



# First Horizon BusinessConnect<sup>SM</sup>

Check Positive Pay





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## CHECK POSITIVE PAY

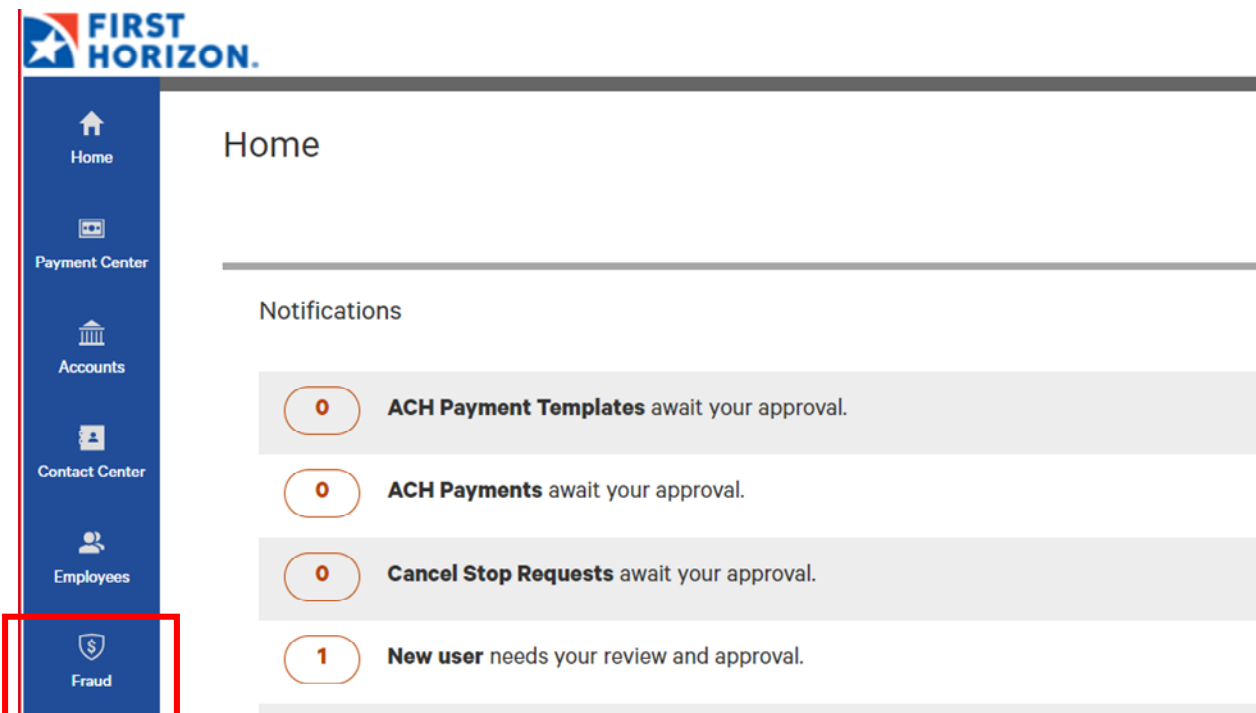
Check Positive Pay allows clients to combat check fraud by matching actual checks presented to the Bank against the client provided check issue listing. Exceptions (suspect items) to this daily matching process are presented to the client to decide if the check should be paid or returned. Check Issues/Voids can be uploaded in the system via the File Import functionality or they can be manually created in the Payment Fraud Control Widget.

### MAKING DECISIONS ON SUSPECT ITEMS

**Decisions on suspect items must be made by the cutoff time.** If a decision is not made by this time, the default decision specified by the client during the implementation of their service will be made.

To make decisions on suspect items from the Today's Decisions List:

1. Select **Fraud** from the **Fraud** menu.



2. The Payment Fraud Control widget appears.
3. The widget displays a line for each entitled account and displays the following information:
  - o **Actions**- view to take action on the item
  - o **Status** - the status of decisions for the account
  - o **Account Number** - the account number
  - o **Account Name** - the name of the account
  - o **Items** - the total number of suspect items for the account
  - o **Pay** - the total number of paid decisions made for the account
  - o **Return** - the total number of return decisions made for the account
  - o **Cutoff Time** - The time that decisions must be submitted



4. Select **View** on an **Account** for which you want to view suspect items.  
OR select the **Positive Pay Items** hyperlink to view all Check Positive Pay exceptions.

Payment Fraud Control Add Widget

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Payment Fraud Control ⚙️

[Today's Decisions](#) [Decision History](#) [ACH Positive Pay Decision History](#)

View All: [Accounts by Type](#) | [Positive Pay Items](#) | [ACH Positive Pay Items](#)

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Filter  All Accounts  Filters

Actions	Status	Account Number	Account Name	Items	Pay	Return	Cutoff Time	⚙️
<a href="#">View</a>	No Items	0000000015369	LBX Account	0	0	0		
<a href="#">View</a>	No Items	0000000015369	LBX Account	2	0	0		
<a href="#">View</a>	No Items	0000000022616	CDA Account	10	4	1		
<a href="#">View</a>	No Items	0000000022616	CDA Account	7	1	2		
<a href="#">View</a>	No Items	0000000027421	CDA Test	5	4	1		

Viewing 1-50 of 101 records Display 50 per page Page 1 of 3

5. The details open.
6. At the bottom of the list, perform one of the following actions:
  - Click **Pay** to pay the selected item.
  - Click **Pay and Issue** to pay the item and submit check issue details to the bank.
  - Click **Return and the appropriate Return Reason** to return the item without payment.
  - Click **Approve** to approve the item. This function approves the selected decision.
    - If the selected item has Pay and Issue as the status, the Pay and Issue status will remain for the item following approval and extraction.
    - Users will be able to filter the Decision column for Pay and Issue status on the positive pay Decision History screen.
7. Click **Unapprove** to cancel the approval of an item.  
or  
Click **View Items** to see any check images associated with the item.
8. After clicking one of the actions, the decisions are submitted.

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### NOTE

Check the **Status** column to ensure the check is in a Released status.

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## CREATE MANUAL CHECK ISSUES AND VOIDS

On the Home page select **Fraud** from the menu options on the side of screen.

The screenshot shows the First Horizon BusinessConnect interface. On the left is a vertical navigation menu with icons and labels for Home, Payment Center, Accounts, Contact Center, Employees, and Fraud. The Fraud option is highlighted with a red box. The main content area is titled 'Home' and contains a 'Notifications' section with five items:

- 0 ACH Payment Templates await your approval.
- 0 ACH Payments await your approval.
- 0 Cancel Stop Requests await your approval.
- 0 Check Issues/Voids await your approval.
- 1 New user needs your review and approval.

Scroll to the **Check Issue Management** widget that lists the following information for each item.

- **Type** – whether issue or void
- **Status**
- **From Account**
- **Serial Number**
- **Amount** – Amount of check
- **Date** – Date of the issue or invoice
- **Payee Name**
- **Memo**
- **Entry Method**
- **Job ID**
- **Account name** – Name of the account the check was issued on



## Select Add Check Issue/Void

To **add a check issue** enter data into all applicable fields.

← Check Issue/Voids

### Enter Issued Checks

Show Optional Fields

\* From Account  \* Serial Number  \* Date  \* Amount  [Clear](#)

Payee Name  Memo

1. **From Account\***
2. **Serial Number\***
3. **Date \***
4. **Amount \***
5. **Payee**
6. **Memo**

\*Required Field.

If additional check issues are required, select the number of issues to be added and select **Add**. Complete data entry of all additional transactions.

← Check Issue/Voids

### Enter Issued Checks

Show Optional Fields

\* From Account  \* Serial Number  \* Date  \* Amount  [Clear](#)

Payee Name  Memo

Add  Issue(s) [Add](#)

Total of 20 Check Issues allowed: 1 entered, 19 remainin



To enter a void, scroll down to **Enter Check Voids** and enter data into all applicable fields.

### Enter Check Voids

Show Optional Fields

\* From Account  \* Serial Number  ✕

Date  Amount  Memo

1. From Account\*
  2. Serial Number\*
  3. Date (Date should be today's date)
  4. Amount
  5. Memo
- \*Required Field.

If additional voids are required, select the number of voids to be added and select **Add**. Complete data entry of all additional transactions.

### Enter Check Voids

Show Optional Fields

\* From Account  \* Serial Number  ✕

Date  Amount  Memo

\* From Account  \* Serial Number  ✕

Date  Amount  Memo

Add  Void(s)

Total of 20 Check Voids allowed: 2 entered, 18 remaining.



After completing all data entry, scroll to bottom of screen and select **Submit** to submit all transactions.

\* From Account  \* Serial Number

Date  Amount  Memo

Add  Void(s)

Total of 20 Check Voids allowed: 2 entered, 18 remaining.

0 Issued Checks | 2 Voided Checks