positivePayPlus

East West Bank recommends the following best practices when adding Check Positive Pay or Payee Positive Pay to your Treasury Management profile.

Setting up a New Account on Positive Pay

- Be Ready to provide a complete listing of issued checks on Day 1.
- Alert notifications:
  o Set an Alert to notify you when exceptions are ready to be decisioned.
  o Set an Alert to notify you one hour before exception decisions are due. The deadline for exception decisions is 3 pm PT.
- Entitle new accounts to the appropriate Positive Pay Users.
- Log in daily to Positive Pay and review check exceptions.

Adding an Existing Account to Positive Pay

- Ensure all current outstanding checks issued are imported on the Go-Live date.
- Alert notifications:
  o Set an Alert to notify you when exceptions are ready to be decisioned.
  o Set an Alert to notify you one hour before exception decisions are due. The deadline for exception decisions is 3 pm PT.
- Entitle new accounts to the appropriate Positive Pay users.
- Log in daily to Positive Pay and review check exceptions.

 Reminders

- **Know your Go-Live Date.**
- Deadline to decision pending exceptions is 3 pm PT.
- Submit checks issued to East West Bank before distributing checks to your Payees.

Questions?

Contact our GTS Customer Service team at 888.761.3967 or by email at
EWBClientService@eastwestbank.com.