

Associated Connect[®]

Reference Guide: Fraud Control
















Table of Contents

| | |
|---|----|
| Portal Access | 3 |
| Associated Connect Portal | 4 |
| Fraud Control | 5 |
| Fraud Control Menu..... | 5 |
| Positive Pay | 5 |
| Add a Positive Pay Check Manually | 11 |
| Single Issue Add..... | 11 |
| Multiple Issue Add | 13 |
| Reverse Positive Pay..... | 14 |
| Voids..... | 15 |
| Single Issue Void..... | 15 |
| Multiple Issue Void | 16 |
| Issue Maintenance | 18 |
| File Services | 19 |
| Manage and Create a Profile | 19 |
| Uploading a Positive Pay Profile | 24 |

Portal Access

The Associated Connect portal allows users to access all Associated Connect services through an easy-to-use single sign-in. To access the portal, sign in to Associated Connect directly from Associated Bank's website at **AssociatedBank.com/Business** or **AssociatedBank.com/Commercial**. The portal has been divided into three sections:

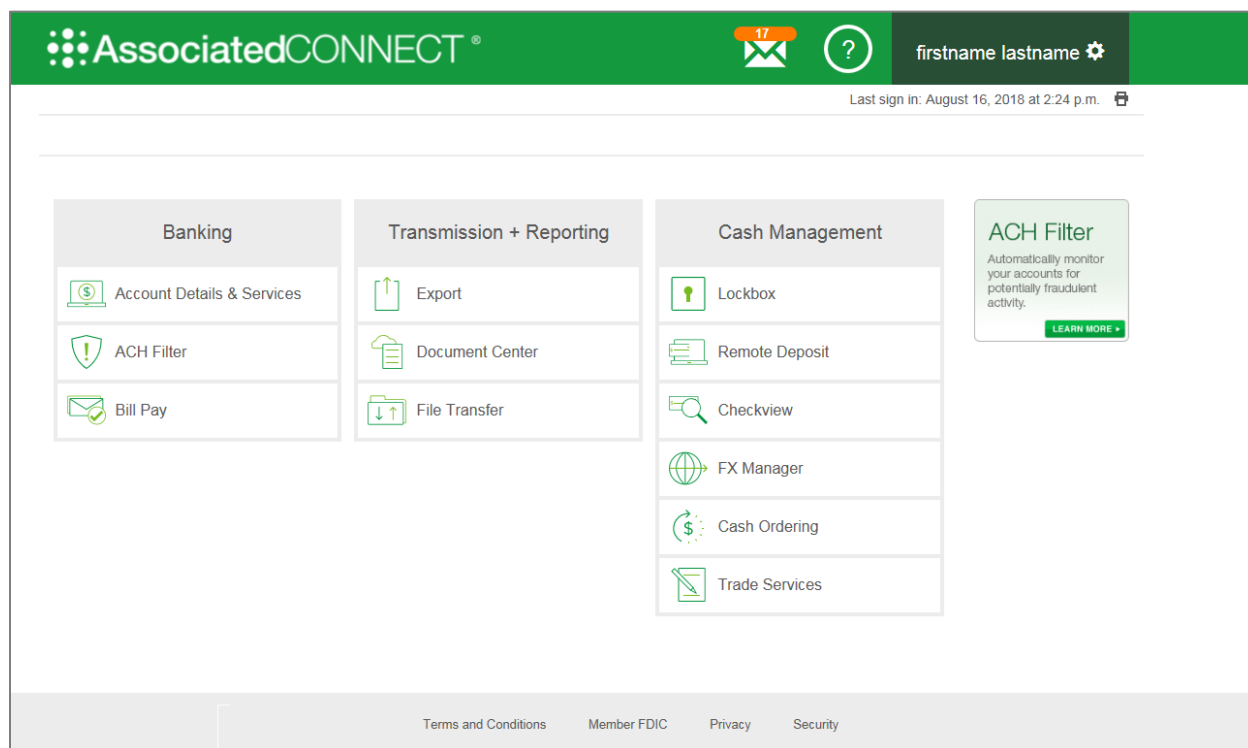
| Category | Icon | Definition |
|----------------------------|---|--|
| Banking |  | Account Details and Services (Includes Account Balances, Account Transfers, ACH Origination, Check Inquiry, Image Search Transaction Activity, Positive Pay, Stop Payments and Wire Transfers.) |
| |  | Account Summary Page (Includes Ledger Balance, Available Balance, Collected Available Balance, Float Next Business Day, Float 2+ Days and Transactions and Details for each account) |
| |  | ACH Filter |
| |  | Bill Pay |
| Cash Management |  | Lockbox |
| |  | Remote Deposit |
| |  | Checkview |
| |  | FX Manager |
| |  | Cash Ordering |
| |  | Trade Services |
| Transmission and Reporting |  | Export |
| |  | Document Center |
| |  | File Transfer |

To access Associated Connect, you will be required to verify your identity through one of two methods:

1. For clients who have access to high-risk services such as Bill Pay, ACH and Wire Transfers, you will sign in with your username and password, and then will be required to verify your identity through multi-factor authentication. Associated Connect users will be required to enter a unique access code generated by either a mobile or physical token to gain access to the portal. Additional information about how to set up, use and obtain a token from Associated Bank can be found in the Multi-Factor Authentication and Password Management Guide or by contacting Customer Care at 800-728-3501.
2. For clients who only have low-risk services, you will sign in with your username and password. Periodically, you will be asked a series of challenge questions to confirm your identity.

Associated Connect Portal

The Associated Connect Portal is the first screen you will see after signing in. This provides access to all of your online banking services.

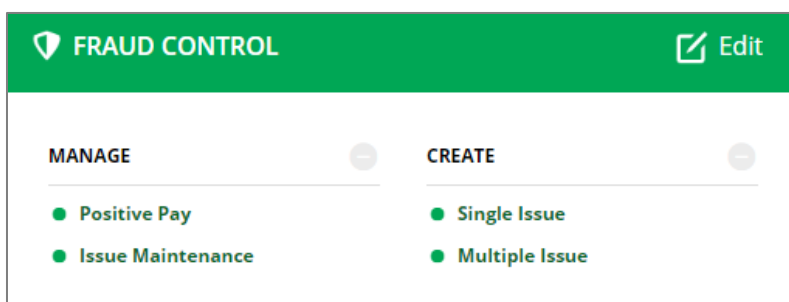





Fraud Control

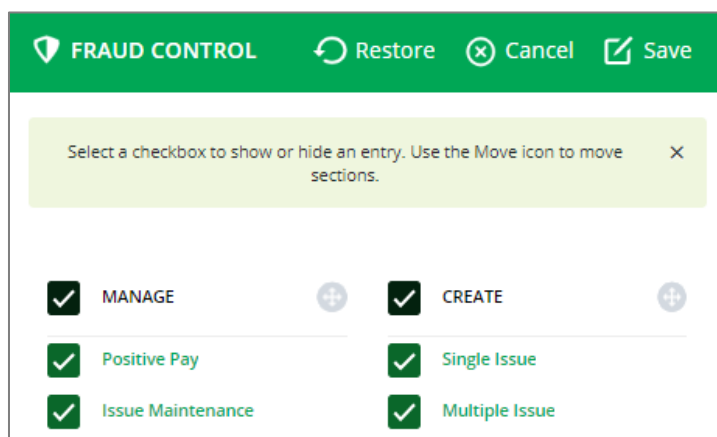
The Fraud Control menu in Associated Connect gives you the ability to manage Positive Pay and Reverse Positive Pay, and provides you with the ability to create single and multiple void instructions.

Fraud Control Menu

The Fraud Control menu is located in the Dashboard Navigation. To review your organization's entitlements for Fraud Control, select the Fraud Control menu to display the drop down menu. Please be aware that your products and services will depend on your user entitlements, selected by your organization.





You can edit your Fraud Control menu by selecting the **Edit** icon . Here you can edit the menu by moving sections around utilizing the **Move** icon . You can also edit what will appear in your menu by checking or unchecking the box next to the product or service. To restore your transfers menu select the **Restore** icon . Please know that selecting restore will reset all of your previously selected customizations. Select **Save** when complete.



Positive Pay

To manage your Positive Pay files, and make decisions on suspect items, select **Positive Pay** from the manage section of the Fraud Control menu. Suspect items are available for you to view Monday – Friday at 9 a.m. CT on

any day Associated Bank is open. Holiday notifications are sent through Associated Connect messaging in advance of the holiday to alert you of our holiday schedule.

 **FRAUD CONTROL**
 Edit

MANAGE

● Positive Pay

● Issue Maintenance

CREATE

● Single Issue

● Multiple Issue

This will take you to the manage Positive Pay portal where you will be able to manage **Positive Pay** and **Reverse Positive Pay**.

STANDARD

Account Nickname
Account Number

Total Suspects ▲

Needs Review ▲

CutOff (CDT) ▲

Status ▲

Actions

Account3
2018121404

11

11

04/09/2019 15:00

Open

Show / Hide Columns

Show 10 ▼

View

Make Decision

REVERSE

Account Nickname
Account Number

Total Suspects ▲

Needs Review ▲

CutOff (CDT) ▲

Status ▲

Actions

Account1
2018121401

15

15

04/09/2019 15:00

Open

Show / Hide Columns

Show 10 ▼


View



Make Decision



Note: We recommend you set up an exception alert which will allow you to receive alerts by email. Additional details on how to set up alerts can be found in the Associated Connect Alerts and Messaging user guide.





The view can be customized in Positive Pay menu by selecting **Show/Hide Columns** at the bottom of the Positive Pay menu. You can also increase your view per page by selecting the **Show Drop Down** menu at the bottom of the page and adjusting to your specifications.


Show / Hide Columns
Show 10 ▼

To view suspect Positive Pay items, select the account you would like to view by checking the box next to the account, and select **View**. You may also view suspect Positive Pay items by selecting the **Eye** icon  in the action menu.

| ACCOUNTS | | | | | | |
|-------------------------------------|------------------------------------|----------------|--------------|------------------|--------|---|
| CHECK | | | | | | |
| STANDARD | | | | | | |
| <input checked="" type="checkbox"/> | Account Nickname Account Number | Total Suspects | Needs Review | CutOff (CDT) | Status | Actions |
| <input checked="" type="checkbox"/> | Account3 2018121404 | 11 | 11 | 04/09/2019 15:00 | Open |   |
| Show / Hide Columns | | | | | | Show 10 |
| View Make Decision | | | | | | |

To view additional details on the Positive Pay item, select the **Eye** icon . To view an image of the item, select the **Camera** icon .

| ACCOUNTS | | | | | | |
|--------------------------------------|----------------------|-----------------|---------------|--|--------|---|
| From 04/08/2019 To 04/08/2019 Search | | | | | | |
| Account Nickname Account Number | Date Reference ID | Amount Payee | Serial Number | Reason | Status | Decision |
| Account3 2018121404 | 04/08/2019 152307 | \$ 38.98 | 152307 |  Paid Discrepancy | Open |  No Decision |
| Account3 2018121404 | 04/08/2019 152852 | \$ 229.95 | 152852 |  Paid No Issue | Open |  No Decision |

You can also search for a Positive Pay file by date range by selecting the **Search** icon .

| ACCOUNTS | | | | | | |
|------------------------------------|----------------------|-----------------|---------------|--------|--------|----------|
| SEARCH | | | | | | |
| Account Nickname Account Number | Date Reference ID | Amount Payee | Serial Number | Reason | Status | Decision |
| NO STANDARD SUSPECT ITEMS FOUND | | | | | | |
| Cancel | | | | | | |

Define the date range and select **Search** when complete.

| ACCOUNTS | | | |
|------------|------------|--------|--|
| From | To | | |
| 04/08/2019 | 04/08/2019 | Search | |


Your results will be populated below.



| ACCOUNTS | | | | | | |
|------------------------------------|----------------------|-----------------|---------------|------------------|--------|-------------|
| From | To | | | | | |
| 04/08/2019 | 04/08/2019 | Search | | | | |
| Account Nickname Account Number | Date Reference ID | Amount Payee | Serial Number | Reason | Status | Decision |
| Account3 2018121404 | 04/08/2019 152307 | \$ 38.98 | 152307 | Paid Discrepancy | Open | No Decision |
| Account3 2018121404 | 04/08/2019 152852 | \$ 229.95 | 152852 | Paid No Issue | Open | No Decision |



To view additional details on suspect item, select the **Eye** icon . This will populate additional information about the the suspect item including the date and the time of the file. To view an image of the suspect item, select the **Camera** icon .







| VIEW SUSPECT ITEM | | | |
|---------------------------|------------------|-------------|----------|
| SUSPECT ITEM | | | |
| Account Nickname | Account3 | | |
| Account Number | 2018121404 | | |
| Currency | USD | | |
| Reference ID | 152307 | | |
| Serial Number | 152307 | | |
| Image | | | |
| Presentment Date | 04/08/2019 | | |
| Presentment Amount | \$ 38.98 | | |
| Issue Amount | \$ 38.98 | | |
| Reason | Paid Discrepancy | | |
| Status | Open | | |
| SUSPECT AUDIT INFORMATION | | | |
| User ID | Date / Time | Decision | Function |
| BATCH_USER | 04/03/2019 12:46 | No Decision | Open |
| BATCH_USER | 04/03/2019 12:47 | No Decision | Open |

Once you have viewed all of your suspect items, you will need to decision each suspect item. If you have a suspect item, the item must be decisioned each day by 15:00, or 3 p.m. CT. If a decision is not made item(s) will be either returned or paid, per your organization's preferences.

To decision your Positive Pay items check the box next to the account you are looking to decision and select **Make Decision** or select the **Light Bulb** icon .

| ACCOUNTS | | | | | | |
|-------------------------------------|------------------------------------|----------------|--------------|------------------|--------|---|
| CHECK | | | | | | |
| STANDARD | | | | | | |
| <input checked="" type="checkbox"/> | Account Nickname Account Number | Total Suspects | Needs Review | CutOff (CDT) | Status | Actions |
| <input checked="" type="checkbox"/> | Account3 2018121404 | 11 | 11 | 04/11/2019 15:00 | Open |   |
| Show / Hide Columns | | | | | | Show 10 |
| View Make Decision | | | | | | |

Here you will be able to decision each item. To view additional details on suspect item, select the **Eye** icon . This will populate additional information about the the suspect item including the date and the time of the file. To view an image of the suspect item, select the **Camera** icon .

| ACCOUNTS | | | | | | | |
|------------------------------------|----------------------|------------------|---------------|--|--------|--|----------|
| From 04/10/2019 | | To 04/10/2019 | | Search | | | |
| Account Nickname Account Number | Date Reference ID | Amount Payee | Serial Number | Reason | Status | Decision | Approval |
| | | | | | | Set All | Set All |
| Account3 2018121404 | 04/10/2019 152307 | \$ 38.98 | 152307 |  Paid Discrepancy | Open |  No Decision | |
| Account3 2018121404 | 04/10/2019 152852 | \$ 229.95 | 152852 |  Paid No Issue | Open |  No Decision | |
| Account3 2018121404 | 04/10/2019 0 | \$ 1,410.00 | 0 |  Paid No Issue | Open |  No Decision | |

To decision an item, select the decision type from the drop down menu in the decision column. Your options for decisions are:

- Pay
- Pay and Add Issue
- Return Dispute

- Return Fraud
- Return Other
- Return Unauthorized





To decision all items with the same instructions, select the **Set All** option in your decisions column and select the appropriate decision. Note that by selecting this option, all issues in this account will be decisioned with the same status.


| ACCOUNTS | | | | | | | |
|------------------------------------|----------------------|------------------|---------------|------------------|--------|-------------------|----------|
| From 04/10/2019 | | To 04/10/2019 | | Search | | | |
| Account Nickname Account Number | Date Reference ID | Amount Payee | Serial Number | Reason | Status | Decision | Approval |
| Account3 2018121404 | 04/10/2019 152307 | \$ 38.98 | 152307 | Paid Discrepancy | Open | Set All | |
| Account3 2018121404 | 04/10/2019 152852 | \$ 229.95 | 152852 | Paid No Issue | Open | No Decision | |
| Account3 2018121404 | 04/10/2019 0 | \$ 1,410.00 | 0 | Paid No Issue | Open | Pay | |
| Account3 2018121404 | 04/10/2019 152853 | \$ 108.38 | 152853 | Void On File | Open | Pay and Add Issue | |
| | | | | | | Return Dispute | |

Once you have decisioned all of your items for the account, select **Continue**.

| | | | | | | | |
|------------------------|----------------------|--------------|--------|------------------|------|----------|-----------|
| Account3 2018121404 | 04/10/2019 152110 | \$ 25.00 | 152110 | Stale Issue | Open | Pay | ▼ |
| Account3 2018121404 | 04/10/2019 152875 | \$ 12,500.00 | 152875 | Unknown | Open | Pay | ▼ |
| Account3 2018121404 | 04/10/2019 152328 | \$ 29.98 | 152328 | Paid Discrepancy | Open | Pay | ▼ |
| Show / Hide Columns | | | | | | | Show 25 ▼ |
| | | | | Cancel | | Continue | |


You will then be asked to review your decisions. Once you confirm all of your decisions, select **Submit**.

| | | | | | | | |
|------------------------|----------------------|-------------|-------------|---------------|---|------|---|
| Account3 2018121404 | 04/10/2019 152110 | \$25.00 | \$25.00 | 152110 USD |  Stale Issue | Open |  Pay |
| Account3 2018121404 | 04/10/2019 152875 | \$12,500.00 | \$12,500.00 | 152875 USD |  Unknown | Open |  Pay |


Show 10

Cancel Submit

You will receive a **Successful Submit** for account and items you have decided on.



Successful Submit

You have successfully decided 11 item(s) for account 2018121404.

Manage Positive Pay

Note: If a Positive Pay suspect needs an approval, select the line item(s) needing approval. This can be done by checking the box next to the item(s) needing approval and selecting approve.

Add a Positive Pay Check Manually



If a check is missing from your Positive Pay file for any reason, you can add the check manually by creating an **Issue Add**.

You will have the ability to create two types of **Issue Instructions**:

- Single Issue: A Single Issue is utilized for one check to be added as a Positive Pay issue.
- Multiple Issue: A Multiple Issue is utilized for more than one check to be added as a Positive Pay issue.

Single Issue Add

To create a single issue add for Positive Pay, select **Single Issue** from the create section in the Fraud Control menu.

 **FRAUD CONTROL**
 Edit

MANAGE

● Positive Pay

● Issue Maintenance

CREATE

● Single Issue

● Multiple Issue

To create a single issue on one check, select **Single Issue** from the create section in the Fraud Services menu and complete the information requested including the account, check number and the amount of the check. Select **Continue** when complete.


| INSTRUCTION | | Required Fields |
|---------------------------------------|-----------------------|-----------------|
| Account * | 2018121401 - Account1 | |
| Transaction Type * | Issue Add | |
| Checks | Single | |
| Check Number * | 1234 | |
| Amount * | 100.00 | |
| Issue Date * | 04/01/2019 | |
| Payee | ABC Company | |
| Reference | ABC 123 | |
| <div>Cancel</div> <div>Continue</div> | | |

Note: For a Positive Pay issue, a range of checks is not an available option for a Single Issue Add. If you need to add multiple checks at one time, this can be done by creating a Multiple Issue.

You will then be asked to preview the issue you have added. Once you have confirmed all of the information is correct select **Submit** to complete.

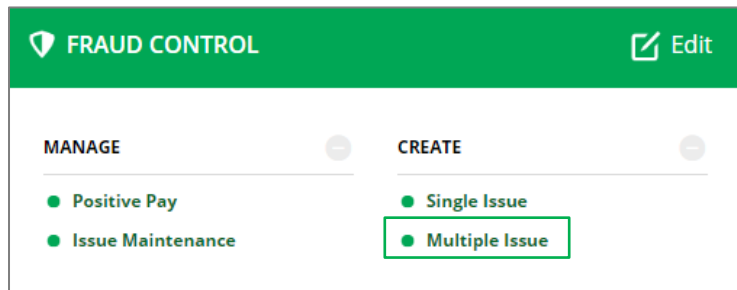
| INSTRUCTION | | Required Fields |
|---|-----------------------|-----------------|
| Account | 2018121401 - Account1 | |
| Transaction Type | Issue Add | |
| Checks | Single | |
| Check Number | 1234 | |
| Amount | \$ 100.00 | |
| Issue Date | 04/01/2019 | |
| Payee | ABC Company | |
| Reference | ABC 123 | |
| <div>Cancel</div> <div>Edit</div> <div>Submit</div> | | |

You will receive a confirmation showing your void has been submitted successfully.



| | |
|---|------------------------------|
|  Successful Submit You have successfully created an Issue instruction for check(s) 1234. | <div>Issue Maintenance</div> |
|---|------------------------------|

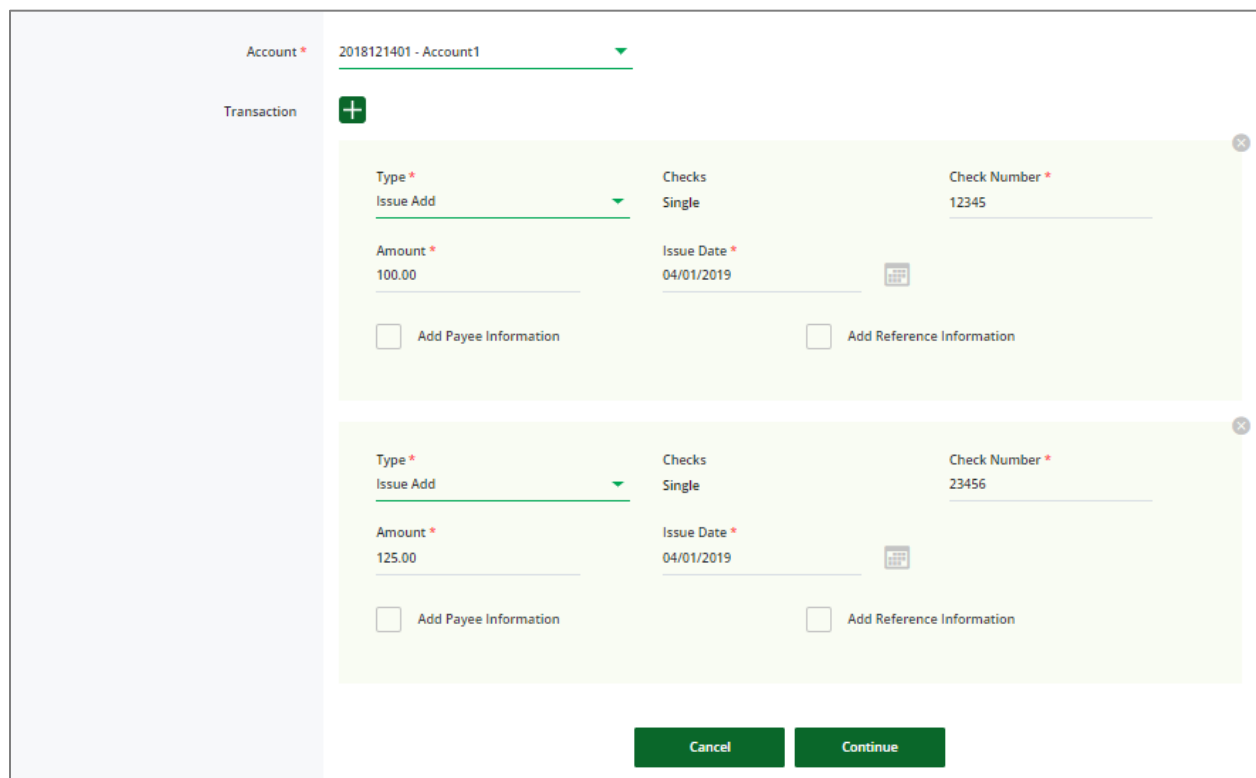
Multiple Issue Add

To create multiple issue add for Positive Pay, select **Multiple Issue** from the create section in the Fraud Control menu.



The screenshot shows the 'FRAUD CONTROL' menu. Under the 'CREATE' section, the 'Multiple Issue' option is selected and highlighted with a green box. The 'MANAGE' section shows 'Positive Pay' and 'Issue Maintenance' options.

You will be asked to complete the instructions section with the account, issue type, check number, amount and issue date. To add an additional check, click the **Add** icon  and an additional field will be added. If you need to remove a field, select the **Cancel** icon  and the field will be removed. Select **Continue** when complete.



The screenshot shows the 'Multiple Issue Add' form. The 'Account' is set to '2018121401 - Account1'. The 'Transaction' section has a green '+' icon. There are two transaction entries, each with the following fields:


- Type ***: Issue Add
- Checks**: Single
- Check Number ***: 12345 (for the first entry) and 23456 (for the second entry)
- Amount ***: 100.00 (for the first entry) and 125.00 (for the second entry)
- Issue Date ***: 04/01/2019
- ☐ Add Payee Information
- ☐ Add Reference Information

At the bottom, there are 'Cancel' and 'Continue' buttons.


You will then be asked to preview the issues you have created. Once you have confirmed all of the information is correct, select **Submit** when complete.



| 2018121401 | | | | | | |
|------------|--------|--------------|---|------------|-------------------|-----------------------|
| Type | Checks | Check Number | Amount | Issue Date | Payee Information | Reference Information |
| Issue Add | Single | 12345 | \$ 100.00 | 04/01/2019 | | |
| Issue Add | Single | 23456 | \$ 125.00 | 04/01/2019 | | |
| | | | <input type="button" value="Cancel"/> <input type="button" value="Edit"/> <input type="button" value="Submit"/> | | | |



You will receive a confirmation showing your void has been submitted successfully.






Successful Submit
 You have successfully created an Issue instruction for check(s) 12345 , 23456.

Reverse Positive Pay

To view items for Reverse Positive Pay items, select the account you would like to view by checking the box next to the account, and select **View**. You may also view suspect Positive Pay items by selecting the **Eye** icon  in the Action Menu.

| REVERSE | | | | | | |
|--|------------------------------------|----------------|--|------------------|--------|---|
| <input checked="" type="checkbox"/> | Account Nickname Account Number | Total Suspects | Needs Review | CutOff (CDT) | Status | Actions |
| <input checked="" type="checkbox"/> | Account1 2018121401 | 15 | 15 | 04/11/2019 15:00 | Open |   |
| <input type="button" value="Show / Hide Columns"/> | | | | | | Show 10 |
| | | | <input type="button" value="View"/> <input type="button" value="Make Decision"/> | | | |

To view additional details on the Positive Pay item, select the **Eye** icon . To view an image of the item, select the **Camera** icon .

| ACCOUNTS | | | | | | |
|------------------------------------|----------------------------------|------------------|---------------|---|---|--|
| From 04/08/2019 | | To 04/09/2019 | | <input type="button" value="Search"/> | | |
| Account Nickname Account Number | Presentment Date Reference ID | Amount | Serial Number | Status | Return Reason | |
| Account1 2018121401 | 04/08/2019 key:0329141910 | \$ 7,201.60 | 7277 |  Item Paid |  No Action | |
| Account1 2018121401 | 04/08/2019 key:0329149534 | \$ 112.93 | 8009 |  Item Paid |  No Action | |

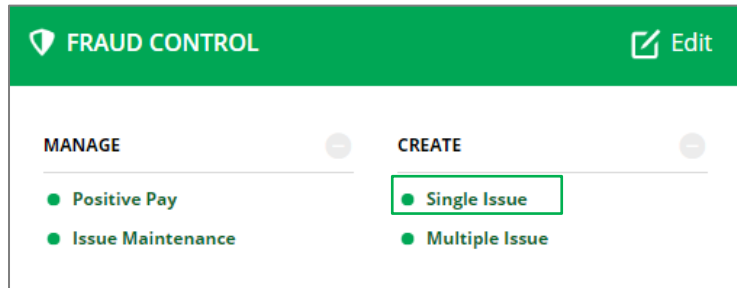
Voids

You will have the ability to create two types of **Void Instructions**:

- Single Issue: A Single Void is processed for one check or one range of checks.
- Multiple Issue: A Multiple Void is processed for multiple checks or multiple range of checks at one time.

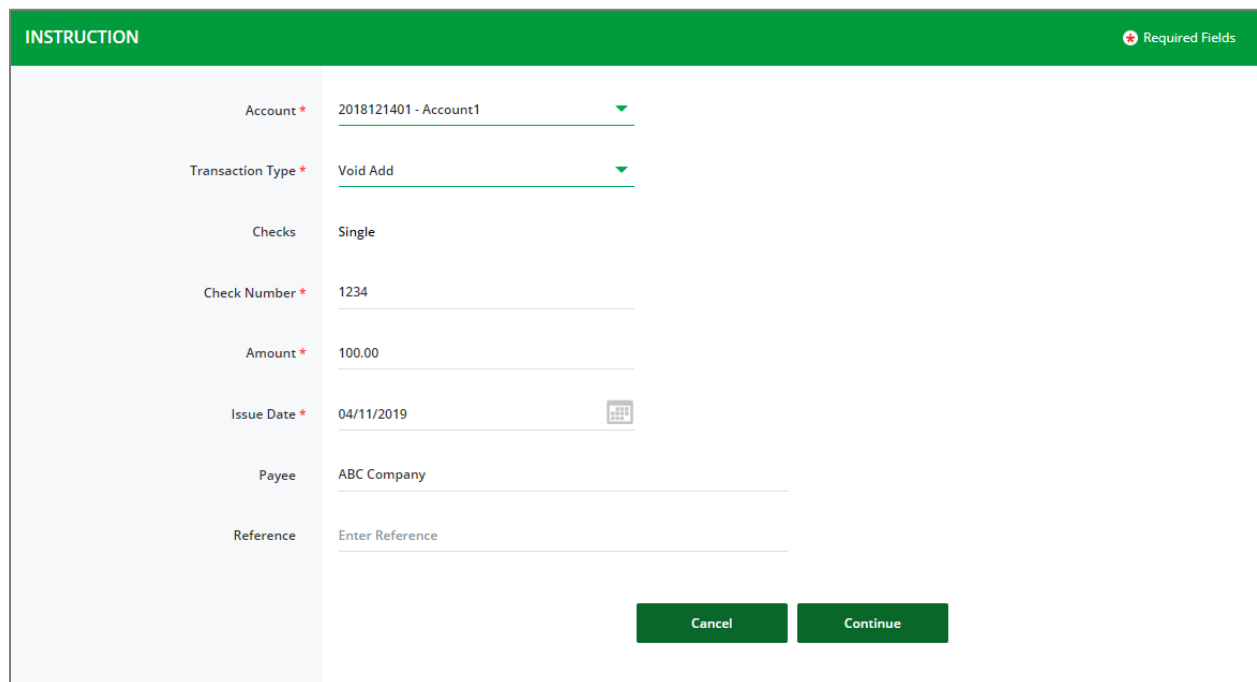
Single Issue Void

To create a single issue void, select **Single Issue** from the create section in the Fraud Control menu.



The screenshot shows the 'FRAUD CONTROL' menu. Under the 'CREATE' section, the 'Single Issue' option is selected and highlighted with a green box. Other options visible include 'Positive Pay', 'Issue Maintenance', and 'Multiple Issue'.

To create a single void on one check, select **Single Issue** from the create section in the Fraud Services menu and complete the information requested including the account, check number and the amount of the check. Select **Continue** when complete.



The screenshot shows the 'INSTRUCTION' form for creating a single issue void. The form includes the following fields:


- Account *: 2018121401 - Account1
- Transaction Type *: Void Add
- Checks: Single
- Check Number *: 1234
- Amount *: 100.00
- Issue Date *: 04/11/2019
- Payee: ABC Company
- Reference: Enter Reference

At the bottom right, there are 'Cancel' and 'Continue' buttons. A 'Required Fields' indicator is visible in the top right corner.

You will then be asked to preview the void. Confirm that all of the information is correct, and select **Submit** when complete.

| INSTRUCTION | | Required Fields |
|--|-----------------------|-----------------|
| Account | 2018121401 - Account1 | |
| Transaction Type | Void Add | |
| Checks | Single | |
| Check Number | 1234 | |
| Amount | \$ 100.00 | |
| Issue Date | 04/11/2019 | |
| Payee | ABC Company | |
| <div> <div>Cancel</div> <div>Edit</div> <div>Submit</div> </div> | | |



You will receive a confirmation showing your void has been submitted successfully.

| | |
|---|------------------------------|
|  Successful Submit You have successfully created an Issue instruction for check(s) 1234. | <div>Issue Maintenance</div> |
|---|------------------------------|

Multiple Issue Void

To create a multiple issue void, select **Multiple Issue** from the create section in the Fraud Control menu.

| FRAUD CONTROL | | Edit |
|---|---|------|
| MANAGE <ul style="list-style-type: none"> Positive Pay Issue Maintenance | CREATE <ul style="list-style-type: none"> Single Issue Multiple Issue | |

You will be asked to complete the instructions section with the account, issue type, check number, amount and issue date. To add an additional check, click the **Add** icon  and an additional field will be added. If you need to remove a field, select the **Cancel** icon  and the field will be removed. Select **Continue** when complete.

INSTRUCTION(S) Required Fields

Account * 2018121401 - Account1

Transaction +

Type *
Void Add

Amount *
100.00

☒ Add Payee Information
ABC Company
You have entered 11 of 40 maximum characters.

Checks
Single

Issue Date *
04/11/2019

☐ Add Reference Information

Check Number *
2345

Type *
Void Add

Amount *
100.00

☐ Add Payee Information

Checks
Single

Issue Date *
04/11/2019

☐ Add Reference Information

Check Number *
4321

Cancel
Continue

Note: You can add Payee information or reference information by checking the box next to the appropriate option. **The maximum number of payee characters is 50. If a payee character is over 50 characters the files will fail.**

You will then be asked to preview the void. Confirm that all of the information is correct, and select **Submit** when complete.

| 2018121401 | | | | | | |
|---|--------|--------------|-----------|------------|-------------------|-----------------------|
| Type | Checks | Check Number | Amount | Issue Date | Payee Information | Reference Information |
| Void Add | Single | 2345 | \$ 100.00 | 04/11/2019 | ABC Company | |
| Void Add | Single | 4321 | \$ 100.00 | 04/11/2019 | | |
| <div style="display: flex; justify-content: center; gap: 10px;"> Cancel Edit Submit </div> | | | | | | |

You will receive a confirmation showing your voids have been submitted successfully.

✓

Successful Submit

You have successfully created an Issue instruction for check(s) 2345 , 4321.

Issue Maintenance

Issue Maintenance

The Issue Maintenance menu allows you to manage and view voids, see Positive Pay Issue additions and approve Positive Pay Issues if required by your organization. To view the issue maintenance menu, select **Issue Maintenance** from the manage section of the Fraud Control menu.

The screenshot shows the 'FRAUD CONTROL' header with an 'Edit' icon. Below the header, there are two main sections: 'MANAGE' and 'CREATE'. Under 'MANAGE', there are two options: 'Positive Pay' and 'Issue Maintenance', with 'Issue Maintenance' being highlighted with a green box. Under 'CREATE', there are two options: 'Single Issue' and 'Multiple Issue'.

In the Issue Maintenance menu, you will be able to view your Voids and Positive Pay Issues.

| ISSUES | | | | | | | |
|--|---------------------------|------------------------------------|--------------------|------------------|--------------|-----------|-------------------|
| Account All Accounts ▼ | Issue Type All Types ▼ | Status All Statuses ▼ | From 04/10/2019 | To 04/11/2019 | Search | | |
| <input type="checkbox"/> | Check Number ▲ | Account Nickname Account Number | Issue Type ▲ | Amount ▲ | Issue Date ▲ | Status ▲ | Timestamp (CDT) ▼ |
| <input type="checkbox"/> | 152852 | Account3 2018121404 | Issue Add | \$ 229.95 | 03/25/2019 | Scheduled | 04/11/2019 14:40 |
| Show / Hide Columns | | | | | | | Show 10 ▼ |
| <div>Reject</div> <div>Delete</div> <div>Approve</div> | | | | | | | |

If a Positive Pay Issue needs an approval, select the line item(s) needing approval this can be done by checking the box next to the item(s) needing approval, and selecting **Approve**.

To search for a Void or Positive Pay Issue, select the **Search** icon from the Issue Maintenance menu.

| ISSUES | | | | | | | |
|--------------------------|-------------------|------------------------------------|--------------|----------|--------------|----------|------------------|
| | | | | | | | SEARCH |
| <input type="checkbox"/> | Check Number(s) ▲ | Account Nickname Account Number | Issue Type ▲ | Amount ▲ | Issue Date ▲ | Status ▲ | Timestamp (ET) ▼ |

Select the account you would like to search, the issue type, status and date range if applicable. Select **Search** when complete.

| ISSUES | | | | | | | |
|------------------------------------|--------------------------|-----------------------|--------------------|------------------|--------|--|--|
| Account 2018121401 - Accou... ▼ | Issue Type Void Add ▼ | Status Scheduled ▼ | From 03/01/2019 | To 04/11/2019 | Search | | |

Your search results will then appear below based on the parameters entered.

| ISSUES | | | | | | | |
|--|----------------|------------------------------------|--------------|-----------|--------------|-----------|-------------------|
| SEARCH | | | | | | | |
| <input type="checkbox"/> | Check Number ▲ | Account Nickname Account Number | Issue Type ▲ | Amount ▲ | Issue Date ▲ | Status ▲ | Timestamp (CDT) ▼ |
| <input type="checkbox"/> | 2345 | Account1 2018121401 | Void Add | \$ 100.00 | 04/11/2019 | Scheduled | 04/11/2019 14:54 |
| <input type="checkbox"/> | 4321 | Account1 2018121401 | Void Add | \$ 100.00 | 04/11/2019 | Scheduled | 04/11/2019 14:54 |
| <input type="checkbox"/> | 1234 | Account1 2018121401 | Void Add | \$ 100.00 | 04/11/2019 | Scheduled | 04/11/2019 14:51 |
| <div>Show / Hide Columns</div> <div>Show 10 ▼</div> | | | | | | | |
| <div>Reject</div> <div>Delete</div> <div>Approve</div> | | | | | | | |

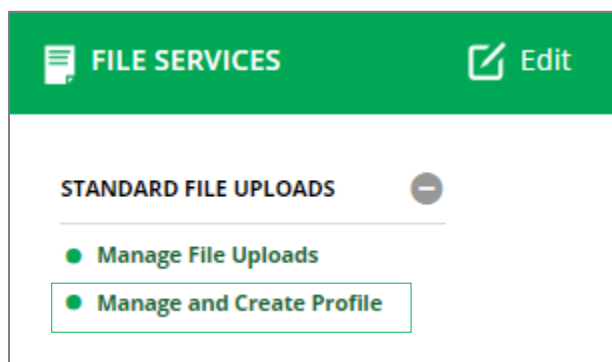
Note: If a Positive Pay manual issue or void item needs an approval, access the Issue Maintenance screen, check the box next to the item(s) needing approval, and select Approve.

File Services

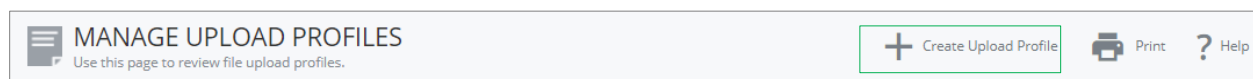
File services allows you to create a Positive Pay profile as well as upload your Positive Pay files.

Manage and Create a Profile

To upload your Positive Pay file, a corresponding profile will need to be created. To create a Positive Pay import profile, select the File Services menu on your top navigation, and select **Manage and Create Profile**.



Here you will see all of your previously created upload profiles. To create a new profile, select **Create Upload Profile**.



Enter a unique profile name for your new profile, and select the file format you will be using for your profile. File format options include:

- Asterisk Separated (*)
- Semi-Colon Separated (;)
- Comma Separated (,)
- Tilde Separated (~)

- Pipe Separated (|)
- Tab Separated (T)
- Fixed Length




Select **Next** when complete.

Next, define your profile information:

- **Public or Private Profile Access:** A public profile will allow any user within your organization to utilize the profile for file upload. A private profile will only allow you to access the profile.
- **Date Format:** Select the date format used in your file.
- **Number of Header Rows:** Enter the number of header rows contained in your file. If your file does not have a header row, enter zero.
- **Options:** If you would like for your file to be checked for duplicate files and reject any duplicates or to add 2 decimal places to any amount, select the check box next to either option.







Next you will be asked to set your default values. Note that these fields are optional.

- **Transaction Type:** Select either **Issue Add** or **Void Add** based on the information contained in your file.
- **Bank:** Enter Associated Bank's routing number (075900575).
- **Account Number:** The account number associated with the account for the file upload. If you do not include an account number in this field, you must include the account number in your upload file.
- **Issue Date:** Select the date from the calendar for which the issue or void file is for.

| DEFAULT VALUES | |
|------------------|--|
| Transaction Type | Issue Add  |
| Bank | 075900575 |
| Account Number | 123456789  |
| Issue Date | 06/05/2019  |

Next you will be asked to set your transaction type mapping values. Note that these fields are optional. Key in the corresponding transaction code(s) based on your file.

Define the fields in your file by selecting the corresponding fields included in each file. Note that check number, issue date and check amount are required fields in any upload file. Utilize the right and left arrows to move fields from one column to the other based on the fields included in your file.

| UPLOAD FIELD SELECTION | | |
|---|--|--|
| <div>Available Fields</div> <ul style="list-style-type: none"> Transaction Type Account Number Reference User Defined 1 User Defined 2 User Defined 3 |     Move All   | <div>Fields Included in File *</div> <ul style="list-style-type: none"> Check Number * Issue Date * Check Amount * Bank Payee |

Note: Fields must be in the same order from left to right in your file, as they read up and down. For example, your first field in your document must be the first field listed in the files to include. Once all of your fields are included, select **Next**.

For users who are creating a fixed length profile, please know that you will need to enter the start position under the “Field Position” and the “Field Width” in each respective field. If you enter a stop position in field width, an error will occur. An example has been provided below for you to review.

CREATE UPLOAD PROFILE

Required Fields

?

✕

Step 3 of 4 Use this page to define fields in a Fixed Length Upload Profile

| Field Name | Field Position (Required) | Field Width (Required) |
|------------------|---------------------------|------------------------|
| Check Number | 1 | 6 |
| Issue Date | 7 | 10 |
| Check Amount | 13 | 7 |
| Bank | 1 | 15 |
| Transaction Type | 26 | 9 |
| Account Number | 41 | 34 |

Cancel

Back

Next

Once complete, you will have a chance to review the profile. Once you have reviewed and all of the fields are populated correctly, select **Submit Profile**.

PREVIEW UPLOAD PROFILE

Required Fields

?

✕

Step 3 of 3 Use this page to review Upload Profile information

PROFILE INFORMATION

Profile Name

Test 1234

File Format

Comma Separated (,)

Profile Access

Private

Date Format

MMDDYYYY

Number of Header Rows

1

Check for duplicates

Yes

2 Decimal Places on Amounts

No

DEFAULT VALUES

Transaction Type

Issue Add

Issue Date

06/05/2019

UPLOAD FIELD SELECTION

Upload Fields

Issue Date

Check Number

Account Number

Check Amount

Bank

Payee

Cancel

Back

Submit Profile

Your profile will be shown as **Successfully Submitted**. Select **Manage Profiles** to return to the manage profile section for file uploads.



✓

Successful Submit

Upload profile Test 1234 has been successfully created.

Manage Profiles

Here you will be able to view the profile you have just created.

| Profile Name ▲ | File Type ▲ | Access ▲ | Date/Time ▲ | Actions |
|-------------------------|---------------------|----------|------------------|---|
| VIEW LAST MODIFIED BY - | | | | |
| Test 1234 | Comma Separated (,) | Private | 06/05/2019 15:44 |   |

Uploading a Positive Pay Profile

To upload a Positive Pay file to a profile, select **Manage File Uploads**.

FILE SERVICES

Edit

STANDARD FILE UPLOADS

Manage File Uploads

Manage and Create Profile

Next, select **Upload File** from your toolbar.

MANAGE FILE UPLOADS

Use this page to review uploaded files.

+ Upload File

Refresh

Print

Help

Select the profile you would like to upload your file against. Select **Next** when complete.

CREATE FILE UPLOAD

Required Fields

Step 1 of 2 Use this page to select upload type.

Upload Type *

Test 1234

Cancel

Next

Select the file from your desktop by selecting browse and select **Upload**.

CREATE FILE UPLOAD

Required Fields

?

✕

Step 2 of 2 Use this page to select the file.

Upload Type

Test 1234

File Location/File Name *

Browse

Cancel

Back

Upload

Once uploaded, the status of the file will be shown in the Manage File Uploads screen. If your file uploads successfully, the status will be shown as Awaiting Transmission.

Once successfully Awaiting Transmission, select the file(s) you wish to transmit and select Transmit at the bottom of your screen. This will display one final file transmission screen confirming the number of items read within the file and the dollar sum of the items within the file. Once confirmed to be accurate, select the line item(s) you wish to transmit and select Transmit at the bottom of the screen.

Note: If an uploaded Positive Pay file needs an approval, access the Manage File Uploads screen, check the box next to the item(s) needing approval, and selecting Approve and Transmit.

| <input type="checkbox"/> | Date/Time ▲ | File Name ▲ | Upload Type ▲ | Debit Amount (Items) ▲ Credit Amount (Items) | Status ▼ |
|--------------------------|------------------|-------------|--------------------|---|-------------|
| VIEW LAST MODIFIED BY | | | | | |
| | 06/04/2019 15:31 | Example | User Defined Issue | \$ 423.39 | Transmitted |

Additional detail is available by selecting the file name in **green**.

VIEW FILE UPLOAD

File Name

Example

Upload Type

User Defined Issue

Status

Transmitted

Total Dollar Amount

\$ 423.39

Total Record Count

3

Modified Date/Time

06/04/2019 15:31

Last Modified By

training1@991128

Cancel

If your file fails to transmit, the file status will be shown as Parse Failed.

☐

06/05/2019 09:25

Example5

User Defined Issue

\$ 0.00

Parse Failed

Select the file name in **green** to show the reason for the file fail.

VIEW FILE UPLOAD

File Name

Example5

Upload Type

User Defined Issue

Status

Parse Failed
- The Header count is 5 and total number of lines are 4.

Total Dollar Amount

0.00

Total Record Count

0

Modified Date/Time

06/05/2019 09:25

Last Modified By

training1@991128

Cancel

Delete