KeyBank 🔑

Account Reconcilement Plan
## User Guide

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1. Introduction

KeyBank (Key) provides a full suite of reconcilement solutions, including Full, Partial and Deposit Reconcilement. Partial Account Reconcilement Plan (ARP) provides a listing of numerically sorted paid checks. Full ARP provides a complete itemized list of all paid and outstanding checks and exception items. This service requires that you submit a check issue file to Key. The Deposit Reconcilement offering provides a list of deposits by store/location number.

Key's ARP service helps to expedite the internal reconcilement process by providing a report of paid checks, including: serial number, dollar amount, and date, along with any stop payments. Our Full service also provides cancelled checks, paid exceptions, e-check/ACH items, and outstanding checks (unpaid).

Key also provides payee verification (payee positive pay) as an added layer of protection. This service compares the payee information on items presented for payment to the issue data that you provide to us. Items that do not match the issue file are presented for your review.

1.1 ARP guidelines

- Your service start date coincides with your first full statement cycle. The implementation date is the date testing is completed and the file moves into production.

- You should submit your file of issued checks as soon as possible after checks are issued. For Positive Pay processing, the deadline is 11:00 p.m. ET on the day prior to the physical distribution of checks (this includes manually issued checks).

- You can manually enter issue or cancel information through the Payables section of KeyNavigator, by utilizing the **Check Issue Maintenance** function within Account Reconcilement.
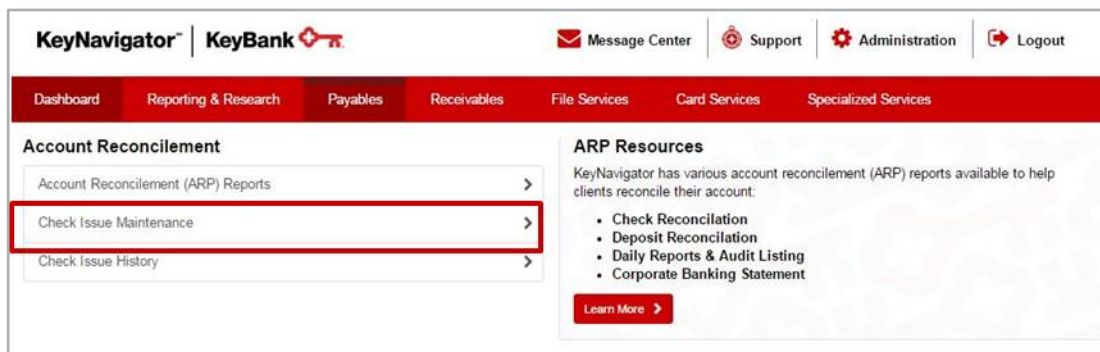
- Checks that are manually added after the period-end reconciliation has been completed will be added to the next month's reconciliation. You should complete these manually added items by the last day of your statement cycle.

- You are responsible for validation of any Paid No Issue (PNI) items on your reconcilement as a result of an incomplete or missing issue file.

- You will need to use the file date on all Canceled/Voided items, as using the issue date will change the Previous Outstanding Balance.

- If using KeyNavigator, you will automatically be granted access to the Daily Audit Listing Report. This report shows all issues and cancels on the previous day's file and will be available for you to review after 8:00 a.m. ET.

- In the event that an incorrect file was sent to Key, you will need to have the file backed out. Please send an email to ARP Transmissions@KeyBank.com, and make sure to include your name and phone number in the email. In the subject line put "Need File Assistance." An associate will then assist you. You can also call Commercial Banking Services at 800-821-2829.

2. Account Reconcilement Reports

This section will outline how to access your ARP reporting.

1. Select **Account Reconcilement** from the **Payables** section of KeyNavigator.
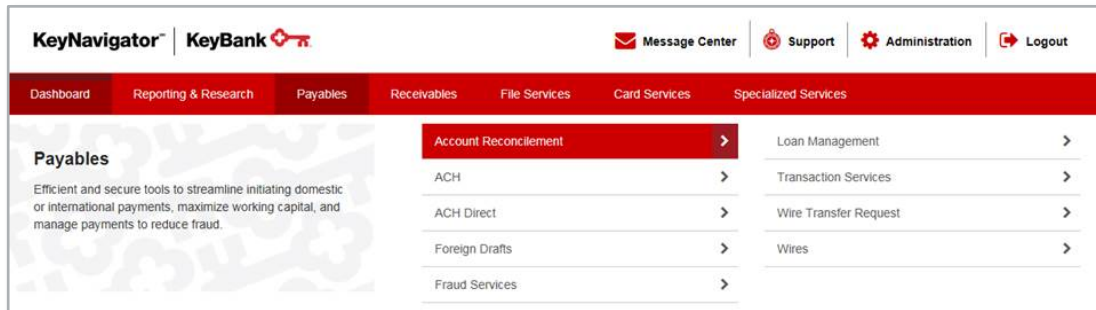
2. Then select **Account Reconcilement (ARP) Reports** from the main page.

3. Utilize the dropdown menu to select the appropriate account, and then click **Next**.

4. Utilize the dropdown menu to select the type of report you wish to view.

- *Check Reconciliation – Period Ending* – The Check Reconciliation report will provide a listing of paid checks, and if you are on Full ARP, you will also receive a listing of outstanding checks and exception items. These reports are available online for 13 months.

- *Deposit Reconciliation – Period Ending* – This report provides a list of deposits by store/location number. These reports are available online for 13 months.

- *Daily Reports/Audit Listing* – The Daily Audit Report contains details from the issue file and confirms that your file was received. Additionally, you can confirm receipt of your ARP file by checking the audit listing. These reports are available online for 62 days.

- *Corporate Banking Statement* –The end-of-period banking statement. These reports are available online for 13 months.

5. Select **Next**.

6. From this screen, you can view a PDF version of the selected report by clicking on the report that you wish to view; change the account number by clicking on **Change Account**; or change the type of report by clicking on **Change Report Type**. Select **Main Page** to return to the Account Reconcilement page.

3. Check Issue Maintenance

Check maintenance services enable you to manually add or cancel issue records or inquire into the status of a check. Adds and Cancels process just like an Issue File Transmission and update the ARP and Positive Pay systems as they are submitted. You can create up to 20 entries at a time. Adds should be submitted before checks are distributed. The Check Issue Inquiry function is available on business days, 8:30 a.m. – 11:00 p.m. local time.

3.1 Inquiry on Status of a Check

1. Select **Check Issue Maintenance** from the Account Reconcilement page.

2. Use the dropdown menu to select the appropriate account.

3. Choose **Inquire – Check Issue Record** from the available selections.

4. Select **Next**.
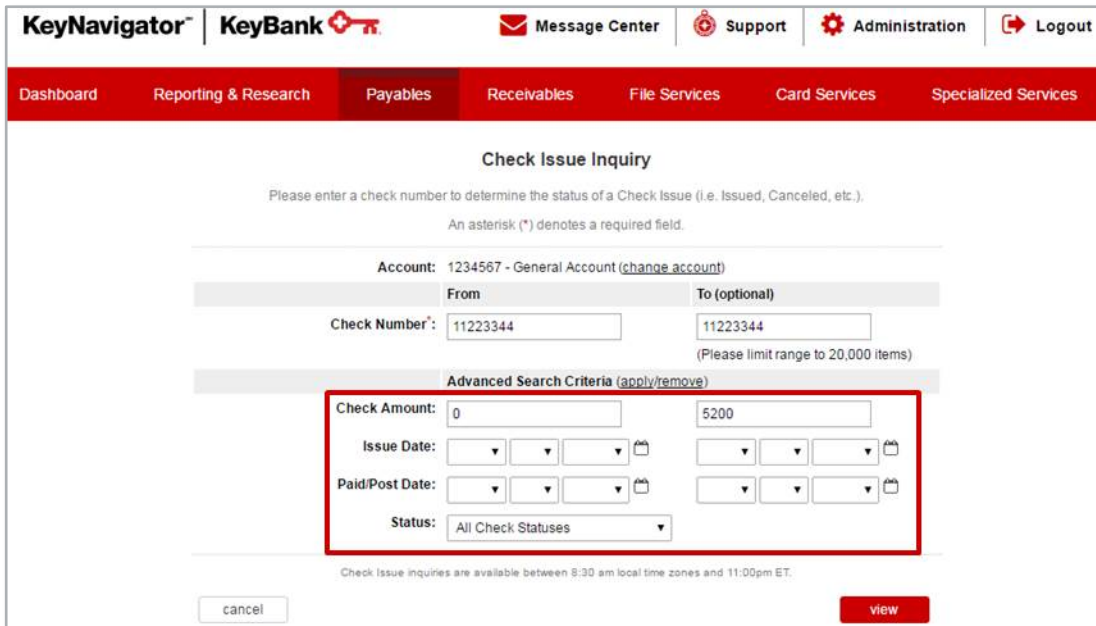

5. Enter a beginning check number in the **From** field.

6. Enter an ending check number in the **To** field. (*Optional*)

7. To further limit results, under **Advanced Search Criteria,** click **Apply** to show additional fields. (*Optional*)

   a) Enter a minimum and maximum check amount.
   b) Utilize the dropdown menus to enter an issue date range.
   c) Utilize the dropdown menus to enter a paid/post-date range.
   d) Utilize the dropdown menu to select a status.

8. Select **View**.

9. A listing of up to 250 checks, including the associated statuses, will be compiled. The items are displayed based upon the services for which you are set up, such as payee name verification.

10. If more than 250 results were returned, select **Modify Your Search Criteria** to return to the **Check Issue Inquiry** screen to further limit the results.

10. From the **Check Issue Listing** screen, you can return to the Account Reconcilement page by selecting **Main Page** or search for another check(s) by selecting **Perform Another Inquiry**.

3.2 Adding a Check Issue Record

1. Select **Check Issue Maintenance** from the Account Reconcilement page.

2. Use the dropdown menu to select the appropriate account from which the new check has been issued.

3. Choose **Add – Check Issue Record** from the available selections. Select **Next**.

4. Input the check number(s), dollar amount(s), and any other pertinent data into the appropriate fields.

5. Select **Add More** to input more than 10 adds. (*Optional*)

6. To delete these Adds, select **Cancel**. To continue to process, select **Next**.

7. Review the information provided on the **Add Check Issue Approval** screen. To delete the items, select **Cancel**. To make changes to all or any of the adds, select **Edit** to return to the **Add Check Issue Entry** screen and change information. To process the adds, select **Accept**.

9. The **Add Check Issue Confirmation** screen will appear. Any checks that were unable to be added will be highlighted in red and additional information will be provided in the status column. To return to the Account Reconcilement screen, select **Main Page**. To add more checks, select **Perform Another Add**."

10. If an error is detected after selecting **Accept**, contact the ARP team at ARP_Transmissions@KeyBank.com or Commercial Banking Services at 800-821-2829.

3.3 Cancelling a check issue record

1. Select **Check Issue Maintenance** from the Account Reconcilement page.

2. Use the dropdown menu to select the appropriate account from which the new check has been issued.

3. Choose **Cancel – Check Issue Record** from the available selections. Select **Next**.

3. Input the check number(s), dollar amount(s), and any other pertinent data into the appropriate fields. Select **Add More** to input more than 10 cancels. (*Optional*)

4. To delete these cancels, select **Cancel**. To continue to process, select **Next**.

5. Review the information provided on the **Cancel Check Issue Approval** screen. To delete the items, select **Cancel**. To make changes to all or any of the cancels, select **Edit** to return to the **Cancel Check Issue Entry** screen. To process the cancels, select **Accept**.

8. The **Cancel Check Issue Confirmation** screen will appear. Any checks that were unable to be cancelled will be highlighted in red and additional information will be provided in the status column. To return to the Account Management screen, select **Main Page**. To cancel more checks, select **Perform Another Cancel**.

Cancel Check Issue Confirmation

Account: 1234567 - General Account
Service Option: Cancel - Check Issue Record
Cancel Date: Jan 02, 20XX

Check Number	Dollar Amount	Reason	Status
100046	75,000.00		Successful
100097	405.00		Rejected - Cancel amount disagrees with issue
100034	1,345.00		Rejected - Item previously paid
100352	5,500.00		Rejected - Item previously stopped
100382	7,500.00		Rejected - Item previously canceled
Total Successful	**Total Dollars**		
1	75,000.00		
Total Rejected	**Total Dollars**		
4	14,050.00		

main page   perform another cancel

4. Check Issue History
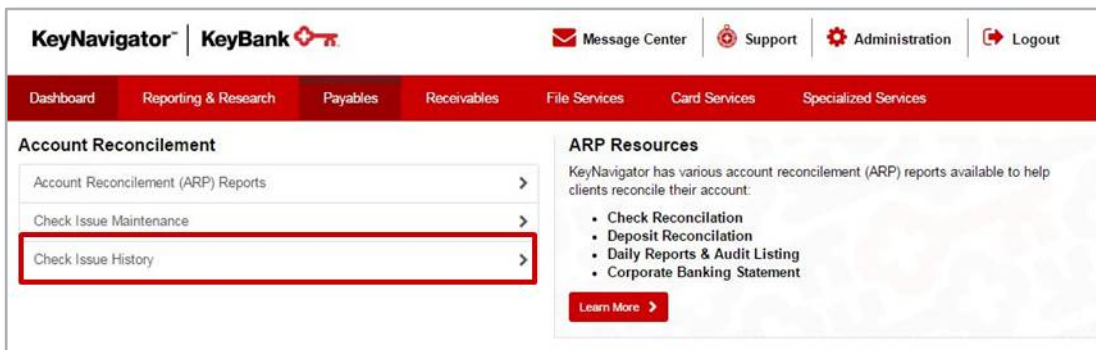
The **Check Issue History** provides a listing of adds and cancels entered via KeyNavigator, along with their status, the time/date of entry and the user that created the entry.

> ☑ *NOTE: Checks that were added or cancelled via other means, such as faxing a request to the ARP department, will not appear on the Check Issue History.*
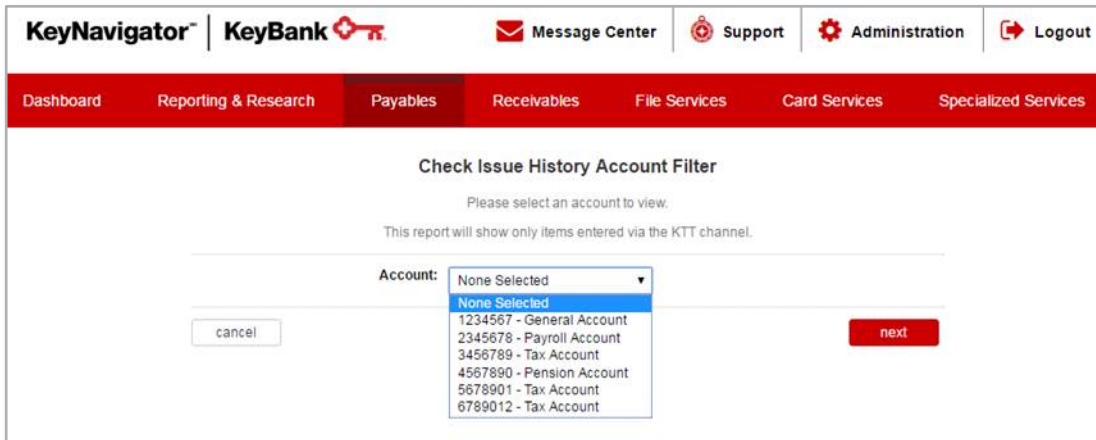
4.1 To access the check history listing

1. Select **Check Issue History** from the Account Reconcilement page.

2. Use the dropdown menu to select the appropriate account from which the new check has been issued. Click **Next**.

3. Enter a beginning check number in the **From** field.

4. Enter an ending check number in the **To** field. (*Optional*)

5. Enter a minimum and maximum dollar amount.

6. Utilize the dropdown menus to enter an issue/cancel date range.

7. To further limit results, choose to **Apply** advanced search criteria to show additional fields. (*Optional*)

   a. Input payee data included on the entry.
   b. Input other data included on the entry.

8. Select **Cancel** to return to the **Check Issue History Account Filter** screen. Select **Download** to obtain the listing in an Excel format. Select **View** to display the results.

10. If **View** is selected, the **Check Issue History Listing** will be displayed. You can sort results by column heading by clicking on the up and down arrows. You can also limit results further by clicking on the **Filter** button to return to the Check Issue History Filter screen and apply additional parameters. Selecting **Unfilter** will return you to the original results. Results can also be downloaded and saved by selecting **Download**. To return to the Account Reconcilement page, select **Main Page**.

KeyNavigator	KeyBank		Message Center	Support	Administration	Logout
Dashboard	Reporting & Research	Payables	Receivables	File Services	Card Services	Specialized Services

Check Issue History

Account Number: 12345678 - General Account (change account)

filter | unfilter | download

Service Option	Check Number	Dollar Amount	Issue/Cancel Date	Time Entered	Payee Data	Other Data	User Name	Reason	Status
Add	100046	$75,000.00	Jan 02, 20XX	1:23 PM EST		Annual Bonus	Ned Spielman		Successful
Add	100047	$787,000.00	Jan 02, 20XX	1:23PM EST			Ned Spielman		Rejected - Issue amount disagrees with paid amount
Add	100054	$65,000.00	Jan 03, 20XX	1:23 PM EST			Ned Spielman		Rejected - Previously issued
Add	100067	$75,555.00	Jan 02, 20XX	1:23 PM EST					Rejected - Issue Amount disagrees with stop
Add	100076	$95,070.00	Jan 02, 20XX	1:23 PM EST					Rejected - Issue amount disagrees wtih cancel
Cancel	100097	$405.00	Jan 02, 20XX	1:23 PM EST					Successful
Cancel	100100	$1,505.00	Jan 02, 20XX	1:23 PM EST					Rejected - Cancel amount disagrees wtih issue amount
Cancel	100145	$23,785.00	Jan 02, 20XX	1:23 PM EST					Rejected - Item previously paid
Cancel	100160	$450,000.00	Jan 02, 20XX	1:23 PM EST				Duplicate	Rejected - Item previously stopped
Cancel	100300	$405,000.00	Jan 02, 20XX	1:23 PM EST				Lost	Rejected - Item previously canceled

main page

5. Glossary of terms

ARP – Account Reconcilement Plan – the name of the reconciliation service Key offers.

Cancel – A request that is made by you to remove a check issue from the outstanding balance (full reconcilement only). It should only be used for a check that is in your possession.

Duplicated Paid – A check is currently being presented that was paid previously.

Issue – Data you provide related to checks issued from your Key account.

Key – KeyBank.

PNI – Paid No Issue. An item that has paid but no issue information was provided in the data file.

Sequence # – An eight-digit number listed on your Reconcilement Report for every paid check, which is Key's internal ID number assigned to each check.

Void – See the definition of cancel.