



# PWB eChecks Payments Guide

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Check status of payment  
and/or void payment

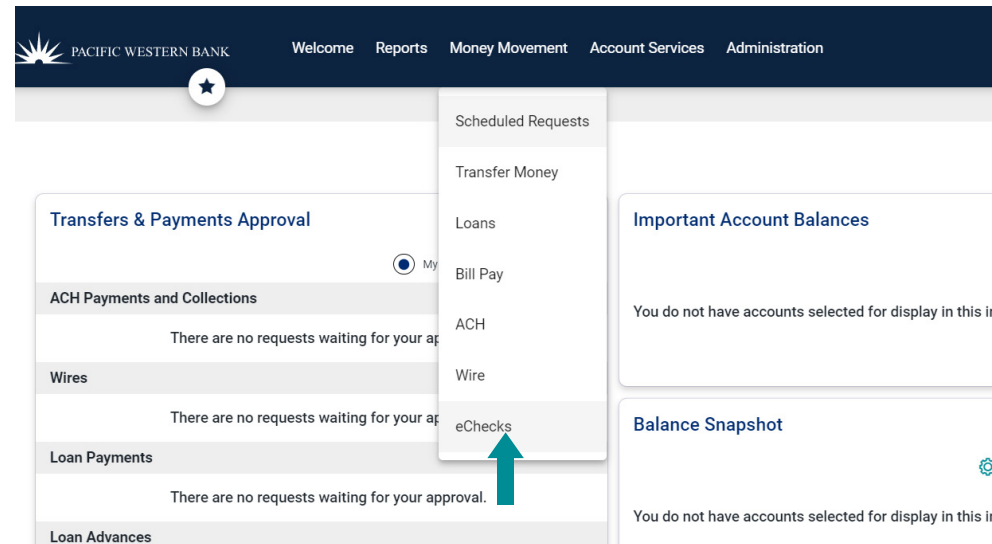
## Questions?

Please contact us at  
800.350.3557.

## Getting Started — sending payments

### Connect to eChecks

1. Log into Online Banking for Business, hover over to **Money Movement** and click **eChecks**.



### Send checks

Choose among three options to create and send eChecks: Single Check, Check Run and File Import. This section covers creating and sending a single check.

#### Single Checks

1. Under Send Checks, click Single Check.
2. Enter the Payee name.
3. Enter the check amount.
4. Enter the check number. A default check number will populate automatically, but you can override it with the check number next in your series.
5. Fill in the Memo line (optional).
6. Select how you will send the check: eCheck (steps 8 through 12) or Print+Mail (proceed to step 13).

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- For eChecks, enter the payee's email address.
- Enter a personal message (optional).
- Fill in any desired remittance data (optional). Note: You can add up to eight remittance columns.
- Add any file attachments (optional). Note: You can add up to five file attachments.
- Click Create and Sign.

The screenshot displays the 'Write A Check' web interface. On the left is a sidebar menu with sections: 'SEND CHECKS' (containing 'Single Check', 'Check Run', and 'File Import'), 'ACCOUNT ACTIVITY' (containing 'Checks', 'Batches', and 'Deposits'), 'SETTINGS' (containing 'Members', 'Payees', and 'My Settings'), and 'ADDITIONAL RESOURCES' (containing 'Add-ons' and 'Check Verification'). The main content area is titled 'Write A Check' and includes the following elements with numbered callouts: 1. 'Single Check' menu item; 2. 'PAY TO THE ORDER OF' field; 3. Amount field with 'Zero and 0/100' entered; 4. 'CHECK NO' field with 'VV011' and 'DATE' field with '11/06/2023'; 5. 'MEMO' field; 6. 'Send this check via:' radio buttons for 'eCheck' (selected) and 'Print+Mail'; 7. 'Email' field for 'Payee email'; 8. 'Personal Message' field with placeholder text; 9. 'Additional Features' section with an 'Add Remittance' link; 10. 'Upload File Attachment(s)' section with a list of valid file types and sizes, and a 'Browse...' button; 11. 'Create' button at the bottom left.

- For Print+Mail, enter the payee's mailing address.
- Add a personal message (optional).
- Fill in remittance data. Note: File attachments are not supported for Print+Mail checks.

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15. Click Create and Sign.

The screenshot shows the 'Create and Sign' page for eChecks. On the left is a sidebar with 'SETTINGS' (Members, Payees, My Settings) and 'ADDITIONAL RESOURCES' (Add-ons, Check Verification). The main area has a heading 'Send this check via:' with radio buttons for 'eCheck' and 'Print+Mail'. A 'NOTE' states that Print+Mail checks are issued on High Security check stock. Below this are fields for 'Attention', 'Company', 'Address \*' (with sub-fields for 'Address' and 'Address 2'), 'City \*', 'State \*' (a dropdown menu), and 'Zip Code \*'. A 'Personal Message' section includes a text area with a character limit of 110. An 'Additional Features' section has a link for 'Add Remittance'. At the bottom is a blue 'Create' button. Numbered callouts point to specific elements: 12 points to the 'Attention' field, 13 points to the 'Personal Message' text area, 14 points to the 'Add Remittance' link, and 15 points to the 'Create' button.

Send this check via: ☐ eCheck ☒ Print+Mail

**NOTE:**  
Print+Mail checks will be issued on High Security check stock with remittance data, placed in an envelope with postage and mailed to recipients via USPS.

**12**

Attention

Company

Address \*

Address

Address 2

City \*

City

State \*

Select a State

Zip Code \*

Zip Code

**13**

Personal Message

Enter a personalized delivery message to this recipient

First 12 lines of text will print on the check stub. Limit of 110 characters per line.

**14**

Additional Features

[Add Remittance](#)

**15**

Create

16. Receive a confirmation once the payment has been issued successfully.

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## Remittance Data vs File Attachments

Remittance data are user-defined fields delivered with the check. There are 8 columns available. For eChecks, there is no row limitation, while Print+Mail is limited to 3 pages of remittance. File attachments are supplementary documents delivered with eChecks only.

## Check runs (eChecks only)

1. Under Send Checks, select Check Run.
2. Manually enter the check number (or use the prepopulated check number), payee name, email address, amount, and memo (optional). Note: Payee names can be pre-populated. See Manage Payees.
3. Click + Add a Check to add payees (optional).
4. Repeat steps 2-3 as needed
5. Once all check details are entered, click Review Check Run.

**Create A Check Run**

1 Create Checks | 2 Handle Errors or Abandon | 3 Finish

Check #	Payee	Email To	Amount	Memo
VV011				
VV012				
VV013				

+ Add a Check

Review Check Run

**Batch Created**  
Last Modified: 11/06/2023 2:56pm

Issued By: Frank Dzwonkowski  
Created: 11/06/2023 2:56pm

eCheck Numbers:		
Process	Checks	Amount
Total Processed	3	\$9.00
Total Errors	0	\$0.00

Show

Abandon Check Run Sign Checks

3 checks totaling \$9.00

Check #	Status	Date	Payee Name	Delivery	Payee Email	Documents	Message	Creator	Amount	Posted
VV003	Created	11/06/2023 2:56pm	Dog 3	Email	ddog3@abc.com			Frank Dzwonkowski	\$4.00	<input type="checkbox"/>
VV002	Created	11/06/2023 2:56pm	Dog 2	Email	ddog2@abc.com			Frank Dzwonkowski	\$3.00	<input type="checkbox"/>
VV001	Created	11/06/2023 2:56pm	Dog 1	Email	ddog1@abc.com			Frank Dzwonkowski	\$2.00	<input type="checkbox"/>

3 checks totaling \$9.00

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8. Status will indicate Created. Refresh page to verify status changes to Sent.

### Checking Account Batch

**Batch Completed**  
Last Modified: 05/31/2023 4:12pm  
Issued By: Jason Moss  
Created: 05/31/2023 4:05pm

eCheck Numbers:		
Process	Checks	Amount
Total Processed	3	\$3.00
Total Errors	0	\$0.00

▼ Show

3 checks totaling \$3.00

Check #	Status	Date	Payee Name	Delivery	Payee Email	Documents	Message	Creator	Amount	Posted
VV010	Sent	05/31/2023 4:12pm	demo payee 3	Email	dpayee3@demo.com			Jason Moss	\$1.00	<input type="checkbox"/>
VV009	Sent	05/31/2023 4:12pm	Demo payee 2	Email	dpayee2@demo.com			Jason Moss	\$1.00	<input type="checkbox"/>
VV008	Sent	05/31/2023 4:12pm	Demo payee 1	Email	dpayee1@demo.com			Jason Moss	\$1.00	<input type="checkbox"/>

### Manage Payees (for Check Runs)

9. Select Payees Menu option under Settings.

**P**  
PWB Prod Test 2 | Chris Hushka  
Usage billing

**SEND CHECKS**

- Single Check
- Check Run
- File Import
- Sign Checks (3)

**ACCOUNT ACTIVITY**

- Checks
- Batches
- Deposits
- Order History

**SETTINGS**

- Checking Account
- Members
- Payees
- My Settings

**ADDITIONAL RESOURCES**

- Add-ons
- Check Verification

### Checking Account Activity

Filters

search results

Date Status

Export Positive Pay Export All

1-3 of 3  
Items per page: 50 | 100 | 250

Check #	Status	Date	Payee Name	Delivery	Payee Email	Documents	Message	Creator	Amount	Posted
VV001	Created	11/06/2023 02:56PM	Dog 1	Email	ddog@abc.com			Frank Dzwonkowski	\$2.00	<input type="checkbox"/>
VV002	Created	11/06/2023 02:56PM	Dog 2	Email	ddog2@abc.com			Frank Dzwonkowski	\$3.00	<input type="checkbox"/>
VV003	Created	11/06/2023 02:56PM	Dog 3	Email	ddog3@abc.com			Frank Dzwonkowski	\$4.00	<input type="checkbox"/>

3 checks totaling \$9.00

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10. Click Add a Payee on top right of page to add Payee Payment Details.

The screenshot shows the 'Payees' page. On the left is a sidebar with navigation links: SEND CHECKS, ACCOUNT ACTIVITY, SETTINGS, Payees (highlighted), My Settings, and ADDITIONAL RESOURCES. The main area displays a table with columns: Name, Email, Address, Note, and Actions. The table contains two rows: 'Test User 1' and 'Test User 2'. The 'Test User 2' row has a green checkmark in the Address column and a note 'Delete this after test'. An 'Add a payee' button is in the top right corner.

11. Fill out payee information and click Save at bottom of page.

The screenshot shows the 'Add A Payee' form. It includes fields for Name, Email, Attention, Company, Address, City, State, and Zip Code. The 'Save' button is at the bottom right.

Note: You can Edit a payee's information by clicking on the Edit link next to the payee's name.

The screenshot shows the 'Payees' page with an arrow pointing to the 'Edit' link next to 'Test User 1'.

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## File Imports

1. Under Send Checks, click File Import.

P

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Usage billing

**SEND CHECKS**

Single Check

Check Run

**File Import**

Sign Checks (3)

**ACCOUNT ACTIVITY**

Checks

Batches

Deposits

Order History

### Import Your Checks

1 Send File 2 Review & Mapping 3 Preview Checks 4 Complete Payment 5 Printout

Download sample CSV

Upload File

Browse...

Please upload in CSV (Comma Separated Values) format

Upload and Process

View Import History

2. Click Browse to select the import file (click download sample CSV if you need a template file).
3. Click Upload and Process.
4. The platform automatically maps the check fields to the file upload columns. Review the mapping for accuracy.
5. Make any needed corrections.
6. Click Save Mapping.

P

PWD Prod Test 2 | Chris Huska  
Usage billing

**SEND CHECKS**

Single Check

Check Run

**File Import**

Sign Checks (3)

**ACCOUNT ACTIVITY**

Checks

Batches

Deposits

Order History

**SETTINGS**

Checking Account

Numbers

Format

My Settings

**ADDITIONAL RESOURCES**

Add-ons

Check Verification

### Map Uploaded Columns To Check Fields

You found 7 rows of import data in your file

1 2 3 4 5

Imported file column headers

Check Fields	Column From Upload	Preview	Sample Import Date
Check number	Check Number	V1900	
Amount	Amount	\$10.00	
Payee name	Payee	Jane Doe	
Payee contact info	Payee Contact Info	EXAMPLER@EXAMPLE.COM	

\*required fields

This check will be delivered via (Printed Mail) (postal mail)

Delivery/Options	Column From Upload	Preview
Delivery message	Delivery Message	My first message
Payee email	Payee Email	jane.doe@example.com
Attention	Attention	
Company	Company	Example & Co.
Address 1	Address 1	1234 Elm St.
Address 2	Address 2	Suite 100
City	City	Kansas City
State	State	MO
Postal code	Postal Code	64108
Delivery method	Delivery Method	post

Remittance Fields	Column From Upload	Preview
Invoice Date	Invoice Date	3/14/2017
Invoice	Invoice	Invoice 332
Payee name	Payee Name	Jane Doe
Payee contact info	Payee Contact Info	EXAMPLER@EXAMPLE.COM
Delivery message	Delivery Message	My first message
Payee email	Payee Email	jane.doe@example.com
Attention	Attention	
Company	Company	Example & Co.
Address 1	Address 1	1234 Elm St.
Address 2	Address 2	Suite 100
City	City	Kansas City
State	State	MO
Postal code	Postal Code	64108
Delivery method	Delivery Method	post

Save Mapping Cancel

You are automatically reminded what fields you matched for next time.

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- On the next screen, review the information and click Create Checks.

Column from upload	Value
Invoice Date	3/14/2017
Invoice	Invoice 332
do not import this field	
do not import this field	
do not import this field	
do not import this field	
do not import this field	
do not import this field	

- Your check batch is now processing – you will receive an automated email once the processing is complete.

Process	Checks	Amount
Total Processed	0	\$0.00
Total Errors	0	\$0.00

- Refresh the page to review the checks that have been created.

- Click Sign Checks to complete payments.

Check #	Status	Date	Payee Name	Delivery	Payee Email	Documents	Message	Creator	Amount	Posted
VV003	Created	11/04/2023 2:56pm	Dog 3	Email	dog3@abc.com			Frank Dzwonkowski	\$4.00	<input type="checkbox"/>
VV002	Created	11/04/2023 2:56pm	Dog 2	Email	dog2@abc.com			Frank Dzwonkowski	\$3.00	<input type="checkbox"/>
VV001	Created	11/04/2023 2:56pm	Dog 1	Email	dog1@abc.com			Frank Dzwonkowski	\$2.00	<input type="checkbox"/>

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## Check Status of Payment and/or Void Payment

1. From the Account Activity sub-menu, click on Checks.

**SEND CHECKS**

- Single Check
- Check Run
- File Import
- Sign Checks (0)

**ACCOUNT ACTIVITY**

- Checks**
- Batches
- Deposits
- Order History

**SETTINGS**

- Checking Account
- My Settings

**ADDITIONAL RESOURCES**

- Order Checks
- Add-ons
- Check Verification

**SEND CHECKS FORM:**

PAY TO THE ORDER OF:

Payee

**Zero and 0/100** DOLLARS

MEMO:

Account numbers are concealed for your security

Send this check via: ☒ eCheck ☐ Print+Mail

**Email**

Payee email

**Personal Message**

Enter a personalized delivery message to this recipient

**Additional Features**

- [Add Remittance](#)

**Upload File Attachment(s)**

- Valid file types are: PDF, CSV, TXT, JPG, JPEG, PNG, TIFF, TIF, EPS, SVG, x12-835.
- File sizes are limited to 50 MB each.

2. Use the filters to locate an individual check or locate a range of checks.
3. View the check status in the Status column.
4. Click on the check number to see more details about the issued check or to void the check if it has not already been paid. (Optional)

**Checking Account Activity**

Filters

search results

Update

Check #	Date	Payee Name	Delivery	Payee Email	Documents	Message	Creator	Amount	Posted
VV001	Created 11/06/2023 02:56PM	Dog 1	Email	ddog1@abc.com			Frank Dawonkowski	\$2.00	<input type="checkbox"/>
VV002	Created 11/06/2023 02:56PM	Dog 2	Email	ddog2@abc.com			Frank Dawonkowski	\$3.00	<input type="checkbox"/>
VV003	Created 11/06/2023 02:56PM	Dog 3	Email	ddog3@abc.com			Frank Dawonkowski	\$4.00	<input type="checkbox"/>

3 checks totaling \$9.00

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5. To void, click Void Check.

The screenshot shows the eCheck interface. On the left is a sidebar with navigation options: SEND CHECKS (Single Check, Check Run, File Import, Sign Checks (3)), ACCOUNT ACTIVITY (Checks, Batches, Deposits, Order History), and SETTINGS (Checking Account, Members, Payees, My Settings). The main area displays a check for 'Dog 1' for \$2.00, dated 11/06/2023, payable to 'Two and 00/100 Pacific Western Bank'. At the top right, a message states: 'This check will be delivered to ddog@abc.com once it is signed.' On the right side of the check details, there are three buttons: 'Retrieve file copy', 'Sign check', and 'Void check'. A red arrow points to the 'Void check' button.

6. Confirm you want to void the check and enter a reason for voiding the check. (Required)

7. Click Void to complete the void.

The screenshot shows the 'Void Check #VV001' dialog box. It has a title bar with a mouse cursor icon. Below the title is a label 'Reason for voiding' with a red asterisk. A text input field contains the text 'Wrong Payee'. At the bottom of the dialog are two buttons: 'Void' (highlighted in blue) and 'Cancel'.

8. If unsuccessful, you will receive an error message and email notification indicating so.