



CHALLENGE

A small business owner was in the first few years of running a wellness clinic, offering such services as functional nutrition, hyperbaric therapies and more, when they faced a major fraud issue. They found out that someone was writing fraudulent checks on behalf of the business. To protect the company's funds and prevent future unauthorized transactions, the business owner realized they needed to implement a treasury management system.

POSITIVE PAY



APPROACH

The owner reached out to Northwest Bank to learn more about Positive Pay. A treasury management representative from the bank visited with the owner and walked through the process step by step. The banker discussed the features and benefits as well as showing product demonstration videos on how the treasury management product could protect them from future fraudulent payments, including checks and automated clearing house (ACH) transactions.

The team at Northwest Bank explained how Positive Pay would work for the small business.

- The small business would electronically send a report of issued checks to Northwest Bank each day they were written.

- Each night after posting the incoming checks, Northwest Bank would compare the checks against the issued check file.
- If a check did not match the issued check information or was marked as “paid,” it was listed on an “exception report.”
- Northwest Bank would notify the owner that they had an exception item to review.

For ACH debits and credits, the business would be able to create and manage an approved vendor list.

- If an ACH transaction was not on the approved vendor list, Northwest Bank would notify them and it would be listed on the “exception report”.
- Upon receipt of the email, the small business owner would be able to login to ACH Positive Pay through Business Online to accept or reject the item.
- If accepted, they would then add that vendor to their approved vendor list.

After hearing the benefits, the company set up Positive Pay to integrate with their existing systems. The owner received training on how to use the simple system, and ongoing customer support was made available to address any questions as they transitioned to the new system.

RESULTS

After implementing Positive Pay from Northwest Bank, the small business owner is confident that their accounts are better protected from unauthorized transactions. Real-time alerts and transaction monitoring have helped the owner quickly spot suspicious activity or attempts to access the accounts without authorization. Plus, they have full control over issued checks, including blocking unauthorized checks and debits. With Positive Pay in place, paired with outstanding customer support from Northwest Bank, they can now focus on growing their business without constantly worrying about financial security.

Contact a Northwest Bank Treasury Management representative today to learn more about how [Positive Pay](#) can help you protect your small business.