BANKOH BUSINESS CONNECTIONS 3.0

QUICK REFERENCE GUIDE

Positive Pay Processing

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Positive Pay Processing

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Positive Pay Processing

Positive Pay Processing displays all check and electronic payment transactions that the bank identifies as suspect, as well as allows you to view the decision history for each item. Based on the information displayed for each item, you can decide which items to pay or return.

Viewing List of Suspect Payments

(

- 1. From Fraud / Risk Management, select Fraud / Risk Management.
- 2. In Positive Pay Processing, click on View Today's Decisions in the Actions column.

I Dunk Or nuwun	rionic								
ositive Pay Processing	HX)		Fraud / Risk Management		XE		Ad	dd Widget	
Positive Pay Processing									18
P Export A Print									
Salact fields								C 03/09/20	All trams
Filter Select fields Status Decision Required × Clea	• r filters							03/09/20	All Items *
Filter Select fields Status Decision Required × Clea Actions Accord	• r filters ount Number	Account Name	Туре	Items	Pay	Return	Status	C 03/09/20	All Items +
Filter Select fields Status Decision Required × Clea Actions Acco View Today's Decisions +	r filters	Account Name Business Checking	Type Check	Items 6	Pay 0	Return 0	Status Decision Requir	Cutoff 1 red 03/09/20	All Items * ime * 177 15:30:00

 From *Positive Pay Decisioning*, select one of the following options for the exception item: <u>Pay</u>, <u>Return</u> or <u>Approve</u>. Click the drop-down icon in the Actions column or check the box and click the button below the table.

Positi	ve Pay Deci	sioning								
Ile Expo	ort @ Print									
Accor	unt Number :									
Accor	unt Name : Busi	iness Checking								
Type	: Check									
Filter	Select fields	*								All Decision
18 A.	Actions	Sertal Number	Paid Date	Paid Amount	Payee Name	Issee Date	Amount	Bank Reason	Decision	Retarn Rea
	Pay +	23901	03/08/2017	5,104.61		03/08/2017	43,340.57	No Date		
8	841		03/08/2017	244.29	Joe Aloha	03/08/2017	1,315.77	No Date		
0	Re Pay Vie	turn. ew	03/08/2017	9,888.21		03/08/2017	25,562.65	No Payee		
8	Pay -	87046	03/08/2017	88.33		03/08/2017	55,836.13	NSF		
0.	Fay -	97390	03/08/2017	\$53.65	Kimo Honolulu	03/08/2017	26,471.53	Bad Date		
	Pay -	103659	03/08/2017	206.53		03/08/2017	614.69	Wrong Amount		
-										

Return Approve Unapprove Cancel

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Viewing Decision History

1. From *Positive Pay Processing*, click on drop-down icon in Actions column and select *View Decision History*.

Positive Pay Processing									*
B Export ⊖ Print	•						○ 04	4/21/2017 02:10 All items	D PM
Actions	Account Number	Account Name	Туре	item s	Pay	Return	Status	Cutoff Time	*
View Today's Decisions 👻		Business Checking	Check	0	0	0	No Items		
View Today's Decisions View D	Decision History		Check	0	0	0	No Items		
View Today's Decisions 👻			Check	0	0	0	No Items		
Viewing 1-3 of 88 records						Display 3	🖌 per page < Pa	ge 1 • of 30)) (

2. Input queries into appropriate fields and click *Search*.

Decision Dete	
Decision Date	
Serial Number	
is equal to	
Amount	
is equal to	
Payee Name	
Bank Reason	
Decision	
	*
Return Reason	
	× -
Issue Date	

2 Search

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Viewing Decision History (continued)

- 3. Scroll down for results in table list.
- 4. Click *Export* to export to CSV format; click *Print* to print to PDF format.
- 5. Click *Cancel* to return to *Positive Pay Processing* widget.

Positive Pay Decisioning

Acco	ount Name :									
Тур	e : Check									
Filter	Select fields	•								
De	cision Date	Serial Number	Amount	Payee Name	Bank Reason	Decision	Return Reason	Issue Date	Account Number	6
03/	28/2017 16:30:01	96	0.00		Paid No Issue	No Decision				1
03/	28/2017 16:30:01	29	0.00		Paid No Issue	No Decision				1
04/	07/2017 09:35:00	29	0.00		Paid No Issue	No Decision				1
04/	07/2017 09:35:00	29	0.00		Paid No Issue	No Decision				1
04/	07/2017 09:35:00	29	0.00		Paid No Issue	No Decision				1
04/	07/2017 09:35:00	29	0.00		Paid No Issue	No Decision				1
04/	07/2017 09:35:00	29	0.00		Paid No Issue	No Decision				1
04/	07/2017 09:35:00	29	0.00		Paid No Issue	No Decision				1
04/	07/2017 09:35:00	29	0.00		Paid No Issue	No Decision				1
04/	07/2017 09:35:00	29	0.00		Paid No Issue	No Decision				1

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Creating Check Issue/Voids

- 1. From Fraud / Risk Management, scroll to Check Issue Management.
- 2. On Check Issues/Voids tab, click Add Check Issue/Void.

Cheek	Issues/Void	s Imported Fi	les								
⊕ Add 0	Check Issue/Vo	id ⊕ Import Check	Issue/Void File 🕞 I	Export 🔒 P	rint					C 03/06	/201
Filter	Select fields	•									All
	Actions	From Account	Serial Number	Range	Date	Amount	Payee Name	Туре	Status	Memo	
	View	100000456	8556		02/02/2017	850.00		Issue	Released		C
	View	10000456	8555		02/02/2017	950.50		Issue	Released		(
	View	100000456	8554		02/02/2017	1,000.00		Issue	Released		C
					12/20/2016	100 12		Issue	Entered	Enter Issues	

3. Enter *Check Detail* information on the *Check Issue/Void* page.

Check Detail	
* From Account	
Select-	
Account Name	
Memo	
Check Type	
💿 Issue 💿 Void	
* Serial Number	
* Amount	
* Issue/Void Date	
Payee Name	

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Creating Check Issue/Voids (continued)

- 4. Check Detail
 - From Account Select an account from the dropdown menu. This field is mandatory.
 - Account Name This field will automatically populate when the Account Number is selected.
 - Memo This field is optional.
 - Check Type Select Issue or Void.
 - Serial Number Enter the serial number of the check you wish to issue or void. *This field is mandatory.*
 - Amount Enter an amount. This field is optional for voids.
 - Issue/Void Date Enter a date (MM/DD/YYYY) or select a date using the calendar icon. This field is optional for voids.
 - Payee Name This field is optional.
- 5. Action Section
 - Click Save.
 - A message will appear in greenbar. Based on the User's permissions, if the Check Issue/Void requires additional approval, the action will move into *Entered* status.

Approving a Check Issue/Void

- 1. Click the drop-down icon in the Actions column to <u>Approve</u>, <u>Delete</u>, or <u>Modify</u> the Check Issue/Void.
- 2. You can also check the box and click the <u>Approve</u> or <u>Delete</u> button.

	Actions	From Account	Serial Number	Range	Date	Amount	Payee Name	Туре	Status	Memo	Enter	*
	View 👻		4212017		04/21/2017	4.21		Issue	Entered		59144	
	View App	prove 1	59200		04/13/2017	592.00		Issue	Entered		59144	
	View Mod	dify	59191		04/13/2017	591.91		Issue	Entered		59144	
	View 👻		59190		04/13/2017	591.90		Issue	Entered		59144	
Viewing	1-4 of 4 records							Display	10 🔻 per pa	ge < Page 🚺	▼ of 1	>
Approv	ve Delete	e										

3. A confirmation message will appear in greenbar.

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Importing a Check Issue/Void File

1. On Check Issues/Voids tab, click Import Check Issue/Void File.

Add C	hed 1	⊕ Import Check	Issue/Void File 🛛 🔒 E	Export 🔒 Pi	rint					€ 03/06	2017 03:0
ter S	elect fields	•									All Checks
IIA	Actions	From Account	Serial Number	Range	Date	Amount	Payee Name	Туре	Status	Memo	Entered
	View	100000456	8556		02/02/2017	850.00		Issue	Released		CBUERKL
	View	100000456	8555		02/02/2017	950.50		Issue	Released		CBUERKL
	View	100000456	8554		02/02/2017	1,000.00		Issue	Released		CBUERKL
0	View 👻	100000987	565656		12/29/2016	100.12		Issue	Entered	Enter Issues	LEIGH

- 2. On the *File Import* page, select a format in the *Format Section* table.
- 3. In *File Section*, in the *Select Import File* field, browse and choose a file.
- 4. Click *File Import*.

			Payment Type	Owne 3
heckIssueGuam:	Report your check issue activity by importing check information.	Check	Import Check Issue/Void	Bank
.heckIssueHawaii	Report your check issue activity by importing check information.	Check	Import Check Issue/Void	Bank
:heckVoidGuam	Report your voided checks by importing check information.	Check	Import Check Issue/Void	Bank
heckVoldHawaii	Report your voided checks by importing check information.	Check	Import Check Issue/Void	Bank
Comma Delimited	Bank Defined Check Issue Format	Check	Import Check Issue/Void	System
ixed Width	Bank Defined Check Issue Format	Check	Import Check Issue/Void	System
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	heckIssueHawaii heckVoidGuam heckVoidHawaii omma Delimited xed Width	heckIssueHawaii Report your check issue activity by importing check information. heckVoidGuam Report your voided checks by importing check information. heckVoidHawaii Report your voided checks by importing check information. omma Delimited Bank Defined Check Issue Format xed Width Bank Defined Check Issue Format	heckIssueHawaii Report your check issue activity by importing check information. Check heckVoidGuam Report your voided checks by importing check information. Check heckVoidHawaii Report your voided checks by importing check information. Check omma Delimited Bank Defined Check Issue Format Check xed Width Bank Defined Check Issue Format Check	heckIssueHawaii Report your check issue activity by importing check information. Check Import Check Issue/Void heckVoidGuam Report your voided checks by importing check information. Check Import Check Issue/Void heckVoidHawaii Report your voided checks by importing check information. Check Import Check Issue/Void omma Delimited Bank Defined Check Issue Format Check Import Check Issue/Void xed Width Bank Defined Check Issue Format Check Import Check Issue/Void

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Viewing an Imported Check Issue/Void File

1. In *Check Issue Management*, click on *Imported Files* tab.

	133003/ 00	oids Impor	rted Files				
⊕ Impo	rt Check Issi	ie/VoidFile 🔒	Export 🔒 Print				€ 04/21/2017 06
Filter	Select fields		•				All Ite
3	Actions	Job ID	Import Date	File Name	Number of Items	Total Amount	Number of Issues
		2	04/06/2017 15:18:56		.csv 10	1,368.68	10
	Approve						
	Approve View	Delete	3/31/2017 15:24:21	IssueImport 3.30.2017.csv	0	0.00	0
	Approve View View	Delete View	3/31/2017 15:24:21 	IssueImport 3.30.2017.csv Void Import 3.30.2017.csv	0 3	0.00	0

- 2. Click the drop-down icon in the Actions column to <u>Delete</u> or <u>View</u> the imported file.
- 3. Or select <u>Approve</u> from the Actions column.
- 4. You can also check the box and click the <u>Approve</u> or <u>Delete</u> button.
- 5. A confirmation message will appear in greenbar.

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FAQ Frequently Asked Questions

Viewing List of Suspect Payments

Q: I see records with a status of "No Items". What does that mean?

A: For accounts that return a status of "No Items", there are no items to decision. If you click on *View Today's Decision* for an account with a status of "No Items", it will return a table list indicating "There is no content".

Coloct fields		(°									All Itom
Select fields	•										All items
Actions		Account Number	Acco	ount Name	Туре	Items	Pay	Return	Status	s Cu	off Time
/iew Today's Decisions 👻		0004			Check	0	0	0	No Iter	ms	
iew Today's Decisions 👻		0032			Check	0	0	0	No Iter	ms	
iew Today's Decisions 👻		0077			Check	0	0	0	No Iter	ms	
ving 1.2 of 9 records								Display	3 🔹 per pag	ie < Page 🚺	▼ of
tive Pay Decision	ing										
itive Pay Decision	ing	1									
itive Pay Decision kport Print count Number : 0004 rpe : Check Select fields	ing]								A	II Decisio
itive Pay Decision xport Print count Number : 0004 count Name : rpe : Check r Select fields All Actions Se	ing •	Paid Date	Paid Amount	Payee Name	Issue Date	Amount	Bank R	eason	Decision	A	Il Decisio
itive Pay Decision xport Print ccount Number : 0004 ccount Name : ype : Check r Select fields All Actions Set	ing Tial Number	Paid Date	Paid Amount	Payee Name There is	Issue Date	Amount	Bank R	eason	Decision	A	II Decisio
itive Pay Decision xport Print ccount Number : 0004 ccount Name : ype : Check r Select fields All Actions Ser	ing • rial Number	Paid Date	Paid Amount	Payee Name There is a	Issue Date	Amount	Bank R	eason -	Decision	A Return Reaso	Il Decisio

Q: What does the Unapprove button do?

A: The Unapprove button will bring an action from an Approved status to an Entered status. Regardless of the number of steps for approval, the decision process will begin anew once the Unapprove action has been initiated.

Contact Information

For more information, contact Cash Management Services at the following: Hawaii: (808) 694-8021 Toll-free: (877) 232-0118 Guam: (671) 479-3629 or (671) 479-3633 Email: connections@boh.com