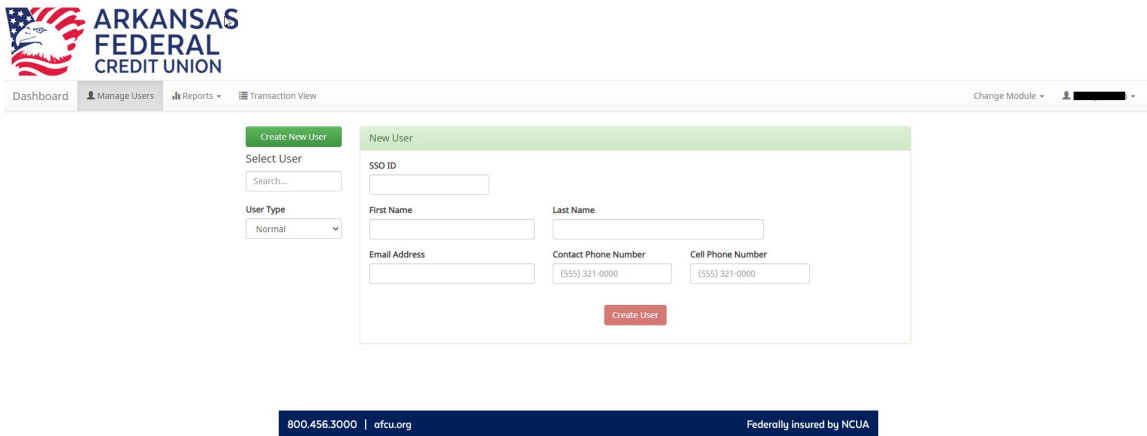# Positive Pay

User Setup

Before a user can be setup in Positive Pay, they **must first** be setup as a sub-user in Online Banking.

From the Dashboard, select Manage Users and Create New User
From this screen you will enter your user's information and click Create User.
NOTE: For the SSO ID, you will enter the current case sensitive online banking **username** for the new user.

After creating the user, you can now select the roles and privileges you wish for this user to have for the accounts you select based on the services you are utilizing.

Create New User

Select User

Search...

Digital, Joe

User Type
Normal

Joe Digital

☑ Active

Last Login:
Created Date: 09/22/2022

SSO ID
JoeDigital

First Name
Joe

Last Name
Digital

Email Address
olmb_alerts@afcu.org

Contact Phone Number
(501) 982-1000

Cell Phone Number
(555) 321-0000

System Roles

[all | none]

☐ Audit Report   ☐ Notification Delivery Report   ☐ Consolidated Transaction History View

ACH Controls

Available Accounts

Business Choice Checking (xxxx5333)

>
>>
<<
<

Selected Accounts

User Privileges

[all | none]

☐ Act on Approved List   ☐ Act on Blocked List   ☐ Approved List
☐ Blocked List   ☐ Change Transaction Status ☐ Notification Rules
☐ Notification Rules Report   ☐ Transaction History

Positive Pay Checks   Alert Method: - None -

Available Accounts

Business Choice Checking (xxxx5333)

>
>>
<<
<

Selected Accounts

User Privileges

[all | none]

☐ Item Lookup   ☐ Issue Item Status Report   ☐ Transaction History
☐ Change Transaction Status   ☐ Edit Issue Item   ☐ View Issue File Status
☐ Manage Issue File Status   ☐ Issue Templates   ☐ Issue Load Alerts
☐ Issue Warehouse   ☐ Load Issue File   ☐ Manual Issue Entry
☐ Paid No Issue Matching

Save User

Dashboard Overview

This opening screen will give you an overview of your activity.

7/11/2023 11:42:00 AM

ARKANSAS FEDERAL CREDIT UNION

Dashboard | Manage Users | Reports | Transaction View | Change Module

ACH Controls

End of Day Cut-Off Time: Friday 12:00 PM CDT

Total ACH Debits $0.00   **0**

Set to Pay $0.00   **0**   Set to Return $0.00   **0**

Approved List Exceptions $0.00   **0**   Block List Returns $0.00   **0**

Positive Pay Checks

End of Day Cut-Off Time: Friday 12:00 PM CDT

Exceptions $0.00   **0**

Set to Pay $0.00   **0**   Set to Return $0.00   **0**

800.456.3000 | afcu.org   Federally insured by NCUA

Changing Modules

To switch between the Dashboard, ACH Controls and Positive Pay Checks modules, you'll click the dropdown to the right of the screen to make a selection.

ARKANSAS FEDERAL CREDIT UNION

Dashboard | Manage Users | Reports | Transaction View   → Change Module

ACH Controls
Positive Pay Checks

ACH Controls

End of Day Cut-Off Time: Tuesday 12:00 PM CDT

Total ACH Debits $0.00   **0**

Set to Pay $0.00   **0**   Set to Return $0.00   **0**

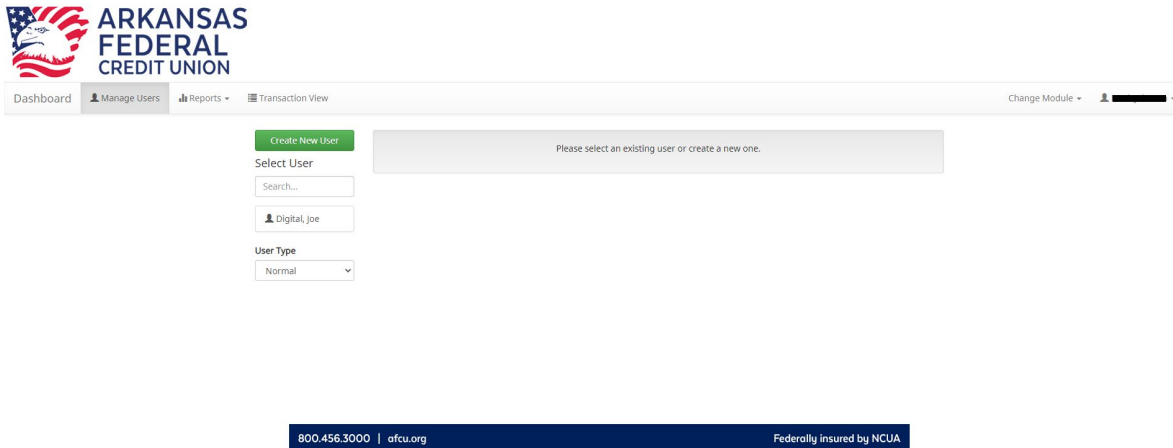Approved List Exceptions $0.00   **0**   Block List Returns $0.00   **0**

Positive Pay Checks

End of Day Cut-Off Time: Tuesday 12:00 PM CDT

Exceptions $0.00   **0**

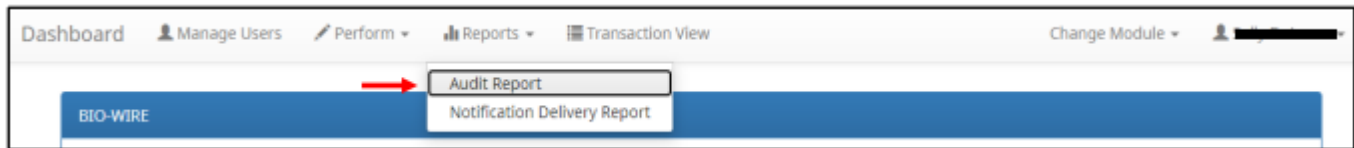Set to Pay $0.00   **0**   Set to Return $0.00   **0**

Manage Users

This is where you will be able to add users and make edits to existing users roles and permissions.
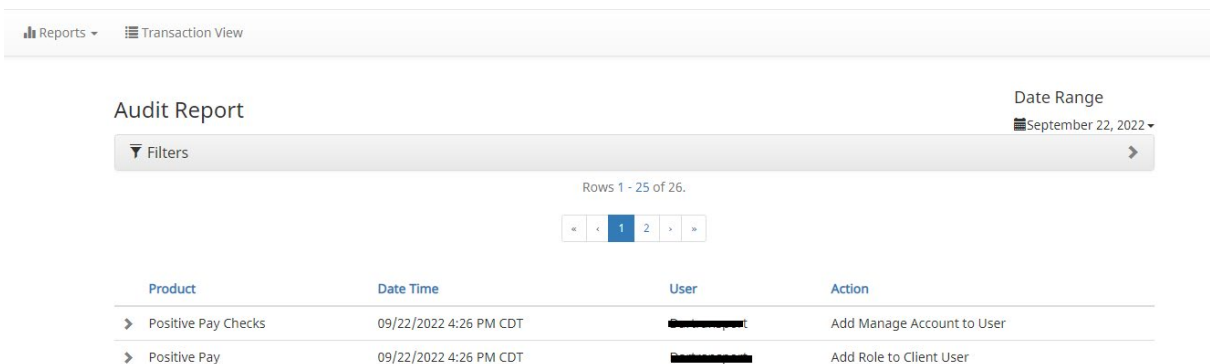

Reports

Reports are available for one year. The Audit Report user privilege must be turned on.
From the Client Dashboard, click Reports > Audit Report.

Audit Report - The Audit Report tracks information regarding the users who have accessed the system and performed auditable functions such as change transaction status.

The Audit Report page appears with the current date by default. To filter the date range, click on the Date Range drop-down, select the desired date range, and click the Apply button.

To narrow the search results, click Filters and a window containing additional search criteria will appear.

To narrow the search to a specific user, select the desired user from the User drop-down. If there are less than ten (10) users, then a drop-down will be generated. If there are more than ten (10) users, type in the first character or first few characters of the username to generate a list.

To narrow the search by a specific service, select the desired service from the Product drop-down.

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Once search criteria are selected, click Apply to narrow your search results.

Product - Service module where action was taken

Date Time - MM/DD/YYYY HH:MM:SS Time Zone

User - Name of Client user

Action - Action being tracked

Notification Delivery Report – The Notification Delivery Report provides information related to the delivery status of alerts generated by the **service modules in use**. The status of email alerts will always be visible. The status of text alerts will only be visible if the financial institution has elected to offer text alerting.
The Notification Delivery Report Privilege must be enabled.

From the Client Dashboard, click Reports > Notification Delivery Report.
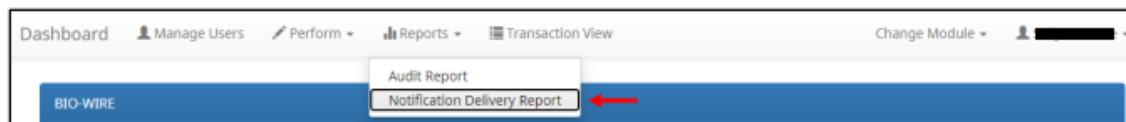
The Notification Delivery Report page appears with the current date by default. To filter the date range, click on the Date Range drop-down, select the desired date range, and click the Apply button.

To narrow the search results, click Filters and a window containing additional search criteria will appear.

To narrow the search to a specific recipient, enter a valid email address or 10-digit phone number without dashes.

To narrow the search results to a specific message type, select the desired message type from the Message Type drop-down.

To narrow the search results by the status of delivery, select the desired notification status from the Status drop-down.
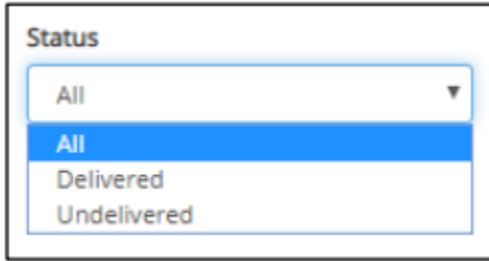
Once search criteria are selected, click Apply to narrow your search results.

Date Time	Recipient	Status	Subject
› 02/23/2021 10:25:43 EST	ldelaere@achalert.com	DELIVERED	Check ALERT
› 02/23/2021 10:25:43 EST	liz.delaere@alkami.com	DELIVERED	Check ALERT
› 02/23/2021 10:25:43 EST	5172259438	UNDELIVERED	Check ALERT
› 02/23/2021 10:25:43 EST	ldelaere@achalert.com	DELIVERED	Check ALERT
› 02/23/2021 10:25:43 EST	5172259438	UNDELIVERED	Check ALERT
› 02/23/2021 10:25:43 EST	ldelaere@achalert.com	DELIVERED	Check ALERT
› 02/23/2021 10:22:00 EST	5172259438	UNDELIVERED	Issuance Load Completed
› 02/23/2021 10:22:00 EST	ldelaere@achalert.com	DELIVERED	Issuance Load Completed

Date Time - Date and Time the notification was sent.

Recipient - The email address or SMS number the notification was sent to.

Status -   **Email**   **BOUNCE** Receiving server could not or would not accept message.
DROPPED Recipient exists in one or more suppression lists.
DEFERRED Recipient's email server temporarily rejected message.
PROCESSED Our email provider received the message and is processing
DELIVERED Email was delivered to the recipient's email provider.
OPEN The user opened the email.
SPAM REPORT The user reported the message as spam.

     SMS   **UNDELIVERABLE** Message delivery failed.

     DESTINATION IS DEACTIVATED The recipient number is either suspended, deactivated or has been moved to another wireless cellular carrier.

     SMS   **SUBSCRIBER OUT OF COVERAGE** Occurs when the wireless cellular device the SMS/Text is being delivered to has not connected to the Wireless Cellular Carrier's network for an extended period or does not have romancing enabled on the wireless cellular account.

     UNKNOWN COMMAND Result when the system does not know where to route an incoming message.

NOT A WIRELESS NUMBER Caused when trying to send to a wireless cellular number with no country code, an invalid country code, or an invalid wireless cellular number.

FAILURE Result of the message that failed to be delivered to the wireless cellular carrier.

Subject The subject of the notification.

**There are several other statuses that come up occasionally. We can provide those details upon request.

Click the arrow (>) next to the Notification Delivery item to view more useful detail. The type of message sent, and the recipient name will be displayed for further information.

	Date Time	Recipient	Status	Subject
⌄	04/02/2021 14:00:01 EDT	5172259438	DELIVERED	Reminder Alert
	Recipient Name: MickFleetwood			Status Detail: ACCEPTED
	Message Type: CP-reminder alert			
>	04/02/2021 14:00:01 EDT	liz.delaere@alkami.com	DELIVERED	Reminder Alert
>	04/02/2021 14:00:01 EDT	5172259438	DELIVERED	Reminder Alert
>	04/02/2021 14:00:01 EDT	liz.delaere@alkami.com	DELIVERED	Reminder Alert
⌄	04/02/2021 12:41:13 EDT	5172259438	DELIVERED	Check ALERT
	Recipient Name: SallyDeLaere			Status Detail: ACCEPTED
	Message Type: Service Level Alert			

Recipient Name - The first and last name of the recipient.

Message Type - Type of message sent.

Status Detail - Whether the message was Delivered or Undelivered

Please note that the Notification Delivery Report can be downloaded as a .csv file by clicking on the "Download as CSV" button at the bottom of the Notification Delivery Report screen.

Transaction History

Transactions are stored and visible for 1 year.
Consolidated Transaction History View user privilege must be enabled.

From the dashboard click Transaction View
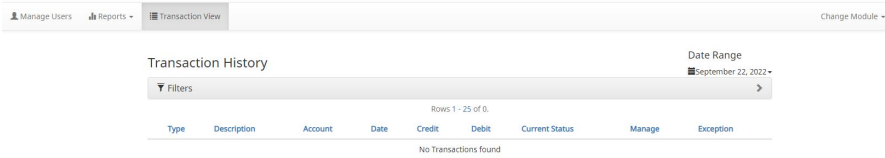
The Transaction History page appears. Transaction View will display all the current day's transactions. To filter the date range, click on the Date Range drop-down, select the desired date range, and click the Apply button. To narrow the search results, click Filters and a window containing additional search criteria will appear.
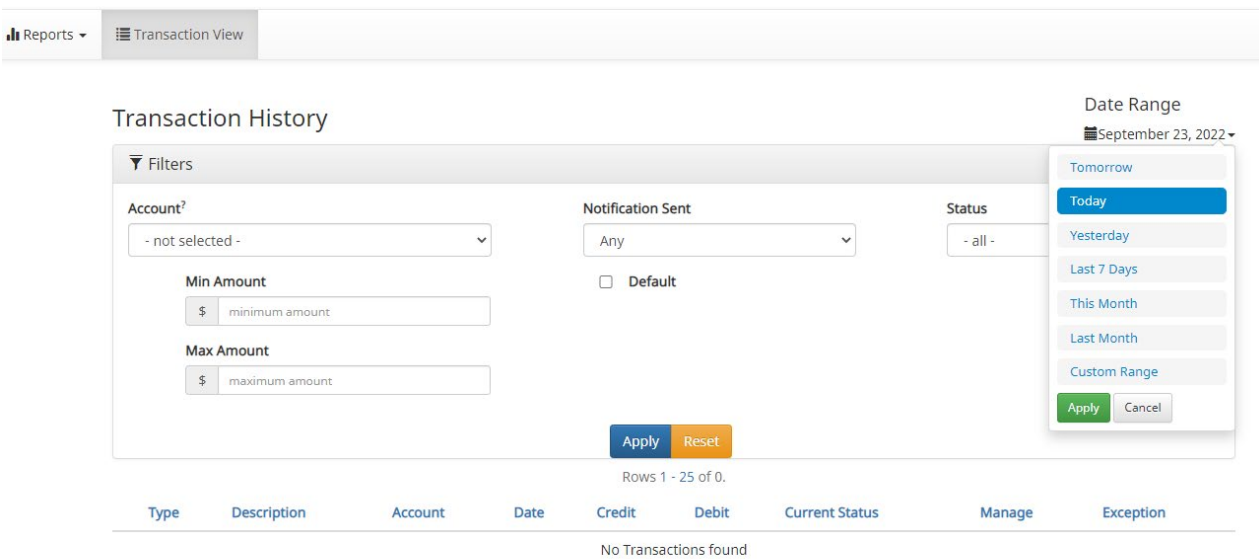
Account - For less than 25 accounts, select from the drop-down menu. Otherwise, type in the beginning of an account number or account name for a list of matching accounts.

Min Amount - Minimum dollar amount of transaction.

Max Amount - Maximum dollar amount of transaction.

Pending Approval - If you have Decision Dual Approval enabled, transactions may be in a pending status awaiting an Approve or Deny decision. Select from the Pending Approval drop-down menu to opt to display transactions that are pending approval, or not pending approval. The default setting is to Show All Transactions.

Notification Sent - Select from the drop-down menu to filter by whether a notification was sent to the client.

Status - Select Pay or Return.
Once search criteria are selected, click Apply to narrow your search results. The view will depend on the modules you are subscribed to, as well as the entitlements and account number access assigned to your user.

Type - Provides information as to the type of transaction displayed.

Description - The type of account or the check number depending on the transaction type.

Account - Account number associated with that transaction.

Date - Date of the transaction.

Credit/Debit - Amounts of credit or debit.

Current Status - Status the transaction is currently in. Paid or Returned.

Manage - Displays a Pay or Return button. This will allow for decisioning directly from the consolidated transaction view if EOD has not passed for a specific service. It is important to note that if the you have enabled Client Decision Dual Approval, and a user changes the status of a transaction from Return to Pay, the transaction status will change to Pending-Pay, and the decision will have to be approved by a secondary user.

Exception - The red (!) indicator informs the user that there were item exception(s). Click the drop-down arrow to the left of the transaction that has the black/red (!) indicator in the far-right column to see what the exception for the specific transaction is.

How to Approve/Decline Transactions

Transactions can be approved from the Dashboard by clicking on **Transaction View**. Each item ready to be paid will have a blue **Pay** button under Manage.

When you click Pay, an image of the check will appear for you to confirm.

Once the image is confirmed, you will see the option to **Return** the item if desired. Click the dropdown for more details on the item.

All the same steps for this check transaction can be performed by changing the module to **Positive Pay Checks** then clicking **View** and **Transaction History**.

For ACH transactions you would follow the same steps but choose the **ACH Controls** module and Transaction history.

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From the **ACH Controls** module you'll choose **Transaction History** and from there you can either pay or return the transaction.

From this screen you can all quick add companies to your **Approved** and/or **Block Lists**.

Adding Companies to an Approved / Block List

You can setup lists to approve or block certain companies sending ACH transactions through. The shortcut was demonstrated in the previous section. From the ACH Controls module, click the Manage dropdown for access to either list.

When you choose to approve a company, they will show listed on the Approved List screen.

You can also create an Approved company. Click the Create button, complete the information fields and click Save.

The **Block List** follows the same steps. You can either quick add from the Transaction History screen or you can manually add the company to a Block list by clicking **Create** from the Block List screen under **Manage**.

Positive Pay Checks – Manual Entry

> **NOTE:**
>
> ➢ **The Manual Issue File user privilege must be enabled.**

Here you can manually enter a list of checks that have been issued. To manually enter an issue item, the user must be granted the manual issue entry user privilege.

The table below describes a list of fields that may be displayed in the manual entry screen, the criteria for the field to display and how the information entered will be used to identify exceptions when matching issue items to checks presented for payment.

Field	Criteria	Use
Serial #	The check number/serial # is always required.	To identify if the check was issued or presented more than once.
Amount	A dollar value is always required.	Used to identify if the amount of a check has been altered.

Field	Criteria	Use
Status	Each check should be accounted for, even checks that have been voided or have had a stop payment issued. The status value advises AFCU if a check has been issued and distributed, issued, later voided and not distributed or issued, distributed and stop payment order was requested later. The issued and void status values will always be available for selection. The stopped status will only appear if AFCU has enabled this option for your designation.	Used to determine if a check should be analyzed for matching (issued) or if a check was presented for payment that was previously voided or stopped.
Issuance Date	A date the check was issued and valid for payment is always required. The issuance date will always default to the current date, but the user can assign a back or future date.	Used to determine if a check is presented earlier than intended or later than allowed.
Additional Issue Fields	Only available if the Issue Templates user privilege is turned on for a user. Additional issue fields are typically used if your requires Positive Pay Checks to retain information related to the issued item for reconciliation purposes.	Used for account reconciliation purposes. Example: An invoice # associated with a check.

1. From the Positive Pay Checks module, click Perform > Manual Issue Entry.
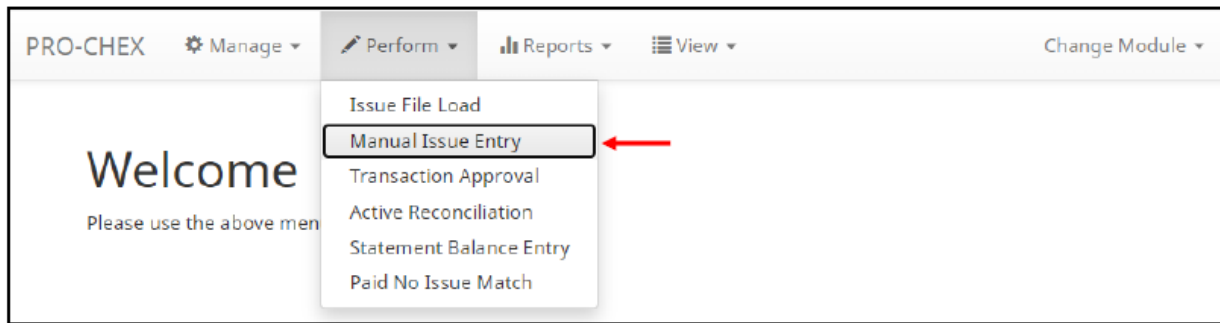
| PRO-CHEX | ⚙ Manage ▾ | ✏ Perform ▾ | ⅈⅈ Reports ▾ | ☰ View ▾ | | Change Module ▾ |

Issue File Load
Manual Issue Entry ⟵
Transaction Approval
Active Reconciliation
Statement Balance Entry
Paid No Issue Match

Welcome
Please use the above men

Manual Issue Entry

Account?
- not selected -

Auto populate next check number: ☑

Row	Serial Number	Amount	Payee Name?	Status	Issuance Date
				ISSUED	03/03/2021

ⓘ Click any row to select that row for editing

Save

Account	Select appropriate Account Number from the drop-down menu.
Auto populate next check number	When checked, the next check number will auto-populate in the following row. This feature is designed to eliminate serial number entry when checks are issued in sequential order.

When unchecked, the next check number will remain blank until it is filled in by the user. |
Row	Each issue item will be numbered in the order they are entered. Once the cursor is placed in the current row, an additional row will appear for the next entry.
Serial Number	Type the item serial number for this manual issuance file in the Serial Number field.
Amount	Type the dollar amount for this manual issuance file in the Amount field. Or use the up and down arrows in the Amount field to select a dollar amount.
Payee Name	Type the payee name for this manual issuance file in the Payee Name field. The Payee Name field supports the entry of a single payee, or multiple payees.

This field supports both alphabetic and numeric characters. |

Status	Issued	The check has been issued.
	Voided	The check has been voided by the maker.
	Stopped	The check has had a stop payment placed on it.
	It is important to note that if AFCU has disabled stop payments, the Stopped status option will not appear in the drop-down menu.	
Issuance Date	Click on the Issuance Date field and select a date from the calendar that this item was issued. It is important to note that on accounts configured for Active Account Reconciliation, the Manual Issue Entry screen will not permit selecting a date prior to the start date of the current reconciliation period.	

3. <u>Payee Names</u>: The Payee Name field supports up to four Payees.

    a. Click within the Payee name field to enter Payee Name(s).

Row	Serial Number	Amount	Payee Name[7]	Status	Issuance Date
1	10100	300.00		ISSUED ⌄	📅 03/03/2021

    b. The view size on the Payee Name field can be enlarged by dragging bottom right corner of field box. The feature may not be available based upon the browser used.

Row	Serial Number	Amount	Payee Name[7]	Status	Issuance Date
1	10100	300.00		ISSUED ⌄	📅 03/03/2021

    c. Input the Payee Name in the field. If there are multiple payees, an Enter (carriage return) must be used to input a second, third or fourth payee on separate lines in the field for it to be distinguished as different payees.

Row	Serial Number	Amount	Payee Name[7]	Status	Issuance Date
1	10100	300.00	Helen Jones Michael Jackson Francine Doe Lisa Miller	ISSUED ⌄	📅 03/03/2021

        It is important to note that this functionality will not be available if AFCU has enabled Custom Payee Boxing for an account.

If multiple payees are listed on a single line of the check, putting them on separate lines is not applicable.

Row	Serial Number	Amount	Payee Name?	Status	Issuance Date
1	10100	300.00	Helen Jones & Lisa Miller	ISSUED	03/03/2021

d. The Payee Name field currently supports 500 alphanumeric characters in total. This count will include the carriage returns separating multiple payees. The 500-character limit is for the entire field, and not per payee.

It is important to note that although 500 characters are allowed in this field, names might be truncated if using a fixed width template and the number of characters allowed in that column are less than 500.

e. If Payee Positive Pay is enabled, the Payee Name field will not accept blank entries for items with Issued status, and will give an error message if an entry is attempted to be saved without a Payee Name.

Payee Name is required unless status is VOIDED.   ✕
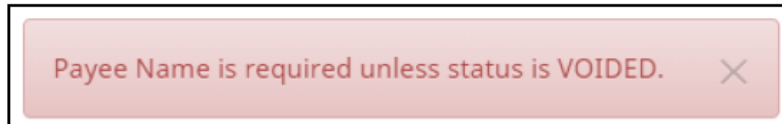
4. To edit any row, click in the fields to be edited and make changes.

5. When all manual issuance files have been entered, click Save button.

6. The Manual Issuance File Status detail page appears.

< Back to Status		MANUAL_1617197309551			

File Status

Queued	Processed	Approved	Completed	Deleted

File processing is complete. View list below to see items.

⊕ View items: 2 Items totaling $80,001.00   Load Date: 03/31/2021 09:28:29 EDT

Rows 1 - 2 of 2.

Account Number	Serial Number	Amount	Payee Name	Status	Issuance Date
xxxx1111	40000	$40,000.00	Formula 1	AVAILABLE_FOR_MATCHING	03/31/2021
xxxx1111	40001	$40,001.00	Lewis Hamilton	AVAILABLE_FOR_MATCHING	03/31/2021

Delete

Load Date	Date and time the file was loaded.	
Account Number	The account number on each issue item.	
Serial Number	The serial number of the issue item.	
Amount	The amount of the issue item.	
Payee Name	Name of the payee(s) from the issue item.	
Status	Available_For_Matching	The issued item is available for exception matching against an incoming check.
	Duplicate Issuance	This issued item is a duplicate and has already been issued.
	Used in Matching	This issued item has been used in the exception matching against an incoming check.
Issuance Date	Date the item was issued.	

7. Click the Back to Status button to view the Issuance File Status page.

8. Issuance Dual Approval:

    You may have the optional Issuance Dual Approval feature enabled, if offered by AFCU. In this circumstance, manual entry files must be approved by a second user or, if no second user is available to approve the file, you can request AFCU approve the issue file.

9. Disable Stop Payments: When AFCU has disabled stop payments, you cannot create new stopped issue items or modify previously stopped issue items. AFCU can, however, feed stop pay items from the core banking system.

    a. If a user attempts to create a manual entry item with a serial number AFCU has loaded a stop pay on, the system will not accept the item.

< Back to Status			MANUAL_1614874619362			

File Status

Queued	Processed	Approved / Rejected	Completed	Deleted

Some items are ineligible. View list below to see items. Remove ineligible items and reload file

⊕ View Items: 3 Items totaling $1,375.00   Load Date: 03/04/2021 11:16:59 EST

Rows 1 - 3 of 3.

Account Number	Serial Number	Amount	Payee Name	Status	Issuance Date
xxxx3232	100945	$525.00	Moe Green	INELIGIBLE_FOR_MODIFICATION	03/04/2021
xxxx3232	100946	$500.00	River Rouge	INELIGIBLE_FOR_MODIFICATION	03/04/2021
xxxx3232	100949	$350.00	Margaret Anjou	INELIGIBLE_FOR_MODIFICATION	03/04/2021

Positive Pay Checks – Issue Templates

The purpose of issue templates is to make it easy to load issue items into Positive Pay Checks using files that can be generated out of most accounting systems. Positive Pay Checks provides organizations a variety of flexible options for providing a list of checks that have been issued or voided.

Issue templates allow users to select from a list of file formats supported and identify where the required data elements are located within the file.

Once a template has been set up, the template can be selected when loading a file to tell Positive Pay Checks how to utilize the data contained in the file.

Multiple file templates can be set up, displayed and used. FI's can create templates for you to use or AFCU may choose to allow you to create your own templates.

NOTE:

➢ **The Issue Template user privilege must be enabled.**

1. From within the Positive Pay Checks module, click Manage > Issue Templates.
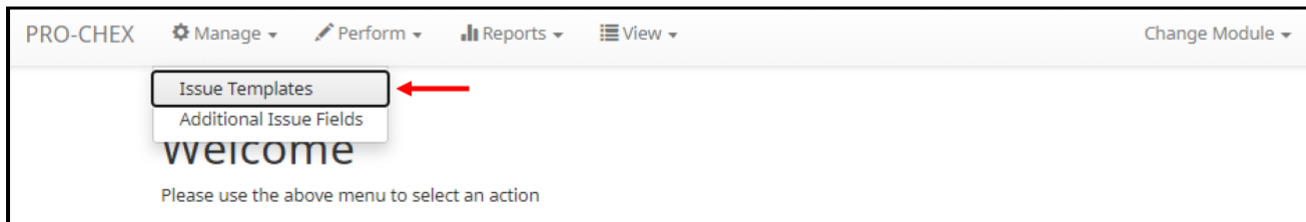
A screen will appear that lists any existing templates that are available for view or edit, and a button to Create New Template. NOTE: Templates created by AFCU cannot be modified by a User. Templates created by the User can be modified by you and AFCU. Templates created by AFCU can be viewed by clicking the eye icon in the Edit/View column.

Delete	Template Filter by Template	File Type Filter by File Type	Edit/View
	2011 Regression C	Comma Separated	👁
	CSV	Comma Separated	👁
	CSV1	Comma Separated	👁
	DBFI Fixed Width	Fixed Width	👁
	Excel 1	Excel Workbook	👁
	Excel 97-2003 Workbook	Excel 97-2003 Workbook	👁
	Quickbooks Type 1	Excel Workbook	👁
☐	2008 Regression	Comma Separated	✏
☐	2008 Regression A	Excel Workbook	✏

Create New Template

2. To view or edit an existing template, click the pencil icon for the appropriate template. The template will display with the date that the template was last updated.

Edit Template: 2105 Template C   Last Updated: 12/13/2021

Template Name	File Type?	Template Status
2105 Template C	Excel Workbook ⌄	Active ⌄

3. To delete an existing template, click the checkbox next to the Templates to be deleted and click Delete Selected. Templates that have the Delete option were built by the user and can be deleted/edited by the user. Templates without the Delete option were built by AFCU and cannot be deleted/edited by the user.

4. To create a new template, click the Create New Template button.

Create New Template

Template Name	File Type?	Template Status
	- select file type	Active

Number of Header Rows?	Number of Footer rows?	Template Level?
0	0	Client

Multi-Line Payee Name Separator: ?

Do not use a character as a separator if

The upper portion of the template screen will not change, regardless of the file type selected. The template name, file type and template status values are required. The header and footer fields are optional.

Template Name — Name of the template being created.

File Type — Select the appropriate file type. **Positive Pay Checks accepts Issuance File uploads with the following formats:**

- ➤ Comma Separated (.csv)
- ➤ Fixed Width (.txt)
- ➤ Excel Workbook (.xlsx)
- ➤ Excel 97-2003 Workbook (.xls)
- ➤ Pipe Separated (.csv)
- ➤ Semi-colon Separated (.csv)
- ➤ Tab Separated (.txt)

File types other than the ones listed above are not accepted.

Once File Type is selected, specific instructions for each file type will appear, based on the selection. Examples of each file type are shown below.

Comma Separated (.csv): A delimited text file that uses a comma to separate values. Each line of the file is a data record. Each record consists of one or more fields, separated by commas.

```
1    322172441,1111111111,200.00,136,20210201,tr9991,356468,Art, , , , ,CHECK
2    322172441,1111111111,20.00,137,20210201,tr9992,456987,Stuff, , , , ,CHECK
3    322172441,1111111111,500.00,138,20210201,tr9993,45879,Misc, , , , ,DEPOSIT
4    322172441,1111111111,650.00,139,20210201,tr9994, , , , , ,CHECK
5    322172441,2222222222,65.00,140,20210201,tr9995, , , , , ,CHECK
6    322172441,2222222222,150.00,141,20210201,tr9996, , , , , ,CHECK
7    322172441,2222222222,489.00,142,20210201,tr9997,Supplies, , , , ,CHECK
8    322172441,2222222222,54.00,143,20210201,tr9998, , , , , ,DEPOSIT
9    322172441,3333333333,480.00,144,20210201,tr9999,457896, , , , , ,CHECK
```

Excel 97-2003 Workbook / Excel Workbook (xls, .xlsx): A file that is created using the Excel program. Each line of the file is a data record. Each record consists of one or more fields, separated into columns.

	A	B	C	D	E	F	G
1	Num	Date	Name	Account	Original Amount	Status	Deposit Location
2							
3							
4	114131	09/22/2022	Cisco Webex, LLC	1111111111	$65.55	ISSUED	151
5	114132	09/22/2022	Jonathan Copeland	Michael Copeland	1111111111	$600.00	ISSUED	169
6	114133	09/22/2022	Office Pride	1111111111	$260.00	ISSUED	121
7	114134	09/22/2022	Richard Canova	1111111111	$30.00	ISSUED	151
8	114135	09/22/2022	Waller Lansden Dortch & Davis, LLP	1111111111	$933.00	ISSUED	151
9	114136	09/22/2022	Advanced Medical	1111111111	$24.00	ISSUED	121
10	114137	09/22/2022	Citizens Union Bank	1111111111	$6,130.00	ISSUED	169

Fixed Width (.txt): Data in a fixed-width text file is arranged in rows and columns, with one entry per row. Each column has a fixed width, specified in characters, which determines the maximum amount of data it can contain. No delimiters are used to separate the fields in the file.

```
1    104720 3/23/2020 -88325.05    ppppppppppppppppppppppppppppppppppppppppppppppppppppp
2    104820 3/23/2020 -1295.00     ooooooooooooooooooooooooooooooooooooooooooooooooooooo
3    104920 3/23/2020 -8716.40     kkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkkk
4    105020 3/23/2020 -6477.60     11111111111111111111111111111111111111111111111111111
5    105120 3/23/2020 -839.70      mmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmm
6    105220 3/23/2020 -240.00      nnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnn
7    105320 3/23/2020 -15518.69    ggggggggggggggggggggggggggggggggggggggggggggggggggggg
8    105420 3/23/2020 -145099.42   ttttttttttttttttttttttttttttttttttttttttttttttttttttt
9    105430 3/23/2020 -6955.00     uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
```

Pipe Separated (.csv): A delimited text file that uses a pipe character (|) to separate values. Each line of the file is a data record. Each record consists of one or more fields, separated by pipes.

```
1    125|7000|ISSUED|2222222222
2    126|8000|ISSUED|2222222222
```

Semi-colon Separated (.csv): A delimited text file that uses a semi-colon to separate values. Each line of the file is a data record. Each record consists of one or more fields, separated by semi-colons.

```
1    127;7000;ISSUED;2222222222
2    128;8000;ISSUED;2222222222
```

Tab Separated (.txt): A simple text format that uses a tabular structure to separate values. Each line of the file is a data record. Each record consists of one or more field, separated by tabs.

```
1    123 5000       ISSUED  2222222222
2    124 6000       ISSUED  2222222222
```

Template Status — Can be set to Active or Inactive. Active templates can be used for loading issue files; inactive templates cannot be used for issue file loading.

Number of Header/Footer Rows

Many accounting systems can export excel or fixed width files. Sometimes those files have header (beginning) rows or footer (ending) rows that contain data that is not required by Positive Pay Checks.

When setting up a template, you can define the number of rows Positive Pay Checks should ignore at the beginning and end of the file. It is important to note that if the values are entered incorrectly, an issue file may load with errors or no items.

The mapping section below will display based on the file type selected. **It is important to note that not all fields/options seen in these graphics may be available for your organization based on settings configured by your financial institution.**

Excel and separated files will require you to define the column data elements that will be found.

Create New Template

Template Name

File Type?
- select file type

Template Status
Active

Number of Header Rows?
0

Number of Footer rows?
0

Template Level?
Client

Multi-Line Payee Name Separator: ?

Do not use a character as a separator if
that character will ever be present in a
Payee Name. Allowed characters in
brackets [; | , - _ /]

This Client has not been setup for client additional issue fields in templates.

Configure in Client level settings and setup client additional issue fields for the Client and try again.

File Mapping

Add	Input Field?	File Column?	Field Format
	Serial Number		
	Amount?		○ Fractional Dollars (12.34) ○ Whole numbers of cents (1234)
☑	Status?		ISSUED - for ISSUED STOPPED - for STOPPED VOIDED - for VOIDED
☐	Account Number?		
☐	Issuance Date?		
☐	Payee Name?		
☐	Routing Number?		

Save

?- Place the cursor over this label for more information

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Fixed Width files will require you to define the start and end position in which the data element is located.

Create New Template   ✕

Template Name   File Type?   Template Status

[   ]   [Fixed Width   ⌄]   [Active   ⌄]

Number of Header Rows?   Number of Footer rows?   Template Level?

[0   ]   [0   ]   [Client   ⌄]

Multi-Line Payee Name Separator: ?   [   ]

Do not use a character as a separator if
that character will ever be present in a
Payee Name. Allowed characters in
brackets [; | , - _ /]

This Client has not been setup for client additional issue fields in templates.

Configure in Client level settings and setup client additional issue fields for the Client and try again.

File Mapping

Add	Input Field?	Start Position?	End Position?	Field Format
	Serial Number	[ ]	[ ]	
	Amount?	[ ]	[ ]	⦿ Fractional Dollars (12.34) ◯ Whole numbers of cents (1234)
☑	Status?	[ ]	[ ]	[ISSUED] - for ISSUED [STOPPED] - for STOPPED [VOIDED] - for VOIDED
☐	Account Number?	[ ]	[ ]	
☐	Issuance Date?	[ ]	[ ]	
☐	Payee Name?	[ ]	[ ]	
☐	Routing Number?	[ ]	[ ]	

[Save]   ?- Place the cursor over this label for more information

The mapping section on the lower part of the screen displays the required fields. The Check Serial # and Amount fields are always required. You must specify if the amount data in the file to be imported will or will not contain decimal points. For example, if the Amount value is set to Fractional Dollars, then 100, 100.0 and 100.00 are all processed the same. If the Amount value is set to Whole numbers of cents, the system will divide by 100 and save it as a dollar value. For example, a value of 100 would be saved as $1.00 in the system.

You may choose to import additional data by checking the Add box next to the desired data element.

If the Status box is not checked (as shown below), Positive Pay Checks will load all issue items with a status of Issued. If the file represents Voided items as a negative number, the you can check the box Treat Negative Amount as Void and Positive Pay Checks will status any item in the file with a negative value as Voided. Issuance with a $0 amount will also be treated as void.

Create New Template

Template Name	File Type?	Template Status
	- select file type ▾	Active ▾

Number of Header Rows?	Number of Footer rows?	Template Level?
0	0	Client ▾

Multi-Line Payee Name Separator: ?

Do not use a character as a separator if that character will ever be present in a Payee Name. Allowed characters in brackets [; | , - _ /]

File Mapping

Add	Input Field?	File Column?	Field Format
	Serial Number		
	Amount?		⦿ Fractional Dollars (12.34) ○ Whole numbers of cents (1234)
☐	Status?		☑ Treat Negative Amount As Void? Issuance with $0 amount will be treated as Void

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Create New Template

Template Name	File Type?	Template Status
	Fixed Width ▾	Active ▾

Number of Header Rows?	Number of Footer rows?	Template Level?
0	0	Client ▾

Multi-Line Payee Name Separator: ?

[ ]

Do not use a character as a separator if that character will ever be present in a Payee Name. Allowed characters in brackets [; | , - _ /]

File Mapping

Add	Input Field?	Start Position?	End Position?	Field Format
	Serial Number			
	Amount?			⦿ Fractional Dollars (12.34) ○ Whole numbers of cents (1234)
☐	Status?			☑ Treat Negative Amount As Void? Issuance with $0 amount will be treated as Void

If you check the Status box additional fields will display as shown below. If your accounting system exports issue items with an Issued and Voided status, no additional action is required.

☑	Status?			
			ISSUED	- for ISSUED
			STOPPED	- for STOPPED
			VOIDED	- for VOIDED

It is important to note that if the Status box is checked for a template, and this information is not provided in the issue file loaded, the system will give each record an ISSUED status. In addition, the STOPPED status may not appear in the Template configuration screen if AFCU has disabled stop payments.

If the accounting system used exports issued items with a value of X and voided items with a value of Y, the user can identify the values as shown below so Positive Pay Checks can translate the data appropriately when importing the data.

☑	Status?			
			X	- for ISSUED
				- for STOPPED
			Y	- for VOIDED

A description has been provided below to define system behavior if additional data elements are included.

Account #   **If the account box is selected, the user can import one file that contains issue items for multiple accounts.** If the account box is NOT selected, when a user loads a file through the portal, Positive Pay Checks will require the user to select the account the checks were issued on.

Issuance Date   If the issuance date box is NOT checked, Positive Pay Checks will default the issue date to date the file was loaded. If the issuance date box is checked, the file must contain an issuance date for each item. For Excel files, Positive Pay Checks will translate the data format used in the file. For separated and fixed width files, you must define the date format being used as shown in the screenshot below. It is important to note that the formats displayed are examples only, a complete list of date formats can be found at:

☑   Issuance Date[?]   [   ]   [   ]   [   ]

M for month, d for day of month, y for year
Examples:
yyyy-MM-dd for 2019-12-25
MM/dd/yy for 12/25/19
MMM dd, yyyy for Dec 25, 2019

Payee Name   The Payee Name box will only appear if one or more accounts are configured for payee positive pay. If the payee name box is checked, Positive Pay Checks will require the payee name for accounts configured for payee positive pay. If payee name is provided for accounts not enrolled in payee positive pay, the payee name data will be ignored when the file is loaded. For Excel or delimited files, the complete and single payee name is expected in a single column. For fixed width files, the complete and single payee name must be contained in the file between the starting and ending position.

This field supports both alphabetic and numeric characters.

It is important to note that when a payee name is required in an issuance file, values consisting of only white space (i.e., all spaces) will be considered the same as an empty value and will not be accepted.

Positive Pay Checks – Loading Issue Files

NOTE:

> ➢ The Load Issuance File user privilege must be enabled.
> ➢ If Multiple Payee Names feature is enabled, Positive Pay Checks will support more than one payee name in the Payee Name field of issuance files. Please see Step #2 below for more information.
> ➢ Multi-Line Payee Names cannot be utilized on accounts that have a Custom Payee Box enabled.
> ➢ If Payee Name is a required field in the issuance template used, it is important to note that issuance files in which the payee name field contains values consisting only of white space (ex, all spaces) will be considered the same as an empty value and will not be accepted.
> ➢ Issue file loading will strip and ignore dollar signs on dollar amounts, and double and single quotations around data fields.
> ➢ For best results, users should not load issue files with mixed account numbers unless they have access to all the listed accounts. Loading issue files with account numbers for which the user has no access will cause errors.
> ➢ There is a 100-character limit on issuance file names.
> ➢ In the case of an issuance file containing Voids or Stops which are being loaded to overwrite previously issued (outstanding) items, the system will update the status of the issued items but will keep the original amount of the issued item, even if the Void/Stop amounts are listed in the issuance file.

Positive Pay Checks allows users to load issue files into the system for use in matching. Positive Pay Checks accepts these files in a variety of formats, used in conjunction with file templates (covered in the previous subsection).

1. From the Portal:

   a. Positive Pay Checks module, click Perform > Issue File Load.
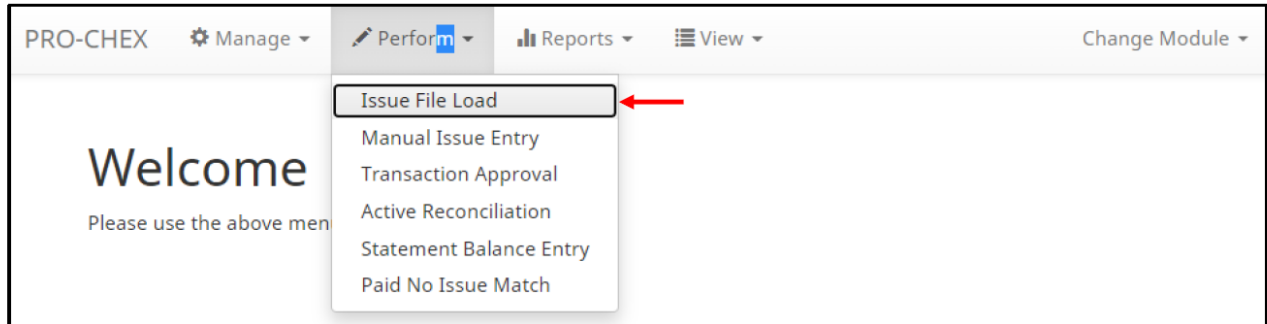
   b. The Load Check Issuance File page appears.
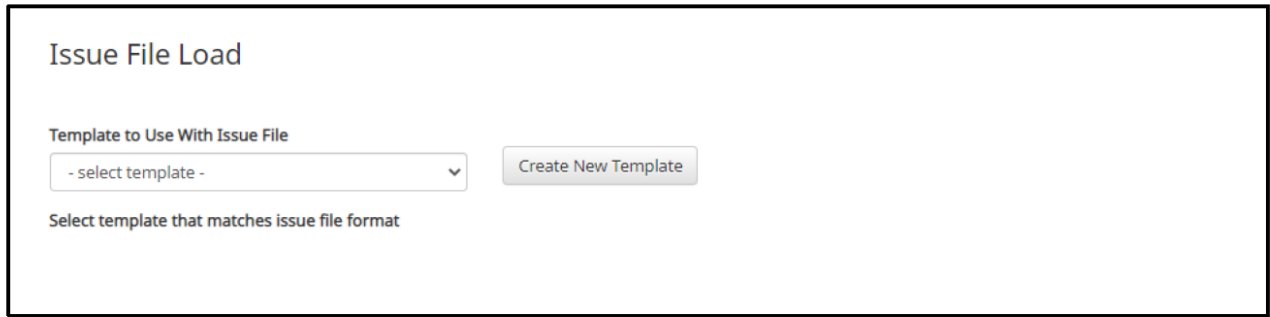
   c. Select the Template drop-down box to select from a list of existing templates. Select one of the available templates listed. If only one template is available for you, the drop-down box will select that template by default.
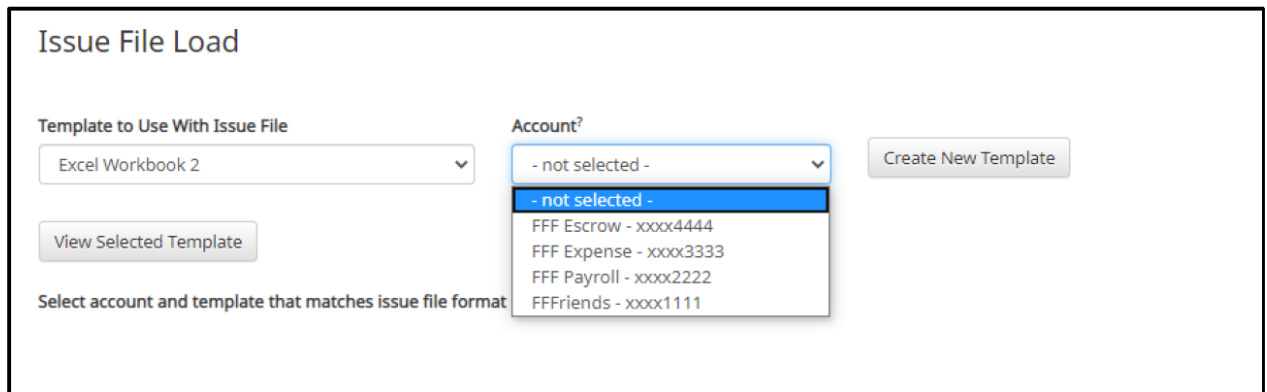
d. If the template selected was created without the Account field enabled, then a drop-down box will display so that an Account can be selected. Select from the list of accounts. If only one account is available for a client, the drop-down box will select that account by default.
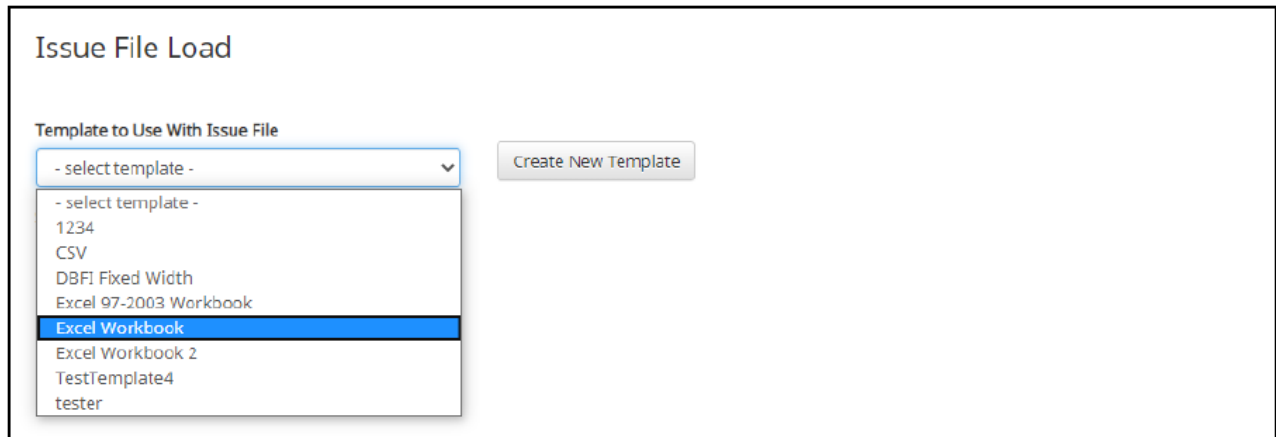
Issue File Load

Template to Use With Issue File

| - select template - | ⌄ | | Create New Template |

- select template -
1234
CSV
DBFI Fixed Width
Excel 97-2003 Workbook
Excel Workbook
Excel Workbook 2
TestTemplate4
tester

e. The file upload interface will appear. Click the Browse button to select the appropriate file.

Issue File Load

Template to Use With Issue File

| Admin FI Level Template | ⌄ |

Account?

| The One and Only - xxxx1111 | ⌄ | | Create New Template |

| View Selected Template |
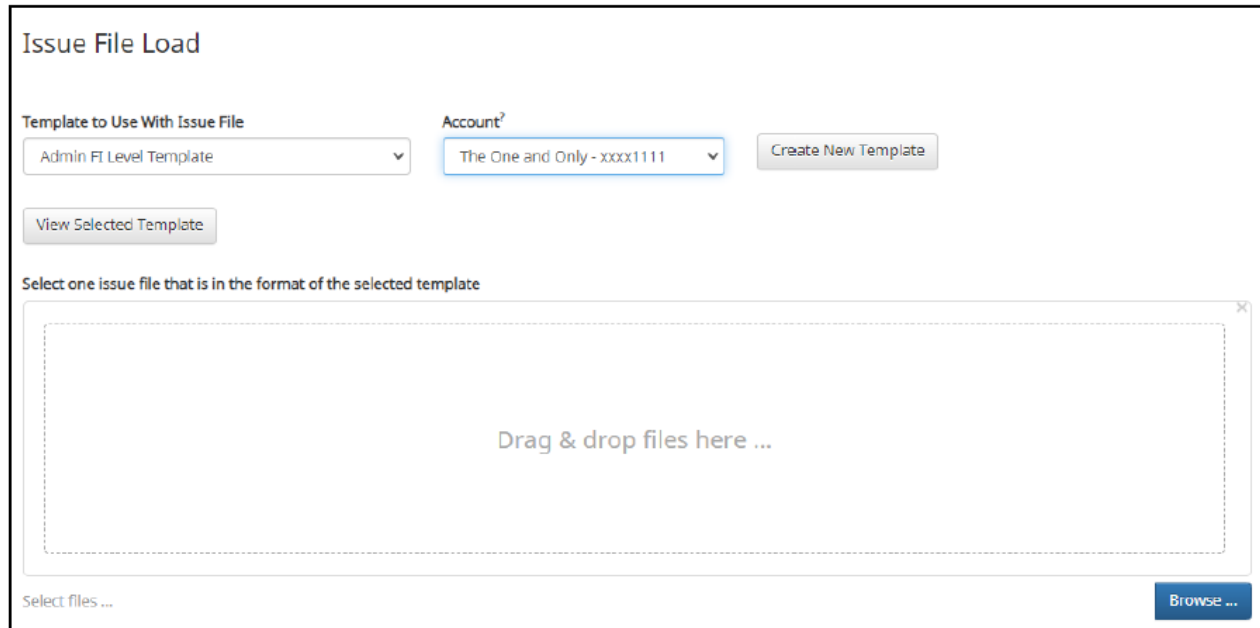
Select one issue file that is in the format of the selected template

Drag & drop files here ...

Select files ...
Browse ...

f. Once the file is selected, it will be displayed in the upload interface.

Issue File Load

Template to Use With Issue File

| Admin FI Level Template | ⌄ |

Account⁷

| The One and Only - xxxx1111 | ⌄ |

[Create New Template]

[View Selected Template]

Select one issue file that is in the format of the selected template

    PCC1_Issue 10182022-001.xlsx
    (12.12 KB)
    🗑

PCC1_Issue 10182022-001.xlsx   [Remove] [Upload] [**Browse ...**]

Remove	The file will be removed from the page.
Browse	Use Browse to locate the file you want to load.
Upload	The file will be uploaded.

g. The Status Bar will display the current status of the file.

[< Back to Status]   WKP1 Issue 1028-001.xlsx

File Status

| Queued | Processed | Approved / Rejected | Completed | Deleted |

File is processing . . .

---

h. If errors were encountered during the initial processing of the issuance file, the Parse Errors display will appear, allowing the user to view the error detail within the file. The most common reason this error would appear is because the file contains improper formatting. At this point, the user will have the option to:

➤ Correct those errors.

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➤ Delete individual errors. This feature only displays if there are errors in the file and is only available until errors have been corrected and the file is saved.

➤ Delete all errors. This feature only displays if there are errors in the file and is only available until errors have been corrected and the file is saved.

     o   This will retain the totals and counts for audit history.

➤ Discard the file. This feature shows up when there is an error in the file. This option is not available after corrections have been made and saved.

This will remove the file and its contents from the system.

< Back to Status			ASBC1 Issue 0415-004.xlsx				

File Status

Queued	Processed	Approved / Rejected	Completed	Deleted

Errors occurred during loading. View list below to edit errors. If errors remain after 04/21/21, the Issuance file will be automatically discarded.

⊕ Edit 4 Errors   Delete All Errors

Rows 1 - 4 of 4.

Line Number	Account	Serial Number	Amount	Payee Name[?]	Status	Issuance Date	Delete
7	z1111	11568	$30.00	Richard Canova	ISSUED	04/15/2021	🗑
6	z1111	11567	$260.00	Office Pride	ISSUED	04/15/2021	🗑
5	z1111	11566	$600.00	Jonathan Copeland Michael Copeland	ISSUED	04/15/2021	🗑
4	z1111	11565	$65.55	Cisco Webex, LLC	ISSUED	04/15/2021	🗑

ⓘ Click any row to select that row for editing

Discard File   Save

In this case, the account numbers in the issuance file were entered incorrectly and they need to be corrected before the file can be fully processed and loaded.

i. Click on any of the fields highlighted in red to make updates or changes.

In this example, the user is presented with an account number drop-down so they can choose the correct account number for the issuance item.

j. Once all errors have been corrected, the red highlights are no longer visible, and the file can be reprocessed by clicking the Save and Submit button. This feature is only available until all errors are corrected, deleted, or discarded.

k. The file will be returned to processing.

< Back to Status	PG01 Issue 0303-002.xlsx			
File Status				
Queued	Processed	Completed	Deleted	

File is processing . . .

l. If the file processes successfully, the user will be able to view the details on all the items in the file.

< Back to Status		PG01 Issue 0303-002.xlsx			
File Status					
Queued	Processed	Approved	Completed	Deleted	

File processing is complete. View list below to see items.

⊕ View items: 15 Items totaling $12,246.81   Load Date: 03/03/2021 15:07:38 EST

Rows 1 - 15 of 15.

Account Number	Serial Number	Amount	Payee Name	Status	Issuance Date
xxxx3783	2665	$65.55	Cisco Webex, LLC	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2666	$600.00	Jonathan Copeland Michael Copeland	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2667	$260.00	Office Pride	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2668	$75.00	Richard Canova	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2669	$933.00	Waller Lansden Dortch & Davis, LLP	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2670	$24.00	Advanced Medical	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2671	$6,130.00	Citizens Union Bank	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2672	$53.36	Covey Seminars	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2673	$193.93	Cuyahoga County Clerk	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2674	$2,800.00	Michael Farrell	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2675	$150.00	Nesta Archeron Elain Archeron	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2676	$150.00	Jake Chambers	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2677	$750.00	ABC Carpentry	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2678	$35.00	Office Pride	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2679	$26.97	FedEx	NEW_ISSUANCE_ITEM	03/03/2021

Delete

If there are no errors in the file during the initial load, then the file will automatically display as approved and complete.

If an issuance file needs to be deleted for any reason, the user can click on the Delete button and the file will be removed. Deleting a file will retain item counts and totals as audit history. **NOTE: Files are only eligible for deletion if every item in the file is still in an available for matching status. If just one item in the file has been paid, the file cannot be deleted.**

Issuance Files Status

Date Range
📅 February 28, 2020 ▾

▼ Filters   ❯

6 files totaling $27,549.84
Rows 1 - 6 of 6.

Issuance Load ID	File ID	File Name	Status	Status Message	Load Date/Time⬇	Transaction Count	Transaction Total	View/Manage
4123	2418	CSV Issue 0228_3.csv	DELETED	Deleted By Client User	02/28/2020 14:23:52 EST	8	$6,354.64	View

2. Multiple Payees:

Positive Pay Checks has the ability to support customers with multiple payee names on issued items. The system can score multiple names on a check against information provided in the issuance file.
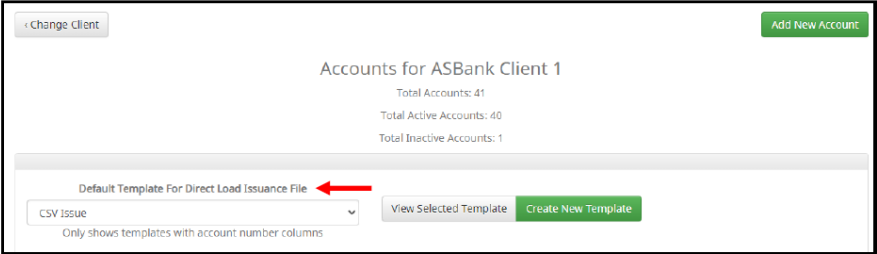
a. When your user loads issue files into the system, the loaded file is processed with the Issue Template set up within Positive Pay Checks. The Issue Template allows for selection of a Multi-Line Payee Separator, a character chosen to separate the names of multiple payees in the issue file.

b. If multiple payees are listed on a single line of a check, no action needs to be taken.

c. If multiple payees are listed on two or more separate lines on a check, the multiple payee separator character (which should match the one designated in the template), must be used between each name. In the example below, the Multi-Line Payee Name Separator designated in the Issue Template is a pipe (|). The issue items shown are entered with the pipe separator between each name, with no spaces.
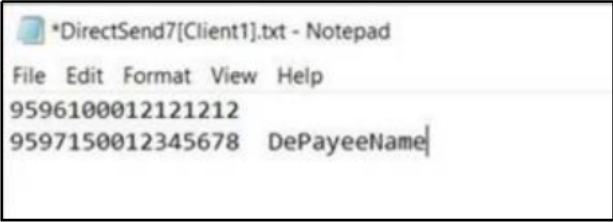
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
1		Type		Num		Date		Name		Item		Account		Paid Amount		Original Amount	
2																	
3																	
4		Bill Pmt -Check		9384		06/07/2020		Jonathan Copeland|Michael Copeland				1111111111				$65.55	
5		Bill Pmt -Check		9385		06/07/2020		Nesta Archeron|Elain Archeron|Micah Archeron				1111111111				$600.00	

When the issue file is loaded, the system would then separate the data before and after the character as separate payees.

3. Direct Send Issue Files: Recommendations:

If supported by AFCU, this feature allows the you to send their issue files to their financial institution via SFTP or another file transfer method so that AFCU can load those issue files to Positive Pay Checks for processing. It is important to note the following guidelines:

Subject	Recommendations
File Naming	There is a 100-character limit for issuance file names.
Direct Send Issuance File Mapping	Direct Send Issuance Files should be mapped to match the Default Template for Direct Load Issuance File selected for you.
Direct Send Issuance File Mapping / Using a different template than the default	A direct send issuance file can be loaded and mapped to a different issue template as long as that template name is included in the brackets with the code, with a plus (+) sign. Example: Issuance_Date_[6789+CSV1].csv
Direct Send Issuance File Mapping / Account Numbers	Account Numbers must be included in the issue template assigned.
Direct Send Issuance File Mapping / Issuance Date Format	The issuance date in the file must match the date format set up in the issue template assigned. If a file is loaded wherein the issuance date format does not match the assigned issue template, the system will update the issuance items with the current date.

Subject	Recommendations
Direct Send Issuance File Template / Account Configurations	The Direct Send Issuance File Template must have mapping set up to accommodate all account configurations. If one account is set for Payee Positive Pay and one account is set for Standard Positive Pay, then the Payee Name field should be mapped in the template. Even though the Payee Name is not a required field for accounts enrolled in Standard Positive Pay, the template should be able to accommodate Payee Name if items are loaded for an account configured for Payee Positive Pay. Example: In the graphic below, there are issue items for two different accounts, each configured differently. Account 12121212 is set for Standard Positive Pay and 12345678 is set for Payee Positive Pay. The file will load without incident if no Payee is included for the Standard Positive Pay account (even though the issue template defines the position/location), because Positive Pay Checks knows the Payee Name is not required for Account 12121212. However, if the Payee Name is not provided for Account 12345678, the file will fail. *DirectSend7[Client1].txt - Notepad File Edit Format View Help 9596100012121212 9597150012345678 DePayeeName
Direct Send Issuance / Account Reconciliation / Issuance Dates	If a Direct Send Issuance is loaded for an account configured for Active Account Reconciliation, any items dated prior to the start date of the current reconciliation period will automatically be updated to the current date when loaded.
Direct Send Issuance Load Alerts	If the user has been configured to receive alerts, an alert email will be received once the direct send issuance file has been transferred to the system. If the file loads with errors, the alert email will inform the user that the file load failed. In this particular case, the user should check the Issuance File Status Page in Positive Pay Checks before taking action. If the issue file status column indicates that the load did fail, the user should review their direct send issue file carefully, correct any problems, and resubmit. If the status column indicates that the file has "edits_pending," click View to open the issue file and make edits within Positive Pay Checks.

4. Issuance Dual Approval:

Some users may have the optional Issuance Dual Approval feature enabled, if offered by AFCU. In this circumstance, loaded issue files must be approved by a second user or, if no second user is available to approve the file, you can request AFCU approve the issue file.

5. Disable Stop Payments: When AFCU has disabled stop payments, users cannot create new stopped issue items or modify previously stopped issue items. AFCU can, however, feed stop pay items from the core banking system.

   a. If a user attempts to load an issue file with serial numbers AFCU has loaded a stop pay on, the system will not accept the file.

< Back to Status			CHC1 Issue 0304-001.xlsx			

File Status

Queued	Processed	Approved / Rejected	Completed	Deleted

Some items are ineligible. View list below to see items. Remove ineligible items and reload file

⊕ View items: 2 Items totaling $875.00   Load Date: 03/04/2021 11:36:51 EST

Rows 1 - 2 of 2.

Account Number	Serial Number	Amount	Payee Name	Status		Issuance Date
xxxx3232	100947	$475.00	Michael York	INELIGIBLE_FOR_MODIFICATION		03/04/2021
xxxx3232	100948	$400.00	Elizabeth Tudor	INELIGIBLE_FOR_MODIFICATION		03/04/2021

Positive Pay Checks – Issue File Status

The purpose of the Issue File Status feature is to provide your users the ability to view and/or manage issue files loaded or manually entered by the user. The disposition or status of the file is available. If enabled by AFCU, Positive Pay Checks also offers an option for AFCU and/or your users to receive issue load alerts that will inform if an issue file is loaded successfully or loaded with errors. Authorized users can also manage these files as outlined in the next section.

1. View Issue File Status

> **NOTE:**
>
>   ➢ **The View Issuance File Status user privilege must be enabled.**

    a. Within the Positive Pay Checks module, click View > Issue File Status.
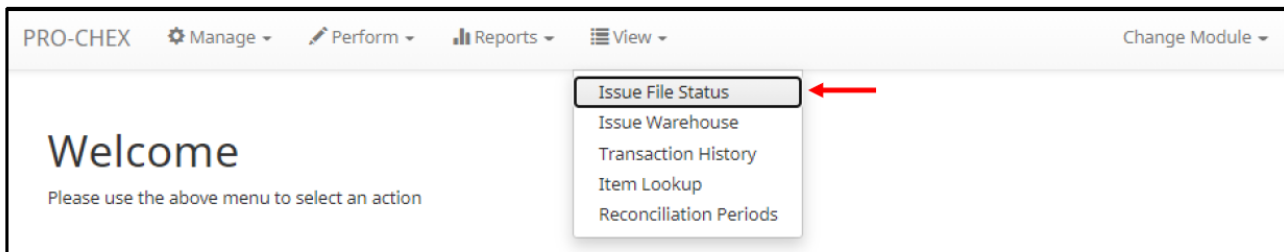
b. The Issuance Files Status page appears.

	Issuance Load ID	File Name	Status	Load Date/Time	Transaction Count	Transaction Total	View/Manage
Issuance Files Status						Date Range	🗓April 7, 2023 ▾
▼ Filters							❯

Issuance Files Status — Date Range — 🗓April 7, 2023 ▾

▼ Filters ❯

2 files totaling $53,416.46

Rows 1 - 2 of 2.

	Issuance Load ID	File Name	Status	Load Date/Time	Transaction Count	Transaction Total	View/Manage
❯	33573	POPS_Issue 04072023-002.xlsx	FI_APPROVED	04/07/2023 11:10 AM EDT	35	$26,708.23	Manage
❯	33572	POPS_Issue 04072023-001.xlsx	FI_APPROVED	04/07/2023 10:47 AM EDT	35	$26,708.23	Manage

c. To filter the date range of files shown, click on the Date Range drop-down.
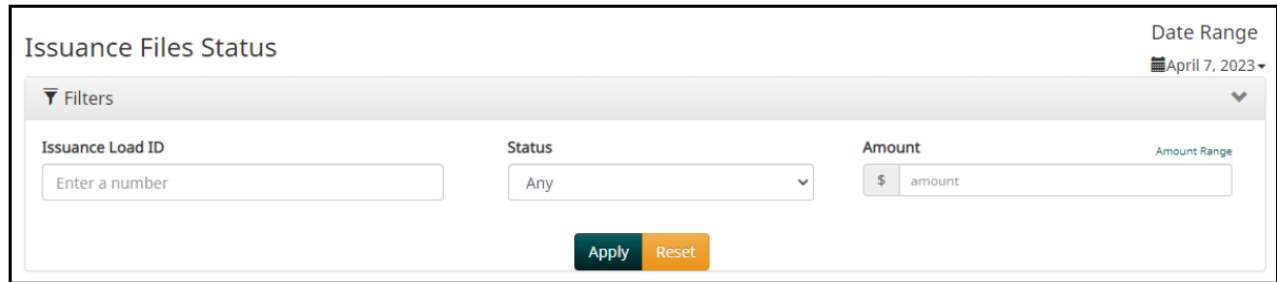
Issuance Files Status — Date Range — 🗓April 7, 2023 ▾

▼ Filters

2 files totaling $53,416.46

Rows 1 - 2 of 2.

	Issuance Load ID	File Name	Status	Load Date/Time	Transaction Count	Transaction
❯	33573	POPS_Issue 04072023-002.xlsx	FI_APPROVED	04/07/2023 11:10 AM EDT	35	$2
❯	33572	POPS_Issue 04072023-001.xlsx	FI_APPROVED	04/07/2023 10:47 AM EDT	35	$2

Tomorrow
Today
Yesterday
Last 7 Days
This Month
Last Month
Custom Range

Apply   Cancel

d. To narrow the search results, click Filters and a window containing additional search criteria will appear.

Issuance Files Status

Date Range
📅 April 7, 2023 ▾

▼ Filters   ˅

Issuance Load ID	Status	Amount	Amount Range
Enter a number	Any ˅	$ amount	

Apply **Reset**

Issuance Load ID	The ID number associated with the specific file.	
Status	Client_Approved	The file was approved by the you.
	Client_Discarded	Client discarded means a your user decided to discard the issue file before it was fully processed into the database.
	Client_Rejected	If Issuance Dual Approval is configured for a you, your rejected means a your user rejected the issue file during the dual approval process.
	Deleted	A deleted file has been processed into the system but was removed by an AFCU or your user. The file information will still be in the system and can be found in the Issue warehouse.
	Edit_Pending	A file in this status was loaded with errors. Before the file can be processed into the database and be displayed in the issue warehouse or be used in matching, the errors will need to be cleaned up or removed from the file.
	Failed	The file failed to load.
	FI_Approved	The file was approved by AFCU.
	FI_Rejected	If Issuance Dual Approval is configured for you, FI rejected means an AFCU user rejected the issue file during the dual approval process.
	Ineligible_Items	The file contains ineligible items. Ineligible items can include issued items that have the same serial number as an existing issuance item that has been paid, an existing issuance found in a stopped status where stop editing has been disabled, or the issuance item in the file is a STOPPED status and stops are disabled by AFCU. These items will not be processed but will not prevent the other items in the Issue file from being loaded.
	Loading	The file is loading.
	Processing	The file is processing.

Queued	The file is in line awaiting a status change.	
Suspended	The file has been suspended.	
	"Suspended" status can be related to the Issuance Dual Approval feature.	
System_Approved	The system is set to default approve the file.	
System_Discarded	Discarded files are files that your user loaded to Positive Pay Checks and had errors that need to be cleaned up. If the errors are not cleaned up by deadline displayed under the progress bar, which is three days, the file will be automatically discarded by the system and no record of it will be kept.	
Test_Approved	In test mode your user is able to load issue files to make sure that the issue template that was created and the file loaded to the system correctly. This function informs the user if the file will process in the regular user interface, but items are not available for matching in test mode.	

Amount   Enter a specific amount for the transaction.

Amount Range	Click hyperlink above the Amount field to enter an amount range or a maximum or minimum amount of transaction.
Min Amount	Minimum dollar amount of transaction.
Max Amount	Maximum dollar amount of transaction.

e.   Once search criteria are selected, click Apply to narrow your search results.

f. Search results are displayed in pages of 25 items. If the search contains more than 25 issue files, the results will be displayed on multiple pages. Use the navigation buttons at the top of the search results to review all results.

28 files totaling $218,855.73

Rows 1 - 25 of 28.

« ‹ 1 2 › »

Issuance Load ID	File Name

Issuance Load ID

The ID number assigned by Positive Pay Checks when a file is loaded. Their value only comes into play if AFCU needs to contact ACH Alert regarding an issuance file loading problem they cannot troubleshoot themselves. These pieces of information should be provided in any helpdesk ticket opened.

File Name

The file name assigned by the user at load time. If the transactions were manually entered the file name will appear with a prefix of MANUAL followed by a system generated number sequence for ease of differentiation.

Status	Load Date/Time

Status

Please see #4 in this section for a list of possible Status codes.

Load Date/Time

The date and time this file was loaded.

7/11/2023 11:42:00 AM

| | Transaction Count | Transaction Total | | View/Manage |

Transaction Count   The number of transactions contained within the file.

Transaction Total   The total dollar amount of the transaction.

View   Displays View button if a file has no errors or is ineligible to be edited. It is important to note that authorized AFCU users can click View to get to the Delete button to delete a file. See below for more information.

Manage   Displays Manage button if the file contains errors that can be edited. See below for more information.

2. Click the arrow (>) next to the Code to view more useful detail on each issuance file.

Issuance Load ID	File Name	Status	Load Date/Time⬇	Transaction Count	Transaction Total	View/Manage
⌄ 20465	ASBank_CSV_Issue_0426__ASBC1_.csv	SYSTEM_APPROVED	04/26/2022 9:33 AM EDT	16	$1,004,372.00	Manage
File Id: 6173 Template Name: CSV Issue						
⌄ 20449	MANUAL_1650898055281	SYSTEM_APPROVED	04/25/2022 10:47 AM EDT	1	$600.00	Manage
File Id: 6157						

File ID   The ID number assigned by Positive Pay Checks once an issuance file is processed and committed to the database. If an Issuance Load ID is present but a File ID is not, the file was received but did not load properly or has not been processed all the way to the database. The File ID is useful when contacting ACH Alert Help Desk about a problem with a file.

Template Name   Issue Template used to load the issue file.

Status Message   Displays error messages, approval or rejection data, or indicates if an issue file has been deleted.

3. Click View button to view the individual issue files. The [File Name] page appears.

File Status Bar	Displays progress of issue file. This feature automatically refreshes and keeps the user informed on the status of the file as it goes from Queued to Approved or Failed.				
Load Date	The date and time loaded of each item within the file.				
Account Number	The Account Number of each item within the file.				
Serial Number	The serial number of each item within the file.				
Amount	The dollar amount of each item within the file.				
Payee Name	If Applicable, the name of the payee of each item within the file.				
Status	Available for Matching	Items marked as Available for Matching are issue items that have loaded to the system but have not been matched to a presented item.			
	Used in Matching	Items marked as Used in Matching are issue items that a presented item has been matched to.			
	New Issuance Item	This status will only display in a file that was not loaded to the database for processing.			
	Ineligible for Modification	Items ineligible for modification are items that have been matched to presented items and are either in a current status of paid or returned and can therefore no longer be modified.			
	Duplicate Issuance	Duplicate issuance items are issue items that duplicate previously loaded issue items exactly.			
Issuance Date	The date of the issued item.				

4. Manage Issue File Status

a. Click Manage button to edit errors within an issue file. The [File Name] page appears.

   i. Correct Items.

      1) Fields highlighted in red have an error and are blocking the issue file from loading all the way to the system.

      2) When a highlighted field is clicked the user can either select the correct data from a dropdown or enter it in directly in the field.

      3) Once all errors have been corrected, the user can click Save and Submit at the bottom, so the file is reprocessed.

ii.   Delete Items

1) Individual items can be deleted from the errors screen if the option is available.

2) The user would click the trashcan in the Delete column to delete any individual items.

3) Once items have been deleted, the user can click Save and Submit at the bottom, so the file is reprocessed.

   a) The user can also click Delete All Errors at the top of the delete column.

4) This will allow the rest of the file to process into the system.

< Back to Status				Issue 0529-001.xlsx			

File Status

Queued	Processing	Processed	Approved	Complete	Deleted

Errors occurred during loading. View list below to edit errors. If errors remain after 06/03/20, the issuance file will be automatically discarded.

⊕ Edit 9 Errors   Delete All Errors

Rows 1 - 9 of 9.

Line Number	Account	Serial Number	Amount	Payee Name[?]	Issuance Date	Delete
4	5555555555	9255	$65.55	Cisco Webex, LLC	05/28/2020	🗑
5	5555555555	9256	$600.00	Jonathan Copeland	05/28/2020	🗑
6	5555555555	9257	$260.00	Office Pride	05/28/2020	🗑

iii.   Discard a File

1) An entire issue file can also be discarded.

a) The user can click the discard button at the bottom of the screen.

b) Another option is to allow the system to discard the file automatically after three (3) business days.

In both instances, the system will act as if the file never existed and any issue information from the file will not appear in any reporting or view.

< Back to Status   Issue 0529-001.xlsx

File Status

Queued	Processing	Processed	Approved	Complete	Deleted

Errors occurred during loading. View list below to edit errors. If errors remain after 06/03/20, the issuance file will be automatically discarded.

⊕ Edit 9 Errors   Delete All Errors

Rows 1 - 9 of 9.

Line Number	Account	Serial Number	Amount	Payee Name?	Issuance Date	Delete
4	5555555555	9255	$65.55	Cisco Webex, LLC	05/28/2020	🗑
5	5555555555	9256	$600.00	Jonathan Copeland	05/28/2020	🗑
6	5555555555	9257	$260.00	Office Pride	05/28/2020	🗑
7	5555555555	9258	0	Richard Canova	05/28/2020	🗑
8	5555555555	9259	$933.00	Waller Lansden Dortch & Davis, LLP	05/28/2020	🗑
9	5555555555	9260	0	Richard Canova	05/28/2020	🗑
10	5555555555	9261	$53.36	Richard Canova	05/28/2020	🗑
11	5555555555	9262	$24.00	Advanced Medical, Inc.	05/28/2020	🗑
12	5555555555	9263	$6,130.00	Citizens Union Bank (v)	05/28/2020	🗑

❶ Click any row to select that row for editing

Discard File   Save

iv.   Delete a File

1) Users are also able to delete an issue file if none of the items in the file have been used in matching by clicking on the delete button.

   a) When a file is deleted the items will appear in issue views and reporting.

< Back to Status   PG01 Issue 0303-002.xlsx

File Status

Queued	Processed	Approved	Completed	Deleted

File processing is complete. View list below to see items.

⊕ View items: 15 Items totaling $12,246.81   Load Date: 03/03/2021 15:07:38 EST

Rows 1 - 15 of 15.

Account Number	Serial Number	Amount	Payee Name	Status	Issuance Date
xxxx3783	2665	$65.55	Cisco Webex, LLC	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2666	$600.00	Jonathan Copeland Michael Copeland	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2667	$260.00	Office Pride	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2668	$75.00	Richard Canova	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2669	$933.00	Waller Lansden Dortch & Davis, LLP	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2670	$24.00	Advanced Medical	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2671	$6,130.00	Citizens Union Bank	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2672	$53.36	Covey Seminars	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2673	$193.93	Cuyahoga County Clerk	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2674	$2,800.00	Michael Farrell	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2675	$150.00	Nesta Archeron Elain Archeron	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2676	$150.00	Jake Chambers	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2677	$750.00	ABC Carpentry	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2678	$35.00	Office Pride	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2679	$26.97	FedEx	AVAILABLE_FOR_MATCHING	03/03/2021

Delete

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5. **Issuance Dual Approval:**

You may have the optional Issuance Dual Approval feature enabled, if offered by AFCU. In this circumstance, manual issue entry files or loaded issue files must be approved by a second user or, if no second user is available to approve the file, you can request AFCU approve the issue file.