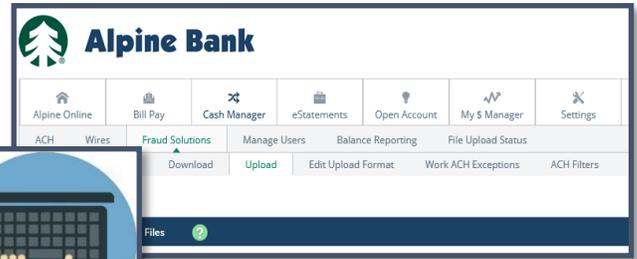# Check Fraud Solutions

Step 1: Upload Outstanding Checks

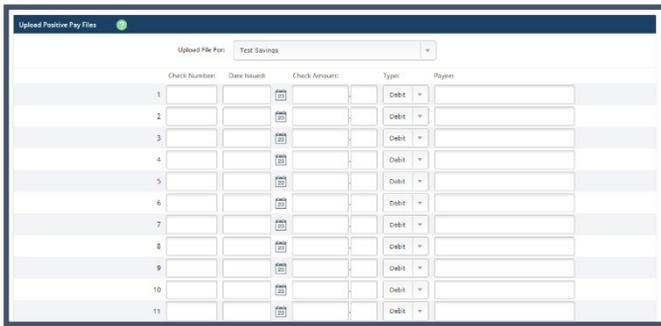From "Cash Manager" select "Fraud Solutions" and "Upload"

Choose the account and file type you are using to upload your file. Use the following options to choose the appropriate upload format.

Option 1: Manual Entry

Enter the check number, issue date, amount and payee name.

Complete this step for each check you have issued or plan to issue. Then, select "Upload".
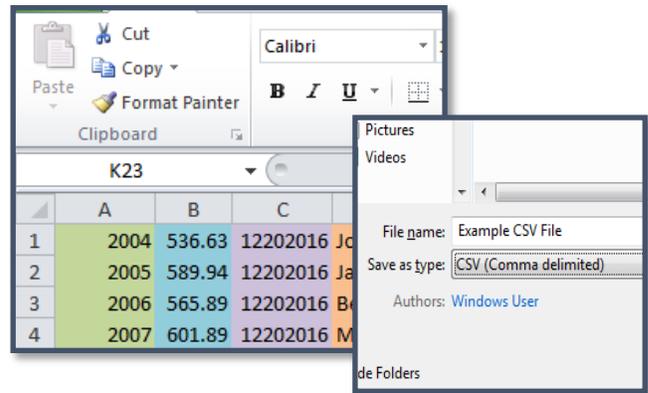
Option 2: CSV File - Creation

CSV files are created as Excel spreadsheets. Include the check number, amount, issue date and payee in separate columns.
Save the file as a "CSV (Comma Delimited)".
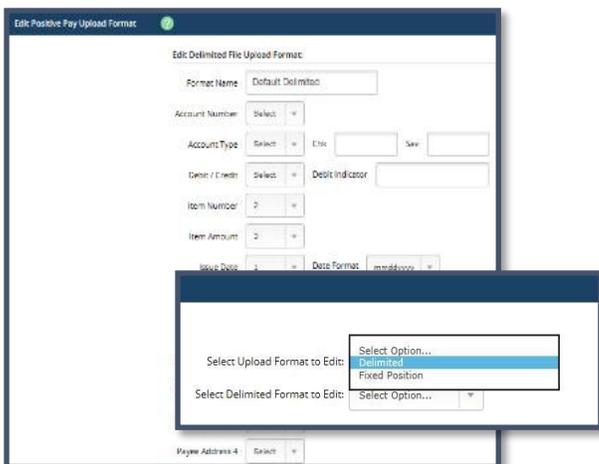
An example CSV file is shown to the right.

CSV File – Edit Upload Format

The Upload format must match the CSV file format so all information pulls over correctly.
To set your Upload Format, select "Edit Upload Format," and choose "Delimited" from the drop-down menu. Match the column numbers from the CSV file with each type of information. (Example: Column A=1, Column B=2, Column C=3, etc.)
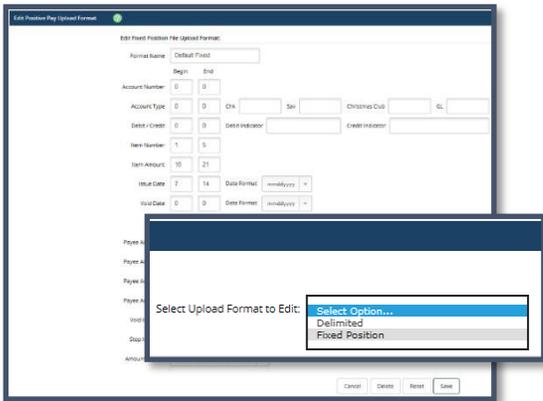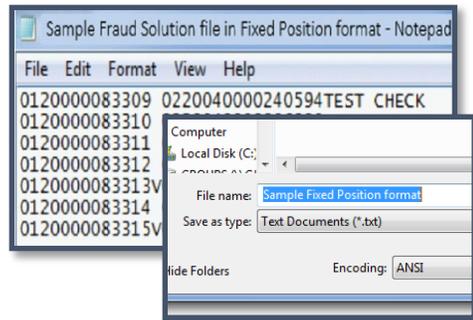
 "Save" the upload format.

Check Fraud Solutions

Option 3: Fixed Position File

Fixed Position files are typically created in accounting software. To upload a fixed position file into Fraud Solutions, follow the steps below:

An example fixed position file is shown to the right.


Fixed Position File – Edit Upload Format

The Upload Format must match the fixed position file format so all information pulls over correctly.

To set your Upload Format, click "Edit Upload Format" and choose "Fixed Position" from the drop-down menu.

"Save" the Upload Format.

Step 2: Upload Status

Once your checks have been uploaded, the file upload status will display as **"Queued."** Click "Refresh List" until "View Details" is displayed. This indicates the checks were uploaded successfully. Then, select "View Details".
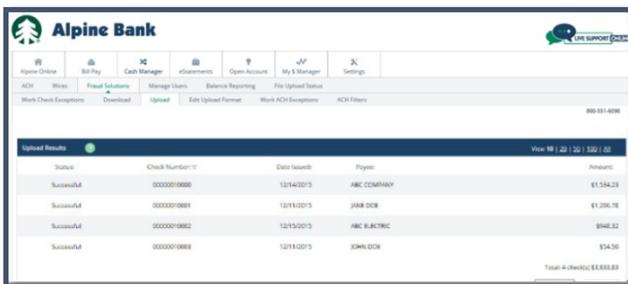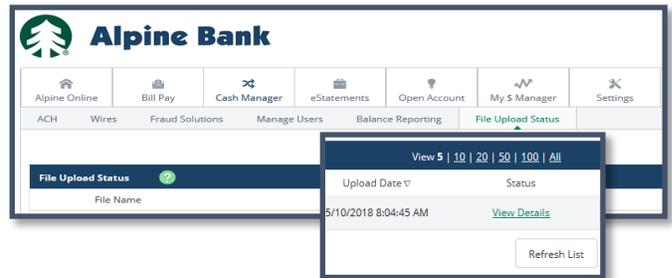
Step 3: Approve the Check File

Review and verify the uploaded checks. If all information is correct, click "Approve".

Note: To allow sufficient time to process the file, please upload it at least one day in advance of when you plan to issue your checks.
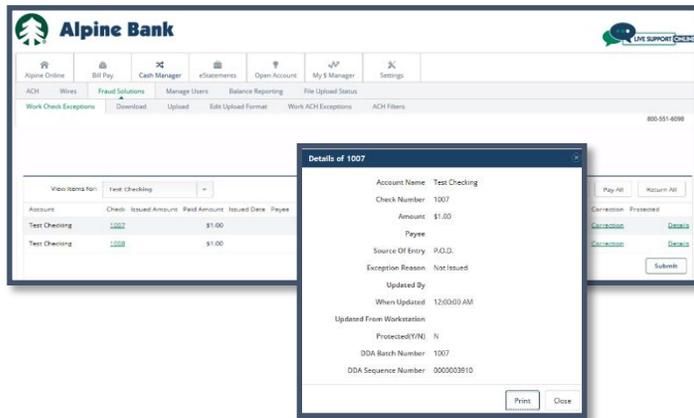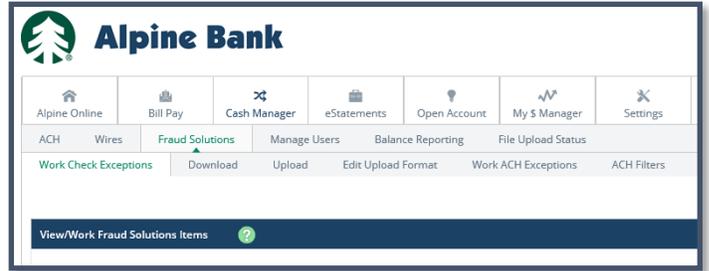
Check Fraud Solutions

Step 4: View Check Exceptions

To review exception items, click **"Cash Manager,"** **"Fraud Solutions"** and **"Work Check Exceptions."**

If you see a message stating there are no items to work, no further action is needed.

If there are exception item(s) listed, this means a check that was not in your upload file is trying to post to your account or something does not match.

"Details" will provide more information on the check, and clicking on the check number will allow you to view the check image.

Step 5: Work Check Exceptions

Choose **"Pay"** or **"Return"** for each exception item(s), then click **"Submit."**

Exception items must be reviewed between 6:00 AM and 12:00 PM Mountain Time. If the items are not reviewed by 12:00 PM, they will be returned.
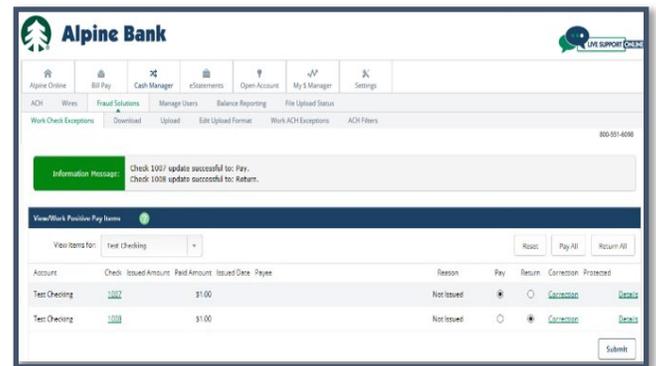
Helpful Tip:

We highly recommend setting up alerts. To receive an alert when you have a Fraud Solutions exception, log in to your Online Banking, select **"Settings,"** **"Alerts"** and **"Events."** You may choose to receive the "Check Exception Review" and "Exception Review Time Ending" alerts by email, login or text. Then "Submit".

Questions?

Please contact us at (833) 325-7902.

Thank you for your business!