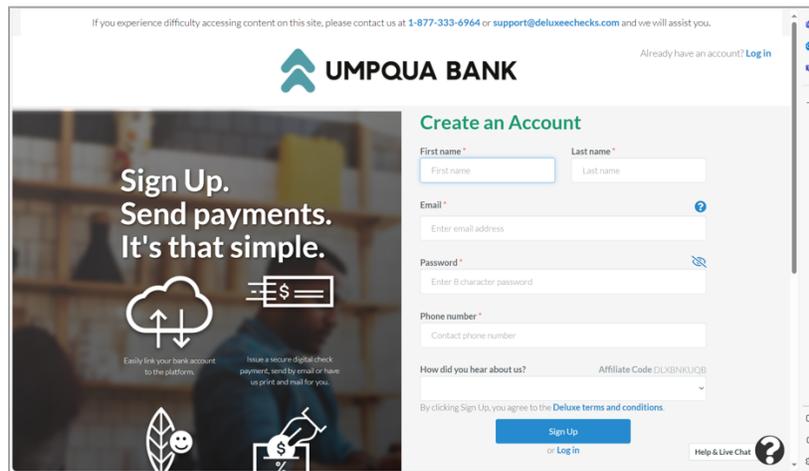# UMPQUA BANK

Umpqua's Check Outsourcing Services offered by Deluxe Payment Exchange.

## Registration Instructions

Follow the instructions below to begin sending issuing checks through Deluxe Payment Exchange.

1. Begin your registration at: https://my.echecks.com/resources/umpquabank
   Fill out the information to create an account and select the "Sign Up" button.

2. Once you click the Sign Up button, a screen will pop up asking you to confirm your account.

Member FDIC I Treasury Management Services 866-536-1010   **UMPQUA BANK**
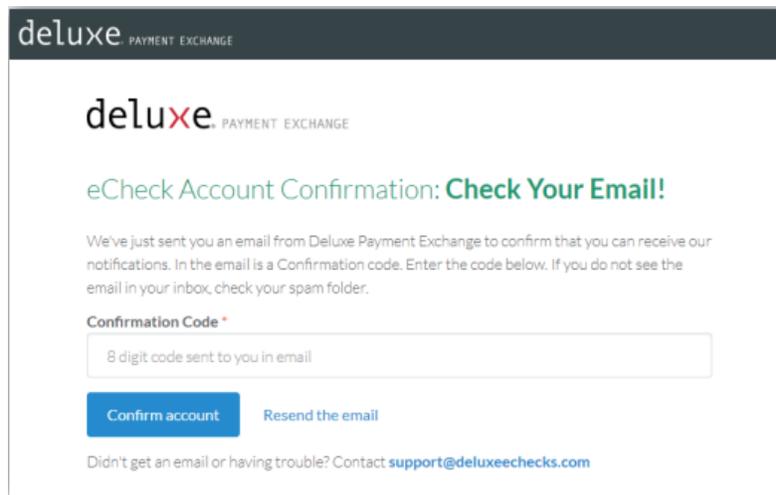
3. You will immediately receive an email from Deluxe Payment Exchange with your activation code.
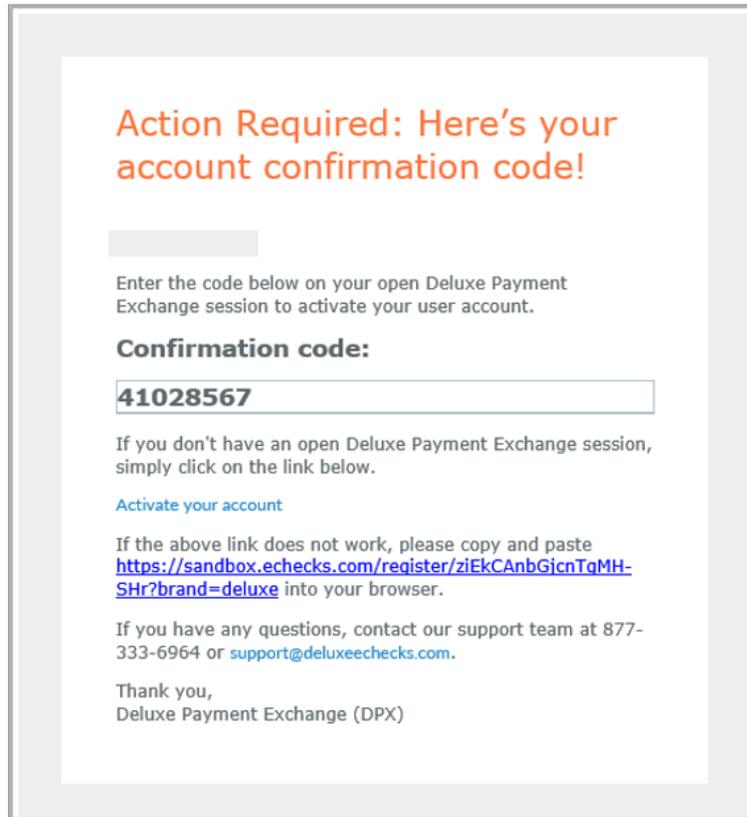
4. You are now registered. You now must set up your checking account in order to begin using this service. From the main screen, choose the option to "Add Checking Account."

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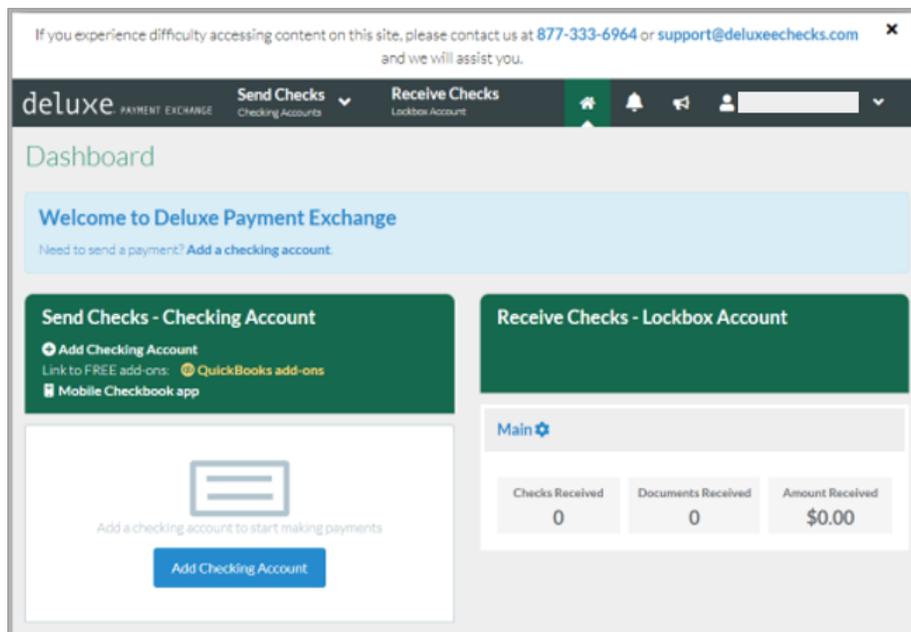
5. Complete the fields on the page. As you type in your checking information, you will see how it will appear and print on the check on the sample shown to the right.

    NOTE: Clicking on the help ❓ symbol will provide field descriptions and tips to assist you in this process.

6. In the Checking Account Number section, enter the routing and account number associated with the account you are setting up. The routing number and account number should be keyed exactly as it appears on the MICR line of your physical check, including leading zeros.

    IMPORTANT NOTE: After keying and confirming the routing number, a 'Share Positive Pay Data' check box will display. Checking the box trigger a pop-up box to display asking you to confirm that you are enrolled in Positive Pay at your financial institution. **If you have Positive Pay with Umpqua Bank, this must be done for your issued checks to show up in check positive pay.** We strongly recommend the use of check positive pay. If you are not already using it, please contact us for more information.

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7. The Check Signature will be automatically generated and initially set to match the name of the account. However, it can be customized by either entering a new signature or uploading an actual signature image. The image must be .png .jpg or .gif format and must not exceed 1MB in size.

    After confirming the billing address and agreeing to the terms and conditions by selecting the acknowledge box, click 'Continue.'

Signature

Note: Your signature should match the signature on file with your Financial Institution.

- ◉ Use profile signature
- ○ Generate new signature

- ○ Upload signature image (png, jpg, gif)
  Browse...

Billing Address

- ◉ Same as checking account
- ○ Same as user account profile
- ○ Use another address

☐ I acknowledge that I have reviewed and agree to the **terms and conditions** of the service.

[Continue]

8. You will get a confirmation screen that your account is now pending.

If you experience difficulty accessing content on this site, please contact us at **877-333-6964** or **support@deluxeechecks.com** and we will assist you.

deluxe PAYMENT EXCHANGE   Send Checks ⌄   Receive Checks
                          Checking Account   Lockbox Account

[Dashboard]

Your Account Is Now Pending Confirmation

How do I finish confirmation?

To authorize use, we will issue one small deposit electronically into the checking account with account number ending in ******3456. The deposit typically appears within one business day, though it can take up to four business days, depending on your bank.

When you have this information, navigate back to this page (the confirmation page for this checking account) by selecting **Gerry's Test Account** from the "Checking Accounts" menu at the top of the screen.

**Please check your online banking records in 1 day.**

If you do not receive a deposit in 4 business days, please contact **support@deluxeechecks.com**.

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9. You will receive a microdeposit in your account within 1-3 business days. Once you have the deposit amount, log back into Deluxe Payment Exchange to confirm the account.
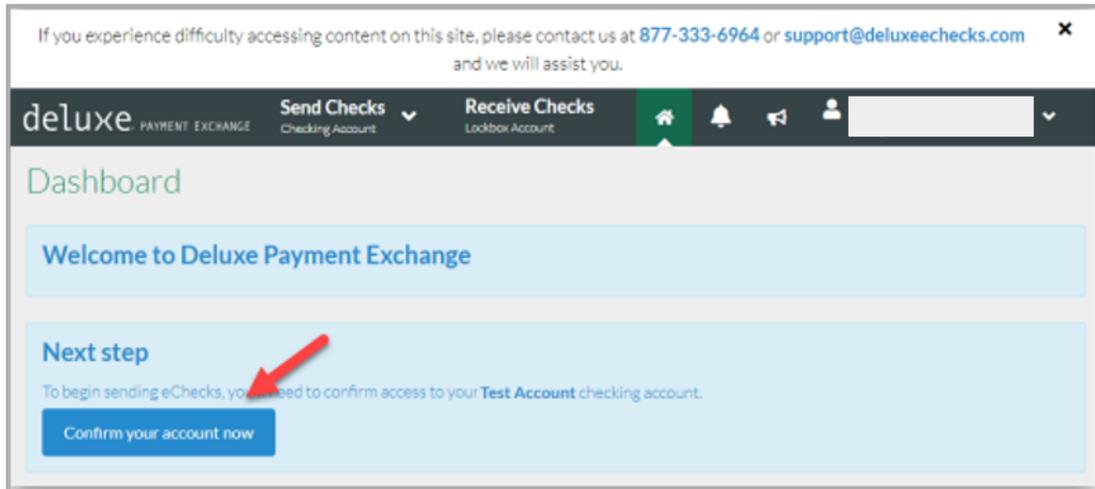
10. Enter the amount of the deposit and your account will be ready to use.

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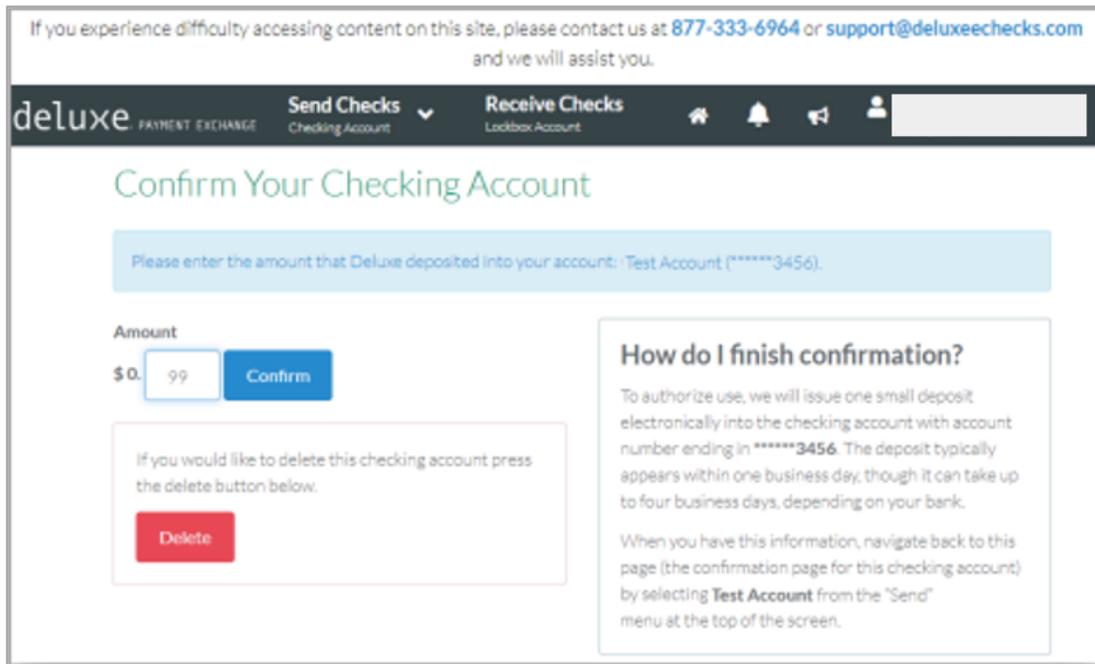
Updating Your Settings

After the account is confirmed, you can go to account settings to make changes to the account, enable positive pay, or upload a logo to be included with eChecks and Print+Mail checks.

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Dual Control is Strongly Encouraged

Umpqua Bank strongly recommends the use of dual control during the check issuance process to help prevent fraud. By incorporating dual control, you ensure robust financial safeguard. Requiring collaboration of two individuals to authorize a check adds a layer of security and enhances account protection. Options to add additional users and set up their permissions are under the Members option in the menu.

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