FAQ's for DoubleCheck Positive Pay Software

from Advantage Laser Products, Inc.

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1. How easy is it to Implement DoubleCheck positive pay software?

Very easy, implementation usually takes less than one hour. The initial setup steps a user needs to complete are as follows:

- Installation via CD-ROM - A self-executing program loads DoubleCheck onto your PC in minutes.
- Bank Format Setup – Select one of the bank formats included with DoubleCheck.
- Check Data File Setup – A Wizard will then guide you through the process of importing your check data file.
- Create Positive Pay File – With a click of the mouse you will create your bank compliant positive pay file.
- Bank Communications Setup – Our built-in communications program will easily allow you to transmit your positive pay check files to your bank.

2. What accounting software packages does DoubleCheck software work with?
DoubleCheck has been designed to work with any accounting, application and spreadsheet software. Although most users are running Windows applications, we support any delimited data files from any type of system including PC based, midrange, ERP and mainframe systems.

3. How do I get my bank's positive pay format?
When you agree to use positive pay services from your bank they will provide you with documentation that outlines the positive pay file format and the communications protocols necessary for you to transmit compliant files to them. Fortunately DoubleCheck comes with a library of tested positive pay formats from most of the leading banks that will enable you to setup your positive pay system in minutes without the need for costly programming or technical services. If your bank's positive pay format isn't included in our library of formats contact us and we can set up the bank format for you.

4. What information is needed in my check data file?
There is basic information that all banks request in positive pay files such as check number and amount, check date, bank account number, etc. Banks also may require header and/or total records to go along with the check detail records.
Utilizing DoubleCheck's unique import Wizard, your check data file is automatically mapped to your bank's required positive pay format. Only the information required by your bank is imported into DoubleCheck. Any extra information that may have been included in your check file is ignored.

5. What if my check file does not contain all the information required by my bank?
If your bank requires information that is not contained in your check data file, such as bank account or check numbers, DoubleCheck will prompt you for this information when importing your check file. Whether your check data file contains too much or too little of the information required by your bank, DoubleCheck's flexibility allows you to easily create positive pay files in the format required by your bank.

6. Reporting voided checks to my bank takes extra effort. Can DoubleCheck help me to simplify this process?
Yes! DoubleCheck has been designed to handle voids. There are several ways this can be done:
- If your check data file doesn't include void checks then you can use DoubleCheck to manually input void check data into DoubleCheck for inclusion with your positive pay file. Data input is easy and all voids will be reported to your bank in the format that they require.
- If your check file includes checks that have been voided, then these checks will automatically be reported to the bank in your positive pay file as having been void.

7. How do I handle manual checks?
DoubleCheck allows you to either directly input manual checks into DoubleCheck or you can import a spreadsheet file containing your manual checks. Either way you choose, your manual checks will be added to your positive pay file.

8. Can I purchase DoubleCheck just for creating a manual check file to send to my bank?
Yes! Many of our customers have purchased DoubleCheck just for its ability to easily create a manual check file that will be compliant with their bank's positive pay format. Priced at $525, it is the affordable solution to many companies problem of transmitting manual checks for positive pay services.

9. Can I transmit the file to the bank using DoubleCheck software?
DoubleCheck includes built-in communications that provide a user with all the tools necessary to configure and send transmissions to your bank. DoubleCheck allows for transmission of files either via modem or e-mail. For modems DoubleCheck supports a variety of modem protocols, speeds, terminal emulation, flow control, error correction, etc. so you can be sure that you can easily setup communications with your bank and adjust settings if your bank makes changes. DoubleCheck also supports external transmission methods such as FTP.

10. My bank has FTP capabilities for transmitting my positive pay files. Can I use DoubleCheck software with my banks' FTP system?
Yes! DoubleCheck creates positive pay files in your bank's required format that are FTP compatible and can be used with your bank's FTP system. If you elect to use your banks FTP system instead of DoubleCheck's communication package, your bank will probably require that additional security be added to your positive pay file before you transmit it. You can start up your FTP program and assist in sending the file to your bank without ever leaving DoubleCheck.

11. When does DoubleCheck send the positive pay file to my bank?
You control when the positive pay file is sent to your bank. DoubleCheck automatically imports all available check files when you log into the software. You can review the check files and make any changes as needed, such as adding manual checks or voiding checks. You can also merge more than one file (i.e. Accounts Payable and Payroll files) and send just one file to your bank.

12. What happens if I attempt to process the same checks a second time?
When importing check files, DoubleCheck automatically verifies the check data to determine if you have already imported checks containing the same check number and bank account number and will not accept duplicate checks.

13. I have multiple bank accounts with my bank. Does DoubleCheck support multiple bank accounts to the same bank?
DoubleCheck supports an unlimited numbers of bank accounts. Depending on your bank's requirements. DoubleCheck can create one file for each account or one file containing all of your accounts.

14. I transmit positive pay files to multiple banks. Does DoubleCheck support this?
Along with supporting an unlimited number of multiple bank accounts, DoubleCheck also supports an unlimited number of banks. So if you have checking accounts with multiple banks you can now simplify the process of transmitting positive pay files to these banks by consolidating the process with DoubleCheck software. With the ease of set up and day-to-day use, you might even consider establishing positive pay services for those checking accounts that aren't currently on positive pay services.

15. I use check-printing software from another company. Can I still use DoubleCheck to create and transmit positive pay files to my bank?
Yes, DoubleCheck software can be used regardless of which software you use to print checks. If the check printing software has export capability, then it could be utilized to generate the checks issued file after the checks have been printed. If your check printing software doesn't have export capability, then the same delimited check file from your accounting software that is imported into the check printing software can be used to import into DoubleCheck software.

16. As part of the initial positive pay setup with my bank, they require that we provide them with a file of all outstanding checks. This is to establish a starting point for positive pay so that there are no illegitimate pay/no-pay issues. Can DoubleCheck assist me in providing this file to my bank?
Yes. Before beginning positive pay services your bank will require that you reconcile your bank account(s) to determine which checks are outstanding as of the start of service. There are a couple of ways that DoubleCheck can assist you in providing your bank with an initial list of outstanding checks. For companies with a large amount of outstanding checks, a file can be directly imported into DoubleCheck and transmitted to your bank. DoubleCheck can import delimited files from your accounting software or spreadsheet files, such as from Microsoft Excel or Lotus 1-2-3, if your reconciliation is done in spreadsheets.
For companies with a limited number of checks outstanding, DoubleCheck's manual check feature can be used to input your outstanding checks. You can then use DoubleCheck to create and transmit this file of outstanding checks to your bank.
Another alternative is to open your new bank account utilizing positive pay services. After the last open check has cleared the old bank account is closed.

17. If my bank is acquired or if they change their positive pay format can I still use DoubleCheck software?
One of the strongest features of DoubleCheck is its flexibility. Changing bank information, file or transmission formats is easily done within DoubleCheck's setup. Changing or adding banks is a simple step process that should allow you, uninterrupted, to meet all of your reporting deadlines with your bank.

18. How do I request a check issued file from my accounting software?
There are over 1,000 different accounting systems from DOS based PC's to high end ERP systems that have check printing capability. Generally, higher end software has the ability to export specific check files along with exporting reports, such as a check register, in a variety of file formats. Lower end software may offer limited ability to export reports and check files, although most of today's newer versions of software, at all levels, are beginning to offer more robust export capabilities. You may want to check with your accounting software provider to determine how to request a check file. DoubleCheck will accept any type of delimited data file. Don't be concerned about what these check data files may contain or how they are laid out. DoubleCheck will import and format your data file as required by your bank and will include headers, footers, totals and any other information that your software may not have been able to export. DoubleCheck will also exclude data contained in your check file that is not required by your bank, such as payee addresses.

19. What if my accounting software will only export reports and not check files?
Select either a Check Register report or a report on bank account activity and save the report in a spreadsheet. DoubleCheck also has the ability to accept spreadsheet files with headers and footers, when they are saved as a CSV. Our file setup wizard will eliminate the headers and footers when it imports the file into DoubleCheck. When saving the spreadsheet file choose the "Save as Type" as "CSV (Comma Delimited)" or some other option that is in a delimited format. DoubleCheck can now import this newly saved check file and create a bank compliant positive pay file.
When attempting to export either check data or a report file, review your software features to determine its capabilities to export. Generally, if your software comes with an "Import/Export Manager or Module" you should be able to export specific data fields. Most software has a "Reports" feature where pre-defined reports, such as a Check Register, can be created. Also, some software packages come with built-in report writing software such as Crystal Reports, FRX or F-9 which have robust export capabilities; these can be used to create delimited data files that DoubleCheck can import.

20. Can I still use DoubleCheck if I change my accounting software?
Yes, if you change your accounting software then you can easily adapt your new software for use with DoubleCheck. Using the Check Import Wizard, you'll be able to quickly change from your old software to new in minutes.

21. We still use pre-printed check stock, so there are no check numbers in our check data file. Is there a way that I can easily create a positive pay file without having to manually input each check number?
When you import a check data file that does not contain check numbers, the user will be prompted for the first check number in the sequence of checks in the file. Starting with the first check in your file, DoubleCheck will assign incremental check numbers to each check in the file, saving you time and effort in creating your positive pay file.

22. If I have a problem either when installing or when using DoubleCheck, how do I obtain technical support?
There are several ways that you can contact us for technical support. After you have registered the software you can access on-line help from our web page, you can e-mail us any questions you may have, or you can call us directly and speak with one of our knowledgeable technical support associates. Of course, DoubleCheck also comes with an extensive Help system and documentation to assist you with any problems or issues you may have.

23. What are the Minimum System Requirements?

System Requirements:

Server Requirements

Hard Drive Storage Requirements
　　200MB available for program and associated files.
　　Additional storage required for file maintenance and archiving. A file containing 1,000 checks
　　will require an average of 2 megabytes.
　　Additional storage required for audit reports. The average audit report size after printing 1,000
　　checks is 50 kilobytes.

Operating System Requirements
　　DoubleCheck is run from Windows™ workstations – there are no additional server operating
　　system requirements

Database Requirements
　　DoubleCheck uses it's own encrypted database – there are no additional database
　　requirements

Client Requirements

Hard Drive Storage Requirements
　　200 megabytes of disk space at run time

Operating System Requirements
　　Microsoft Windows™ 2000, XP, Vista, 7, 8, 8.1, 10

CPU/Memory Requirements
　　Pentium with 1GB of memory or more

24. How can I purchase DoubleCheck?
You can order online at www.positivepay.com call us at 1-800-722-2804.

www.positivepay.com
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