



# Positive Pay User Guide

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## **Positive Pay Overview**

Positive Pay is a web-based tool used to help assist you with check fraud detection. It enables you to monitor your account by reviewing check exceptions. When you view these check exceptions you will have to make a decision on whether these items are authorized (pay) or unauthorized (return).

The positive pay system presents you with two options in the event that you do not make a decision in the allotted time (**12:00 p.m.**). The decisions are as follows:

**Pay All-** All exception checks will be paid unless you make a decision prior to the **12:00 PM** deadline.

**Return All-** All exception checks will be returned unless you make a decision prior to the **12:00 PM** deadline.

### **The Benefits**

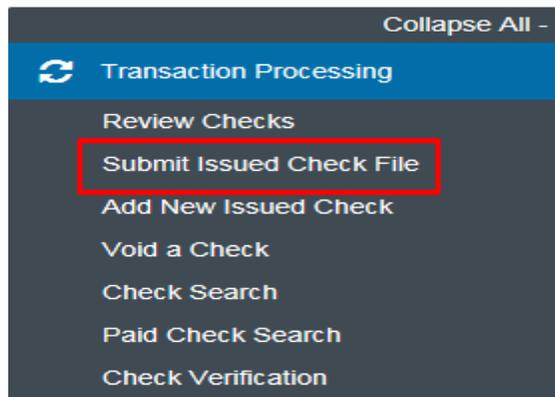
- Inexpensive fraud detection tool
- Detect check fraud at posting and handle within regulatory timeframes
- Allows you to retain existing account(s) that has had fraud
- Saves time by reviewing only the exception checks instead of all check history
- Additional reporting available
- Ability to make pay and/or return decisions online

### **User Login**

1. Go to CentralBank.com and under business logins click on Positive Pay or type <https://positivepay.centralbank.com/Pages/Login.aspx>
2. **Enter** your User Name and Password.
3. Click the **Login** button.

## Transaction Processing- Submitting Issued Check File

Under **Transaction Processing** click on the **Submit Issued Check File** button.



1. Click the **Browse** button and locate your check file. **Note: Double click on the file and it will present the file name in the field next to the browse button.**
2. Select the **Client ID** that corresponds to your check file. **Note: Client ID is the account associated with the issued checks.**
3. Select your **File Processing Type** from the drop down menu. **Note: The file processing type indicates the format of your issued check file.**
4. Enter the number of items in your file in the **Items in File** field.
5. Enter the total dollar amount of your file in the **Dollar Amount in File** field.
6. Click the **Process File** button.

 A screenshot of the "Submit Issued Check File" form. It is divided into three steps:
 

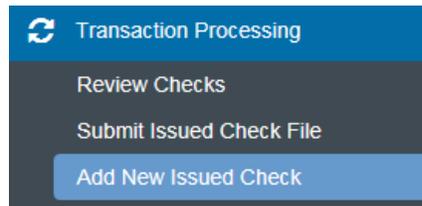
- Step 1:** "Select a file to process." with a text input field and a "Browse..." button (highlighted with a red box).
- Step 2:** "Input details about the file." with:
  - "Client ID" dropdown menu (highlighted with a red box) showing "1111".
  - "File Processing Type" dropdown menu (highlighted with a red box) showing "YYYYMMDD\_CHT\_XX".
  - "Items in File" text input field.
  - "Dollar Amount in File" text input field.
- Step 3:** "Click the 'Process File' button." with a "Process File" button (highlighted with a red box).

Once the file is uploaded and processed, an email is automatically sent to you indicating the status of your file. You can also check the status of your file using the **Issued Check File Processing Log Screen** located under the **System Reports** menu. You will receive one of the four processing statuses:

- **Unprocessed:** The file has been uploaded, but has not yet been processed.
- **Processed:** The file was processed successfully.
- **Processed with Exceptions:** The file was processed successfully, but duplicate checks were not loaded.
- **Rejected:** The file was rejected due to one of the following reasons:
  - A mismatch between the number of items/amount entered on the screen and the number of items/amount contained in the file
  - The file format did not match the format selected.

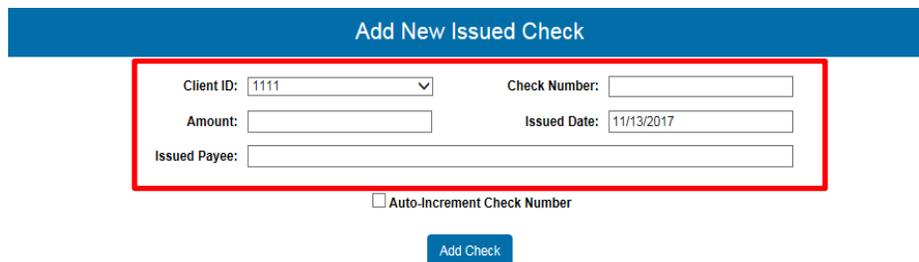
## Transaction Processing – Add New Issued Check

1. Under **Transaction Processing** click on **Add New Issued Check**.



2. Select your **Client ID** from the drop down box.
3. In the **Check #** field enter the issued check number.
4. In the **Amount** field enter the issued check amount.
5. In the **Issued Date** field enter the date (mm/dd/yyyy) the check was issued.
6. In the **Issued Payee** field enter the Payee name as it appears on the check.
7. Click the **Add Check** button.

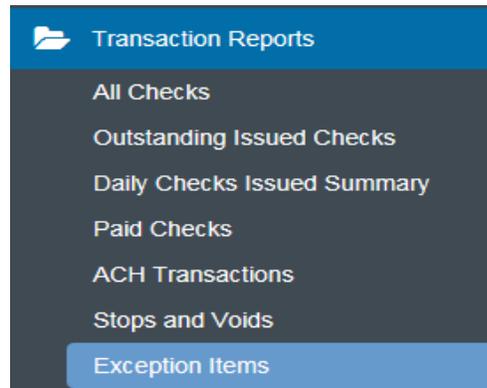
Note: The Auto-Increment Check number field can be used to add an additional check with a sequential check number.

A screenshot of the 'Add New Issued Check' form. The form is titled 'Add New Issued Check' in a blue header. It contains several input fields: 'Client ID' (a dropdown menu with '1111' selected), 'Check Number' (an empty text box), 'Amount' (an empty text box), 'Issued Date' (a text box with '11/13/2017' entered), and 'Issued Payee' (an empty text box). Below these fields is a checkbox labeled 'Auto-Increment Check Number'. At the bottom of the form is a blue button labeled 'Add Check'.

## Transaction Processing - Exception Items

This section allows you to manage your exception item activity. This is where you will make your pay and return decision on all items that are considered to be an exception.

- Under **Transaction Reports** click on the **Exception Items**.



- Select your **Client ID** from the drop down menu.
- You will be presented with all items that are considered an exception. You will need to review each item and make your decision to pay or return.
  - If you choose to pay the item you will need to place a check mark under the pay column next to the corresponding item.
  - If you choose to return the item you will need to place a check mark under the return column next to the corresponding item.
- In the **Reason** field you for all items you return you will need to select a reason from the drop down menu. Click the **Save** button once you have made all of your decisions.

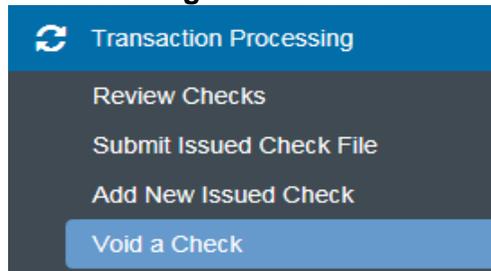
Exception Items (8)															
	Client	Client ID	Account Number	Trace Number	Check Number	Transaction Amount	Issued Payee	Paid Date	Input Date	Exception	Decision	Reason	Decided By	Exception Scrubbed	Service Charge Waived
1	Demonstration Company	1000	987654321	784564	0	\$1,635.35		04/21/2014	11/04/2011	BLOCKED TRANSACTION (WEB/DR/345678912 - Computer Purchase	Pay	Bank Correction - Do Not Return	demouser	No	No
2	Demonstration Company	1000	987654321	0	17849	\$1,835.74	Jack Henderson	01/03/2014	01/01/2014	AMOUNT MISMATCH	Pay			No	No
3	Demonstration Company	1000	987654321	0	17872	\$2,178.88	Williams Trucking	01/24/2014	01/24/2014	PAID NOT ISSUED	Return	Fraudulent		No	No

Note: If you have not made a decision on your exceptions by 12:00 p.m. Then the decision will default to either pay all or return all. This default decision will be in your contract presented to you by your Cash Management Representative.

## Transaction Processing- Void a Check

This section allows you to void a check that may be in your check file by mistake. Once the check is voided it will remove it from the check file.

1. Under **Transaction Processing** click on **Void a Check**.



2. Select your **Client ID** from the drop down menu.
  3. In the **Check Number** field enter your check number.
  4. In the **Check Amount** field enter the dollar amount of the check.
  5. In the **Issued Date** field enter the date the check was issued.
6. Click on the **Find Matching Check** button.
  7. Verify that this is the proper check.
  8. Click on the **Void Check** button.

**Void a Check**

**Step 1.** Enter check information.

Client ID:

Check Number:

Check Amount:

Issued Date:

**Step 2.** Click the "Find Matching Check" button to find the check.

**Step 3.** Verify the check that will be voided.

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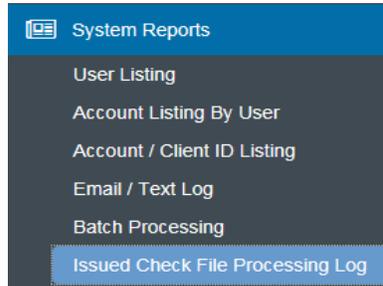
**Step 4.** Click the "Void Check" button to complete the void process.

**Note:** Voids are retained within the system for 60 days after an item has been voided.

## System Reports- Issued Check File Processing Log

This log presents the status of all files that have been uploaded. This screen is used to verify the status of each file that you upload.

1. Under **Systems Report** click on the **Issued Check File Processing Log** button.



2. Under the **Client ID** section you can select **All** of your accounts (Default) or select a specific Client ID by clicking the radio button next to the word **Selected**.
3. Next you will need to decide how you want to sort these transactions. Your choices are **Upload Date**, **Item Count**, and **Dollar Amount**.

Issued Check File Processing Log

Client: test  
Client ID: 1111

Upload Date:	Start 11/13/2017	End 11/13/2017
Item Count:		
Dollar Amount:		

[Produce Report](#)

Note: Issued check file processing history is retained within the system for 365 days.

4. Click on the **Produce Report** button.
5. If you have a status of **Reject** or **Processed with Exceptions** you can click on the hyper-link and it will give you a specific message as to why this error was received.

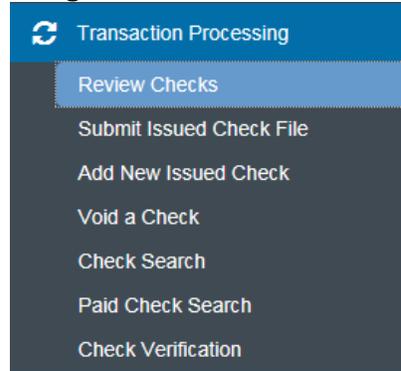
Listed below are the field names in this report and what they represent.

- **Client Name**: Your company name for the file you processed.
- **Client ID**: The ID associated with your account number.
- **File Type**: The format of your issued check file.
- **Results**: The results of the file you uploaded.
  - **Unprocessed**: The file has been uploaded, but has not yet been processed.
  - **Processed**: The file was processed successfully.
  - **Processed with Exceptions**: The file was processed successfully, but duplicate checks were not loaded.
  - **Rejected**: The file was rejected due to one of the following reasons:
    - A mismatch between the number of items/amount entered on the screen and the number of items/amount contained in the file
    - The file format did not match the format selected.
- **Items**: The number of items in your file.
- **Amount**: The total dollar amount in your file.
- **Upload Date**: The date your file was uploaded.
- **User**: The user that uploaded the file.
- **File Name**: The name of your file that was uploaded into the system.

## Transaction Processing- Review Checks

This screen allows the user to view all issued checks for the selected account. This report will include all outstanding issued checks, paid checks, and checks with exceptions.

1. Under **Transaction Processing** click on **Review Checks**.



2. In the **Client ID** field select the client id that you would like to view. If you would like to view all of the accounts at once select the **<All>** feature.

3. The screen will have a table with all of the following information:

- **Status:** These are icons representing the status of your transactions. Below is a legend with what each status indicates, this legend can also be viewed by clicking on the Show Key button in the upper right hand corner.

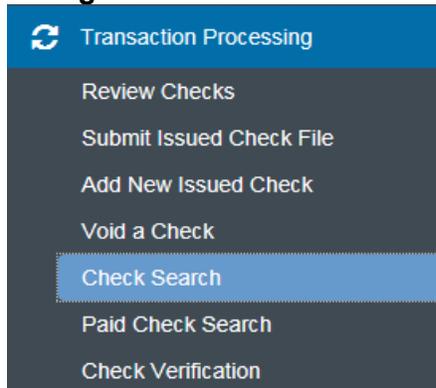


- **Client ID:** The client ID associated with your account
  - **Issued Date:** The issued date for each check. If you have an item that was paid and not issued then the paid date will default in the issued date field.
  - **Check #:** The number of the check that you issued.
  - **Amount:** The dollar amount of the check that you issued.
  - **Details:** Click on the display hyper-link to view the details of each transaction.
4. If you wish to view any images you can click on the **View Image** hyperlink located next to the check number.
  5. You can also make decision on exception checks from this screen by clicking on the **Display** button.

## Transaction Processing- Check Search

This section allows you to search for a specific check.

1. Under **Transaction Processing** click on **Check Search**.



2. In the **Client ID** field you have two options. Select to search on **All** accounts or to **Select** a specific account.
3. Select your search criteria. You have the option to search by **Issued Date, Paid Date, Check #, Check Amount, Transaction Status, Decision, or Reason**.
4. Click the **Produce Report** button.

Check Search

Client:	test	
Client ID:	1111	
	Start	End
Issued Date:	<input type="text"/>	<input type="text"/>
Paid Date:	<input type="text"/>	<input type="text"/>
Check Number:	<input type="text"/>	<input type="text"/>
Check Amount:	<input type="text"/>	<input type="text"/>
Issued Payee:	<input type="text"/>	
<hr/>		
Transaction Status:	<All Transaction Statuses> ▼	
Stop Pay Status:	<All Stop Pay Statuses> ▼	
Decision:	<All Decisions> ▼	
Reason:	<All Reasons> ▼	

Produce Report

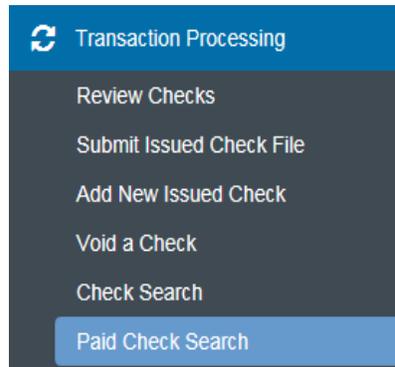
Note: Transaction history is retained within the system for 180 days after an item has paid.

Once you have entered all of the search criteria it will return a report to you based on your search criteria. If there are several checks returned based on your search criteria you will have to navigate between the page numbers.

## Transaction Processing-Paid Check Search

This function gives you the ability to search on any paid checks.

1. Under **Transaction Processing** click on the **Paid Check Search** button.



2. Select your **Client ID**. Select **All** if you want to view all accounts, use the **Select** radio button to select a specific account.
3. Select your search criteria. You have the options to search by **Paid Date**, **Check #**, or **Check Amount**.
4. Click the **Produce Report** button.

Paid Check Search

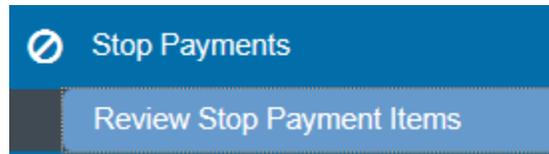
Client:	test	
Client ID:	1111	
	Start	End
Paid Date:	<input type="text"/>	<input type="text"/>
Check Number:	<input type="text"/>	<input type="text"/>
Check Amount:	<input type="text"/>	<input type="text"/>
Issued Payee:	<input type="text"/>	

Note: Transaction history is retained within the system for 180 days after an item has paid.

## Transaction Processing - Stops and Voids

This function allows you to review all active stop payment items.

1. Under **Stop Payments** click on the **Review Stop Payment Items** button.



2. Select your **Client ID**.
3. To view the Details click on the **Display** hyperlink for the corresponding check.

### Review Stop Payment Items

Client ID:  Show Key

(Count: 2) (Amount: \$2,962.21)

Note: This report lists all outstanding issued checks that match to current stop payments.

	Status	Client ID	Issued Date	Paid Date	Check #	Amount	Issued Payee	Details
1	✘	1000	04/11/2014		17957	2,662.21	U.S. Department of the Treasury	Display
2	✘	1000	10/15/2013		5000	300.00	Jones Plumbing	Display

## Transaction Report- All Checks

This report generates an on-line report of all checks paid. This report can be exported into an Excel file format.

1. Under **Transaction Reports** click on the **All Checks** button.



2. Select your **Client ID**. Select **All** if you want to view all accounts, use the **Select** radio button to select a specific account.
3. Select your search criteria. You have the option to search by **Issued Date, Paid Date, Input Date, and Exception Date (Date format mm/dd/yyyy)**. You can optionally narrow your search criteria down using the **Decision** and/or **Return Reason** drop down menu bars in conjunction with your search criteria.
4. If you need to include **Reversals** place a check mark in the box.
5. Click the **Produce Report** button.

Client ID:	#1	<input type="text"/>	▼
	#2	<input type="text"/>	▼
	#3	<input type="text"/>	▼
	<b>Start</b>		<b>End</b>
Issued Date:	<input type="text"/>		<input type="text"/>
Paid Date:	<input type="text"/>		<input type="text"/>
Input Date:	<input type="text"/>		<input type="text"/>
Exception Date:	<input type="text"/>		<input type="text"/>
Issued Payee:	<input type="text"/>		
Decision:	<input type="text" value="&lt;All Decisions&gt;"/>		
Reason:	<input type="text" value="&lt;All Reasons&gt;"/>		
Include Reversals:	<input type="text" value="No"/>		

[Produce Report](#)

**Exporting to Excel Format:** If you need to export this report to an excel format then you will need to click on the **Export to Excel** button located in the upper right hand corner.

**Printing Report:** If you need to print the report then you will need to click on the **Print** button in the upper right hand corner.

## Transaction Report- Outstanding Issued Checks

This report generates an online report of all outstanding checks. This report can be exported into an excel file format.

1. Under **Transaction Reports** click on the **Outstanding Issued Checks** button.



2. Select your **Client ID**. Select **All** if you want to view all accounts, use the **Select** radio button to select a specific account.
3. Select your search criteria. You have the option to search by **Issued Date** or **Input Date**, or **Outstanding as of Date**. (Date format mm/dd/yyyy).
4. Click the **Produce Report** button.

Client ID: #1   
 #2   
 #3

	Start	End
Issued Date:	<input type="text"/>	<input type="text"/>
Input Date:	<input type="text"/>	<input type="text"/>
As of Date:	<input type="text"/>	

Issued Payee:



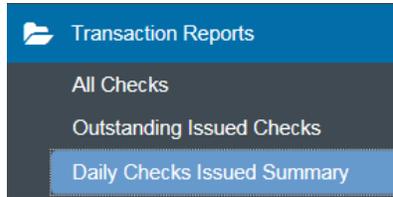
**Exporting to Excel Format:** If you need to export this report to an Excel format then you will need to click on the **Export to Excel** button located in the upper right hand corner.

**Printing Report:** If you need to print the report then you will need to click on the **Print** button in the upper right hand corner.

## Transaction Report-Daily Checks Issued Summary

This report gives you a summary of all the checks issued and the total dollar amount of checks issued.

1. Under **Transaction Report** click on the **Daily Checks Issued Summary** button.



2. Select your **Client ID**. Select **All** if you want to view all accounts, use the **Select** radio button to select a specific account.
3. Select your **Issued Date**.
4. Click on the **Produce Report** button.

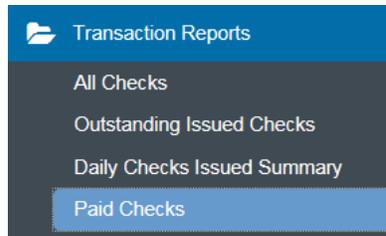
Client ID: #1  #2  #3

Issued Date: Start  End

## Transaction Report- Paid Checks

This report generates an online report of all paid checks. This report can be exported into an excel file format.

1. Under **Transaction Reports** click on the **Paid Checks** button.



2. Select your **Client ID**. Select **All** if you want to view all accounts, use the **Select** radio button to select a specific account.
3. Select your search criteria. You have the option to search by **Issued Date**, **Paid Date**, or **Input Date** (Date format mm/dd/yyyy).
4. If you need to include **Reversals** place a check mark in the box.
5. Click on the **Produce Report** button.

Client ID: #1  #2  #3

	Start	End
Issued Date:	<input type="text"/>	<input type="text"/>
Paid Date:	<input type="text"/>	<input type="text"/>
Input Date:	<input type="text"/>	<input type="text"/>

Issued Payee:

Include Reversals:  No

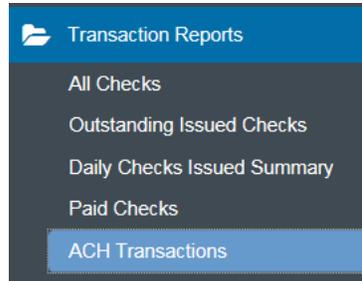
**Exporting to Excel Format:** If you need to export this report to an Excel format then you will need to click on the **Export to Excel** button located in the upper right hand corner.

**Printing Report:** If you need to print the report then you will need to click on the **Print** button in the upper right hand corner.

## Transaction Report-ACH Transactions

The ACH Transaction report screen allows the user to create a report of ACH transactions for a specific date range.

1. Under **Transaction Reports** click on the **ACH Transactions** button.



2. Select your **Client ID**. Select **All** if you want to view all accounts, use the **Select** radio button to select a specific account.
3. In the **Paid Date** field enter the date range of the transactions you are inquiring on. If you do not enter a date range then it will pull all ACH transaction stored in the system.
4. Click the **Produce Report** button.

Client ID: #1

#2

#3

Paid Date:

SEC Code: ALL - All Standard Entry Class Codes

Company ID:

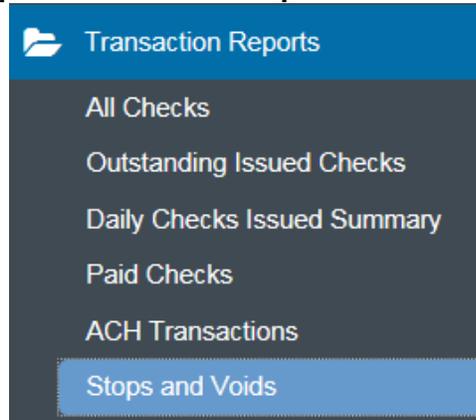
**Exporting to Excel Format:** If you need to export this report to an Excel format then you will need to click on the **Export to Excel** button located in the upper right hand corner.

**Printing Report:** If you need to print the report then you will need to click on the **Print** button in the upper right hand corner.

## Transaction Report- Stops and Voids

This report generates an online report of all voided checks. This report can be exported into an excel format.

1. Under **Transaction Reports** click on the **Stop and Voids** button.



2. Select your **Client ID**. Select **All** if you want to view all accounts, use the **Select** radio button to select a specific account.
3. Select your search criteria. You have the option to search by **Issued Date, Void Date, Stop Placed Date, Item Stopped Date. (Date format mm/dd/yyyy)**.
4. You can narrow your search down even more by selecting your **Stops and Voids Criteria**. You have the option to select **Requested Stop Pay, Requested and Placed Stop Pay, Item Stopped, and Void**.
5. Click on the **Produce Report** button.

Client ID: #

	Start	End
Issued Date:	<input type="text"/>	<input type="text"/>
Void Date:	<input type="text"/>	<input type="text"/>
Stop Placed Date:	<input type="text"/>	<input type="text"/>
Item Stopped Date:	<input type="text"/>	<input type="text"/>
Issued Payee:	<input type="text"/>	

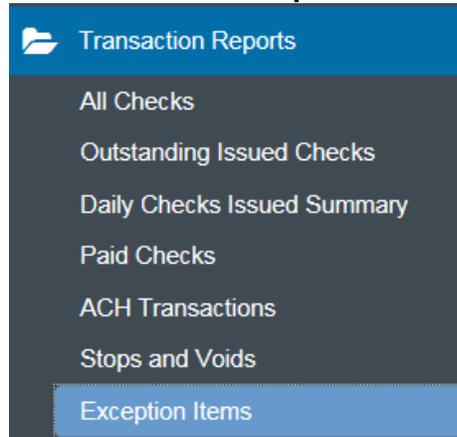
**Exporting to Excel Format:** If you need to export this report to an excel format then you will need to click on the **Export to Excel** button located in the upper right hand corner.

**Printing Report:** If you need to print the report then you will need to click on the **Print** button in the upper right hand corner.

## Transaction Report- Exception Items

This report generates an online report of all exception items. This report can be exported into an excel format.

1. Under **Transaction Reports** click on the **Exception Items** button.



2. Select your **Client ID**. Select **All** if you want to view all accounts, use the **Select** radio button to select a specific account.
3. Enter the **Exception Date** you are inquiring for in mm/dd/yyyy format.
4. To narrow your search even more you can use the **Decision** and/or **Return Reason** drop down menus.
5. If you need to include **Reversals** choose Yes from the dropdown menu.
6. Click the **Produce Report** button.

Client ID: #  #2  #3

Exception Date: Start  End

---

Exception Type:

Decision:

Reason:

Include Reversals:

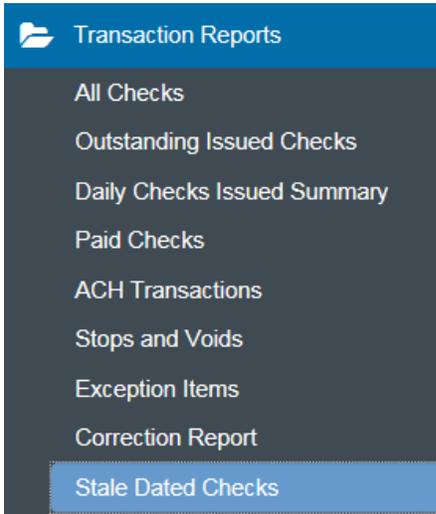
**Exporting to Excel Format:** If you need to export this report to an excel format then you will need to click on the **Export to Excel** button located in the upper right hand corner.

**Printing Report:** If you need to print the report then you will need to click on the **Print** button in the upper right hand corner.

## Transaction Report- Stale Dated Checks

This report generates an online report of all stale dated checks. This report can be exported into an excel format.

1. Under **Transaction Reports** click on the **Stale Dated Checks** button.



2. Select you **Client ID**. Select **All** if you want to view all accounts, use the **Select** radio button to select a specific account.
3. Select you search criteria. You have the option to search by **Issued Date and Input Date (Date format mm/dd/yyyy)**.
4. Click the **Produce Report** button.

Client ID: #

#1

#3

Start                      End

Issued Date:

Input Date:

As of Date:

Issued Payee:

**Note:** At the bottom of the screen it gives you the earliest date that a check can be considered stale dated.

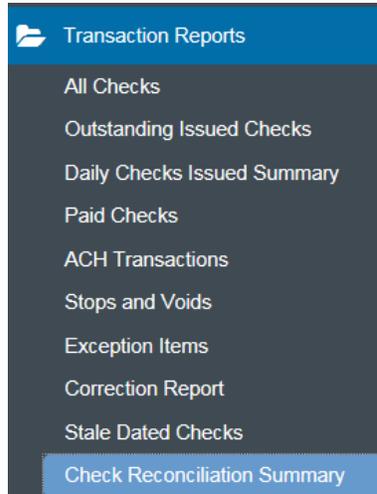
**Exporting to Excel Format:** If you need to export this report to an excel format then you will need to click on the **Export to Excel** button located in the upper right hand corner.

**Printing Report:** If you need to print the report then you will need to click on the **Print** button in the upper right hand corner.

## Transaction Report- Check Reconciliation Summary

This report can be used to assist in balancing online account balances for your statement. This report presents an activity summary of newly issued checks, paid checks, and stopped/voided checks. This report will also provide you with a total dollar amount of all outstanding checks as of the reconciliation date.

1. Under **Transaction Reports** click on the **Check Reconciliation Summary** button.



2. Select the **Client ID** from the drop down menu.
3. In the **Reconcile Through Date** enter the date you need to reconcile to.

Note: Next to the Reconcile Through Date it will have the last date that you reconciled. So the information in the reconciled summary will be from this date until your entered date.

4. Click on the **Submit** button.

Check Reconciliation Summary

Client ID:  ▼

Reconcile Through Date:

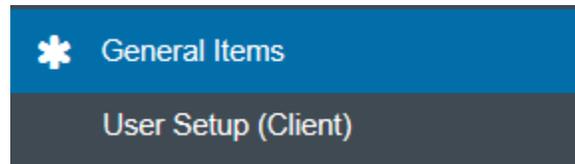
5. You will be presented with balance sheet information for your account. There is a calculation button at the bottom of the page that will help you balance your statement.
6. Review your information for accuracy. Once you have finished balancing you can click on the **Finished Reconciliation** button to close out the statement date.

Note: All past Reconciliations will appear in the Reconcile History located to the right of the report. If you need to clear a reconciliation statement for a previous month you can click on the **Clear Last Reconciliation** button.

## General Items- User Set-up (Client)

These screens allow you to set-up and manage all users who may have access to this system.

1. Under **General Items** click on the **User-Setup (Client)** button.



2. Select your **Client ID**, click **Add New**, and the **Status** should be set to **Active Users**. Click the **Submit** button.

User Setup (Client)

Choose Company:

A B C **D** E F G H I J K L M N O P Q R S T U V W X Y Z All **Active** Archived

Name	User Name	Email Address	Last Logged On	Status	
Doe, Jane	jdoe	test@test.com	--	Active	Edit   Copy
					<b>Add New</b>
1					

3. Enter the users **First Name**, **Middle Initial**, **Last Name**, and **Email**. Enter the user's work phone number in the **Phone 1** field. If the user has more than one work phone number you can enter the second phone number in the **Phone 2** field. If your number has an extension you can enter it in the **Ext:** field.

User Setup (Client)

Contact Information | Security Settings | Menu Settings | System Messages

\* First Name:

Middle Initial:

\* Last Name:

\* Email Address:   Exclude From Email

Primary Phone Number:

Secondary Phone Number:

Mobile Number:

- Under Security Settings, click in the Client ID Box and select the account or accounts you would like the user to have access to and click the **Add** button. All accounts that you add will move to the **Assigned Field** column.

Client ID:

Available:	Assigned:
1000 1111	

**Note:** If you select the wrong account to add you can remove it by selecting the account in the Assigned Field column and clicking on the Remove All button.

- Enter the users **User Name**. Enter a temporary password for the user in the **Password** and **Verify Password** fields. The password you enter in these fields must match. The user will be prompted to change this password when they first login.

**Contact Information**   **Security Settings**   **Menu Settings**   **System Messages**

\* **User Name:**

\* **Password:**

\* **Verify Password:**

**Company:**      Demonstration Company

\* **User Name:**

\* **Password:**

\* **Verify Password:**

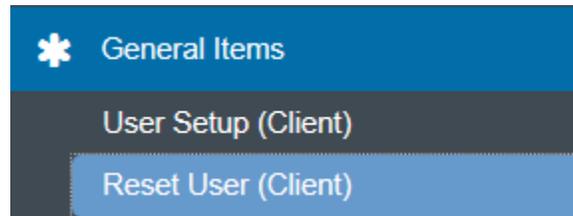
- In the **Menu Options** section, you will need to select the menu options that the user can access by placing a check mark next to each option you want them to use.

**Note:** Only place a check mark next to the Archive option if you want to delete the user.

## General Items- Reset User (Client)

This section allows you (administrator) to reset the passwords for all users under your company.

1. Under **General Items** click on the **Reset User (Client)**.



2. Select the **Client** name from the drop down menu associated with your accounts.
3. Select the **Name** of the user from the drop down menu.
4. Click the **Submit** button.

Reset User (Client)

Client:

Name:

5. In the **Password & Verify Password (must match)** field input a temporary password for the user. The user will be prompted to change this password upon first login.
6. Click the **Submit** button.

Reset User (Client)

User Name:

Password:

Verify Password:

User Locked

**Note:** The User Lock feature is only used if you wish to lock the user out of logging in to the system.

### Security Features

- The system requires each user to be assigned a unique User ID and Password.
- The system will prompt you to change your password after you initial login and every 90 days for security reasons.
- The system allows three password attempts. After the third failed login attempt the user will be locked out of the system, please call your Cash Management Support for assistance, 859-253-8743.

## User- Logout

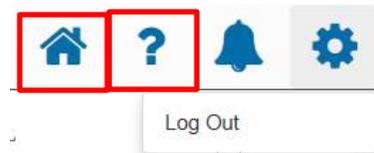
1. In the upper right hand corner click on the **Logout** button.



## Additional Features

**Home:** Allows the user to navigate back to the home page.

**Help Desk:** The help desk feature allows the user to receive help. The help is specific to the screen that you are actively using.



## System Technical Support

For any questions regarding Central Bank's Positive Pay system or any technical support issues, please call Central Bank's Corporate Services Department at 859-253-8743 for assistance.