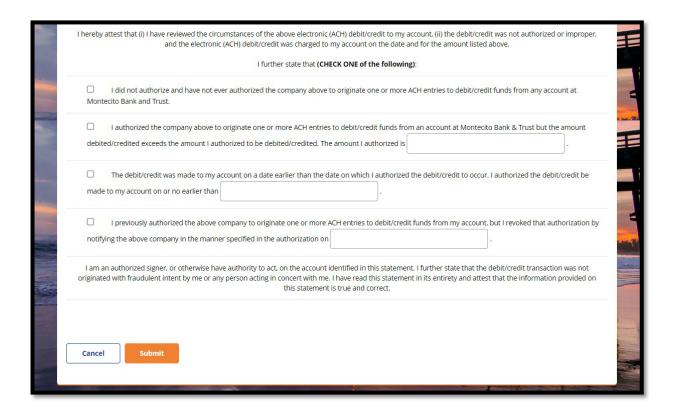
- Select the Account Select the account where the item posted.
- Business Name Enter the business name for the account above.
- Amount of Item Enter the amount of the item.
- Date of Transaction Enter the Paid Date of the item.
- Originating Company Name Enter the name of the company originating the item. The company name can be found in the Exception Type Description in Positive Pay.
- Entry Type Class Code Choose from the dropdown. The Entry Type Code can be found in the Entry Type Description in Positive Pay.



Choose the appropriate return reason from the list. Only choose one. When the form is complete, click Submit.



4. If you need to submit multiple affidavits for multiple returns, click on the form link on the Secure Forms page to access the form again.



#### Completing the Unauthorized ACH Affidavit - Commercial Center Only

When "Unauthorized Debit" is selected as a Return Reason an Unauthorized ACH Affidavit must be completed for the item. The form can be accessed and submitted securely through Commercial Center.

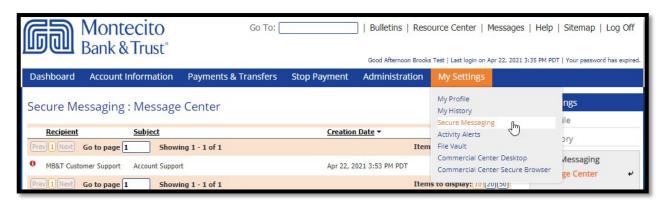
1. To access the form, go to the My Settings - File Vault in Commercial Center.



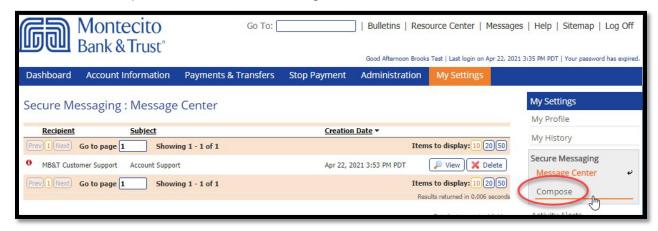
2. Download the Unauthorized ACH Affidavit.



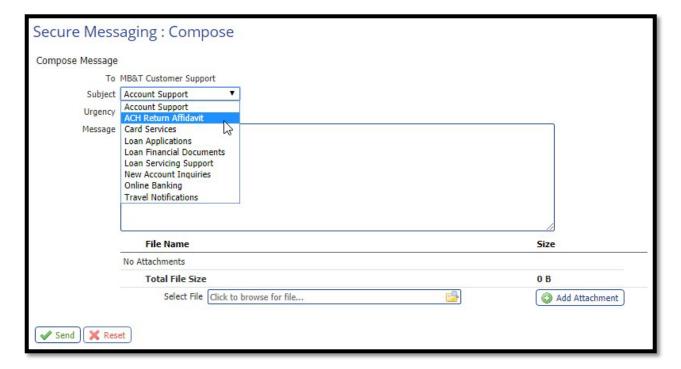
- Complete the Affidavit (instructions on Page 2 of the Affidavit)
- 4. To submit the completed form, go to My Settings Secure Messaging or click Messages from the top menu.



5. Click Compose to start a new message.



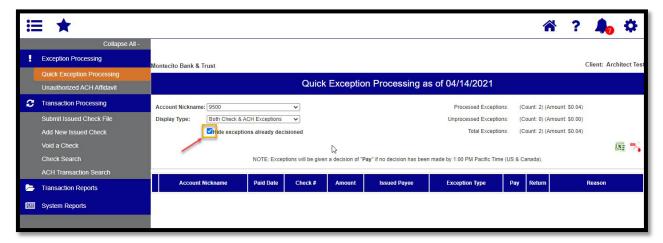
6. Select the Subject ACH Return, set the Urgency to High and add the Affidavit as an attachment. Then click Send.



#### Revisiting/Editing Decisions Prior to Cut-Off Time

You can revisit/edit your pay and return decisions any time before cut-off (11:00 am PST).

- 1. Go to **Positive Pay** from Business Online Banking or Commercial Center.
- 2. Click on Quick Exception Processing.
- 3. Uncheck the Hide exceptions already decided box.



4. View your exceptions, make changes if needed, and click **Save Decisions**.

#### **Important Reminders**

- ✓ Any exceptions not decisioned by the 11:00 am PST cut-off time will be PAID
- ✓ Any return for Unauthorized Debit requires an Unauthorized Return Affidavit to be completed and submitted by 3:00 pm PST the day of the return
- ✓ If an ACH with a CCD Entry Class Code is processed a day after it is received due to a reject or NSF, it cannot be returned due to the 24-hour return window mandated by the NACHA Rules. In this instance, we would not be able to honor a return request submitted through the Positive Pay system.

## **Account Reconciliation Reporting**

The Account Reconciliation feature in Positive Pay allows your business to simplify the reconcilement process by providing a comprehensive report with detailed information of transaction activity on your business account. The report may be exported in Excel or PDF format for use with your accounting software or incorporated into your reconcilement process.

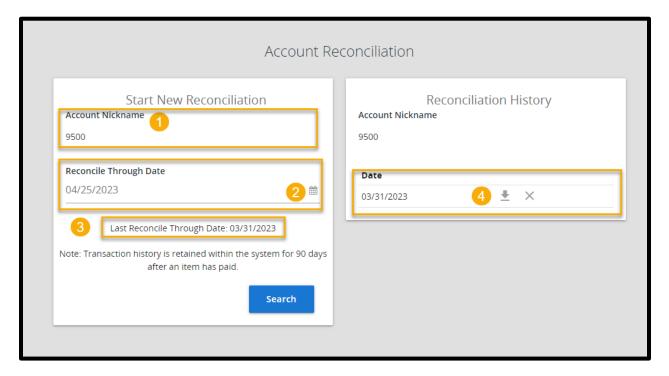
To begin, log into Positive Pay within Online Banking or Commercial Center.



- 1. Click on **Transaction Reports** to expand the menu.
- 2. Click Account Reconciliation.

#### **Reconciling Accounts**

The Account Reconciliation screen provides a reconciliation history and allows you to make selections for a new reconciliation report.



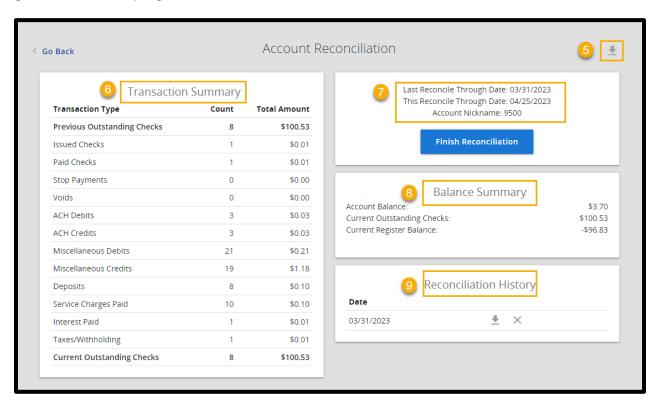
- 1. Account Nickname The last 4 digits of the business account. If there are multiple accounts, a drop-down menu will appear.
- 2. Reconcile Through Date The ending date of the reconciliation period. The beginning date of the reconciliation period is based upon the last reconciliation performed on the account.
- 3. Last Reconcile Through Date The date the last time the account was reconciled.
- **4.** Reconciliation History Date The last reconciliation history date that can be exported to an Excel or PDF file or be cleared to reconcile items prior to the date displayed.



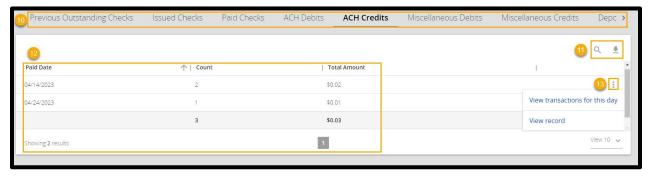
**Note** The first time an account is reconciled, all activity up until the Reconcile Through Date will be included.

Make your desired selections and click **Search**.

A summary of activity from the last reconcilement date to the "Reconcile Through Date" you chose will display.



- 5. Export Icon Clicking this option provides the ability to export reports:
  - Export transactions to Excel
  - Export summary to PDF
  - Export summary and transactions to PDF
- 6. Transaction Summary —displays account activity items that will be part of the reconcilement including ACH Debits and Credits, Miscellaneous Debits and Credits, Deposits, Service Charges, Interest Paid, and Taxes/Withholding.
- Reconciliation Summary displays the last time the account had been reconciled, the current period that will be reconciled, and the last 4 digit of the account to be reconciled.
- 8. Balance Summary displays the Account Balance, Current Outstanding Check amount, and Current Register Balance after calculating the Current Outstanding check amount.
- 9. Reconciliation History displays the last reconcilement date which can be exported or cleared. Clearing the last reconcilement date will bring in all transactions prior to that date into the current reconciliation.



- **10.**Transaction Types The transaction type navigation menu allows you to view specific transactions for a selected transaction type.
- **11.**Search and Export Search for specific criteria in the Results History or Export the results from the transaction type in Excel or PDF format.
- **12.**Results History Based on the transaction type selected, the results history will display all transactions for the reconcilement period by Paid Date, Count, and Total Amount.
- **13.**Click on the ellipses (...) to view all transactions or a summary record for the day selected.

Select **Finish Reconciliation** to reconcile the account and generate a reconciliation report in Excel or PDF format.

