Positive Pay FAQs

All your questions about Positive Pay answered

What is Positive Pay?

The Positive Pay system provides fraud control for commercial customers' accounts. It verifies the checks that are presented and paid with the checks that have been issued.

What is the fee for using the Positive Pay service?

The monthly fee for Positive Pay is $15 per account.

What kind of account do I need to have to utilize Positive Pay?

The Premium Business Interest account enables the functionality of Positive Pay. We can work with you to change the account type and you would not have any change to your account number.

What information is the Positive Pay system checking for?

The Positive Pay system is checking the date, amount, check number, and payee.

What is the cut off time to upload a Positive Pay file?

Commercial Business accounts using this product would upload the Positive Pay file in the Cash Management platform by 3 pm.

What is the cut off time to approve or deny Positive Pay Exceptions?

The cut off time to approve or return flagged exceptions in the Cash Management platform is 10 am.

What does our business do if we miss the cutoff time?

All exceptions need to be addressed by 10 am. If this time frame is missed, mark the item as a Return in the Internet Baking platform and call the Operations Team at Marion County Bank. They will do their best to complete the return but based on timing constraints within the banking system, this may be considered a late return and is not guaranteed.

What is the Positive Pay file format that needs to be uploaded within the Cash Management platform?

A CSV File is the file type that will be uploaded.

How do I add another user to Positive Pay in the Cash Management platform?

Contact Shannon Long or Morgan McQueen at Marion County Bank.

What is the process if the amount of a check cleared an account for the incorrect amount but all other information on the check is correct?

If a check is flagged as an exception for an incorrect amount, accept the exception in the Internet Banking platform and contact the Operations Team at Marion County Bank. The Operations Team will process a check amount correction instead of returning the item.

Pella Office - 800 Main Street, Pella, IA | 641.628.2191
Knoxville Office - 222 East Robinson Street, Knoxville, IA | 641.828.8000
Melcher-Dallas Office - 115 Main Street, Melcher-Dallas, IA | 641.947.2181

www.marioncountybank.com
info@marioncountybank.com
Member FDIC