Important Information

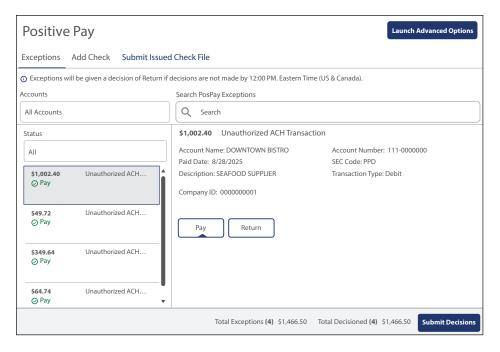**Positive Pay Cutoff Time and Exception Items**

Cutoff Time:
- 12:00 p.m.

Exception Items:
- Exception items can be decisioned/processed via both online banking and the Rockland Trust Mobile Banking app

Positive Pay - Exceptions Processing

Use the Exceptions Processing page to manage exception item activity. You can make pay and return decisions on all items from this page.
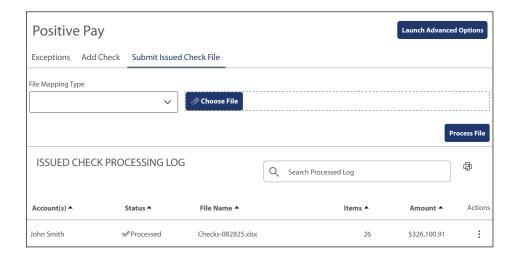

1. On the online banking homepage, select the **'Commercial'** button on left navigation menu, then select **'Positive Pay'**

2. To process an exception, select the exception item from beneath the **'Status'** section. Once selected, the transaction details will populate on the right-hand side

3. Review the transaction details for accuracy and select either **'Pay'** or **'Return'** for each item

4. Once you have decisioned all exception items, select the **'Submit Decisions'** button

Notes

- If you would like to receive text notifications regarding your Positive Pay exceptions:
  - Email us at **TreasuryOperations@RocklandTrust.com**
  - Send us a message through online banking

For additional installation instructions please see the reverse side of this insert.

Positive Pay - Submit Issued Check File

The Submit Issued Check File screen is used to upload issued check files.

Positive Pay

Launch Advanced Options

Exceptions   Add Check   Submit Issued Check File

File Mapping Type

[⌄]   🖉 Choose File

Process File

ISSUED CHECK PROCESSING LOG

🔍 Search Processed Log

Account(s) ▲	Status ▲	File Name ▲	Items ▲	Amount ▲	Actions
John Smith	✔ Processed	Checks-082825.xlsx	26	$326,100.91	⋮

1. On the online banking homepage, select the **'Commercial'** button on left navigation menu

2. Select **'Positive Pay'**, then **'Submit Issued Check File'**

3. Select the appropriate **'File Mapping Type'** in the drop-down menu

4. Select **'Choose File'** to upload the file containing your issued checks

5. Once you see the file has populated, select **'Process File'**

6. Within the **'Issued Check Processing Log'**, you can see the results of your check file upload