

ACCOUNT RECONCILIATION POSITIVE PAY UPGRADE

Quick Reference Guide

This guide is intended to highlight some of the common functionalities of the ARP system. For more information on all of the features, please see the full User's Guide which is available on the www.fhb.com/ed-center help page.

Table of Contents

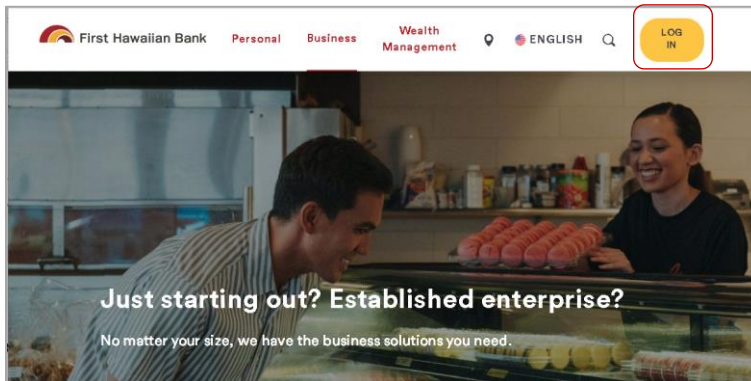
LOGIN	2
ISSUE MAINTENANCE.....	4
IMPORT AN ISSUE FILE	4
VALIDATE PRIOR IMPORTED ISSUE FILES	6
ENTER INDIVIDUAL ISSUE/VOID.....	7
ISSUE MAINTENANCE.....	9
GENERATE OUTSTANDING ISSUES REPORT	11
POSITIVE PAY EXCEPTIONS	12
DECISION INDIVIDUAL EXCEPTION ITEM	12
DECISION MULTIPLE EXCEPTION ITEMS	15
CORRECT MISREAD CHECK SERIAL NUMBER	17
CORRECT MISREAD DOLLAR AMOUNT	20
GENERATE EXCEPTION DECISIONS REPORT	22
ACCOUNT RECONCILIATION REPORTS.....	24
GENERATE RECONCILIATION STATEMENT.....	24
GENERATE OUTSTANDING ISSUES REPORT	27
GENERATE PAID CHECK REPORT.....	28
USER MAINTENANCE	30
ADD NEW USER.....	30
MODIFY/DELETE USER	35

LOGIN

Access to the Account Reconciliation Positive Pay (ARP) system is through the FHB Commercial Online Banking.

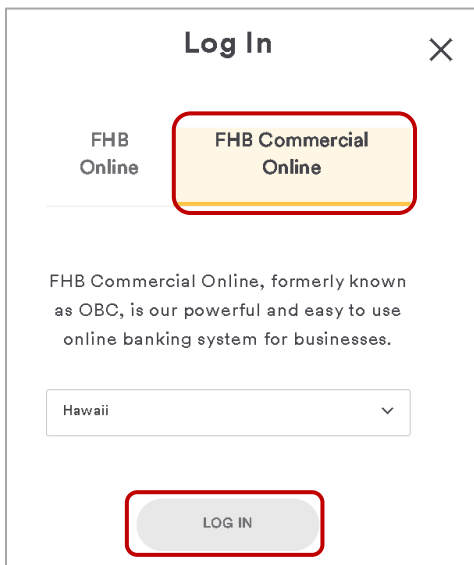
Go to **www.FHB.com**

Select **LOG IN**

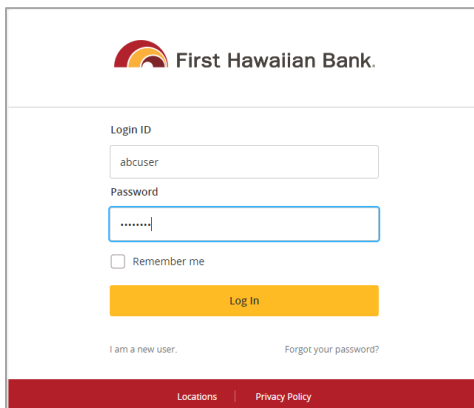


Select **FHB Commercial Online**

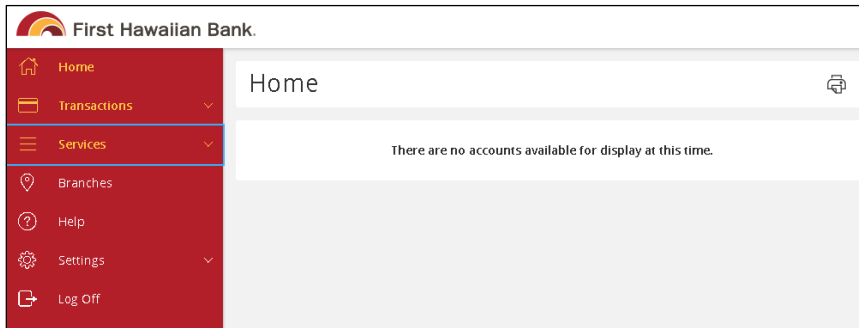
Select **LOG IN**



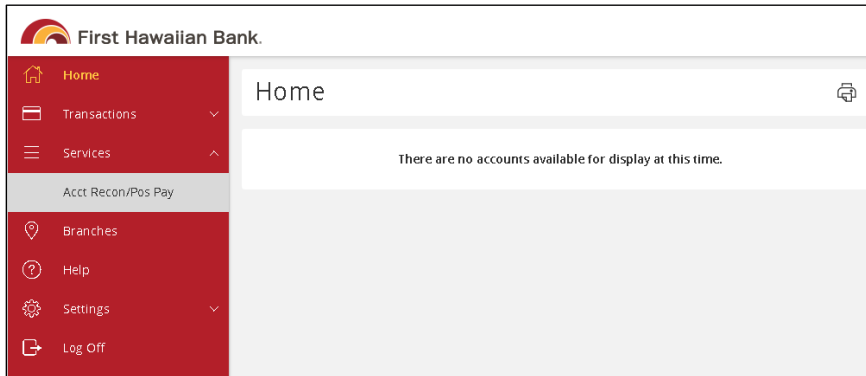
Enter your **Login ID** and **Password**



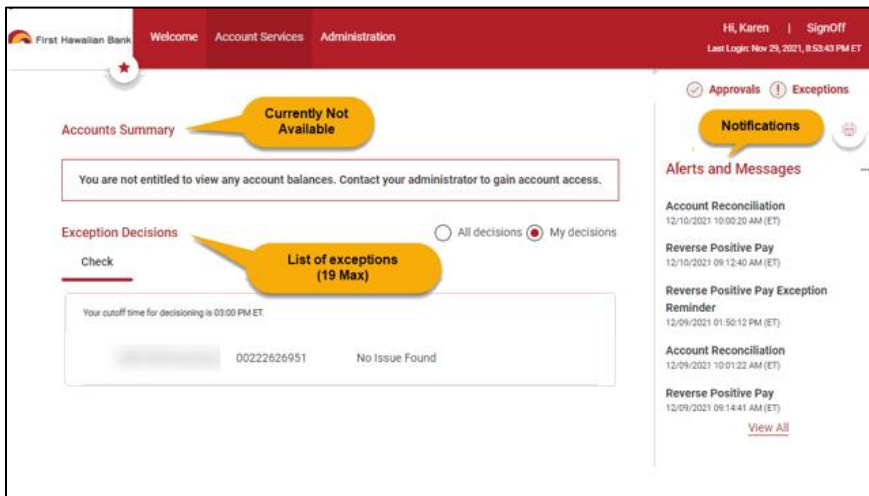
Select Services



Select Acct Recon/Pospay



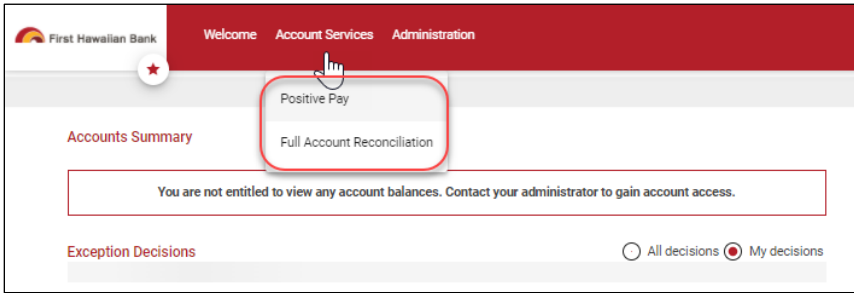
This brings you to the FHB Account Reconciliation Positive Pay System (ARP) Welcome screen



ISSUE MAINTENANCE

IMPORT AN ISSUE FILE

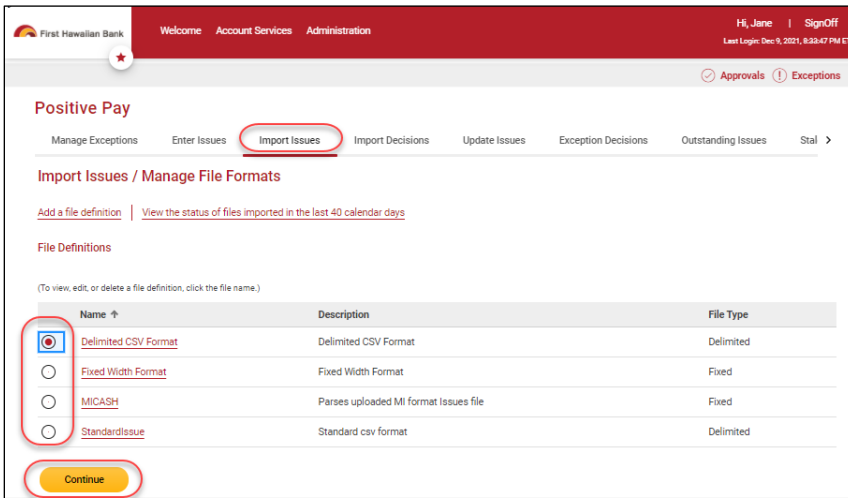
Select **Account Services > Positive Pay** or **Full Account Reconciliation**



Select **Import Issues**

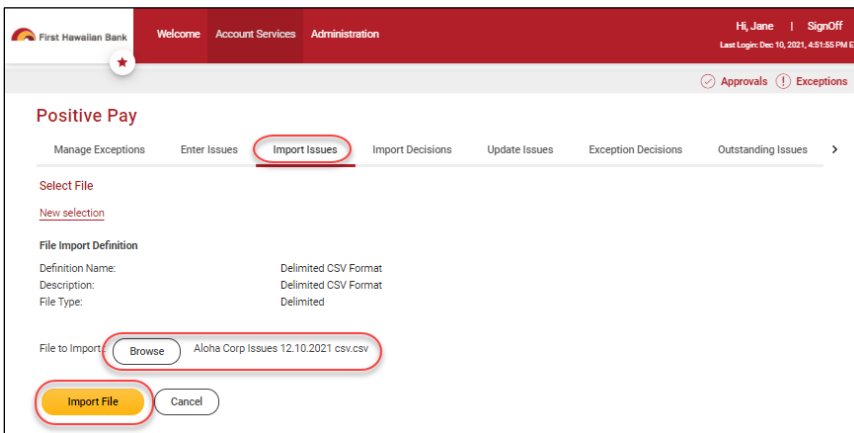
Select the radial button for the File Definition to be used to upload the issue file

Select **Continue**



Select **Browse** to select issue file to be uploaded

Select **Import File**



Confirmation message “The file has been successfully received and is being processed” should appear
 Select **File Import Status**

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Jane | SignOff | Last Login: Dec 10, 2021, 4:51:55 PM ET

Approvals | Exceptions

Positive Pay

Manage Exceptions | Enter Issues | **Import Issues** | Import Decisions | Update Issues | Exception Decisions | Outstanding Issues

Import Confirmation

✓ The file has been successfully received and is being processed.

[Import another file](#)

File Definition Name: Delimited CSV Format
 Description: Delimited CSV Format
 File Name: Aloha Corp Issues 12.10.2021.csv.csv
 File Type: Delimited
 Status: To view the imported file processing status, go to [File Import Status](#)

Validate File Status for issue counts and dollar amounts

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Jane | SignOff | Last Login: Dec 10, 2021, 4:51:55 PM ET

Approvals | Exceptions

Positive Pay

Manage Exceptions | Enter Issues | **Import Issues** | Import Decisions | Update Issues | Exception Decisions | Outstanding Issues

File Status

Status of imported files in the last 40 calendar days.
 All approvals must be received before a file will be fully processed.

[Import another file](#)

Imported Files
 (To view the records within a file that were not imported due to invalid data, click on the file name.)

File Name	Total Records	Issues in File	Total Amount for Issues	Voids in File	Total Amount for Voids	Date Imported	Status
Aloha Corp Issues 12.10.2021.csv.csv	7	6	\$6.81	1	\$1.17	12/10/2021	Completed
Aloha Corp Issues - 6971 Issues 12.10.2021.csv	3	3	\$4.70	0	\$0.00	12/10/2021	Completed with errors
Aloha Corp Issues - 11223344.csv	10	10	\$460.26	0	\$0.00	12/06/2021	Completed

If Status is “Completed with Errors”
 Select the file to view import errors

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, KAREN | SignOff | Last Login: Apr 29, 2022, 2:14:50 PM ET

Approvals | Exceptions

File Status

Status of imported files in the last 40 calendar days.
 All approvals must be received before a file will be fully processed.

[Import another file](#)

Imported Files
 (To view the records within a file that were not imported due to invalid data, click on the file name.)

File Name	Total Records	Issues in File	Total Amount for Issues	Voids in File	Total Amount for Voids	Date Imported	Status
Test Issue File.txt	1	1	\$500.00	0	\$0.00	04/29/2022	Completed with errors

Review errors and resubmit items or files as needed.

The screenshot shows the 'File Information' section of the First Hawaiian Bank portal. The status is 'Completed with errors'. The file name is 'Test Issue File.txt' and the file definition used is 'MICASH'. The user imported the file on 04/29/2022 at 02:16:36 PM. One record was processed, and two records failed validation. The 'Records with invalid data' section lists two records: Record 1 failed because the account number '1235' cannot be found for the company, and Record 3 failed because the 'Payee' field is required. A yellow button at the bottom right says 'Got Questions? We can help +'.

Note:

If a duplicate issue is submitted within the same file, the 2nd issue will reject as a duplicate.

If a duplicate issue is submitted in a different file, the new issue will overwrite the existing issue record on file.

VALIDATE PRIOR IMPORTED ISSUE FILES

Select **Account Services > Positive Pay** or **Full Account Reconciliation**

The screenshot shows the 'Account Services' menu in the First Hawaiian Bank portal. The 'Positive Pay' and 'Full Account Reconciliation' options are highlighted with a red box. Below the menu, a message states: 'You are not entitled to view any account balances. Contact your administrator to gain account access.' There are also radio buttons for 'All decisions' and 'My decisions'.

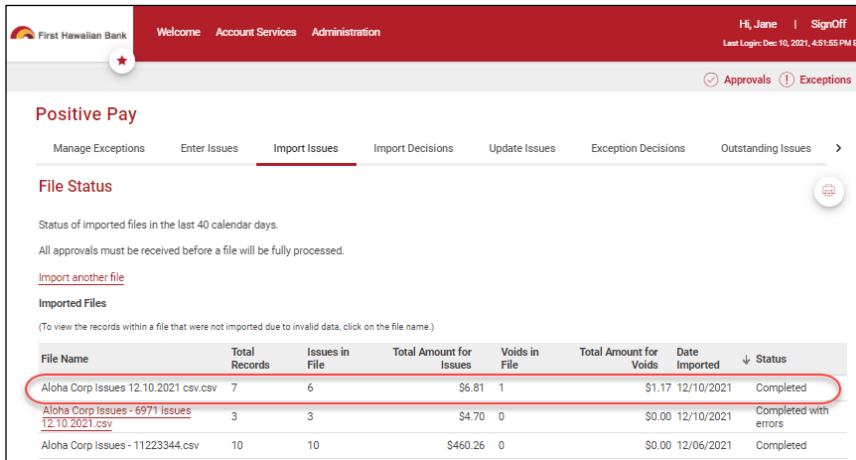
Select **Import Issues**

Select **View the status of the files imported in the last 40 calendar days**

The screenshot shows the 'Import Issues / Manage File Formats' section of the First Hawaiian Bank portal. The 'View the status of files imported in the last 40 calendar days' link is highlighted with a red box. Below this, there is a table of file definitions:

Name ↑	Description	File Type
<input type="radio"/> Delimited Standard	Delimited CSV Format	Delimited
<input type="radio"/> FCO Standard CSV	New Standard CSV Format for FCO	Delimited

Locate and validate previously imported file status

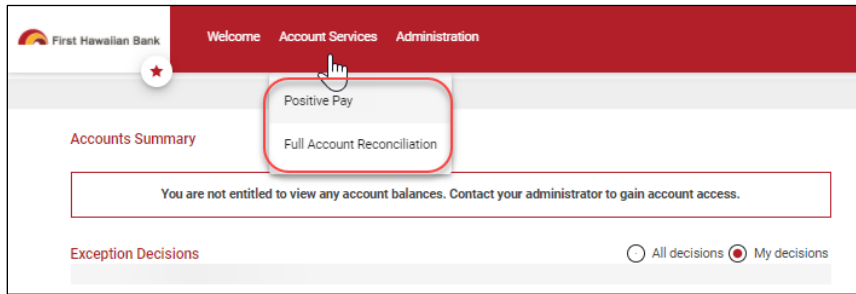


The screenshot shows the 'Positive Pay' section of the First Hawaiian Bank interface. The 'File Status' tab is selected, displaying a table of imported files. A red circle highlights the first row of the table.

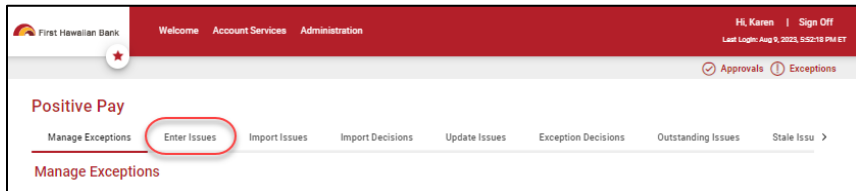
File Name	Total Records	Issues in File	Total Amount for Issues	Voids in File	Total Amount for Voids	Date Imported	Status
Aloha Corp Issues 12.10.2021 csv.csv	7	6	\$6.81	1	\$1.17	12/10/2021	Completed
Aloha Corp Issues - 6971 Issues 12.10.2021.csv	3	3	\$4.70	0	\$0.00	12/10/2021	Completed with errors
Aloha Corp Issues - 11223344.csv	10	10	\$460.26	0	\$0.00	12/06/2021	Completed

ENTER INDIVIDUAL ISSUE/VOID

Select Account Services > Positive Pay or Full Account Reconciliation



Select Enter Issues



Enter issue information

Check Number

Amount

Issue Date

Issue Type: Select **Issue** or **Void**

Payee : Field is optional unless on payee positive pay service

Select **Sequential Entry** if inputting multiple issues to be numbered sequentially

Select **Continue**

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Jane | SignOff | Last Login: Dec 10, 2021, 4:51:55 PM ET

Approvals | Exceptions

Item Details

Check Number: 121

Amount: \$100.00 USD

Issued Date: 12/01/2021

Issue Type: Issue

Payee (Optional): Roger Rabbit

Sequential Entry

To enter the next sequential issue for this account, check the sequential entry checkbox.

Sequential Entry

Continue

Review issue information

If a secondary approval is required, select **submit for approval**, if not, ignore.

Select Add Issue

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Jane | SignOff | Last Login: Dec 10, 2021, 4:51:55 PM ET

Approvals | Exceptions

Positive Pay

Manage Exceptions | Enter Issues | Import Issues | Import Decisions | Update Issues | Exception Decisions | Outstanding Issues

Issue Verification

Almost done. Please confirm the details below.

New Entry

Account Information

Account: FHB Cash Management Test Account - Checking - *6971

Item Details

Check Number:	121
Amount:	\$100.00
Issued Date:	12/01/2021
Issue Type:	Issue
Payee:	Roger Rabbit

To submit this request without approving, click [Submit for approval](#).

Only select if secondary approval is required

Add Issue | Cancel

Confirmation message “**The following manual issue entry was successful.**” will appear

Select **New Entry** to input another issue

First Hawaiian Bank | Welcome | Account Services | Administration

Positive Pay

Manage Exceptions | Enter Issues | Import Issues | Import Decisions | Update Issues

Issue Confirmation

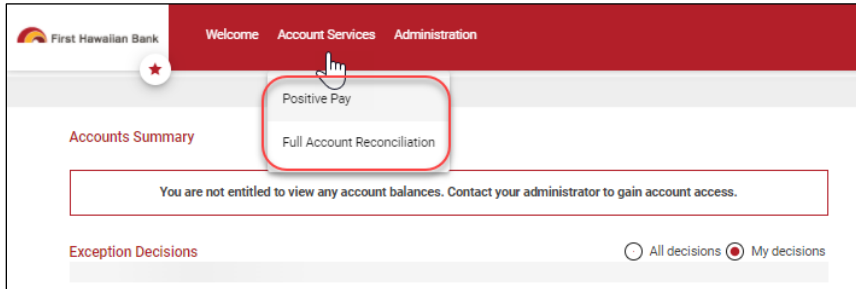
The following manual issue entry was successful.

New Entry

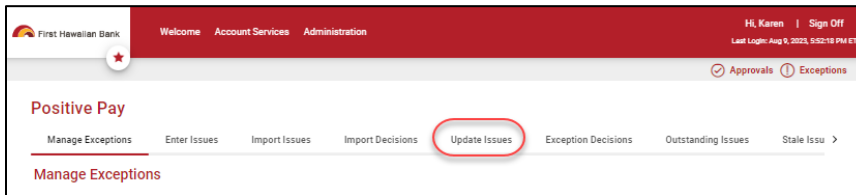
Account Information

ISSUE MAINTENANCE

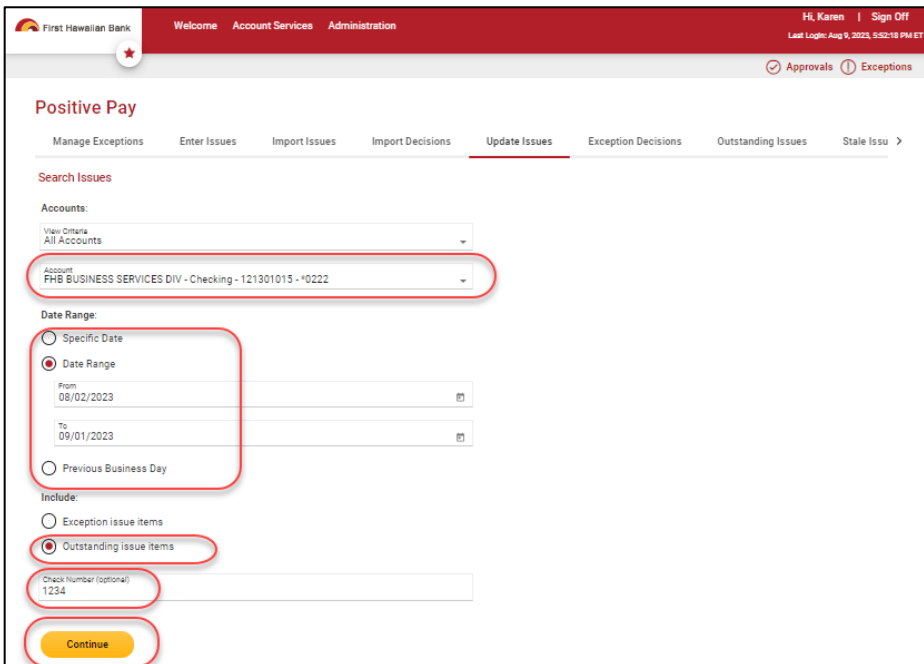
Select **Account Services > Positive Pay** or **Full Account Reconciliation**



Select **Update Issue**



Select/Enter Search Criteria



Select **Continue**

Select Issue to Modify or Delete

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Karen | Sign Off | Last Login: Aug 9, 2023, 5:52:18 PM ET

Approvals | Exceptions

Positive Pay

Manage Exceptions | Enter Issues | Import Issues | Import Decisions | **Update Issues** | Exception Decisions | Outstanding Issues | State Issu >

Select Issue

View Criteria | Modify Search

(To view and edit details, click the check number)

Account	Check ↑	Issued Date	Issued Amount	Payee	
*0222	1234	09/01/2023	\$1.20	Robin Ah Mow	

Select to modify

Select to delete

Positive Pay

Manage Exceptions | Enter Issues | Import Issues | Import Decisions | **Update Issues** >

< Back | Issue Details

Issue Details

New selection

Account Information

Account: *0222

Item Details

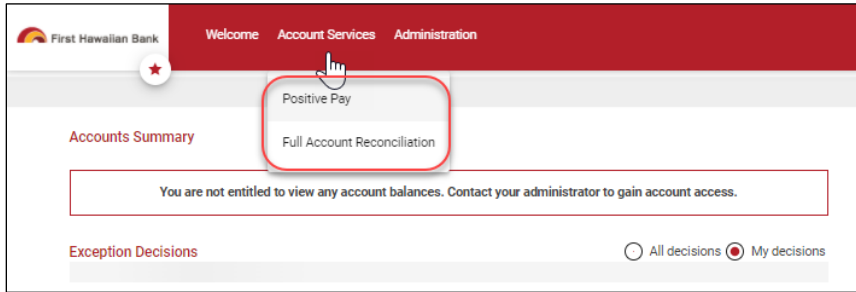
Check Number: 1234
Issued Date: 09/01/2023
Issued Amount: \$1.20
Payee: Robin Ah Mow

To Modify: Make edits and select **Continue** and **Save Changes**

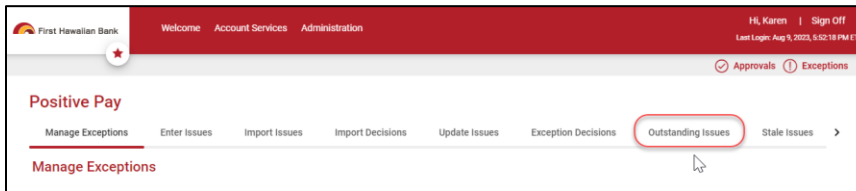
To Delete: Select **Yes, Delete**

GENERATE OUTSTANDING ISSUES REPORT

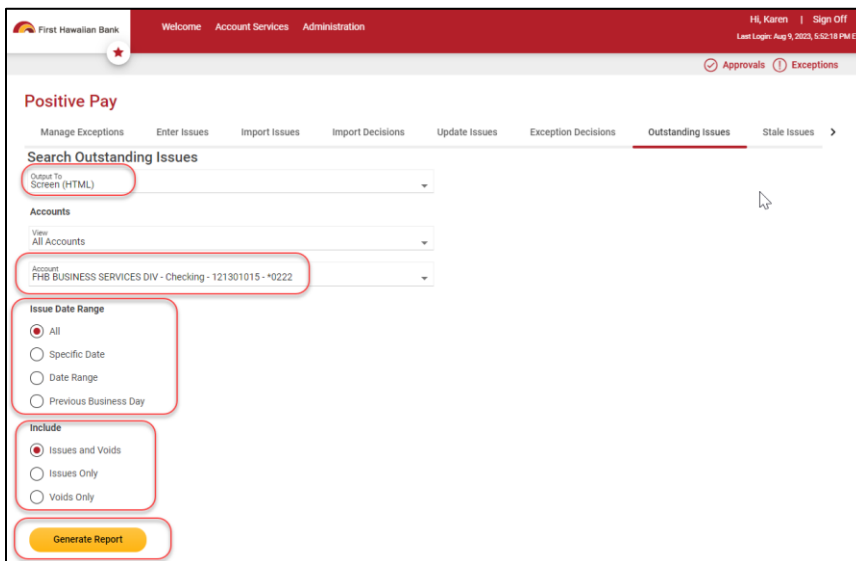
Select **Account Services > Positive Pay** or **Full Account Reconciliation**



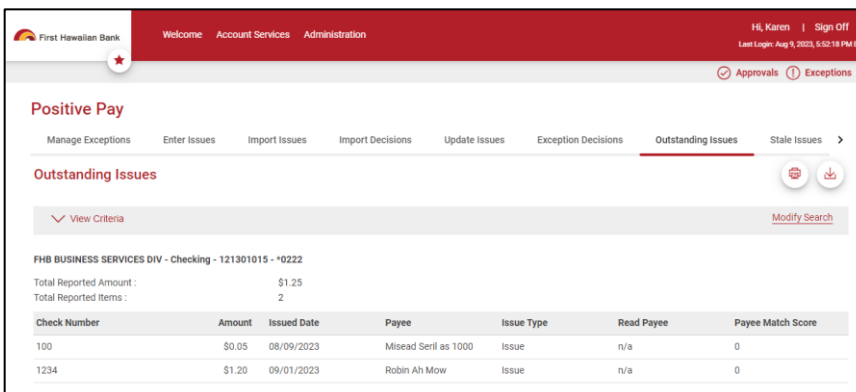
Select **Outstanding Issue**



Enter Search Criteria



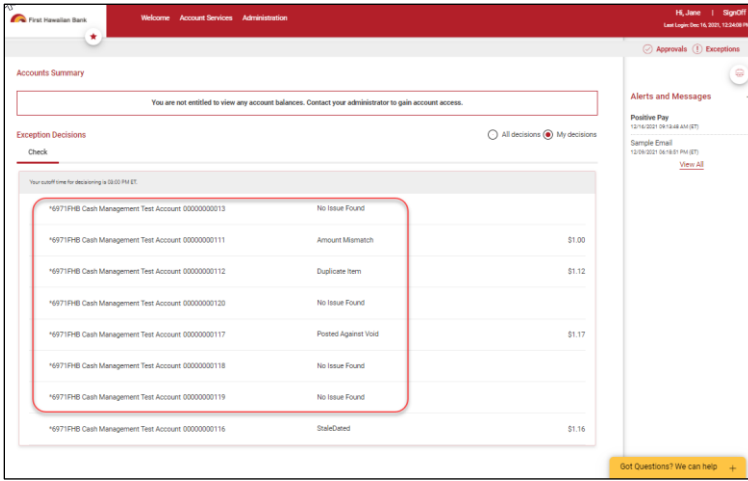
Outstanding Issues requested will be returned in format requested



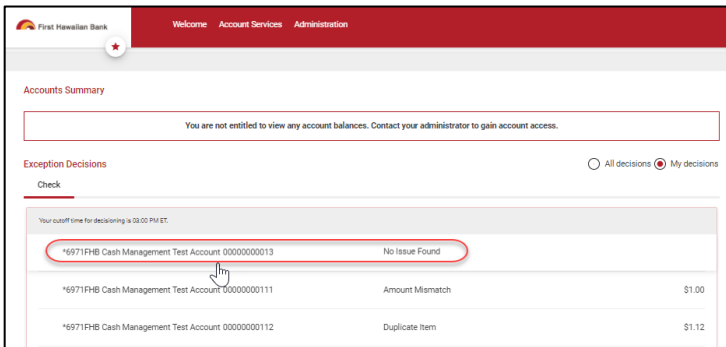
POSITIVE PAY EXCEPTIONS


DECISION INDIVIDUAL EXCEPTION ITEM

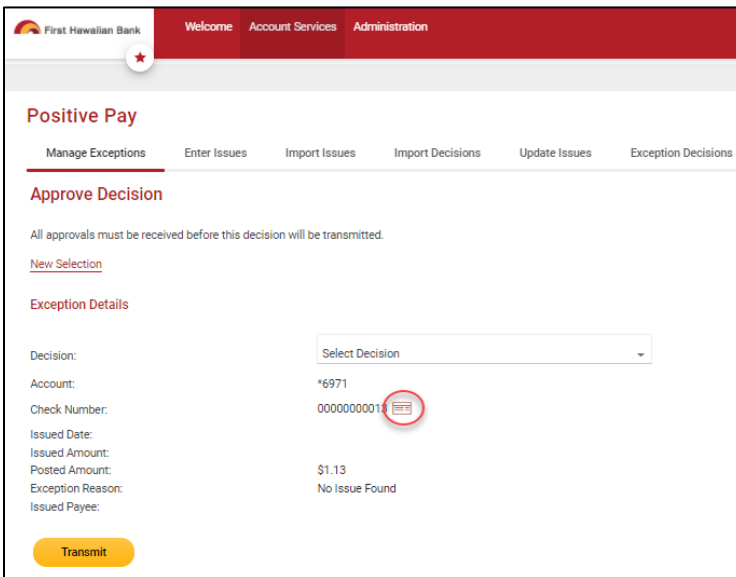
Positive Pay exceptions will be automatically listed on your Welcome screen upon sign in.



Select an exception item



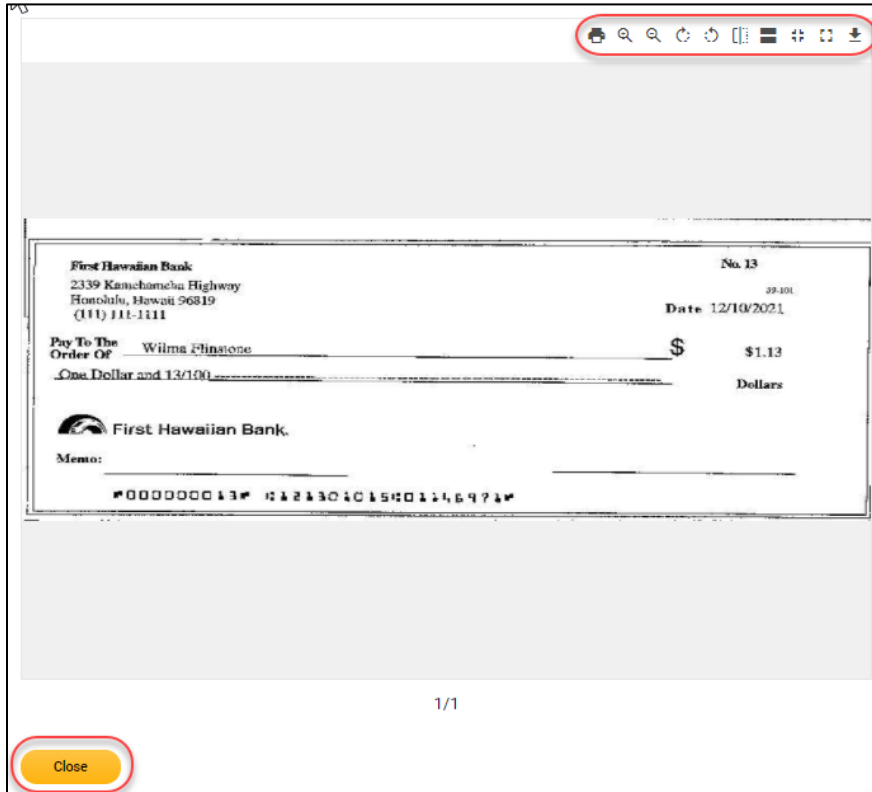
Select  to view an image of the check



Validate Check Image

Select an icon to perform additional image views

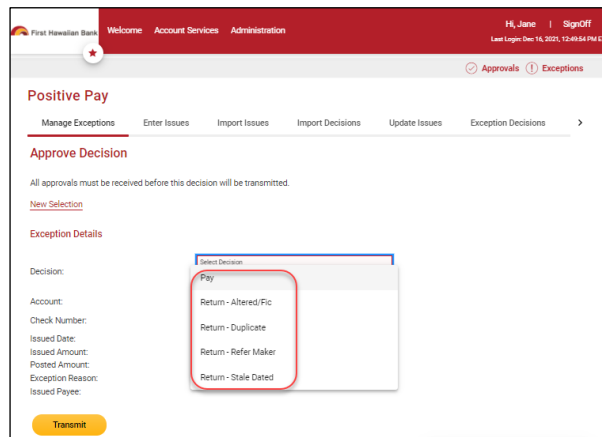
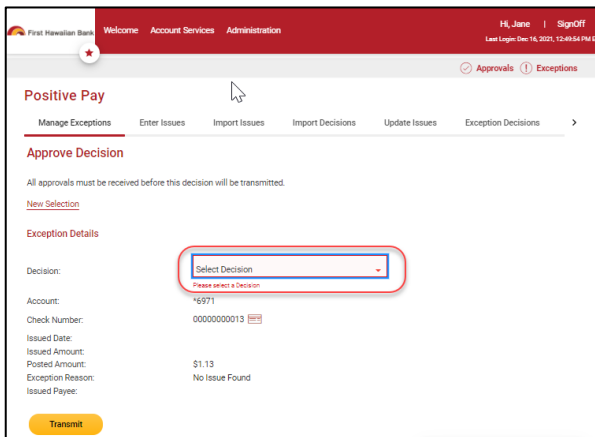
Select **Close** to return to decision screen



Indicate whether to pay or return the check

Select **Select Decision**

Select one of the decision options



Validate Decision selected

Select Transmit

First Hawaiian Bank | Welcome | Account Services | Administration

Positive Pay

Manage Exceptions | Enter Issues | Import Issues | Import Decisions | Update Issues

Approve Decision

All approvals must be received before this decision will be transmitted.

[New Selection](#)

Exception Details

Decision: Select Decision
Pay

Account: *6971

Check Number: 0000000013

Issued Date:

Issued Amount: \$1.13

Posted Amount:

Exception Reason: No Issue Found

Issued Payee:

[Transmit](#)

Confirmation message “The decision below have been transmitted successfully” will appear

Positive Pay

Manage Exceptions | Enter Issues | Import Issues | Import Decisions | Update Issues | Exception Decisions

Decision Confirmation

✔ The decisions below have been transmitted successfully.

Checks that have been converted into an ACH electronic payment display with a check number.

[New Selection](#)

Approved/Transmitted: 12/16/2021 01:12:23 PM

Approved/Transmitted By: JALOHA

Check Exceptions Approved

Check Exceptions Decisoned

Decision	Account	Check	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
Pay	*6971	0000000013			\$1.13	No Issue Found		1 of 1 received Transmitted

Select **Next Selection** to select additional items to decision

Positive Pay

Manage Exceptions | Enter Issues | Import Issues | Import Decisions | Update Issues | Exception Decisions

Decision Confirmation

✔ The decisions below have been transmitted successfully.

Checks that have been converted into an ACH electronic payment display with a check number.

New Selection

Approved/Transmitted: 12/16/2021 01:12:23 PM

Approved/Transmitted By: JALOHA

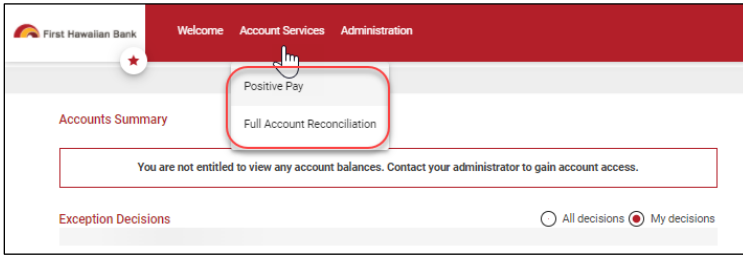
Check Exceptions Approved

Check Exceptions Decisoned




Decision	Account	Check	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
Pay	*6971	0000000013			\$1.13	No Issue Found		1 of 1 received Transmitted

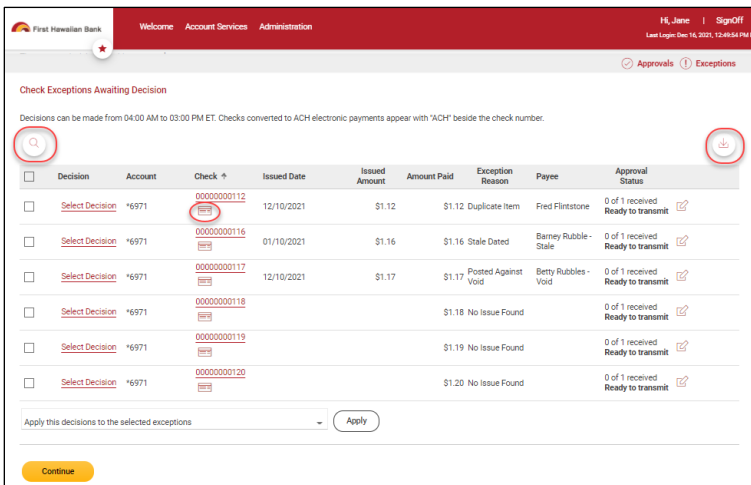
DECISION MULTIPLE EXCEPTION ITEMS

Select **Account Services > Positive Pay** or **Full Account Reconciliation**

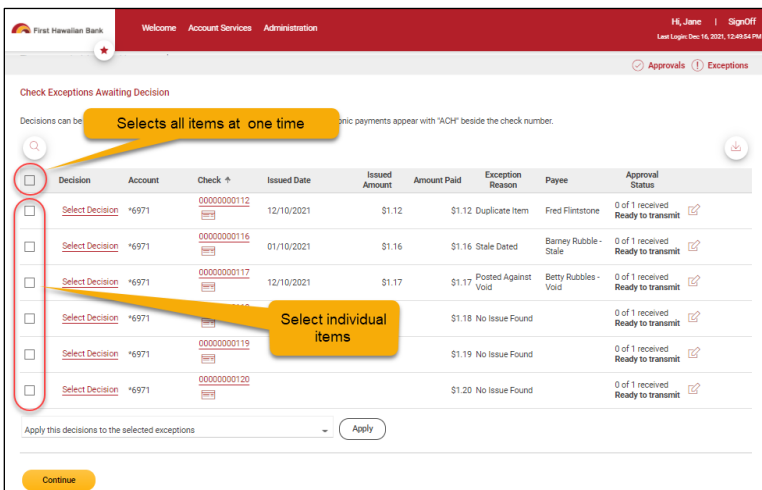


You will automatically be brought to the **Manage Exception Screen**

1. Select  to search for a specific or range of checks or amounts
2. Select  to download all exceptions into a csv file
3. Select  to view image of the check



Select to select ALL exceptions or to select individual items to decision at one time



Select a decision to apply to all the selected exceptions

Check Exceptions Awaiting Decision

Decisions can be made from 04:00 AM to 03:00 PM ET. Checks converted to ACH electronic payments appear with "ACH" beside the check number.

Decision	Account	Check #	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
<input checked="" type="checkbox"/> Select Decision Please select a Decision	*6971	0000000112	12/10/2021	\$1.12	\$1.12	Duplicate Item	Fred Flintstone	0 of 1 received Ready to transmit
<input checked="" type="checkbox"/> Select Decision Please select a Decision	*6971	0000000116	01/10/2021	\$1.16	\$1.16	Stale Dated	Barney Rubble - Stale	0 of 1 received Ready to transmit
<input checked="" type="checkbox"/> Select Decision Please select a Decision	*6971	0000000117	12/10/2021	\$1.17	\$1.17	Posted Against Void	Betty Rubbles - Void	0 of 1 received Ready to transmit
<input checked="" type="checkbox"/> Select Decision Please select a Decision	*6971	0000000118		\$1.18		No Issue Found		0 of 1 received Ready to transmit
<input type="checkbox"/> Select Decision	*6971	0000000119		\$1.19		No Issue Found		0 of 1 received Ready to transmit
<input type="checkbox"/> Select Decision	*6971	0000000120		\$1.20		No Issue Found		0 of 1 received Ready to transmit

Apply this decisions to the selected exceptions

Apply

Continue

Select Apply Select Continue

Check Exceptions Awaiting Decision

Decisions can be made from 04:00 AM to 03:00 PM ET. Checks converted to ACH electronic payments appear with "ACH" beside the check number.

Decision	Account	Check #	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
<input checked="" type="checkbox"/> Select Decision Please select a Decision	*6971	0000000112	12/10/2021	\$1.12	\$1.12	Duplicate Item	Fred Flintstone	0 of 1 received Ready to transmit
<input checked="" type="checkbox"/> Select Decision Please select a Decision	*6971	0000000116	01/10/2021	\$1.16	\$1.16	Stale Dated	Barney Rubble - Stale	0 of 1 received Ready to transmit
<input checked="" type="checkbox"/> Select Decision Please select a Decision	*6971	0000000117	12/10/2021	\$1.17	\$1.17	Posted Against Void	Betty Rubbles - Void	0 of 1 received Ready to transmit
<input type="checkbox"/> Select Decision				\$1.18		No Issue Found		0 of 1 received Ready to transmit
<input type="checkbox"/> Select Decision				\$1.19		No Issue Found		0 of 1 received Ready to transmit
<input type="checkbox"/> Select Decision				\$1.20		No Issue Found		0 of 1 received Ready to transmit

---Non-ACH Decisions---

- Pay
- Return - Altered/Fic
- Return - Duplicate
- Return - Refer Maker
- Return - Stale Dated

Apply

Continue

Verify decisions Select Continue

Check Exceptions Awaiting Decision

Decisions can be made from 04:00 AM to 03:00 PM ET. Checks converted to ACH electronic payments appear with "ACH" beside the check number.

Decision	Account	Check #	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
<input checked="" type="checkbox"/> Return - Refer Maker	*6971	0000000112	12/10/2021	\$1.12	\$1.12	Duplicate Item	Fred Flintstone	0 of 1 received Ready to transmit
<input checked="" type="checkbox"/> Return - Refer Maker	*6971	0000000116	01/10/2021	\$1.16	\$1.16	Stale Dated	Barney Rubble - Stale	0 of 1 received Ready to transmit
<input checked="" type="checkbox"/> Return - Refer Maker	*6971	0000000117	12/10/2021	\$1.17	\$1.17	Posted Against Void	Betty Rubbles - Void	0 of 1 received Ready to transmit
<input checked="" type="checkbox"/> Return - Refer Maker	*6971	0000000118		\$1.18		No Issue Found		0 of 1 received Ready to transmit
<input type="checkbox"/> Select Decision	*6971	0000000119		\$1.19		No Issue Found		0 of 1 received Ready to transmit
<input type="checkbox"/> Select Decision	*6971	0000000120		\$1.20		No Issue Found		0 of 1 received Ready to transmit

Apply this decisions to the selected exceptions
Return - Refer Maker

Apply

Continue

Verify decisions one last time or select item to change decision

Decisions must be transmitted to be completed.

Select **Transmit**

The screenshot shows the 'Positive Pay' section of the First Hawaiian Bank system. Under 'Verify Decisions', there is a table of 'Check Exceptions Awaiting Decision'. The table has columns for Decision, Account, Check, Issued Date, Issued Amount, Amount Paid, Exception Reason, Payee, and Approval Status. Four rows are visible, each with a 'Return - Refer Maker' decision and a 'Ready to transmit' approval status. A red box highlights the 'Transmit' button at the bottom left of the table.

Decision	Account	Check	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
Return - Refer Maker	*6971	0000000112	12/10/2021	\$1.12	\$1.12	Duplicate Item	Fred Flintstone	0 of 1 received Ready to transmit
Return - Refer Maker	*6971	0000000116	01/10/2021	\$1.16	\$1.16	Stale Dated	Barney Rubble - Stale	0 of 1 received Ready to transmit
Return - Refer Maker	*6971	0000000117	12/10/2021	\$1.17		Posted Against Void	Betty Rubbles - Void	0 of 1 received Ready to transmit
Return - Refer Maker	*6971	0000000118			\$1.18	No Issue Found		0 of 1 received Ready to transmit

Confirmation message **“The decision below have been transmitted successfully”** will appear

Once the decisions are transmitted, they cannot be recalled.

The screenshot shows the 'Decision Confirmation' section of the First Hawaiian Bank system. A green box highlights a confirmation message: 'The decisions below have been transmitted successfully.' Below the message, there is a table of 'Check Exceptions Decided'. The table has columns for Decision, Account, Check, Issued Date, Issued Amount, Amount Paid, Exception Reason, Payee, and Approval Status. Four rows are visible, each with a 'Return-Refer Maker' decision and a 'Transmitted' approval status. A red box highlights the 'Transmitted' status for the first row.

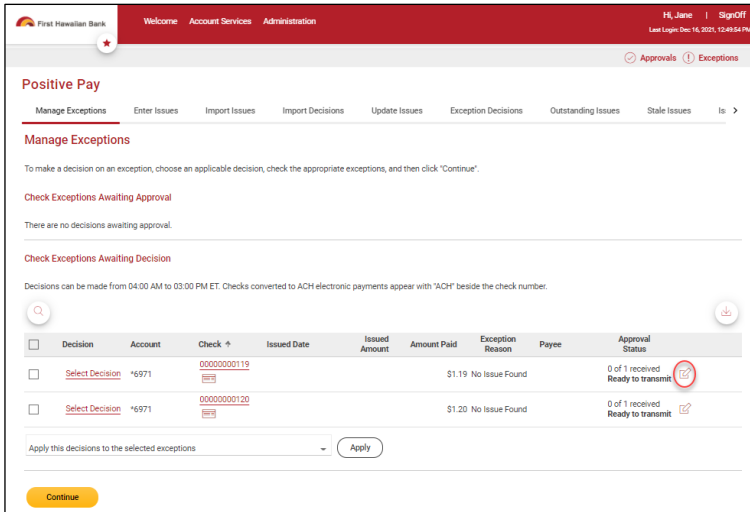
Decision	Account	Check	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
Return-Refer Maker	*6971	0000000112	12/10/2021	\$1.12	\$1.12	Duplicate Item	Fred Flintstone	1 of 1 received Transmitted
Return-Refer Maker	*6971	0000000116	01/10/2021	\$1.16	\$1.16	Stale Dated	Barney Rubble - Stale	1 of 1 received Transmitted
Return-Refer Maker	*6971	0000000117	12/10/2021	\$1.17		Posted Against Void	Betty Rubbles - Void	1 of 1 received Transmitted
Return-Refer Maker	*6971	0000000118			\$1.18	No Issue Found		1 of 1 received Transmitted

CORRECT MISREAD CHECK SERIAL NUMBER

- Occasionally a check serial number may be misread, causing the check to appear as an exception for “No Issue Found” or “Amount Mismatch”.
- **Before correcting the serial number**, be sure to validate that the check has not been previously voided or stopped. If so, decision the item to be returned.
- Once you correct the serial number, the system will automatically correct the serial number on the deposit system the next day.
- **Exception:** Serial number corrections **CANNOT** be made on the first day of the month for exceptions that posted on the last day of the prior month.

If you have identified a misread serial number after viewing the check image

Select 



Positive Pay

Manage Exceptions | Enter Issues | Import Issues | Import Decisions | Update Issues | Exception Decisions | Outstanding Issues | Stale Issues | Is >

Manage Exceptions

To make a decision on an exception, choose an applicable decision, check the appropriate exceptions, and then click "Continue".

Check Exceptions Awaiting Approval

There are no decisions awaiting approval.

Check Exceptions Awaiting Decision

Decisions can be made from 04:00 AM to 03:00 PM ET. Checks converted to ACH electronic payments appear with "ACH" beside the check number.

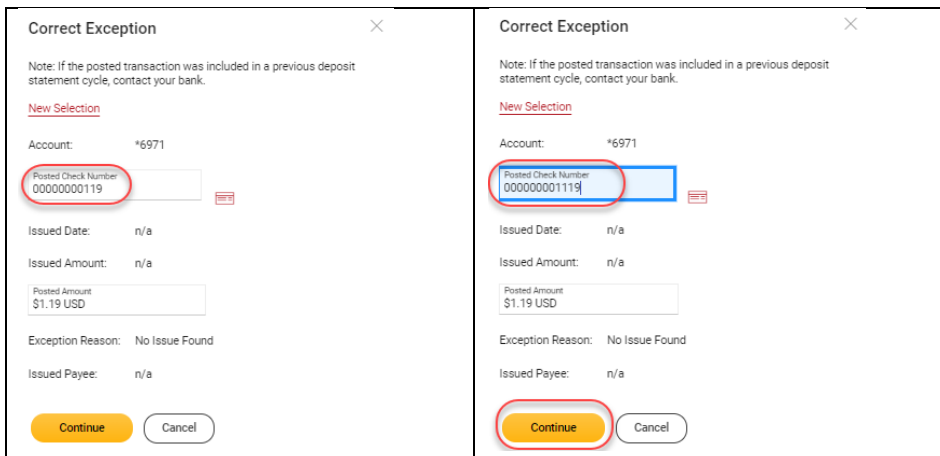
Decision	Account	Check #	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
Select Decision	*6971	0000000119			\$1.19	No Issue Found		0 of 1 received Ready to transmit
Select Decision	*6971	0000000120			\$1.20	No Issue Found		0 of 1 received Ready to transmit

Apply this decisions to the selected exceptions - Apply

Continue

Change Posted Check Number

Select **Continue**



Correct Exception

Note: If the posted transaction was included in a previous deposit statement cycle, contact your bank.

New Selection

Account: *6971

Posted Check Number: 0000000119

Issued Date: n/a

Issued Amount: n/a

Posted Amount: \$1.19 USD

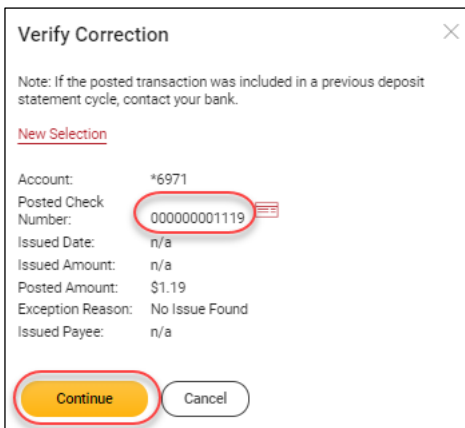
Exception Reason: No Issue Found

Issued Payee: n/a

Continue Cancel

Verify Correction

Select **Continue**



Verify Correction

Note: If the posted transaction was included in a previous deposit statement cycle, contact your bank.

New Selection

Account: *6971

Posted Check Number: 0000000119

Issued Date: n/a

Issued Amount: n/a

Posted Amount: \$1.19

Exception Reason: No Issue Found

Issued Payee: n/a

Continue Cancel

Confirmation message “The following correction was successful” will appear

Correction Confirmation

Note: If the posted transaction was included in a previous deposit statement cycle, contact your bank.

The following correction was successful.

New Selection

Account: *6971
Posted Check Number: 00000001119
Issued Date: n/a
Issued Amount: n/a
Posted Amount: \$1.19
Exception Reason: No Issue Found
Issued Payee: n/a

Correction reflected on exception screen

Select **Continue**

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Jane | SignOff | Last Login: Dec 16, 2021, 12:49:54 PM ET

Approvals | Exceptions

Positive Pay

Manage Exceptions | Enter Issues | Import Issues | Import Decisions | Update Issues | Exception Decisions | Outstanding Issues | Stale Issues | Is >

Manage Exceptions

To make a decision on an exception, choose an applicable decision, check the appropriate exceptions, and then click "Continue".

Check Exceptions Awaiting Approval

There are no decisions awaiting approval.

Check Exceptions Awaiting Decision

Decisions can be made from 04:00 AM to 03:00 PM ET. Checks converted to ACH electronic payments appear with "ACH" beside the check number.

Decision	Account	Check	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
<input checked="" type="checkbox"/>	Correction	*6971	00000001119		\$1.19	No Issue Found		0 of 1 received Ready to transmit
<input type="checkbox"/>	Select Decision	*6971	0000000120		\$1.20	No Issue Found		0 of 1 received Ready to transmit

Apply this decisions to the selected exceptions [Apply]

Continue

Verify changes one last time before transmitting. **Once you transmit the item cannot be recalled**

Check will be paid and corrections made

Select **Transmit**

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Jane | SignOff | Last Login: Dec 16, 2021, 12:49:54 PM ET

Approvals | Exceptions

Positive Pay

Manage Exceptions | Enter Issues | Import Issues | Import Decisions | Update Issues | Exception Decisions | Outstanding Issues | Stale Issues | Is >

Verify Decisions

Checks that have been converted into an ACH electronic payment display with a check number.

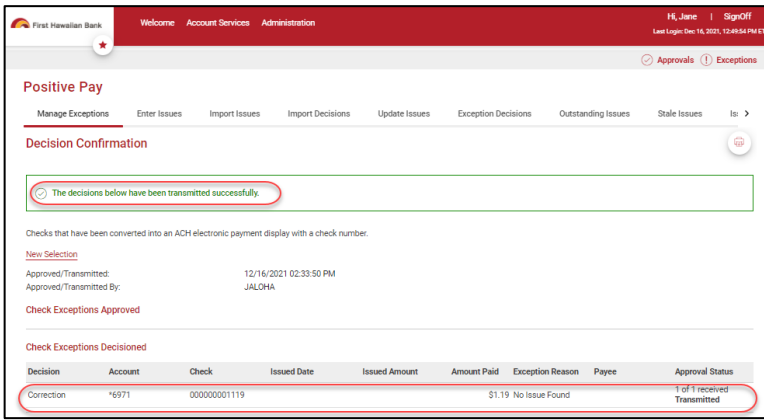
Check Exceptions Awaiting Decision

Change Selections

Decision	Account	Check	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
<input checked="" type="checkbox"/>	Correction	*6971	00000001119		\$1.19	No Issue Found		0 of 1 received Ready to transmit

Transmit [Cancel]


Confirmation message “The decision below has been transmitted successfully” will appear

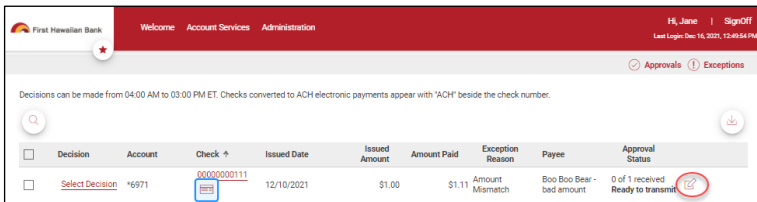


CORRECT MISREAD DOLLAR AMOUNT

- Occasionally a check amount may be misread, causing the check to appear as an exception for “Amount Mismatch”.
- Once you correct the check amount, the system will automatically generate an adjustment entry to your account.
- For example, if a \$10.00 check is misread as \$100.00. Once you correct the amount on the check, the system will create a credit entry of \$90.00 to your account.
- No adjustment notification will be mailed out for this adjustment

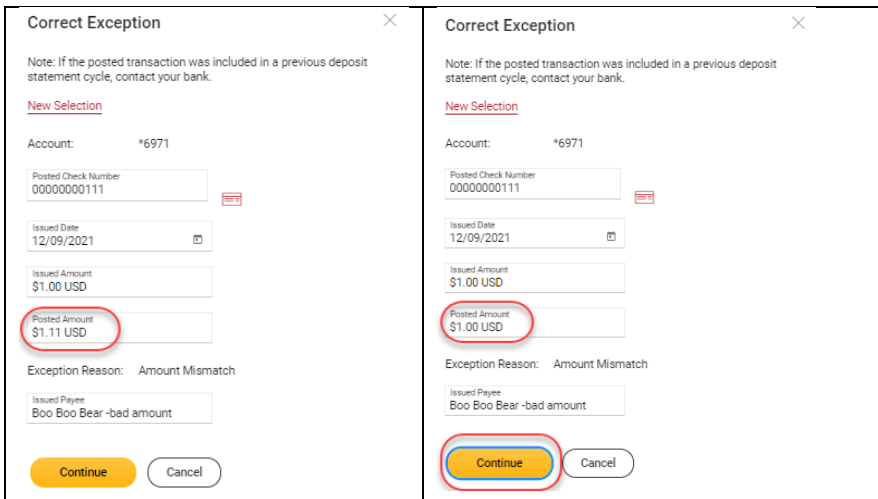
Once you have identified the misread dollar amount after viewing the check image

Select 



Correct Posted Amount

Select **Continue**




Verify Correction

Select **Continue**

Verify Correction ✕

Note: If the posted transaction was included in a previous deposit statement cycle, contact your bank.

New Selection


Account: *6971
Posted Check Number: 0000000111 
Issued Date: 12/10/2021
Issued Amount: \$1.00
Posted Amount: \$1.00
Exception Reason: Amount Mismatch
Issued Payee: Boo Boo Bear -bad amount

Continue


Confirmation message “**The following correction was successful**” will appear

Correction Confirmation ✕

Note: If the posted transaction was included in a previous deposit statement cycle, contact your bank.

 **The following correction was successful.**

New Selection

Account: *6971
Posted Check Number: 0000000111 
Issued Date: 12/10/2021
Issued Amount: \$1.00
Posted Amount: \$1.00
Exception Reason: Amount Mismatch
Issued Payee: Boo Boo Bear -bad amount



Correction reflected on the exception screen

Select **Continue**

First Hawaiian Bank Welcome Account Services Administration Hi, Jane | SignOff
Last Login: Dec 16, 2021, 12:45:54 PM ET

Approvals Exceptions

Decisions can be made from 04:00 AM to 03:00 PM ET. Checks converted to ACH electronic payments appear with 'ACH' beside the check number.

Decision	Account	Check #	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status	
<input checked="" type="checkbox"/>	Correction	*6971	0000000111 	12/10/2021	\$1.00	\$1.00	Amount Mismatch	Boo Boo Bear -bad amount	0 of 1 received Ready to transmit 

Apply this decisions to the selected exceptions

Continue

Verify changes one last time before transmitting.

The correction is not complete until you transmit the item. Once you transmit, the corrected item cannot be changed or recalled.

Select **Transmit** to transmit correction

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Jane | SignOff | Last Login: Dec 16, 2021, 12:49:54 PM ET

Positive Pay

Manage Exceptions | Enter Issues | Import Issues | Import Decisions | Update Issues | Exception Decisions | Outstanding Issues | Stale Issues | Is: >

Verify Decisions

Checks that have been converted into an ACH electronic payment display with a check number.

Check Exceptions Awaiting Decision [Change Selections](#)

Decision	Account	Check	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
Correction	*6971	0000000111	12/10/2021	\$1.00	\$1.00	Amount Mismatch	Boo Boo Bear -bad amount	0 of 1 received Ready to transmit

Transmit | Cancel

Confirmation message “The decision below have been transmitted succesfully” will appear

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Jane | SignOff | Last Login: Dec 16, 2021, 12:49:54 PM ET

Positive Pay

Manage Exceptions | Enter Issues | Import Issues | Import Decisions | Update Issues | Exception Decisions | Outstanding Issues | Stale Issues | Is: >

Decision Confirmation

The decisions below have been transmitted successfully.

Checks that have been converted into an ACH electronic payment display with a check number.

New Selection

Approved/Transmitted: 12/16/2021 01:54:30 PM
Approved/Transmitted By: JALOMA

Check Exceptions Approved

Check Exceptions Decided

Decision	Account	Check	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
Correction	*6971	0000000111	12/10/2021	\$1.00	\$1.00	Amount Mismatch	Boo Boo Bear -bad amount	1 of 1 received Transmitted

GENERATE EXCEPTION DECISIONS REPORT

To generate a report of decisions made on exception items.

Select **Exception Decisions**

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Jane | SignOff | Last Login: Dec 16, 2021, 12:49:54 PM ET

Positive Pay

Manage Exceptions | Enter Issues | Import Issues | Import Decisions | Update Issues | **Exception Decisions** | Outstanding Iss: >

Select criteria you want for the report
 Select **Generate Report**

Positive Pay

Manage Exceptions Enter Issues Import Issues Import Decisions Update Issues **Exception Decisions**

Search Exception Decisions

Up to 18 months of data are available; a maximum of three months may be retrieved during a single search.

Output To: **Screen (HTML)**

Accounts: **All Accounts**

Account: **FHB Cash Management Test Account - Checking - 121301015 - *6971**

Issue Date Range:

- Specific Date
 - Date: **12/16/2021**
- Date Range
- Previous Business Day

Decision Option:

- Include all decisions
- Paid only
- Return Only
- Correction Only

Generate Report

Sample Exception Decision Report

- Select current **View Criteria** to review your search criteria
- Select **Modify Search** to change search criteria
- Select to print report
- select to export report to CSV or PDF format
- Click on arrow by column headings to sort by that column

Positive Pay

Manage Exceptions Enter Issues Import Issues Import Decisions Update Issues **Exception Decisions**

Exception Decisions

Auto decisions are displayed when no decision has been made. Checks that have been converted into an ACH electronic payment are displayed with an ACH indicator beside the check number.

View Criteria **Modify Search**

FHB Cash Management Test Account - Checking - 121301015 - *6971

Total Reported Amount : \$8.06
 Total Reported Items : 7

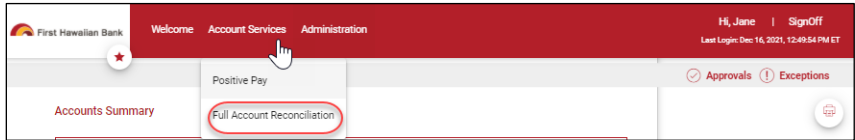
Check Number	Amount	Issued Date	Posted Date	Disposition Decision	Payee
13	\$1.13	n/a	12/15/2021	Paid	
111	\$1.12	12/10/2021	12/15/2021	Correction	Boo Boo Bear -bad amount
112	\$1.12	12/10/2021	12/15/2021	Return - refer maker	Fred Flintstone
116	\$1.16	01/10/2021	12/15/2021	Return - refer maker	Barney Rubble - Stale
117	\$1.17	12/10/2021	12/15/2021	Return - refer maker	Betty Rubbles - Void
118	\$1.18	n/a	12/15/2021	Return - refer maker	
119	\$1.19	n/a	12/15/2021	Correction	

ACCOUNT RECONCILIATION REPORTS

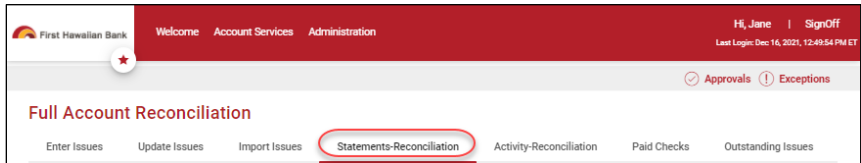
You are able to generate various account reconciliation statements and reports by transaction type

GENERATE RECONCILIATION STATEMENT

Select **Account Services > Deposit or Partial or Full Account Reconciliation**



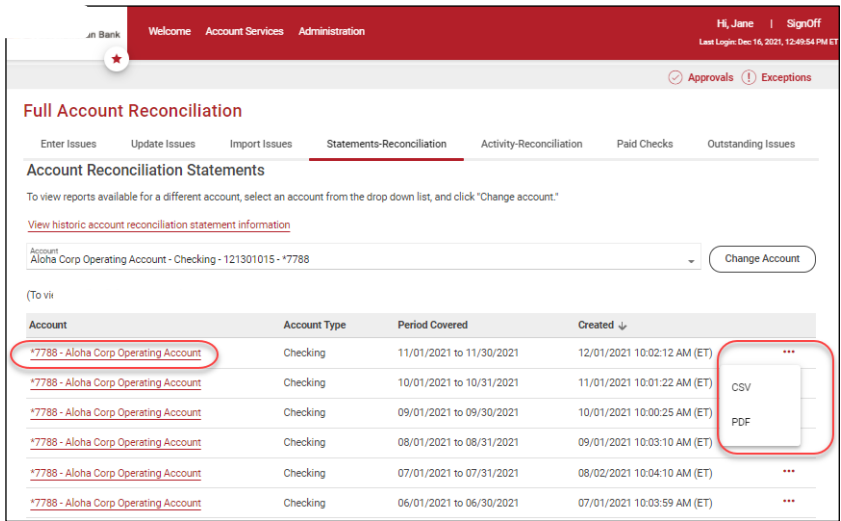
Select **Statements-Reconciliation**




Select Statement to view on the screen

Or

Select ●●● to select output in PDF or CSV format



Sample Report on screen

Select  to request CSV or PDF version



First Hawaiian Bank
Welcome Account Services Administration
14:00am | Sign Off
Last Login: 01/27/2021 10:00:00 AM

[Approvals](#)

Partial Account Reconciliation

[Statement Reconciliation](#) [Activity Reconciliation](#)

Account Reconciliation Statement

Checks that have been converted into an ACH electronic payment are displayed with an ACH indicator beside the check number.

View Criteria
Modify Search

Statement of Activity

Credits

Total Reported Amount:	\$0.00
Total Reported Items:	0

No Items to display

Debits

Total reported amount for all debits:	(\$290,990.47)
Total reported debits:	14

Check Debits

Total reported amount:	(\$247,468.66)
Total reported items:	12

00000007261	02/08/2021	(\$1,108.00)
00000007262	02/08/2021	(\$2,993.30)
00000007263	02/08/2021	(\$2,121.00)
00007912309	02/08/2021	(\$193.80)
00007912313	02/08/2021	(\$4,496.25)
00007912626	02/08/2021	(\$136.29)
00000007261	02/10/2021	(\$1,108.00)
00000007262	02/10/2021	(\$2,993.30)
00000007263	02/10/2021	(\$2,121.00)
00007912309	02/10/2021	(\$193.80)
00007912313	02/10/2021	(\$4,496.25)
00007912626	02/10/2021	(\$136.29)

Non-Check Debits

Total reported amount:	(\$286,411.39)
Total reported items:	2

02/02/2021	(\$286,280.60)	PREPAID FOR 60 ACH DEBIT
02/19/2021	(\$28,990.79)	PREPAID FOR 60 ACH DEBIT

Partial Account Recon Statement Report

Bank name: First Hawaiian Bank #777
 Date: 04/28/2021 06:02:25 AM (ET)
 Account: 121301015 - *1330 - CHECKING
 Statement date range: 3/1/2021 to 3/31/2021
 Statement created date: 04/28/2021 06:02:25 AM (ET)

Account Balance Summary

Date Range: 3/1/2021 to 3/31/2021

Beginning Balance:		\$2,471,155.57
Credits:		
Deposits:	0 Items	\$0.00
Other Credits:	0 Items	\$0.00
Total Credits:	0 Items	\$0.00
Debits:		
Check Debits:	12 Items	(\$24,748.88)
Other Debits:	2 Items	(\$266,141.59)
Total Debits:	14 Items	(\$290,890.47)
Ending Balance:		\$2,180,265.10

Statement Of Activity

Credits

Total reported amount: \$0.00
 Total reported items: 0

No items to display

Debits

Total reported amount for all debits: (\$290,890.47)
 Total reported debits: 14

Check debits

Total reported amount: (\$24,748.88)
 Total reported items: 12

Check Number	Posted Date	Posted Amount
0000007281	03/08/2021	(\$1,108.80)
0000007281	03/10/2021	(\$1,108.80)
0000007282	03/08/2021	(\$2,095.50)
0000007282	03/10/2021	(\$2,095.50)
0000007285	03/08/2021	(\$3,120.00)
0000007285	03/10/2021	(\$3,120.00)
00000915509	03/08/2021	(\$796.63)
00000915509	03/10/2021	(\$796.63)
00000915515	03/08/2021	(\$4,496.22)
00000915515	03/10/2021	(\$4,496.22)
00000915626	03/08/2021	(\$758.29)
00000915626	03/10/2021	(\$758.29)

Non-check debits

Total reported amount: (\$266,141.59)
 Total reported items: 2

Posted Date	Posted Amount	Description
03/03/2021	(\$200,250.83)	PREAUTHORIZED ACH DEBIT
03/19/2021	(\$65,890.76)	PREAUTHORIZED ACH DEBIT

Sample CSV Format

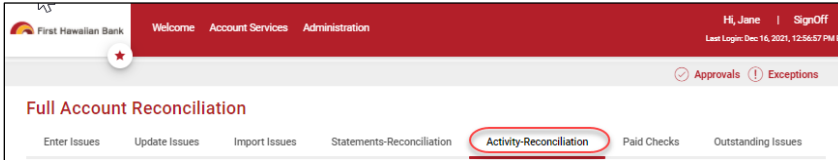
Begin Date	End Date	TRC Number	Bank Name	Account Number	Account Type	Account Name	Type	Type Detail	Check Number	Posted Date	Posted Amount	Description
3/1/2021	3/31/2021	121301015	First Hawaiian Bank #777	11111111	Checking	Aloha Company	Debits	Check	7281	3/8/2021	-1108.8	CHECK PAID
3/1/2021	3/31/2021	121301015	First Hawaiian Bank #777	11111111	Checking	Aloha Company	Debits	Check	7281	3/10/2021	-1108.8	CHECK PAID
3/1/2021	3/31/2021	121301015	First Hawaiian Bank #777	11111111	Checking	Aloha Company	Debits	Check	7282	3/8/2021	-2095.5	CHECK PAID
3/1/2021	3/31/2021	121301015	First Hawaiian Bank #777	11111111	Checking	Aloha Company	Debits	Check	7282	3/10/2021	-2095.5	CHECK PAID
3/1/2021	3/31/2021	121301015	First Hawaiian Bank #777	11111111	Checking	Aloha Company	Debits	Check	7285	3/8/2021	-3120	CHECK PAID
3/1/2021	3/31/2021	121301015	First Hawaiian Bank #777	11111111	Checking	Aloha Company	Debits	Check	7285	3/10/2021	-3120	CHECK PAID
3/1/2021	3/31/2021	121301015	First Hawaiian Bank #777	11111111	Checking	Aloha Company	Debits	Non check		3/3/2021	-200250.83	PREAUTHORIZED ACH DEBIT
3/1/2021	3/31/2021	121301015	First Hawaiian Bank #777	11111111	Checking	Aloha Company	Debits	Non check		3/19/2021	-65890.76	PREAUTHORIZED ACH DEBIT

GENERATE OUTSTANDING ISSUES REPORT

Select **Account Services > Deposit or Partial or Full Account Reconciliation**

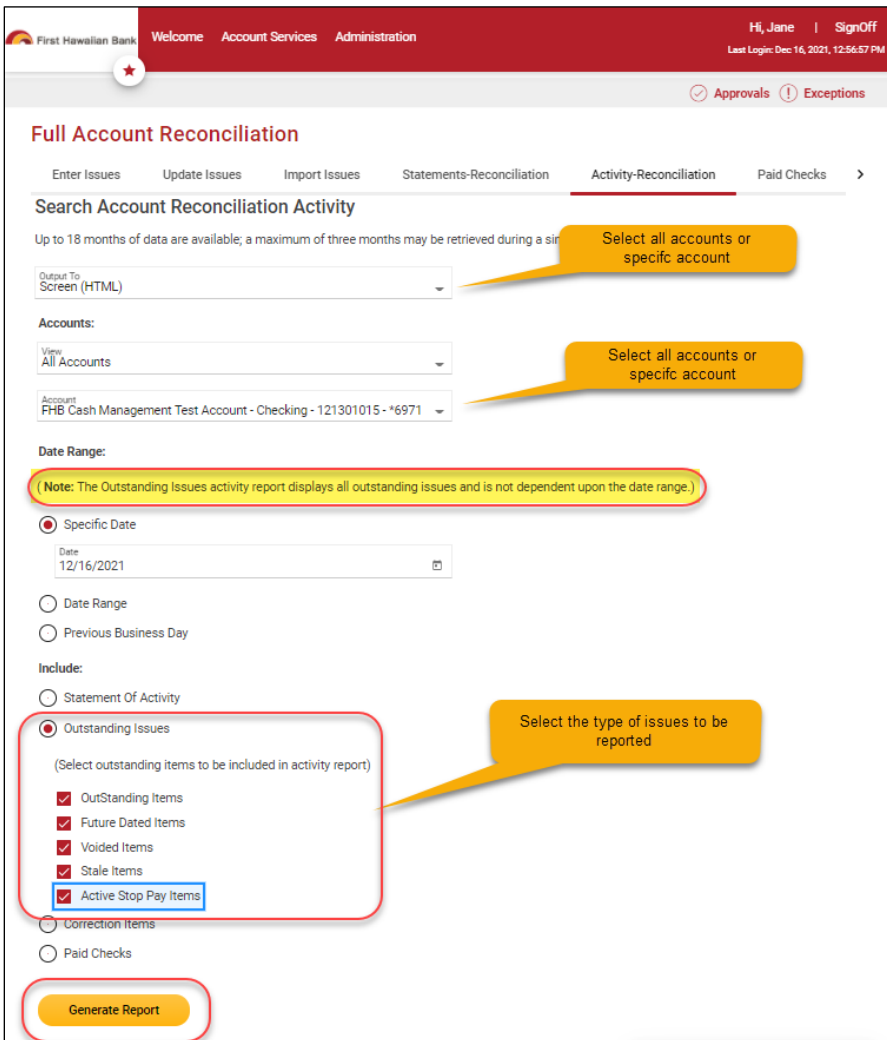


Select **Activity-Reconciliation**





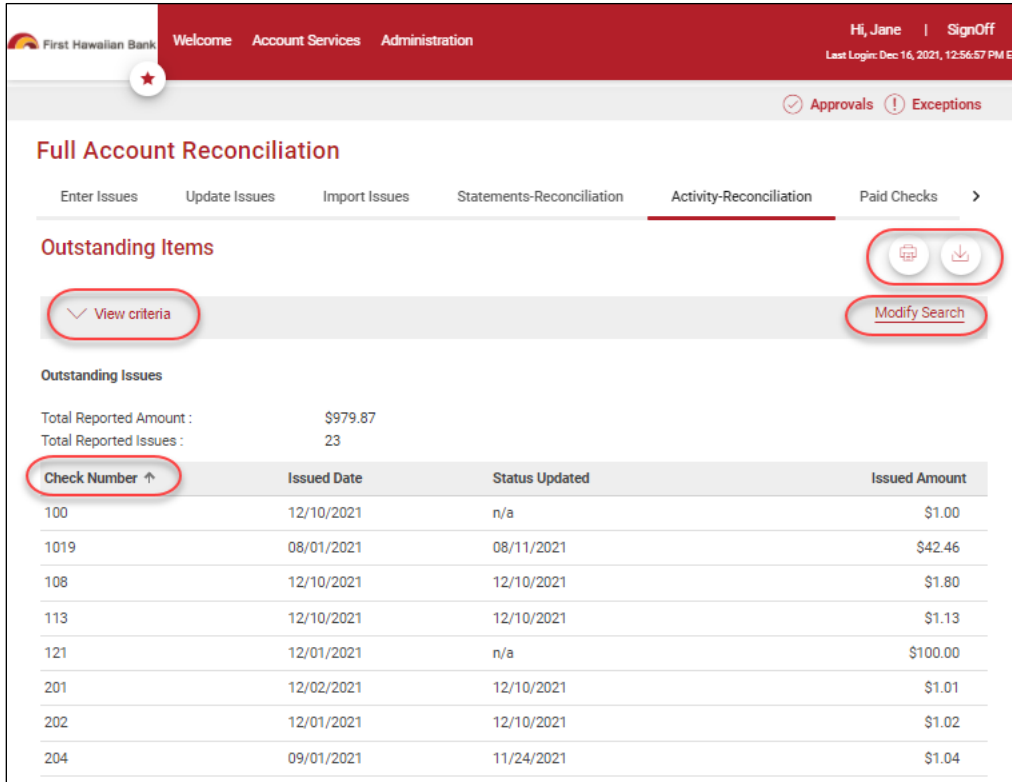
Select criteria for report

Select **Generate Report**



Sample Outstanding Issues Report



- Select **View Criteria** to review your search criteria
- Select **Modify Search** to change search criteria
- Select  to print report
- Can select  to export report to CSV or PDF format
- Click on arrow by column headings to sort by that column

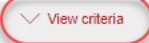
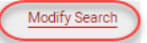


Full Account Reconciliation

Enter Issues Update Issues Import Issues Statements-Reconciliation **Activity-Reconciliation** Paid Checks >

Outstanding Items

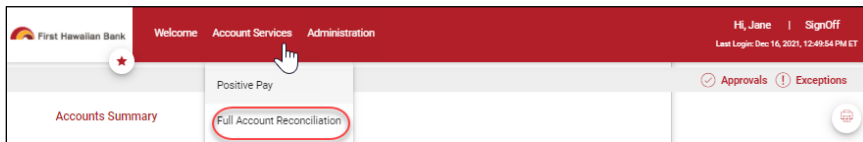
Outstanding Issues

Total Reported Amount : \$979.87
Total Reported Issues : 23

Check Number ↑	Issued Date	Status Updated	Issued Amount
100	12/10/2021	n/a	\$1.00
1019	08/01/2021	08/11/2021	\$42.46
108	12/10/2021	12/10/2021	\$1.80
113	12/10/2021	12/10/2021	\$1.13
121	12/01/2021	n/a	\$100.00
201	12/02/2021	12/10/2021	\$1.01
202	12/01/2021	12/10/2021	\$1.02
204	09/01/2021	11/24/2021	\$1.04


GENERATE PAID CHECK REPORT

Select **Account Services > Deposit or Partial or Full Account Reconciliation**

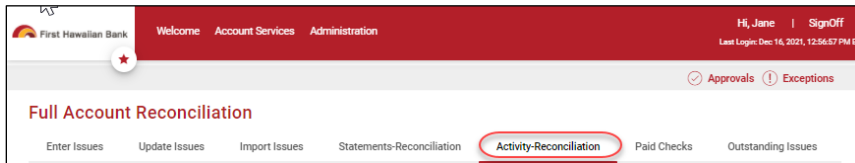


First Hawaiian Bank Welcome **Account Services** Administration Hi, Jane | SignOff
Last Login: Dec 16, 2021, 12:49:54 PM ET

Positive Pay Approvals Exceptions

Accounts Summary **Full Account Reconciliation** 

Select **Activity-Reconciliation**



First Hawaiian Bank Welcome Account Services Administration Hi, Jane | SignOff
Last Login: Dec 16, 2021, 12:56:57 PM ET

Approvals Exceptions

Full Account Reconciliation

Enter Issues Update Issues Import Issues Statements-Reconciliation **Activity-Reconciliation** Paid Checks Outstanding Issues

Select criteria for report

Select **Generate Report**

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Karen | Sign Off | Last Login: Sep 1, 2023, 4:17:36 PM ET

Approvals | Exceptions

Full Account Reconciliation

Enter Issues | Update Issues | Import Issues | Statements-Reconciliation | **Activity-Reconciliation** | Paid Checks | Outstanding Is >

Search Account Reconciliation Activity

Up to 18 months of data are available; a maximum of three months may be retrieved during a single search.

Output To: Screen (HTML)

Accounts:

View: All Accounts

Account: All

Date Range:

(Note: The Outstanding Issues activity report displays all outstanding issues and is not dependent upon the date range.)

Specific Date

Date Range

From: 02/25/2022

To: 05/25/2022

Previous Business Day

Include:

Statement Of Activity

Outstanding Issues

Correction Items

Paid Checks

Generate Report

Got Questions? We can help +

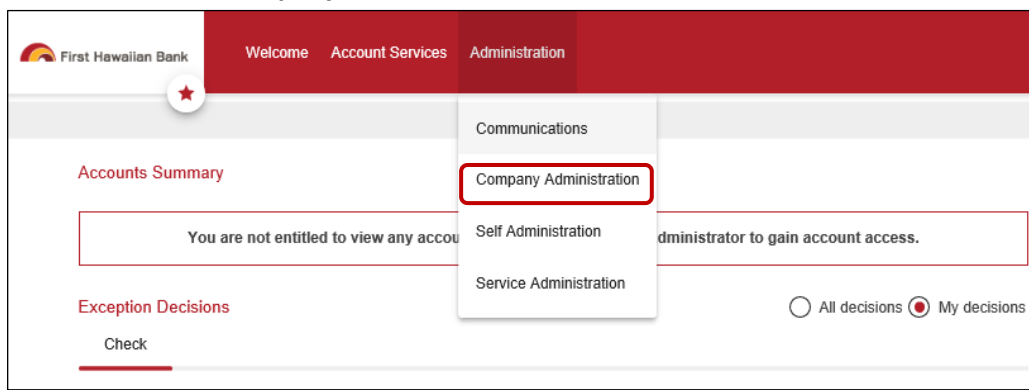
USER MAINTENANCE

Only users with administrative entitlement can perform user maintenance in the ARP system.

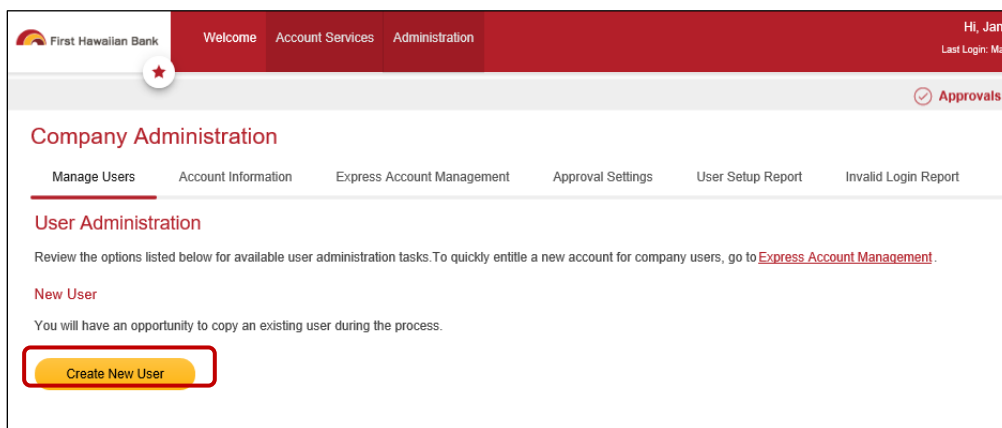
ADD NEW USER

- After adding a new user on the ARP system, the user must also be set up on the FHB Commercial Online (FCO) system and entitled to the Acct Recon/Pospay service.
- After setting up a new user set on the ARP and FCO systems, notification must be provided to Treasury Management at cashmgt@fhb.com for final set up.

Select **Administration > Company Administration**



Select **Create New User**



Enter the new user information:

User ID (cannot have spaces)

Password (Only required for initial user set up. Login will be through FHB Commercial Online)

Confirm Password

First Name

Last Name

Primary Email

Secondary Email (Optional)

Telephone Number

Select **Continue**

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Jane | SignOff | Last Login: Dec 16, 2021, 3:07:29 PM ET

Approvals | Exceptions

Company Administration

Manage Users | Account Information | Express Account Management | Approval Settings | User Setup Report | Inve >

New User

User Information

User ID: Duke

Password: *****

Confirm Password: *****

First Name: Duke

Last Name: Kahanamoku

Primary E-mail Address: Duke@surfhawaii.com

Secondary E-mail Address (Optional): Duke@surfhawaii.com

Additional Information (Optional):

User Telephone Number

The telephone number used to contact or notify the user for security reasons. An extension is required when needed to reach the user within an office phone system.

Label	Country/Region	Area/City Code & Number	Extension
Label: Work	Country/Region: UNITED STATES	Area/City Code & Number: 8089999999	Extension:

+ Add additional telephone number

Continue | Save as Draft

Select a user to be copied for ease of set up. Entitlements can be changed as necessary

Select Copy User

The screenshot shows a 'Copy Existing User' dialog box. At the top, it says 'Select the appropriate existing user to copy, and click "Copy User". Roles, services, and accounts will be selected to match the user selected, and can be edited as required. To return to the new user roles page, click "Do Not Copy User".' Below this is a table with columns: User ID, First Name, Last Name, and Additional Info. The table contains three rows:

User ID	First Name	Last Name	Additional Info
<input type="radio"/> JALOHA	Jane	Aloha	
<input type="radio"/> JOALOHA	Joe	Aloha	
<input checked="" type="radio"/> MICKYM	Mickey	Mouse	
<input type="radio"/> TESTUSER	Mickey	Mouse	

 Below the table are two buttons: 'Copy User' (highlighted with a red circle) and 'Do Not Copy User'. On the left side of the dialog, there are radio buttons for 'Do not copy' and 'Copy User', with 'Copy User' selected.

Confirm user to be copied and roles to be copied


Select Continue


The screenshot shows the 'New User' form. Under the 'Copy Existing User (Optional)' section, the 'Copy User: Mickey Mouse' option is selected and highlighted with a red circle. Below this is the 'User Roles (Optional)' section, which contains three checkboxes:

- Allow user to setup templates. (This entitles the user to template setup and template approval capabilities for only those services and accounts to which the user has been entitled.)
- Allow this user to approve transactions. (This entitles the user to transmit capabilities for only those services and accounts to which the user has been entitled.)
- Grant this user administration privileges. (This will allow the user to add, modify, copy and delete users, modify their roles, services and account access, rename accounts, and modify the number of approvers required for requests.)

 At the bottom of the form are two buttons: 'Continue' (highlighted with a red circle) and 'Save as Draft'.

Edit Service & Accounts entitled as needed









Select  to edit services

Select  to delete services

Services & Accounts (Optional)

To enable a service and assign accounts, click the appropriate link. To disable all services and accounts, click "Clear All".

4 of 4 services enabled Clear All

Service	
✓ Full Account Recon	Service enabled, accounts entitled.  
✓ Positive Pay	Service enabled, accounts entitled.  
✓ Positive Pay Exception Maintenance	Service enabled, accounts entitled.  
✓ Positive Pay Issue Maintenance	Service enabled, accounts entitled.  

Continue Save as Draft








Check and uncheck accounts to be entitled by service

Select **Continue**.

Services & Accounts (Optional)


To enable a service and assign accounts, click the appropriate link. To disable all services and accounts, click "Clear All".

4 of 4 services enabled Clear All

Service																	
✓ Full Account Recon	Service enabled, accounts entitled. 																
<table border="1"><thead><tr><th>Description</th><th>Account Number</th><th>TRC</th><th>Entitled Account</th></tr></thead><tbody><tr><td>Aloha Corp Operating Account</td><td>55667788</td><td>121301015</td><td><input checked="" type="checkbox"/></td></tr><tr><td>Aloha Corp Payroll</td><td>11223344</td><td>121301015</td><td><input checked="" type="checkbox"/></td></tr><tr><td>FHB Cash Management Test Account</td><td>01146971</td><td>121301015</td><td><input checked="" type="checkbox"/></td></tr></tbody></table> ^ Collapse		Description	Account Number	TRC	Entitled Account	Aloha Corp Operating Account	55667788	121301015	<input checked="" type="checkbox"/>	Aloha Corp Payroll	11223344	121301015	<input checked="" type="checkbox"/>	FHB Cash Management Test Account	01146971	121301015	<input checked="" type="checkbox"/>
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Continue Save as Draft

Review new user set up information

Select  to edit if needed

Select **Continue**

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Jane | SignOff | Last Login: Dec 16, 2021, 3:07:29 PM ET

Approvals | Exceptions

Company Administration

Manage Users | Account Information | Express Account Management | Approval Settings | User Setup Report | Invz >

New User

Profile

Name: Duke Kahanamoku
 User ID: Duke
 Primary E-mail Address: Duke@legend.com
 Secondary E-mail Address: Duke@legend.com
 Telephone Number: Work: +1 (808) 999-9999

Roles

Enabled Roles: Administration Setup

Services & Accounts

Enabled Services: 4 of 4 available

Limits

None of the enabled services include user limits.

Continue | Save as Draft

Validate one more time, select to made additional edits as necessary
 Select **Create User**

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Jane | SignOff | Last Login: Dec 16, 2021, 3:07:29 PM ET

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Roles

Enabled Roles: Administration Setup

Services & Accounts

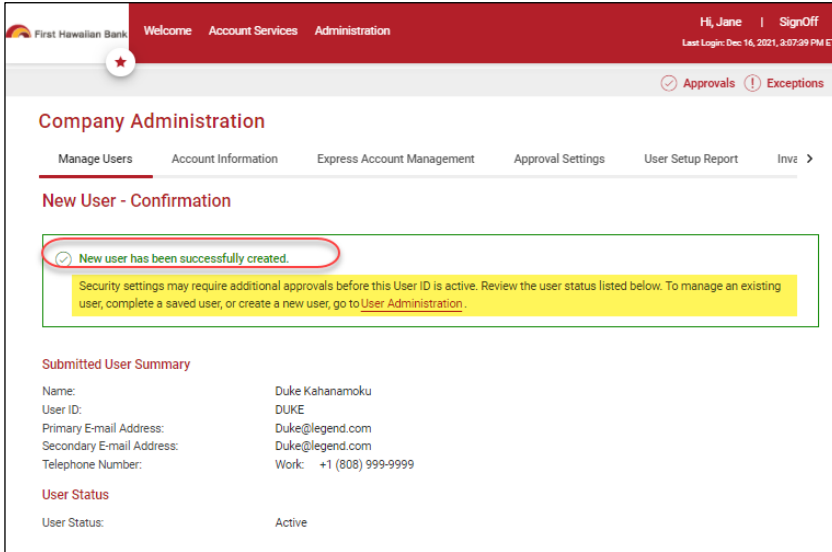
Enabled Services: 4 of 4 available

Limits

Limits Completed: None of the enabled services include user limits.

Create User | Save as Draft

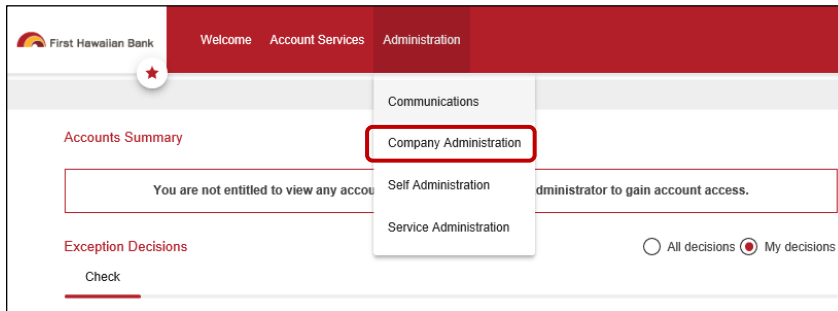
Confirmation message "New User has been successful created" will appear



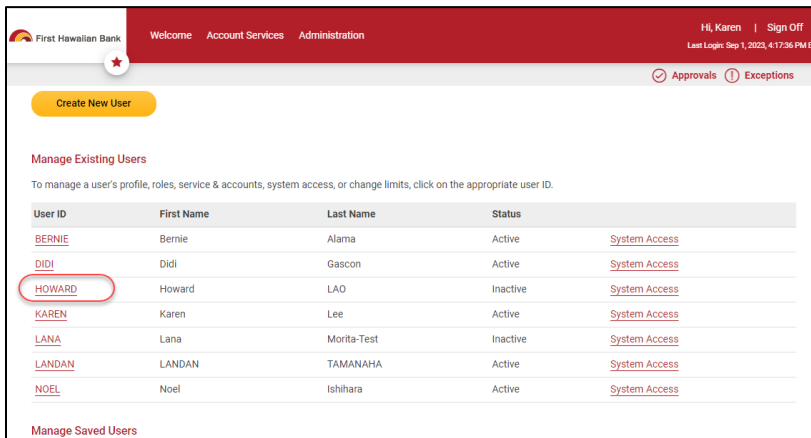
Once the User has been set up in the ARP system, be sure the user is also set up on FCO. Email cashmgt@fhb.com with both user information to complete setup.


MODIFY/DELETE USER

Select **Administration > Company Administration**

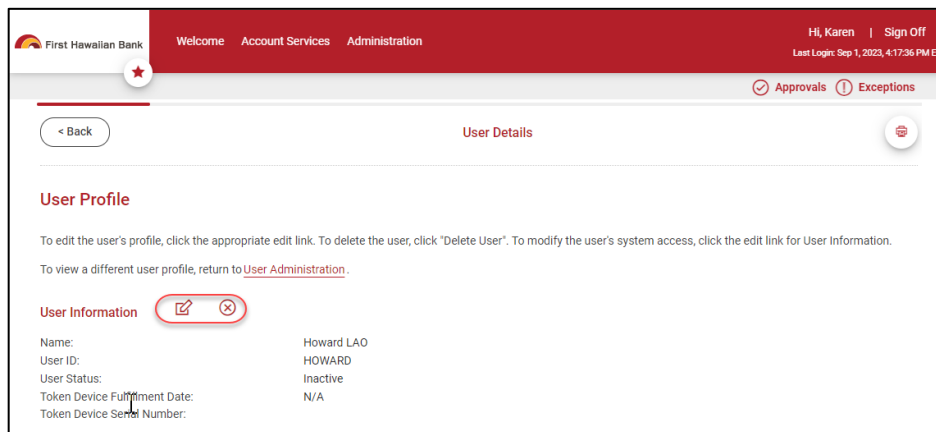


Select user to modify or delete



Select  to modify user

Select  to delete user



To Modify: Make edits and select **Save Changes**

To Delete: Select **Delete User**