Check Outsourcing

Transmission Toolkit

KeyBank ⚷

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Overview

Check Outsourcing can eliminate most of the expenses and processes associated with producing and preparing checks for distribution. This may include hardware (such as printers that can print the MICR line), software, supplies (such as MICR ink and check stock), personnel (to create, process, print, insert, mail checks), postage, check stock secure storage, etc. Check Outsourcing works well with full Account Reconciliation, but full reconciliation is optional.

However, Payee Positive Pay is required for this product.files is not loaded to the ARP system for Positive Pay or Account Reconciliation services.

One File

At KeyBank, only one file is needed for Full Reconciliation, Positive Pay and Check Outsourcing. The file formats below contain the fields needed to produce checks on your behalf. When the file is received the data is simultaneously loaded to the ARP system for the required Payee Positive Pay service and the optional Full Reconciliation service.

Two Platforms

Check Outsourcing has two platforms: Legacy and Focus. Not all solutions and functionality are supported on both platforms and will be called out in this toolkit. By default, clients will be set-up on the Focus platform with direct transmission, unless client can only deliver a file via KeyNavigator® Web-Based File Transfer.

Print Functionality

KeyBank utilizes the latest printing standards and our paper check stock adheres to the highest quality security features.

Checks are produced in U.S. Dollars. Checks can, however, be mailed internationally; this requires the Delivery Disposition code on the check record on the file so that the check can be sorted for proper handling and to receive appropriate postage.

The check document produced is tri-fold with the lower third containing the actual check. The upper two thirds contain the mailing information and the remittance detail associated with the payment — invoice numbers, dates, invoice amount, amount paid, etc. While many checks only require one or two lines of remittance data, up to 99,999 line items, or invoices, can be associated with a single check.

Alternative Printing Set-ups

Complex remittance can also be accommodated with KeyBank's PDF-printing capabilities. PDF printing also gives you the ability to include a separate letter or mailing insert with the check.

KeyBank offers "Print-Ready" check printing for clients wanting to print checks directly from a PDF document (Focus only). In that instance, the companion .txt file is used for mailing address and reconciliation purposes only.

KeyBank also offers "Bank-Agnostic" check printing for clients wanting to print checks drawn on a non-KeyBank account. In that instance, checks will be printed from a PDF document and the companion .txt file is used for mailing address and reconciliation purposes only. Data for Bank- Agnostic check files is not loaded to the ARP system for Positive Pay or Account Reconciliation services.

Check Outsourcing guidelines

- Clients must have the file to KeyBank no later than 11:00 p.m. ET on the day prior to the physical distribution of checks. Client files are gathered at midnight and sent to the production floor shortly thereafter for printing and mailing that next day.

- Should you manually issue checks on the Check Outsourcing account, you must ensure the issue information is keyed on KeyNavigator® via the Check Issue Maintenance tab to avoid Paid No Issue fees and Payee Positive Pay exceptions for valid checks.

- Daily Audit Listing Report on KeyNavigator (Focus only) displays all Issues and Cancels on the previous day's file. It is an easy way to confirm that the previous day's issues are loaded and ready for presentment. This report will be available for you to review on KeyNavigator after 9:00 a.m. ET.

- If you are an existing Full Reconciliation client with Positive Pay and you are adding payee name verification (PNV), payee name verification begins at the implementation date. Historic payee data cannot be loaded into the system as issuance data already exists for the previously issued items.

- Payee Names must be in capital letters for optimal optical read when the check is captured for presentment. Fewer false Positive Pay exceptions will require your attention and a decision each day.

- If you intend to utilize overnight mail or foreign mail, even if on an infrequent basis, please include that in your testing. Overnight mail or foreign mail usage is controlled via the Check Record.

- The remittance fields (the 42 and 50 records) are chosen by the client based on their custom remittance needs. Should you utilize multiple amount fields, remember that they cannot be left blank if you have made them mandatory on your file — for example, if you have a discount column, but a particular check does not have a discount to apply, that field still needs to be filled in for that check (zero filled).

- An Overnight Mail Delivery Disposition code in the 01 record partners with the Overnight Address Record 20. If you choose to send a check overnight, please be sure to include the overnight address in the 20 record. If it is left blank, the system assumes that you want the check mailed back to your return address for you to distribute. The best practice is to fill in the 20 record every time you use the Overnight Disposition.

*Standard and Print-Ready Check Outsourcing

Input file

Standard Input Transmission format specification

This format is used for Check Outsourcing (the data is also loaded to ARP for Full Reconciliation, if you use that service, and for Payee Positive Pay, which is required with Check Outsourcing).

• Record Format: ASCII

• Record Length: 220

• Clients sending PDF documents must zip all PDF files and send to KeyBank by direct transmission. Every ZIP file must contain one associated text companion input file

Record Name	Record Purpose	Field #	Field Name	Description/Example	Mandatory/ Optional	Data Format	Field Length	Starting Column	Ending Column
H	Client File Header	1	Record Identifier	Identifies the Record as a Header Record	M	Text	2	1	2
		2	Account Number	Client Account Number	M	Numeric	15	3	17
		3	Filler	Unused File Space	X	Text	203	18	220
00	KeyBank Payee Record **Mandatory**	1	Record Identifier	Identifies the Record as a Payee Record	M	Text	2	1	2
		2	Account Number	Client Account Number	M	Numeric	15	3	17
		3	Check Number	Check Serial Number	M	Numeric	10	18	27
		4	Check Date	Check Issue Date	M	Date	8	28	35
		5	Check Amount	Check Amount	M	Numeric	10	36	45
		6	File Space	File Space	O	Text	1	46	46
		7	Additional Data	Used to provide optional information for reconciliation purposes, i.e. to help identify payees	O	Text	15	47	61
		8	Payee Line 1	Primary Payee	M	Text	75	62	136
		9	Payee Line 2	Secondary Payee	O	Text	75	137	211
		10	Print Ready Indicator	Leave Blank	O	Text	1	212	212
		11	File Space	Unused File Space	X	Text	8	213	220
01	Check Record **Mandatory**	1	Record Identifier	Identifies the Record as a Check Record	M	Text	2	1	2
		2	Account Number	Client Account Number	M	Numeric	15	3	17
		3	Check Number	Check Serial Number	M	Numeric	10	18	27
		4	Address Line 1	Payee Address Line 1	2 of 4 Mandatory	Text	40	28	67
		5	Address Line 2	Payee Address Line 2	2 of 4 Mandatory	Text	40	68	107
		6	Address Line 3	Payee Address Line 3	2 of 4 Mandatory	Text	40	108	147
		7	Address Line 4	Payee Address Line 4/Country Code	2 of 4 Mandatory	Text	40	148	187
		8	Delivery Disposition Code	00 = First Class 03 = Foreign Mail 10 = Overnight Service - FedEx Standard 25 = Overnight Service - FedEx Priority	Mandatory Select 1	Numeric	2	188	189
		9	Memo line	Memo Message	O	Text	30	190	219
		10	File Space	Please Do Not Use	X	Text	1	220	220

Input file

Record Name	Record Purpose	Field #	Field Name	Description/Example	Mandatory/Optional	Data Format	Field Length	Starting Column	Ending Column
20	Overnight Address Record

Optional **Special Handling** | 1 | Record Identifier | Identifies the Record as a Special Handling Record | M | Text | 2 | 1 | 2 |
		2	Account Number	Client Account Number	M	Numeric	15	3	17
		3	Check Number	Check Serial Number	M	Numeric	10	18	27
		4	Overnight Address Company Name	Recipient Company Name	M	Text	30	28	57
		5	Overnight Address Contact + Phone	Recipient Contact Information and Phone Number	M	Text	30	58	87
		6	Overnight Address Line 1	Recipient Street Address and Unit / Office Number	M	Text	30	88	117
		7	Overnight Address City	Recipient City	M	Text	20	118	137
		8	Overnight Address State	Recipient State	M	Text	2	138	139
		9	Overnight Address ZIP Code	Recipient ZIP	M	Text	9	140	148
		10	Overnight Address Country Code	Recipient Country Code	O	Text	3	149	151
		11	Overnight Address Country	Country Name	O	Text	25	152	176
		12	Do Not Use	Do Not Use	X	Text	20	177	196
		13	Do Not Use	Do Not Use	X	Text	20	197	216
		14	File Space	Please Do Not Use	X	Text	4	217	220
42	Invoice/ Remittance Record

Select 42 record for up to 8 columns | 1 | Record Identifier | Identifies the record section 42 | O | Text | 2 | 1 | 2 |
		2	Account Number	Client account number, filled w/ leading zeros	O	Numeric	15	3	17
		3	Check Number	Check Number	O	Numeric	10	18	27
		4	Date1		O	Date	8	28	35
		5	Date2		O	Date	8	36	43
		6	Amount1		O	Numeric	10	44	53
		7	Amount2		O	Numeric	10	54	63
		8	Amount3		O	Numeric	10	64	73
		9	Amount4		O	Numeric	10	74	83
		10	Amount5		O	Numeric	10	84	93
		11	Amount6		O	Numeric	10	94	103
		12	Text1		O	Text	10	104	113
		13	Text2		O	Text	30	114	143
		14	Text3		O	Text	30	144	173
		15	Text4		O	Text	45	174	218
		16	File Space	Please Do Not Use	X	Text	2	219	220

Input file

Record Name	Record Purpose	Field #	Field Name	Description/Example	Mandatory/ Optional	Data Format	Field Length	Starting Column	Ending Column
50	Invoice/ Remittance Record **Select 50 record for up to 15 columns**	1	Record Identifier	Identifies the record section 50	O	Text	2	1	2
		2	Account Number	Client account number, filled w/ leading zeros	O	Numeric	15	3	17
		3	Check Number	Check Number	O	Numeric	10	18	27
		4	Date1		O	Date	8	28	35
		5	Date2		O	Date	8	36	43
		6	Amount1		O	Numeric	10	44	53
		7	Amount2		O	Numeric	10	54	63
		8	Amount3		O	Numeric	10	64	73
		9	Amount4		O	Numeric	10	74	83
		10	Amount5		O	Numeric	10	84	93
		11	Amount6		O	Numeric	10	94	103
		12	Amount7		O	Numeric	10	104	113
		13	Amount8		O	Numeric	10	114	123
		14	Amount9		O	Numeric	10	124	133
		15	Text1		O	Text	20	134	153
		16	Text2		O	Text	10	154	163
		17	Text3		O	Text	10	164	173
		18	Text4		O	Text	10	174	183
		19	Text5		O	Text	10	184	193
		20	Text6		O	Text	8	194	201
		21	Text7		O	Text	8	202	209
		22	Text8		O	Text	6	210	215
		23	Text9		O	Text	5	216	220
60	Client Header Paragraph **Optional**	1	Record Identifier	Identifies the record section 60	M	Text	2	1	2
		2	Account Number	Client account number, filled w/ leading zeros	M	Numeric	15	3	17
		3	Check Number	Check Number	M	Numeric	10	18	27
		4	Text	Text	X	Text	193	28	220
65	Client Footer Paragraph **Optional**	1	Record Identifier	Identifies the record section 65	M	Text	2	1	2
		2	Account Number	Client account number, filled w/ leading zeros	M	Numeric	15	3	17
		3	Check Number	Check Number	M	Numeric	10	18	27
		4	Text	Text	X	Text	193	28	220
70	PDF Onsert **Optional**	1	Record Identifier	Identifies the record section 70	M	Text	2	1	2
		2	Account Number	Client account number, filled w/ leading zeros	M	Numeric	15	3	17
		3	Check Number	Check Number	M	Numeric	10	18	27
		4	Text	PDF File name	X	Text	193	28	220
80	PDF Remit **Optional**	1	Record Identifier	Identifies the record section 80	M	Text	2	1	2
		2	Account Number	Client account number, filled w/ leading zeros	M	Numeric	15	3	17
		3	Check Number	Check Number	M	Numeric	10	18	27
		4	Text	PDF File name	X	Text	193	28	220
ZZ	Account Trailer Record **Mandatory**	1	Record Identifier	Identifies the record section ZZ	M	Text	2	1	2
		2	Account Number	Client account number, filled w/ leading zeros	M	Numeric	15	3	17
		3	Onsert Total	Provide total number onserts per account	M	Numeric	10	18	27
		4	File Space	Please Do Not Use	X	Text	193	28	220

Input file

Print-Ready Input Transmission format specification

This format is used for Print-Ready Check Outsourcing (the data is also loaded to ARP for Full Reconciliation, if you use that service, and for Payee Positive Pay, which is required with Check Outsourcing).

• Record Format: ASCII

• Record Length: 220

• Print-ready checks (PDF documents) must be zipped and send to KeyBank by direct transmission. Every ZIP file must contain one associated text companion input file.

Record Name	Record Purpose	Field #	Field Name	Description/Example	Mandatory/ Optional	Data Format	Field Length	Starting Column	Ending Column
H	Client File Header	1	Record Identifier	Identifies the Record as a Header Record	M	Text	2	1	2
		2	Account Number	Client Account Number	M	Numeric	15	3	17
		3	Filler	Unused File Space	X	Text	203	18	220
00	KeyBank Payee Record **Mandatory**	1	Record Identifier	Identifies the Record as a Payee Record	M	Text	2	1	2
		2	Account Number	Client Account Number	M	Numeric	15	3	17
		3	Check Number	Check Serial Number	M	Numeric	10	18	27
		4	Check Date	Check Issue Date	M	Date	8	28	35
		5	Check Amount	Check Amount	M	Numeric	10	36	45
		6	File Space	File Space	O	Text	1	46	46
		7	Additional Data	Alpha or Numeric: Used to provide optional information for reconciliation purposes	O	Text	15	47	61
		8	Payee Line 1	Primary Payee	M	Text	75	62	136
		9	Payee Line 2	Secondary Payee	O	Text	75	137	211
		10	Print Ready Indicator	"Y" (check will print from PDF)	M	Text	1	212	212
		11	File Space	Unused File Space	X	Text	8	213	220
01	Check Record **Mandatory**	1	Record Identifier	Identifies the Record as a Check Record	M	Text	2	1	2
		2	Account Number	Client Account Number	M	Numeric	15	3	17
		3	Check Number	Check Serial Number	M	Numeric	10	18	27
		4	Address Line 1	Payee Address Line 1	2 of 4 Mandatory	Text	40	28	67
		5	Address Line 2	Payee Address Line 2	2 of 4 Mandatory	Text	40	68	107
		6	Address Line 3	Payee Address Line 3	2 of 4 Mandatory	Text	40	108	147
		7	Address Line 4	Payee Address Line 4/Country Code	2 of 4 Mandatory	Text	40	148	187
		8	Delivery Disposition Code	00 = First Class 03 = Foreign Mail 10 = Overnight Service - FedEx Standard 25 = Overnight Service - FedEx Priority	Mandatory Select 1	Numeric	2	188	189
		9	File Space	Please Do Not Use	X	Text	30	190	219
		10	File Space	Please Do Not Use	X	Text	1	220	220

Input file

Record Name	Record Purpose	Field #	Field Name	Description/Example	Mandatory/Optional	Data Format	Field Length	Starting Column	Ending Column
20	Overnight or Special Handling Address Record **Optional**	1	Record Identifier	Identifies the Record as a Special Handling Record	M	Text	2	1	2
		2	Account Number	Client Account Number	M	Numeric	15	3	17
		3	Check Number	Check Serial Number	M	Numeric	10	18	27
		4	Overnight Address Company Name	Recipient Company Name	M	Text	30	28	57
		5	Overnight Address Contact + Phone	Recipient Contact Information and Phone Number	M	Text	30	58	87
		6	Overnight Address Line 1	Recipient Street Address and Unit / Office Number	M	Text	30	88	117
		7	Overnight Address City	Recipient City	M	Text	20	118	137
		8	Overnight Address State	Recipient State	M	Text	2	138	139
		9	Overnight Address ZIP Code	Recipient ZIP	M	Text	9	140	148
		10	Overnight Address Country Code	Recipient Country Code	O	Text	3	149	151
		11	Overnight Address Country	Country Name	O	Text	25	152	176
		12	Do Not Use	Do Not Use	X	Text	20	177	196
		13	Do Not Use	Do Not Use	X	Text	20	197	216
		14	File Space	Please Do Not Use	X	Text	4	217	220
70	PDF Onsert **Optional**	1	Record Identifier	Identifies the record section 70	M	Text	2	1	2
		2	Account Number	Client account number, filled w/ leading zeros	M	Numeric	15	3	17
		3	Check Number	Check Serial Number	M	Numeric	10	18	27
		4	Text	PDF File name	X	Text	193	28	220
80	PDF Check **Mandatory**	1	Record Identifier	Identifies the record section 80	M	Text	2	1	2
		2	Account Number	Client account number, filled w/ leading zeros	M	Numeric	15	3	17
		3	Check Number	Check Number	M	Numeric	10	18	27
		4	Text	PDF File name	X	Text	193	28	220
ZZ	Account Trailer Record **Mandatory**	1	Record Identifier	Identifies the record section ZZ	M	Text	2	1	2
		2	Account Number	Client account number, filled w/ leading zeros	M	Numeric	15	3	17
		3	Onsert Total	Provide total number onserts per account	M	Numeric	10	18	27
		4	File Space	Please Do Not Use	X	Text	193	28	220

Input file

Bank-Agnostic Input Transmission format specification

This format is used for Bank-Agnostic Check Printing.

• Record Format: ASCII

• Record Length: 220

• Print-ready checks (PDF documents) must be zipped and send to KeyBank by direct transmission. Every ZIP file must contain one associated text companion input file.

Record Name	Record Purpose	Field #	Field Name	Description/Example	Mandatory/ Optional	Data Format	Field Length	Starting Column	Ending Column
H	Client File Header	1	Record Identifier	Identifies the Record as a Header Record	M	Text	2	1	2
		2	Account Number	Client Account Number	M	Numeric	15	3	17
		3	Filler	Unused File Space	X	Text	203	18	220
00	KeyBank Payee Record **Mandatory**	1	Record Identifier	Identifies the Record as a Payee Record	M	Text	2	1	2
		2	Account Number	Client Account Number	M	Numeric	15	3	17
		3	Check Number	If bank-agnostic, can be any unique identifier	M	Numeric	10	18	27
		4	Check Date	Check Issue Date	M	Date	8	28	35
		5	Check Amount	Check Amount	M	Numeric	10	36	45
		6	File Space	File Space	O	Text	1	46	46
		7	Additional Data	Alpha or Numeric — Optional	O	Text	15	47	61
		8	Payee Line 1	Primary Payee	M	Text	75	62	136
		9	Payee Line 2	Secondary Payee	O	Text	75	137	211
		10	Print Ready Indicator	"Y" (check will print from PDF)	M	Text	1	212	212
		11	File Space	Unused File Space	X	Text	8	213	220
01	Check Record **Mandatory**	1	Record Identifier	Identifies the Record as a Check Record	M	Text	2	1	2
		2	Account Number	Client Account Number	M	Numeric	15	3	17
		3	Check Number	If bank-agnostic, can be any unique identifier	M	Numeric	10	18	27
		4	Address Line 1	Payee Address Line 1	2 of 4 Mandatory	Text	40	28	67
		5	Address Line 2	Payee Address Line 2	2 of 4 Mandatory	Text	40	68	107
		6	Address Line 3	Payee Address Line 3	2 of 4 Mandatory	Text	40	108	147
		7	Address Line 4	Payee Address Line 4	2 of 4 Mandatory	Text	40	148	187
		8	Delivery Disposition Code	00 = First Class 03 = Foreign Mail 10 = Overnight Service - FedEx Standard 25 = Overnight Service - FedEx Priority	Mandatory Select 1	Numeric	2	188	189
		9	File Space	Please Do Not Use	X	Text	30	190	219
		10	File Space	Please Do Not Use	X	Text	1	220	220

Record Name	Record Purpose	Field #	Field Name	Description/Example	Mandatory/ Optional	Data Format	Field Length	Starting Column	Ending Column
20	Overnight or Special Handling Address Record **Optional**	1	Record Identifier	Identifies the Record as a Special Handling Record	M	Text	2	1	2
		2	Account Number	Client Account Number	M	Numeric	15	3	17
		3	Check Number	If bank-agnostic, can be any unique identifier	M	Numeric	10	18	27
		4	Overnight Address Company Name	Recipient Company Name	M	Text	30	28	57
		5	Overnight Address Contact + Phone	Recipient Contact Information and Phone Number	M	Text	30	58	87
		6	Overnight Address Line 1	Recipient Street Address and Unit / Office Number	M	Text	30	88	117
		7	Overnight Address City	Recipient City	M	Text	20	118	137
		8	Overnight Address State	Recipient State	M	Text	2	138	139
		9	Overnight Address ZIP Code	Recipient ZIP	M	Text	9	140	148
		10	Overnight Address Country Code	Recipient Country Code	O	Text	3	149	151
		11	Overnight Address Country	Country Name	O	Text	25	152	176
		12	Do Not Use	Do Not Use	X	Text	20	177	196
		13	Do Not Use	Do Not Use	X	Text	20	197	216
		14	File Space	Please Do Not Use	X	Text	4	217	220
80	PDF Check **Mandatory**	1	Record Identifier	Identifies the record section '80'	M	Text	2	1	2
		2	Account Number	Client account number, filled w/ leading zeros	M	Numeric	15	3	17
		3	Check Number	If bank-agnostic, can be any unique identifier	M	Numeric	10	18	27
		4	Text	PDF Check File name	X	Text	193	28	220
ZZ	Account Trailer Record **Mandatory**	1	Record Identifier	Identifies the record section ZZ	M	Text	2	1	2
		2	Account Number	Client account number, filled w/ leading zeros	M	Numeric	15	3	17
		3	Onsert Total	Provide total number onserts per account	M	Numeric	10	18	27
		4	File Space	Please Do Not Use	X	Text	193	28	220

If I send a bad file, can I just resend a corrected file?

In the event an incorrect file was sent to KeyBank, you will need to have the file backed out. Please send an email to pdo_help_desk@keybank.com for assistance with backing out the file. Please make sure that you include your name and phone number in the email with the subject line "Need File Assistance." An Account Reconcilement associate will then call to assist you. After hours, until 9:00 p.m. ET, you can call Commercial Banking Services at 1-800-821-2829 (Dial 711 For TTY/TRS). If the bad file is not backed out, the second file sent will be rejected because the check numbers are the same. Communication is the key to clean reporting when a bad file is discovered.

What is the purpose of my mailbox ID?

The mailbox ID is your access to process a file on our KeyNavigator® website. If you send a file to an incorrect mailbox ID, it will not be processed.

Are there best practices for lengthy payee names?

It is best for check printing and Positive Pay to limit both the Primary and Secondary payee lines to fewer than 40 characters. Anything over 40 characters will wrap to a second respective line on the check. For clients that require the full 75 characters of payee data, we ask that address information is limited to only two lines (i.e. consolidate City, State, and ZIP code to the same line).

Is zipping required if I am sending only a .txt file (without PDF documents)?

No, zipping is not required if sending only check detail within a .txt file.

Will my documents print simplex or duplex?

The first page (with check and return address, etc.) is printed simplex due to endorsement fields on the back of the check. Remaining remittance and attachment pages are printed duplex, unless printing is identified as simplex at setup.

Can I overnight a check to a PO Box?

FedEx does not deliver overnight mail to a PO Box. If a check is addressed to a PO Box and designated for overnight delivery, the package will be mailed via USPS Priority mail and will arrive within one to three business days, depending on the location. The vast majority of USPS Priority Mail is delivered by the second business day.

What is included with the overnight package?

Any mail-set (check+remittance+attachment) mailed overnight will be mailed via FedEx in a flat envelope or box. To reduce shipping costs, multiple mail-sets may ship in the same overnight package if the recipient name and address is the same. Mail-sets will not be inserted in an envelope for ease of recipient processing upon receipt. KeyBank clients have the option to include envelopes in their overnight mail-sets if designated at setup.

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