Positive Pay System (PPS)

To make cheque transactions safer, the Reserve Bank of India (RBI) vide its Circular No. DPSS.CO.RPPD.No.309/04.07.005/2020-21 dated 25th September, 2020, has asked all Banks to introduce the Positive Pay System from 1st January, 2021.

Positive Pay System enables an additional security layer to the cheque clearing process wherein the issuer (drawer) of the cheque shares cheque details with the Bank. When the beneficiary submits the cheque for clearing, the presented cheque details will be compared with the details provided to the Bank through Positive Pay.

To avail this facility, the account holder (drawer of the cheque) needs to share cheque details at the time of issuance of the cheques for amounts of ₹ 50,000/- and above.

Cheque details to be shared as under:
- Account Number (15 digits Axis Bank Account Number)
- Cheque Number (6 digits)
- Cheque Date (Date mentioned on the cheque)
- Cheque Amount
- Name of Beneficiary (Payee’s Name)

Cheque Image

Step involved
- Positive Pay details can be submitted by the account holder (drawer) at the nearest Axis Bank branch by filling a simple Positive Pay form or from the convenience of home through Mobile / Internet Banking.
- Details shared by the account holder will be validated & updated in Positive Pay data base at National Payments Corporation of India (NPCI).
- SMS will be sent to the customer’s registered mobile number, to acknowledge receipt of Positive Pay details.
- When cheque is received in CTS inward clearing, the presented cheque details will be compared with the details provided to the Bank through PPS.
- In case of data discrepancy, the cheque will be returned unpaid after referring to the customers through home branch.

Channels available to share the Positive Pay details are:

**Branch Channel:** Walk in customers can fill in a simple form and submit the details over the counter.

**Digital Channel:** Customer can log in through

- Retail Mobile Banking: Select option Services >> Cheques >> Positive Pay
- Retail Internet Banking: Select option Services >> Positive Pay
- Corporate Mobile Banking: Select option Service Request >> Positive Pay
- Corporate Internet Banking: Select option Service Request >> Positive Pay

On successful registration, a reference number will be generated.

**Note:**

- PPS request shall be updated in the bank’s systems after one working day.
- Insufficient and incorrect details may lead to cheque return. Please ensure to share the PP details in the same manner as specified on the cheque.
- To enable validation through Positive Pay, cheque details mentioned above should be available with the Bank one working day prior to the cheque presentation date.
- Though PP details are available, cheque may be returned due to other technical & financial reasons during the scrutiny of the Bank.
- PPS facility is extended to CTS clearing cheques only
- Only cheques that are compliant with the Positive Pay System will be accepted under RBI dispute resolution mechanism between the presenting and paying banks.
- **Availing of this facility for cheques amounting to ₹ 50,000/- and above is at the discretion of the account holder. However, sharing the cheque details through PPS for cheques amounting to ₹500,000/- and above will be made mandatory by the Bank w.e.f. 01st September, 2021.**
- **In case of non-submission of PPS details by the customers, the cheque with value ₹500,000/- will be returned to the presenting Bank, when the cheque is presented through CTS clearing.**
FAQs – Positive Pay System (PPS)

1. What is Positive Pay?
To add an additional layer of safety to the customer and avert fraudulent encashment of cheques through their fabrication, a new service has been introduced as per directives from RBI. Circular is effective 1st January, 2021.

Customers, after issuance of cheques, will provide to the Bank, details of the instruments issued by him on his account with Axis Bank. The Customer needs to share the cheque details like Cheque Number, Cheque date, Payee name, Account number, Amount to the nearest Branch by updating the cheque details in the Positive Pay Form and counter signing the same.

2. How does Positive Pay system (PPS) work?
When the beneficiary submits the cheque for encashment, the cheque details will be compared with the details provided to the Bank through Positive Pay. If the details match, the cheque is honoured, else the cheque will be returned.

3. What is the benefit of the Positive Pay system?
Implementing ‘Positive Pay’ will increase safety in cheque payments and will reduce instances of fraud occurring on account of tampering of cheques.

Positive Pay is a fraud detection tool adopted by banks to protect customers against forged, altered or counterfeit cheques. It cross verifies all details of the cheque issued before the cheque is encashed by the beneficiary.

4. Why is it important for me to use Positive Pay?
The PPS is a step taken to safeguard the cheques issued from alteration/ forgery and avoid any fraud. If Positive Pay facility is not used, any claim raised against the particular cheque will not be accepted under dispute resolution mechanism at RBI.

5. Is this mandatory to submit the cheque details through Positive Pay system for all the cheques issued by me?
Availing of the facility is at the discretion of the account holder. However sharing the cheque details through PPS for cheques amounting to ₹500,000/- and above will be made mandatory by the Bank w.e.f. 01st September, 2021. In case of non-submission of PPS details by the customers, the cheque with value ₹500,000/- will be returned to the presenting Bank, when the cheque is presented through CTS clearing.

6. I am holding Savings bank account, do I still need to submit Positive Pay details?
Yes. As per RBI regulation w.e.f. 01st January, 2021, Positive Pay details have to be submitted by all the customers issuing cheques for amount ₹50,000/- and above.

7. Can I visit the branch to submit Positive Pay details?
Yes. You can submit cheque details through the PPS form available at the nearest branch during the branch’s working hours.

8. Can I submit the Positive Pay details through any of the digital modes?
Yes. Following digital modes are available to submit the Positive Pay details from the comfort of your home.
9. **What steps should I follow to share Positive Pay details through Mobile Banking?**

Enter the login credentials in mobile app and follow the process outlined below:

Scroll down and select Services >>Cheques >>Positive Pay

Enter the following mandatory details

- Beneficiary / Payee Name
- Cheque Number
- Cheque Amount
- Cheque Date

Input comments for your reference which is not a mandatory field.

Select PROCEED. Confirmation screen will get displayed to confirm the cheque details. Select CONFIRM. Unique reference number will be generated.

10. **What steps should I follow to share Positive Pay details through Retail Internet Banking?**

Enter the login credentials in Internet Banking and follow the process outlined below:

Select option Services >> Cheques Services >> Positive Pay

Enter the following mandatory details

- Beneficiary / Payee Name
- Cheque Number
- Cheque Amount
- Cheque Date

Input comments for your reference which is not a mandatory field.

Select PROCEED. Confirmation screen will get displayed to confirm the cheque details. Select CONFIRM. Unique reference number will be generated.

11. **What steps should I follow to share Positive Pay details through Corporate Internet Banking?**

Enter the login credentials in Corporate Internet Banking & follow the process outlined below:

Select option Service Request >>Positive Pay

Enter the following mandatory details

- Beneficiary / Payee Name
- Cheque Number
- Cheque Amount
- Cheque Date

Multiple records can be entered and approved with 2 factor authentication. Status of Positive Pay data will be available in Status enquiry.

12. **Are there any charges for using Positive Pay System?**

No. Positive Pay facility is provided free of cost to all the customers of Axis Bank.

13. **What are the timings to submit Positive Pay details?**

Through digital mode, Positive Pay details can be submitted 24X7 and for sharing the details over the Bank’s counter you have to adhere to bank’s customer visiting hours.
14. When should I submit the Positive Pay details?
To enable validation through Positive Pay, cheque detail should be available with the Bank one working day prior to the cheque presentation date as Positive Pay request shall be updated in the bank’s systems after one working day.

15. Will the details be updated in Positive Pay database immediately, once I share PPS details?
It takes one working day for the Bank to update Positive Pay details in system.

16. Is there any amount restriction while sharing the Positive Pay details?
No. This is no restriction on the cheque amount. However, sharing the cheque details through PPS for cheques amounting to ₹500,000/- and above will be made mandatory by the Bank w.e.f. 01st September, 2021. In case of non-submission of PPS details by the customers, the cheque with value ₹500,000/- will be returned to the presenting Bank, when the cheque is presented through CTS clearing.

17. Will the cheque be returned in case the details are not submitted by me?
Sharing the cheque details through PPS for cheques amounting to ₹500,000/- and above will be made mandatory by the Bank w.e.f. 01st September, 2021. In case of non-submission of PPS details by the customers, the cheque with value ₹500,000/- will be returned to the presenting Bank with return reason description “Positive Pay details not available”, when the cheque is presented through CTS clearing.

18. If there is a mismatch or mistake in the details submitted by me, will be cheques be processed?
No. If there is a difference in details submitted by you and the cheque received in clearing, Bank has the right to return the cheque to the presenting bank in CTS clearing.

19. What about the cheques issued by me before 01.09.2021? Will the cheques be processed or returned if Positive Pay details are not submitted by me?
W.e.f. 01st September, 2021, all the cheques with value ₹500,000/- will be returned if PPS details are not available on Bank’s records, as PPS is implemented by RBI on 01st January, 2021.

20. Will I receive confirmation once the Positive Pay details are submitted?
Yes. SMS will be triggered on your registered mobile number available on Bank’s records confirming the cheque details.

21. Is positive pay necessary even if I am transferring funds through cheque to my own account with another bank?
Yes, as RBI has mandated to share the cheque details under Positive Pay mechanism for all the cheques issued by the drawer.

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