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# BUSINESS ONLINE

## POSITIVE PAY USER GUIDE

October 2024

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## 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
- You may start receiving auto generated email notification as early as 10:00 PM EST the previous evening.
- All transactions will be visible for decisioning by 8:00 AM EST.
- You will receive hourly reminders up until the cut off time of 11:00 AM EST if you have not decisioned all items.
- All items clearing the account with NSF or Uncollected funds will not appear for decisioning within your positive pay.

- 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)

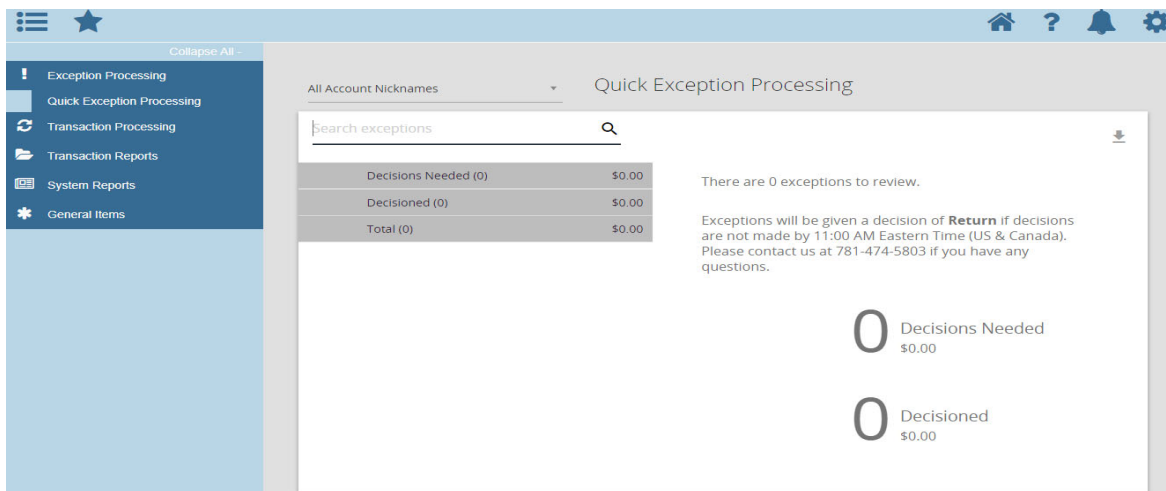
Each business day, the bank will send all positive pay exceptions to customers no later than 8:00 AM EST. Customers are notified by email when their exceptions are ready for review.

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 EST
- **System Default Decision:** Return the transaction
- Any items not decided by 11:00 AM EST will automatically be returned.
- Any checks that are returned will be returned as “Refer To Maker”
- Any returned ACH items will be returned as “R29 - Unauthorized ACH Transaction”

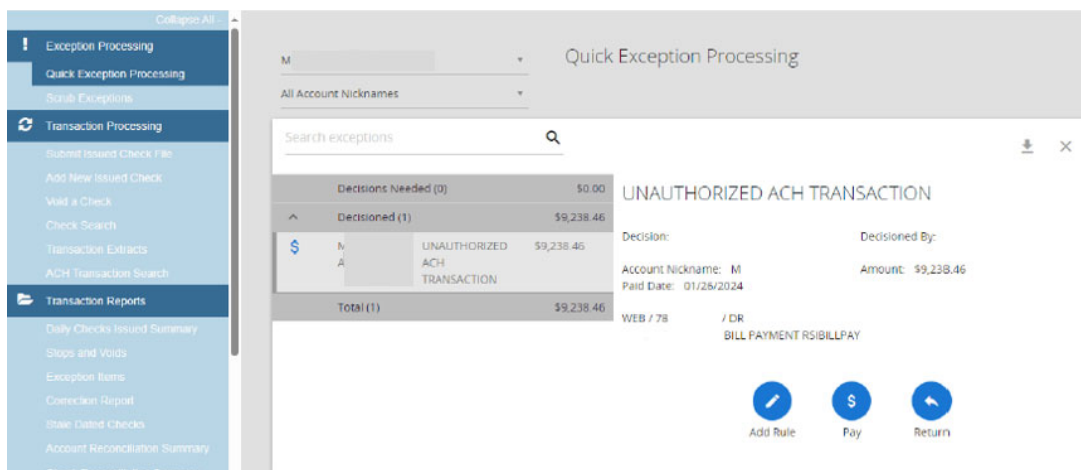


### B. Positive Pay Exception Timing - Next Day System

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". It is organized into three steps:

- Step 1:** "Select a file to process." This step includes a text input field for the file name and a "Browse..." button to the right.
- Step 2:** "Input details about the file." This step contains two dropdown menus: "Account Nickname:" and "File Processing Type:". The "File Processing Type:" dropdown currently shows "Test".
- Step 3:** "Click the 'Process File' button." This step features a single "Process File" button centered at the bottom of the form.

#### 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 contains the following fields and controls:

- Account Nickname:** A dropdown menu currently showing "<Not Selected>".
- Check Number:** An empty text input field.
- Amount:** An empty text input field.
- Issued Date:** A text input field containing the date "08/31/2020".
- Issued Payee:** An empty text input field.
- Auto-Increment Check Number:** A checkbox that is currently unchecked.
- Add Check:** A blue button located at the bottom center of the form.

### 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.



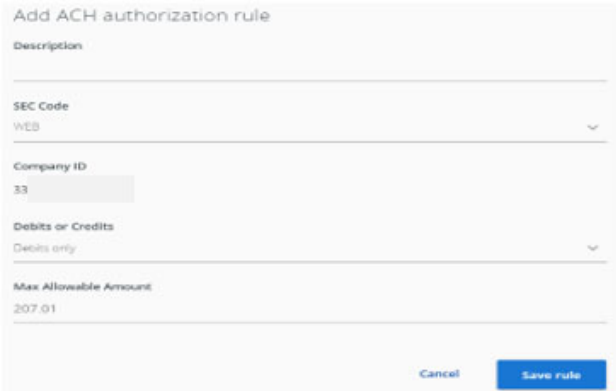
- 3. Review the information for accuracy. Once confirmed, click **Add Check**.
- I. The information will be reviewed by the system.
  - If the information is accepted:
    - o You will receive a success message in a green informational bar at the top of the screen.
  - If for any reason the check cannot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

## V. ACH Authorization Rules

Monitoring ACH Authorization rules should be done on an annual basis to ensure accuracy.

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

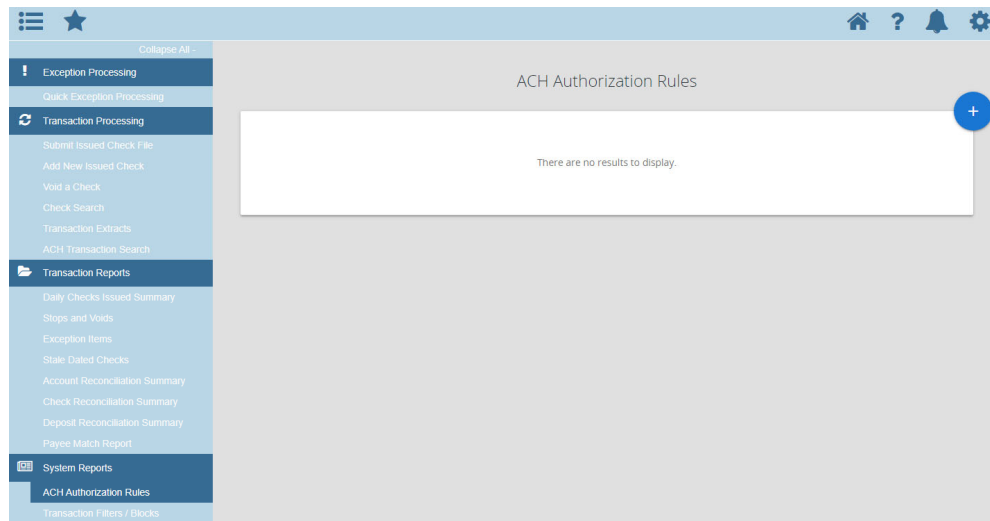
- 1. From the Quick Exception Processing screen, click **Add ACH Rule**. A pop-up will appear requesting you to fill out more information.
- 2. Complete the following fields
  - a. **For Description:** Enter the name or a nickname for the entity
  - b. **SEC Code:** Select the SEC Code used for the transaction or select All Standard Entry Class Codes
  - c. **Debit (DB)/Credit (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. Please enter an actual dollar amount. Refrain from using **0.00** or **99,999,999.00**. Entering **\$0.00** or **\$99,999,999.00** will allow a company to debit your account an unlimited amount.



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

## B. To Add new standalone ACH Rules

1. From System Reports, click on **ACH Authorization Rules**. Within **ACH Authorization Rules screen**, click on the blue round shape with the plus sign to Add Standalone ACH Rule.



2. Complete the following fields under Add record
  - a. **Account Nickname:** For multiple accounts within Positive Pay, select the appropriate nickname for the entity on the drop down of which the ACH Transaction will occur.
  - b. **Company ID:** Enter the Company ID of which company will be debiting the selected appropriate account. (This should be provided by the company debiting the account)

**Notes:** Company ID must be entered. If Company ID is not entered this will allow any debits to go through the account to the set amount without exception.
  - c. **Debits or Credits:** Select Debits (this is to allow the specific company to debit the account automatically without exceptions within your Positive Pay).

**Notes:** Please note all ACH Credits into the account are usually already allowed and added by Needham Bank unless otherwise stated on the application during onboarding of Positive Pay.
  - d. **Description:** Enter the Name of the allowed company or description of the allowed ACH transaction into the appropriate account.

e. **SEC Code (Default set to):** ALL - All SEC Codes (SEC Code - Standard Entry Class Code. SEC Code are used to identify the type of ACH payment. Standard payment codes used are PPD - Person Payment and CCD - Corporate Payment)

f. **Max Allowed Amount:** Enter the allowed debit amount

**Notes:** Please note you must enter an actual dollar amount. Refrain from using 0.00 or 99,999,999.00. Entering \$0.00 or \$99,999,999.00 will allow a company to debit your account an unlimited amount.

g. Click **Save Changes** or **Save and Add More** if you wish to add more company to your ACH Rules to allow debit from the account.

**Notes:** Please be aware; even though an ACH Rule has been added to your Positive Pay to allow the specific company to debit the account. Company may use a different Company ID for the transaction of which will cause the transaction to hit your Positive Pay for exceptions.

ACH Authorization Rules

Add record

Account Nickname	Description	
Alison's Sub		
Company ID	SEC Code	Notification Type
	ALL - All SEC Codes	Create Exception
Debits or Credits	Max Allowable Amount	

Cancel Save and Add More Save Changes

There are no results to display.

### C. 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.

## D. To Delete 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. 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

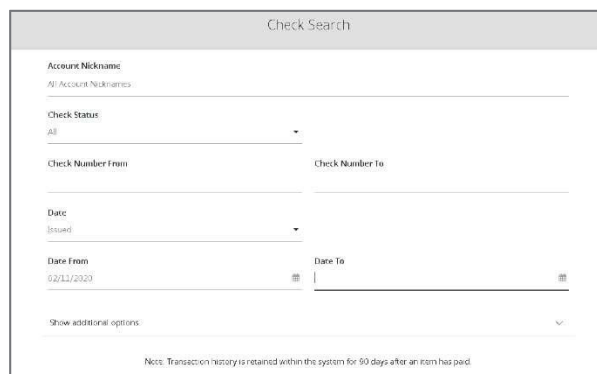
**Check Status Types:** Please keep in mind the following options are for reports purposes only.

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>DB/CR</b>	DB: 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.

## VII. 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>

## VIII. Contact Us

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

### NB Cash Management Client Service 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* -