



Reference Guide: Positive Pay: Loading Issued Checks- Upload and Manual

Purpose

Load issued checks by uploading a file (many items) or adding them manually (few items).

Steps

Option 1: Submit an Issued Check File

1. Open Tab and Choose Definition

Select the Submit Issued Check File tab, then the appropriate file import definition.

2. Choose and Process the File

Browse for the Issued Check file, select Open, then select Process File.

3. Review the Status

If the file has not processed within 30 seconds, an email will be sent with the status. You can also check the Issued Check File Processing Log page.

Option 2: Add a Check Manually

1. Enter Check Details

Select the Add Check tab, then enter the Amount, Payee; if payee is enabled on your account, Account, Issue Date, and Check Number.

2. Auto-Increment (Optional)

Select the checkbox to add checks in numerical order.

3. Add Check

Select Add Check to submit.

Quick Tips

Processing Statuses

Unprocessed: uploaded, not yet processed

Processed: processed successfully

Processed with Exceptions: duplicate checks were not loaded

Rejected: item count/amount does not match the file, or the file format does not match the selected format

Add Check Details

Issue Date: the date printed on the check

Check Number: the check serial number

Why It Matters

A check that was never loaded as an issued check appears as a Paid not issued exception.

Using Bill Pay?

Physical items sent by Bill Pay on a Positive Pay enabled account must be entered as issued checks. Electronic payments do not.

If you have any questions, contact our Customer Care Center:

Phone: (855) 275-7226 (option 3)

Email: customer care@southernbank.com