

Welcome to Business Online Banking

Check Positive Pay Service
Transaction Reports

Kids Savings

Interest-earning account that helps kids and students build smart saving habits.

For more information, click the 'Learn More' button below.

Learn More

Go to www.bankofhope.com and under "Select an Option" choose Business Online Banking.

Enter your Login ID and Password.

Select an Option
Business Online Banking

Login ID

Password

Remember my Login ID

[Forgot Password or PIN?](#)

Sign In

Full service banking for your distinct needs.



Services

Click the Check Positive Pay tile under Services to access the landing page, where you can review Exception Items and submit Check Issue details.

ACCOUNT SERVICES



Statements & Documents

View & download account statements and documents



Stop Payment

Place a stop payment on a check



Remote Deposit Capture

Access Remote Deposit to securely scan and submit checks for deposit



Lockbox

Access Lockbox to collect, review, decision, and process check payments



Check Positive Pay

Access Check Positive Pay to review, manage and decision check transactions



ACH Positive Pay

Access ACH Positive Pay to manage, review, and decision incoming ACH

Advanced Options Transaction Reports



FDIC FDIC-insured - Backed by the full faith and credit of the U.S. Government

Home Payments & Transfers Reports Services Settings Resources Log Off

Good Afternoon, [User Name]

Positive Pay

Exceptions Add Check Submit Issued Check File

Launch Advanced Options

- **Transaction Reports:** Use the Transaction Reports section of the menu to generate reports including a summary of daily checks issued, stopped and voided checks, and reconciliation summaries.



The screenshot shows a mobile application menu with a hamburger icon and a star icon at the top. The menu items are: Collapse All - (with an up arrow), Exception Processing (with an exclamation mark icon), Transaction Processing (with a refresh icon), Submit Issued Check File, Add New Issued Check, Void a Check, Check Search, ACH Transaction Search, Transaction Extracts, Transaction Reports (with a folder icon and highlighted in green), Daily Checks Issued Summary, Exception Items, Check Reconciliation Summary, Deposit Reconciliation Summary, Payee Match Report, and System Reports (with a document icon and highlighted in green). A vertical scrollbar is on the right side of the menu.

Transaction Reports

Daily Checks Issued Summary

The Daily Checks Issued Summary report is an easy way to see how many checks were issued on any given day and their totals. The dynamic selection criterion allows the user to fine tune the report to their specific needs. This includes both manually loaded checks and checks uploaded through an issued check file.

Selection Page Daily Checks Issued Summary

Account ID
All Account IDs

Issued Date From **Issued Date To**

01/13/2026  01/13/2026 

Search

Client/Account ID—the nickname or description that identifies this account to the customer.

Issued Date From—the beginning check number used to search for a range of checks.

Issued Date To—the ending check number used to search for a range of checks.

Daily Checks Issued Summary

Results Page

- **Check Count**—the number of checks issued.
- **Amount Total**—the total amount of the checks issued on the specified date.

Daily Checks Issued Summary

[Back to Search Parameters](#)

Issued Date	Account ID	Check Count	Amount Total	
10/03/2025	TEST 1111	2	\$3.00	⋮
10/09/2025	TEST 2222	1	\$1.00	⋮
		3	\$4.00	i

Showing 2 results

1

View 10

Exception Items

The Exception Items report allows the user to generate a report of items that were flagged as exception items. Optionally select items that meet specific criteria. Criteria can include:

Exception Items

Selection Page

Account ID
All Account IDs

Date
Paid

Date From 01/13/2026 **Date To**

Transaction Type
Check exceptions only

Check Number From **Check Number To**

Decision All Decisions **Reason** All Reasons

Show additional options

Note: Transaction history is retained within the system for 180 days after an item has paid.

Search

- exception date
- exception type (ACH, check or both)
- pay/return decision
- return reason.
- Client/Account ID—the nickname or description that identifies this account to the customer.
- Date From/Date To—To search for transactions based upon the date or date range the item was excepted. If you are searching for a specific date, enter the date in both fields.
- **Transaction Type**—the type of transaction the exception item is.
- **Check Number From/Check Number To**—To search for transactions based upon the check number. If you are searching for a specific check number, enter the number in both fields.
- **Decision**—specify decisions to search within.
- **Reason**—specify reasons to search within.

Exception Items

Results page

You can perform the following actions on this page:

- Drag a column header to reorder.
- Select search to filter and search all results or select a specific column to search within.
- Select columns to select or remove columns from the report.
- Select export to export the search results to a Microsoft Excel, PDF, or CSV file.
- Select options on an individual search result to perform one of the following actions:
 - Select View record on an individual history item for additional details on the change.

Exception Items												
Account ID	Trace Number	Check Number	Amount	Original Issued Amount	Issued Payee	Paid Date	Input Date	Exception	Transaction Description	Decision	Reason	Decided By
TEST 1111	250320321593	116	\$1.25	\$1.25		10/10/2025	10/11/2025 (...)	Paid not issued		Return	Refer to Ma...	SYSTEM
TEST 1111		4321	\$5.00	\$5.00	test teller paid	10/03/2025	10/04/2025 (...)	Payee name ...		Return	Refer to Ma...	SYSTEM
TEST 2222	250320305680	132	\$1.00	\$1.00		10/09/2025	10/10/2025 (...)	Paid not issued		Pay		
			\$7.25									

Showing 3 results

1

View 10

Exception Items

- Client—the client name in the system.
- Client/Account ID—the nickname or description that identifies this account to the customer.
- Account Number—the account number of the originator. The first four numbers will be automatically masked.
- Exception Scrubbed—indicates whether the exception was scrubbed.
- Amount—the amount of the transaction.
- Transaction Description—the transaction description.
- Paid Date—the paid date for this check.
- Decided By—the user who performed the decision.
Transactions that are automatically decided by the issued check file display as <username> (via issued check file).
- Check Number—the check number of the item.
- Issued Payee—the issued payee name for this check.
- Input Date—the date the issued item was entered into the system.
- Note: The date is followed by (M) if the check was not loaded via an issued file upload, which means it was entered into the system in some other manner. Examples would be a check being manually input by a user, or a paid not issued exception item that is paid.
- Exception—the type of exception for this item.
- Decision—the decision for this exception item.
- Reason—the reason associated with the exception.
- Same Day—indicates if exception occurred on the same day, using a yes or no value.
- Service Charge Waived—indicates whether the service charge was waived.
- Transaction Code—the transaction code associated with the item.
- Reversal—indicates whether the exception was a reversal.
- Original Issued Amount—the original check amount before modifications were applied in the system.

Check Reconciliation Report

Use the Check Reconciliation Summary report to assist in balancing online account balances with a customer statement. The report displays an activity summary of newly issued checks, paid checks, and stopped/voided checks. The report also provides a total of outstanding checks as of the reconciliation date.

Check Reconciliation Summary

Selection Page

Start New Reconciliation

Account ID
TEST 1111

Reconcile Through Date
01/12/2026

Last Reconcile Through Date: 09/04/2025

Note: Transaction history is retained within the system for 180 days after an item has paid.

Search

Reconciliation History

Account ID
TEST 1111

Date
09/04/2025

- Client/Account ID—the nickname or description that identifies this account to the customer.
- Reconcile Through Date—the ending date of the reconciliation period. The beginning date of the reconciliation period is based upon the last reconciliation performed on the account. The first time an account is reconciled, all activity in the system up through the Reconcile **Through Date** is included.

Check Reconciliation Report Results page

The image displays what happens after Show Transaction Detail is selected.

Select a link in the Reconciliation History section to view previous reconciliation reports that have been performed on this account.

Show Transaction Detail—displays additional transaction details on the page.

Note: Once selected, the Show Transaction Detail button will no longer display.

- **Show**—displays a detailed list of the items for any of the totals listed on the report.

- **Finish Reconciliation**—reconciles the checks.

The screenshot displays the 'Check Reconciliation Summary' page. At the top left is a '< Go Back' link. The main title is 'Check Reconciliation Summary' with a download icon on the right. The page is divided into several sections:

- Transaction Summary:** A table with columns 'Transaction Type', 'Count', and 'Total Amount'.

Transaction Type	Count	Total Amount
Previous Outstanding Checks	0	\$0.00
Issued Checks	11	\$53.23
Paid Checks	3	\$19.00
Stop Payments	0	\$0.00
Voids	2	\$2.01
Current Outstanding Checks	6	\$32.22
- Reconciliation Summary:** Displays 'Last Reconcile Through Date: 09/04/2025', 'This Reconcile Through Date: 01/12/2026', and 'Account ID: TEST 1111'. A blue 'Finish Reconciliation' button is present.
- Balance Summary:** A table with columns 'Account Balance', 'Current Outstanding Checks', 'Current Register Balance' and their respective values: \$608.20, \$32.22, and \$575.98.
- Reconciliation History:** A table with a 'Date' column showing '09/04/2025' and icons for download and close.

Below these sections are four tabs: 'Issued Checks', 'Paid Checks', 'Voids', and 'Current Outstanding Checks'. The 'Issued Checks' tab is active, showing a table with columns 'Issued Date', 'Count', and 'Total Amount'. The table lists five individual check entries and a total row.

Issued Date	Count	Total Amount
09/08/2025	3	\$0.12
09/09/2025	4	\$36.11
09/15/2025	1	\$4.00
09/19/2025	1	\$10.00
10/03/2025	2	\$3.00
	11	\$53.23

At the bottom of the 'Issued Checks' table, it says 'Showing 5 results' and 'View 10' with a dropdown arrow.

Deposit Reconciliation Summary

The Deposit Reconciliation Summary report is used by clients to verify deposits made to an account. This report allows the client to reconcile a full list of all deposits on an account or to reconcile deposits for each location separately.

The screenshot displays the 'Deposit Reconciliation Summary' interface. At the top, there is a green 'Selection Page' button. The main area is divided into two panels. The left panel, titled 'Start New Reconciliation', contains a form with the following fields: 'Account ID' (dropdown menu with 'TEST 1111' selected), 'Reconcile Through Date' (text input with '01/12/2026' and a calendar icon), and a blue 'Search' button. Below the form, it states 'This account has never been reconciled.' and includes a note: 'Note: Transaction history is retained within the system for 180 days after an item has paid.' The right panel, titled 'Reconciliation History', shows the 'Account ID' dropdown with 'TEST 1111' and the message 'No reconciliation history to display.'

- Client/Account ID—the nickname or description that identifies this account to the customer.
- Reconcile Through Date—the ending date of the reconciliation period. The beginning date of the reconciliation period is based upon the last reconciliation performed on the account. The first time an account is reconciled, all activity in the system up through the **Reconcile Through Date** is included.

Deposit Reconciliation Summary

< Go Back Download

Deposit Reconciliation Summary

Transaction Summary

Location	Count	Total Amount
No Location Defined	11	\$103.02
Deposits	11	\$103.02

[Show Transaction Detail](#)

This account has never been reconciled.
This Reconcile Through Date: 01/12/2026
Account ID: TEST 2222

[Finish Reconciliation](#)

Reconciliation History

No reconciliation history to display.

- Select a link in the Reconciliation History section to view previous reconciliation reports that have been performed on this account.
- Show Transaction Detail—displays additional transaction details on the page.
- Once selected, the Show Transaction Detail button will no longer display.

Deposit Reconciliation Summary

The image below display what happens after Show Transaction Detail is selected.

- Location—displays a list of locations if location information is available for this client. The location list values are populated based upon the serial number value from the client’s deposit slips.
- Finish Reconciliation—reconciles the checks.
- Reconciliations initiated within the UI containing more than 1,000 records are generated using the reporting service, allowing users to navigate to different pages during processing. When the service completes processing, it notifies the user by email and adds an in-application notification to the notification icon.
- Manage Locations—allows the corporate client to deposit by location. When selected, a list of the locations displays with an option to define a description for the location.
- Location Number—the location the deposit is associated with.
- Location Name—the description of the location.
- Note: The location number is appended to the description in parenthesis. Example: South Street (107).

< Go Back
Deposit Reconciliation Summary
⌵

Results page

Transaction Summary

Location	Count	Total Amount
No Location Defined	28	\$694.25
Deposits	28	\$694.25

This account has never been reconciled.
This Reconcile Through Date: 01/12/2026
Account ID: TEST 1111

Finish Reconciliation

Reconciliation History

No reconciliation history to display.

Manage Locations

Deposits

Deposit Date	↑ Count	Total Amount	⌵
09/09/2025	3	\$280.00	⋮
09/15/2025	2	\$24.00	⋮
09/24/2025	2	\$18.00	⋮
10/08/2025	1	\$150.00	⋮
10/09/2025	1	\$1.00	⋮
10/14/2025	1	\$11.05	⋮
10/15/2025	6	\$7.30	⋮
10/17/2025	1	\$10.08	⋮
10/30/2025	2	\$3.33	⋮
11/12/2025	3	\$42.46	⋮
	28	\$694.25	ⓘ

Showing 1-10 of 14 results

1
2
>

View 10 ⌵

Payee Match Report

The Payee Match Report page generates an online report using dynamic selection criteria. Select items by issued date, paid date, check number or issued payee name.

Account ID Selection page

All Account IDs

Date

Paid ▼

Date From 01/14/2026 📅 **Date To** _____ 📅

Check Number From _____ **Check Number To** _____

Show additional options ▼

Note: Transaction history is retained within the system for 180 days after an item has paid.

[Search](#)

Payee Match Report

You can perform the following actions on this page:

- Drag a column header to reorder.
- Select search to filter and search all results or select a specific column to search within.
- Select columns to select or remove columns from the report.
- Select export to export the search results to a Microsoft Excel or PDF file.

[Back to Search Parameters](#)

Payee Match Report

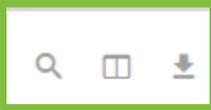
Results page

Account ID	↑ Check Number	Amount	Original Issued Amount	Issued Payee	Paid Date	
TEST 1111	116	\$1.25	\$1.25		10/10/2025	⋮
TEST 1111	4321	\$5.00	\$5.00	test teller paid	10/03/2025	⋮
TEST 2222	132	\$1.00	\$1.00		10/09/2025	⋮
		\$7.25				i

Showing 3 results

1

View 10 ▾



Payee Match Report

- Client/Account ID—the nickname or description that identifies this account to the customer.
- Check Number—the check number of this item.
- Amount—the amount of the check that has been presented for payment.
- Issued Payee—the issued payee name for this check.
- Paid Date—the posting date of the check.
- Image Found—defines if a check image has been processed and scored through Payee Match. The column will display No prior to a check image being scored.
- Exception—defines if the report processed the item as an exception.
- Issued Date—the date the check was issued.
- Input Date—the date the check was uploaded.
- Original Issued Amount—the original check amount before modifications were applied in the system.

< [Back to Search Parameters](#) Payee Match Report

All Columns ▾ ☐

Account ID	↑	Check Number	Amount	Original Issued Amount	Issued Payee	Paid Date	Image Found	Issued Date	Input
TEST 1111		116	\$1.25	\$1.25		10/10/2025	No	10/10/2025	10/11/
TEST 1111		4321	\$5.00	\$5.00	test teller paid	10/03/2025	No	10/03/2025	10/04/
TEST 2222		132	\$1.00	\$1.00		10/09/2025	No	10/09/2025	10/10/
			\$7.25						

Showing 3 results 1

Account ID
 Check Number
 Amount
 Original Issued Amount
 Issued Payee

System Reports

Use the System Reports section of the menu to view reports on system activity.

Issued Check Processing Log

The Issued Check File Processing Log displays a list of all issued check files that have been electronically submitted using Business Online Banking Check Positive Pay.

Issued Check Processing Log

Input Date From	Input Date To
10/01/2025	10/31/2025

Note: Issued check file processing history is retained within the system for 365 days. Transaction history is retained within the system for 180 days after an item has paid.

[Search](#)

By default, all accounts clients are included in the report.

Issued Check File Processing Log

You can perform the following actions on this page:

- Drag a column header to reorder.
- Select search () to filter and search all results or select a specific column to search within.
- Select columns () to select or remove columns from the report.
- Select export () to export the search results to a Microsoft Excel or PDF file.

[Back to Search Parameters](#) Issued Check Processing Log

Results Page

Filter: Status set ✕

Account ID	File Mapping Format	Status	Items	Amount	Input Date	File Name	Check Number
TEST 1111	N/A	✓ Processed	1	\$1.00	10/04/2025 1:34 PM (M)	N/A	1234
TEST 1111	N/A	✓ Processed	1	\$5.00	10/04/2025 1:34 PM (M)	N/A	4321
TEST 1111	N/A	✓ Processed	1	\$2.00 (V)	10/04/2025 1:35 PM (M)	N/A	9876
			3	\$8.00			

Showing 3 results

1

View 10

Issued Check File Processing Log

- Client/Account ID—the nickname or description that identifies this account to the customer.
- File Mapping Format—the file processing type associated with this upload.
- Status—the results column from the Issued Check File Processing Log will display one of the following processing statuses:
 - Unprocessed—the file has been uploaded but has not yet been processed.
 - Processed—the file was processed successfully.
 - Processed with Exceptions—the file was processed successfully, but duplicate checks were not loaded.
 - Rejected—the file was rejected due to one of the following reasons:
 - A mismatch between the number of items/amount entered on the page and the number of items/amount contained in the file.
 - The file format did not match the format selected.
- Items—the number of items in the file.
- Amount—the total amount in the file.
- Input Date—the date the file was uploaded.
- User—the user that uploaded the issued check file.
- File Name—the name of the issued check file uploaded into the system.
- View File—specific users can be given the ability to download the issued check file that was uploaded by the customer. For those users, a View File link appears. When selected, the user has the option to save or view the file. The option to give this ability to users is done on either the User Setup (Client) or User Setup (Bank Admins Only) pages.



Visit us at Bankofhope.com Business Banking for additional information

<https://www.bankofhope.com/business-banking>

For assistance please call us at (800)788 4580 or email us at GTMSCustomerService@bankofhope.com