

Positive Pay

User Guide

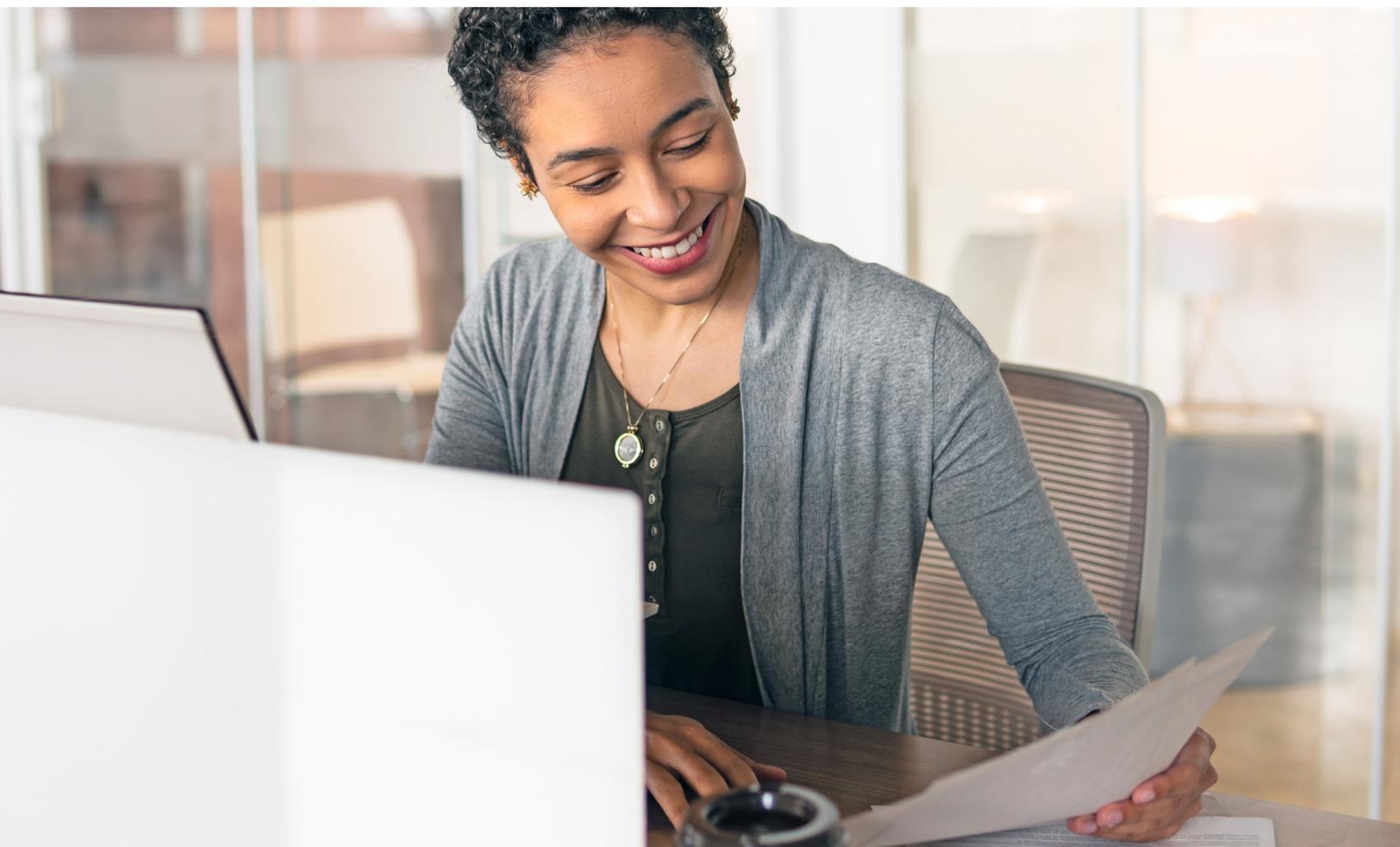


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1. Introduction

1.1 Overview

Key offers one of the most comprehensive and elite Positive Pay services available, including Same Day, Next Day, Payee Name Verification (PNV), Teller, and Teller Payee. These services help you to strengthen your internal controls with fraud detection reporting by comparing items presented for payment against the check details provided in your issue file. Any checks that do not match are presented to you for review and payment disposition (pay/no-pay decisions).

Same Day Positive Pay (with or without PNV) requires a controlled disbursement account (CDA). This powerful tool affords you the opportunity to review suspect items presented for payment **before** they post to your account later that same day. Because these items have not yet been posted to your account, any items you **stop** will not appear on your statement or in other reporting. Reconciling the account is cleaner and easier.

Next Day Positive Pay (with or without PNV) works with a demand deposit account (DDA). It can also offer a day two look at items for Same Day users. Exception items presented the next day have already posted to the account. If an item is **returned**, it will appear as a debit to the account for original presentment and then as a credit for the return.

Key is one of few institutions to offer PNV review through four channels: the internet, your mobile phone, our teller lines, and via your Account Reconciliation Plan (ARP) reports. PNV is available with both Same Day and Next Day services.

Key also offers comprehensive e-check (checks inadvertently converted to electronic/ACH transactions) reporting with payee names on the report.

As part of Key's Positive Pay services, you will benefit from fraud detection at Key branch teller lines with Teller Positive Pay and Teller Payee, reducing check fraud at all points of check presentment. Our systems allow Key to verify that a check presented over the counter at our branches conforms to the issue information that you provided. If an item is presented to the Key teller that is not on your issue file, the check will not be negotiated by the teller and the individual presenting the item will be referred to the maker of the check.

1.2 Best Practices

Disposition Default

Set for each account at implementation, the default disposition will be automatically applied to all exception items if no action is taken by the deadline. The options are **Pay-All** or **Stop/Return-All**. When choosing your default, consider all the ramifications of this default and the possible impact to payees.

If an account is **Pay-All**, the online report will allow you to stop (for Same Day Positive Pay) or return (for Next Day Positive Pay) items you do not want to pay. If no action is taken on one or more items, the default will be applied at the deadline — the items will be paid. Any items marked for stop/return will be stopped/returned.

If the account is **Stop/Return-All**, the checkbox for the stop/return will be preselected online, and you will need to uncheck the box to remove the default stop/return to allow the item to pay. If no action is taken on one or more items, the default will be applied at the deadline — the items will be stopped/returned. Only items that were unchecked will be paid.

Exception Items Overview

Exception items are items that do not match your issue file. Items may be reported as exceptions if we detect a difference between the information contained in your issue file and the information on the presented check. For example, if the amount reported on your issue file differs from the amount of the check that was presented for payment, the item will be reported back for your review.

Positive Pay reports must be reviewed every day to detect and prevent possible fraudulent items from posting to the account. Windows of return are short and must be adhered to.

Check Issuance Timing and Teller Positive Pay

To avoid any issues with your payees cashing or depositing checks, issue information must be sent to Key before disbursing checks. This can be done by direct transmission, file transfer via KeyNavigator,[®] or through manual keying via KeyNavigator.

If a payee wishes to cash a check at one of our Key branches **on the same business day** that the checks are distributed (you hand the payee the check and payee goes to a Key Branch), it is imperative that Key first receive the corresponding check issue data. Specifically, if submitting your check issuance file via KeyNavigator File Services section or by adding a check issue record via the KeyNavigator Check Issue Maintenance feature, the check issue data must be received by Key 30 minutes before the payee would attempt to cash the check at a Key branch. If submitting your check issuance file via direct transmission, the check issue data must be received by Key 90 minutes before the payee would attempt to cash the check at a Key branch, so the file can be loaded to the teller system. Payees wanting to cash checks at a branch on the business day you distribute them, where Key still does not have a corresponding issue record, will be turned away at the Teller line. These checks, however, may be deposited to a payee's Key account or into an account at any other bank.

The Teller and Teller Payee Positive Pay features, upon final Positive Pay service implementation, will default to 'on' unless otherwise instructed. Should you have a problem/delay with sending Key check issuance information, where check issue information is not delivered timely to Key, the attempt to cash an associated Positive Pay check at the Teller line will be rejected. However, although not

recommended, you can temporarily remove the account from Teller Positive Pay for one day by contacting your Payments Advisor. Indicate that it is for one day only.

NOTE: Turning off the feature for Teller review of your items adds financial loss risk to you for items being presented and cashed at the Key teller line. Items presented at the Key teller line, for accounts with Teller Positive Pay turned off, are cashed based on account balances and not on your issuance information. By turning Teller off, you are saying it is OK to cash items without Positive Pay review. **This is NOT recommended.**

Check Issuance Daily Review

Every day, you should validate that all your check issues are in the Positive Pay system. This simple review ensures Positive Pay will not present valid checks for your review along with the real exceptions. If an issue is not sent and processed, the item will have nothing to match against when presented for payment and will therefore be considered an exception too. Avoiding this situation makes the Positive Pay review much simpler.

This daily issuance review is especially important if you have multiple locations within your company creating and distributing checks.

Secondary Authorization

For accounts that have the **Stop/Return-All** default, if an item is marked to 'pay' on the daily report, you can enable a feature to require a second person to approve paying the item. Use of this feature eliminates the possibility of a single person having the authority to pay an item that was reported as an exception or suspect in the positive pay reports. This feature combats internal check fraud.

At Least Two People With Credentials

It is suggested that all accounts have at least two people with KeyNavigator credentials to disposition an item in Positive Pay. This avoids interruption in the daily review process should one person take vacation or be out on leave. Suspending Positive Pay during vacation is not recommended — if that becomes your known practice, then that becomes the time for fraud to occur.

Activate KeyNavigator Mobile for Decisioning Positive Pay

KeyNavigator Mobile is a great way to decision your Positive Pay exception on the go. Talk to your Payments Advisor for more information.

Positive Pay and Payment Protection

If you were a Payment Protection client prior to implementing Positive Pay, you may be comfortable with that process and initially uncomfortable with Positive Pay. During testing — and initially in production — you should become more comfortable with the Positive Pay screens and reports. Be sure to make your pay/no-pay decision of Positive Pay exception items on the Positive Pay screens and NOT on the Payment Protection screen. This will allow the Positive Pay history to build and will aid in research, if needed later. It is strongly suggested that Payment Protection be turned off when Positive Pay is turned on to avoid confusion.

1.3 Payment Descriptions

You can expect to see the following terms on your Positive Pay report. They describe why a check was flagged for your review. Please remember, checks that are flagged for review can be legitimate or fraudulent — either way, we noticed some activity that could be suspicious.

Check Not on Issue File (Same Day: **CK NOT ON ISSUE FILE**) (Next Day: **PD, NOT ISS**)

We did not receive issuance information for this check.

Cancel Record (Same Day: **Check Cancelled**) (Next Day: **Cancel On File**)

We received information that this check was canceled.

Conflicting Amount (Same Day: **CONFLICTING AMOUNT**) (Next Day: **\$ AMT MISMATCH**)

The dollar amount on the check presented does not match the dollar amount listed in the issuance information we received.

Duplicate Capture (Same Day: **DUPLICATE CAPTURE**) (Next Day: **DUPLICATE CAPTURE**)

This check was presented for payment multiple times on the same day.

Duplicate Presentment (Same Day: **DUPL. Presentment**) (Next Day: **DUPL PD ITEM**)

Our records show that this check was already presented for payment within the past 120 days.

E-Check (Same Day: **eCHECK**) (Next Day: **E-CHECK**)

This paper check was converted to an ACH transaction.

E-Check Conflicting Amount (Same Day: **eCONFLICTING AMOUNT**) (Next Day: **E \$ AMT MSMCH**)

This paper check was converted to an ACH transaction, but the dollar amount does not match the issuance information we received.

E-Check Not on Issue File (Same Day: **eCK NOT ON ISSUE FILE**) (Next Day: **EPD, NOT ISS**)

This paper check was converted to an ACH transaction, but we did not receive issuance information for this check.

E-Check Issue Stale Dated (Same Day: **E Stale Issue**) (Next Day: **E Stale Issue**)

This paper check was converted to an ACH transaction, but it's been more than either 180 days, or the number of days you've selected, since the check was issued.

Exceeds Authorized Amount (Same Day: **EXCEEDS AUTH. AMOUNT**) (Next Day: **> MAX \$ AMT**)

The dollar amount of this check is more than the maximum check amount you authorized.

Extra Payee Listed on Check (Same Day: **Extra Payee Listed on Check**) (Next Day: **Extra Payee Listed on Check**)

A payee(s) is listed on the check that does not match the payee name(s) on the issuance information we received. Other causes for the payee names not matching may include misspellings or a payee being listed on a different line of the check than in the issuance information we received.

Invalid Serial Number (Same Day: **INVALID SER#**) (Next Day: **INVALID SER#**)

The check serial number doesn't match the issuance information we received.

Issue Stale Dated (Same Day: **ISSUE STALE DATED**) (Next Day: **STALE DATED IS**)

It's been more than 180 days, or the number of days you've selected, since the check was issued.

Payee Format Conflict (Same Day: **Payee Format Conflict**) (Next Day: **Payee Format Conflict**)

The format of the payee's name on this check does not match its format on the issuance information we received. This may be because the payee's name on the check presented was formatted as "Smith, John" when the issuance information was formatted as "John Smith."

Payee Name Conflict (Same Day: **Payee Name Conflict**) (Next Day: **Payee Name Conflict**)

The payee's name on this check does not exactly match the payee's name on the issuance information we received. This may be because of issues such as misspellings, illegibility, or check alterations.

Late Check Issuance File (Same Day: **Late Check Issuance File**) (Next Day: **Late Check Issuance File**)

We did not receive issuance information for this check by the deadline and prior to its distribution.

2. Next Day Positive Pay

2.1 Overview

Next Day Positive Pay services compare your issue file of checks to the items that posted to your account last night. Any discrepancies are reported, along with additional details, the reason the item was flagged for review, and a link to view an image of the item (e-check images are not available). Items are ready for review at 10:30 a.m. local time (LT), and all payment decisions must be made by 2:00 p.m. LT, except for our Alaska (AKST) clients; your decisions must be made by 1:00 p.m. LT.

Note — Local time is defined by where the account is housed within Key.

If you have a CDA and your default is **Pay-All**, you will automatically receive Next Day Positive Pay services and be able to view items that were carried over from the Same Day Positive Pay Report. This allows items that were missed on the Same Day Positive Pay Report, or that required research after the same day deadline, to be returned. Return decisions can be reversed if changes are made prior to 2:00 p.m. LT the same business day (Alaska (AKST) by 1:00 p.m. local time).

NOTE: Next Day Positive Pay items are items that have already posted to your account. These items can be returned. However, they cannot be stopped, as they have already posted.

2.2 Making Pay/Return Decisions for Next Day Positive Pay

1. Select the **Payables** section and click on **Fraud Services**.

- To make pay/return decisions for Next Day Positive Pay posted items, select the **Next Day Positive Pay** link from the Fraud Services main page.

The screenshot shows the KeyBank KeyNavigator interface. At the top, there are navigation links for Service Center, My Profile, and Sign Off. Below this is a menu bar with options: Dashboard, Reporting & Research, Payables (selected), Receivables, File Services, Card Services, and Specialized Services. The main content area is titled "Fraud Services" and contains a list of links: Same Day Positive Pay, Next Day Positive Pay (highlighted in red), Positive Pay Secondary Authorization (with a sub-link "Items need decision"), Positive Pay History, Payment Protection Report, and Payment Protection History. To the right of this list is a "Posting Times" section with the following details:

Posting Times	
Same Day Positive Pay Posting Times	
All Banks	12:00 PM eastern time
All payment decisions must be made by 6:00 PM EDT.	
Next Day Positive Pay Posting Times	
All Banks	10:30 AM local time*
All payment decisions (except Alaska) must be made by 2:00 PM local time. Alaska by 1:00 PM local time.*	
Check Issue Maintenance Availability	
All Banks	8:30 AM local time* - 11:00 PM ET (Mon-Fri, bank business days only)
Payment Protection Posting Time	
All Banks	9:00 AM local time
All payment decisions (except Alaska) must be made by 2:00 PM local time. Alaska by 1:00 PM local time.*	

* Local time is based on where the account is located in Key.

- Use the dropdown menu to select an account.
- Click **go** once the appropriate account has been selected.

The screenshot shows the KeyBank KeyNavigator interface for the "Next Day Positive Pay" section. It features a "Select Account" dropdown menu with the selected account "ABC 123 Company Test - 1010101010" and a red "go" button. Below the dropdown is a note: "Note: ! denotes an account with items to decision". Underneath, there is a text prompt: "Choose account above and click 'go'". At the bottom left, there is a red "main page" button.

5. A list of exception items will be displayed. In this example, the account has a **Pay-All** default, so items are presented for possible return.

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Dashboard | Reporting & Research | Payables | Receivables | File Services | Card Services | Specialized Services

Next Day Positive Pay

Items To Decision

Select Account

go

Note: ! denotes an account with items to decision

Today's Date: Sep 30, 20XX generated 2:30pm EST

Use the checkboxes to select which item(s) on this page you wish to Return. Click "Next" in order to submit and finalize your decisions. Please check the right side of the screen to see if you have multiple pages of items to review. If there are multiple pages to review, **you must select, submit and finalize your decisions for EACH page separately.** After submitting your decisions for a page, you will be returned to the first page of items - continue your review and decisioning of each page.

Return	Chk	Description	Issued	Paid	Check #	Issue Amt	Present Amt	Issue Payee	Present Payee
<input checked="" type="checkbox"/>		Paid, not on issue file	09/24/20XX	09/29/20XX	11223343		\$6,234.89		Test Payee 123
<input checked="" type="checkbox"/>		Dollar amount mismatch	09/24/20XX	09/29/20XX	11223346	\$4,719.12	\$4,791.21	Test Payee ABC	Test Payee ABC
<input checked="" type="checkbox"/>		EDuplicate paid item	09/24/20XX	09/29/20XX	11223351	\$12,000.00	\$12,000.00		
<input checked="" type="checkbox"/>		EStop on file	09/24/20XX	09/29/20XX	11223353	\$33,000.00	\$33,000.00		
<input checked="" type="checkbox"/>		Duplicate paid item	09/24/20XX	09/29/20XX	11223362	\$110.00	\$110.00		
<input checked="" type="checkbox"/>		Stale dated issue file	09/24/2021	09/29/20XX	11223364	\$13,689.22	\$13,689.22	Test Payee 456	Test Payee 456
<input checked="" type="checkbox"/>		Payee name conflict	09/24/20XX	09/29/20XX	11223366	\$10,000.00	\$10,000.00	Test Payee GHI	Test Payee GHIX
<input checked="" type="checkbox"/>		Exceeds maximum amount	09/24/20XX	09/29/20XX	11223370	\$231,000.00	\$231,000.00		

next | cancel

Show Posting/Decision Times

main page

6. From this screen, you can make individual return decisions by using the **checkboxes** to select which items to return and then clicking **next**. You can also view an image or additional details for the suspect items by clicking on the **camera icon** for the item that you wish to view.

NOTE: E-checks have been converted from paper items to ACH transactions; therefore, there are no associated images. Clicking on the e-check **camera icon** will provide additional details, including the type of ACH transaction.

If an image for a check (not an e-check) is not available, please contact Commercial Banking Services at 1-800-539-9039 and notify the representative.

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Item detail

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Dashboard Reporting & Research Payables Receivables File Services Card Services Specialized Services

[return to listing](#)

Check Image

print images

Account: GHI 123 Company Test - 3030303030
Check Number: 11223343
Check Amount: \$6,234.89
Present Date: Sep 29, 20XX

123 Test Company KeyBank 11223343
SAMPLE VOID Date: 09/24/20XX
123 Anywhere St
Anytown, State 12345

Pay Six Thousand Two Hundred Thirty Four Dollars and 89 Cents \$6,234.89

Pay Test Payee 123
to the 123 Anywhere St
order of Anytown, State 12345

Memo _____ *Your Signature* _____
Void after 90 days

⑆04 100 1039⑆ 3030303030⑈

FRB CLEVELAND
0000000 0000000

0463923417

9999999999
0000-0000-0
COAST BANK
9999999999

DO NOT WRITE SIGNATURE REQUIRED
DEPOSITARY BANK ENDORSE HERE

PAY TO THE ORDER OF
COAST BANK
FOR DEPOSIT ONLY
BERGER CO.
9999999999

PROCESSED BY
PAYOR BANK

- Review the information provided on the **Review Information** screen. Those items requiring a second approver will be identified. You can make changes to your decision by selecting **Edit**, or select **Submit** to process items according to the return decisions selected.

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Dashboard Reporting & Research **Payables** Receivables File Services Card Services Specialized Services

Next Day Positive Pay

Review Information

Today's Date: Sep 30, 20XX

GHI 123 Company Test - 3030303030

Action	Description	Issued	Check #	Present Amt
Return	Paid, not on issue file	09/29/20XX	11223343	\$6,234.89
Return	Dollar amount mismatch	09/29/20XX	11223346	\$4,791.21
Return	EDuplicate paid item	09/29/20XX	11223351	\$12,000.00
Return	EStop on file	09/29/20XX	11223353	\$33,000.00
Pay	Duplicate paid item	09/29/20XX	11223362	\$110.00
Pay	Stale dated issue file	09/24/2021	11223364	\$13,689.22
Pay	Payee name conflict	09/29/20XX	11223366	\$10,000.00
Pay	Exceeds maximum amount	09/29/20XX	11223370	\$231,000.00

submit edit

[main page](#)

- Once **Submit** is selected, you will see the **Next Day Positive Pay Confirmation** page. From the confirmation page, you can go back to the Fraud Services main page by selecting **Main Page** or return to the Positive Pay screen by selecting **Done**.

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Next Day Positive Pay

Confirmation

Today's Date: Sep 30, 20XX

Items submitted for processing - use the Print link above to print a copy for your records.

GHI 123 Company Test - 3030303030

Action	Description	Issued	Check #	Present Amt
Return	Paid, not on issue file	09/29/20XX	11223343	\$6,234.89
Return	Dollar amount mismatch	09/29/20XX	11223346	\$4,791.21
Return	EDuplicate paid item	09/29/20XX	11223351	\$12,000.00
Return	EStop on file	09/29/20XX	11223353	\$33,000.00
Pay	Duplicate paid item	09/29/20XX	11223362	\$110.00
Pay	Stale dated issue file	09/24/2021	11223364	\$13,689.22
Pay	Payee name conflict	09/29/20XX	11223366	\$10,000.00
Pay	Exceeds maximum amount	09/29/20XX	11223370	\$231,000.00

done

[main page](#)

- You have until the deadline to change the disposition of an item. After the deadline, items are paid or returned based on your decisions or by your default.

3. Same Day Positive Pay

3.1 Overview

Same Day Positive Pay works in conjunction with controlled disbursement account (CDA) services. CDAs allow you to have Same Day Positive Pay services because possible exceptions can be reported to you prior to posting, which provides an extra day of decisioning time.

Same Day Positive Pay services compare your issue file of checks to the items presented for payment. Any discrepancies are reported on the same day report, along with additional details, the reason the item was flagged for review, and a link to view an image of the item (e-check images are not available). Items are ready for review at noon local time where the account resides at Key. **All** pay or stop decisions must be made by 6:00 p.m. ET the same business day, regardless of where the account originates.

Same Day Positive Pay exception items will post to your account that evening unless the payment is stopped or if your default decision is **Stop-All**. Items can be re-decided prior to the deadline. For example, if you initially stop an item but then decide to pay it, you can change the disposition of that item before the deadline. Default decisions (**Pay-All or Stop-All**) are set at the time the account begins using Positive Pay. That default can be changed later by contacting your Payments Advisor. The default indicates your intended disposition for any un-decided items at the deadline.

3.2 Making Pay/Stop Decisions for Same Day Positive Pay

To make pay/stop decisions for Same Day Positive Pay exception items on a daily basis:

1. Under the **Payables Section** in KeyNavigator, select **Fraud Services**.

The screenshot displays the KeyNavigator interface. At the top, there is a navigation bar with 'KeyNavigator' and 'KeyBank' logos, and links for 'Service Center', 'My Profile', and 'Sign Off'. Below this is a main navigation menu with categories: 'Dashboard', 'Reporting & Research', 'Payables', 'Receivables', 'File Services', 'Card Services', and 'Specialized Services'. The 'Payables' section is expanded, showing a 'Fraud Services' sub-menu. The 'Fraud Services' menu includes: 'Same Day Positive Pay' (highlighted in red), 'Next Day Positive Pay', 'Positive Pay Secondary Authorization', 'Positive Pay History', 'Payment Protection Report', and 'Payment Protection History'. To the right of the menu is a 'Posting Times' section with the following details:

- Same Day Positive Pay Posting Times**
 - All Banks: 12:00 PM eastern time
 - All payment decisions must be made by 6:00 PM ET
- Next Day Positive Pay Posting Times**
 - All Banks: 10:30 AM local time*
 - All payment decisions (except Alaska) must be made by 2:00 PM local time*. Alaska by 1:00 PM local time*.
- Check Issue Maintenance Availability**
 - All Banks: 8:30 AM local time* - 11:00 PM ET (Mon-Fri, bank business days only)
- Payment Protection Posting Time**
 - All Banks: 9:00 AM local time*
 - All payment decisions (except Alaska) must be made by 2:00 PM local time*. Alaska by 1:00 PM local time*.

*Local time is based on where the account is located in Key.

2. Select the **Same Day Positive Pay** link.

The screenshot shows the KeyBank KeyNavigator interface. At the top, there are navigation links for Service Center, My Profile, and Sign Off. Below that is a menu with options: Dashboard, Reporting & Research, Payables (selected), Receivables, File Services, Card Services, and Specialized Services. The main content area is titled "Fraud Services" and contains a list of links: Same Day Positive Pay (highlighted in red with a dropdown arrow and a note "Items need decision"), Next Day Positive Pay, Positive Pay Secondary Authorization, Positive Pay History, Payment Protection Report, and Payment Protection History. To the right of this list is a "Posting Times" section with the following details:

Posting Times	
Same Day Positive Pay Posting Times	
All Banks	12:00 PM eastern time
All payment decisions must be made by 6:00 PM EDT.	
Next Day Positive Pay Posting Times	
All Banks	10:30 AM local time*
All payment decisions (except Alaska) must be made by 2:00 PM local time. Alaska by 1:00 PM local time.*	
Check Issue Maintenance Availability	
All Banks	8:30 AM local time* - 11:00 PM ET (Mon-Fri, bank business days only)
Payment Protection Posting Time	
All Banks	9:00 AM local time
All payment decisions (except Alaska) must be made by 2:00 PM local time, Alaska by 1:00 PM local time.*	

* Local time is based on where the account is located in Key.

3. Use the dropdown menu to select an account.

4. Click **go** once the appropriate account has been selected.

The screenshot shows the KeyBank KeyNavigator interface with the "Same Day Positive Pay" section active. It features a "Select Account" dropdown menu with "ABC 123 Company Test - 1010101010" selected. A red "go" button is positioned to the right of the dropdown. Below the dropdown, a note states: "Note: ! denotes an account with items to decision". At the bottom of the section, there is a instruction: "Choose account above and click 'go'".

- A list of exception items will be displayed. In this example, the account has a **Pay-All** default, so items are presented for possible stop.

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Dashboard |
 Reporting & Research |
 Payables |
 Receivables |
 File Services |
 Card Services |
 Specialized Services

Same Day Positive Pay

Items To Decision

Select Account

ABC 123 Company Test - 1010101010 go

Note: ! denotes an account with items to decision

Presentment Date: Sep 30, 20XX generated 2:30pm EST << Pg 1 of 6 >>

Use the checkboxes to select which item(s) on this page you wish to Return. Click "Next" in order to submit and finalize your decisions. Please check the right side of the screen to see if you have multiple pages of items to review. If there are multiple pages to review, **you must select, submit and finalize your decisions for EACH page separately.** After submitting your decisions for a page, you will be returned to the first page of items - continue your review and decisioning of each page.

Stop	Chk	Description	Issued	Check #	Issue Amt	Present Amt	Issue Payee	Present Payee
<input checked="" type="checkbox"/>		Paid, not on issue file	09/24/20XX	11223343		\$6,234.89		Test Payee 123
<input checked="" type="checkbox"/>		Dollar amount mismatch	09/24/20XX	11223346	\$4,791.12	\$4,791.21	Test Payee ABC	Test Payee ABC
<input checked="" type="checkbox"/>		EDuplicate paid item	09/24/20XX	11223351	\$12,000.00	\$12,000.00		
<input checked="" type="checkbox"/>		EStop on file	09/24/20XX	11223353	\$33,000.00	\$33,000.00		
<input checked="" type="checkbox"/>		Duplicate paid item	09/24/20XX	11223362	\$110.00	\$110.00		
<input checked="" type="checkbox"/>		Stale dated issue file	09/24/2021	11223364	\$13,689.22	\$13,689.22	Test Payee 456	Test Payee 456
<input checked="" type="checkbox"/>		Payee name conflict	09/24/20XX	11223366	\$10,000.00	\$10,000.00	Test Payee GHI	Test Payee GHIX
<input checked="" type="checkbox"/>		Exceeds authorized amount	09/24/20XX	11223370	\$231,000.00	\$231,000.00		

next
cancel

Show Posting/Decision Times

main page

- From this screen, you can make individual pay/stop decisions by using the checkboxes to select which items on this page to stop and then clicking **next**. Be sure to review all of the pages of the report. You can also view an image or additional details for the suspect items by clicking on the **camera icon** for the item that you wish to view

NOTE: E-checks have been converted from paper items to ACH transactions; therefore, there are no associated images. Clicking on the e-check **camera icon** will provide additional details, including the type of ACH transaction.

If an image for a check (not an e-check) is not available, please contact Key's Commercial Banking Services at 1-800-539-9039 and notify the representative.

Item detail

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Dashboard Reporting & Research Payables Receivables File Services Card Services Specialized Services

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Check Image

print images

Account: GHI 123 Company Test - 3030303030
Check Number: 11223343
Check Amount: \$6,234.89
Present Date: Sep 29, 20XX

123 Test Company SAMPLE VOID 123 Anywhere St Anytown, State 12345	KeyBank	11223343 Date: 09/24/20XX
Pay	Six Thousand Two Hundred Thirty Four Dollars and 89 Cents	\$6,234.89
Pay to the order of	Test Payee 123 123 Anywhere St Anytown, State 12345	
Memo	<i>Your Signature</i> _____ Void after 90 days	
⑆04 100 1039⑆ 3030303030⑆		

FRB CLEVELAND
0000000 0000000

04639 23417

9999999999
0000-0000-0
COAST BANK
9999999999

AG 0 - 111

DO NOT WRITE SIGN COAST BANK
DEPOSITARY BANK ENDORSEMENT

PAY TO THE ORDER OF
COAST BANK
FOR DEPOSIT ONLY
BERGER CO.
9999999999

- Review the information provided on the **Review Information** screen. Items that require a second approver will be identified. You can make changes to your decision by selecting **Edit**; or select **Submit** to process items according to the pay or stop decisions selected.

The screenshot shows the 'Review Information' screen in the KeyBank KeyNavigator interface. The page title is 'Same Day Positive Pay'. Below the title, there is a 'Review Information' section with the following details:

- Presentment Date: Sep 30, 20XX
- GHI 123 Company Test - 3030303030

A table lists the items for review:

Action	Description	Issued	Check #	Present Amt
Stop	Not on issue file	09/29/20XX	11223343	\$6,234.89
Stop	Dollar amount mismatch	09/29/20XX	11223346	\$4,791.21
Stop	EDuplicate paid item	09/29/20XX	11223351	\$12,000.00
Stop	EStop on file	09/29/20XX	11223353	\$33,000.00
Pay	Duplicate paid item	09/29/20XX	11223362	\$110.00
Pay	Stale dated issue file	09/29/2021	11223364	\$13,689.22
Pay	Payee name conflict	09/29/20XX	11223366	\$10,000.00
Pay	Exceeds authorized amount	09/29/20XX	11223370	\$231,000.00

At the bottom of the table, there are two buttons: 'submit' and 'edit'. Below the table, there is a 'main page' button.

- Once **Submit** is selected, you will receive a **Same Day Positive Pay Confirmation** screen. Any items that could not be processed according to your instructions will be identified. From the confirmation screen, you can go back to the Fraud Services main page by selecting **Main Page**, or return to the Positive Pay screen by selecting **Done**.

The screenshot shows the 'Confirmation' screen in the KeyBank KeyNavigator interface. The page title is 'Same Day Positive Pay'. Below the title, there is a 'Confirmation' section with the following details:

- Presentment Date: Sep 30, 20XX
- GHI 123 Company Test - 3030303030

A message box states: "Items submitted for processing - use the Print link above to print a copy for your records." Below this, there is a 'Print' button.

A table lists the items for confirmation:

Action	Description	Issued	Check #	Present Amt
Stop	Not on issue file	09/29/20XX	11223343	\$6,234.89
Stop	Dollar amount mismatch	09/29/20XX	11223346	\$4,791.21
Stop	EDuplicate paid item	09/29/20XX	11223351	\$12,000.00
Stop	EStop on file	09/29/20XX	11223353	\$33,000.00
Pay	Duplicate paid item	09/29/20XX	11223362	\$110.00
Pay	Stale dated issue file	09/29/2021	11223364	\$13,689.22
Pay	Payee name conflict	09/29/20XX	11223366	\$10,000.00
Pay	Exceeds authorized amount	09/29/20XX	11223370	\$231,000.00

At the bottom of the table, there is a 'done' button. Below the table, there is a 'main page' button.

- You have until the deadline to change the disposition of an item. After the deadline, items are paid or stopped based on your decisions or by your default.

4. Secondary Authorization

You can choose to require that a second approver authorize **Pay** decisions before payments are made. This option only works if you have a default of Stop-All or Return-All. Secondary authorizations must be performed within the specified time frames. Please refer to the Same Day and Next Day sections for deadlines.

4.1 Using Secondary Authorization

1. To perform secondary authorizations for Positive Pay items, select **Positive Pay Secondary Authorization** from the Fraud Services main page.

The screenshot shows the KeyBank KeyNavigator interface. The top navigation bar includes 'KeyNavigator', 'KeyBank', and user options like 'Service Center', 'My Profile', and 'Sign Off'. Below this is a menu with 'Payables' selected. The main content area is titled 'Fraud Services' and contains a list of options: 'Same Day Positive Pay', 'Next Day Positive Pay', 'Positive Pay Secondary Authorization' (highlighted in red), 'Positive Pay History', 'Payment Protection Report', and 'Payment Protection History'. To the right of this list is a 'Posting Times' table.

Posting Times	
Same Day Positive Pay Posting Times	
All Banks	12:00 PM eastern time
All payment decisions must be made by 6:00 PM EDT.	
Next Day Positive Pay Posting Times	
All Banks	10:30 AM local time*
All payment decisions (except Alaska) must be made by 2:00 PM local time. Alaska by 1:00 PM local time.*	
Check Issue Maintenance Availability	
All Banks	8:30 AM local time* - 11:00 PM ET (Mon-Fri, bank business days only)
Payment Protection Posting Time	
All Banks	9:00 AM local time
All payment decisions (except Alaska) must be made by 2:00 PM local time. Alaska by 1:00 PM local time.*	

* Local time is based on where the account is located in Key.

2. Use the dropdown menus to select **Same Day** or **Next Day** and an account. Click **Go** once the appropriate account has been selected.

The screenshot shows the 'Positive Pay Secondary Authorization' form in the KeyBank KeyNavigator interface. The form has a title 'Items To Authorize' and contains two dropdown menus: 'Option' and 'Select Account'. The 'Option' dropdown is set to 'Same Day' and the 'Select Account' dropdown is set to 'ABC 123 Company Test - 1010101010'. A red 'go' button is visible to the right of the 'Select Account' dropdown. Below the dropdowns, there is a text prompt: 'Choose account above and click "go".'. At the bottom left of the form, there is a red 'main page' button.

- Items requiring secondary authorization will be displayed, along with the name of the user who initially approved the item.

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Positive Pay Secondary Authorization

Items To Authorize

Option
Select Account

Next Day ▾
ABC 123 Company Test - 1010101010 ▾
go

Today's Date: Sep 30, 20XX generated 2:30pm EST

Next Day Items

All Next Day payment authorizations must be made no later than 2:00 PM ET.
Use the checkboxes to select which items to authorize and click "Next".

Authorize	Chk	Description	Issued	Check #	Issue Amt	Present Amt	Issue Payee	Present Payee	Decided	Authorized
<input checked="" type="checkbox"/>	[img]	Check not on issue file	09/29/20XX	11223343	\$6,234.89	\$6,234.89			Approver 123	Approver 456
<input type="checkbox"/>	[img]	Dollar amount mismatch	09/29/20XX	11223346	\$4,791.12	\$4,791.21	Test Payee ABC	Test Payee ABC	Approver 123	

next
cancel

main page

- Authorize individual payments by using the **checkboxes** to select which items on this page to authorize and then clicking **Next**. You can also view an image or additional details for the suspect items by clicking on the **camera icon** for the item that you wish to view.

NOTE: E-checks have been converted from paper items to ACH transactions; therefore, there are no associated images. Clicking on the e-check **camera icon** will provide additional details, including the type of ACH transaction.

If an image for a check (not an e-check) is not available, please contact Corporate Banking Services at 1-800-539-9039 and notify the representative.

- Review the information provided on the **Review Information** screen. You can make changes to your decision by selecting **Edit**, or select **Submit** to process items according to the stop/return decisions selected.

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Positive Pay Secondary Authorization

Review Information

Today's Date: Sep 30, 20XX

Same Day Items

GHI 123 Company Test - 3030303030

Action	Description	Issued	Check #	Present Amt	Decided
Authorized	Payee name conflict	09/29/20XX	11223366	\$10,000.00	Approver 123

submit
edit

main page

- Once **Submit** is selected, you will receive a **Positive Pay Secondary Authorization Confirmation** screen. From the confirmation screen, you can go back to the Fraud Services main page by selecting **Main page** or return to the Secondary Authorization screen by selecting **Done**. When you return to the Secondary Authorization screen, the secondary authorization decisions will be identified.

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Positive Pay Secondary Authorization

Confirmation Print

Today's Date: Sep 30, 20XX

Items submitted for processing - use the Print link above to print a copy for your records.

Same Day Items

GHI 123 Company Test - 3030303030

Action	Description	Issued	Check #	Present Amt	Decided
Authorized	Payee name conflict	09/29/20XX	11223366	\$10,000.00	Approver 123

done

main page

- Changes can be made, and re-authorized, until the deadline. After the deadline, items are paid or returned based on your actions.

5. Positive Pay History

With any Positive Pay service, you will receive the Positive Pay History Report. This report contains all decisions made and any default decisions.

5.1 Viewing Positive Pay History

- To view the Positive Pay History Report, select **Positive Pay History** from the Fraud Services main page.

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Fraud Services

- Same Day Positive Pay
- Next Day Positive Pay
- Positive Pay Secondary Authorization
- Positive Pay History**
- Payment Protection Report
- Payment Protection History

Posting Times	
Same Day Positive Pay Posting Times	
All Banks	12:00 PM eastern time
All payment decisions must be made by 6:00 PM EDT.	
Next Day Positive Pay Posting Times	
All Banks	10:30 AM local time*
All payment decisions (except Alaska) must be made by 2:00 PM local time. Alaska by 1:00 PM local time.*	
Check Issue Maintenance Availability	
All Banks	8:30 AM local time* - 11:00 PM ET (Mon-Fri, bank business days only)
Payment Protection Posting Time	
All Banks	9:00 AM local time
All payment decisions (except Alaska) must be made by 2:00 PM local time. Alaska by 1:00 PM local time.*	

* Local time is based on where the account is located in Key.

2. Select the appropriate criteria, including actions:

- **All Actions** — all decisions made
- **Paid** — all items with a paid status
- **Paid Authorized** — all paid items that received required secondary authorization
- **Paid No Action Taken** — items that were paid without your making the decision
- **Pay Pending Authorization** — items that will pay pending a secondary authorization
- **Requested Stop** — items that you requested to be stopped or that were stopped via stop all service (only if you have Same Day Positive Pay)
- **Returned** — items you requested returned or that were returned via return all service
- **Returned Not Authorized** — items that were returned because they did not receive a required secondary authorization
- **Stopped Not Authorized** — items that were stopped because they did not receive a required secondary authorization (only for Same Day Positive Pay clients)

The screenshot shows the KeyBank KeyNavigator interface. At the top, there is a navigation bar with 'KeyNavigator® | KeyBank' on the left and 'Service Center', 'My Profile', and 'Sign Off' on the right. Below this is a secondary navigation bar with 'Dashboard', 'Reporting & Research', 'Payables', 'Receivables', 'File Services', 'Card Services', and 'Specialized Services'. The main content area is titled 'Positive Pay History' and contains a 'Report Options' section. This section includes a note: 'Positive Pay items will remain in history for 6 months from the presentment date.' Below this are several input fields: 'Select Account' (a dropdown menu showing 'ABC 123 Company Test - 1010101010'), 'Presentment Date' (a dropdown menu showing 'Today'), 'Check Type' (a dropdown menu showing 'All Types'), and 'Actions' (a dropdown menu showing 'All Actions'). To the right of these are three pairs of input fields: 'Check #' and 'To (optional)', 'Check Amount' and 'To (optional)', and 'Issue Date' and 'To (optional)'. A red 'search' button is located below the 'Check Type' and 'Actions' dropdowns. At the bottom of the report options section, there is a red 'main page' button and a note: 'Choose options above to find the item you need.'

3. Select **Main Page** to return to the Fraud Services main page or select **Search** to view the history report.

4. From the **Positive Pay History Report**, you can select **Main Page** to return to the Fraud Services main page or select **Edit** to return to the previous screen and further limit parameters.

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 Receivables |
 File Services |
 Card Services |
 Specialized Services

Positive Pay History

Report Options

Showing

Account: GHI 123 Company Test - 3030303030 Presentment Date: Last Week Check Type: All Types Actions: All Actions

edit
clear

Today's Date: Sep 30, 20XX generated 2:30pm EST << Pg 1 of 6 >>

Action	Chk	Description	Issued	Presented	Check #	Issue Amt	Present Amt	Issue Payee	Present Payee	Decided on	Authorized
Paid		Paid, not on issue file	09/24/20XX	09/29/20XX	11223343	\$6,234.89	\$6,234.89	Test Payee 123	Test Payee 123	Approver 123 09/29/20XX	Approver 456 09/29/20XX
Paid		Dollar amount mismatch	09/24/20XX	09/29/20XX	11223346	\$4,791.12	\$4,791.21	Test Payee ABC	Test Payee ABC	Approver 123 09/29/20XX	Approver 456 09/29/20XX
ePaid		EDuplicate paid item	09/24/20XX	09/29/20XX	11223351	\$12,000.00	\$12,000.00			Approver 123 09/29/20XX	
ePaid		EStop on file	09/24/20XX	09/29/20XX	11223353	\$33,000.00	\$33,000.00			Approver 123 09/29/20XX	
Paid		Duplicate paid item	09/24/20XX	09/29/20XX	11223362	\$110.00	\$110.00				
Returned		Stale dated issue file	09/24/2021	09/29/20XX	11223364	\$13,689.22	\$13,689.22	Test Payee 456	Test Payee 456		
Returned		Payee name conflict	09/24/20XX	09/29/20XX	11223366	\$10,000.00	\$10,000.00	Test Payee GHI	Test Payee GHIX		
Requested Stop		Exceeds authorized amount	09/24/20XX	09/29/20XX	11223370	\$231,000.00	\$231,000.00				

main page

6. Payment Protection

With Payment Protection, also known as Client Match Positive Pay, you match the information from the checks presented against your Accounts Payable system. Decisions to return items are made on the KeyNavigator report screen. No check issue information is provided to Key prior to encashment.

6.1 Viewing and Making Decisions Using Payment Protection

1. To view and make decisions through **Payment Protection**, you select the account and the criteria of the items you would like to review. You can view all paid checks/e-checks, or narrow your search by using the check number or check amount filters.

The screenshot shows the KeyNavigator interface with the 'Payables' menu open. The 'Payment Protection Report' option is highlighted in red. To the right, a 'Posting Times' table is visible.

Posting Times	
Same Day Positive Pay Posting Times	
All Banks	12:00 PM eastern time
All payment decisions must be made by 6:00 PM EDT.	
Next Day Positive Pay Posting Times	
All Banks	10:30 AM local time*
All payment decisions (except Alaska) must be made by 2:00 PM local time. Alaska by 1:00 PM local time.*	
Check Issue Maintenance Availability	
All Banks	8:30 AM local time* - 11:00 PM ET (Mon-Fri, bank business days only)
Payment Protection Posting Time	
All Banks	9:00 AM local time
All payment decisions (except Alaska) must be made by 2:00 PM local time. Alaska by 1:00 PM local time.*	

* Local time is based on where the account is located in Key.

The screenshot shows the 'Payment Protection Report' screen. It includes a 'Report Options' section with a 'Select Account' dropdown menu, 'Check #' and 'Check Amount' input fields, and a 'view' button. Below the form, there is a note: 'Choose options above and click "view".' and a 'main page' button.

2. Select **View** to display the report of all paid items.

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Dashboard | Reporting & Research | **Payables** | Receivables | File Services | Card Services | Specialized Services

Payment Protection Report

Report Options

Showing
Account: GHI 123 Company Test - 3030303030
[edit](#) [clear](#)

Today's Date: Sep 30, 20XX generated 2:30pm EST << < Pg 1 of 6 > >>

Use the checkboxes to select which items on this page to return and click "Next".

Return	Chk	Presented	Check #	Check Amt
<input type="checkbox"/>		09/29/20XX	11223343	\$6,234.89
<input type="checkbox"/>		09/29/20XX	11223346	\$4,791.12
<input type="checkbox"/>		09/29/20XX	11223351	\$12,000.00
<input type="checkbox"/>		09/29/20XX	11223353	\$33,000.00
<input type="checkbox"/>		09/29/20XX	11223362	\$110.00
<input type="checkbox"/>		09/29/20XX	11223364	\$13,689.22
<input type="checkbox"/>		09/29/20XX	11223366	\$10,000.00
<input type="checkbox"/>		09/29/20XX	11223370	\$231,000.00

[next](#) [cancel](#)

Show Posting/Decision Times

[main page](#)

3. From this screen, you can make individual return decisions by using the **checkboxes** to select which items to return and then clicking **next**. You can also view an image or additional details for the suspect items by clicking on the **camera icon** for the item that you wish to view.

NOTE: E-checks have been converted from paper items to ACH transactions; therefore, there are no associated images. Clicking on the e-check **camera icon** will provide additional details, including the type of ACH transaction.

If an image for a check (not an e-check) is not available, please contact Commercial Banking Services at 1-800-539-9039 and notify the representative.

Item detail

KeyNavigator® KeyBank  Service Center My Profile Sign Off

Dashboard Reporting & Research Payables Receivables File Services Card Services Specialized Services

[return to listing](#)

Check Image

print images

Account: GHI 123 Company Test - 3030303030
Check Number: 11223343
Check Amount: \$6,234.89
Present Date: Sep 29, 20XX

123 Test Company KeyBank 11223343
SAMPLE VOID Date: 09/24/20XX
123 Anywhere St
Anytown, State 12345

Pay Six Thousand Two Hundred Thirty Four Dollars and 89 Cents \$6,234.89

Pay Test Payee 123
to the 123 Anywhere St
order of Anytown, State 12345

Memo _____ *Your Signature* _____
Void after 90 days

⑆04 100 1039⑆ 3030303030⑈

FRB CLEVELAND
000000 000000

0463923417

9999999999
0000-0000-0
COAST BANK
9999999999

DO NOT WRITE
DI POSITIVE PAY BANK EMPLOYEE

PAY TO THE ORDER OF
COAST BANK
FOR DEPOSIT ONLY
BERGER CO.
9999999999

PROCESSED BY
PAYOR BANK

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4. Select **Next** after marking the items to be returned.

5. The **Review Information Screen** is displayed. Items will not returned until you select **Submit**.

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Payment Protection Report

Review Information

Today's Date: Sep 30, 20XX

GHI 123 Company Test - 3030303030

Action	Presented	Check #	Check Amt
Return	09/29/20XX	11223343	\$6,234.89
Return	09/29/20XX	11223346	\$4,791.12
Return	09/29/20XX	11223351	\$12,000.00
Return	09/29/20XX	11223353	\$33,000.00
Pay	09/29/20XX	11223362	\$110.00
Pay	09/29/20XX	11223364	\$13,689.22
Pay	09/29/20XX	11223366	\$10,000.00
Pay	09/29/20XX	11223370	\$231,000.00

[submit](#) [edit](#)

[main page](#)

6. Select **Submit**. Once submit is selected on the Review Information Screen, you will see a **Confirmation Screen**.

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Payment Protection Report

Confirmation

Today's Date: Sep 30, 20XX

Items submitted for processing - use the Print link above to print a copy for your records.

GHI 123 Company Test - 3030303030

Action	Presented	Check #	Check Amt
Return	09/29/20XX	11223343	\$6,234.89
Return	09/29/20XX	11223346	\$4,791.12
Return	09/29/20XX	11223351	\$12,000.00
Return	09/29/20XX	11223353	\$33,000.00
Pay	09/29/20XX	11223362	\$110.00
Pay	09/29/20XX	11223364	\$13,689.22
Pay	09/29/20XX	11223366	\$10,000.00
Pay	09/29/20XX	11223370	\$231,000.00

[done](#)

[main page](#)

7. From the Confirmation Screen, you can go back to the Fraud Services main page by selecting **Main Page** or return to the Payment Protection report screen by selecting **Done**.

7. Glossary of Terms

ARP — Account Reconciliation Plan (the name of Key's Reconciliation service)

CDA — Controlled Disbursement Account

DDA — Demand Deposit Account

E-Check — ACH items

EPA — Electronic Payment Authorization

Issue — Data you provide related to checks issued from your Key account

Key — KeyBank

PNV — Payee Name Verification