

# 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.

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# 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

FHB Online	FHB Commercial Online
	our powerful and easy to us king system for businesses.
as OBC, is c	

## Enter your Login ID and Password

First	Hawaiian Bank.	
Login ID		
abcuser		
Password		
Remember me		
	Log In	
l am a new user.	Forgot your password?	
Locations	Privacy Policy	



## Select Services

First Hawaiian Ba	ank.	
🔂 Home	Home	ą
Transactions 🗸 🗸		
📃 Services 🗸 🗸	There are no accounts available for display at this time.	
Ø Branches		
(?) Help		
🔅 Settings 🗸 🗸		
G→ Log Off		

## Select Acct Recon/Pospay

	First Hawaiia	an Ba	ink.	
G	Home		Home	Ð
		~		
≡	Services	^	There are no accounts available for display at this time.	
	Acct Recon/Pos Pay			
0	Branches			
?	Help			
÷	Settings	~		
G	Log Off			

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

Accounts Summary	Currently Not Available	Approvals ① Excent
You are not entitled to	view any account balances. Contact your administrator to gain account acc	ess. Aferts and Messages
Exception Decisions Check	All decisions  My de List of exceptions (19 Max)	12/10/2021 10:00:20 AM (ET)
Your outoff time for decisionin	ng in 03:00 PM ET.	Reminder 12/09/2021 01:50:12 PM (ET)
	00222626951 No Issue Found	Account Reconciliation 12/09/2021 10:01:22 AM (ET)
		Reverse Positive Pay 12/09/2021 09:14:41 AM (ET)

## **ISSUE MAINTENANCE**

## **IMPORT AN ISSUE FILE**

Select Account Services > Positive Pay or Full Account Reconciliation

	Positive Pay
Accounts Summary	Full Account Reconciliation
You are not e	ntitled to view any account balances. Contact your administrator to gain account access.

#### Select Import Issues

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

Rirst Hav	wallan Bank Welcome Account Services	Administration	Hi, Jane   SignOff Last Login: Dec 9, 2021, 8:28-47 PM E
	•		Approvals (!) Exceptions
	ive Pay age Exceptions Enter Issues Import Is	sues Import Decisions Update Issues Exception Decisions	Outstanding Issues Stal >
Impor Add a file File Def	t Issues / Manage File Formats e definition   View the status of files imported in t initions acts or delete a file definition, slick the file name.)	he last 40 calendar days	-
	Name 🕈	Description	File Type
۲	Delimited CSV Format	Delimited CSV Format	Delimited
0	Fixed Width Format	Fixed Width Format	Fixed
0	MICASH	Parses uploaded MI format Issues file	Fixed
0	Standardissue	Standard csv format	Delimited
Co	ontinue		

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

Positive Pay				⊘ Approvals (!)
-	iter Issues Import Issues Import Decisions	Update Issues	Exception Decisions	Outstanding Issu
Select File				
New selection				
File Import Definition				
Definition Name:	Delimited CSV Format			
Description: File Type:	Delimited CSV Format Delimited			
File to Import Browse	Aloha Corp Issues 12.10.2021 csv.csv			

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

First Hawalian Dank	Welcome Account	Services Administra	ation			Hi, Jane   Sig Last Login: Dec 10, 2021, 4:51:	
٠						⊘ Approvals ① Excep	tion
Positive Pay							
Manage Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues	Exception Decisions	Outstanding Issues	>
Import another file							
Import another file File Definition Name:		Delimited CSV Fo	ormat				
		Delimited CSV Fo					
File Definition Name:		Delimited CSV Fo					
File Definition Name: Description:		Delimited CSV Fo	ormat				

Validate File Status for issue counts and dollar amounts

~	First Hawaiian Bank	elcome Account	Services Administr	ation				<b>-li, Jane   Si</b> Login: Dec:10, 2021, 4:5	gnOff 51:55 PM ET
	Ū						🕗 Арр	rovals (!) Exce	ptions
	Positive Pay								
	Manage Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues	Exception Decisio	ns Outs	tanding Issues	>
	File Status							(	•
	Status of imported files in the All approvals must be received								
	Import another file								
	Imported Files								
	(To view the records within a file						-		
	File Name	Total Recor	lssues in rds File	Total Amount for Issues	Voids in File		Date Imported		
(	Aloha Corp Issues 12.10.20	021 csv.csv 7	6	\$6.81	1	\$1.17	12/10/2021	Completed	$\sum$
	Aloha Corp Issues - 6971 is 12.10.2021.csv	ssues 3	3	\$4.70	0	\$0.00	12/10/2021	Completed wit errors	th
	Aloha Corp Issues - 112233	344.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 Haweilian Bank     Welcome Account Services Administration     Hi, KAREN   SignOff     LastLogic Apr 29, 2022, 21:459 PM								
	<u> </u>						6	Approvals	() Exceptions
Manage Exce	eptions	Enter Issues	Import Issues	s In	port Decisions	Update Issues	Excepti	on Decisions	Outsta >
File Status									
Status of Import	ed files in the	last 40 calendar d	ays.						
All approvals mu	ust be receive	d before a file will b	be fully processe	d.					
Import another f	île								
Imported Files									
(To view the record	ds within a file t	hat were not imported	d due to invalid dati	a, click on th	e 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.

Rinst Hawalian Bank Welcome Account S	Services Administration	Hi, KAREN   SignOff LastLagin: Apr 29, 2022, 2:14:30 PM ET
		Approvals () Exceptions
File Information		
To view the file definition used for this file, cl	ick on the file definition name.	
Status:	Completed with errors	
File Name:	Test Issue File.txt	
File Definition Used:	MICASH	
Imported By:	KAREN - KAREN LEE	
Imported Date:	04/29/2022 02:16:36 PM	
Number of Records Processed:	1	
Number of Records That Failed Validation:	2	
Records with invalid data		
Account number: 0001017100		
Check number: 1235		
The record 1 cannot be uploaded because	se of the following errors :	
(the account within this record cannot be	found for this company or not enabled for the service	
Account number: */128		
Check number: 2347		
The record 3 cannot be uploaded because	se of the following errors :	
Payee is a required field		
		Got Questions? We can help +
		Got Questions? We can help +

Note:

If a duplicate issue is submitted within the same file, the 2<sup>nd</sup> 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

	Positive Pay
Accounts Summary	Full Account Reconciliation
You are not e	ntitled to view any account balances. Contact your administrator to gain account access.

## Select Import Issues

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

First Hawailan Bank	Welcome Account Services	Administration				ren   Sign Off wg 9, 2023, 5:52:18 PM ET
*					Approvals	Exceptions
Positive Pay Manage Exceptions	Enter Issues Import Issue	s Import Decisions	Update Issues	Exception Decisions	Outstanding Issues	Stale Issu 🔉
Add a file definition	Manage File Formats View the status of files imported in the I le definition, click the file name.)	ast 40 calendar days				
Name 🕆		Description			File Type	
O Delimited St	andard	Delimited CSV Format			Delimited	
<u>FCO Standar</u>	d CSV	New Standard CSV Format for	or FCO		Delimited	

Locate and validate previously imported file status

~	First Hawaiian Bank Welcome A	ccount Services	Administration					Hi, Jane   Sign Login: Dec 10, 2021, 4:51:	nOff :55 PM ET
							🕗 App	orovals () Excep	tions
	Positive Pay								
	Manage Exceptions Enter Iss	ues Impor	t Issues In	nport Decisions	Update Issues	Exception Decisio	ns Outs	standing Issues	>
	File Status							¢	•
	Status of imported files in the last 40 ca	lendar days.							
	All approvals must be received before a	file will be fully p	rocessed.						
	Import another file								
	Imported Files								
	(To view the records within a file that were not	t imported due to in	valid data, click on th	ie file name.)					
	File Name	Total Records	Issues in File	Total Amount for Issues	Voids in File		Date Imported		
	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

	Positive Pay
Accounts Summary	Full Account Reconciliation
You are not e	initited to view any account balances. Contact your administrator to gain account access.

#### Select Enter Issues

First Hawailan Bank	Welcome Account Services	dministration				aren   Sign Off : Aug 9, 2023, 5:52:18 PM E	T
					Approval	Is () Exceptions	
Positive Pay Manage Exceptions Manage Except	Enter Issues Import Issue	s Import Decisions	Update Issues	Exception Decisions	Outstanding Issues	Stale Issu 🗲	

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 LastLagic Dec 10, 2021, 451:55 PM ET
	Approvals (1) Exceptions
Item Details	
Check Number 121	
Amount \$100.00 USD	
Issued Date 12/01/2021	
Issue Type	
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** 

SFirst Hawailan Bank	Welcome Ac	count Services Adr	ninistration			Hi, Jane   \$ Last Login: Dec 10, 2021, 4	
					(	Approvals (!) Except	ion
Positive Pay							
Manage Exceptions	Enter Issues	s Import Issues	Import Decisions	Update Issues	Exception Decisions	Outstanding Issues	>
Issue Verification	2						
Almost done. P	lease confirm the	details below.					
New Entry							
Account Information							
Account:		FHB Cash N	lanagement Test Account -	Checking - *6971			
		FHB Cash N	lanagement Test Account - I	Checking - *6971			
Account: Item Details		FHB Cash M	tanagement Test Account - I	Checking - *6971			
		121	Tanagement Test Account - I	Checking - *6971			
Item Details Check Number: Amount:		121 \$100.00	)	checking - "6971			
Item Details Check Number: Amount: Issued Date:		121 \$100.00 12/01/2021	)	checking - "6971			
Item Details Check Number: Amount: Issued Date: Issue Type:		121 \$100.00 12/01/2021 Issue					
Item Details Check Number: Amount: Issued Date:		121 \$100.00 12/01/2021		Only select	if		
Item Details Check Number: Amount: Issued Date: Issue Type: Payee:		121 \$100.00 12/01/2021 Issue Roger Rabbi	, t				
Item Details Check Number: Amount: Issued Date: Issue Type:	ithout approving, c	121 \$100.00 12/01/2021 Issue Roger Rabbi	, t	Only select secondary appr			
Item Details Check Number: Amount: Issued Date: Issue Type: Payee:	ithout approving, q	121 \$100.00 12/01/2021 Issue Roger Rabbi	, t	Only select			
Item Details Check Number: Amount: Issued Date: Issue Type: Payee:	ithout approving, c	121 \$100.00 12/01/2021 Issue Roger Rabbi	, t	Only select secondary appr			

Confirmation message "**The following manual issue entry was successful**." will appear Select **New Entry** to input another issue

Positive I	Pay				
Manage Exc	eptions	Enter Issues	Import Is	Import Decisions	Update Issue
			, , , ,		
Issue Cont	firmation				
The fol	llowing manua	al issue entry was	successful.		

#### **ISSUE MAINTENANCE**

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

	Positive Pay
Accounts Summary	Full Account Reconciliation
You are not e	entitled to view any account balances. Contact your administrator to gain account access.

## Select Update Issue

First Hawallan Bank	Welcome Acco	unt Services Admir	nistration				aren   Sign Off Aug 9, 2023, 5:52:18 PM ET
						Approval	Is () Exceptions
Positive Pay Manage Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues	Exception Decisions	Outstanding Issues	Stale Issu 💙

## Select/Enter Search Criteria

First Hawalian Bank	Welcome Acco	unt Services Adm	nistration				(aren   Sign O n: Aug 9, 2023, 5:52:18 F
*						Approva	als () Exceptio
Positive Pay Manage Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues	Exception Decisions	Outstanding Issues	Stale Issu 义
	EnterIssues	Import Issues	Import Decisions	Update Issues	Exception Decisions	Outstanding issues	Stale ISSU 7
Search Issues							
Accounts:							
View Criteria All Accounts			-				
Account							
FHB BUSINESS SERVICES D	01V - Checking - 121	301015 - *0222					
Date Range:							
O Specific Date							
Date Range							
From 08/02/2023			Ē				
то	-						
09/01/2023			đ				
O Previous Business Day							
Include:							
<ul> <li>Exception issue items</li> </ul>							
<ul> <li>Outstanding issue item:</li> </ul>	s						
Check Number (optional) 1234							
Continue							

#### Select Continue



Select Issue to Modify or Delete

	First Hawalian Bank Welcome Accord	unt Services Administration	Hi, Karen   Sign Off Last Logic: Aug 9, 2023, SS2:18 PM ET
	*		Approvals (1) Exceptions
	Positive Pay		
	Manage Exceptions Enter Issues	Import Issues Import Decisions Update Issues	Exception Decisions Outstanding Issues Stale Issu >
	Select Issue		
	View Criteria		Modify Search
	(To view and edit details, click the check number	n -	
	Account Check T	, Issued Date	Issued Amount Payee
	*0222	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

	Positive Pay
Accounts Summary	Full Account Reconciliation
You are not e	entitled to view any account balances. Contact your administrator to gain account access.

## Select Outstanding Issue

First Hawallan Bank	Welcome Ac	count Services Adn	ninistration			Hi, Karen   Last Login: Aug 9, 2023,	
						⊘ Approvals () Ex	ceptions
Positive Pay Manage Exceptions Manage Exception	Enter Issues	Import Issues	Import Decisions	Update Issues	Exception Decisions	Outstanding issues Stale issues	>

## Enter Search Criteria

-	First Hawailan Bank     Welcome Account Services Administration     Last	H <b>i, Karen   Si</b> ç Login: Aug 9, 2023, 5:5	
	× ⊘ Approv	als () Excepti	ons
	Positive Pay		
	Manage Exceptions Enter Issues Import Issues Import Decisions Update Issues Exception Decisions Outstanding Issues	Stale Issues	>
	Search Outstanding Issues		
	Coper fo Screen (HTML)	2	
	Accounts	15	
	Vew All Accounts		
(	Account FHB BUSINESS SERVICES DIV - Checking - 121301015 - *0222		
0	Issue Date Range		
	● All		
	O Specific Date		
	O Date Range		
l	Previous Business Day		
1	Include		
	Issues and Voids		
	O Issues Only		
l	Volds Only		
(	Generate Report		

Outstanding Issues requested will be returned in format requested

First Hawalian Bank	Welcome Accou	nt Services Admir	histration				Hi, Karen   Sign Off Login: Aug 9, 2023, 5:52:18 PM
٠						🕢 Арр	rovals () Exceptions
Positive Pay							
Manage Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues	Exception Decisions	Outstanding Issues	Stale Issues >
Outstanding Issues	3						•
View Criteria							Modify Search
FHB BUSINESS SERVICES DI	IV - Checking - 1213	01015 - *0222					
Total Reported Amount : Total Reported Items :		\$1.25 2					
Check Number	Amou	nt Issued Date	Payee	Issue	Type Read	d Payee Paye	e Match Score
100	\$0.0	5 08/09/2023	Misead Seril	as 1000 Issue	n/a	0	
1234	\$1.2	0 09/01/2023	Robin Ah Mo	ow Issue	n/a	0	



# **POSITIVE PAY EXCEPTIONS**

## **DECISION INDIVIDUAL EXCEPTION ITEM**

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

First Howalian Bank Welcome Account Services Administration			Hi, Jane   SignOff Last Logic Dec 16, 2021, 12:24:08 PM E
			Approvals () Exceptions
counts Summary			9
You are not entitled to view any account balan	ces. Contact your administrator to gain account	t access.	Alerts and Messages
ception Decisions		All decisions     My decisions	Positive Pay 12/16/2021 09:12:48 AM (ET)
Check		0 0 1	Sample Email 12/06/2021 06/18/51 PM (ET)
Your cutoff time for decisioning is 08:00 PM ET.			View All
*6971FHB Cash Management Test Account 0000000013	No Issue Found		
OF FILE CASE IN AN AGENTICE TO A PECCASE COCOODER IS	10,000,000		
*6971FHB Cash Management Test Account 00000000111	Amount Mismatch	\$1.00	
*6971FHB Cash Management Test Account 00000000112	Duplicate Item	\$1.12	
*6971FHB Cash Management Test Account 0000000120	No Issue Found		
*6971FHB Cash Management Test Account 00000000117	Posted Against Void	\$1.17	
*6971FHB Cash Management Test Account 00000000118	No Issue Found		
*6971FHB Cash Management Test Account 00000000119	No Issue Found		
*6971FHB Cash Management Test Account 00000000116	StaleDated	\$1.16	
			Got Questions? We can help +

## Select an exception item

Rirst Hawaiian Bank	Welcome Account Services Adminis	stration	
•			
Accounts Summary			
	You are not entitled to view any accord	unt balances. Contact your administrator to gain account access	
Exception Decisions			All decisions  My decisions
Check			
Your cutoff time for decisioning is 03:00	PM ET.		
*6971FHB Cash Manage	ement Test Account 00000000013	No Issue Found	
*6971FHB Cash Manage	ement Test Account 0000000111	Amount Mismatch	\$1.00
*6971FHB Cash Manag	ement Test Account 00000000112	Duplicate Item	\$1.12

# Select 🗮 to view an image of the check

Positive Pay					
Manage Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues	Exception De
Approve Decision					
All approvals must be rece	ived before this deci	sion will be transmitte	d.		
New Selection					
Exception Details					
Exception Details					
Exception Details		Select De	ision		-
·		Select Der *6971	ision		•
Decision: Account:		*6971			×
Decision: Account: Check Number:					*
Decision: Account:		*6971			Ŧ
Decision: Account: Check Number: Issued Date:		*6971			÷
Decision: Account: Check Number: Issued Date: Issued Amount:		*6971	1		Ŧ



## Validate Check Image

## Select an icon to perform additional image views

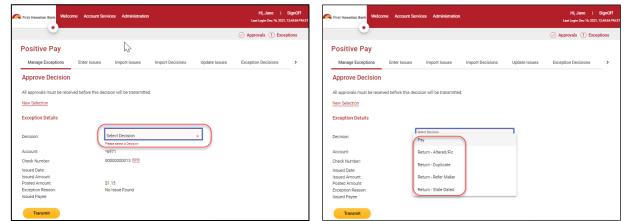
## Select Close to return to decision screen

First Hawaiian Bank		No. 13
2339 Kamehameha Highway Honolulu, Hawaii 96819		39-10L Date 12/10/2021
(11) 111-1111		Date 12/10/2021
Order Of Wilma Flinstone		\$ \$1.13
One Dollar and 13/100		Dollars
-		
R First Hawaijan Bank.		
Mento:		
-000000013- 0123	301015401146971*	
	1/1	

## 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	me Account Serv	ices Administration		
	Positive Pay				
	Manage Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues
	Approve Decision				
	All approvals must be receiv	ed before this decis	sion will be transmitted.		
	New Selection				
	Exception Details				
	Decision:		elect Decision Pay		-
	Account:	*6	5971		
	Check Number:	0	000000013 📰		
	Issued Date: Issued Amount:				
	Posted Amount:	S	1.13		
	Exception Reason:	N	o Issue Found		
	Issued Payee:				
	Transmit				

Confirmation message "The decision below have been transmitted successfully" will appear

Decision	Account	Check	Issued Date	Amount	Paid	Reason	Payee	Approval Status
				Issued	Amount	Exception		
Check Except	ions Decisio	oned						
Check Except	ions Approv	ed						
Approved/Trans	smitted By:	J	ALOHA					
Approved/Trans			2/16/2021 01:12:23 PM	I				
New Selection								
Checks that hav	ve been conve	erted into an ACH e	electronic payment disp	lay with a check	number.			
The dec	isions below	have been transmi	tted successfully.					
_								
Decision C	Confirmat	ion						4
Manage Exc	epuons	LINEI ISSUES	Import issues	Import Decisi	ons op	udie issues	Exception Dec	
Manage Exc		Enter Issues	Import Issues	Import Decisi	ene Un	date Issues	Exception Dec	inione

Select Next Selection to select additional items to decision

Manage Ex	ceptions	Enter Issues	Import Issues	Import Decisi	ons Uj	odate Issues	Exception Decis	ions
Decision	Confirmat	tion						4
⊘ The de	cisions below	have been transmi	itted successfully.					
Checks that h	ave been conve	erted into an ACH e	electronic payment displ	ay with a check	number.			
New Selection	$\mathbf{D}$							
New Selection Approved/Tran	nsmitted:		2/16/2021 01:12:23 PM					
New Selection	nsmitted:							
New Selection Approved/Tran Approved/Tran	nsmitted:	J	2/16/2021 01:12:23 PM					
New Selection Approved/Trai Approved/Trai Check Excep	nsmitted: nsmitted By:	J	2/16/2021 01:12:23 PM	-				
New Selection Approved/Trai Approved/Trai Check Excep	nsmitted: nsmitted By: ptions Approv	J	2/16/2021 01:12:23 PM	Issued Amount	Amount Paid	Exception Reason	Раусе	Approval Status

#### **DECISION MULTIPLE EXCEPTION ITEMS**

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

	Positive Pay
Accounts Summary	Full Account Reconciliation
You are not e	ntitled to view any account balances. Contact your administrator to gain account access.

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

Rinst	t Hawalian Bank	Welcome	Account Services	Administration						Jane   SignOff 1: Dec 16, 2021, 12:49:54 PM E
	*								Ø Approvals	Exceptions
Check	Exceptions Awaiti	ng Decision								
Decision	ns can be made from	04:00 AM to 03	:00 PM ET. Checks co	inverted to ACH ele	ctronic payments app	ear with "ACH" be	side the check nur	nber.		
	Decision	Account	Check +	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status	<u> </u>
	Select Decision	*6971	0000000112	12/10/2021	\$1.12	\$1.1	2 Duplicate Item	Fred Flintstone	0 of 1 received Ready to transmit	ď
	Select Decision	*6971	0000000116	01/10/2021	\$1.16	\$1.1	5 Stale Dated	Barney Rubble - Stale	0 of 1 received Ready to transmit	ď
	Select Decision	*6971	0000000117	12/10/2021	\$1.17	\$1.1	Posted Against Void	Betty Rubbles - Void	0 of 1 received Ready to transmit	ď
	Select Decision	*6971	0000000118			\$1.1	8 No Issue Found		0 of 1 received Ready to transmit	ď
	Select Decision	*6971	0000000119			\$1.19	No Issue Found		0 of 1 received Ready to transmit	ď
	Select Decision	*6971	0000000120			\$1.2	) No Issue Found		0 of 1 received Ready to transmit	ď
Apply 1	this decisions to the	selected excepti	ions	-	Apply					
0	ontinue									

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

Check	Exceptions Await	ing Decision								
Decisio	ins can be	Selects a	ll items at o	ne time	onic payments app	ear with "ACH" bee	ide the check nur	nber.		
$\overline{\bigcirc}$	Decision	Account	Check +	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status	
Ă	Select Decision	*6971	0000000112	12/10/2021	\$1.12	\$1.12	Duplicate Item	Fred Flintstone	0 of 1 received Ready to transmit	ď
	Select Decision	*6971	0000000116	01/10/2021	\$1.16	\$1.16	Stale Dated	Barney Rubble - Stale	0 of 1 received Ready to transmit	ď
	Select Decision	*6971	0000000117	12/10/2021	\$1.17	\$1.17	Posted Against Void	Betty Rubbles - Void	0 of 1 received Ready to transmit	ď
	Select Decision	*6971	-	Select in		\$1.18	No Issue Found		0 of 1 received Ready to transmit	ď
	Select Decision	*6971	0000000119	iter	ns	\$1.19	No Issue Found		0 of 1 received Ready to transmit	ď
	Select Decision	*6971	0000000120			\$1.20	No Issue Found		0 of 1 received Ready to transmit	ď
Apply	this decisions to the	e selected excep	tions	-	Apply					



## Select a decision to apply to all the selected exceptions

Firs'	Hawalian Bank	Welcome	Account Services	Administration						Jane   SignOff : Dec 16, 2021, 12:49:54 PM
									Approvals	() Exceptions
Check	Exceptions Awaiti	ng Decision								
Decisio	ns can be made fron	n 04:00 AM to 03	8:00 PM ET. Checks c	onverted to ACH elect	tronic payments app	ear with "ACH" be	side the check nur	nber.		
٩										
	Decision	Account	Check 1	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status	
~	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	Ľ
~	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	ď
~	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	ď
~	Select Decision Please select a Decision	*6971	0000000118			\$1.18	No Issue Found		0 of 1 received Ready to transmit	ď
	Select Decision	*6971	0000000119			\$1.19	No Issue Found		0 of 1 received Ready to transmit	ď
	Select Decision	*6971	0000000120			\$1.20	No Issue Found		0 of 1 received Ready to transmit	ď
Apply	this decisions to the	selected except	ions	-	Apply					
	ontinue									
	onunde									

## Select **Apply** Select **Continue**

#### Hi Jane 💦 First Hewaiian Bank 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 Paid Exception Reason Payee Approval Status Select Decision 0000000112 Please select a \*6971 🔤 12/10/2021 \$1.12 \$1.12 Duplicate Item Fred Flintstone Ready to transmit ~ Select Decision Please select a \*6971 0000000116 01/10/2021 $\checkmark$ \$1.16 \$1.16 Stale Dated Barney Rubble - 0 of 1 received Stale Ready to transmit Select Decision Please select a \*6971 00000000117 \$1.17 Posted Against Betty Rubbles - 0 of 1 received Ready to transmit ~ \$1.17 \$1.18 No Issue Found 0 of 1 received Ready to transmit Pav Return - Altered/Fic 0 of 1 received Ready to transmit \$1.19 No Issue Found Return - Duplicate 0 of 1 received Ready to transmit \$1.20 No Issue Found Return - Refer Maker Return - Stale Dated Apply ) Continue

## Verify decisions Select **Continue**

									<ul> <li>Approvals</li> </ul>	U Excep
	Exceptions Awaiti	-	:00 PM ET. Checks co	munited to ACH class	trania animanta ann	ear with 14 CMI has	ride the check of the	whee		
	is can be made from	104.00 AM 10 03	OU PWIET. CHECKS CC	Invented to Achielec	ronic payments app	ear with AGH bes	sue the check hur	ibel.		Ģ
	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	ď
~	Return - Refer Maker	*6971	0000000116	01/10/2021	\$1.16	\$1.16	Stale Dated	Barney Rubble - Stale	0 of 1 received Ready to transmit	ď
~	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	ď
~	Return - Refer Maker	*6971	0000000118			\$1.18	No Issue Found		0 of 1 received Ready to transmit	ď
	Select Decision	*6971	0000000119			\$1.19	No Issue Found		0 of 1 received Ready to transmit	ď
	Select Decision	*6971	0000000120			\$1.20	No Issue Found		0 of 1 received Ready to transmit	ď
Apply this Return	s decisions to the selected - Refer Maker	exceptions			Apply					

Verify decisions one last time or select item to change decision **Decisions must be transmitted to be completed.** 

### Select Transmit

							⊘ Api	provals (!) Exce
Positive Pay Manage Exceptions	s Enter Issi	Jes Import Issue	s Import Decision	ns Update Issues	Exception Decisions	Outstand	ting Issues Sta	ale Issues Is
Checks that have been		ACH electronic payme	nt display with a check n	umber.				
Check Exceptions A	waiting Decision	n						Change Selec
Check Exceptions A Decision	waiting Decision	Check	Issued Date	Issued Amount	Amount Paid Excep	ption Reason	Payee	Change Select
	Account		Issued Date 12/10/2021	Issued Amount \$1.12	Amount Paid Excep \$1.12 Dupli		Payee Fred Flintstone	Approval Status
Decision	Account *6971	Check 00000000112				cate Item		0 of 1 received Ready to transm
Decision Return - Refer Maker	Account *6971 *6971	Check 00000000112 00000000116	12/10/2021	\$1.12	\$1.12 Dupli \$1.16 Stale	cate Item Dated	Fred Flintstone	Approval Status 0 of 1 received Ready to transm 0 of 1 received Ready to transm

Confirmation message **"The decision below have been transmitted successfully"** will appear Once the decisions are transmitted, they cannot be recalled.

First Hawalian Bank	Welcon	ne Account Services	Administration					Hi, Jane   Login: Dec 16, 200	
							⊘ Ap	pprovals ()	Exception
Positive Pay									
Manage Exception	ns Enter Is:	ues Import Issu	ues Import Decisio	ons Update Issues	Exception Deci	sions Outstan	ding Issues St	tale Issues	ls: >
Decision Conf	irmation								•
The decisions	below have been	transmitted successfu	lly.						
Checks that have bee <u>New Selection</u> Approved/Transmitte Approved/Transmitte <b>Check Exceptions</b>	d: d By:	1	ient display with a check i 2/16/2021 02:15:52 PM ALOHA	number.					
New Selection Approved/Transmitte Approved/Transmitte Check Exceptions I Check Exceptions I	d: d By: Approved Decisioned	1 J	2/16/2021 02:15:52 PM ALOHA						
New Selection Approved/Transmitte Approved/Transmitte	d: d By: Approved	1	2/16/2021 02:15:52 PM	Issued Amount \$1.12		Exception Reason	Payee Fred Flintstone	Approval S 1 of 1 recei Transmitte	ved
New Selection Approved/Transmitte Approved/Transmitte Check Exceptions / Check Exceptions I Decision	d: d By: Approved Decisioned Account *6971	1 J Check	2/16/2021 02:15:52 PM ALOHA Issued Date	Issued Amount	\$1.12			1 of 1 recei Transmitte	ved d
New Selection Approved/Transmitte Approved/Transmitte Check Exceptions / Check Exceptions I Decision Return-Refer Maker	d: d By: Approved Decisioned Account *6971 *6971	1 J Check 00000000112	2/16/2021 02:15:52 PM ALOHA Issued Date 12/10/2021	Issued Amount \$1.12	\$1.12 \$1.16	Duplicate Item	Fred Flintstone Barney Rubble - Stal	1 of 1 recei Transmitte le 1 of 1 recei Transmitte	ved di ved di ved

## 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

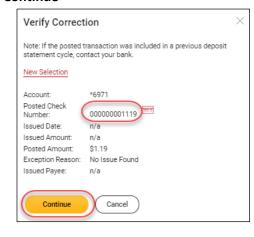
# Select

									Ø Approvals	() E
Posi	itive Pay									
Ma	nage Exceptions	Enter Issues	Import Issues	Import Decisio	ns Update Is	sues Exce	ption Decisions	Outstanding Issues	Stale Issu	Jes
Man	age Exceptior	IS								
To mal	ke a decision on an e	xception, choose	an applicable decision	on, check the appropria	te exceptions, and t	hen click "Contin	ue".			
Check	Exceptions Await	ing Approval								
There	are no decisions awa	iting approval.								
Check	Exceptions Await	ing Decision								
	Exceptions Await									
			:00 PM ET. Checks c	onverted to ACH electr	onic payments appe	ar with "ACH" be:	side the check nur	nber.		
			:00 PM ET. Checks o	onverted to ACH electr	onic payments appe	ar with "ACH" be:	side the check nur	nber.		
Decisio			:00 PM ET. Checks o Check 🕈	onverted to ACH electronic strength of the sector strength of the se	onic payments appe Issued Amount	ar with "ACH" be: Amount Paid	side the check nur Exception Reason		Approval Status	
Decisio	ons can be made from	n 04:00 AM to 03			Issued	Amount Paid	Exception	Payee J	Approval Status f 1 received ady to transmit	2
Decisio	Decision	n 04:00 AM to 03 Account *6971	Check *		Issued	Amount Paid \$1.19	Exception Reason	Payee 0 or Rea	Status f 1 received ady to transmit	2
Decisio	Decision Select Decision	n 04:00 AM to 03 Account *6971	Check +		Issued	Amount Paid \$1.19	Exception Reason No Issue Found	Payee 0 or Rea	Status f 1 received ady to transmit	2

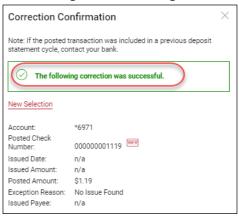
## Change Posted Check Number

Select <b>Co</b>	ontinue			
	Correct Exception	~	Correct Exception	×
	Note: If the posted transaction was included in a previous deposit statement cycle, contact your bank.		Note: If the posted transaction was included in a previous deposit statement cycle, contact your bank.	
	New Selection		New Selection	
	Account: *6971		Account: *6971	
	Posted Check Number 00000000119		Posted Check Number 000000001119	
	Issued Date: n/a		Issued Date: n/a	
	Issued Amount: n/a		Issued Amount: n/a	
	Posted Amount \$1.19 USD		Posted Amount \$1.19 USD	
	Exception Reason: No Issue Found		Exception Reason: No Issue Found	
	Issued Payee: n/a		Issued Payee: n/a	
	Continue		Continue	

## Verify Correction Select **Continue**



## Confirmation message "The following correction was successful" will appear



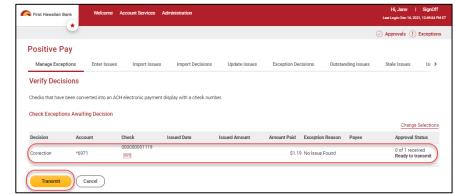
## Correction reflected on exception screen

## Select Continue

	0								⊘ Approvals (!)	) Exception
Posi	itive Pay									
Man	nage Exceptions	Enter Issues	Import Issues	Import Decisi	ons Update I	ssues Excep	ption Decisions	Outstanding Issu	es Stale Issues	Is
Mana	age Exceptio	ns								
To mak	ke a decision on an	exception, choose	e an applicable decisio	on, check the appropri	ate exceptions, and	then click "Continu	ie".			
Check	Exceptions Awai	ting Approval								
There a	are no decisions aw	aiting approval.								
There a	are no decisions aw	aiting approval.								
	are no decisions aw									
Check	Exceptions Awai	ting Decision								
Check	Exceptions Awai	ting Decision	3:00 PM ET. Checks c	onverted to ACH elect	ronic payments app	ear with "ACH" bes	ide the check nur	nber.		
Check	Exceptions Awai	ting Decision	3:00 PM ET. Checks c	onverted to ACH elect	ronic payments app	bear with "ACH" bes	ide the check nur	nber.		1
Check Decisio	Exceptions Awai	ting Decision	3:00 PM ET. Checks o	onverted to ACH elect		ear with "ACH" bes		nber.		(Hereit
Check Decisio	Exceptions Awai	ting Decision	3:00 PM ET. Checks cr Check ↑	onverted to ACH elect Issued Date	ronic payments app Issued Amount	bear with "ACH" bes	ide the check nur Exception Reason	nber. Payee	Approval Status	(A
Check Decision	Exceptions Awai	ting Decision m 04:00 AM to 03 Account	Check ↑	Issued Date	Issued	Amount Paid	Exception Reason	Payee	Status	(Jest
Check Decisio	x Exceptions Awai	ting Decision rm 04:00 AM to 03	Check 🛧	Issued Date	Issued	Amount Paid	Exception	Payee	Status	
Check Decision	x Exceptions Awai	ting Decision m 04:00 AM to 03 Account *6971	Check ↑ 000000001119 00000000120	Issued Date	Issued	Amount Paid \$1.19	Exception Reason No Issue Found	Payee G	Status 0 of 1 received Ready to transmit	
Check Decision	Exceptions Awai	ting Decision m 04:00 AM to 03 Account *6971	Check ↑	Issued Date	Issued	Amount Paid \$1.19	Exception Reason	Payee	Status 0 of 1 received Ready to transmit	
Check Decision	x Exceptions Awai	ting Decision m 04:00 AM to 03 Account *6971	Check ↑ 000000001119 00000000120	Issued Date	Issued	Amount Paid \$1.19	Exception Reason No Issue Found	Payee	Status	
Check Decision	x Exceptions Awai	ting Decision im 04:00 AM to 03 Account *6971	Check ↑ 000000001119 00000000120 00000000120	Issued Date	Issued	Amount Paid \$1.19	Exception Reason No Issue Found	Payee	Status	

Verify changes one last time before transmitting. **Once you transmit the item cannot be recalled** Check will be paid and corrections made

## Select Transmit



Confirmation message "The decision below has been transmitted successfully" will appear

Approvals ① Exception Positive Pay Manage Exception Decisions Update Issues Exception Decisions Outstanding Issues Stale Issues Is	First Hawailan B	Bank Welcon	ne Account Services	Administration					Hi, Jane   Last Login: Dec 16, 200	SignOff 21, 12:49:54 P
Manage Ecception         Enter Issues         Import Decisions         Update Issues         Exception Decisions         Outstanding Issues         Stale Issues         Issue           Decision Confirmation         Import Issues         Impor									⊘ Approvals (!)	Exception
Decision Confirmation         Configuration           Image: The decisions below have been transmitted successfully         Image: The decisions below have been transmitted successfully           Orieks that have been converted into an ACH electronic payment display with a check number.         Image: The decisions and the electronic payment display with a check number.           News Belowing Transmitted to an ACH electronic payment display with a check number.         Image: The decisions and the electronic payment display with a check number.           News Belowing Transmitted By:         12/16/2021 02:33.50 PM         Approved Transmitted Transmitted By:         Jul DHA           Check Exceptions Approved         Image: The decision of the decision o	Positive P	ay								
Check bit 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 02:33.50 PM Approved Transmitted      Check Exceptions Approved  Check Exceptions Decisioned  Decision      Account Check Issued Date Issued Amount Amount Paid Exception Reason Payee      Approval Status      To 11 recreted	Manage Excep	ptions Enter Iss	ues Import Issue	es Import Decisions	Update Issues	Exception De	cisions Outst	anding Issues	Stale Issues	ls: >
Checks that have been converted into an ACH electronic payment display with a check number.           New Selection           Approved Transmitted         12/16/2021 02:33:50 PM           Approved Transmitted By:         J4LOHA           Check Exceptions Approved           Check Exceptions Decisioned           Decision         Account           Check Exceptions Reason         Payre Approval Status	Decision Co	onfirmation								
Checks that have been converted into an ACH electronic payment display with a check number.           New Selection           Approved/Transmitted         12/16/2021 02:35 0 PM           Approved/Transmitted Spr.         JALOHA           Check Exceptions Approved           Check Exceptions Decisioned           Decision         Account         Check Issued Date           Issued Amount         Amount Paid         Exception Reason           Payment         Check         Issued Date										$\sim$
Approved (Transmitted By: JALOHA Check Exceptions Approved Check Exceptions Decisioned Decision Account Check Issued Date Issued Amount Amount Paid Exception Reason Payee Approval Status										
Check Exceptions Approved Check Exceptions Decisioned Decision Account Check Issued Date Issued Amount Amount Paid Exception Reason Payree Approval Status										
Decision Account Check Issued Date Issued Amount Amount Paid Exception Reason Payee Approval Status										
Annualization (101) and the second se										
	Check Exceptio	ns Decisioned								
			Check	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval S	tatus

## 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 😐	2									Hi Jane	e   SignOff
	Rirst	Hawaiian Bank	Welcome	Account Services	Administration						16, 2021, 12:49:54 PM ET
										⊘ Approvals (	Exceptions
	Decision	ns can be made fron	n 04:00 AM to 03:	00 PM ET. Checks of	onverted to ACH ele	ctronic payments app	ear with "ACH" bes	ide the check nur	mber.		
	٩										
		Decision	Account	Check +	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status	
		Select Decision	*6971	00000000111	12/10/2021	\$1.00	\$1.11	Amount Mismatch	Boo Boo Bear - bad amount	0 of 1 received Ready to transmit	>

## Correct Posted Amount

## Select Continue

Correct Exception $\times$	Correct Exception ×
Note: If the posted transaction was included in a previous deposit	Note: If the posted transaction was included in a previous deposit
statement cycle, contact your bank.	statement cycle, contact your bank.
New Selection	New Selection
Account: *6971	Account: *6971
Posted Check Number	Posted Check Number
00000000111	00000000111
Issued Date	Issued Date
12/09/2021	12/09/2021
Issued Amount	Issued Amount
\$1.00 USD	\$1.00 USD
Posted Amount	Posted Amount
\$1.11 USD	\$1.00 USD
Exception Reason: Amount Mismatch	Exception Reason: Amount Mismatch
Issued Payee	Issuel Payee
Boo Boo Bear -bad amount	Boo Boo Bear -bad amount
Continue	Continue

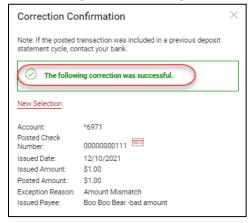


## Verify Correction

## Select Continue

Verify Correc	tion	$\times$
Note: If the posted statement cycle, c	I transaction was included in a previous deposit ontact your bank.	
New Selection		
Account: Posted Check Number: Issued Date: Issued Amount: Posted Amount: Exception Reason Issued Payee:	*6971 00000000111 12/10/2021 \$1.00 \$1.00 2. Amount Mismatch Boo Boo Bear-bad amount	
Continue	Cancel	

Confirmation message "The following correction was successful" will appear



## Correction reflected on the exception screen

## Select Continue

First Hawailan Bank	Welcome	Account Services	Administration					Hi, Jane Last Login: Dec 1	SignOff 6, 2021, 12:49:54 PM E
								⊘ Approvals (!)	Exceptions
Decisions can be made from	04:00 AM to 03:	00 PM ET. Checks of	onverted to ACH elect	tronic payments appe	ear with "ACH" bes	ide the check nu	mber.		
٩									
Decision	Account	Check 🕈	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status	
Correction	*6971	00000000111	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 s	elected exceptio	ns	*	Apply					

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

2							6	🔿 Approvals 🕕 E
Positive F	· ·	es Import Issues	Import Decision	is Update Issues	Exception Decis	ions Outsta	ndina Issues	Stale Issues
Verify Deci								
Checks that hav	e been converted into an	ACH electronic payment	t display with a check n	umber.				
Check Excepti	ons Awaiting Decision	1						
Check Excepti	ons Awaiting Decision	1						Change Se
Check Excepti Decision	ons Awaiting Decision Account	Check	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Change Se Approval Sta
			Issued Date 12/10/2021	Issued Amount \$1.00		Exception Reason	Payee Boo Boo Bear- amount	Approval Sta

Confirmation message "The decision below have been transmitted succesfully" will appear

First Hawaiian Ban	k Welcome	Account Services Ar	dministration					Hi, Jane   S Login: Dec 16, 2021, 12	ignOff 549:54 PM
							🧭 Ap	oprovals () Exc	eptions
Positive Pa	y								
Manage Exception	ons Enter Issue:	s Import Issues	Import Decisions	Update Issues	Exception De	cisions Outstar	nding Issues St	ale Issues	ls: >
Decision Con	firmation								
									~
C	en converted into an A	nsmitted successfully.	isplay with a check numl	ber.					
New Selection									
Approved/Transmitt	ed:	12/16/	2021 01:54:30 PM						
Approved/Transmitt	ed By:	JALOH	A						
Check Exceptions	Approved								
Check Exceptions	Decisioned								
Decision	Account	Check	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Statu	s
Correction	*6971	0000000111	12/10/2021	\$1.00		Amount Mismatch	Boo Boo Bear -bad	1 of 1 received	

#### **GENERATE EXCEPTION DECISIONS REPORT**

To generate a report of decisions made on exception items.

## Select Exception Decisions

First Hawailan Bank	Welcome Acco	ount Services Adr	ninistration		Hi, Jane   SignOff Last Login: Dec 16, 2021, 12:49:54 PM ET
•					⊘ Approvals (!) Exceptions
Positive Pay					
Manage Exceptions	Enter Issues	s Import Issu	es Import Decisions	Update Issues	Exception Decisions Outstanding Iss. >

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

Rist Hawallan Bank Welcome Account Services Administration	Hi, Jane   Last Login: Dec 16, 202	SignOff 1, 12:49:54 PM ET
	⊘ Approvals (!) Exce	eptions
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.		
Screen (HTML)		
Accounts		
All Accounts +		
Account FHB Cash Management Test Account - Checking - 121301015 - *6971 🖌		
Issue Date Range		
Specific Date		
Date 12/16/2021		
O Date Range		
O Previous Business Day		
Decision Option		
Include all decisions		
O 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 de select •
- Click on arrow by column headings to sort by that column

First Hawaiian Bank Welcome	e Account Services	Administration			Hi, Jane   SignC Last Login: Dec 16, 2021, 12:49:54
٠				(	🖉 Approvals 빈 Excepti
Positive Pay					
Manage Exceptions	Enter Issues	Import Issues	Import Decisions	Update Issues E	xception Decisions
Exception Decision	าร				
Auto decisions are displayed		as been made. Chec	ks that have been convert	ed into an ACH electronic p	payment are displayed with a
Act marcator bearde the ch	cox number.				
View Criteria					Modify Search
	t Account - Checking	- 121301015 - *69	71		(Modily Search
FHB Cash Management Tes	st Account - Checking		71		Modily Search
	-		71		Mouny search
FHB Cash Management Tes Total Reported Amount :	\$8.0		71 Posted Date	Disposition Decisio	
FHB Cash Management Tes Total Reported Amount : Total Reported Items :	\$8.0 7	06		Disposition Decisio Paid	
FHB Cash Management Tess Total Reported Amount : Total Reported Items : Check Number	\$8.0 7 Amount	06 Issued Date	Posted Date		
FHB Cash Management Tes Total Reported Amount : Total Reported Items : Check Number 13	\$8.0 7 Amount \$1.13	Issued Date	Posted Date 12/15/2021	Paid	n Payee Boo Boo Bear -bad amount
FHB Cash Management Tes Total Reported Amount : Total Reported Items : Check Number	\$8.0 7 <b>Amount</b> \$1.13 \$1	155000 Date n/a 12010/2021	Posted Date 12/15/2021 12/15/2021	Paid	n Payee Boo Boo Bear-bad amount Fred Flintstone
FHB Cash Management Tes Total Reported Amount : Total Reported Items : Check Number + 13 4 111 112	S8.07 7 Amount \$1.13 \$1 (1 \$1 (2	1210/2021	Posted Date 12/15/2021 12/15/2021 12/15/2021	Paid Correction Return - refer maker	n Payee Boo Boo Bear -bad amount Fred Flintstone Barney Rubble - Stale
FHB Cash Management Tes Total Reported Amount : Total Reported Items : Check Number 13 111 112 116	S8.0 7 Amount \$1.13 \$1.1 51.2 \$1.16	Issued Date           n/a           1210/2021           10/2021           01/10/2021	Posted Date           12/15/2021           12/15/2021           12/15/2021           12/15/2021           12/15/2021	Paid Correction Return - refer maker Return - refer maker	n Payee Boo Boo Bear -bad amount Fred Flintstone Barney Rubble - Stale Betty Rubbles - Void



## **ACCOUNT RECONCILIATON 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

Rirst Hawailan Bank	Welcome	Account Services	Administration			Hi, Jane   SignOff Last Login: Dec: 16, 2021, 12:49:54 PM E
					$\odot$	Approvals () Exceptions
Full Account	Reconcil	iation				
Enter Issues	Update Issues	Import Issues	Statements-Reconciliation	Activity-Reconciliation	Paid Checks	Outstanding Issues

#### Select Statement to view on the screen

Or

## Select ••• to select output in PDF or CSV format

un Bank	Welcome Act	count Services Administration			Hi, Jane   SignOff Last Login: Dec 16, 2021, 12:49:54 PM
·				$\odot$	Approvals (!) Exceptions
Full Account	Reconciliati	ion			
Enter Issues	Update Issues	Import Issues Statement	ts-Reconciliation Activity-Reco	nciliation Paid Checks	Outstanding Issues
Account Recon	ciliation State	ements			
To view reports availab	ble for a different acc	ount, select an account from the d	Irop down list, and click "Change accou	int."	
View historic account	reconciliation statem	ent information			
Account					
Aloha Corp Operating	Account - Checking -	121301015 - *7788			Change Account
Aloha Corp Operating	Account - Checking -	121301015 - *7788			Change Account
Aloha Corp Operating	Account - Checking -				Change Account
Aloha Corp Operating	Account - Checking -	-121301015 - *7788 Account Type	Period Covered	Created 🕹	Change Account
Aloha Corp Operating			Period Covered 11/01/2021 to 11/30/2021	Created ↓ 12/01/2021 10:02:12 AM	
Aloha Corp Operating (To vie Account	perating Account	Account Type			1(ET)
Aloha Corp Operating (To vi: Account *7788 - Aloha Corp Op	perating Account	Account Type Checking	11/01/2021 to 11/30/2021	12/01/2021 10:02:12 AM	1(ET) 1(ET) 1(ET)
Aloha Corp Operating (To vir Account *7788 - Aloha Corp Op *7788 - Aloha Corp Op	perating Account	Account Type Checking Checking	11/01/2021 to 11/30/2021 10/01/2021 to 10/31/2021	12/01/2021 10:02:12 AM	1(ET)
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# to request CSV or PDF version

Rint Havailan Bank	Account Sanvtase Admittaballan	ا معاد ار 200 را 10 معاد 10 مع
<u> </u>		😔 Approx
Partial Account Reconciliation		
StatementarRecord Lation Activity-Record	al i ad can	
Account Reconciliation Statement		(B) (P)
Chandra that have been converted into an ACH electronic	psymmetic are allophysical with an ACS4 indicator baselide the church number.	
V Vevideo		Madily Smarch
Batement Of Activity		
	<b>—</b>	
Tobol Ragiorbad Armount: Tobol Ragiorbad Ibarroz:	\$1.00 0	
	No Items to display	
Selata		
ratal reported armount for all debits:	(32791,0901, 97)	
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Charles Calulta		
Tatal reported armount.	((2047-00.00)	
l'atal reported terra:	12	
000007291	12/11/2023	(31,708.80)
		(32,070.30)
	02408/2021	(32,120,00)
00007/15507	12/02/2021	(3793.84)
00000713513	12/09/2021	(34,478, 22)
00000713626	12/09/2021	(3738.27)
	12/11/2021	(31,108.80)
	12/10/2021	(32,073.30)
	רצובים ויאבו	(34,120,00)
00007713307	122221	(3173.62)
0000713513	12/10/2021	(34,498, 22)
00000713626	12/12/2021	(3738.27)
Non-Check Debits		
l'abol regarted armount: l'abol regarted berro:	(j(2008),141.374) 2	
02402/2021	()200,220.02) PREALT HOR (2 ED ACHDO	a n
GA1W2021	(320,220 May 1997) The Carlot Action (320,220 May 1997)	
	Destinant of Administration of Administratio of Administration of Administration of Administration of	•••



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 AM (ET)	
Account Balance Su Date Range:	3/1/2021 to 3/31/2021	
Beginning Balance: Credits:		\$2,471,155.57
Deposits:	0 itema	\$0.00
Other Credits:	0 items	\$0.00
Total Credits:	0 items	\$0.00
ebits:		
Check Debits:	12 items	(\$24,748.88)
Other Debits:	2 items	(\$266,141.59)
Total Debits:	14 items	(\$290,890.47)
inding Balance:		\$2,180,265.10
items to display	\$0.00 0	
Total reported amount: Total reported items: a terms to deplay Debits Total reported amount for Total reported amount: Total reported amount: Total reported items:	0 al debits: (\$290,890.47) 14 (\$24,748.88)	
intal reported items: Items to daplay Debits International reported amount for International debits: Check debits International distances International distances I	0 all debits: (\$290,890.47) 14 (\$24,748.88) 12	Postad Amount
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Total reported items:           a terms to display           Debits           Total reported amount for forlal reported debts:           Check debits           Check debits           Check debits           Check Number           00000007281           00000007282           00000007285           00000007285           00000007285           00000007285           00000007285           00000007285           00000007285           00000007285           00000007285           00000007285           00000007285	0 all debits: (\$290,890.47) 14 (\$24,748.88) 12    Posted Date	(\$1,108.80) (\$1,108.80) (\$2,095.50) (\$2,096.50) (\$3,120.00) (\$3,120.00) (\$796.63) (\$796.63)
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## Sample CSV Format

Begin		TRC		Account	Account				Check	Posted	Posted	
Date B	End Date	Number	Bank Name	Number	Туре	Account Name	Туре	Type Detail	Numbe	Date	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

First Hawaiian Bank	Velcome 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 Hawalian Bank	Welcome	Account Services	Administration			Hi, Jane   SignOff Last Login: Dec 16, 2021, 12:56:57 PM I
•					$\odot$	Approvals () Exceptions
Full Account	Reconcili	ation				
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	t Services Administ	ration			Hi, Jane ast Login: Dec 16, 21	
*					🕗 App	rovals 🕕 Ex	ceptions
Full Account	Reconciliat	tion					
Enter Issues	Update Issues	Import Issues	Stateme	nts-Reconciliation	Activity-Reconciliation	Paid Chec	ks 💙
Search Accou	nt Reconciliat	ion Activity					
Jp to 18 months of d	ata are available; a m	aximum of three mon	ths may be r	etrieved during a sir	Select all accounts specifc account	or	
Output To Screen (HTML)			-		specific account		
Accounts:							
View All Accounts			-		Select all accounts specifc account		
Account EHB Cash Manager	ant Test Account - C	hecking - 121301015 -	*6071 -		specife decount		
FID Cash Managen	ient rest Account - c	100king - 121301013	00711 0				
Date Range:							
(Note: The Outstand	ing Issues activity re	port displays all outsta	nding issue	s and is not dependen	t upon the date range.)		
Specific Date							
Date 12/16/2021							
Date Range							
<ul> <li>Previous Busine</li> </ul>	ss Day						
Include:							
<ul> <li>Statement Of Ac</li> </ul>	ztivity					_	
Outstanding Iss	ues			Select 1	he type of issues to be		
(Select outstandir	ng items to be include	ed in activity report)			reported		
OutStanding	-						
Future Dated		1					
Voided Items	1						
🗸 Stale Items							
Active Stop F	ay Items	J					
Correction Items	5						
Paid Checks							
Generate Repo	rt						

## 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 4 to export report to CSV or PDF format
- Click on arrow by column headings to sort by that column

First Hawailan Bank	Welcome Accour	nt Services Adminis	tration		Hi, Jane   SignOff Læst Login: Dec 16, 2021, 12:56:57 PM I
				⊘ Ap	provals (!) Exceptions
Full Accoun	t Reconcilia	tion			
Enter Issues	Update Issues	Import Issues	Statements-Reconciliation	Activity-Reconciliation	Paid Checks >
Outstanding I	tems				
View criteria					Modify Search
Outstanding Issues					
Total Reported Amo Total Reported Issue		\$979.87 23			
Check Number 🛧	1	ssued Date	Status Updated		Issued Amount
100	1	2/10/2021	n/a		\$1.00
1019	0	8/01/2021	08/11/2021		\$42.46
108	1	2/10/2021	12/10/2021		\$1.80
113	1	2/10/2021	12/10/2021		\$1.13
121	1	2/01/2021	n/a		\$100.00
201	1	2/02/2021	12/10/2021		\$1.01
202	1	2/01/2021	12/10/2021		\$1.02
		9/01/2021	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 Summar	Full Account Reconciliation	9

#### Select Activity-Reconciliation

المح First Hawaiian Bank	Welcome	Account Services	Administration			Hi, Jane   SignOff Last Login: Dec 16, 2021, 12:56:57 PM ET
					Ø	Approvals (!) Exceptions
Full Account F	Reconcilia	ation				
Enter Issues	Update Issues	Import Issues	Statements-Reconciliation	Activity-Reconciliation	Paid Checks	Outstanding Issues



## Select criteria for report

## Select Generate Report

Rirst Hawailan Bank Welcome Account Service	s Administration			Hi, Karen   Sign Off est Login: Sep 1, 2023, 4:17:36 PM ET
*			⊘ Арр	rovals () Exceptions
Full Account Reconciliation				
Enter Issues Update Issues Import Iss	ues Statements-Reconciliation	Activity-Reconciliation	Paid Checks	Outstanding Is >
Search Account Reconciliation Activity	ty			
Up to 18 months of data are available; a maximum of thr	ee months may be retrieved during a sing	le search.		
Output Te: Screen (HTML)	- )			
Accounts:				
View All Accounts	<b>.</b>	12 A		
Account All		45		
	•			
Date Range: (Note: The Outstanding Issues activity report displays a	Il outetanding issues and is not depende	t upon the date range )		
Specific Date		n apon no outo range.)		
Date Range				
From 02/25/2022	E			
To				
05/25/2022	<b></b>			
O Previous Business Day				
Include:				
O Statement Of Activity				
Outstanding Issues				
O 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 <a href="mailto:cashmgt@fhb.com">cashmgt@fhb.com</a> for final set up.

## Select Administration > Company Administration

First Hawalian Bank Welcome Account Services	Administration
	Communications
Accounts Summary	Company Administration
You are not entitled to view any account	Self Administration dministrator to gain account access.
Exception Decisions	Service Administration All decisions () My decisions
Check	

#### Select Create New User

First Hawaiian Bank		nt Services Administration			Hi, Jane Last Login: May
					Approvals
Company Adı	ministration				
Manage Users	Account Information	Express Account Management	Approval Settings	User Setup Report	Invalid Login Report
User Administra	ation				
Review the options liste	ed below for available user	administration tasks. To quickly entitle	a new account for compa	ny users, go to <mark>Express Ac</mark>	count Management.
New User					
You will have an opport	tunity to copy an existing u	ser during the process.			
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

Approvals () Exceptions Company Administration Manage Users Account Information Express Account Management Approval Settings User Setup Report Inv > New User User Information User 10 Us	Company Administration Manage Users Account Information Express Account Management Approval Settings User Setup P New User User Information User 0 Duke Prist Name Duke Source Prist Name D	Hi, Jane   SignC :Login: Dec 16, 2021, 3:07:39
Manage Users       Account Information       Express Account Management       Approval Settings       User Setup Report       Inva       >         New User         User Information         User ID       Image Users	Manage Users       Account Information       Express Account Management       Approval Settings       User Setup F         New User         Definition         Dufe       Image Users       <	als () Exceptions
Manage Users       Account Information       Express Account Management       Approval Settings       User Setup Report       Inva       >         New User         User Information         User 0	Manage User       Account Information       Express Account Management       Approval Settings       User Setup F         New User         User Information         Dude         Password         Contime Password         Dude         Prime         Dude         Prime Prime         Dude         Dude         Secondary Erral Address         Dude         Dude         Secondary Erral Address         Dud	
User Information         User 10         Duke         Password         Reserved         Rist Name         Duke         First Name         Duke         Primary E-mail Address         Duke@surfharwali.com         Secondery E-mail Address (Optional)         Duke@surfharwali.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.         Labe       Country/Region       Area/City Code & Number       Extension	User Information         User Information         User Information         Presenced         Presenced         Presenced         Presenced         Duke         Duke@Bourfharwali.com         Secondary Ernal Address         Duke@Bourfharwali.com         Additional Information (Optional)         User Telephone Number         Date Telephone number used to contact or notify the user for security reasons. An extension is required when needed to reach the us phone system.         Label       Country/Region       Area/City Code & Number         Work       UNITED STATES       Buespages 999999         Extension         Or Add additional telephone number	Report Inva >
User Information         User ID         User ID         User ID         Duke         Pissaword         Image: Information         Image: Information         Duke         Print Name         Duke         Print Name         Duke         Print Name         Duke         Secondapurption         Duke@surfhawaii.com         Secondapurption         Duke@surfhawaii.com         Duke@surfhawaii.com         Duke@surfhawaii.com         Duke@surfhawaii.com         Duke@surfhawaii.com         Duke@surfhawaii.com         Duke@surfhawaii.com         Label       Country/Region         Additional Information (Optional)         Label       Country/Region         Additional information is required when needed to reach the user within an office phone system.	User Information         User Information         User Information         Duke         Pressword         Contim Password         Contim Password         Contim Password         Duke         Duke         Duke         Duke         Duke         Duke         Duke         Duke         Secondary Ernal Address         Duke@Bsurfhawaii.com         Secondary Ernal Address (Optional)         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 us phone system.         Label       Country/Region         Verk       UNITED STATES         Verk       UNITED STATES         Dubarter       Extension         Or Add additional telephone number	
User ID       Duke         Password       Image: Control of the second of the sec	User D       Duke         Password       Image: Contemp Password         Contemp Password       Image: Contemp Password         Last Name       Image: Contemp Password         Last Name       Image: Contemp Password         Last Name       Image: Contemp Password         Duke@Surfhawaii.com       Image: Contemp Password         Duke@Surfhawaii.com       Image: Contemp Password         Additional Information (Optional)       Image: Contemp Page         Last Telephone number used to contact or notify the user for security reasons. An extension is required when needed to reach the use priore system.         Label       Country/Region       Image: Country/Region         Vork       Image: Country/Region       Image: Country/Region       Image: Country/Region         Vork       Image: Country/Region       Image: Country/Region       Image: Country/Region       Image: Country/Region         Vork       Image: Country/Region       Image: Country/Region       Image: Country/Region       Image: Country/Region <td></td>	
Duke     Password     Password     Continu Password     Continu Password     Continu Password     Pinst Name   Duke     Finst Name   Duke   Continu Password     Finst Name   Duke   Last Name   Duke   Secondary Ernal Address   Duke@surfnavaii.com     Additional Information (Optional)      Additional Information (Optional)   Last 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	Duke         Password         Contime Password         Contime Password         Duke         Duke         Duke         Contemport         Duke         Contemport         Duke         Contemport         Contemport         Duke         Duke@Surfhawali.com         Duke@Surfhawa	
Confirm Password         Confirm Password         Confirm Password         Priora Name         Duke         First Name         Duke         Last Name         Maddess         Duke@Burfhawaii.com         Secondary Ernal Address (Optional)         Duke@Burfhawaii.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	Contim Pessword Contim Pessword Contim Pessword Contim Pessword Contin Pesswo	
Confirm Pessword       Image: Confirm Pessword         First Name       Duke         Duke       Duke         Last Name       Duke@Surfhawali.com         Duke@Surfhawali.com       Duke@Surfhawali.com         Additional Information (Optional)       Duke@Surfhawali.com         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	Confirm Pessword         First Name         Duke         First Name         Duke         First Name         Confirm Pessword         Rest         Duke         First Name         Kahanamoku         Primary E-mail Address         Duke@surfhawaii.com         Secondary E-mail Address (Optional)         Duke@surfhawaii.com         Secondary E-mail Address (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 us phone system.         Label       Country/Region         Vork       UNITED STATES         Bu89999999       Extension         Work       UNITED STATES         Bu89999999       Extension	
First Name       Duke         Last Name       Externed         Last Name       Externed         Kahanamoku       Primary E-mail Address         Duke@surfhawaii.com       Secondary E-mail Address (Optional)         Duke@surfhawaii.com       Secondary E-mail Address (Optional)         Additional Information (Optional)       Secondary E-mail Address (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	First Name         Duke         Last Name         Kahanamoku         Primary E-mail Address         Duke@surfhawaii.com         Duke@surfhawaii.com         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 us phone system.         Label       Country/Region       Area/City Code & Number         Extension         Work	
Duke         Lest Name         Kahanaroku         Primay Ernal Address         Duke@surfhawali.com         Becondary Ernal Address (Optional)         Duke@surfhawali.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	Duke         Lest Name         Rahammoku         Primary E-mail Address         Duke@surfhawaii.com         Secondary F-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 us phone system.         Label       Country/Region       Area/City Code & Number       Extension         Work       UNITED STATES       8089999999       Extension          Add additional telephone number       Extension	
Kahanamoku         Primay E-mail Address         Duke@surfhawaii.com         Secondary E-mail Address (Optional)         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	Kahanamoku         Primary E-mail Address         Duke@surfhavail.com         Secondary E-mail Address (Optional)         Duke@surfhavail.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 us phone system.         Label       Country/Region       Area/City Code & Number         Extension       Work       Country/Region       Area/City Code & Number         Work       UNITED STATES       Resoling Code & Number       Extension <ul> <li>Add additional telephone number</li> <li>Add additional telephone number</li> <li>Item Counter (State Code Region Reversion)</li> <li>Madia additional telephone number</li> <li>Item Code Reversion</li> <li>Item Code Reversion</li></ul>	
Primary E-mail Address Duke@suffhawaii.com Secondary E-mail Address (Optional) Duke@suffhawaii.com  User Telephone Number User Telephone Number Label Country/Region Area/City Code & Number Extension	Pinary 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 us phone system.         Label       Country/Region       Area/City Code & Number         Extension       Work       UNITED STATES       B08999999         Extension         Add additional telephone number	
Duke@surfhawaii.com         Secondary Ernal Address (Optional)         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	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 us phone system.         Label       Country/Region       Area/City Code & Number         Extension       Work       Ocurruty/Region       Extension         Work       UNITED STATES       808999999       Extension <ul> <li>Add additional telephone number</li> </ul>	
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	Duke@surfhawali.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 us phone system.         Label       Country/Region       Area/City Code & Number         Extension         Work       UNITED STATES       B089999999         Extension         Add additional telephone number	
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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	The telephone number used to contact or notify the user for security reasons. An extension is required when needed to reach the us phone system.           Label         Country/Region         Area/City Code & Number         Extension           used         Country/Region         Area/City Code & Number         Extension           used         Country/Region         Area/City Code & Number         Extension           Work         UNITED STATES         8089999999         Extension	
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Label Work - UNITED STATES - ResvCity Code & Number 8089999999 Extension	Work  UNITED STATES B089999999 Extension Add additional telephone number	
	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

Rirst Hawalian Ban	k Welcome	Account Services	Administration			Hi, Jane   Last Login: Dec 16, 202	SignOff 1, a:07:39 PM ET
						) Approvals 🕛 E	Exceptions
Company	Admini	istration				-	
Manage Us	Copy Ex	isting User				×	Inva
New User			er to copy, and click "Copy Us be edited as required. To retu				
Profile	User	ID	First Name	Last Name	Additional Info		
Name: User ID:		OHA	Jane	Aloha			
Primary E-mail Secondary E-m		LOHA	Joe	Aloha			
Telephone Nur			Mickey	Mouse			
Roles	O TEST	TUSER	Mickey	Mouse			
Copy Existing							
🔿 Do not co	Сору	User Do No	t Copy User				
Copy Use						_	

Confirm user to be copied and roles to be copied Select **Continue** 

First Hawaian Bank Welcome Account Services Administration	Hi, Jane   Last Login: Dec 16, 202	SignOff 1, 3:07:39 PM ET
	🖉 Approvals () E	exceptions
Company Account Information Express Account Management Appro	val Settings User Setup Report	inva 🕨
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 Copy Existing User (Optional) Copy User Copy User Copy User		
User Roles (Optional)		
Allow user to setup templates. (This entities the user to template setup and template appoint capabilities for only those services and accounts to which the	user has been entitled.)	
Allow this user to approve transactions (This entities 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 delets, ters, modify their roles, services and account access, rename account	ts, and modify the number of approvers required for reques	its.)
Continue Save as Draft		

First Hawaiian Bank.

## Edit Service & Accounts entitled as needed

Select 🗹 to edit services

Select Kodelete services

4 of 4	services enabled		9	Clear
	Service			
~	Full Account Recon	Service enabled, accounts entitled.	Ľ	6
~	Positive Pay	Service enabled, accounts entitled.	Ċ	
~	Positive Pay Exception Maintenance	Service enabled, accounts entitled.	Ċ	
~	Positive Pay Issue Maintenance	Service enabled, accounts entitled.	C	

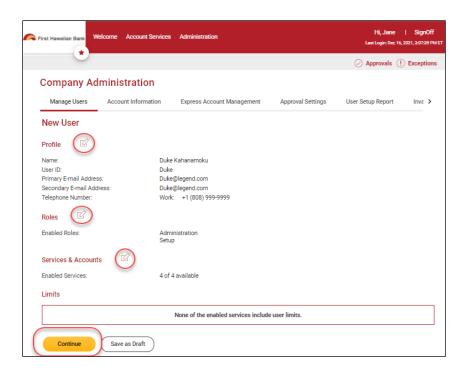
Check and uncheck accounts to be entitled by service Select Continue.

of 4	services enabled				Clear
	Service				
~	Full Account Recon		Service enabled, ac	counts entitled.	6
	Description	Account Number	TRC	Entitled Accou	nt
	Aloha Corp Operating Account	55667788	121301015		
	Aloha Corp Payroll	11223344	121301015		
	FHB Cash Management Test Account	01146971	121301015		
				~ c	ollaps
~	Positive Pay		Service enabled, ac	counts entitled.	6
~	Positive Pay Exception Maintenance		Service enabled, ac	counts entitled. 🛛 🗹	6
~	Positive Pay Issue Maintenance		Service enabled, ac	counts entitled.	6

Review new user set up information

Select 🗹 to edit if needed Select Continue





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

Tat Hawahan Dank	Account Services Administration		Hi, Jane   Last Login: Dec 16, 2021	SignOff 1, 3:07:39 PM E
*			⊘ Approvals () E	xceptions
Company Adminis	tration			
Manage Users Accourt	t Information Express Account Management App	proval Settings Us	ser Setup Report	Inva 🝾
New User				
Profile				
Name: User ID: Primary E-mail Address: Secondary E-mail Address: Telephone Number:	Duke Kahanamoku Duke Duke@legend.com Duke@legend.com Work: +1 (808) 999-9999			
Roles				
Enabled Roles:	Administration Setup			
Services & Accounts	3			
Enabled Services:	4 of 4 available			
Limits 🗹				
Limits Completed:	None of the enabled services include user limits.			
Create User Sa	re as Draft			

🦰 First Hawaiian Bank.

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

First Hawailan Bank	Velcome A	Account Services	Administration				Hi, Jane Last Login: Dec		
						$\odot$	Approvals	() Exce	pt
Company Ac	lminist	ration							
Manage Users	Account	Information	Express Account Ma	inagement	Approval Settings	User S	etup Report	: In	ī
New User - Co	nfirmati	on							
-		ssfully created.	provals before this User I	ID is active. Rev	iew the user status li	sted below. To	manage an	existing	
Security settin user, complete	igs may requ e a saved use	ire additional ap	provals before this User I w user, go to <u>User Admini</u>		iew the user status li	sted below. To	manage an	existing	
Security settin	igs may requ e a saved use	ire additional ap er, or create a ne			iew the user status li	sted below. To	manage an	existing	
Security settin user, complete Submitted User Su	igs may requ e a saved use	ire additional ap er, or create a ne	w user, go to <u>User Admini</u> e Kahanamoku		iew the user status li	sted below. To	manage an	existing	
Submitted User Su	igs may requ e a saved use mmary	ire additional ap er, or create a ner Duk Duk	w user, go to <u>User Admini</u> e Kahanamoku		iew the user status li	sted below. To	manage an	existing	
Submitted User Su Name: User ID:	igs may requ e a saved use mmary ss:	ire additional ap er, or create a nev Duke DUK	w user, go to <u>User Admini</u> e Kahanamoku E		iew the user status li	sted below. To	manage an	existing	
Security settir user, complet Submitted User Su Name: User ID: Primary E-mail Addre	igs may requ e a saved use mmary ss:	ire additional ap ar, or create a ner Duk DUK DUK DUK	w user, go to <u>User Admini</u> e Kahanamoku E e@legend.com		iew the user status li	sted below. To	manage an	existing	
Security settin user, completi Submitted User Su Name: User ID: Primary E-mail Addre Secondary E-mail Addre	igs may requ e a saved use mmary ss:	ire additional ap ar, or create a ner Duk DUK DUK DUK	w user, go to <u>User Admini</u> e Kahanamoku E @legend.com e@legend.com		iew the user status li	sted below. To	manage an	existing	

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

First Hawaiian Bank Welcome Account Services	Administration	
	Communications	
Accounts Summary	Company Administration	
You are not entitled to view any accou	Self Administration	dministrator to gain account access.
Exception Decisions	Service Administration	All decisions 💿 My decisions
Check		

## Select user to modify or delete

First Hawaiian Ba		rices Administration		Hi, Karen   Sign Off Last Login: Sep 1, 2023, 4:17:36 PM
	*			Approvals (1) Exceptions
Create New	User			
Manage Existin	g Users			
To manage a use	r's profile, roles, service & accounts,	, system access, or change limits, click (	on the appropriate user ID.	
User ID	First Name	Last Name	Status	
User ID BERNIE	First Name Bernie	Last Name Alama	Status Active	System Access
				System Access System Access
BERNIE	Bernie	Alama	Active	
BERNIE DIDI	Bernie Didi	Alama Gascon	Active	System Access
BERNIE DIDI HOWARD	Bernie Didi Howard	Alama Gascon LAO	Active Active Inactive	System Access
BERNIE DIDI HOWARD KAREN	Bernie Didi Howard Karen	Alama Gascon LAO Lee	Active Active Inactive Active	System Access System Access System Access



Select 🗹 to modify user Select 🛞 to delete user Hi, Karen | Sign Off 💫 First Hawaiian Bank ۵r unt Services Administratio Last Login: Sep 1, 2023, 4:17:36 Pl \* ⊘ Approvals ① Exceptions < Back User Details -User Profile To edit the user's profile, click the appropriate edit link. To delete the user, click "Delete User". To modify the user's system access, click the edit link for User Information. To view a different user profile, return to User Administration . User Information  $\otimes$ Howard LAO HOWARD Name: User ID: User Status: Inactive Token Device Fulfilment Date: Token Device Serial Number: N/A

To Modify: Make edits and select Save Changes

To Delete: Select Delete User