

ACCOUNT RECONCILIATION POSITIVE PAY UPGRADE

Quick Reference Guide

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

Table of Contents

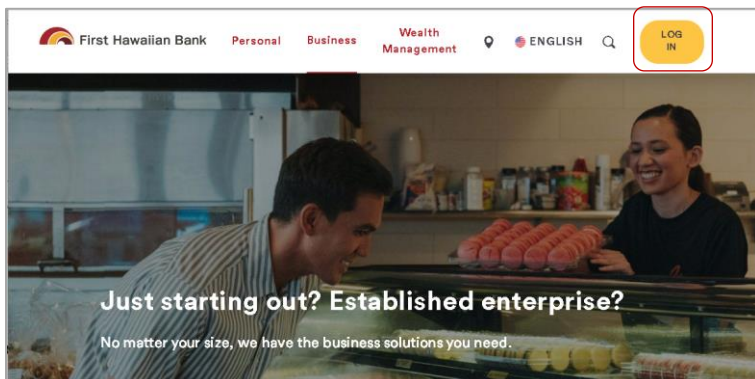
LOGIN	2
ISSUE MAINTENANCE.....	4
IMPORT AN ISSUE FILE	4
POSITIVE PAY EXCEPTIONS	8
DECISION EXCEPTION ITEM INDIVIDUALLY.....	8
DECISION MULTIPLE EXCEPTIONS.....	11
CORRECTING A MISREAD CHECK SERIAL NUMBER.....	14
CORRECTING A MISREAD DOLLAR AMOUNT	17
EXCEPTION DECISIONS REPORT	20
ACCOUNT RECONCILIATION STATEMENT.....	22
RECONCILIATION ACTIVITIES	25
GENERATE AN ACTIVITY REPORT	25
USER SET UP.....	29

LOGIN

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

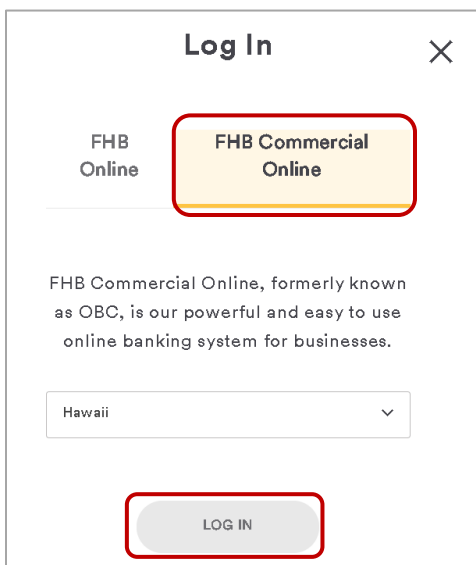
Go to **www.FHB.com**

Select **LOG IN**

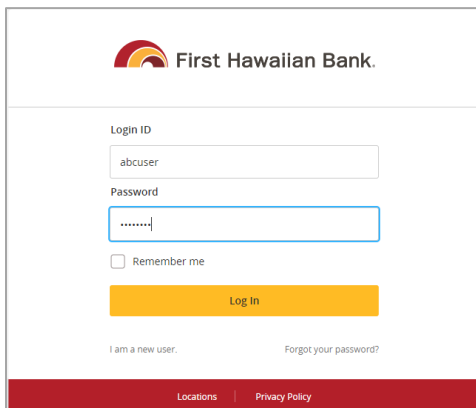


Select **FHB Commercial Online**

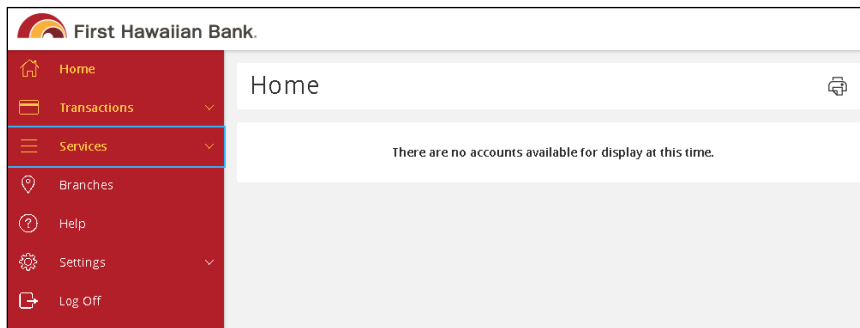
Select **LOG IN**



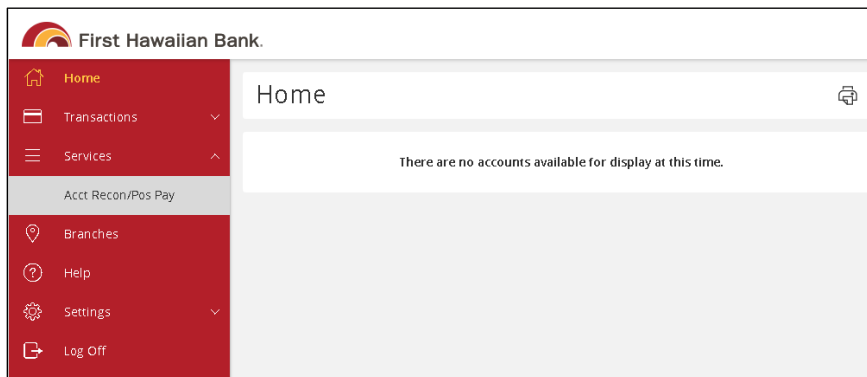
Enter your **Login ID** and **Password**



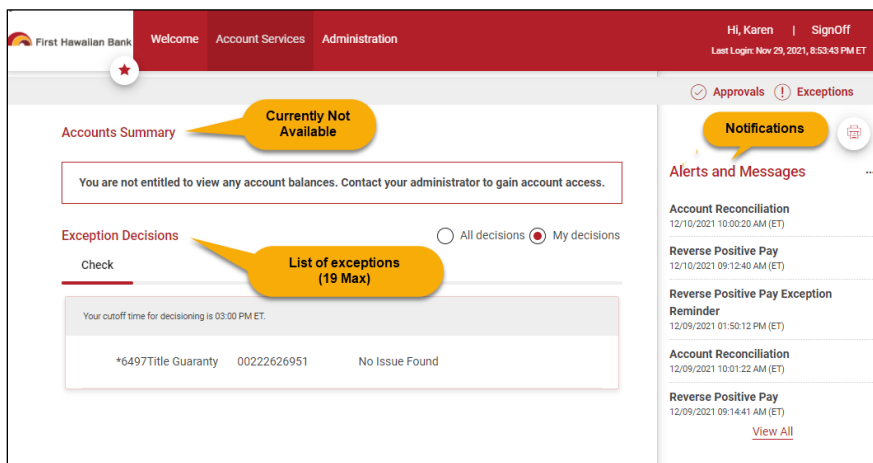
Select Services



Select Acct Recon/Pospay



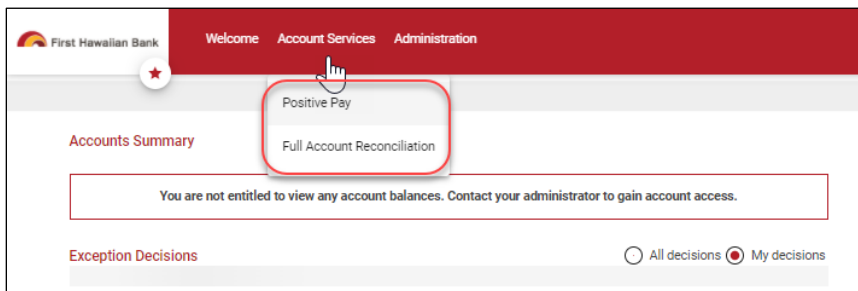
This brings you to the FHB Account Reconciliation Positive Pay System (ARP) Welcome screen



ISSUE MAINTENANCE

IMPORT AN ISSUE FILE

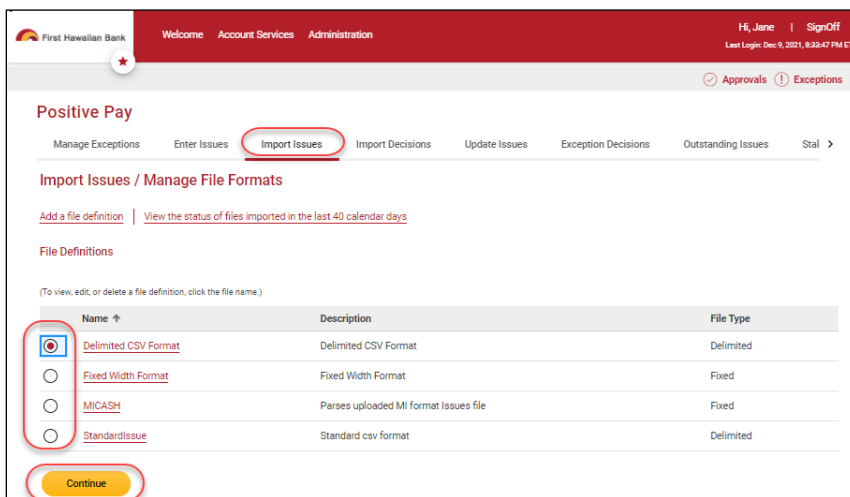
Select **Account Services > Positive Pay / Full Account Reconciliation**



Select **Import Issues**

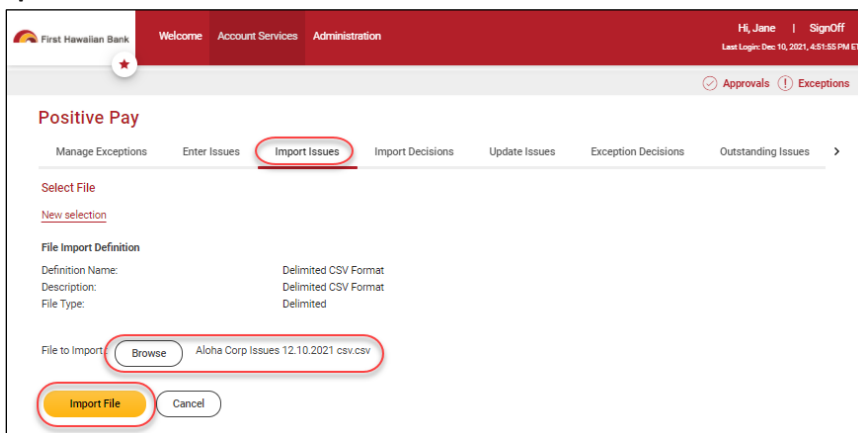
Select the radial button for the File Definition to be used to upload the issue file

Select **Continue**



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

Select **Import File**



File Import Confirmation

Look for the confirmation message that “The file has been successfully received and is being processed”

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

ENTER ISSUE OR VOID MANUALLY

Select Account Services > Positive Pay

First Hawaiian Bank | Welcome | **Account Services** | Administration

Positive Pay

Full Account Reconciliation

You are not entitled to view any account balances. Contact your administrator to gain account access.

Exception Decisions | ☐ All decisions | ☒ My decisions



Select Enter Issues

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

Manage Exceptions

Check Exceptions Awaiting Approval

Approvals for decisions can be made from 04:00 AM to 03:00 PM ET. There are no decisions awaiting approval.

Check Exceptions Awaiting Decision

Decisions can be made from 04:00 AM to 03:00 PM ET. There are no exceptions awaiting a decision.

Got Questions? We can help +

Enter issue information

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

Select **Continue**

Select **Continue**

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

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



Issue confirmation provided
Select **New Entry** to input another issue

First Hawaiian Bank

WelcomeAccount ServicesAdministration



Positive Pay

Manage ExceptionsEnter IssuesImport IssuesImport DecisionsUpdate Issues

Issue Confirmation

The following manual issue entry was successful.

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

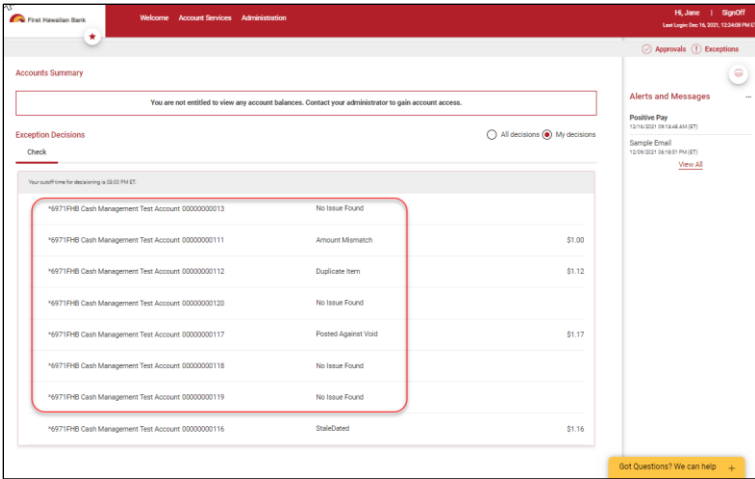
Issue Type:Issue

Payee:Roger Rabbit

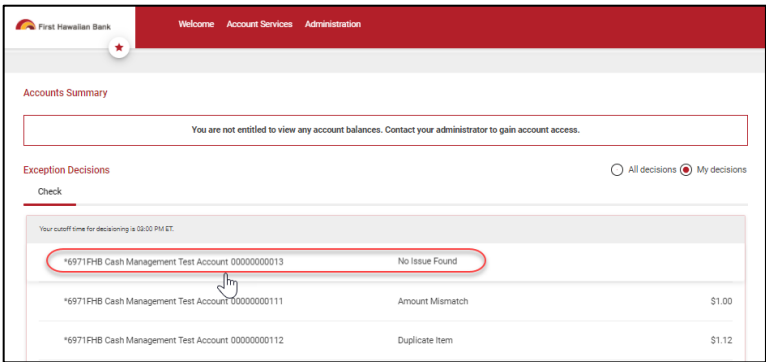
POSITIVE PAY EXCEPTIONS

DECISION EXCEPTION ITEM INDIVIDUALLY

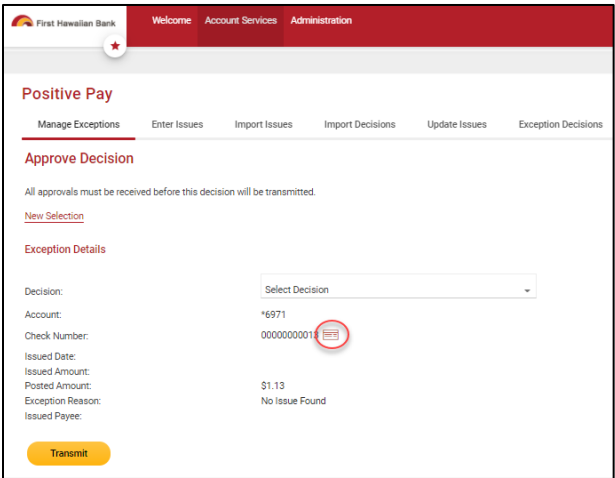
Positive Pay exceptions will be automatically listed on your Welcome screen upon sign in.



Select an exception item



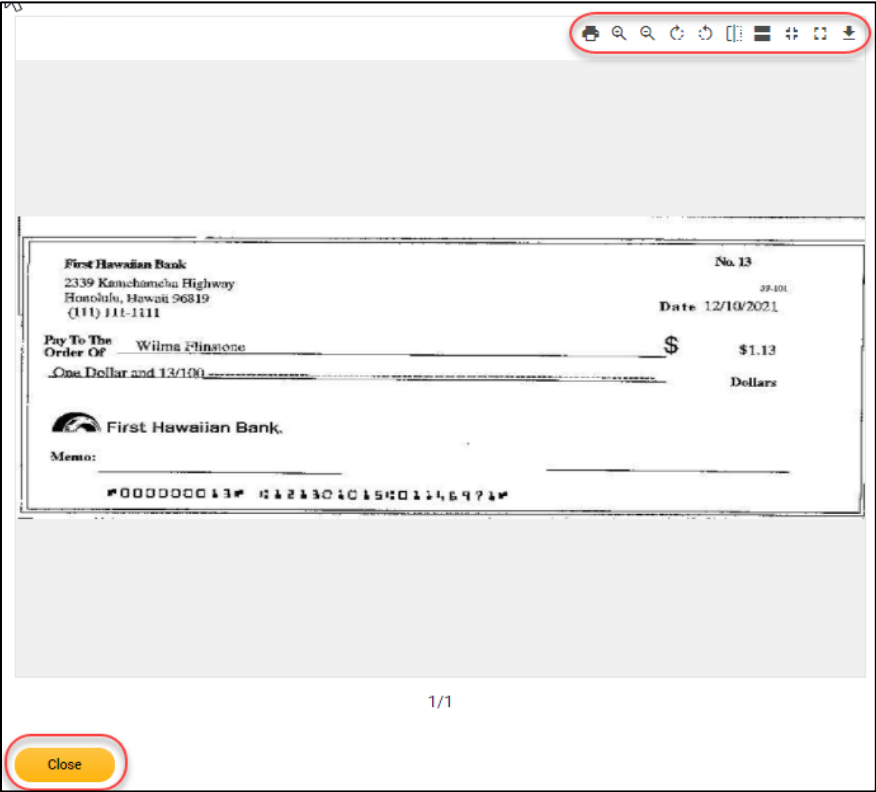
Select  to view an image of the check



Validate Check Image

Select an icon to perform additional image views

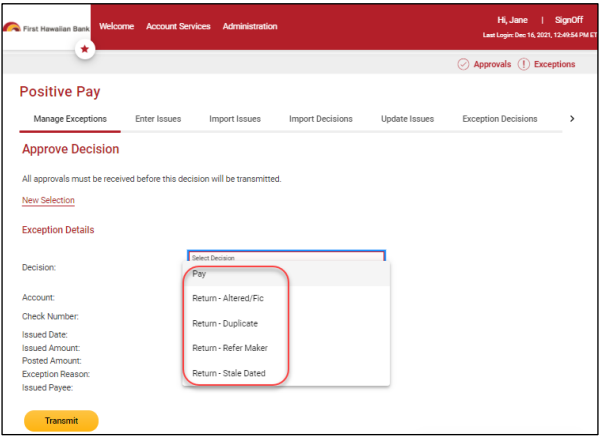
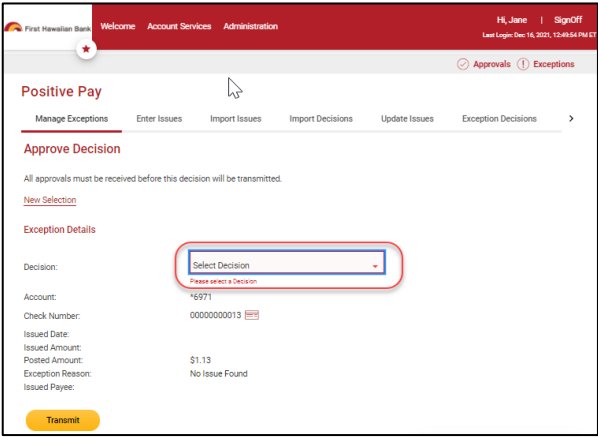
Select **Close** to return to decision screen



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](#)

Decision confirmation 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 Decided

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

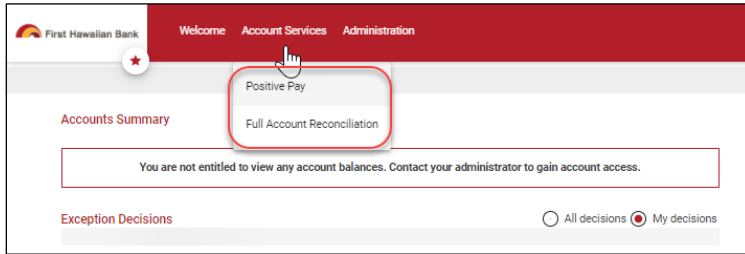
Check Exceptions Decided

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



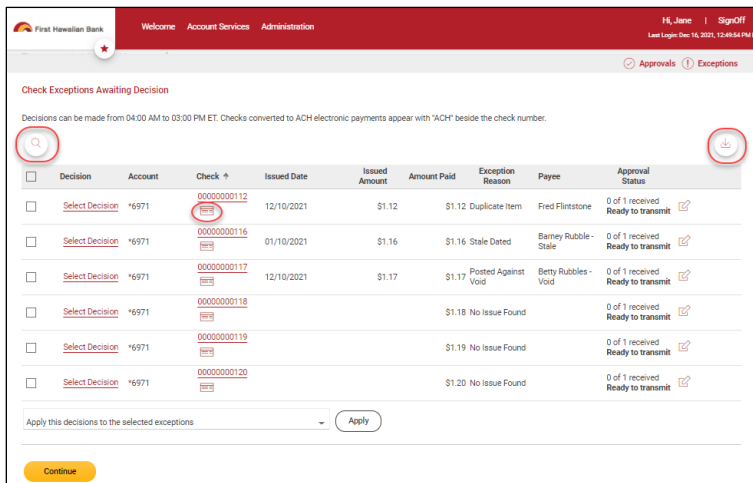
DECISION MULTIPLE EXCEPTIONS

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

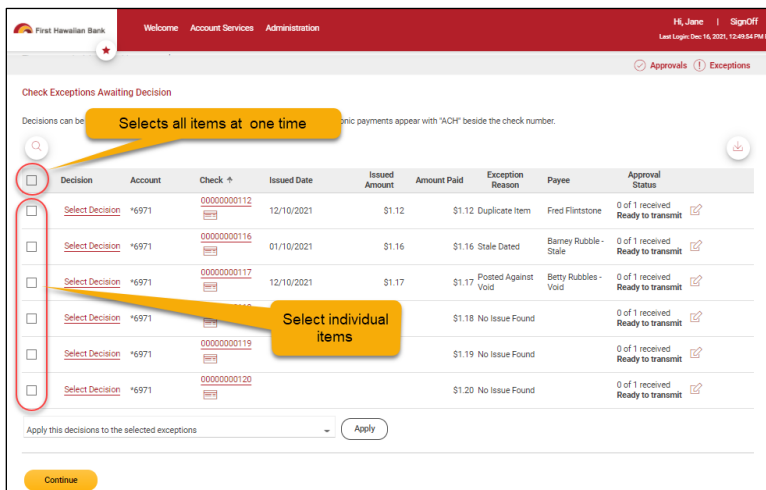


You will automatically be brought to the **Manage Exception Screen**

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

First Hawaiian Bank

WelcomeAccount ServicesAdministration

HJ_Jane | SignOff
Last Login: Dec 16, 2021, 12:45:54 PM ET

ApprovalsExceptions

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 Please select a Decision	*6971	00000000112	12/10/2021	\$1.12	\$1.12	Duplicate Item	Fred Flintstone	0 of 1 received Ready to transmit
☒ Select Decision Please select a Decision	*6971	00000000116	01/10/2021	\$1.16	\$1.16	State Dated	Barney Rubble - State	0 of 1 received Ready to transmit
☒ Select Decision Please select a Decision	*6971	00000000117	12/10/2021	\$1.17	\$1.17	Posted Against Void	Betty Rubbles - Void	0 of 1 received Ready to transmit
☒ Select Decision Please select a Decision	*6971	00000000118			\$1.18	No Issue Found		0 of 1 received Ready to transmit
☐ Select Decision	*6971	00000000119			\$1.19	No Issue Found		0 of 1 received Ready to transmit
☐ Select Decision	*6971	00000000120			\$1.20	No Issue Found		0 of 1 received Ready to transmit

Apply this decision to the selected exceptions

Apply

Continue

Select Apply
Select Continue

First Hawaiian Bank

WelcomeAccount ServicesAdministration

HJ_Jane | SignOff
Last Login: Dec 16, 2021, 12:45:54 PM ET

ApprovalsExceptions

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 Please select a Decision	*6971	00000000112	12/10/2021	\$1.12	\$1.12	Duplicate Item	Fred Flintstone	0 of 1 received Ready to transmit
☒ Select Decision Please select a Decision	*6971	00000000116	01/10/2021	\$1.16	\$1.16	State Dated	Barney Rubble - State	0 of 1 received Ready to transmit
☒ Select Decision Please select a Decision	*6971	00000000117	12/10/2021	\$1.17	\$1.17	Posted Against Void	Betty Rubbles - Void	0 of 1 received Ready to transmit
---Non-ACH Decisions---						\$1.18	No Issue Found	0 of 1 received Ready to transmit
Pay						\$1.19	No Issue Found	0 of 1 received Ready to transmit
Return - Altered/Ric						\$1.20	No Issue Found	0 of 1 received Ready to transmit
Return - Duplicate								
Return - Refer Maker								
Return - State Dated								

Apply

Continue

Verify decisions
Select Continue

First Hawaiian Bank

WelcomeAccount ServicesAdministration

HJ_Jane | SignOff
Last Login: Dec 16, 2021, 12:45:54 PM ET

ApprovalsExceptions

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
☒ Return - Refer Maker	*6971	00000000112	12/10/2021	\$1.12	\$1.12	Duplicate Item	Fred Flintstone	0 of 1 received Ready to transmit
☒ Return - Refer Maker	*6971	00000000116	01/10/2021	\$1.16	\$1.16	State Dated	Barney Rubble - State	0 of 1 received Ready to transmit
☒ Return - Refer Maker	*6971	00000000117	12/10/2021	\$1.17	\$1.17	Posted Against Void	Betty Rubbles - Void	0 of 1 received Ready to transmit
☒ Return - Refer Maker	*6971	00000000118			\$1.18	No Issue Found		0 of 1 received Ready to transmit
☐ Select Decision	*6971	00000000119			\$1.19	No Issue Found		0 of 1 received Ready to transmit
☐ Select Decision	*6971	00000000120			\$1.20	No Issue Found		0 of 1 received Ready to transmit

Apply this decision 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. The 'Verify Decisions' tab is active, displaying a table of checks awaiting decision. 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	00000000112	12/10/2021	\$1.12	\$1.12	Duplicate Item	Fred Flintstone	0 of 1 received Ready to transmit
Return - Refer Maker	*6971	00000000116	01/10/2021	\$1.16	\$1.16	Stale Dated	Barney Rubble - Stale	0 of 1 received Ready to transmit
Return - Refer Maker	*6971	00000000117	12/10/2021	\$1.17		Posted Against Void	Betty Rubbles - Void	0 of 1 received Ready to transmit
Return - Refer Maker	*6971	00000000118			\$1.18	No Issue Found		0 of 1 received Ready to transmit

Transmission confirmation will appear.

Once the decisions are transmitted, they cannot be recalled.

The screenshot shows the 'Decision Confirmation' screen after the decisions have been transmitted. A green box highlights the confirmation message: 'The decisions below have been transmitted successfully.' The table below shows the status of the decisions, with 'Transmitted' instead of 'Ready to transmit'.

Decision	Account	Check	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
Return-Refer Maker	*6971	00000000112	12/10/2021	\$1.12	\$1.12	Duplicate Item	Fred Flintstone	1 of 1 received Transmitted
Return-Refer Maker	*6971	00000000116	01/10/2021	\$1.16		Stale Dated	Barney Rubble - Stale	1 of 1 received Transmitted
Return-Refer Maker	*6971	00000000117	12/10/2021	\$1.17		Posted Against Void	Betty Rubbles - Void	1 of 1 received Transmitted
Return-Refer Maker	*6971	00000000118			\$1.18	No Issue Found		1 of 1 received Transmitted

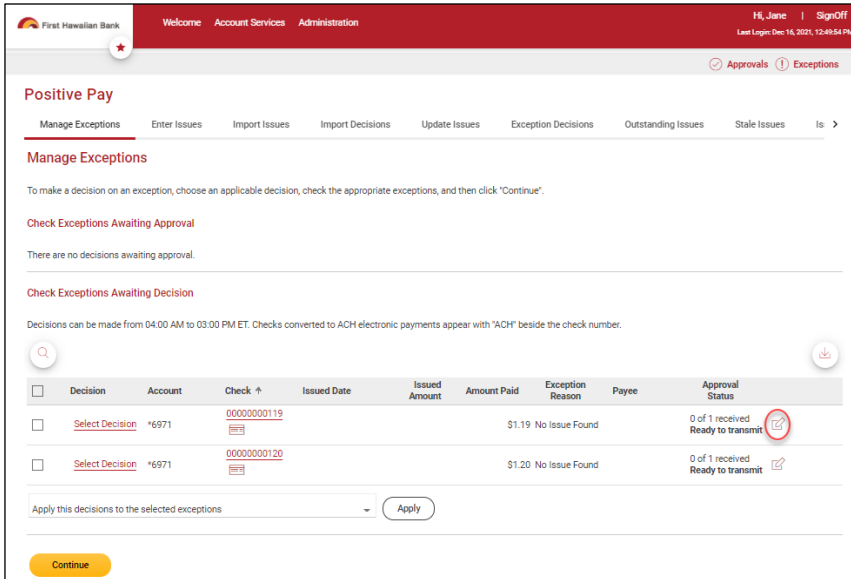


CORRECTING A MISREAD CHECK SERIAL NUMBER

- Occasionally a check serial number may be misread, causing the check to appear as an exception for “No Issue Found” or “Amount Mismatch”.
- Once you correct the serial number, the system will automatically correct the serial number on the deposit system the next day.
- The corrected serial number will be reflected on your deposit statement as long as the statement is generated the day after your correction.

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

Select 



First Hawaiian Bank

Welcome Account Services Administration

16 June 1 Sign Off
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

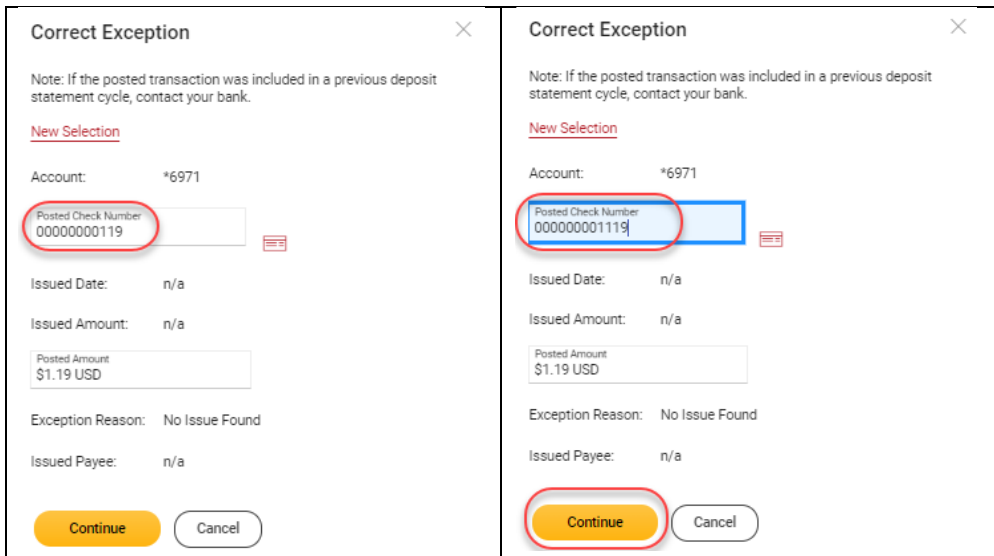
Decisions can be made from 04:00 AM to 03:00 PM ET. Checks converted to ACH electronic payments appear with "ACH" beside the check number.

Decision	Account	Check #	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
Select Decision	*6971	00000000119			\$1.19	No Issue Found		0 of 1 received Ready to transmit 
Select Decision	*6971	00000000120			\$1.20	No Issue Found		0 of 1 received Ready to transmit 

Apply this decisions to the selected exceptions

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: 00000000119 

Issued Date: n/a

Issued Amount: n/a

Posted Amount: \$1.19 USD

Exception Reason: No Issue Found

Issued Payee: n/a

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: 00000000119 

Issued Date: n/a

Issued Amount: n/a

Posted Amount: \$1.19 USD

Exception Reason: No Issue Found

Issued Payee: n/a

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:

000000001119

Issued Date:

n/a

Issued Amount:

n/a

Posted Amount:

\$1.19

Exception Reason:

No Issue Found

Issued Payee:

n/a

Continue

Cancel

Correction confirmation

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:

000000001119

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

HJ, Jane | Sign Off

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

☒

Correction

*6971

000000001119

\$1.19

No Issue Found

0 of 1 received
Ready to transmit

☐

Select Decision

*6971

00000000120

\$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

WelcomeAccount ServicesAdministration

HJ, Jane | SignOff
Last Login: Dec 16, 2021, 12:49:54 PM ET

Approvals

Exceptions

Positive Pay

Manage ExceptionsEnter IssuesImport IssuesImport DecisionsUpdate IssuesException DecisionsOutstanding IssuesStale IssuesIs: >

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	000000001119			\$1.19	No Issue Found		0 of 1 received Ready to transmit

Transmit

Cancel

Tranmission Confirmation will appear

First Hawaiian Bank

WelcomeAccount ServicesAdministration

HJ, Jane | SignOff
Last Login: Dec 16, 2021, 12:49:54 PM ET

Approvals

Exceptions

Positive Pay

Manage ExceptionsEnter IssuesImport IssuesImport DecisionsUpdate IssuesException DecisionsOutstanding IssuesStale IssuesIs: >

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 02:33:50 PM
Approved/Transmitted By: JALQHA

Check Exceptions Approved

Check Exceptions Decided

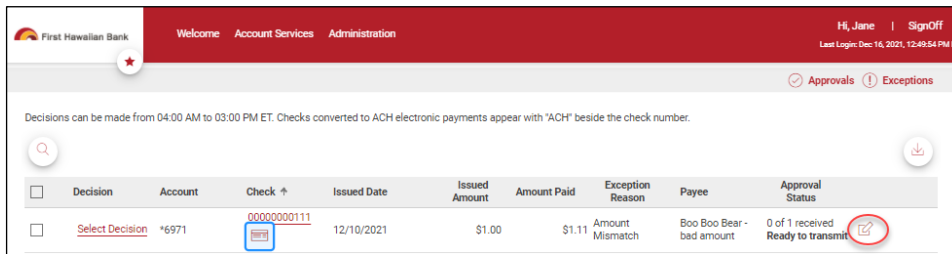
Decision	Account	Check	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
Correction	*6971	000000001119			\$1.19	No Issue Found		1 of 1 received Transmitted

CORRECTING A 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

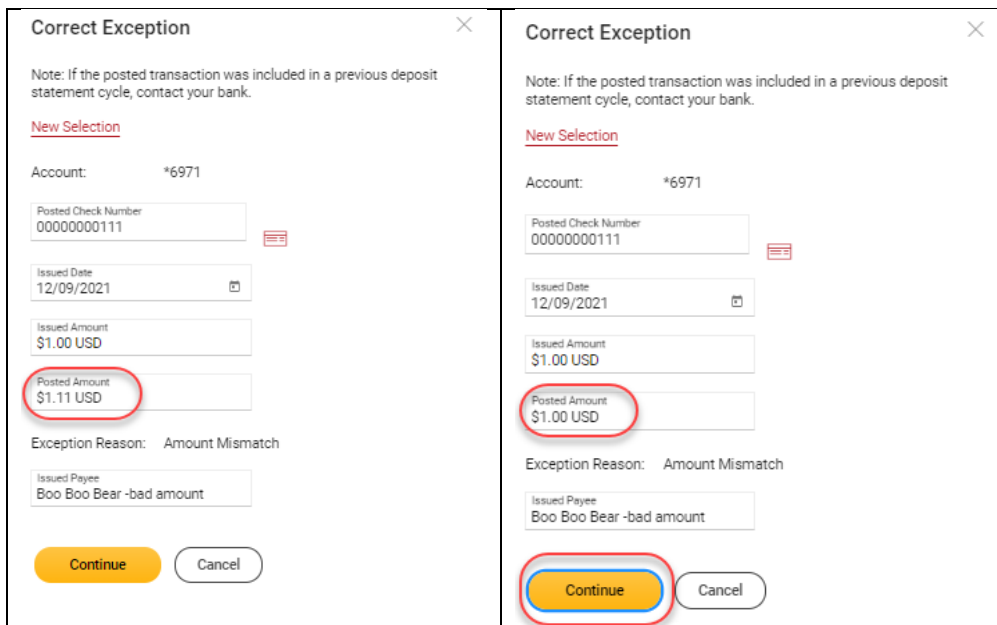
Select 



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

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

[New Selection](#)

Account: *6971

Posted Check Number: 00000000111

Issued Date: 12/09/2021

Issued Amount: \$1.00 USD

Posted Amount: **\$1.11 USD**

Exception Reason: Amount Mismatch

Issued Payee: Boo Boo Bear -bad amount

Continue Cancel

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: 00000000111

Issued Date: 12/09/2021

Issued Amount: \$1.00 USD

Posted Amount: **\$1.00 USD**

Exception Reason: Amount Mismatch

Issued Payee: Boo Boo Bear -bad amount

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: 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

ContinueCancel

Correction Confirmation 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

H, 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	
☒	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 Apply

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
Sign Off

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
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



Transmission confirmation will appear

Hi, Jane | SignOff
Last Login: Dec 16, 2021, 12:49:54 PM ET

Approvals 1 Exceptions

Positive Pay

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

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: JALPHA

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

EXCEPTION DECISIONS REPORT

To generate a report of decisions made on exception items.

Select Exception Decisions

Hi, Jane | SignOff
Last Login: Dec 16, 2021, 12:49:54 PM ET

Approvals 1 Exceptions

Positive Pay

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

Select criteria you want for the report

Select Generate Report

Hi, Jane | SignOff
Last Login: Dec 16, 2021, 12:49:54 PM ET

Approvals 1 Exceptions

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

View: 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

First Hawaiian Bank

Welcome
Account Services
Administration

HJ, 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

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

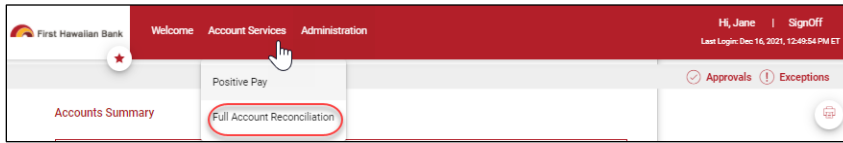
Total Reported Amount : \$8.06
Total Reported Items : 7

Check Number	Amount	Issued Date	Posted Date	Disposition Decision	Payee
13	\$1.13	n/a	12/15/2021	Paid	
111	\$1.11	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	

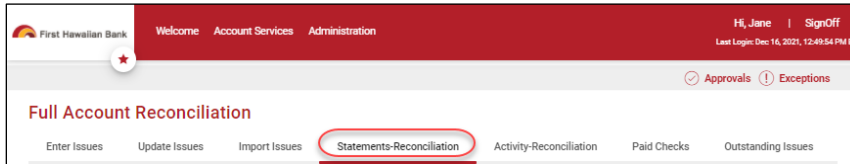


ACCOUNT RECONCILIATION STATEMENT

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



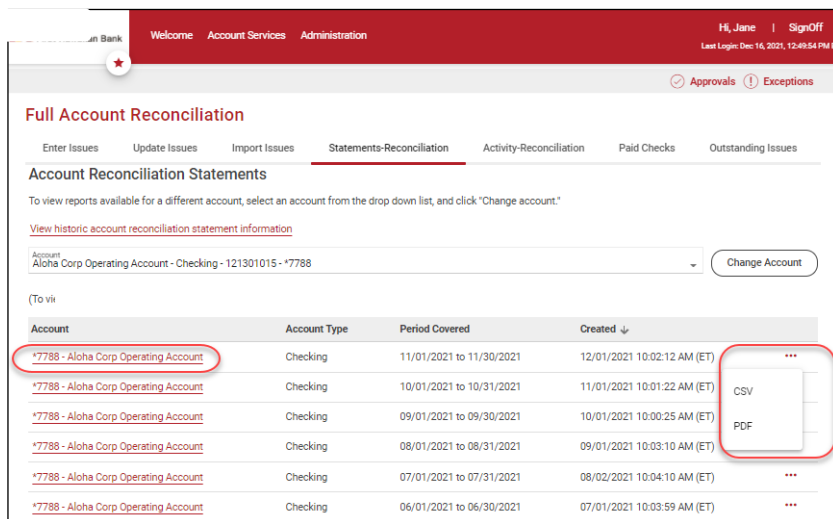
Select **Statements-Reconciliation**



Select Statement to view on the screen

Or

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



Select  to request CSV or PDF version



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 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	(\$795.63)
00000915509	03/10/2021	(\$795.63)
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

Page 1 of 1

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

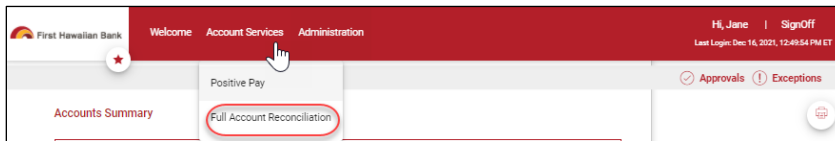


RECONCILIATION ACTIVITIES

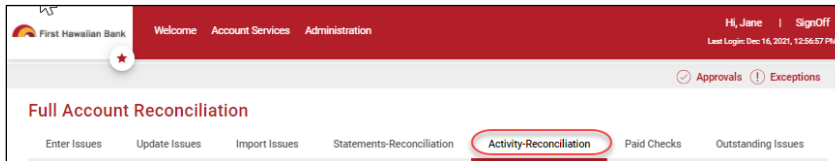
You are able to research specific types of transactions and generate a corresponding report.

GENERATE AN ACTIVITY REPORT

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



Select **Activity-Reconciliation**



Select search criteria for your report

Note: End date on the date range cannot be the current date.

Select **Generate Report**

A screenshot of the 'Search Account Reconciliation Activity' form. The form has several sections: 'Output To' (Screen (HTML)), 'Accounts' (View: All Accounts, Account: FHB Cash Management Test Account - Checking - 121301015 - *6971), 'Date Range' (Specific Date, Date Range, Previous Business Day), and 'Include' (Statement Of Activity, Outstanding Issues, Correction Items, Paid Checks). The 'Generate Report' button is at the bottom. Annotations in yellow callouts point to specific fields: 'Select Screen, csv, or pdf' points to the 'Output To' dropdown; 'Select all accounts or specific account' points to the 'Account' dropdown; and '* Maximum range is 90 days * End date must be prior day or earlier' points to the 'Date Range' section. The 'Statement Of Activity' option under 'Include' is circled in red.

Sample Statement Activity Report

- Select **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 column headings to sort by that column



[Welcome](#)
[Account Services](#)
[Administration](#)

Hi, Jane | [Sign Off](#)
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](#)

Statement Of Activity

[View criteria](#)
[Modify Search](#)

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

Credits

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

No items to display

Debits

Total reported amount for all debits: (\$13.77)
Total reported debits: 12

Check Debits

Total reported amount: (\$13.77)
Total reported items: 12

Check Number	Posted Date	Posted Amount	Description
00000000013	12/15/2021	(\$1.13)	CHECK PAID
00000000110	12/15/2021	(\$1.10)	CHECK PAID
00000000111	12/15/2021	(\$1.11)	CHECK PAID
00000000112	12/15/2021	(\$1.12)	CHECK PAID
00000000112	12/15/2021	(\$1.12)	CHECK PAID
00000000114	12/15/2021	(\$1.14)	CHECK PAID
00000000115	12/15/2021	(\$1.15)	CHECK PAID
00000000116	12/15/2021	(\$1.16)	CHECK PAID
00000000117	12/15/2021	(\$1.17)	CHECK PAID
00000000118	12/15/2021	(\$1.18)	CHECK PAID
00000000119	12/15/2021	(\$1.19)	CHECK PAID
00000000120	12/15/2021	(\$1.20)	CHECK PAID

Non-Check Debits

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

No items to display

Matched Issues

Total reported amount: \$5.51
Total reported items: 5

Check Number	Issued Date	Posted Date	Posted Amount
111	12/10/2021	12/15/2021	\$1.00
110	12/10/2021	12/15/2021	\$1.10
112	12/10/2021	12/15/2021	\$1.12
114	12/10/2021	12/15/2021	\$1.14
115	12/10/2021	12/15/2021	\$1.15

[Disclosure](#)
[Got Questions? We can help +](#)

GENERATE AN OUTSTANDING ISSUE REPORT

Select criteria for report
Select **Generate Report**

First Hawaiian Bank

WelcomeAccount ServicesAdministration

Hi, Jane | SignOff

Last Login: Dec 16, 2021, 12:56:57 PM ET

ApprovalsExceptions

Full Account Reconciliation

Enter IssuesUpdate IssuesImport IssuesStatements-ReconciliationActivity-ReconciliationPaid Checks

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

Date Range:

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

☒ Specific Date

Date
12/16/2021

☐ Date Range

☐ Previous Business Day

Include:

☐ Statement Of Activity

☒ Outstanding Issues

(Select outstanding items to be included in activity report)

☒ OutStanding Items

☒ Future Dated Items

☒ Voided Items

☒ Stale Items

☒ Active Stop Pay Items

☐ Correction Items

☐ Paid Checks

Generate Report

Select all accounts or specific account

Select all accounts or specific account

Select the type of issues to be reported

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



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 Items

View criteria




Modify Search

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

First Hawaiian Bank.

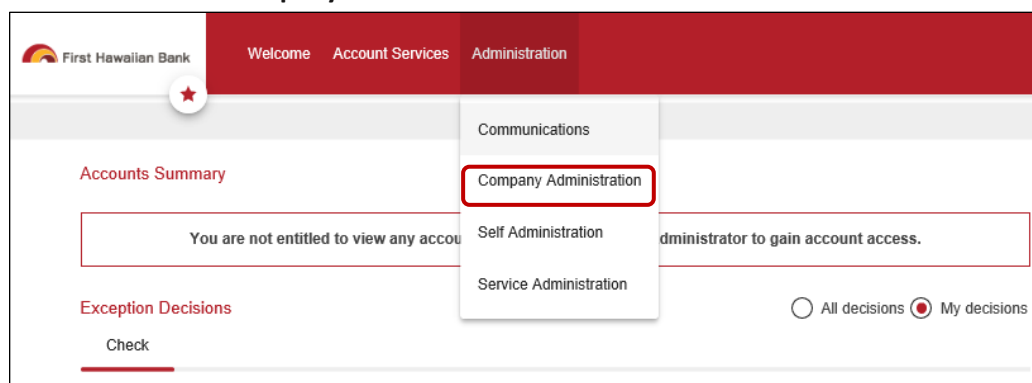
ACCOUNT RECONCILIATION POSITIVE PAY QUICK GUIDE

| 28

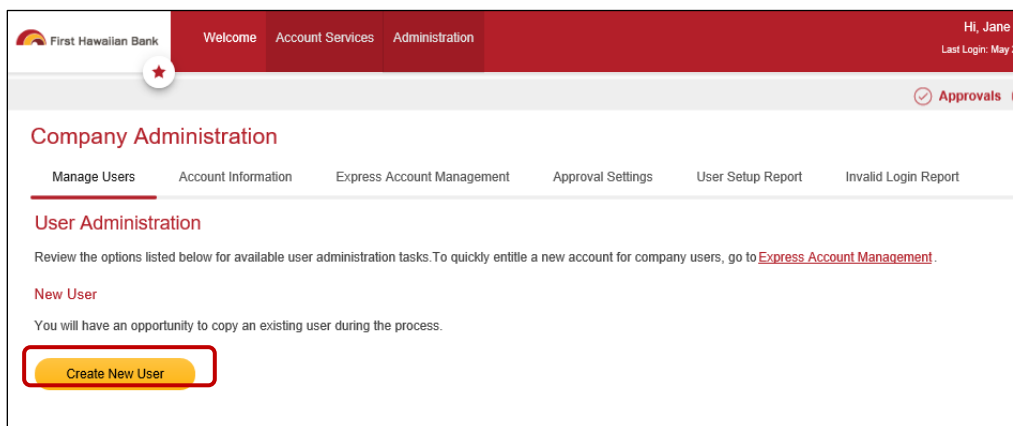
USER SET UP

Only users with administrative entitlement can set up new users on the ARP system. In addition to setting up a new user on the ARP system, the user must also be set up on the FHB Commercial Online system and entitled to the Acct Recon/Pospay service. Upon completion of the new user set up on the ARP and FHB Commercial Online systems, notification must be provided to Cash Management 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, 3:07:39 PM ET

Company Administration

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

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**

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Jane | SignOff | Last Login: Dec 16, 2021, 3:07:39 PM ET

Company Administration

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

New User

Profile

Name: Jane Aloha

User ID: JOALOHA

Primary E-mail Address: Joe.Aloha@surfhawaii.com

Secondary E-mail Address: Joe.Aloha@surfhawaii.com

Telephone Number: 8089999999

Roles

Copy Existing User

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".

User ID	First Name	Last Name	Additional Info
☐ JALOHA	Jane	Aloha	
☐ JOALOHA	Joe	Aloha	
☒ MICKYM	Mickey	Mouse	
☐ TESTUSER	Mickey	Mouse	

Copy User | Do Not Copy User

Confirm user to be copied and roles to be copied

Select **Continue**

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Jane | Sign Off | Last Login: Dec 16, 2021, 2:07:39 PM ET

Approvals | Exceptions

Company Administration

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

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)

☐ Do not copy user

☒ Copy User: Mickey Mouse

User Roles (Optional)

☒ 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.)

Continue | 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. ✕		
	Description	Account Number	TRC
	Aloha Corp Operating Account	55667788	121301015
	Aloha Corp Payroll	11223344	121301015
	FHB Cash Management Test Account	01146971	121301015
	Entitled Account ☒ ☒ ☒ ☒		
^ Collapse			
✓ 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

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, 3:07:39 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, 3:07:39 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

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

Create User | Save as Draft

System confirmation provided

First Hawaiian Bank | Welcome | Account Services | Administration | Hi, Jane | SignOff | Last Login: Dec 16, 2021, 3:07:39 PM ET

Approvals | Exceptions

Company Administration

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

New User - Confirmation

New user has been successfully created.

Security settings may require additional approvals before this User ID is active. Review the user status listed below. To manage an existing user, complete a saved user, or create a new user, go to [User Administration](#).

Submitted User Summary

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

User Status

User Status: Active

Once the User has been set up in the ARP system, be sure the user is also set up on FHB Commercial Online. Email cashmgt@fhb.com with the user information for the set up to be completed.