

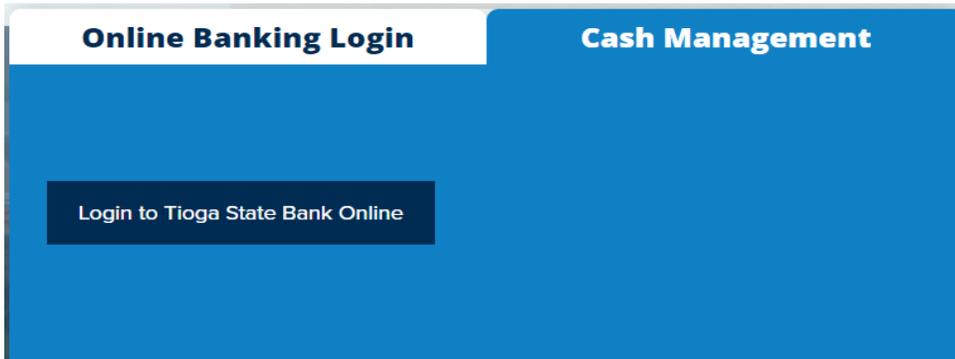


**NetTeller  
Cash Management System  
Quick Reference Guide**

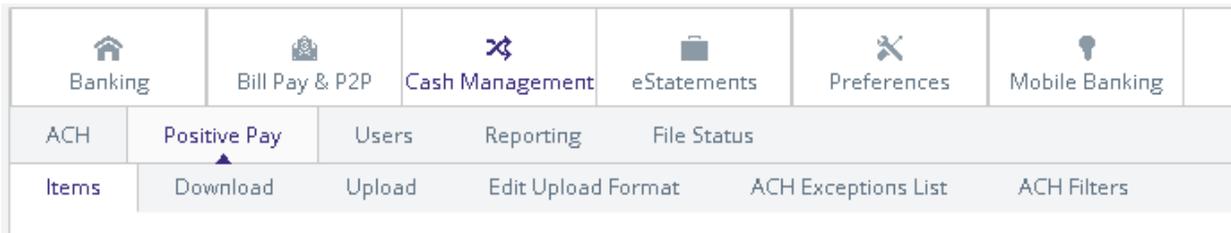
## Positive Pay/ARP Procedures

### Managing ARP/Positive Pay Items

1. Log into **Cash Management**. Making sure you select the *Cash Management Tab* at sign in.



2. Go to the *Cash Management Tab* and then click on the **Positive Pay** tab

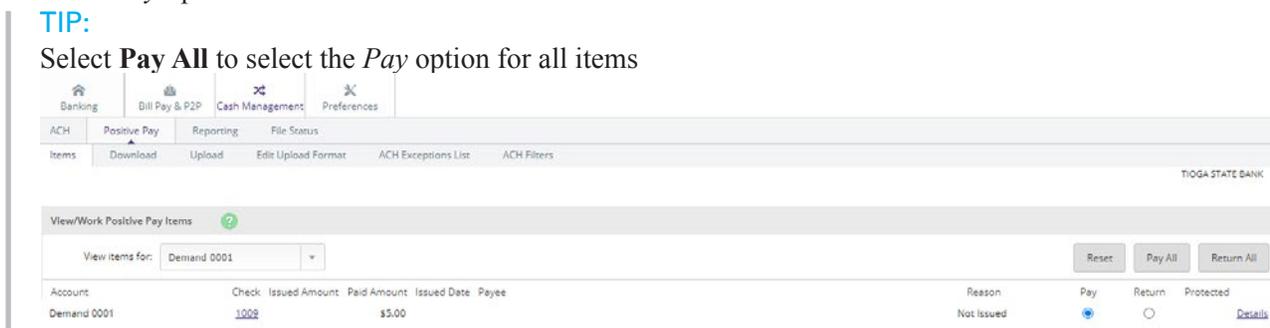


### Paying Items

1. Select the *Pay* option next to the desired item.

**TIP:**

Select **Pay All** to select the *Pay* option for all items



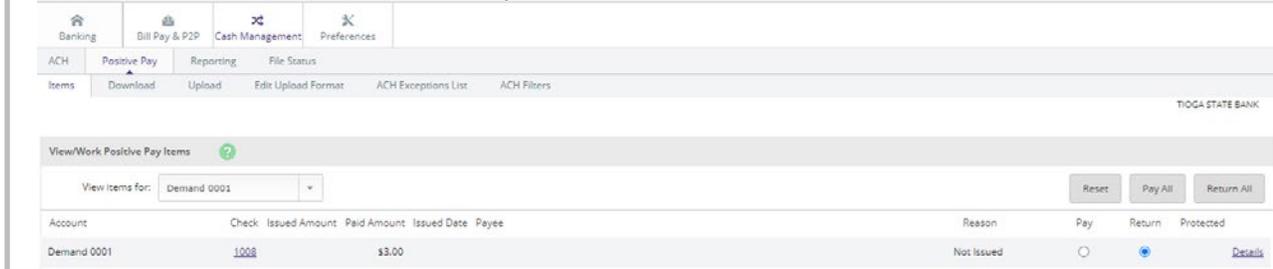
2. Select **Submit**.

## Returning (Not Paying) Items

1. Select the *Return* option next to the desired item.

**TIP:**

Select **Return All** to select the *Return* option for all items.



2. Select **Submit**.

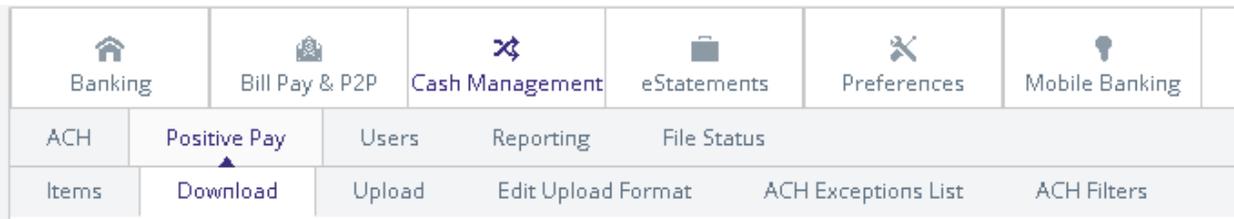
## Viewing Details

1. Select **Details** next to the desired item.

## Downloading Positive Pay Files

The **Download** submenu displays downloaded **Positive Pay** files for a specific account and allows you to download or view the contents of the file.

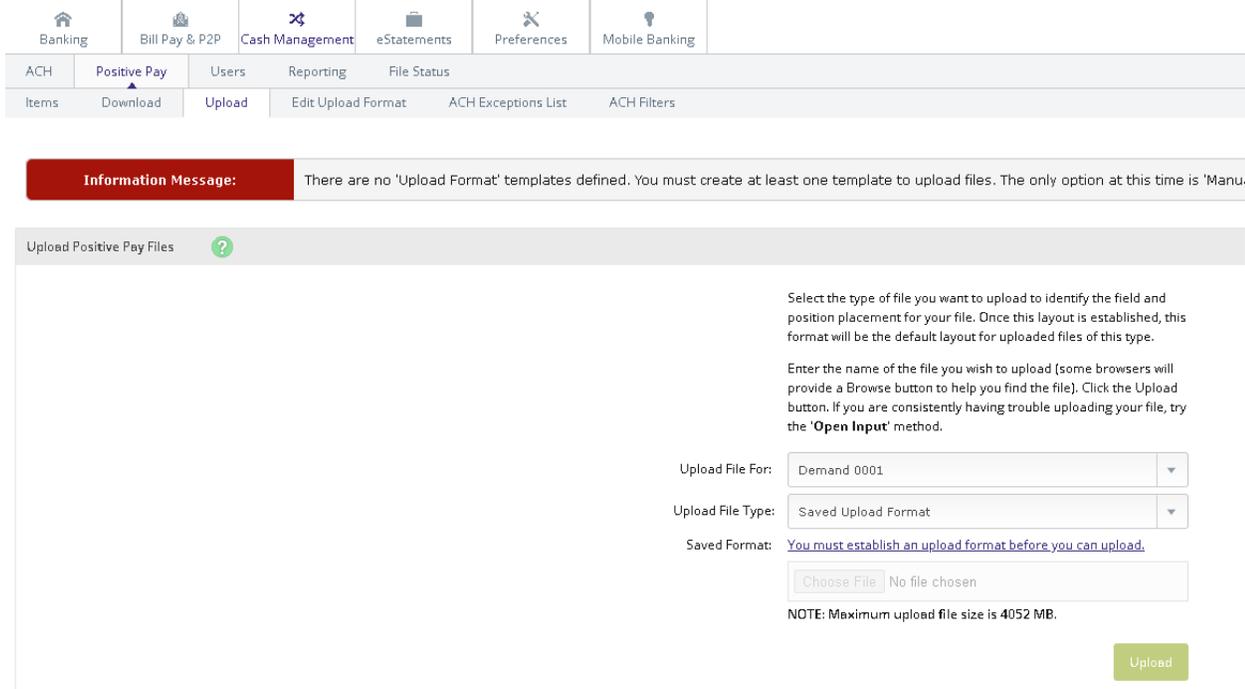
1. Go to *Cash Management Tab*, then *Positive Pay*, and then click on **Download**.



2. Select the desired account to **View Download For**.
3. Select **Download** next to the desired file.  
A message appears at the bottom of the screen.
4. Choose one of the following options:
  - Select **Open** to open the file in Notepad.
  - Select **Save** to save the file.

## Uploading a Positive Pay Files

1. Go to *Cash Management Tab* and then click on **Upload**



The screenshot shows the TSB Cash Management System navigation menu. The 'Cash Management' tab is selected, and the 'Upload' option is highlighted under the 'Positive Pay' sub-tab. Below the menu, a red 'Information Message' box states: "There are no 'Upload Format' templates defined. You must create at least one template to upload files. The only option at this time is 'Manu...". The main content area is titled "Upload Positive Pay Files" and contains instructions: "Select the type of file you want to upload to identify the field and position placement for your file. Once this layout is established, this format will be the default layout for uploaded files of this type." and "Enter the name of the file you wish to upload (some browsers will provide a Browse button to help you find the file). Click the Upload button. If you are consistently having trouble uploading your file, try the 'Open Input' method." Below the instructions are three dropdown menus: "Upload File For:" (set to "Demand 0001"), "Upload File Type:" (set to "Saved Upload Format"), and "Saved Format:" (with a link "You must establish an upload format before you can upload."). A "Choose File" button is disabled, showing "No file chosen". A note states "NOTE: Maximum upload file size is 4052 MB." and an "Upload" button is visible at the bottom right.

2. Select the desired account for **Upload File For.**
3. Choose one of the following options for **Upload File Type:**
  - CSV File
  - Fixed Position File
  - Manual Entry
  - Open Input - Try this method if you are experiencing issues uploading your CSV or Fixed Position file.
4. Choose a situation and follow the corresponding steps.

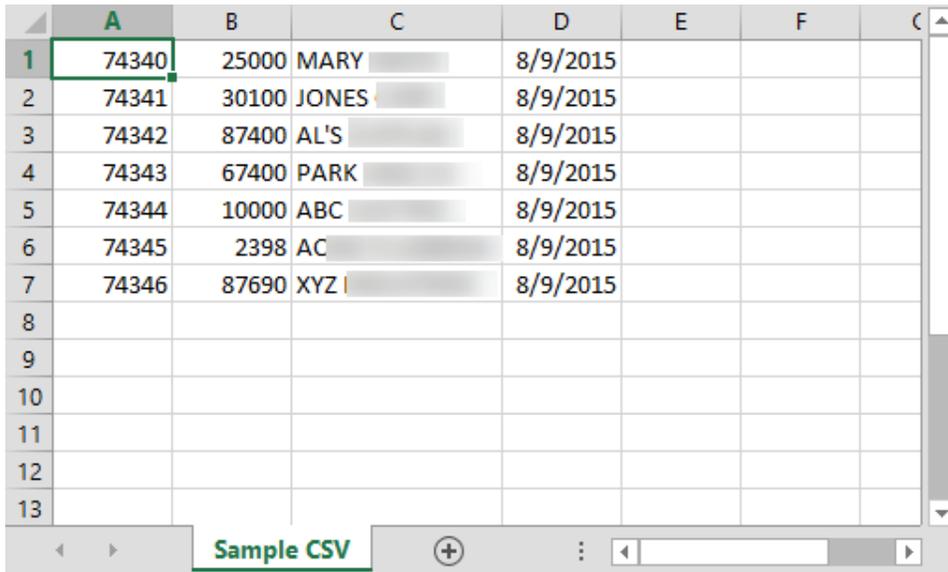
## SITUATION STEPS

### Uploading Files using CSV or Fixed Position

1. Select **Browse**, and then select the desired file.

#### CSV FILES

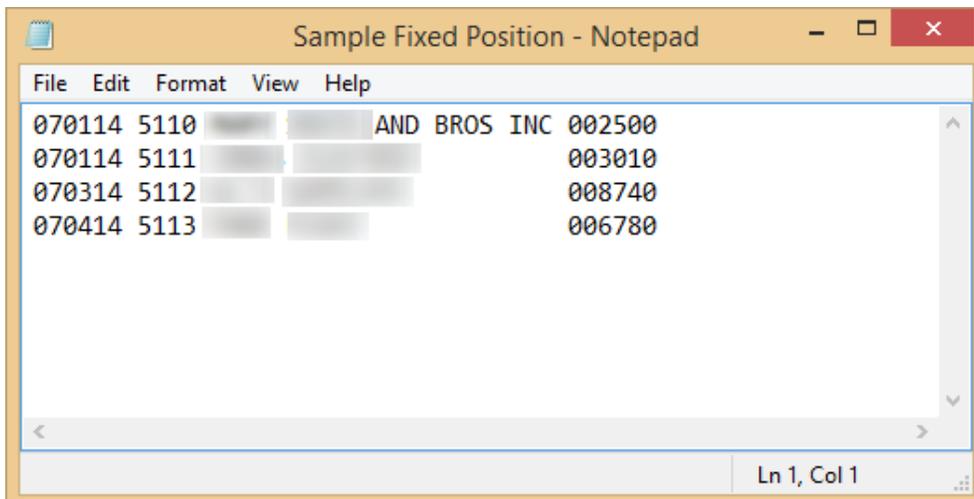
A CSV file is created within Excel®. The information is located within specific columns. In this example; the item number is found in the first column, while the item amount is found in the second column.



	A	B	C	D	E	F	G
1	74340	25000	MARY	8/9/2015			
2	74341	30100	JONES	8/9/2015			
3	74342	87400	AL'S	8/9/2015			
4	74343	67400	PARK	8/9/2015			
5	74344	10000	ABC	8/9/2015			
6	74345	2398	AC	8/9/2015			
7	74346	87690	XYZ	8/9/2015			
8							
9							
10							
11							
12							
13							

#### FIXED POSITION FILES

A fixed position file is created within Notepad. The information is located within a specific position of the line. In this example, the issue date begins in position 1 and ends in position 6, while the item number begins in position 8 and ends in 11



2. Enter the item information.

**Upload Positive Pay Files**

Upload File For: Operations 2

Check Number:	Date Issued:	Check Amount:	Type:	Payee:
1 6258	03/01/2016	100.00	Debit	John Doe
2 6259	03/01/2016	100.00	Debit	Jane Doe
3			Debit	
4			Debit	
5			Debit	
6			Debit	
7			Debit	
8			Debit	
9			Debit	
10			Debit	
11			Debit	

1 2 3 4 5 6 7 8

Upload
Reset
Cancel

3. When input is complete, click on **Upload**.
4. You will be taken back to the *File Status Tab*
5. Click on **Refresh List** until the *Status Column* says **View Details**

File Name	Format	Type	Related Account	Upload Date	Status
ArjManualEntry_TEST1_200910.dat	Text	ARP	Demand 0001	9/10/2020 2:20:06 PM	<a href="#">View Details</a>

6. Click on the **View Details** link for the file you just uploaded
7. Review the info and then click on **Approve**

Status	Check Number	Date Issued	Payee	Amount
Successful	0000005000	09/10/2020	Test from Jeff	\$100.00

Total: 1 check(s) \$100.00

Approve
Cancel

**IMPORTANT:** If this step is missed after uploading any file, the info for any checks issued will not get sent to our system to use for verification so the items will kick out as an exception. **TIP**



## SITUATION STEPS

### Uploading Files Using Open Input

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1. Open the CSV or Fixed Position file you are trying to upload in a text editor, such as Notepad.
2. Copy the contents of the file and paste it into our online text box.
3. Select **Upload**. Once the file uploads, the file upload status appears.  
NOTE: Select View Details to review the items.
4. Verify that the item information is correct, and then select **Approve**.  
NOTE: A file must be approved prior to uploading another issued items file.

### Editing Upload Format

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The Upload entitlement on the Cash Manager > Users > Default screen must be enabled to view the Edit Upload Format submenu.

You can create as many upload format templates as you want, which provides a lot more flexibility with how you manage the item files you work with.

1. Go to the *Cash Management* tab and click on **Positive Pay**
2. Next click on **Edit Upload Format**
3. Choose the file type you would like to edit
  - CSV File
  - Fixed Position
  - Delimited - This feature allows you to create and store custom ACH file formats for uploading ACH files, increasing flexibility to accept a wider variety of issued item files.
4. Edit the fields, as necessary.

#### CSV File

Edit CSV File Upload Format:

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Account Number:

Account Type:  Chk:  Sav:  Christmas Club:  GL:

Debit / Credit:  Debit Indicator:  Credit Indicator:

Item Number:

Item Amount:

Issue Date:  Date Format:

Void Date:  Date Format:

Payee:

Payee Address 1:

Payee Address 2:

Payee Address 3:

Payee Address 4:

Void Indicator:  Yes Indicator:

Stop Indicator:  Yes Indicator:



## Fixed Position File

Edit Fixed Position File Upload Format:

	Begin	End				
Account Number:	<input type="text" value="0"/>	<input type="text" value="0"/>				
Account Type:	<input type="text" value="0"/>	<input type="text" value="0"/>	Chk: <input type="text"/>	Sav: <input type="text"/>	Christmas Club: <input type="text"/>	GL: <input type="text"/>
Debit / Credit:	<input type="text" value="0"/>	<input type="text" value="0"/>	Debit Indicator: <input type="text"/>	Credit Indicator: <input type="text"/>		
Item Number:	<input type="text" value="8"/>	<input type="text" value="11"/>				
Item Amount:	<input type="text" value="37"/>	<input type="text" value="41"/>				
Issue Date:	<input type="text" value="1"/>	<input type="text" value="6"/>	Date Format:	<input type="text" value="yyymmdd"/>		
Void Date:	<input type="text" value="0"/>	<input type="text" value="0"/>	Date Format:	<input type="text"/>		
Payee:	<input type="text" value="13"/>	<input type="text" value="35"/>				
Payee Address 1:	<input type="text" value="0"/>	<input type="text" value="0"/>				
Payee Address 2:	<input type="text" value="0"/>	<input type="text" value="0"/>				
Payee Address 3:	<input type="text" value="0"/>	<input type="text" value="0"/>				
Payee Address 4:	<input type="text" value="0"/>	<input type="text" value="0"/>				
Void Indicator:	<input type="text" value="0"/>	<input type="text" value="0"/>	Yes Indicator:	<input type="text"/>		
Stop Indicator:	<input type="text" value="0"/>	<input type="text" value="0"/>	Yes Indicator:	<input type="text"/>		

**Selected fields are defined in the following list.**

### Format Name

Enter the desired format name. You cannot create duplicate format names.

### Account Number

Enter the account number, which can be longer than the core length.

### Debit/Credit

Select the debit or credit option, and then enter the indicators.

### Payee

Enter the payee, which can be longer than the core length.

### Void Indicator

Select the void indicator and yes indicator.

### Stop Indicator

Select the stop indicator and yes indicator.

### Amount Format

- Select Default for no format validation.
- Select Decimal Included to ensure that items are in X.XX format.
- Select Decimal Not Included to determine whether accounts should be considered as Whole Dollar or Implied Decimal.

### Field Delimiter

- Select Comma (,) (default).
- Select Dash (-).
- Select Semicolon (;).
- Select Tab.

### Text Qualifier

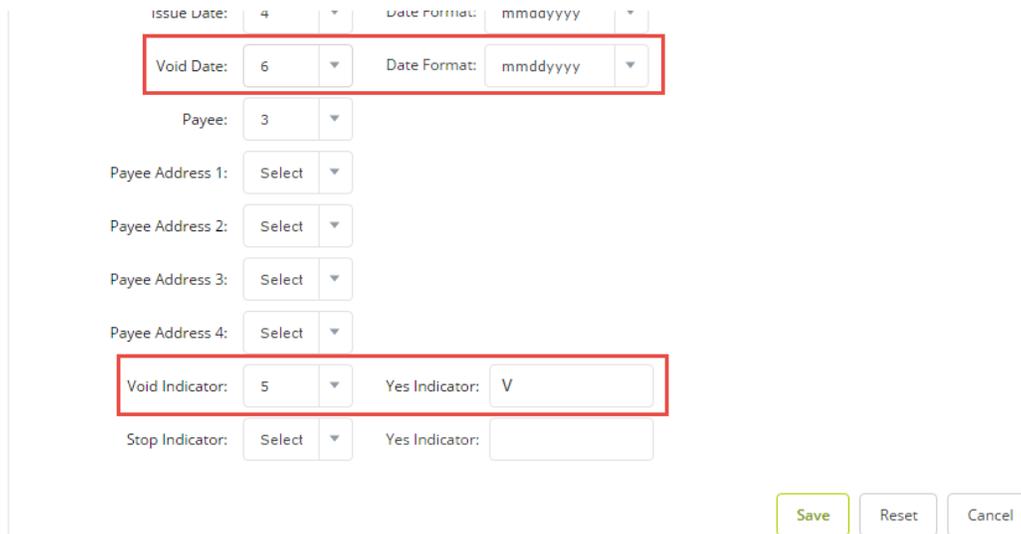
- Select None (default).
- Select Double Quote (“”).
- Select Single Quote (‘).

5. Select **Save**.

## Void Issued Items

There may be times when an item must be voided. Items can be voided through our online even if they have already been uploaded.

If voiding an item within a file, a *Void Date* and *Void Indicator* must be included in both the file and file format.



Issue Date: 4 Date Format: mmdyyyyy

Void Date: 6 Date Format: mmdyyyyy

Payee: 3

Payee Address 1: Select

Payee Address 2: Select

Payee Address 3: Select

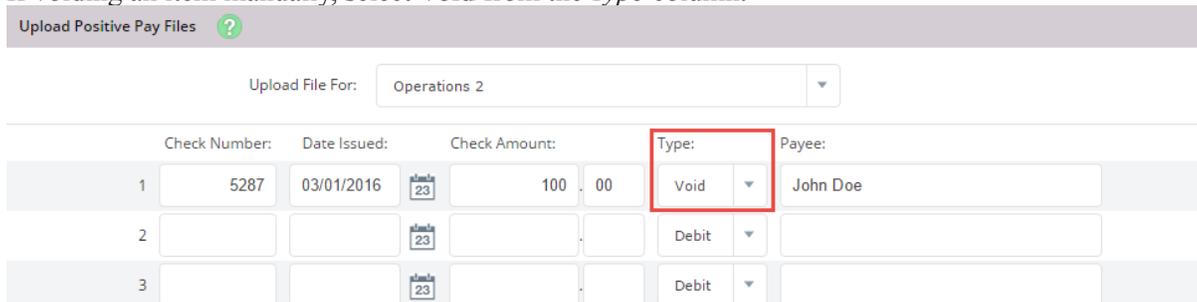
Payee Address 4: Select

Void Indicator: 5 Yes Indicator: V

Stop Indicator: Select Yes Indicator:

Save Reset Cancel

If voiding an item manually, select **Void** from the *Type* column.



Upload Positive Pay Files ?

Upload File For: Operations 2

	Check Number:	Date Issued:	Check Amount:	Type:	Payee:
1	5287	03/01/2016	100.00	Void	John Doe
2				Debit	
3				Debit	

When done with inputting info for the item to be voided, click on **Upload**. Additionally, be sure to **Approve** the file to be uploaded so it gets sent to our system.