

# Positive Pay Customer User Guide



**Mascoma  
Bank**

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## POSITIVE PAY CUSTOMER USER GUIDE

This document is intended to provide the reader with information related to Check Positive Pay (PRO-CHEX) Standard, Optional and upgrade features available through Check Positive Pay (PRO-CHEX) Enterprise. These features are differentiated in this document as follows:

- Standard features will appear in regular font, as shown here.
- Optional features will appear in italic font, as shown here.

### **NOTICE:**

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### **NOTE:**

**All screenshots used in this User Guide were obtained using Check Positive Pay (PRO-CHEX) in the Chrome browser. If a Client user uses Check Positive Pay (PRO-CHEX) in a different browser, certain screens may display differently than shown in this guide. However, even though screens may appear different, the functionality remains the same across browsers.**

### **NOTE:**

**As of 09/15/2023, the FPHQ platform and all modules thereon are supported for the following modern browsers only:**

**Chrome: Last 4 versions**

**Firefox: Last 4 versions**

**Firefox Extended Support Release: Latest**

**Edge: Last 4 versions**

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## I. WELCOME TO POSITIVE PAY

Check Positive Pay (PRO-CHEX) is a check positive pay service designed to prevent financial loss due to check fraud. The table below lists the Positive Pay types available for each account enrolled in PRO-CHEX, along with a description of expected behavior.

Check Positive Pay (PRO-CHEX) relies on clients to make daily decisions, when required, for the check activity occurring on their accounts. When accounts are enrolled, a default setting is established for the system to return or pay a transaction by the established end-of-day cut-off time. The last column in the table defines the default settings available for each type of positive pay service.

Positive Pay Type	Service Description	Default Setting Options
<b>Standard Positive Pay</b>	<p>This service requires the Client to provide a list of checks issued or voided on an account (Issue Items). The issue items for each account must include, at a minimum, a check serial number, amount, and status (Issued, Voided, Stopped). The FI compares each check presented for payment (Item) against the list of issue items. If an exception is identified, designated users are alerted to make a pay or return decision.</p> <p>Note: This is the only form of positive pay allowed to be included in Item Cleanup.</p>	Pay or Return
<b>Reverse Positive Pay</b>	<p>This service does NOT require clients to provide a list of issued items. Clients should log in every day to view checks presented for payment and select the checks to return because the concept of an exception does not exist, since no list of issue items is present to compare items against. However, clients may request the FI establish a maximum check amount per account (Exception Limit). If this optional setting is enabled, an alert is sent to designated users ONLY when a check is presented exceeding the maximum amount established.</p>	Pay

## A. Alerting

Check Positive Pay (PRO-CHEX) notifies designated users to take action when required. PRO-CHEX is designed to ensure notifications are relevant, and each client can advise the FI of their desired notification levels.

The table below outlines a list of events that trigger an alert to a client and includes a description of the triggering event.

Alert Type	Description
<b>Exception Alert</b>	Occurs when a check is presented for payment that does not match the issue information provided or occurs when an exception limit is exceeded on an account enrolled in Reverse Positive Pay.
<b>Issuance File Load Alert</b>	Occurs when an issue file is loaded. The alert contains status information to indicate if the issue file loaded properly or failed to load due to errors.
<b>Issue File Pending Approval</b>	Occurs when the issue file is loaded and the file is being held in "Suspended" status until approved by a secondary user.
<b>Decision Approval Required</b>	Occurs when check transaction decisions require a secondary approval.

When an account is enrolled for Positive Pay, one of three levels of notification can be established for exception alerts. The notification level options and descriptions are provided in the table below. Email alerts are standard. Clients can also elect to receive text alerts.

Notification Level	Description
<b>Transaction Alerts</b>	One alert sent for each exception identified.
<b>Account Alerts</b>	The client does not use Standard or Reverse Positive Pay, but does use the Enterprise features Active Reconciliation or Scheduled Reports.
<b>Service Alerts</b>	One alert sent per user when one or more exceptions are identified on one or more enrolled accounts.

## B. Issue Items

Certain types of positive pay service require clients to maintain a list of issued items for the FI to compare presented items against for exception identification.

While issue items can be added after a check has been presented for payment, we recommend clients enter or load issue items prior to disbursing paper checks to payees, as failure to do so could result in denial of payments if the check is presented at the teller line for deposit or to be cashed.

When an issued item is entered or loaded into Check Positive Pay (PRO-CHEX), the status and disposition of the issued item is tracked.

The table below describes the status and disposition labels associated with issue item management.

Labels	Description
<b>Issued</b>	A status defined by the client that indicates a check was issued.
<b>Voided</b>	A status defined by a client that a check was issued but later voided and not distributed.
<b>Stopped</b>	A status defined by a client or designated by the FI, if the FI chooses to control this status.
<b>Available for Matching</b>	A status assigned by the Check Positive Pay (PRO-CHEX) system when an issue item is entered or loaded by a client.
<b>Used in Matching</b>	A status assigned by the Check Positive Pay (PRO-CHEX) system when a check is presented for payment with a serial number matching a serial number for an issued item.
<b>Outstanding</b>	A status displayed in the issue warehouse indicating a check has not been presented for the issued item, and the check is still available for matching.
<b>Paid</b>	A status displayed in the issue warehouse indicating a check has been presented against an issue item, and the check was paid by the system, Client, or FI.
<b>Returned</b>	A status displayed in the issue warehouse indicating a check has been presented against an issue item, and the check was returned by the system, Client, or FI.
<b>Purged</b>	A status assigned by the Check Positive Pay (PRO-CHEX) system when an issue item not used in Matching (Outstanding) has been removed from the system after the purge period has ended. The purge period is defined by the FI.

Labels	Description
<b>Deleted</b>	A status value displayed in Issue File Status indicating a loaded file was deleted by the client or FI user. A history of the file load and delete actions is retained, but the issue items are removed as if they were never introduced to the system.
<b>Updated</b>	If an issue item is updated after loading, history is available in the issue item warehouse when the drop-down for an issue item is expanded.

## C. Exception Items

When a financial institution cannot process and clear a check normally, the payment becomes an exception item requiring special handling. If Payee Positive Pay is enabled, the check image is scored through payee name comparison. Examples of reasons a check can be flagged as an exception include Payee Mismatch, Amount Mismatch, Voided or Stopped Status, Early Presentment, and other causes

The client can prevent the likelihood of some issues with presented items by following industry best practices. **For more information about best practices, please refer to Section X. Payee Positive Pay Tips & Best Practices within this document.**

When an item is marked as an exception, the Check Positive Pay (PRO-CHEX) system will follow the default exception action configured in the account regarding whether to pay or return the presented item, if no action is taken by the client.

When an item is matched successfully and no exceptions are identified, the presented item is paid.

## II. CHECK POSITIVE PAY (PRO-CHEX) DASHBOARD BOX

### A. Using the Dashboard

1. The Dashboard is the default landing page within the Client portal. If Check Positive Pay (PRO-CHEX) is enabled, a PRO-CHEX box will be displayed. Summary information on current check transactions and status will be displayed for accounts the user has been granted access. Active links are embedded within the PRO-CHEX box to permit users to navigate from the dashboard landing page into the PRO-CHEX service module or directly to transactions in the status selected. Dashboard totals are updated in real time as transaction status values are changed by a user.

The content displayed in the Check Positive Pay (PRO-CHEX) summary box includes the following:

PRO-CHEX			
End of Day Cut-Off Time: Wednesday 6:00 PM EST			
Exceptions	\$18,377.83	14	Pending Approval \$664.55
Set to Pay	\$17,713.28	12	Set to Return \$664.55

**Service Name** In the example provided, clicking Check Positive Pay (PRO-CHEX) on the left in the title bar will direct the user to the main menu.

**End of Day Cut-Off Time** Displayed in the second bar, the time of day indicates when transactions that require decisions will no longer be eligible for user decisions.

**Exceptions** Clicking on the dollar amount hyperlink on the Exceptions line will direct the user to a filtered view of Transaction History that will display only exceptions that require a decision.

**Pending Approval** If Dual Decision Approval has been enabled, the Pending Approval hyperlink will appear in the Dashboard. Clicking on the dollar amount hyperlink on the Pending Approval line will direct the user to the Check Transaction Approval screen, where the user can approve or reject any transactions that are pending approval by the user.  
**For more information about Decisioning Dual Approval, please refer to Section VIII, Decision Dual Approval.**



PRO-CHEX					
End of Day Cut-Off Time: Wednesday 6:00 PM EST					
Exceptions	\$18,377.83	14	Pending Approval \$664.55	2	
Set to Pay	\$17,713.28	12	Set to Return	\$664.55	2
System	\$17,713.28	12	System	\$0.00	0
User	\$0.00	0	User	\$664.55	2
FI	\$0.00	0	FI	\$0.00	0

**Set to Pay / Set to Return**

Clicking on the dollar amount hyperlinks on the Set to Pay or Set to Return lines will expand the view to display a breakdown of the total for each category. System Pay or Return indicate transactions that will pay or return if no action is taken due to the default status. User pay or return indicate a Client user decision has occurred. FI pay or return indicate an FI decision has occurred on behalf of the FI.

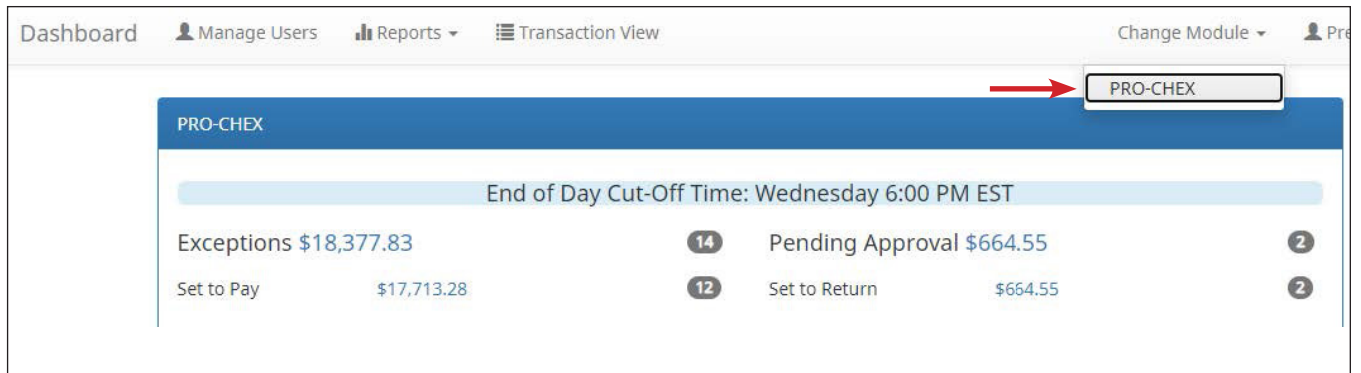
Transaction History							Date Range	
Mass Pay & Issue							August 1, 2021 - August 31, 2021	
Filters								
181 debit transactions totaling \$261,203.62								
Rows 1 - 25 of 181.								
<div style="text-align: center;"> <span>&lt;&lt;</span> <span>&lt;</span> <span>1</span> <span>2</span> <span>3</span> <span>4</span> <span>5</span> <span>&gt;</span> <span>&gt;&gt;</span> </div>								
Transaction ID	Account Number	Serial Number	Credit	Debit	Current Status	Date	Change Status	Exception
> 49129	xxxx1111	12274		\$127.00	Pay-System	08-31-2021	Return	!
> 49128	xxxx1111	12274		\$27.00	Pay-System	08-31-2021	Return	!
> 49127	xxxx1111	12273		\$35.10	Pay-System	08-31-2021	Return	!
> 49126	xxxx1111	12272		\$20.00	Pay-System	08-31-2021	Return	!
> 49125	xxxx1111	12271		\$200.00	Pay-System	08-31-2021	Return	!

**Transaction History**

The user can click on the dollar amount link for any category to be directed to a filtered view of the Transaction History. In the above example, the user has clicked on the dollar value of Exceptions on the Dashboard and is directed to a view of exception transactions that require decision.

**Please refer to Section VI, Subsection A, Transaction History, for more information on this function.**

- From the Client Dashboard, a user can navigate to the Check Positive Pay (PRO-CHEX) Module by clicking Change Module > PRO-CHEX.



## B. Creating Client Users

### NOTE:

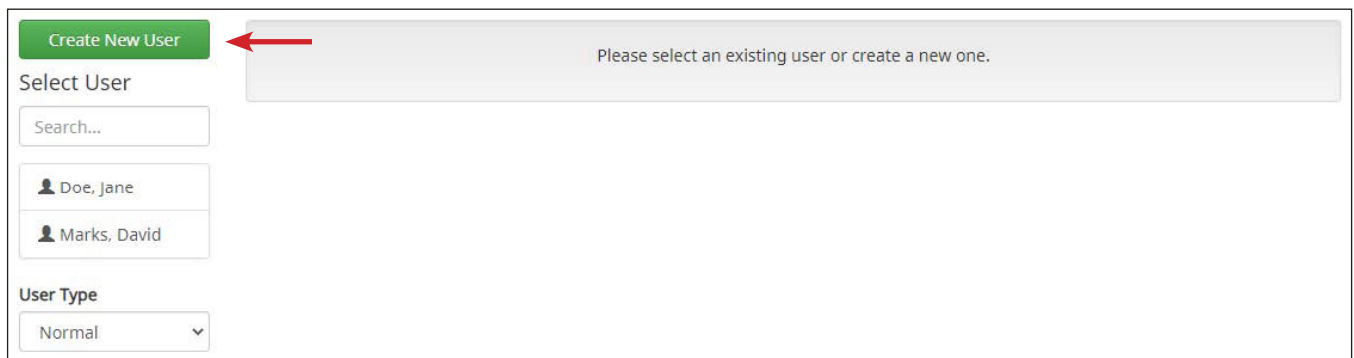
- The Admin user privilege must be enabled.
- This feature is only available if 1) the FI is allowing Clients to manage their own users, and 2) it will only display for Client users who have been designated with Client Admin status.

A Client User with Admin user privilege can add additional Client users who will then be authorized to use Check Positive Pay (PRO-CHEX).

- From Client Dashboard > Click Manage Users.



- The Client Users page appears. Click the "Create New User" button.



- The New User page appears. Fill out all fields available, then click "Create User" button.

Cuthbert Allgood

**First Name**  
Cuthbert

**Last Name**  
Allgood

**Email Address**  
cuthberta@finefeathers.com

**Contact Phone Number**  
(555) 555-5555

**Cell Phone Number**  
(555) 555-5555

**Create User**

- If the user is configured for standard security login, the New User interface will display these fields.

Cuthbert Allgood

Active

**Username**  
9St6aXpUg

**First Name**  
Cuthbert

**Last Name**  
Allgood

**Email Address**  
cuthberta@finefeathers.com

**Contact Phone Number**  
(555) 555-5555

**Cell Phone Number**  
(555) 555-5555

- If the user is configured for single sign-on, the New User interface will display these fields. Please note that the SSO ID field can have different labels and formats based on the online banking provider being used. The maximum number of allowable characters in the SSO ID field is limited to 50.

**Judy Dench**

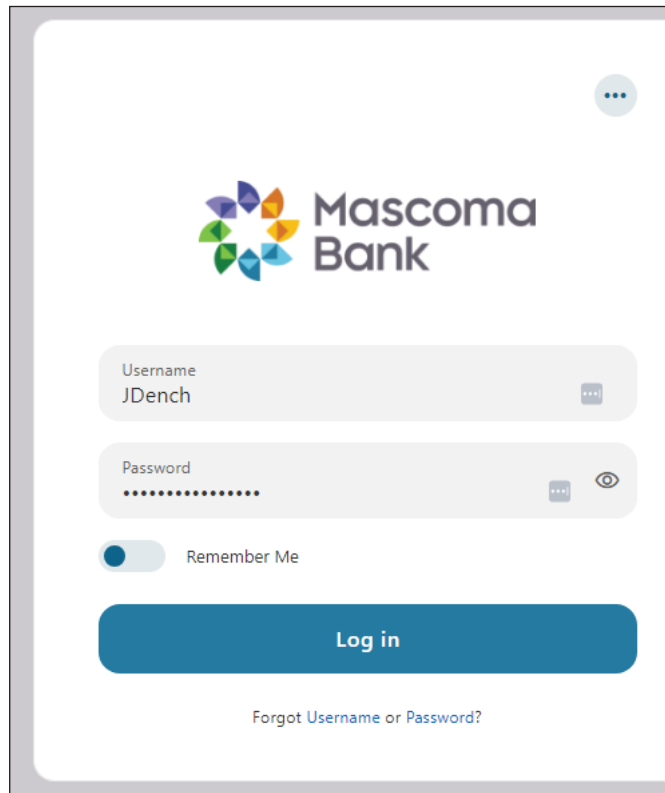
**Active**       **Admin (Manage other non-admin users)**

**SSO ID**

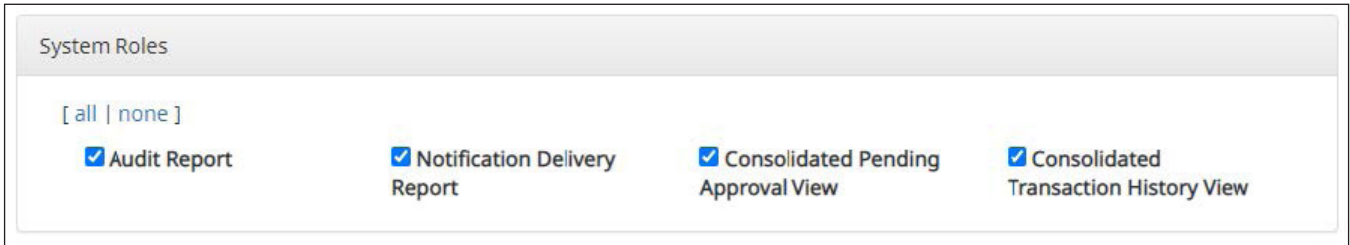
**First Name**      **Last Name**  
     

**Email Address**      **Contact Phone Number**      **Cell Phone Number**

**NOTE:**  
 ■ **SSO ID must match the customer’s Mascoma Bank digital banking user ID.**



- The User profile page appears. Scroll down to the "System Roles" section of the page to select what roles should be enabled for the user. For more information on managing user entitlements, **please refer to the Fraud Prevention HQ Client User Guide, Sections II and III.**



- Within the Check Positive Pay (PRO-CHEX) settings box, the alert method can be chosen. Use the drop-down to select the alert method desired.

PRO-CHEX
Alert Method: - None -

Available Accounts

Selected Accounts

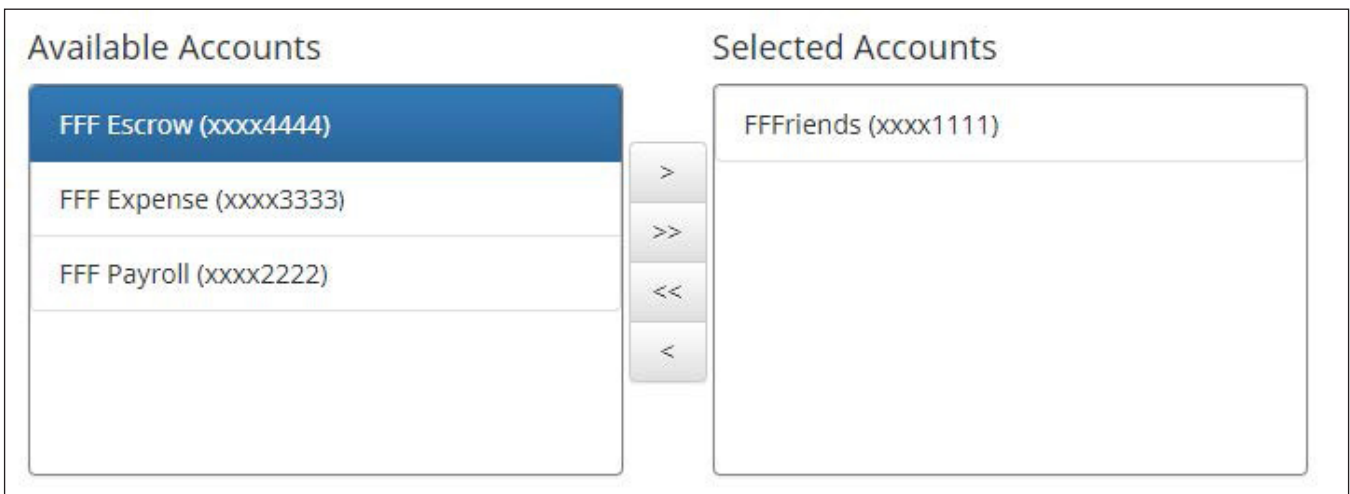
FFF Escrow (xxxx4444)

- None -  
Email  
Email, SMS/Text  
SMS/Text

<b>Email</b>	Client User will receive Check Positive Pay (PRO-CHEX) Alerts via Email only
<b>Email, SMS/Text</b>	Client User will receive Check Positive Pay (PRO-CHEX) Alerts via Email and SMS/Text
<b>SMS/Text</b>	Client User will receive Check Positive Pay (PRO-CHEX) Alerts via SMS/Text only

- Choose from the list of available accounts enrolled in Check Positive Pay (PRO-CHEX) the user is entitled to work with and move them to the Selected Accounts box.

> and < move individual accounts between Available and Selected Accounts. >> and << move all accounts between Available and Selected Accounts.



9. For more information regarding Client User Privileges, **please refer to Section III. User Accounts and Privileges.**

## III. USER ACCOUNTS AND PRIVILEGES

**Additional information about creating and editing Client users can be found in the Fraud Prevention HQ User Guide, Sections II and III.**

This section covers Client user privileges and alerting methods for the Check Positive Pay (PRO-CHEX) module.

### A. User Privilege Dependencies

Some user privileges are standard, and some are dependent upon features that are enabled by your financial institution. If you see a privilege below and it does not appear in the Client user interface, the feature has not been enabled.

Privilege	User	Feature Dependencies
Adjusted Items Report	Client	FI Enabled
Approve Issue File	Client	FI Enabled
Cancel Issue Item	Client	FI Enabled
Change Transaction Status	Client	Standard
Client Additional Issue Fields	Client	FI Enabled
DDA Balance Entry	Client	FI Enabled
Decision Dual Approval	Client	FI Enabled
Edit Issue Item	Client	Standard
Issue Item Status Report	Client	FI Enabled
Issue Load Alerts	Client	FI Enabled
Issue Templates	Client	FI Enabled
Issue Warehouse	Client	Standard
Item Lookup	Client	Standard
Load Issue File	Client	Standard
Manage Issue File Status	Client	Standard

Privilege	User	Feature Dependencies
Manual Issue Entry	Client	Standard
Paid No Issue Matching	Client	Standard
Pay and Adjust	Client	FI Enabled
Pay and Issue	Client	FI Enabled
Reconcile Accounts	Client	FI Enabled
Scheduled Reports	Client	FI Enabled
Transaction History	Client	Standard
View Issue File Status	Client	Standard
View Issue Reconciliation Reports	Client	FI Enabled

## B. Client User Privileges

**NOTE:**

- The Admin user privilege must be enabled.

1. On the Client User page, scroll to Check Positive Pay (PRO-CHEX) service station.
2. Choose from the list of available accounts enrolled in Check Positive Pay (PRO-CHEX) the user is entitled to work with and move them to the Selected Accounts box.

> and < move individual accounts between Available and Selected Accounts. >> and << move all accounts between Available and Selected Accounts.

**Available Accounts**

- FFF Escrow (xxxx4444)
- FFF Expense (xxxx3333)
- FFF Payroll (xxxx2222)

>

>>

<<

<

**Selected Accounts**

- FFFriends (xxxx1111)

3. Selecting Check Positive Pay (PRO-CHEX) Client User Privileges

a. Selecting all | none

i. By selecting all, the user is assigned all user privileges.

User Privileges

[ all | none ]

<input checked="" type="checkbox"/> Approve Issue File	<input checked="" type="checkbox"/> Item Lookup	<input checked="" type="checkbox"/> Issue Item Status Report
<input checked="" type="checkbox"/> Transaction History	<input checked="" type="checkbox"/> Change Transaction Status	<input checked="" type="checkbox"/> Adjusted Items Report
<input checked="" type="checkbox"/> Decision Dual Approval	<input checked="" type="checkbox"/> Cancel Issue Item	<input checked="" type="checkbox"/> DDA Balance Entry
<input checked="" type="checkbox"/> Scheduled Reports	<input checked="" type="checkbox"/> Edit Issue Item	<input checked="" type="checkbox"/> Client Additional Issue Fields
<input checked="" type="checkbox"/> View Issue File Status	<input checked="" type="checkbox"/> Manage Issue File Status	<input checked="" type="checkbox"/> Issue Templates
<input checked="" type="checkbox"/> Pay and Adjust	<input checked="" type="checkbox"/> Pay and Issue	<input checked="" type="checkbox"/> Reconcile Accounts
<input checked="" type="checkbox"/> View Reconciliation Reports	<input checked="" type="checkbox"/> Issue Load Alerts	<input checked="" type="checkbox"/> Issue Warehouse
<input checked="" type="checkbox"/> Load Issue File	<input checked="" type="checkbox"/> Manual Issue Entry	<input checked="" type="checkbox"/> Paid No Issue Matching

ii. By selecting none, previously assigned user privileges are removed.

User Privileges

[ all | none ]

<input type="checkbox"/> Approve Issue File	<input type="checkbox"/> Item Lookup	<input type="checkbox"/> Issue Item Status Report
<input type="checkbox"/> Transaction History	<input type="checkbox"/> Change Transaction Status	<input type="checkbox"/> Adjusted Items Report
<input type="checkbox"/> Decision Dual Approval	<input type="checkbox"/> Cancel Issue Item	<input type="checkbox"/> DDA Balance Entry
<input type="checkbox"/> Scheduled Reports	<input type="checkbox"/> Edit Issue Item	<input type="checkbox"/> Client Additional Issue Fields
<input type="checkbox"/> View Issue File Status	<input type="checkbox"/> Manage Issue File Status	<input type="checkbox"/> Issue Templates
<input type="checkbox"/> Pay and Adjust	<input type="checkbox"/> Pay and Issue	<input type="checkbox"/> Reconcile Accounts
<input type="checkbox"/> View Reconciliation Reports	<input type="checkbox"/> Issue Load Alerts	<input type="checkbox"/> Issue Warehouse
<input type="checkbox"/> Load Issue File	<input type="checkbox"/> Manual Issue Entry	<input type="checkbox"/> Paid No Issue Matching

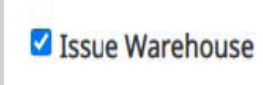
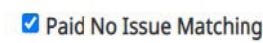


- iii. Clicking in the box beside each user privilege adds or removes the checkmark from the box. Adding a checkmark gives the user that privilege, and removing the checkmark removes the privilege from the user.

Privilege	Description
<input checked="" type="checkbox"/> Approve Issue File	<p><b>Approve Issue File</b></p> <p>Allows the user to approve issue files loaded by other users when a client is configured for issuance dual approval.</p> <p><b>NOTE: Approve/Reject Issue Files must be enabled.</b></p>
<input checked="" type="checkbox"/> Transaction History	<p><b>Transaction History</b></p> <p>Allows the user to view check transactions presented for payment. If this privilege is enabled, the user will also have access to an item lookup sub-menu option.</p>
<input checked="" type="checkbox"/> Decision Dual Approval	<p><b>Decision Dual Approval</b></p> <p>Allows the user to approve transactions awaiting an Approve or Deny decision.</p> <p><b>NOTE: Client Decision Dual Approval must be enabled.</b></p>
<input checked="" type="checkbox"/> View Issue File Status	<p>View Issue File Status</p> <p>Allows the user to view the status of issue files loaded into the system.</p>
<input checked="" type="checkbox"/> Load Issue File	<p>Load Issue File</p> <p>Allows the user to load issue files via the Client Portal.</p>
<input checked="" type="checkbox"/> Item Lookup	<p>Item Lookup</p> <p>Ability to look up all recorded data on individual issued items.</p>
<input checked="" type="checkbox"/> Change Transaction Status	<p>Change Transaction Status</p> <p>Requires Transaction History user privilege. Allows a user to change the status of a transaction from return to pay or pay to return.</p>
<input checked="" type="checkbox"/> Cancel Issue Item	<p><b>Cancel Issue Item</b></p> <p>Can cancel issue items from the Issue Warehouse.</p> <p><b>NOTE: Cancel Issue Item must be enabled.</b></p>
<input checked="" type="checkbox"/> Edit Issue Item	<p><b>Edit Issue Item</b></p> <p>Allows a client user to modify issue items.</p> <p><b>NOTE: Issue Warehouse privilege must be enabled</b></p>

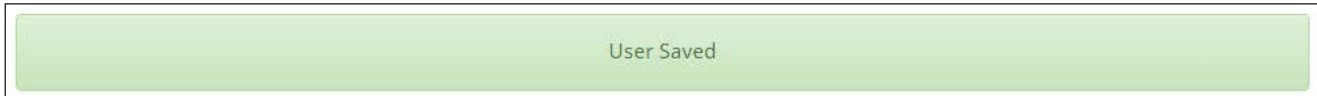
Privilege	Description
<input checked="" type="checkbox"/> Manage Issue File Status	Manage Issue File Status Ability to edit parse errors in the file or delete issue files.
<input checked="" type="checkbox"/> Issue Load Alerts	<b>Issue Load Alerts</b> Will receive success or failure alerts when Clients load issue files. <b>NOTE: Issue Load Alerts must be enabled.</b>
<input checked="" type="checkbox"/> Manual Issue Entry	Manual Issue Entry Allows the user to manually create an issue item. <b>NOTE: Manual Issue Entry must be enabled.</b>
<input checked="" type="checkbox"/> Issue Item Status Report	<b>Issue Item Status Report</b> Allows the user to view issued items by status for a specific date or date range. <b>NOTE: Issue Item Status Report must be enabled.</b>
<input checked="" type="checkbox"/> Adjusted Items Report	Adjusted Items Report Can view items adjusted during the cleanup process or during client decisioning. <b>NOTE: Adjusted Items Report must be enabled.</b>
<input checked="" type="checkbox"/> Client Additional Issue Fields	<b>Client Additional Issue Fields</b> Allows the user to create Additional Issue Fields within Issuance File Templates. <b>NOTE: Additional Issue Fields must be enabled.</b>
<input checked="" type="checkbox"/> Issue Templates	<b>Issue Templates</b> Allows a user to create a template defining the format of the issue file they will load, including the format and location for the data elements to be provided in the file. If this privilege is enabled for a user, the user can to manage additional issue fields. <b>NOTE: Issue File Mapping must be enabled.</b>



Privilege	Description
	<p>Issue Warehouse</p> <p>Allows the user to view issue items and history.</p>
	<p><b>Paid No Issue Matching</b></p> <p>Ability to match issue items loaded to the system after cleanup has been performed to Pay No Issue exception items.</p>

4. Select Save User.

a. Success message appears.



## IV. MANAGING ISSUE ITEMS

Certain types of positive pay services require Clients to maintain a list of issued items for the financial institution to compare presented items against so exceptions can be identified.

While issue items can be added after a check has been presented for payment, it is highly recommended that Clients enter or load issue items prior to disbursing paper checks to payees, as failure to do so could result in denial of payment if the check is presented at the teller line for deposit or to be cashed.

If issue items are entered or loaded on accounts configured for positive pay types that do not require a list, Check Positive Pay (PRO-CHEX) will ignore them.

When an issued item is entered or loaded into Check Positive Pay (PRO-CHEX), the status and disposition of the issued item is tracked. The table below describes the status and disposition labels associated with issue item management.

Labels	Description
<b>Issued</b>	A status defined by the Client that indicates a check was issued.
<b>Voided</b>	A status defined by a client that a check was issued but later voided and not distributed.
<b>Stopped</b>	A status defined by a client or designated by the FI, if the FI chooses to control this status.
<b>Cancelled</b>	A status defined by a Client or FI user to indicate an issued check is to be cancelled and removed from the outstanding issue items in the Issue Warehouse.
<b>Available for Matching</b>	A status assigned by the Check Positive Pay (PRO-CHEX) system when an issue item is entered or loaded by a client.
<b>Used in Matching</b>	A status assigned by the Check Positive Pay (PRO-CHEX) system when a check is presented for payment with a serial number matching a serial number for an issued item.
<b>Outstanding</b>	A status displayed in the issue warehouse indicating a check has not been presented for the issued item, and the check is still available for matching.
<b>Overwritten</b>	A status displayed if a subsequent issuance file load contained an item which has overwritten this item with an update to either the Payee Name or Amount.
<b>Paid</b>	A status displayed in the issue warehouse indicating a check has been presented against an issue item, and the check was paid by the system, Client user, or FI.

Labels	Description
<b>Returned</b>	A status displayed in the issue warehouse indicating a check has been presented against an issue item, and the check was returned by the system, Client, or FI.
<b>Purged</b>	A status assigned by the Check Positive Pay (PRO-CHEX) system when an issue item not used in Matching (Outstanding) has been removed from the system after the purge period has ended. The purge period is defined by the FI.
<b>Deleted</b>	A status value displayed in Issue File Status indicating a loaded file was deleted by the client or FI user. A history of the file load and delete actions is retained, but the issue items are removed as if they were never introduced to the system.
<b>Updated</b>	If an issue item is updated after loading, history is available in the issue item warehouse when the drop-down for an issue item is expanded.

## A. Test Mode

Clients can request the FI enroll accounts with an inactive status and grant users' access to the system to test issue file load. Issue items loaded while in test mode are marked as test issue items and will not be displayed in the issue warehouse or used for matching against presented checks. Clients must notify the FI when testing has been completed and they wish the account to be active.

## B. Status Values

Issued items can have a status of Issued, Voided or Stopped.

1. Issued: The check has been issued and distributed for payment.
2. Voided: The check has been voided by the maker. A check is usually voided prior to disbursement. A voided check cannot be used to make a payment or withdraw money from the account.
3. Stopped: A check that has a stop payment placed on it. A stop payment is placed by a financial institution to cancel a check that has not yet been processed.
4. Cancelled: A check that has been issued and a client user or FI user has opted to cancel the item. The outstanding issue item will be removed from the Issue Warehouse.
5. Disable Stop Payments: The FI may choose to Disable Stop Payments in their configuration settings. The FI may choose to do this because they prefer to update those items in their core banking system.

If stop payments are enabled, the client user **can**:

- Load issue files with stopped status items
- Overwrite via Manual Issue Entry to change an item from Stopped to Issued or Voided
- Change a previously Stopped item to Issued or Voided via Issue Warehouse

If stop payments are disabled, the client **cannot**:

- Load issue files with stopped status items
- Overwrite via Manual Issue Entry to change an item from Stopped to Issued or Voided
- Change a previously Stopped item to Issued or Voided via Issue Warehouse.

## C. Manual Entry

**NOTE:**

- **The Manual Issue File user privilege must be enabled.**

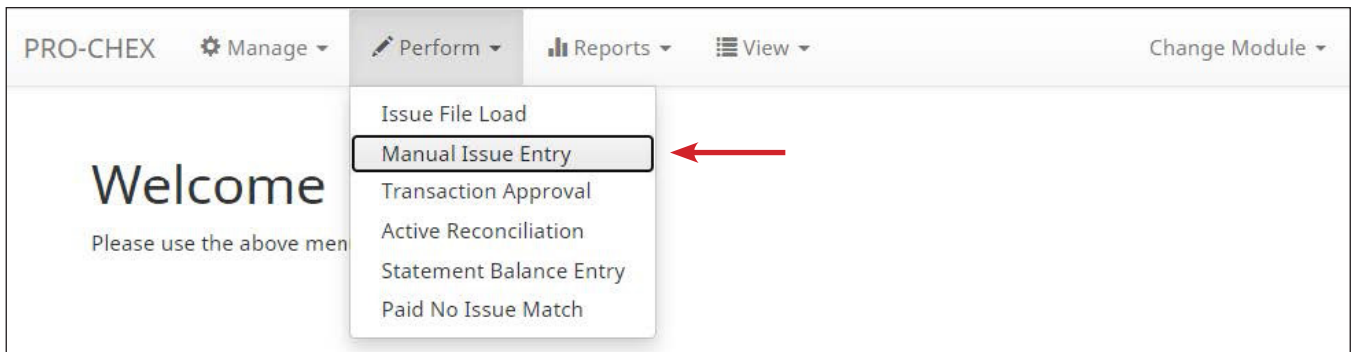
If the FI enables this feature, Clients can manually enter a list of checks that have been issued. To manually enter an issue item, the user must be granted the manual issue entry user privilege.

The table below describes a list of fields that may be displayed in the manual entry screen, the criteria for the field to display and how the information entered will be used to identify exceptions when matching issue items to checks presented for payment.

Field	Criteria	Use
<b>Serial #</b>	The check number/serial # is always required.	To identify if the check was issued or presented more than once.
<b>Amount</b>	A dollar value is always required.	Used to identify if the amount of a check has been altered.
<b>Payee Name</b>	<p>The person(s) or entities to whom the check was intended to pay. The field will support entry of multiple payee names (maximum of 4 allowed) by clicking "Enter" to input another name on the next line.</p> <p>This feature is optional, and the field will only appear for accounts configured for payee positive pay. <b>If this feature is enabled, when a payee is required in an issuance file, values consisting of only white space (ex., all spaces) will be considered the same as an empty value and will not be accepted.</b></p> <p>This field supports both alphabetic and numeric characters.</p>	Used to identify if the name in the "Pay to the order of" line has been altered.
<b>Status</b>	Each check should be accounted for, even checks that have been voided or have had a stop payment issued. The status value advises the FI if a check has been issued and distributed, issued, later voided and not distributed or issued, distributed and stop payment order was requested later. The issued and void status values will always be available for selection. The stopped status will only appear if the FI has enabled this option for Client designation.	Used to determine if a check should be analyzed for matching (issued) or if a check was presented for payment that was previously voided or stopped.

Field	Criteria	Use
<b>Issuance Date</b>	A date the check was issued and valid for payment is always required. The issuance date will always default to the current date, but the user can assign a back or future date.	Used to determine if a check is presented earlier than intended or later than allowed.
<b>Additional Issue Fields</b>	Only available if the Issue Templates user privilege is turned on for a user. Additional issue fields are typically used if a Client requires Check Positive Pay (PRO-CHEX) to retain information related to the issued item for reconciliation purposes.	Used for account reconciliation purposes. Example: An invoice # associated with a check.

1. From the Check Positive Pay (PRO-CHEX) module, click Perform > Manual Issue Entry.



2. The Manual Issue File Entry screen appears.

The screenshot shows the 'Manual Issue Entry' screen. At the top left, there is a title 'Manual Issue Entry'. Below it, there is a form with several fields:
 

- 'Account?' with a dropdown menu showing '- not selected -'.
- 'Auto populate next check number:' with a checked checkbox.
- A table with columns: 'Row', 'Serial Number', 'Amount', 'Payee Name?', 'Status', and 'Issuance Date'.
- The table has one row with input fields for 'Serial Number', 'Amount', and 'Payee Name?', a dropdown for 'Status' set to 'ISSUED', and a text field for 'Issuance Date' containing '03/03/2021'.
- Below the table, there is a message: 'Click any row to select that row for editing'.
- At the bottom left, there is a 'Save' button.



<b>Account</b>	Select appropriate Account Number from the drop-down menu.						
<b>Auto populate next check number</b>	<p>When checked, the next check number will auto-populate in the following row. This feature is designed to eliminate serial number entry when checks are issued in sequential order.</p> <p>When unchecked, the next check number will remain blank until it is filled in by the user.</p>						
<b>Row</b>	Each issue item will be numbered in the order they are entered. Once the cursor is placed in the current row, an additional row will appear for the next entry.						
<b>Serial Number</b>	Type the item serial number for this manual issuance file in the Serial Number field.						
<b>Amount</b>	Type the dollar amount for this manual issuance file in the Amount field. Or use the up and down arrows in the Amount field to select a dollar amount.						
<b>Payee Name</b>	<p>Type the payee name for this manual issuance file in the Payee Name field. The Payee Name field supports the entry of a single payee, or multiple payees.</p> <p>This field supports both alphabetic and numeric characters.</p> <p><b>Please see Step #3 below for in-depth information about the Payee Name field and Multiple Payee Names.</b></p>						
<b>Row</b>	Each issue item will be numbered in the order they are entered. Once the cursor is placed in the current row, an additional row will appear for the next entry.						
<b>Status</b>	<table border="0"> <tr> <td>Issued</td> <td>The check has been issued</td> </tr> <tr> <td>Voided</td> <td>The check has been voided by the maker.</td> </tr> <tr> <td>Stopped</td> <td>The check has had a stop payment placed on it.</td> </tr> </table> <p><b>If the FI has disabled stop payments, the Stopped status option will not appear in the drop-down menu.</b></p>	Issued	The check has been issued	Voided	The check has been voided by the maker.	Stopped	The check has had a stop payment placed on it.
Issued	The check has been issued						
Voided	The check has been voided by the maker.						
Stopped	The check has had a stop payment placed on it.						
<b>Issuance Date</b>	Click on the Issuance Date field and select a date from the calendar that this item was issued. On accounts configured for Active Account Reconciliation, the Manual Issue Entry screen will not permit selecting a date prior to the start date of the current reconciliation period.						

3. Payee Names: The Payee Name field supports up to four Payees.
- Click within the Payee name field to enter Payee Name(s).

Row	Serial Number	Amount	Payee Name <sup>2</sup>	Status	Issuance Date
1	10100	300.00	<input type="text"/>	ISSUED	03/03/2021

- The view size on the Payee Name field can be enlarged by dragging bottom right corner of field box. The feature may not be available based upon the browser used.

Row	Serial Number	Amount	Payee Name <sup>2</sup>	Status	Issuance Date
1	10100	300.00	<input type="text"/>	ISSUED	03/03/2021

- Input the Payee Name in the field. If there are multiple payees, an Enter (carriage return) must be used to input a second, third or fourth payee on separate lines in the field for it to be distinguished as different payees.

Row	Serial Number	Amount	Payee Name <sup>2</sup>	Status	Issuance Date
1	10100	300.00	Helen Jones Michael Jackson Francine Doe Lisa Miller	ISSUED	03/03/2021

**This functionality will not be available if the FI has enabled Custom Payee Boxing for an account.**

If multiple payees are listed on a single line of the check, putting them on separate lines is not applicable.

Row	Serial Number	Amount	Payee Name <sup>2</sup>	Status	Issuance Date
1	10100	300.00	Helen Jones & Lisa Miller	ISSUED	03/03/2021

- The Payee Name field currently supports 500 alphanumeric characters in total. This count will include the carriage returns separating multiple payees. The 500-character limit is for the entire field, and not per payee.

**Although 500 characters are allowed in this field, names might be truncated if using a fixed width template and the number of characters allowed in that column are less than 500.**

- e. If Payee Positive Pay is enabled, the Payee Name field will not accept blank entries for items with Issued status, and will give an error message if an entry is attempted to be saved without a Payee Name.



- To edit any row, click in the fields to be edited and make changes.
- When all manual issuance files have been entered, click Save button.
- The Manual Issuance File Status detail page appears.

< Back to Status
MANUAL\_1617197309551

File Status

Queued
Processed
Approved
Completed
Deleted

File processing is complete. View list below to see items.

View items: 2 Items totaling \$80,001.00
Load Date: 03/31/2021 09:28:29 EDT

Account Number	Serial Number	Amount	Payee Name	Status	Issuance Date
xxxx1111	40000	\$40,000.00	Formula 1	AVAILABLE_FOR_MATCHING	03/31/2021
xxxx1111	40001	\$40,001.00	Lewis Hamilton	AVAILABLE_FOR_MATCHING	03/31/2021

Delete

- Load Date**      Date and time the file was loaded.
- Account Number**      The account number on each issue item.
- Serial Number**      The serial number of the issue item.
- Amount**      The amount of the issue item.
- Payee Name**      Name of the payee(s) from the issue item.
  
- Status**      Available\_For\_Matching      The issued item is available for exception matching against an incoming check.
- Duplicate Issuance      This issued item is a duplicate and has already been issued.
- Used in Matching      This issued item has been used in the exception matching against an incoming check.
- Issuance Date**      Date the item was issued.

7. Click the Back to Status button to view the Issuance File Status page. **For more information, please refer to Subsection G, Issue File Status.**
8. Issuance Dual Approval:  
Some clients may have the optional Issuance Dual Approval feature enabled, if offered by the FI. In this circumstance, manual entry files must be approved by a second client user or, if no second user is available to approve the file, the client can request the FI approve the issue file.

**Please refer to Subsection H. Issuance Dual Approval for more information about the Issuance Dual Approval process.**

9. Disable Stop Payments: When the FI has disabled stop payments, client users cannot create new stopped issue items or modify previously stopped issue items. The FI can, however, feed stop pay items from the core banking system.
  - a. If a user attempts to create a manual entry item with a serial number the FI has loaded a stop pay on, the system will not accept the item.

< Back to Status
MANUAL\_1614874619362

File Status

Queued
Processed
Approved / Rejected
Completed
Deleted

Some items are ineligible. View list below to see items. Remove ineligible items and reload file

View items: 3 Items totaling \$1,375.00
Load Date: 03/04/2021 11:16:59 EST

Rows 1 - 3 of 3.

Account Number	Serial Number	Amount	Payee Name	Status	Issuance Date
xxxx3232	100945	\$525.00	Moe Green	INELIGIBLE_FOR_MODIFICATION	03/04/2021
xxxx3232	100946	\$500.00	River Rouge	INELIGIBLE_FOR_MODIFICATION	03/04/2021
xxxx3232	100949	\$350.00	Margaret Anjou	INELIGIBLE_FOR_MODIFICATION	03/04/2021

## D. Issue Templates

The purpose of issue templates is to make it easy to load issue items into Check Positive Pay (PRO-CHEX) using files that can be generated out of most accounting systems. PRO-CHEX provides organizations a variety of flexible options for providing a list of checks that have been issued or voided.

Issue templates allow users to select from a list of file formats supported and identify where the required data elements are located within the file.

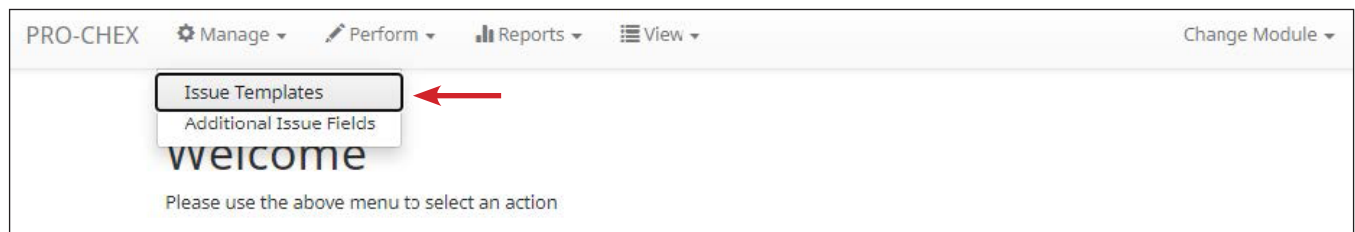
Once a template has been set up, the template can be selected when loading a file to tell Check Positive Pay (PRO-CHEX) how to use the data contained in the file.

Multiple file templates can be set up, displayed, and used. FIs can create templates for Clients to use, or the FI can allow Clients to create their own templates.

### NOTE:

- The Issue Template user privilege must be enabled.

1. From within the Check Positive Pay (PRO-CHEX) module, click Manage > Issue Templates.



2. The system displays a list of any existing templates available for view or edit, and a button to Create New Template. NOTE: Templates created by the FI cannot be modified by a Client. Templates created by the Client can be modified by the Client and the FI. Templates created by the FI can be viewed by clicking the eye icon in the Edit/View column.

			Create New Template
Delete	Template	File Type	Edit/View
	<input type="text" value="Filter by Template"/>	<input type="text" value="Filter by File Type"/>	
	2011 Regression C	Comma Separated	
	CSV	Comma Separated	
	CSV1	Comma Separated	
	DBFI Fixed Width	Fixed Width	
	Excel 1	Excel Workbook	
	Excel 97-2003 Workbook	Excel 97-2003 Workbook	
	Quickbooks Type 1	Excel Workbook	
<input type="checkbox"/>	2008 Regression	Comma Separated	
<input type="checkbox"/>	2008 Regression A	Excel Workbook	

- To view or edit an existing template, click the pencil icon for the appropriate template. The template displays with the date the template was last updated.

The screenshot shows a dialog box titled "Edit Template: 2105 Template C" with a close button (X) in the top right corner. In the top right of the dialog, it says "Last Updated: 12/13/2021". Below this, there are three input fields: "Template Name" containing "2105 Template C", "File Type?" with a dropdown menu showing "Excel Workbook", and "Template Status" with a dropdown menu showing "Active".

- To delete an existing template, click the checkbox next to the Templates to be deleted and click Delete Selected. Templates that have the Delete option were built by the Client and can be deleted/edited by the Client user. Templates without the Delete option were built by the FI and cannot be deleted/edited by the Client user.
- To create a new template, click the Create New Template button

The screenshot shows a dialog box titled "Create New Template" with a close button (X) in the top right corner. It contains several input fields: "Template Name" (empty), "File Type?" (dropdown menu showing "- select file type"), "Template Status" (dropdown menu showing "Active"), "Number of Header Rows?" (input field with "0"), "Number of Footer rows?" (input field with "0"), and "Template Level?" (dropdown menu showing "Client"). There is also a checkbox for "Multi-Line Payee Name Separator: ?" which is currently unchecked. Below the checkbox, it says "Do not use a character as a separator if".

The upper portion of the template screen will not change, regardless of the file type selected. The template name, file type, and template status values are required. The header and footer fields are optional.

**Template Name** Name of the template being created.

**File Type** Select the appropriate file type. **Check Positive Pay (PRO-CHEX) accepts Issuance File uploads with the following formats:**

- Comma Separated (.csv)
- Fixed Width (.txt)
- Excel Workbook (.xlsx)
- Excel 97-2003 Workbook (.xls)
- Pipe Separated (.csv)
- Semi-colon Separated (.csv)
- Tab Separated (.txt)

**File types other than the ones listed above are not accepted.**



<b>Template Status</b>	Can be set to Active or Inactive. Active templates are used for loading issue files; inactive templates cannot be used for issue file loading.
<b>Number of Header/ Footer Rows</b>	<p>Many accounting systems can export excel or fixed width files. Sometimes those files have header (beginning) rows or footer (ending) rows containing data not required by Check Positive Pay (PRO-CHEX).</p> <p>When setting up a template, the Client can define the number of rows Check Positive Pay (PRO-CHEX) should ignore at the beginning and end of the file. If the values are entered incorrectly, an issue file may load with errors or no items.</p>
<b>Multi-Line Payee Name Separator</b>	<p>This feature allows the user to enter a character to be used to separate Multiple Payee Names on separate lines of an issued item.</p> <p>Acceptable and allowed characters are limited to the following: ;   , - _ /</p> <p>Do not use a Multi-Line Payee Name Separator character that will ever be present in a Payee Name, or that will be a character used in a specific file type (i.e., Comma Separated files).</p> <p>Payee Name Separators are only necessary when payee names are listed on two or more separate lines of a check.</p> <p><b>Please Refer to Section X, Payee Positive Pay Tips &amp; Best Practices, for more information about Multiple Payee Handling and Multi-Line Payee Separators.</b></p>



### About Multi-Line Payee Name Separator:

**The Multi-Line Payee Name Separator field is optional. This feature allows the FI to enter a character to be used to separate Multiple Payee Names on separate lines of an issued check.**

Currently, the system restricts the allowed characters to the following: ; | , - \_ / . The user must be aware that using a separator character appearing elsewhere in the payee name might conflict with the file itself. Examples of scenarios where problems might arise are listed below.

Within a Comma Separated file (.csv), different data fields are separated by a comma. Therefore, a comma cannot be used in the data field itself, or the .csv will read the comma as a separator before the next field. Therefore, listing two payees for an item in this way: "Elain Archeron,Nesta Archeron" will cause issues reading the .csv file. In this scenario, the user should select a multi-line payee name separator character that will not cause an issue, such as a semicolon. "Elain Archeron;Nesta Archeron" in the Payee Name field of the .csv file will process correctly.

If the user selects a separator character that would ever appear in a payee name field, such as a dash (-), the system would then separate the data before and after the character as separate payees. For instance, if the user has selected a dash (-) as the Multi-Line Payee Name Separator, and a common payee used is "In-and-Out Burger", the system will interpret four payees (e.g., In, and, Out, Burger). In this case, the user should select a multi-line payee name separator that will not cause such issues, such as a pipe (|) or a semicolon (;) for cases of multiple payee names.

**Please refer to Section X. Payee Positive Pay Tips & Best Practices for more information about multiple payee name handling.**

The mapping section below displays based on the file type selected. **Not all fields/options seen in these graphics may be available for your organization based on settings configured by your financial institution.**

Excel and separated files require Clients to define the column data elements that will be found.

Create New Template
✕

---

**Template Name**

**File Type?**

- select file type

**Template Status**

Active

**Number of Header Rows?**

**Number of Footer rows?**

**Template Level?**

Client

**Multi-Line Payee Name Separator: ?**

Do not use a character as a separator if that character will ever be present in a Payee Name. Allowed characters in brackets [ ; | , - \_ / ]

This Client has not been setup for client additional issue fields in templates.  
Configure in Client level settings and setup client additional issue fields for the Client and try again.

**File Mapping**

Add	Input Field?	File Column?	Field Format
	Serial Number	<input type="text"/>	
	Amount?	<input type="text"/>	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input checked="" type="checkbox"/>	Status?	<input type="text"/>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">ISSUED - for ISSUED</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">STOPPED - for STOPPED</div> <div style="border: 1px solid #ccc; padding: 2px;">VOIDED - for VOIDED</div>
<input type="checkbox"/>	Account Number?	<input type="text"/>	
<input type="checkbox"/>	Issuance Date?	<input type="text"/>	
<input type="checkbox"/>	Payee Name?	<input type="text"/>	
<input type="checkbox"/>	Routing Number?	<input type="text"/>	

? - Place the cursor over this label for more information

Fixed Width files require the Client to define the start and end position in which the data element is located.

Create New Template
✕

---

**Template Name**

**File Type?**

Fixed Width ▾

**Template Status**

Active ▾

**Number of Header Rows?**

**Number of Footer rows?**

**Template Level?**

Client ▾

**Multi-Line Payee Name Separator: ?**

Do not use a character as a separator if that character will ever be present in a Payee Name. Allowed characters in brackets [ ; | , - \_ / ]

This Client has not been setup for client additional issue fields in templates.  
Configure in Client level settings and setup client additional issue fields for the Client and try again.

**File Mapping**

Add	Input Field?	Start Position?	End Position?	Field Format
	Serial Number	<input type="text"/>	<input type="text"/>	
	Amount?	<input type="text"/>	<input type="text"/>	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input checked="" type="checkbox"/>	Status?	<input type="text"/>	<input type="text"/>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">ISSUED - for ISSUED</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">STOPPED - for STOPPED</div> <div style="border: 1px solid #ccc; padding: 2px;">VOIDED - for VOIDED</div>
<input type="checkbox"/>	Account Number?	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/>	Issuance Date?	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/>	Payee Name?	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/>	Routing Number?	<input type="text"/>	<input type="text"/>	

? - Place the cursor over this label for more information

The mapping section on the lower part of the screen displays the required fields. The Check Serial # and Amount fields are always required. The Client must specify whether the amount data in the imported file will or will not contain decimal points. For example, if the Amount value is set to Fractional Dollars, then 100, 100.0 and 100.00 are all processed the same. If the Amount value is set to Whole numbers of cents, the system divides by 100 and saves it as a dollar value. For example, a value of 100 would be saved as \$1.00 in the system.

The Client can import additional data by checking the Add box next to the desired data element.

If the Status box is not checked (as shown below), Check Positive Pay (PRO-CHEX) will load all issue items with a status of Issued. If the Client file represents Voided items as a negative number, the Client can check the box Treat Negative Amount as Void and PRO-CHEX will status any item in the file with a negative value as Voided. Issuance with a \$0 amount will also be treated as void.

**Create New Template**

<b>Template Name</b> <input type="text"/>	<b>File Type?</b> - select file type <span style="float: right;">▼</span>	<b>Template Status</b> Active <span style="float: right;">▼</span>
<b>Number of Header Rows?</b> <input type="text" value="0"/>	<b>Number of Footer rows?</b> <input type="text" value="0"/>	<b>Template Level?</b> Client <span style="float: right;">▼</span>

**Multi-Line Payee Name Separator: ?**

Do not use a character as a separator if that character will ever be present in a Payee Name. Allowed characters in brackets [ ; | , - \_ / ]

**File Mapping**

<b>Add</b>	<b>Input Field?</b>	<b>File Column?</b>	<b>Field Format</b>
	Serial Number	<input type="text"/>	
	Amount?	<input type="text"/>	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input type="checkbox"/>	Status?	<input type="text"/>	<input checked="" type="checkbox"/> Treat Negative Amount As Void? <small>Issuance with \$0 amount will be treated as Void</small>

### Create New Template

<b>Template Name</b> <input type="text"/>	<b>File Type?</b> Fixed Width	<b>Template Status</b> Active
<b>Number of Header Rows?</b> <input type="text" value="0"/>	<b>Number of Footer rows?</b> <input type="text" value="0"/>	<b>Template Level?</b> Client

**Multi-Line Payee Name Separator: ?**

Do not use a character as a separator if that character will ever be present in a Payee Name. Allowed characters in brackets [ ; | , - \_ / ]

Add	Input Field?	Start Position?	End Position?	Field Format
	Serial Number	<input type="text"/>	<input type="text"/>	
	Amount?	<input type="text"/>	<input type="text"/>	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input type="checkbox"/>	Status?	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/> Treat Negative Amount As Void? Issuance with \$0 amount will be treated as Void

If the Client checks the Status box additional fields displays as shown below. If the Client's accounting system exports issue items with an Issued or Voided status, no additional action is required. If the Status box is checked for a template, and this information is not provided in the issue file loaded,

<input checked="" type="checkbox"/>	<b>Status?</b>	<input type="text"/>	<input type="text" value="ISSUED"/>	- for ISSUED
			<input type="text" value="STOPPED"/>	- for STOPPED
			<input type="text" value="VOIDED"/>	- for VOIDED

the system will give each record an ISSUED status. In addition, the STOPPED status may not appear in the Template configuration screen if the FI has disabled stop payments.

If the accounting system used exports issued items with a value of X and voided items with a value of Y, the user can identify the values as shown below so Check Positive Pay (PRO-CHEX) can translate the data appropriately when importing the data.

<input checked="" type="checkbox"/>	<b>Status?</b>	<input type="text"/>	<input type="text" value="X"/>	- for ISSUED
			<input type="text"/>	- for STOPPED
			<input type="text" value="Y"/>	- for VOIDED

A description has been provided below to define system behavior if additional data elements are included.

**Account #**                    **If the account box is selected, the user can import one file that contains issue items for multiple accounts.** If the account box is NOT selected, when a Client user loads a file through the Client portal, Check Positive Pay (PRO-CHEX) will require the user to select the account the checks were issued on.

**Issuance Date**            If the issuance date box is NOT checked, Check Positive Pay (PRO-CHEX) will default the issue date to date the file was loaded. If the issuance date box is checked, the file must contain an issuance date for each item. For Excel files, PRO-CHEX translates the data format used in the file. For separated and fixed width files, the Client must define the date format being used as shown in the screenshot below. The formats displayed are examples only. A complete list of date formats can be found at:

<https://docs.oracle.com/javase/8/docs/api/java/time/format/DateTimeFormatter.html#patterns>

Issuance Date?           

M for month, d for day of month, y for year  
 Examples:  
 yyyy-MM-dd for 2019-12-25  
 MM/dd/yy for 12/25/19  
 MMM dd, yyyy for Dec 25, 2019

**Payee Name**                The Payee Name box appears if one or more accounts are configured for payee positive pay. If the payee name box is checked, Check Positive Pay (PRO-CHEX) requires the payee name for accounts configured for payee positive pay. If payee name is provided for accounts not enrolled in payee positive pay, the payee name data will be ignored when the file is loaded. For Excel or delimited files, the complete and single payee name is expected in a single column. For fixed width files, the complete and single payee name must be contained in the file between the starting and ending position.

**This field supports both alphabetic and numeric characters.**

**When a payee name is required in an issuance file, values consisting of only white space (i.e., all spaces) will be considered the same as an empty value and will not be accepted.**

**If the Multiple Payee Names feature is enabled, the Issuance Payee name may display more than one payee. However, Multi-Line Payee Names cannot be used on accounts that have a Custom Payee Box enabled.**

## F. Loading Issue Files

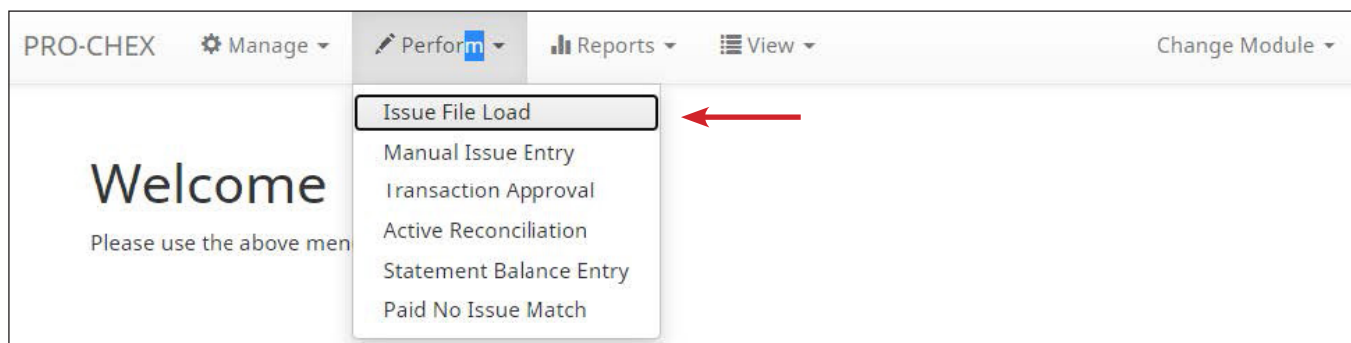
### NOTE:

- The Load Issuance File user privilege must be enabled.
- If Multiple Payee Names feature is enabled, Check Positive Pay (PRO-CHEX) supports more than one payee name in the Payee Name field of issuance files. Please see Step #2 below for more information.
- Multi-Line Payee Names cannot be used on accounts that have a Custom Payee Box enabled.
- If Payee Name is a required field in the issuance template used, issuance files in which the payee name field contains values consisting only of white space (ex, all spaces) will be considered the same as an empty value and will not be accepted.
- Issue file loading will strip and ignore dollar signs on dollar amounts, and double and single quotations around data fields.
- For best results, users should not load issue files with mixed account numbers unless they have access to all the listed accounts. Loading issue files with account numbers for which the user has no access will cause errors.
- There is a 100-character limit on issuance file names.
- In the case of an issuance file containing Voids or Stops which are being loaded to overwrite previously issued (outstanding) items, the system will update the status of the issued items but will keep the original amount of the issued item, even if the Void/ Stop amounts are listed in the issuance file.

Check Positive Pay (PRO-CHEX) allows Client users to load issue files into the system for use in matching. PRO-CHEX accepts these files in a variety of formats, used in conjunction with file templates (covered in the previous subsection).

1. From the Client Portal:

a. Check Positive Pay (PRO-CHEX) module, click Perform > Issue File Load.



b. The Load Check Issuance File page appears.

**Issue File Load**

Template to Use With Issue File

- select template -

Create New Template

Select template that matches issue file format

c. Select the Template drop-down box to select from a list of existing templates. Select one of the available templates listed. If only one template is available for a client, the drop-down box selects that template by default.

**Issue File Load**

Template to Use With Issue File

Excel Workbook 2

Account?

- not selected -

not selected

FFF Escrow - xxxx4444

FFF Expense - xxxx3333

FFF Payroll - xxxx2222

FFFriends - xxxx1111

Create New Template

View Selected Template

Select account and template that matches issue file format

d. If the template selected was created without the Account field enabled, a drop-down box will display so that an Account can be selected. Select from the list of accounts. If only one account is available for a client, the drop-down box will select that account by default.

**Issue File Load**

Template to Use With Issue File

- select template -

Create New Template

- select template -

1234

CSV

DBFI Fixed Width

Excel 97-2003 Workbook

Excel Workbook

Excel Workbook 2

TestTemplate4

tester



- e. The file upload interface appears. Click the Browse button to select the appropriate file.

The screenshot shows the 'Issue File Load' interface. At the top, there are two dropdown menus: 'Template to Use With Issue File' (set to 'Admin FI Level Template') and 'Account?' (set to 'The One and Only - xxxx1111'). To the right of the 'Account?' dropdown is a 'Create New Template' button. Below these is a 'View Selected Template' button. A large dashed box in the center contains the text 'Drag & drop files here ...'. At the bottom left of the dashed box is a 'Select files ...' link, and at the bottom right is a blue 'Browse ...' button.

- f. Once the file is selected, it displays in the upload interface.

The screenshot shows the 'Issue File Load' interface with a file selected. The dropdown menus and buttons are the same as in the previous screenshot. The dashed box now contains a file card for 'PCC1\_Issue 10182022-001.xlsx (12.12 KB)' with a trash icon. Below the dashed box, the filename 'PCC1\_Issue 10182022-001.xlsx' is displayed. At the bottom right, there are three buttons: 'Remove', 'Upload', and a blue 'Browse ...' button.

**Remove** The file is removed from the page.

**Browse** Use Browse to locate the file you want to load.

**Upload** The file will be uploaded.

g. The Status Bar displays the Current Status of the file.

< Back to Status

WKP1 Issue 1028-001.xlsx

File Status

Queued Processed Approved / Rejected Completed Deleted

File is processing ...

h. If errors are encountered during the initial processing of the issuance file, the Parse Errors display appears, allowing the user to view the error detail within the file. The most common reason this error would appear is because the file contains improper formatting. At this point, the user will have the option to:

- Correct those errors.
- Delete individual errors. This feature only displays if there are errors in the file and is only available until errors have been corrected and the file is saved.
- Delete all errors. This feature only displays if there are errors in the file and is only available until errors have been corrected and the file is saved.
  - This will retain the totals and counts for audit history.
- Discard the file. This feature appears when there is an error in the file. This option is not available after corrections have been made and saved.

This will remove the file and its contents from the system.

< Back to Status

ASBC1 Issue 0415-004.xlsx

File Status

Queued Processed Approved / Rejected Completed Deleted

Errors occurred during loading. View list below to edit errors. If errors remain after 04/21/21, the issuance file will be automatically discarded.

Edit 4 Errors Delete All Errors

Rows 1 - 4 of 4.

Line Number	Account	Serial Number	Amount	Payee Name <sup>2</sup>	Status	Issuance Date	Delete
7	z1111	11568	\$30.00	Richard Canova	ISSUED	04/15/2021	
6	z1111	11567	\$260.00	Office Pride	ISSUED	04/15/2021	
5	z1111	11566	\$600.00	Jonathan Copeland Michael Copeland	ISSUED	04/15/2021	
4	z1111	11565	\$65.55	Cisco Webex, LLC	ISSUED	04/15/2021	

Click any row to select that row for editing

Discard File Save

In this case, the account numbers in the issuance file were entered incorrectly and need to be corrected before the file can be fully processed and loaded.

- i. Click on any fields highlighted in red to make updates or changes.

Rows 1 - 4 of 4.

Line Number	Account	Serial Number	Amount	Payee Name <sup>2</sup>	Status	Issuance Date	Delete
7	z1111 - select account - OctaTest - xxxx8888 The One and Only - xxxx1111 PC Test - xxxx1369 Gilbert's Grapes - xxxx6732	11568	\$ 30	Richard Canova	ISSUED	2021-04-15 04/15/2021	
6		11567	\$260.00	Office Pride	ISSUED	04/15/2021	

In this example, the user is presented with an account number drop-down so they can choose the correct account number for the issuance item.

- j. Once all errors are corrected, the red highlights are no longer visible, and the file can be reprocessed by clicking the Save and Submit button. This feature is only available until all errors are corrected, deleted, or discarded.

Rows 1 - 4 of 4.

Line Number	Account	Serial Number	Amount	Payee Name <sup>2</sup>	Status	Issuance Date	Delete
7	The One and Only - xxxx1111	11568	\$30.00	Richard Canova	ISSUED	04/15/2021	
6	z1111	11567	\$260.00	Office Pride	ISSUED	04/15/2021	
5	The One and Only - xxxx1111	11566	\$600.00	Jonathan Copeland Michael Copeland	ISSUED	04/15/2021	
4	The One and Only - xxxx1111	11565	\$65.55	Cisco Webex, LLC	ISSUED	04/15/2021	

Click any row to select that row for editing

Discard File Save and Submit

- k. The file will be returned to processing.

< Back to Status WKP1 Issue 1102-001.xlsx

File Status

Queued Processed Completed Deleted

File is processing ...

- I. If the file processes successfully, the user can view the details on all the items in the file.

< Back to Status
PG01 Issue 0303-002.xlsx

**File Status**

Queued
Processed
Approved
Completed
Deleted

File processing is complete. View list below to see items.

View items: 15 Items totaling \$12,246.81
Load Date: 03/03/2021 15:07:38 EST

Account Number	Serial Number	Amount	Payee Name	Status	Issuance Date
xxxx3783	2665	\$65.55	Cisco Webex, LLC	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2666	\$600.00	Jonathan Copeland Michael Copeland	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2667	\$260.00	Office Pride	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2668	\$75.00	Richard Canova	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2669	\$933.00	Waller Lansden Dortch & Davis, LLP	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2670	\$24.00	Advanced Medical	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2671	\$6,130.00	Citizens Union Bank	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2672	\$53.36	Covey Seminars	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2673	\$193.93	Cuyahoga County Clerk	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2674	\$2,800.00	Michael Farrell	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2675	\$150.00	Nesta Archeron Elain Archeron	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2676	\$150.00	Jake Chambers	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2677	\$750.00	ABC Carpentry	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2678	\$35.00	Office Pride	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2679	\$26.97	FedEx	NEW_ISSUANCE_ITEM	03/03/2021

Delete

If there are no errors in the file during the initial load, the file will automatically display as approved and complete.

If an issuance file needs to be deleted for any reason, click on the Delete button and the file will be removed. Deleting a file will retain item counts and totals as audit history.  
**NOTE: Files are only eligible for deletion if every item in the file is still in an available for matching status. If just one item in the file has been paid, the file cannot be deleted.**

Issuance Files Status
Date Range  
February 28, 2020

Filters

6 files totaling \$27,549.84

Rows 1 - 6 of 6.

Issuance Load ID	File ID	File Name	Status	Status Message	Load Date/Time	Transaction Count	Transaction Total	View/Manage
4123	2418	CSV Issue 0228_3.csv	DELETED	Deleted By Client User	02/28/2020 14:23:52 EST	8	\$6,354.64	<span>View</span>

## 2. Multiple Payees:

Check Positive Pay (PRO-CHEX) can support customers with multiple payee names on issued items. The system scores multiple names on a check against information provided in the issuance file.

- a. When the Client user loads an issue file into the system, the loaded file is processed using the Issue Template set up within Check Positive Pay (PRO-CHEX). The Issue Template allows for selection of a Multi-Line Payee Separator, a character chosen to separate the names of multiple payees in the issue file.
- b. If multiple payees are listed on a single line of a check, no action needs to be taken.
- c. If multiple payees are listed on two or more separate lines on a check, the multiple payee separator character (which should match the one designated in the template), must be used between each name. In the example below, the Multi-Line Payee Name Separator designated in the Issue Template is a pipe (|). The issue items shown are entered with the pipe separator between each name, with no spaces.



When the issue file is loaded, the system then separates the data before and after the character as separate payees.

**Please refer to Subsection D of this Section, Issue Templates, for more information about Multi-Line Payee Name Separators and how best to use this feature.**

**Multi-Line Payee Names cannot be utilized on accounts that have a Custom Payee Box enabled.**

3. Issuance Dual Approval:

Some clients may have the optional Issuance Dual Approval feature enabled, if offered by the FI. In this circumstance, loaded issue files must be approved by a second client user or, if no second user is available to approve the file, the client can request the FI approve the issue file.

**Please refer to Subsection H. Issuance Dual Approval for more information about the Dual Approval process.**

4. Disable Stop Payments: When the FI has disabled stop payments, client users cannot create new stopped issue items or modify previously stopped issue items. The FI can, however, feed stop pay items from the core banking system.

- a. If a user loads an issue file with serial numbers the FI has loaded a stop pay on, the system will not accept the file.

< Back to Status
CHC1 Issue 0304-001.xlsx

**File Status**

Queued
Processed
Approved / Rejected
Completed
Deleted

Some items are ineligible. [View list below to see items.](#) Remove ineligible items and reload file

+ View items: 2 Items totaling \$875.00
Load Date: 03/04/2021 11:36:51 EST

Account Number	Serial Number	Amount	Payee Name	Status	Issuance Date
xxxx3232	100947	\$475.00	Michael York	INELIGIBLE_FOR_MODIFICATION	03/04/2021
xxxx3232	100948	\$400.00	Elizabeth Tudor	INELIGIBLE_FOR_MODIFICATION	03/04/2021

## G. Issue File Status

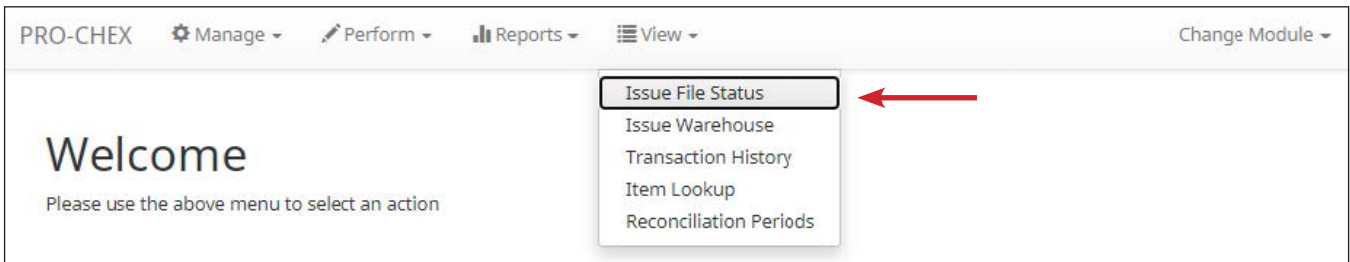
The Issue File Status feature provides Client users the ability to view and/or manage issue files loaded or manually entered by the client. The disposition or status of the file is available. If enabled by the FI, Check Positive Pay (PRO-CHEX) also offers an option for FI and/or Client users to receive issue load alerts when an issue file is loaded successfully or loaded with errors. (Please refer to Appendix A – PRO-CHEX Message Alerts to see examples of these alerts.) Authorized client users can also manage these files as outlined in the next section.

### 1. View Issue File Status

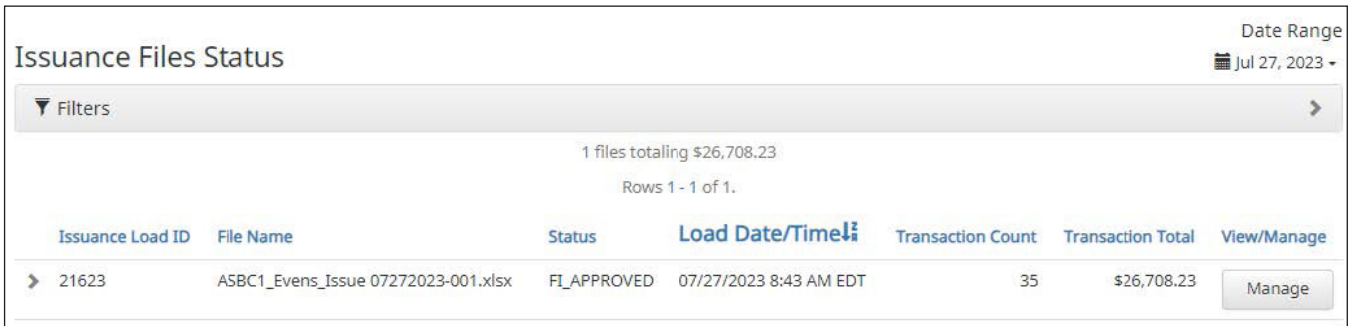
**NOTE:**

- The View Issuance File Status user privilege must be enabled.

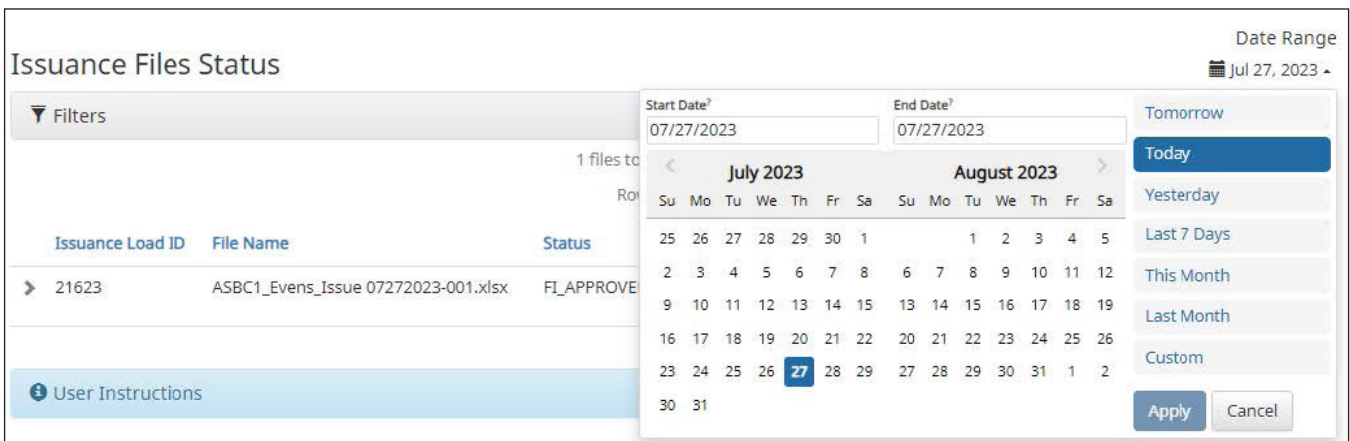
a. Within the Check Positive Pay (PRO-CHEX) module, click View > Issue File Status.



b. The Issuance Files Status page appears.



c. To filter the date range of files shown, click on the Date Range drop-down.



- d. To narrow the search results, click Filters and a window containing additional search criteria will appear.

**Issuance Load ID** The ID number associated with the specific file.

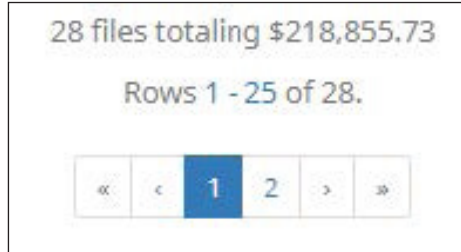
<b>Status</b>	Client_Approved	The file was approved by the client.
	Client_Discarded	Client discarded means a client user decided to discard the issue file before it was fully processed into the database.
	Client_Rejected	If Issuance Dual Approval is configured for a client, Client Rejected means a client user rejected the issue file during the dual approval process.
	Deleted	A deleted file has been processed into the system but was removed by an FI or Client user. The file information will still be in the system and can be found in the Issue warehouse.
	Edit_Pending	A file in this status was loaded with errors. Before the file can be processed into the database and be displayed in the issue warehouse or be used in matching, the errors will need to be cleaned up or removed from the file.  When a file is loaded with errors, the file will be purged after 3 business days. The date that the file will be purged will be shown in the Issue File Status screen.

Failed	The file failed to load.
FI_Approved	The file was approved by the FI.



FI_Rejected	If Issuance Dual Approval is configured for a client, FI rejected means an FI user rejected the issue file during the dual approval process.
Ineligible_Items	The file contains ineligible items. Ineligible items can include issued items with the same serial number as an existing issuance item that has been paid, an existing issuance found in a stopped status where stop editing has been disabled, or the issuance item in the file is in a STOPPED status, and stops are disabled by the FI. These items will not be processed but will not prevent the other items in the Issue file from being loaded.
Loading	The file is loading.
Processing	The file is processing.
Queued	The file is in line awaiting a status change.
Suspended	The file has been suspended.  <b>“Suspended” status can be related to the Issuance Dual Approval feature. Please refer to Subsection H. Issuance Dual Approval, for more information about this feature.</b>
System_Approved	The system is set to default approve the file.
System_Discarded	Discarded files are files a client user loaded to Check Positive Pay (PRO-CHEX) and had errors to be cleaned up. If the errors are not cleaned up by the deadline displayed under the progress bar, which is three days, the system will discard the file and will not maintain a record of the file.
Test_Approved	In test mode a client user can load issue files to make sure the issue template was created correctly and the file loaded correctly. This function informs the user if the file will process in the regular user interface, but items are not available for matching in test mode.
<b>Amount</b>	Enter a specific amount for the transaction.
<b>Amount Range</b>	Click the hyperlink above the Amount field to enter an amount range or a maximum or minimum amount of transaction.
<b>Min Amount</b>	Minimum dollar amount of transaction.
<b>Max Amount</b>	Maximum dollar amount of transaction.

- e. Once search criteria are selected, click Apply to narrow your search results.
- f. Search results are displayed in pages of 25 items. If the search contains more than 25 issue files, the results are displayed on multiple pages. Use the navigation buttons at the top of the search results to review all results.



**Issuance Load ID** The ID number assigned by Check Positive Pay (PRO-CHEX) when a file is loaded. The FI uses this value when contacting Alkami (formerly ACH Alert) regarding an issuance file loading problem they cannot troubleshoot themselves. These pieces of information should be provided in any helpdesk ticket opened.

**File Name** The file name assigned by the Client at load time. If the transactions were manually entered the file name will appear with a prefix of MANUAL followed by a system generated number sequence for ease of differentiation.



**Status** Please see #4 in this section for a list of possible Status codes.

**Load Date/Time** The date (MM/DD/YYYY) and time (HH:MM:SS) this file was loaded.

Transaction  
Count

Transaction  
Total

View/Manage

**Transaction  
Count**

The number of transactions in the file.

**Transaction  
Total**

The total dollar amount of the transaction.

**View**

Displays the View button if a file has no errors or is ineligible to be edited. Authorized FI users can click View to get to the Delete button to delete a file. See below for more information.

**Manage**

Displays Manage button if the file contains errors that can be edited. See below for more information.

- Click the arrow (>) next to the Client Code to view more useful detail on each issuance file.

Issuance Load ID	File Name	Status	Load Date/Time	Transaction Count	Transaction Total	View/Manage
20465	ASBank_CSV_Issue_0426_ASBC1_.csv	SYSTEM_APPROVED	04/26/2022 9:33 AM EDT	16	\$1,004,372.00	Manage
File Id: 6173 Template Name: CSV Issue						
20449	MANUAL_1650898055281	SYSTEM_APPROVED	04/25/2022 10:47 AM EDT	1	\$600.00	Manage
File Id: 6157						

**File ID** The ID number assigned by Check Positive Pay (PRO-CHEX) once an issuance file is processed and committed to the database. If an Issuance Load ID is present but a File ID is not, the file was received but did not load properly or has not been processed all the way to the database. The File ID is useful when contacting Alkami (formerly ACH Alert) Help Desk about a problem with a file.

**Template Name** Issue Template used to load the issue file.

**Status Message** Displays error messages, approval or rejection data, or indicates if an issue file has been deleted.

Click View button to view the individual issue files. The [File Name] page appears.

WKP1 Issue 0302-002.xlsx

< Back to Status

---

**File Status**

Queued
Processed
Approved
Completed
Deleted

File processing is complete. View list below to see items.  
File cannot be deleted because it has items already used in matching

---

View items: 15 Items totaling \$12,246.81 Load Date: 03/02/2021 11:36:23 EST

Rows 1 - 15 of 15.

Account Number	Serial Number	Amount	Payee Name	Status	Issuance Date
xxxx1111	13788	\$65.55	Cisco Webex, LLC	USED_IN_MATCHING	03/02/2021
xxxx1111	13789	\$600.00	Jonathan Copeland Michael Copeland	USED_IN_MATCHING	03/02/2021
xxxx1111	13790	\$260.00	Office Pride	USED_IN_MATCHING	03/02/2021
xxxx1111	13791	\$75.00	Richard Canova	USED_IN_MATCHING	03/02/2021
xxxx1111	13792	\$933.00	Waller Lansden Dortch & Davis, LLP	USED_IN_MATCHING	03/02/2021
xxxx1111	13793	\$24.00	Advanced Medical	USED_IN_MATCHING	03/02/2021
xxxx1111	13794	\$6,130.00	Citizens Union Bank	USED_IN_MATCHING	03/02/2021

<b>File Status Bar</b>	Displays progress of issue file. This feature automatically refreshes and keeps the user informed on the status of the file's progress as it goes from Queued to Approved or Failed.	
<b>Load Date</b>	The date and time loaded of each item within the file.	
<b>Account Number</b>	The Account Number of each item within the file.	
<b>Serial Number</b>	The serial number of each item within the file.	
<b>Amount</b>	The dollar amount of each item within the file.	
<b>Payee Name</b>	If Applicable, the name of the payee of each item within the file.	
<b>Status</b>	Available for Matching	Items marked as Available for Matching are issue items that have loaded to the system but have not been matched to a presented item.
	Used in Matching	Items marked as Used in Matching are issue items that a presented item has been matched to.
	New Issuance Item	This status will only display in a file not loaded to the database for processing.
	Ineligible for Modification	Items ineligible for modification are items matched to presented items and are either in a Current Status of paid or returned and can therefore no longer be modified.
	Duplicate Issuance	Duplicate issuance items are issue items that duplicate previously loaded issue items exactly.
<b>Issuance Date</b>	The date of the issued item.	

### 3. Manage Issue File Status

**NOTE:**

- The Load Issuance File user privilege must be enabled.
- The View Issuance File Status user privilege must be enabled.
- The Delete Issue File Status user privilege must be enabled.
- The Manual Issue Entry user privilege must be enabled.

a. Click the Manage button to edit errors within an issue file. The [File Name] page appears.

i. Correct Items.

1) Fields highlighted in red have an error and are blocking the issue file from loading all the way to the system.

2) When a highlighted field is clicked, the user can either select the correct data from a dropdown or enter it in directly in the field.

3) Once all errors have been corrected, the user can click Save and Submit at the bottom, so the file is reprocessed.

Line Number	Account	Serial Number	Amount	Payee Name?	Issuance Date	Delete
4	555555555	9255	\$ 65.55	Cisco Webex, LLC	2020-05-28	
5		9256	\$600.00	Jonathan Copeland	05/28/2020	

ii. Delete Items

- 1) Individual items can be deleted from the errors screen if the option is available.
- 2) Click the trashcan in the Delete column to delete any individual items.
- 3) Once items have been deleted, click Save and Submit at the bottom, so the file is reprocessed.
  - a) The user can also click Delete All Errors at the top of the delete column.
- 4) This will allow the rest of the file to process into the system.

< Back to Status
Issue 0529-001.xlsx

File Status

Queued
Processing
Processed
Approved
Complete
Deleted

Errors occurred during loading. View list below to edit errors. If errors remain after 05/03/20, the issuance file will be automatically discarded.

⬇ Edit 9 Errors
Delete All Errors

Rows 1 - 9 of 9.

Line Number	Account	Serial Number	Amount	Payee Name <sup>2</sup>	Issuance Date	Delete
4	555555555	9255	\$65.55	Cisco Webex, LLC	05/28/2020	
5	555555555	9256	\$600.00	Jonathan Copeland	05/28/2020	
6	555555555	9257	\$260.00	Office Pride	05/28/2020	

iii. Discard a File

1) An entire issue file can also be discarded.

a) Click the discard button at the bottom of the screen.

b) Another option is to allow the system to discard the file automatically after three (3) business days.

In both instances, the system will act as if the file never existed and any issue information from the file will not appear in any reporting or view.

< Back to Status Issue 0529-001.xlsx

---

**File Status**

Queued Processing Processed Approved Complete Deleted

Errors occurred during loading. View list below to edit errors. If errors remain after 05/03/20, the issuance file will be automatically discarded.

---

[Edit 9 Errors](#) Delete All Errors

Rows 1 - 9 of 9.

Line Number	Account	Serial Number	Amount	Payee Name?	Issuance Date	Delete
4	5555555555	9255	\$65.55	Cisco Webex, LLC	05/28/2020	
5	5555555555	9256	\$600.00	Jonathan Copeland	05/28/2020	
6	5555555555	9257	\$260.00	Office Pride	05/28/2020	
7	5555555555	9258	0	Richard Canova	05/28/2020	
8	5555555555	9259	\$933.00	Waller Lansden Dortch & Davis, LLP	05/28/2020	
9	5555555555	9260	0	Richard Canova	05/28/2020	
10	5555555555	9261	\$53.36	Richard Canova	05/28/2020	
11	5555555555	9262	\$24.00	Advanced Medical, Inc.	05/28/2020	
12	5555555555	9263	\$5,130.00	Citizens Union Bank (v)	05/28/2020	

Click any row to select that row for editing

Discard File Save



## iv. Delete a File

1) Users are also able to delete an issue file if none of the items in the file have been used in matching by clicking on the Delete button.

a) When a file is deleted, the items will appear in issue views and reporting.

< Back to Status
PG01 Issue 0303-002.xlsx

**File Status**

Queued
Processed
Approved
Completed
Deleted

File processing is complete. View list below to see items.

View items: 15 Items totaling \$12,246.81
Load Date: 03/03/2021 15:07:38 EST

Account Number	Serial Number	Amount	Payee Name	Status	Issuance Date
xxxx3783	2665	\$65.55	Cisco Webex, LLC	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2666	\$600.00	Jonathan Copeland Michael Copeland	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2667	\$260.00	Office Pride	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2668	\$75.00	Richard Canova	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2669	\$933.00	Waller Lansden Dortch & Davis, LLP	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2670	\$24.00	Advanced Medical	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2671	\$6,130.00	Citizens Union Bank	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2672	\$53.36	Covey Seminars	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2673	\$193.93	Cuyahoga County Clerk	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2674	\$2,800.00	Michael Farrell	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2675	\$150.00	Nesta Archeron Elain Archeron	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2676	\$150.00	Jake Chambers	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2677	\$750.00	ABC Carpentry	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2678	\$35.00	Office Pride	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2679	\$26.97	FedEx	AVAILABLE_FOR_MATCHING	03/03/2021

Delete

## 4. Issuance Dual Approval:

Some clients may have the optional Issuance Dual Approval feature enabled, if offered by the FI. In this circumstance, manual issue entry files or loaded issue files must be approved by a second client user or, if no second user is available to approve the file, the client can request the FI approve the issue file.

**Please refer to Subsection H. Issuance Dual Approval for more information about the Dual Approval process.**

## H. Issuance Dual Approval

Check Positive Pay (PRO-CHEX) offers the ability to support dual approval for issuance file loads, including manual issue entries and updates to issue items within the Issue Warehouse. If enabled by the FI and configured for a client, manual issue entry files or issue files loaded by the client are held in “suspended” status until approved or rejected by a secondary user.

**NOTE:**

- **Approve/Reject Issue Files permission must be enabled by the FI.**
- **The Approve Issue File user privilege must be enabled.**

1. If a Client User has manually entered issue items or loaded an issue file requiring dual approval, another client user must approve the issue file or manual entry file. Once the file is loaded and pending approval, a message is sent via email or SMS within 30 seconds to client users with the Approve Issue File user privilege to alert them of files pending approval.
2. Within the Check Positive Pay (PRO-CHEX) module, click View > Issue File Status.

The screenshot shows the PRO-CHEX application interface. At the top, there are navigation tabs: PRO-CHEX, Manage, Perform, Reports, and View. A 'Change Module' link is on the right. Below the tabs, a 'Welcome' message is displayed. A dropdown menu is open under the 'View' tab, with 'Issue File Status' selected and highlighted by a red arrow. Other options in the menu include Issue Warehouse, Transaction History, Item Lookup, and Reconciliation Periods.

3. The Issuance Files Status page appears. Files requiring dual approval will show a status of “Suspended”. Click the Manage button to review the file.

The screenshot shows the 'Issuance Files Status' page. It includes a 'Date Range' filter set to 'March 3, 2021'. Below the filter, it indicates '2 files totaling \$24,493.62' and 'Rows 1 - 2 of 2'. The main table has the following data:

Issuance Load ID	File Name	Status	Load Date/Time	Transaction Count	Transaction Total	View/Manage
8838	PG01 Issue 0303-002.xlsx	SUSPENDED	03/03/2021 15:07:37 EST	15	\$12,246.81	Manage

- The Issue File review page displays a File Status box at the top of the screen which outlines the Current Status of the file. The status bar will highlight "Approved/Rejected," and will note if the file is pending approval. Approve and Reject buttons display in the File Status box.

- A list of each issue item contained in the file displays below the File Status box. Each status displays as "New Issuance Item." The client user can review the entries to determine if the file should be approved or rejected. The client user can also delete the file prior to and after approval by clicking the Delete button at the bottom of the screen.

Approve items: 15 Items totaling \$12,246.81 Load Date: 03/03/2021 15:07:38 EST

Rows 1 - 15 of 15.

Account Number	Serial Number	Amount	Payee Name	Status	Issuance Date
xxxx3783	2665	\$65.55	Cisco Webex, LLC	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2666	\$600.00	Jonathan Copeland Michael Copeland	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2667	\$260.00	Office Pride	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2668	\$75.00	Richard Canova	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2669	\$933.00	Waler Lansden Dortch & Davis, LLP	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2670	\$24.00	Advanced Medical	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2671	\$6,130.00	Citizens Union Bank	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2672	\$53.36	Covey Seminars	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2673	\$193.93	Cuyahoga County Clerk	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2674	\$2,800.00	Michael Farrell	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2675	\$150.00	Nesta Archeron Elain Archeron	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2676	\$150.00	Jake Chambers	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2677	\$750.00	ABC Carpentry	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2678	\$35.00	Office Pride	NEW_ISSUANCE_ITEM	03/03/2021
xxxx3783	2679	\$26.97	FedEx	NEW_ISSUANCE_ITEM	03/03/2021

Delete

6. If the file is to be approved, click the Approve Button. Once the file is approved, the file status displays that the file processing is complete.

< Back to Status
PG01 Issue 0303-002.xlsx

File Status

Queued
Processed
Approved
Completed
Deleted

File processing is complete. View list below to see items.

- a. After the approval is complete, the issue items display the status "Available for Matching." The Delete button will still be available to delete a file after approval.

View items: 15 Items totaling \$12,246.81
Load Date: 03/03/2021 15:07:38 EST

Rows 1 - 15 of 15.

Account Number	Serial Number	Amount	Payee Name	Status	Issuance Date
xxxx3783	2665	\$65.55	Cisco Webex, LLC	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2666	\$600.00	Jonathan Copeland Michael Copeland	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2667	\$260.00	Office Pride	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2668	\$75.00	Richard Canova	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2669	\$933.00	Waller Lansden Dortch & Davis, LLP	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2670	\$24.00	Advanced Medical	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2671	\$6,130.00	Citizens Union Bank	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2672	\$53.36	Cuvey Seminars	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2673	\$193.93	Cuyahoga County Clerk	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2674	\$2,800.00	Michael Farrell	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2675	\$150.00	Neste Archeron Elain Archeron	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2676	\$150.00	Jake Chambers	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2677	\$750.00	ABC Carpentry	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2678	\$35.00	Office Pride	AVAILABLE_FOR_MATCHING	03/03/2021
xxxx3783	2679	\$26.97	FedEx	AVAILABLE_FOR_MATCHING	03/03/2021

Delete

- b. Returning to the Issuance Files Status page, the file now displays a status of "Client Approved."

Issuance Files Status							Date Range
Filters							March 3, 2021
3 files totaling \$25,018.62							
Rows 1 - 3 of 3.							
Issuance Load ID	File Name	Status	Load Date/Time	Transaction Count	Transaction Total	View/Manage	
8851	MANUAL_1614805777127	CLIENT_APPROVED	03/03/2021 16:09:37 EST	1	\$525.00	Manage	
8838	PG01 Issue 0303-002.xlsx	CLIENT_APPROVED	03/03/2021 15:07:37 EST	15	\$12,246.81	Manage	

7. If the file is to be rejected, click the Reject Button.

- a. Once the file is rejected, the file status displays that the file has been rejected by [client username]. The individual issue items no longer display in the issuance file status.

WKP1 Issue 1207-003.xlsx

< Back to Status

---

**File Status**

Queued
Processed
Rejected
Completed
Deleted

---

File has been rejected by FFFTomJones.

- b. Returning to the Issuance File Status page, the file now displays a status of "Client Rejected."

Issuance Files Status							Date Range
Filters							December 1, 2020 - March 3, 2021
1 files totaling \$12,171.81							
Rows 1 - 1 of 1.							
Issuance Load ID	File Name	Status	Load Date/Time	Transaction Count	Transaction Total	View/Manage	
7141	WKP1 Issue 1207-003.xlsx	CLIENT_REJECTED	12/07/2020 17:19:47 EST	15	\$12,171.81	<a href="#">View</a>	

**NOTE:**

- If Issuance Dual Approval is enabled for a client, any updates made to issue items through file loading, manual issue entry, or modifying issue items in the Issue Warehouse will be passed through Issuance Dual Approval to be reviewed and approved by a secondary user.
- If an issuance file is currently in "Suspended" status, the file is not released at EOD; but rather, the file remains in this status indefinitely until approved or rejected.
- If an issuance file is currently in "Suspended" status, and the client level setting for Issuance Dual Approval is disabled, or client user privileges are removed before the affected issuance files are approved or rejected, the file remains in the Suspended status.

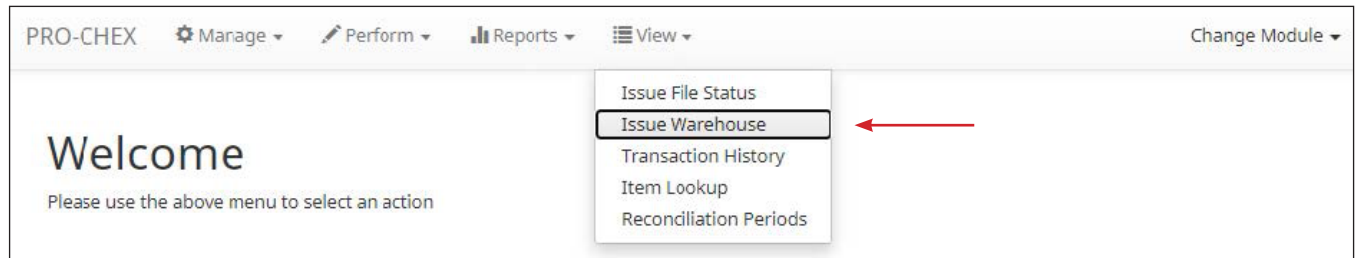
# I. Issue Warehouse

Check Positive Pay (PRO-CHEX) allows FI and Clients to see the status of all issued items. Authorized Client users can modify items in the Issue Warehouse. Clients can use the Issue Warehouse to search for issued items for a Client or specific account using the filtering options available.

**NOTE:**

- The View Issuance Status user privilege must be enabled.

1. Within the Check Positive Pay (PRO-CHEX) module, click View > Issue Warehouse.



2. The Issue Warehouse page appears.

Issue Warehouse Date Range  
Jul 01, 2023 - Jul 31, 2023

Filters >

3 transactions totaling \$2,899.00  
Rows 1 - 3 of 3.

Item ID	Account Number	Serial Number	Payee Name	Issue Type	Match Status	Amount	Load Date/Time	Issuance Date	Update
4261385	xxxx3333	511247		ISSUED	OUTSTANDING	\$698.00	07/14/2023 2:33 PM EDT	06/30/2023	
4261373	xxxx3333	511233		ISSUED	OUTSTANDING	\$2,001.00	07/14/2023 2:33 PM EDT	07/24/2023	
4261372	xxxx3333	511232		ISSUED	OUTSTANDING	\$200.00	07/14/2023 2:33 PM EDT	06/30/2023	

3. To filter the date range of items shown, click on the Date Range drop-down.

The screenshot shows the 'Issue Warehouse' application. A 'Date Range' dropdown menu is open, displaying a calendar for July 2023 and August 2023. The date 07/27/2023 is selected. The calendar shows days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and dates. The 'Date Range' dropdown includes options: Tomorrow, Today (selected), Yesterday, Last 7 Days, This Month, Last Month, and Custom. There are 'Apply' and 'Cancel' buttons at the bottom of the dropdown. In the background, a table is visible with columns: Item ID, Account Number, Serial Number, and Payee Name. A row is shown with values: 4261501, xxxx4680, 7534, and Oliver Orville.

4. To narrow the search results, click Filters and a window containing additional search criteria will appear.

The screenshot shows the 'Issue Warehouse' application with the 'Filters' window open. The window contains several search criteria fields:
 

- Account:** A text input field with the placeholder 'Type account name or number'.
- Amount:** A text input field with a '\$' icon and the placeholder 'amount'. A link 'Amount Range' is visible.
- Serial Number:** A text input field with the placeholder 'serial #' and a link 'Serial Number Range'.
- Match Status:** A dropdown menu with 'Any' selected.
- Issue Type:** A dropdown menu with 'Any' selected.
- Date Range Filter Type:** Two radio buttons: 'Issue Date' (unselected) and 'Load Date' (selected).

 At the bottom of the window are 'Apply' and 'Reset' buttons. The background shows the 'Issue Warehouse' header and a 'Date Range' dropdown set to 'Jul 27, 2023'.



<b>Account</b>	Type an account name or the last 4 digits of the account number.	
<b>Serial Number</b>	Type the item serial number for a specific issued item.	
<b>Amount</b>	Enter a specific amount for the transaction.	
	<b>Amount Range</b>	Click the hyperlink above the Amount field to enter an amount range or a maximum or minimum amount of transaction.
	<b>Min Amount</b>	Minimum dollar amount of transaction.
	<b>Max Amount</b>	Maximum dollar amount of transaction.
<b>Serial Number</b>	Type the item serial number for a specific issued item.	
	<b>Serial Number Range</b>	Click the hyperlink above the Serial Number field to enter a serial number range or a maximum or minimum serial number.
	<b>Min Serial #</b>	Minimum serial number
	<b>Max Serial #</b>	Maximum serial number
<b>Issue Type</b>	Issued	The check has been issued for payment.
	Voided	The check has been voided by maker.
	Stopped	The check has a stop payment placed on it.
<b>Match Status</b>	Paid	There was a presented item for the issued item, and it has been paid.
	Returned	There was a presented item for the issued item, and it has been returned.
	Outstanding	There has been no presented item for the issued item, and it remains outstanding.

**NOTE:**

- Issuance data is available for 1 year as the default setting, but this can be configured differently by the FI.
- If Additional Issue Fields are being used, a section to filter by that data will display.

5. Once search criteria are selected, click Apply to narrow your search results.

6. Search results are displayed in pages of 25 items. If the search contains more than 25 issue items, the results are displayed on multiple pages. Use the navigation buttons at the top of the search results to review all results.



Item ID	Account Number	Serial Number
---------	----------------	---------------

- Item ID** The ID number assigned by Check Positive Pay (PRO-CHEX) when a file is loaded. The FI uses this value when contacting Alkami (formerly ACH Alert) regarding an issuance file loading problem they cannot troubleshoot themselves.
- Account Number** Displays the Account Number for the item.
- Serial Number** Displays the issued item's serial number.

Payee Name	Issue Type	Match Status
------------	------------	--------------

<b>Payee Name</b>	Displays the name of the payee for the item.	
<b>Issue Type</b>	Issued	The check has been issued for payment.
	Voided	The check has been voided by maker.
	Stopped	The check has a stop payment placed on it.
<b>Match Status</b>	Paid	There was a presented item for the issued item, and it has been paid.
	Returned	There was a presented item for the issued item, and it has been returned.
	Outstanding	There has been no presented item for the issued item, it remains outstanding.

Amount	Load Date/Time	Issuance Date	Update
--------	----------------	---------------	--------

<b>Amount</b>	Displays the dollar amount for the issued item.
<b>Load Date/Time</b>	Date (MM/DD/YYYY) and time (HH:MM:SS) the item was loaded.
<b>Issuance Date</b>	The date of the issued item.
	Click the pencil icon to update the item's Amount, Status, or Issuance Date.
<b>Update</b>	<b>If Issuance Dual Approval is enabled for a client, any updates made to issue items through file loading, manual issue entry, or modifying issue items in the Issue Warehouse will be passed through Issuance Dual Approval to be reviewed and approved by a secondary user.</b>

7. Click the arrow (>) next to the Client Code to view more detail on each issued item. The information shown in this drop-down is an audit history of all the activity that has occurred on the issue item.

Item ID	Account Number	Serial Number	Payee Name	Issue Type	Match Status	Amount	Load Date/Time	Issuance Date	Update												
3393032	xxxx3579	113687	Richard Canova	ISSUED	OUTSTANDING	\$30.00	04/22/2022 12:13 PM EDT	04/22/2022													
<table border="1"> <thead> <tr> <th>Status</th> <th>Payee</th> <th>Amount</th> <th>Issue Date</th> <th>Updated By</th> <th>Updated Date/Time</th> </tr> </thead> <tbody> <tr> <td>ISSUED</td> <td>Richard Canova</td> <td>\$30.00</td> <td>04/22/2022</td> <td>sdelaere1</td> <td>04/22/2022 12:13 PM EDT</td> </tr> </tbody> </table>										Status	Payee	Amount	Issue Date	Updated By	Updated Date/Time	ISSUED	Richard Canova	\$30.00	04/22/2022	sdelaere1	04/22/2022 12:13 PM EDT
Status	Payee	Amount	Issue Date	Updated By	Updated Date/Time																
ISSUED	Richard Canova	\$30.00	04/22/2022	sdelaere1	04/22/2022 12:13 PM EDT																

- Status**
  - Issued: The check has been issued for payment.
  - Voided: The check has been voided by maker.
  - Stopped: The check has a stop payment placed on it.
- Payee**: Displays the payee name of the issue item.
- Amount**: Displays the dollar amount for the issued item.
- Issue Date**: The date of the issued item.
- Updated By**: The user who updated the issue item.
- Updated Date/Time**: The date and time this issued item was updated.

8. Modifying Issue Items.

- a. Issue items can be modified by users with a Load Issue File or Manual Issue Entry privilege. Issue items can only be modified if the Match Status = Outstanding. Click the edit pencil button under the Update column to update the issued item.

Item ID	Account Number	Serial Number	Payee Name	Issue Type	Match Status	Amount	Load Date/Time	Issuance Date	Update
2276362	xxxx1111	9263	Citizens Union Bank (v)	ISSUED	OUTSTANDING	\$6,130.00	05/29/2020 10:04:33 EDT	05/28/2020	

9. The Update Issue Item pop-up window appears.

**Serial Number** Check serial number. This cannot be updated on an existing issued item.

**Amount** Amount of the issued item. The amount can be updated.

**Payee Name** The name of the Payee associated with the specific issued item. The payee name can be updated.

**Status**

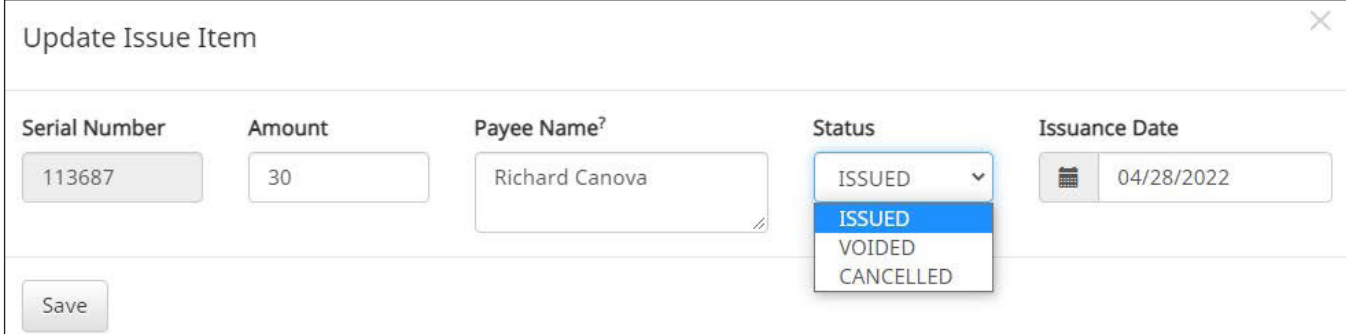
Issued	The check has been issued for payment.
Voided	The check has been voided by maker.
Stopped	The check has a stop payment placed on it.

**If the FI has disabled stop payments in their configuration, Stopped may not be an option in the drop-down menu on this pop-up screen.**

Cancelled	The check is being cancelled by the maker. Please see next paragraph below.
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**Issuance Date** The date of the issued item. The issuance date can be updated.

10. Issue Item Cancel: An outstanding issue item can be updated to Cancelled status. Only outstanding issue items have the option to be changed to Cancelled. Once the issue item is updated to Cancelled, the cancelled item disappears from all views except Item Lookup, Active Reconciliation (if enabled), and Audit Report for historical purposes.



The screenshot shows a web form titled "Update Issue Item" with a close button (X) in the top right corner. The form contains five input fields: "Serial Number" (113687), "Amount" (30), "Payee Name?" (Richard Canova), "Status" (ISSUED), and "Issuance Date" (04/28/2022). A "Save" button is located at the bottom left. The "Status" dropdown menu is open, showing three options: "ISSUED" (highlighted in blue), "VOIDED", and "CANCELLED".

11. Click Save.

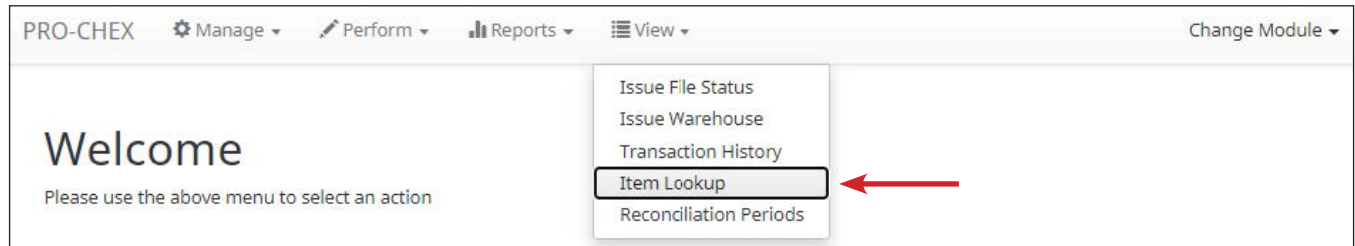


12. A copy of the Issue Warehouse can be downloaded by clicking the Download As CSV button at the bottom of the Issue Warehouse screen.

## J. Item Lookup

Check Positive Pay (PRO-CHEX) provides Clients with the ability to look up all recorded data on individual issued items with the Item Lookup feature.

1. Within the Check Positive Pay (PRO-CHEX) module, click View > Item Lookup.



2. The Item Lookup page appears. All fields are mandatory.

 A screenshot of the 'Item Lookup' form. The form has a title bar that says 'Item Lookup'. Below the title bar, there are two input fields. The first is a drop-down menu labeled 'Account?' with the text '- not selected -' and a downward arrow. The second is a text input field labeled 'Serial Number'. Below these fields are two buttons: a blue 'Apply' button and an orange 'Reset' button.

**Account**

Select the Account drop-down to display a list of the Client's Accounts.

**Serial Number**

Enter the serial number of the item.

3. Once search criteria are selected, click Apply to complete the item lookup.

- Search results for the item are displayed. Within this screen, the lifecycle of the issued item is displayed.

Item Lookup

<p><b>Account<sup>2</sup></b>  <input type="text" value="The One and Only - xxxx1111 (ASBank Client 1 - ASBC1)"/></p>	<p><b>Serial Number</b>  <input type="text" value="11548"/></p>
<div style="display: flex; justify-content: center; gap: 20px;"> <span style="background-color: #0056b3; color: white; padding: 5px 15px; border-radius: 3px;">Apply</span> <span style="background-color: #f4a460; color: white; padding: 5px 15px; border-radius: 3px;">Reset</span> </div>	

**Account Number:** xxxx1111      **Serial Number:** 11548      View Check Image

<b>Transaction Date:</b> 04-15-2021	<b>Original Serial Number:</b> 11548	<b>Exception Reason:</b> Amount Mismatch
<b>Payment Date:</b> 04-15-2021	<b>Original Amount:</b> \$27.00	<b>Payee Match Score:</b> Error analyzing payee name
<b>Transaction ID:</b> 45566	<b>Issuance Payee Name:</b> FedEx	<b>Disposition Created:</b> 04/15/2021 15:00:00 EDT
<b>Debit Amount:</b> \$27.00	<b>Issuance Serial Number:</b> 11548	
<b>Current Status:</b> Pay-System	<b>Issuance Amount:</b> \$180.00	
	<b>Issuance Status:</b> ISSUED	

<b>Transaction Date:</b> 04-15-2021	<b>Original Serial Number:</b> 11548	<b>Exception Reason:</b> Duplicate Presentment
<b>Payment Date:</b> 04-15-2021	<b>Original Amount:</b> \$127.00	<b>Payee Match Score:</b> Error analyzing payee name
<b>Transaction ID:</b> 45567	<b>Issuance Payee Name:</b> FedEx	<b>Disposition Created:</b> 04/15/2021 15:00:00 EDT
<b>Debit Amount:</b> \$127.00	<b>Issuance Serial Number:</b> 11548	
<b>Current Status:</b> Pay-System	<b>Issuance Amount:</b> \$180.00	
	<b>Issuance Status:</b> ISSUED	

<b>Issuance Date:</b> 04/15/2021	<b>Update By:</b> mfleetwood1	<b>Payee Name:</b> FedEx
<b>Updated Date/Time:</b> 04/15/2021 13:34:17 EDT	<b>Transaction Id:</b> 45566	<b>Match Status:</b> PAID
<b>Load Date/Time:</b> 04/15/2021 13:34:17 EDT	<b>Issue Type:</b> ISSUED	<b>Amount:</b> \$180.00



## K. Other Options Prior to Item Presentation

If a Client needs to make changes to an item **prior to item presentation**, there are three options for doing so within Check Positive Pay (PRO-CHEX). Examples of changes that would fall under this category would be when items originally Issued are updated to Voided or Stopped status, or to overwrite existing item information such as changes in amount and/or payee. **If the FI has disabled stop payments, it will affect whether a client user can perform these functions in some instances. Please see Subsection B. Status Values within this Section for more information.**

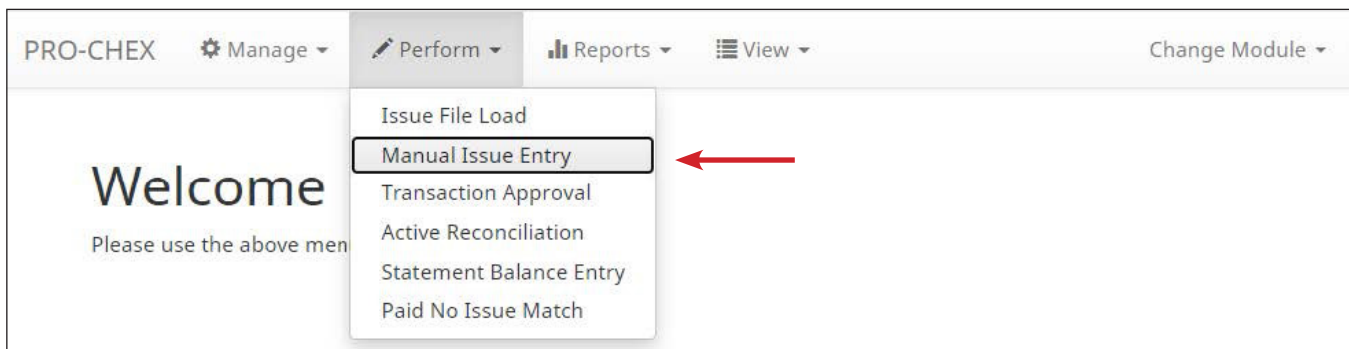
### 1. Modifying Issue Items

Issue items can be modified in the Issue Warehouse. **Please refer to previous Subsection I. Issue Warehouse, for more information.**

### 2. Manual Re-Entry

To change individual items previously submitted, a Client user can overwrite the previous item as follows:

- a. Within the Check Positive Pay (PRO-CHEX) Module, click Perform > Manual Issue Entry.



- b. The Manual Issuance File Entry page appears. For definitions of the fields available on this screen, **please refer to Subsection C of the current Section.**

### Manual Issue Entry

Account? Auto populate next check number:

Row	Serial Number	Amount	Payee Name?	Status	Issuance Date
	<input type="text"/>	<input type="text"/>	<input type="text"/>	ISSUED <input type="text"/>	05/29/2020

**i** Click any row to select that row for editing

- c. Create a Manual Entry for the item to be changed. The serial number must match the previously submitted item. Fill out all fields, updating the fields to be overwritten with the correct information.
- d. When all pertinent manual issuance items have been re-entered, click Save button.
- e. The Manual Issuance File detail page appears. For definitions of the fields shown on this screen, **please refer to Subsection C of the current Section.**

MANUAL\_1614805777127

File Status

Queued
Processed
Approved
Completed
Deleted

File processing is complete. View list below to see item.

Load Date: 03/03/2021 16:09:37 EST

Rows 1 - 1 of 1.

Account Number	Serial Number	Amount	Payee Name	Status	Issuance Date
xxxx3783	100945	\$525.00	Moe Green	AVAILABLE_FOR_MATCHING	03/03/2021

### 3. File Reloads

To change multiple items that were previously submitted, a Client can use the Issue File Load function to reload and overwrite previous items in an Issue File.

- a. Once you have prepared your Issue File with all items to be overwritten, including the corrected information in the appropriate fields, upload the **Issue File. Refer to Subsection F. Loading Issue Files, for more information.**

- 4. Prior to item presentment, these changed/overwritten items can be seen in the Issue Warehouse (**please refer to Subsection I within this Section for information on how to access the Issue Warehouse**). Once within the Issue Warehouse screen, click the arrow (>) next to the Client Code to view more detail on each issued item. The information shown in this drop-down is an audit history of all activity that has occurred on the issue item.

As you can see in the figure below, three issue items that have been updated/changed. The updates/changes from the most recent entries will overwrite the previously loaded issue item.

Issue Warehouse										Date Range																		
Filters <span style="float: right;">&gt;</span>										July 21, 2020																		
30 transactions totaling \$24,443.62																												
Rows 1 - 25 of 30.																												
< 1 2 > *																												
Item ID	Account Number	Serial Number	Payee Name	Issue Type	Match Status	Amount	Load Date/Time	Issuance Date	Update																			
2278881	xxxx3210	3494	FedEx	VOIDED	OUTSTANDING	\$26.97	07/21/2020 08:55:38 EDT	07/21/2020																				
<table border="1"> <thead> <tr> <th>Status</th> <th>Payee</th> <th>Amount</th> <th>Issue Date</th> <th>Updated By</th> <th>Updated Date/Time</th> </tr> </thead> <tbody> <tr> <td>VOIDED</td> <td>FedEx</td> <td>\$26.97</td> <td>07/21/2020</td> <td>SallyAcme1</td> <td>07/21/2020 13:08:19 EDT</td> </tr> <tr> <td>ISSUED</td> <td>FedEx</td> <td>\$26.97</td> <td>07/21/2020</td> <td>SallyAcme1</td> <td>07/21/2020 08:55:38 EDT</td> </tr> </tbody> </table>										Status	Payee	Amount	Issue Date	Updated By	Updated Date/Time	VOIDED	FedEx	\$26.97	07/21/2020	SallyAcme1	07/21/2020 13:08:19 EDT	ISSUED	FedEx	\$26.97	07/21/2020	SallyAcme1	07/21/2020 08:55:38 EDT	
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VOIDED	FedEx	\$26.97	07/21/2020	SallyAcme1	07/21/2020 13:08:19 EDT																							
ISSUED	FedEx	\$26.97	07/21/2020	SallyAcme1	07/21/2020 08:55:38 EDT																							
>	2278880	xxxx3210	3493	Office Pride	ISSUED	OUTSTANDING	\$35.00	07/21/2020 08:55:38 EDT	07/21/2020																			
2278879	xxxx3210	3492	ABC Carpentry	ISSUED	OUTSTANDING	\$850.00	07/21/2020 08:55:38 EDT	07/21/2020																				
<table border="1"> <thead> <tr> <th>Status</th> <th>Payee</th> <th>Amount</th> <th>Issue Date</th> <th>Updated By</th> <th>Updated Date/Time</th> </tr> </thead> <tbody> <tr> <td>ISSUED</td> <td>ABC Carpentry</td> <td>\$850.00</td> <td>07/21/2020</td> <td>SallyAcme1</td> <td>07/21/2020 13:09:50 EDT</td> </tr> <tr> <td>ISSUED</td> <td>ABC Carpentry</td> <td>\$750.00</td> <td>07/21/2020</td> <td>SallyAcme1</td> <td>07/21/2020 08:55:38 EDT</td> </tr> </tbody> </table>										Status	Payee	Amount	Issue Date	Updated By	Updated Date/Time	ISSUED	ABC Carpentry	\$850.00	07/21/2020	SallyAcme1	07/21/2020 13:09:50 EDT	ISSUED	ABC Carpentry	\$750.00	07/21/2020	SallyAcme1	07/21/2020 08:55:38 EDT	
Status	Payee	Amount	Issue Date	Updated By	Updated Date/Time																							
ISSUED	ABC Carpentry	\$850.00	07/21/2020	SallyAcme1	07/21/2020 13:09:50 EDT																							
ISSUED	ABC Carpentry	\$750.00	07/21/2020	SallyAcme1	07/21/2020 08:55:38 EDT																							
2278878	xxxx3210	3491	Jake Chambers	STOPPED	OUTSTANDING	\$150.00	07/21/2020 08:55:38 EDT	07/21/2020																				
<table border="1"> <thead> <tr> <th>Status</th> <th>Payee</th> <th>Amount</th> <th>Issue Date</th> <th>Updated By</th> <th>Updated Date/Time</th> </tr> </thead> <tbody> <tr> <td>STOPPED</td> <td>Jake Chambers</td> <td>\$150.00</td> <td>07/21/2020</td> <td>SallyAcme1</td> <td>07/21/2020 13:08:44 EDT</td> </tr> <tr> <td>ISSUED</td> <td>Jake Chambers</td> <td>\$150.00</td> <td>07/21/2020</td> <td>SallyAcme1</td> <td>07/21/2020 08:55:38 EDT</td> </tr> </tbody> </table>										Status	Payee	Amount	Issue Date	Updated By	Updated Date/Time	STOPPED	Jake Chambers	\$150.00	07/21/2020	SallyAcme1	07/21/2020 13:08:44 EDT	ISSUED	Jake Chambers	\$150.00	07/21/2020	SallyAcme1	07/21/2020 08:55:38 EDT	
Status	Payee	Amount	Issue Date	Updated By	Updated Date/Time																							
STOPPED	Jake Chambers	\$150.00	07/21/2020	SallyAcme1	07/21/2020 13:08:44 EDT																							
ISSUED	Jake Chambers	\$150.00	07/21/2020	SallyAcme1	07/21/2020 08:55:38 EDT																							

## V. EXCEPTION IDENTIFICATION

Check Positive Pay (PRO-CHEX) is configured to identify exceptions on issue items in a specific order. Once the first exception is triggered on an issue item, the system does not evaluate the item further. If an item is flagged with an exception and is deferred to the Client user for decision, further analysis will not be performed. Client users should be conscious when paying an exception that other validations may not have been performed, so they should examine the item.

Listed below are the possible Exceptions and the order in which they are flagged by Check Positive Pay (PRO-CHEX). The Exception Code and Reason below can be customized by financial institution so the example below may vary slightly from exception codes or reasons that appear in the Client interface.

Exception Order	Exception Code	Reason
1	Issuance not found	Check presented where no issue item is found to match against.
2	Issuance already used	Check presented with a serial number previously presented.
3	Issuance voided	Check presented with a serial number of an issue item marked with a void status.
4	Issuance stopped	Check presented with a serial number of an issue item marked with a stop status.
5	Issuance amount mismatch	Check presented where amount of check differs from issue amount.
6	Amount over limit	Transaction amount is over the limit.
7	Issuance date in future	Check presented with a date that is before the issuance date on the issued item.
8	Issuance stale dated	Check presented with a date that exceeds the specified number of stale days for the account.
9	Issuance payee mismatch	Check presented where payee name differs from issue payee name.
10	Exception reason missing	This message will only appear to customers of FI's that are in FI or Hybrid Matching mode. This exception reason is only used if the reason that is coming into Check Positive Pay (PRO-CHEX) has not been mapped in PRO-CHEX.

## VI. MANAGING CHECK PRESENTMENT

---

The primary objective of Check Positive Pay (PRO-CHEX) is to give users the opportunity to make pay and/or return decisions on checks presented for payment on accounts enrolled for the service. The decision function is performed in the Transaction History screen.

### A. Transaction History

**NOTE:**

- Transactions are stored for 12 months.
- The Transaction History user privilege must be enabled to access this screen.
- If the user has been granted the Change Status user privilege and the transaction is available to decision, the Pay and Return buttons will be available for use.
- Transactions that will be paid will have green shading as a background.
- Transactions that will be returned will have yellow shading as a background.
- Transaction status cannot be changed after the EOD cut-off time.

Check Positive Pay (PRO-CHEX) provides a function for Clients to search and view the status of checks presented on enrolled accounts, and to make decisions on presented items. Client users can use Transaction History to search for presented check items for a specific account using the filtering options available. The default filter setting is Exceptions Only. Additional transactions may be available to view and decision (such as reverse positive pay items); however, they will not be displayed unless the Exception filters option is set to Show All Transactions.

## 1. View Transaction History

Within the Check Positive Pay (PRO-CHEX) module, click View > Transaction History. The Transaction History page displays all current-day transactions for all accounts to which the user has access.

Transaction History

Date Range: Jul 27, 2023 -

Buttons: Mass Pay & Issue, Payee Review (16)

Filters: [Dropdown]

70 debit transactions totaling \$59,841.30

Rows 1 - 25 of 70.

Navigation: < 1 2 3 >

Transaction ID	Account Number	Serial Number	Credit	Debit	Current Status	Date	Change Status	Exception
1260078	xxxx4680	7534		\$900.00	Pay-System	07/27/2023	Return	\$
1260077	xxxx4680	7533		\$30.00	Pay-System	07/27/2023	Return	\$
1260076	xxxx4680	7532		\$300.00	Pay-System	07/27/2023	Return	\$

**Payee Review** The Review Payee button directs the user to the Payee Review screen to allow users to visually inspect presented items to ensure fraudulent transactions that may not have triggered any exceptions are identified.

**Please refer to subsection C. Review Payee in this section for more information.**

**Transaction ID** Unique ID assigned by the Check Positive Pay (PRO-CHEX) system when transactions are loaded.

**Account Number** Account number the check was presented against.

**Serial Number** The check number presented for payment.

Clicking on the serial number displays the front and back images of the check. If an eye icon appears in the serial number column, this denotes an item processed with no serial number. Clicking on the eye icon displays the check image, if available.

**Credit** This column will display if deposit information has been entered into the system.











**Debit** This column displays checks.

<b>Current Status</b>	Pay	Pay-System	The system is set to default pay this check.
		Pay-FI	The check was paid by the FI.  <b>In the case of payment items loaded by the FI considered in a "Force Pay" status using the Standard Force Pay template, these items display with the FI-Pay status and are ineligible for changes to the transaction status.</b>
		Pay-User	The check was paid by the Client User.
		Pending-Pay	The check was paid by the Client User but awaits approval or rejection because the Client is enrolled in Decision Dual Approval.
	Return	Return-System	The system is set to default return this check.
		Return-FI	The check was returned by the FI.
		Return-User	The check was returned by the Client User.

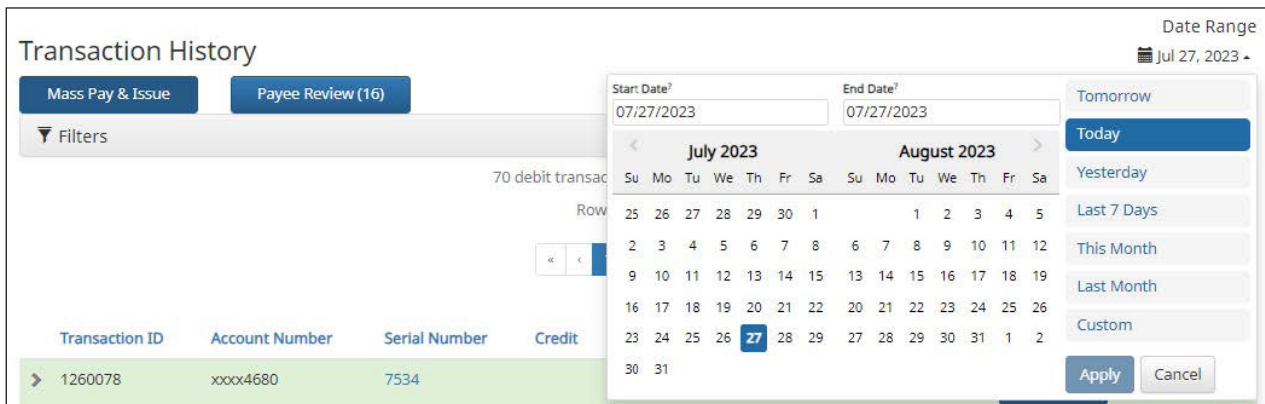
**Date** Date the check was presented for payment or loaded to Check Positive Pay (PRO-CHEX).

**Change Status** If the user has been granted the Change Status user privilege and the transaction is eligible for a decision, a Pay or Return button will appear for use. If the transaction is not eligible for a decision, the button will display as Ineligible.

**Exception** Various Icons inform the user of the item exception(s). Hovering over the icon gives the user a quick glance at the exception reason. Likewise, users can click the drop down arrow to the left of the transaction to see what the specific exception is for the transaction.

Icon	Exception Code	Exception Reason
	Issuance Not Found	Check presented where no issue item is found to match against.
	Issuance Already Used	Check presented with a serial number previously presented.
	Issuance Voided	Check presented with a serial number of an issue item marked with a void status.
	Issuance Stopped	Check presented with a serial number of an issue item marked with a stop status.
	Issuance Amount Mismatch	Check presented where amount of check differs from issue amount.
	Amount Over Limit	Transaction amount is over the limit.
	Early Presentment	Check presented with a date that is before the issuance date on the issued item.
	Issuance Stale Dated	Check presented with a date that exceeds the specified number of stale days for the account.
	Issuance Payee Mismatch	Check presented where payee name differs from issue payee name.
	Exception Reason Missing	This message will only appear to customers of FI's that are in Flor Hybrid Matching mode. This exception reason is only used if the reason that is coming into Check Positive Pay (PRO-CHEX) has not been mapped in PRO-CHEX.

- a. To filter the date range of items shown, click on the Date Range drop-down.





- b. To narrow the search results, click Filters and a window containing additional search criteria will appear.

**Account** Type an account name or the last 4 digits of the account number into the field to view transactions for one specific account or select an account from the drop-down menu.

**Amount** Enter a specific amount for the transaction.

**Amount Range** Click the hyperlink above the Amount field to enter an amount range or a maximum or minimum amount of transaction.

**Min Amount** Minimum dollar amount of transaction.

**Max Amount** Maximum dollar amount of transaction.

**Serial Number** Type the item serial number for a specific issued item.

**Serial Number Range** Click the hyperlink above the Serial Number field to enter a serial number range or a maximum or minimum serial number.

**Min Serial #** Minimum serial number

**Max Serial #** Maximum serial number

<b>Positive Pay Type</b>	<p>This filter defaults to Any. Select the Positive Pay Type drop-down to filter by:</p> <p>Standard: Transactions on accounts set up for Standard Positive Pay</p> <p>Reverse: Transactions on accounts set up for Reverse Positive Pay</p> <p>Blocked: Transactions on accounts set up for Block Positive Pay</p> <p>None: Transactions on accounts set up for No Positive Pay</p>
<b>Exceptions</b>	<p>This defaults to viewing Exceptions only. Select the Exceptions drop-down to filter by:</p> <p>Exceptions Only: Only exceptions are displayed.</p> <p>Show all Transactions: Exceptions and non-exceptions are displayed.</p> <p>No Exceptions: Only non-exceptions are displayed.</p> <p>The user can opt to set an option to be the default for future filtering by clicking the Default checkbox once the selection has been made.</p>
<b>Exception Type</b>	<p>This user documentation displays the standard exception reason labels; however, each FI can customize these during implementation, so what is seen in the documentation may differ from what users see in the service if their FI has customized the labels.</p>
<b>Pending Dual Approval</b>	<p>If the FI has enabled Decision Dual Approval, this field may be available in the filter window. The user may select from the drop-down to filter transactions based on whether or not they are pending approval.</p> <ul style="list-style-type: none"> <li>• Yes – will display only transactions that are pending approval.</li> <li>• No – will display only transactions that are not pending approval</li> </ul> <p>The default will be set to "Show All".</p> <p><b>For more information regarding Decision Dual Approval, please see Section VIII, Decision Dual Approval.</b></p>
<b>Transaction Type</b>	<p>This filter defaults to Any. Select the Transaction Type drop-down to filter by:</p> <p>Check: Check transactions only</p> <p>Deposit: Deposits only</p>
<b>Transaction ID</b>	<p>A unique number assigned to the transaction when loaded.</p>
<b>Items</b>	<p>Defaults to Any Items. Select the drop-down to select one of the following:</p> <ul style="list-style-type: none"> <li>• Any Items: This includes all items, including client pay and adjust items.</li> <li>• Adjusted Items: Checks that were paid by a client user and either the amount and/or serial number was adjusted.</li> </ul>

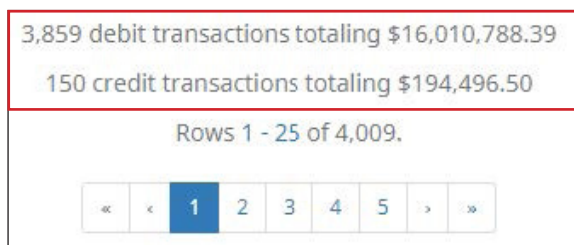
**Transaction Status**

Pay	Pay-System	The system is set to default pay this check. If a user takes no action before EOD, the check will pay.
	Pay-FI	The check was paid by the FI.
	<p><b>In the case of payment items loaded by the FI in a "Force Pay" status using the Standard Force Pay template, these items display with the FI-Pay status and are ineligible for changes to the transaction status.</b></p>	
Return	Pay-User	A user changed the transaction status from a Return to a Pay status.
	Pending-Pay	The check was paid by the Client User but awaits approval or rejection because the Client is enrolled in Decision Dual Approval.
	Return-System	The system is set to default return this check. If the user takes no action before EOD, the check will be returned.
	Return-FI	The check was returned by the FI.
	Return-User	A user changed the transaction status from a Pay to a Return status.

- c. Once search criteria are selected, click Apply to narrow your search results.
- d. Search results are displayed in pages of 25 items. If the search contains more than 25 issue items, the results are displayed on multiple pages. Use the navigation buttons at the top of the search results to review all results.



- e. Summary Debit and/or Credit transaction totals are also displayed at the top of the screen above the navigation buttons.



- f. Click the arrow (>) next to the Client Code to view more detail on each issued item. The information shown in this drop-down is an audit history of the activity on the issue item.

The screenshot shows a 'Transaction History' window with a date range of 'May 4, 2023 -'. It includes buttons for 'Mass Pay & Issue' and 'Payee Review (0)'. A summary bar indicates '70 debit transactions totaling \$55,622.06' and '7 credit transactions totaling \$8,383.10'. Below this is a table with columns: Transaction ID, Account Number, Serial Number, Credit, Debit, Current Status, Date, Change Status, and Exception. Two rows are expanded to show details:

Transaction ID	Account Number	Serial Number	Credit	Debit	Current Status	Date	Change Status	Exception	
1157794	xxxx4680	7009		\$900.00	Pay-System	05/04/2023	Return	11	
Positive Pay Type: payee		Issuance Payee Name: Oliver Orville		Issuance Serial Number: 7009		Issuance Amount: \$933.00		Issuance Date: 05/04/2023	
		Original Serial Number: 7009		Original Amount: \$900.00		Payment Date: 05/03/2023		Loaded Exception Reason: Issuance Amount Mismatch	
								Payee Analysis: Fail	
1157793	xxxx4680	7008		\$30.00	Return-FI	05/04/2023	Pay	1	
Positive Pay Type: payee		Issuance Payee Name: Natalie North		Issuance Serial Number: 7008		Issuance Amount: \$30.00		Issuance Date: 05/04/2023	
		Original Serial Number: 7008		Original Amount: \$30.00		Return Date: 05/04/2023 6:00 PM EDT		Return Reason: Early Presentment	
								Loaded Exception Reason: Early Presentment	
								Payee Analysis: Pass	

- Positive Pay Type** This indicates the type of positive pay that the account is set for: Standard, Reverse, and Payee are the different types that could display here.
- Issuance Payee Name** Name of payee submitted with the transaction presented for payment.
- Issuance Serial Number** Serial number on the issued item uploaded by the client.
- Issuance Amount** Amount on the issued item uploaded by the client.
- Issuance Date** Date the issued item uploaded by the client.
- Original Serial Number** Serial number submitted with the transaction presented for payment.
- Original Amount** Amount submitted with the transaction presented for payment. This number may be different than displayed in the top line. For instance, if an item was adjusted in pre-scrub by the FI or if the FI is allowing Clients to adjust.
- Return Date** Date the item was returned.
- Payment Date** Date listed within the transaction file.

**Return Reason** Reason for return. Client users can click on the Return Reason hyperlink to open a pop-up window to select a different return reason as needed.

The screenshot shows a payment system interface with the following details:

- Transaction ID: 7740764
- Account Number: xxx1115
- Check Number: 7345
- Amount: \$900.00
- Status: Return-User
- Date: 04/07/2023
- Buttons: Pay, Adjust, Notes
- Positive Pay Type: payee
- Issuance Payee Name: Oliver Orville
- Issuance Check Number: 7345
- Issuance Amount: \$933.00
- Issuance Date: 04/07/2023
- Original Check Number: 7345
- Original Amount: \$900.00
- Return Date: 04/07/2023 5:00 PM EDT
- Return Reason: Amount Incorrect (highlighted with a red box)
- Loaded Exception Reason: Amount Discrepancy

When an item is in Pending-Pay status and awaiting approval or rejection because the account is set up for Decision Dual Approval, the Return Reason hyperlink will be disabled.

**Loaded Exception Reason**

This user documentation displays the standard exception reason labels; however, each FI can customize these during implementation so what is seen in the documentation may differ from what the User may see in the service if their FI has customized the labels.

Please refer to **Section V. Exception Identification to view a list of all standard exception labels.**

**Originally Cleared Date**

In the case of Duplicate Presentment exceptions, the Originally Cleared Date will display the cleared date of the originally presented item.

**Originally Cleared Amount**

In the case of Duplicate Presentment exceptions, the Originally Cleared Amount will display the cleared amount of the originally presented item.

**Originally Cleared Status**

In the case of Duplicate Presentment exceptions, the Originally Cleared Status will display the status of the originally presented item.

**Payee Match Score**

Payee scoring is addressed in the account configuration screen. The score displayed here is the score assigned by the payee analysis engine when the payee name on the check was compared to the payee name provided on the issue item file.

**Payee Analysis**

Will display as Pass or Fail based on payee scoring.

**Adjust**

This button will allow users to adjust a serial number from the value presented to a new value and/or the amount from the amount presented to a new value. **Please see subsection B. Optional Actions for more information on this function.**

**Notes**

This feature allows FI and Client users to make notes regarding a transaction in Pay or Return status. The Note button displays how many Note entries have been made on a transaction. Click on the Notes button to enter in pertinent information regarding a transaction.

2. Change Transaction Status

- a. If the user has been granted the Change Status user privilege and the transaction is eligible for a decision, a Pay or Return button appears for use. If the transaction is not eligible for a decision, the button will display as Ineligible. Reasons for the "Ineligible" message could include the item being a deposit, the item already being decided or left at the system default, or the item being a Force Pay item loaded by the FI using the Standard Force Pay template.

3. Change Status – Pay

- a. a. If the Current Status on an issued item is set to Return, the Client can opt to change the status to Pay if the Client determines the check should be paid.
- b. b. Click the Pay button under the Change Status column.

Transaction ID	Account Number	Check Number	Credit	Debit	Current Status	Date	Change Status	Exception
7740764	xxxx1115	7345		\$900.00	Return-User	04/07/2023	Pay	

The Change Status button will then change to Return, and the Current Status column will update to "Pay-User."

4. Change Status – Return

- a. If the Current Status on an issued item is set to Pay, the Client can opt to change the status to Return if the Client determines the check should not be paid.
- b. Click the Return button under the Change Status column.

7740763	xxxx1115	7344		\$30.00	Pay-System	04/07/2023	Return	
---------	----------	------	--	---------	------------	------------	--------	--

- c. Check Return Reason pop-up window appears. Select the appropriate reason for the Check Return. Please note that the list of return reasons displayed are the system default but may vary depending on the way the financial institution defines them.

Select a check return reason:

- Amount Incorrect
- Duplicate
- Fraudulent
- Prior Stopped
- Prior Void
- Refer to Maker
- Serial # Incorrect
- Signature Irregular
- Signature Missing
- Stale Dated

Save

<b>Amount Incorrect</b>	The dollar amount is incorrect.
<b>Duplicate</b>	This item has already been presented.
<b>Fraudulent</b>	Fraudulent item.
<b>Prior Stopped</b>	This item has a stop payment placed on it.
<b>Prior Void</b>	The item was previously voided.
<b>Refer to Maker</b>	Refer to the maker of the check.
<b>Serial # Incorrect</b>	The serial number on the item is incorrect.
<b>Signature Irregular</b>	The signature does not match.
<b>Signature Missing</b>	The item is missing a signature.
<b>Stale Date</b>	The presented item has a date greater than the number of stale days allowed on the corresponding issued item.
<b>Suspect Item – Review Required</b>	The item is suspicious and possibly fraud – please review further.

d. Click Save. The system displays a success message.



e. The Change Status button will then change to Pay, and the Current Status column will update to Return-User."

5. For transactions that list the Duplicate Presentment exception reason, the user can view the duplicate and previously presented check items to visually inspect the checks. Click on the Duplicate Presentment hyperlink to open the Check Image window.

Transaction ID	Account Number	Serial Number	Credit	Debit	Current Status	Date	Change Status	Exception
1158611	xxxx4680	7114		\$900.00	Pay-System	05/22/2023	Return	99
Positive Pay Type: payee Issuance Payee Name: Oliver Orville Issuance Serial Number: 7114 Issuance Amount: \$933.00 Issuance Date: 05/22/2023 Original Serial Number: 7114 Original Amount: \$900.00			Payment Date: 05/22/2023 Loaded Exception Reason: <a href="#">Duplicate Presentment</a> Originally Cleared Date: 05/21/2023 8:00 PM EDT Originally Cleared Amount: \$900.00 Originally Cleared Status: Paid Payee Analysis: Fail			Adjust    Notes (0)		



- 6. The Check Image window opens, with the Duplicate Exception item and Previously Presented item displaying so that the user can visually inspect both items. Click the Show Back button to view the back of the checks.

Check Image

Duplicate Exception

James C. Morrison  
12345 AnyWhere Circle  
Your City, State 12345

**\*\* Void \*\***

Non-Negotiable

Check Number 7114  
Date MAY 22, 2023

Pay To the Order Of OLIVER OWENS \$ 900.00

Amount NINE HUNDRED AND NO CENTS Dollars

Memo ISN: 46102650 Signature S DELAERE

⑆ 3 2 2 1 7 2 4 4 1 ⑆ 2 4 6 8 0 2 4 6 8 0 ⑆ 7 1 1 4 ⑆ 0 0 0 0 0 9 0 0 0 0 ⑆

Previously Presented

James C. Morrison  
12345 AnyWhere Circle  
Your City, State 12345

**\*\* Void \*\***

Non-Negotiable

Check Number 7114  
Date MAY 22, 2023

Pay To the Order Of OLIVER OWENS \$ 900.00

Amount NINE HUNDRED AND NO CENTS Dollars

Memo ISN: 46102650 Signature S DELAERE

⑆ 3 2 2 1 7 2 4 4 1 ⑆ 2 4 6 8 0 2 4 6 8 0 ⑆ 7 1 1 4 ⑆ 0 0 0 0 0 9 0 0 0 0 ⑆

Close Show Back

- The backs of the Duplicate Exception item and the Previously Presented item appear. The user can visually inspect the images. Click the Show Front button to return to the front view of the checks.

Click the Close button to return to the Transaction Warehouse view.



- In the expanded transaction view, both the current and previously presented check data displays for comparison.

Transaction ID	Account Number	Serial Number	Credit	Debit	Current Status	Date	Change Status	Exception
1158611	xxxx4680	7114		\$900.00	Pay-System	05/22/2023	<a href="#">Return</a>	00
Positive Pay Type: payee		Payment Date: 05/22/2023		<a href="#">Adjust</a>		<a href="#">Notes (0)</a>		
Issuance Payee Name: Oliver Orville		Loaded Exception Reason: Duplicate Presentment						
Issuance Serial Number: 7114		Originally Cleared Date: 05/21/2023 8:00 PM EDT						
Issuance Amount: \$933.00		Originally Cleared Amount: \$900.00						
Issuance Date: 05/22/2023		Originally Cleared Status: Paid						
Original Serial Number: 7114		Payee Analysis: Fail						
Original Amount: \$900.00								

- A copy of the Transaction History can be downloaded by clicking the Download As CSV button at the bottom of the Transaction History screen.


## B. Optional Actions

1. Confirm Paying Exceptions (May or may not be implemented by the FI)
  - a. When the first exception is triggered on a presented item, additional validations are not performed. If the system detects a user pay decision on a check that additional validations were not performed (such as payee name analysis which is the last validation to occur), an image of the check is presented to allow the user to visually inspect the check. The user must click the confirm button to finalize the pay decision.
  - b. If the user decides to pay an item that is set to return, a pop-up window appears to confirm that this is the action they wish to take. The window displays an image of the check and other details for the user to review before confirming that they want to pay the item.

- i. Click Pay to pay a check.

Confirm Check
✕

James C. Morrison 12345 AnyWhere Circle Your City, State 12345	<b>Test Item</b> <b>** Void **</b> Non-Negotiable	Check Number <u>113747</u> Date <u>April 29, 2022</u>
Pay To the Order Of <u>Medical Advance</u>	<div style="border: 1px dashed black; padding: 5px; display: inline-block;">                     \$ <b>24.00</b> </div>	
Amount <u>Twenty Four and No cents</u> <span style="float: right; font-size: small;">Dollars</span>		
Memo <u>ISN: 44000695</u>	Signature <u>S DeLaere</u>	



**Exception Reason:** Issuance Payee Mismatch

Issuance Serial Number: 113747	Issuance Amount: \$24.00
Issuance Payee Name: Advanced Medical	Payee Match Score: 13

Cancel

Confirm

Amount and Serial Number may be adjusted after Confirm

1. A pop-up window with check information displays for the user's review.
2. Once the user has reviewed the information presented, they can decide to Confirm so that the check will be paid or to Cancel so that the check will be returned.

## C. Review Payee

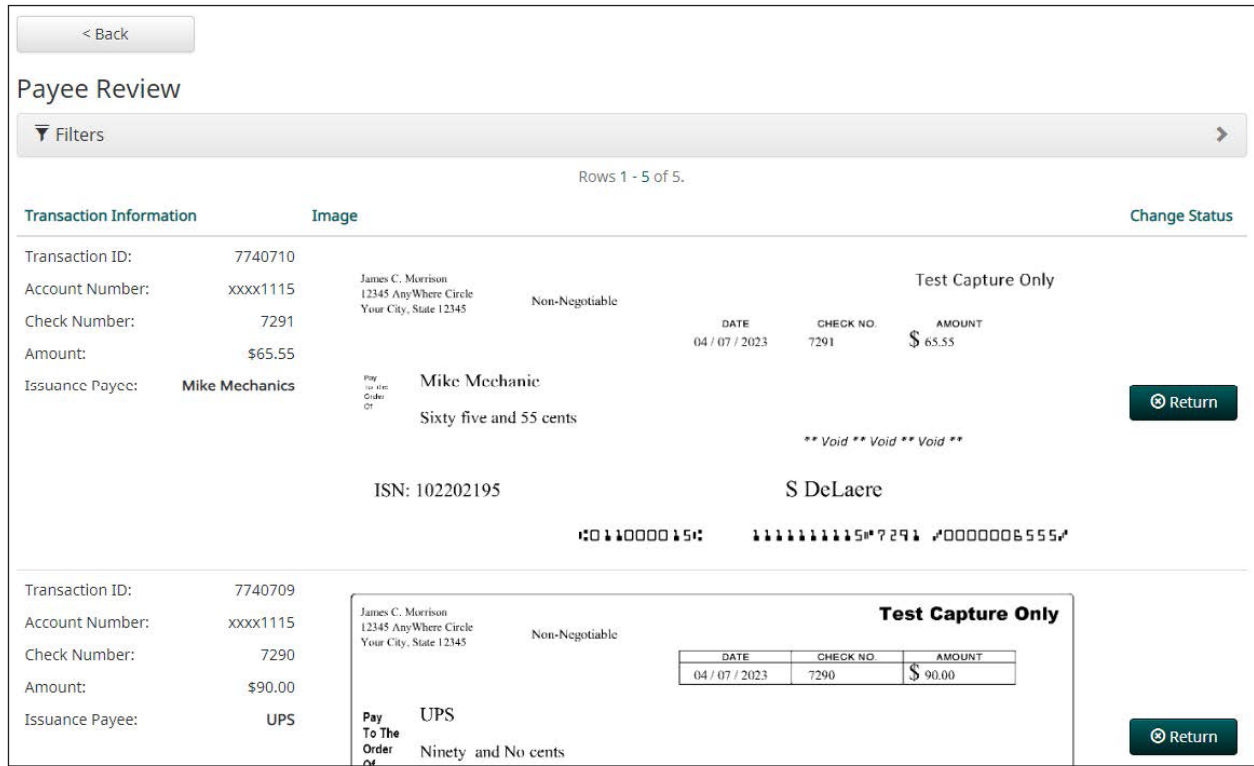
Although payee analysis is a good technology, it is not a perfect technology. The Review Payee functionality has been introduced to allow users to visually inspect presented items to ensure fraudulent transactions that may not have triggered any exceptions are identified.

1. If Payee Positive Pay is configured by the FI, the Review Payee feature may be available in Transaction History. Review Payee allows users to easily view non-exception items for transactions on accounts enrolled in Payee Positive Pay.
2. From within Transaction History, the Payee Review button appears at the top of the screen with the total number of non-exception items available for review in parentheses. Click the Review Payee button to proceed.

The screenshot shows the 'Transaction History' interface. At the top right, there is a 'Date Range' dropdown set to 'April 7, 2023'. Below this, there are two buttons: 'Mass Pay & Issue' and 'Payee Review (5)'. A red arrow points to the 'Payee Review (5)' button. Below the buttons is a 'Filters' section with a dropdown arrow. The main content area displays '70 debit transactions totaling \$58,917.30' and 'Rows 26 - 50 of 70.'. A pagination control shows page numbers 1, 2, and 3, with page 2 selected. Below this is a table with the following columns: Transaction ID, Account Number, Check Number, Credit, Debit, Current Status, Date, Change Status, and Exception. Two rows are visible in the table, both with a 'Return' button and an exception icon.

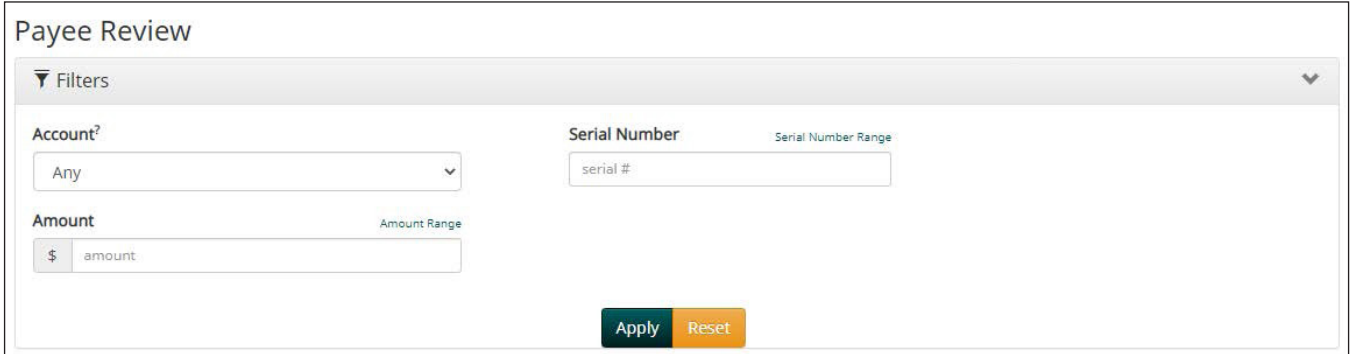
Transaction ID	Account Number	Check Number	Credit	Debit	Current Status	Date	Change Status	Exception
7740739	xxxx1115	7320		\$2,800.00	Pending-Pay	04/07/2023	Return	!
7740738	xxxx1115	7319		\$293.93	Pay-System	04/07/2023	Return	!

- The Payee Review screen appears. The Payee Review page displays all current day non-exception transactions for all accounts to which the user has access.



- Transaction ID** Unique ID assigned by the Check Positive Pay (PRO-CHEX) system when transactions are loaded.
- Account Number** Account number the check was presented against.
- Serial Number** The check number presented for payment.
- Amount** The amount of the check.
- Issuance Payee** Name of payee submitted with the issuance presented for payment.
- Image View** The front image of the check will display for review
- Change Status** The Return button is available for the user to change the status of the transaction to Return.

4. To narrow the review screen results, click Filters and a window containing filter criteria will appear.



**Account** Type an account name or the last 4 digits of the account number into the field to view transactions for one specific account, or select an account from the drop-down menu.

**Amount** Enter a specific amount for the transaction.

**Amount Range** Click the hyperlink above the Amount field to enter an amount range or a maximum or minimum amount of transaction.

**Min Amount** Minimum dollar amount of transaction.

**Max Amount** Maximum dollar amount of transaction.

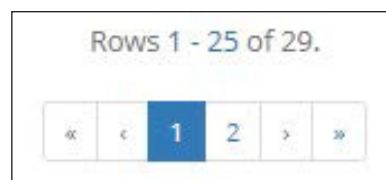
**Serial Number** Type the item serial number for a specific issued item.

**Serial Number Range** Click the hyperlink above the Serial Number field to enter a serial number range or a maximum or minimum serial number.

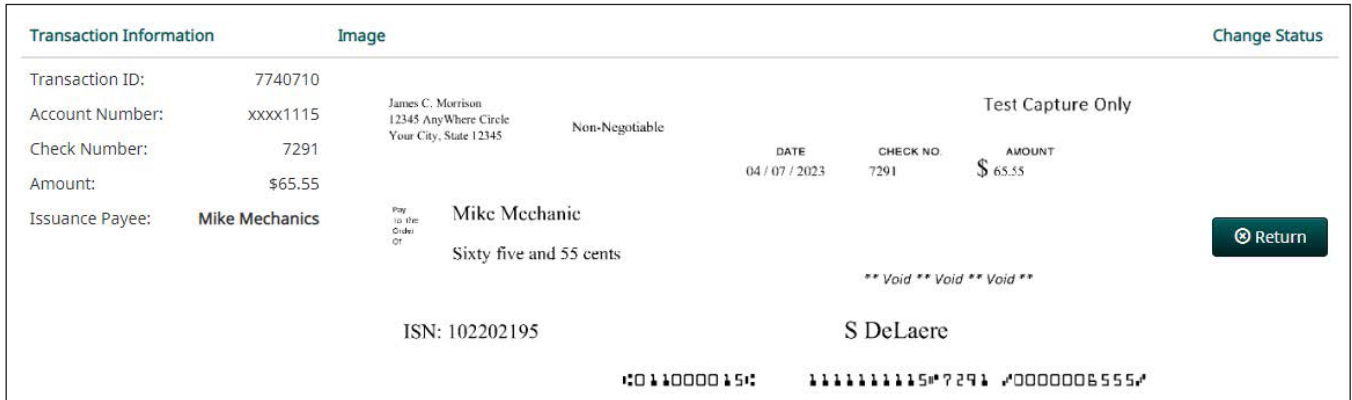
**Min Serial #** Minimum serial number

**Max Serial #** Maximum serial number

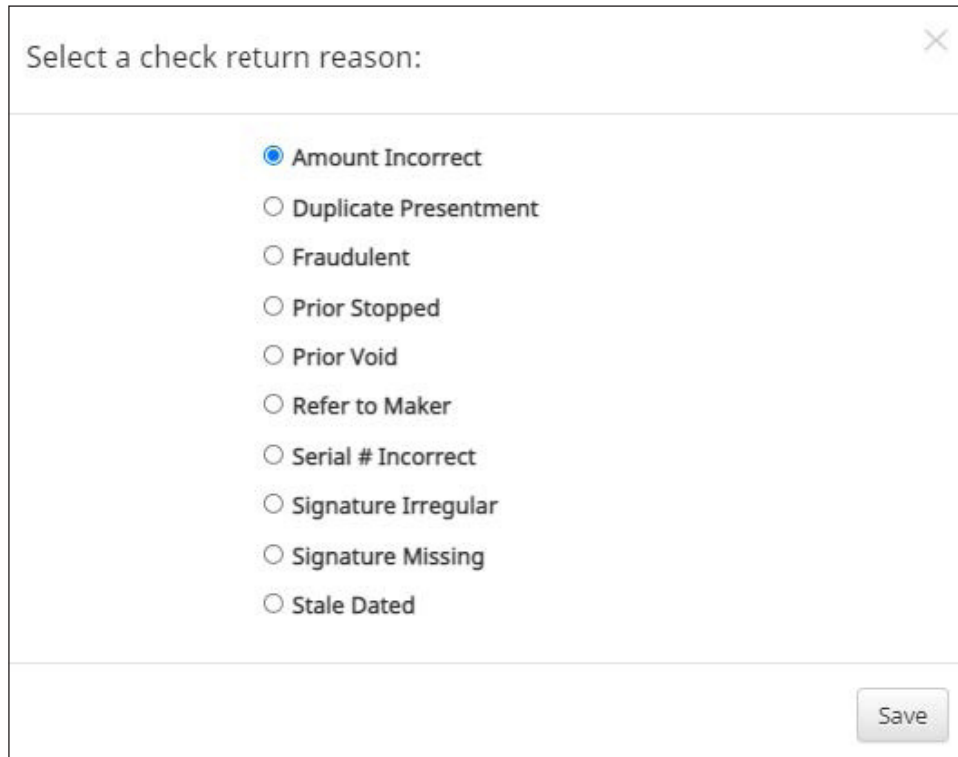
5. Once search criteria are selected, click Apply to narrow your results.
6. Results are displayed in pages of 25 items. If the Review Payee screen contains more than 25 items, the results are displayed on multiple pages. Use the navigation buttons at the top of the review screen to review all results.



7. To change the transaction status to Return, click the Return button.



9. A pop-up window will display to select a check return reason. Select the appropriate return reason, and click the Save button to proceed.





- Once the return reason is saved, the user will be returned to the Review Payee screen, and the Return button will be displayed as an Undo button. If the user determines that the Return should be undone, clicking the Undo button will change the status back to Pay, and the screen will revert the button to Return.

The screenshot displays two transaction cards. The first card, for Transaction ID 7740710, shows a check from James C. Morrison for \$65.55 dated 04/07/2023, payable to Mike Mechanics. The status is 'Test Capture Only' and the button is 'Undo'. The second card, for Transaction ID 7740709, shows a check for \$90.00 dated 04/07/2023, payable to UPS. The status is 'Test Capture Only' and the button is 'Return'.

- Click the Back button at the top of the screen to return to the Transaction History screen.

The screenshot shows the 'Payee Review' screen with a '< Back' button at the top left, indicated by a red arrow. Below the button is a 'Filters' dropdown and a 'Rows 1 - 5 of 5.' indicator. The first transaction card is visible, showing details for Transaction ID 7740710, including the payee 'Mike Mechanics' and the amount '\$65.55'.

- The user is returned to the Transaction History view and may see the following alert message:

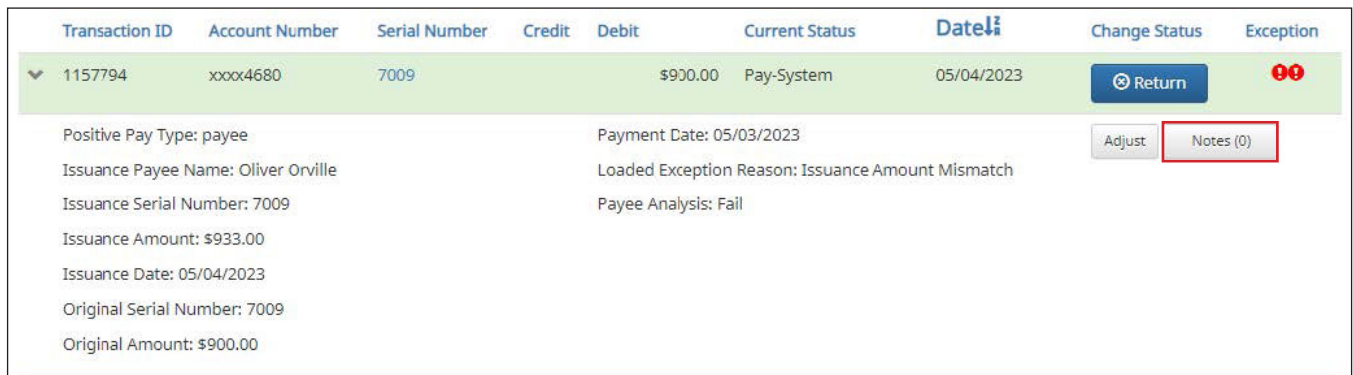
In order to view your changes, please refresh your browser and review your filters. ✕

- Refresh the browser window to view the changes to the Transaction History screen. The user should see the previously changed item with the status of Return-User.

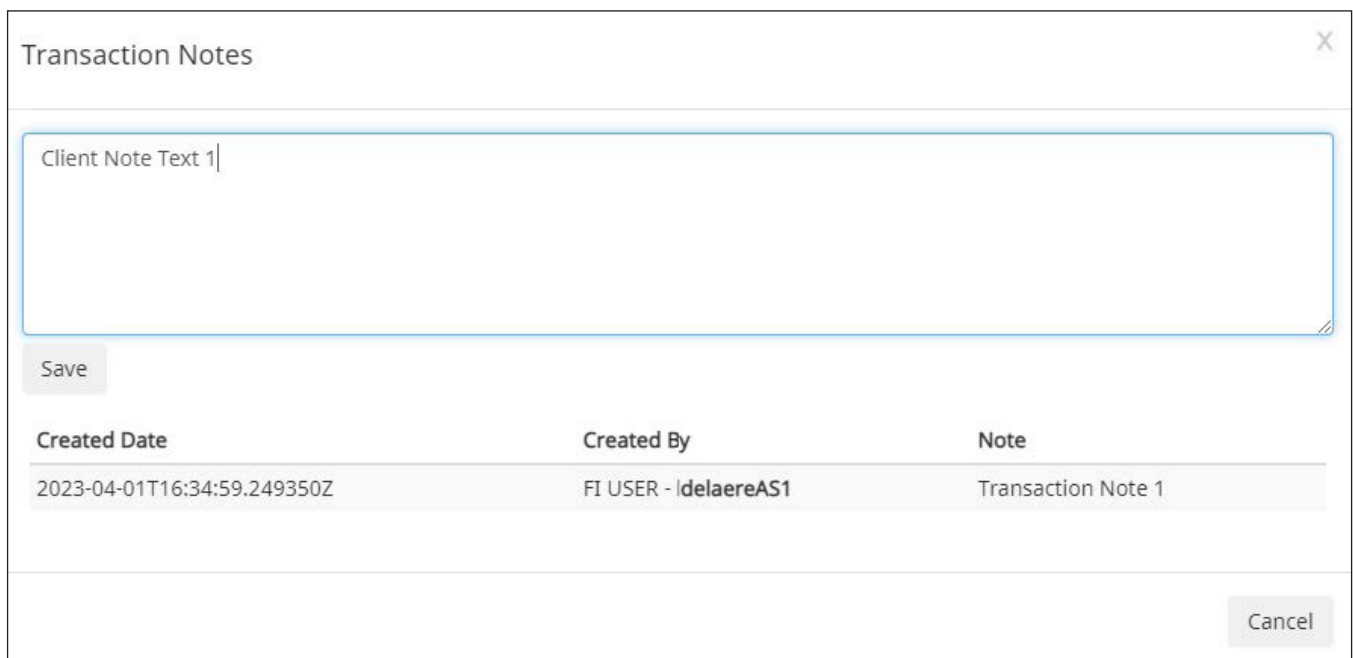


## D. Notes

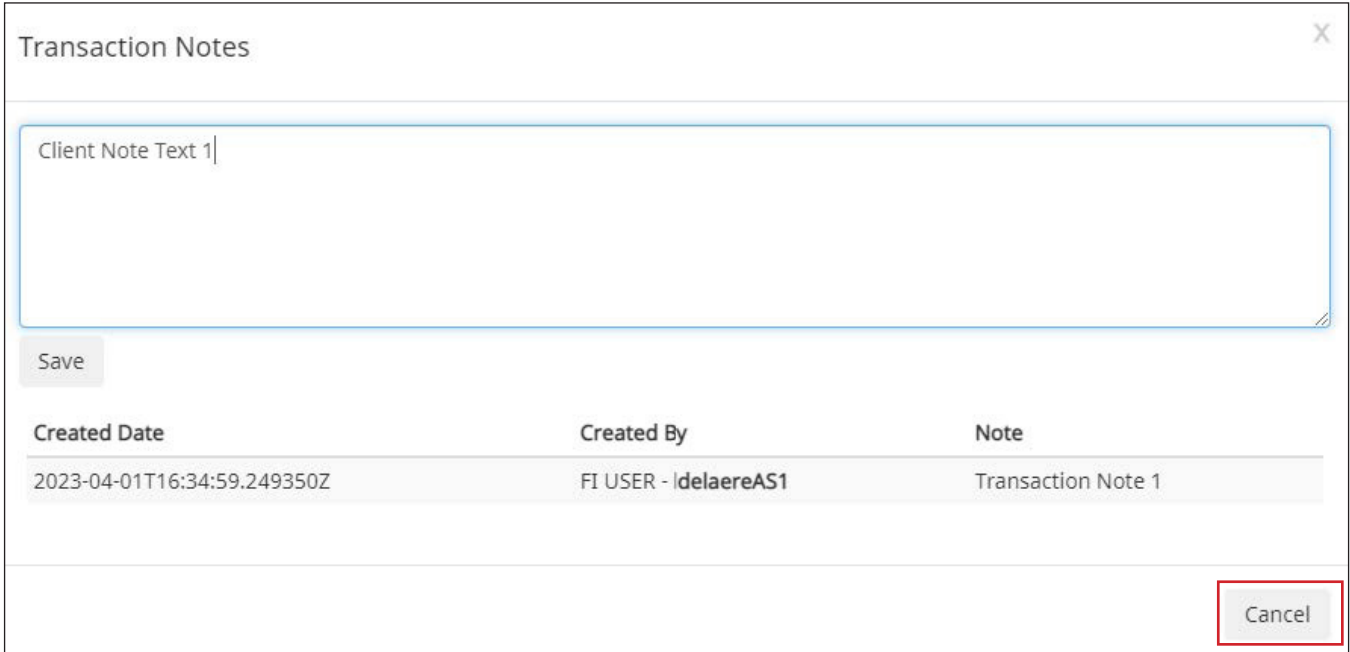
1. If enabled, the Notes feature allows FI and Client users to make notes regarding a transaction. The Notes button displays the number of Note entries added to a transaction. Click the Notes button to enter in the information regarding the transaction.



2. The Transaction Notes screen appears. Users can enter notes within this interface, and a log of notes added to a transaction appears in the lower part of the screen.



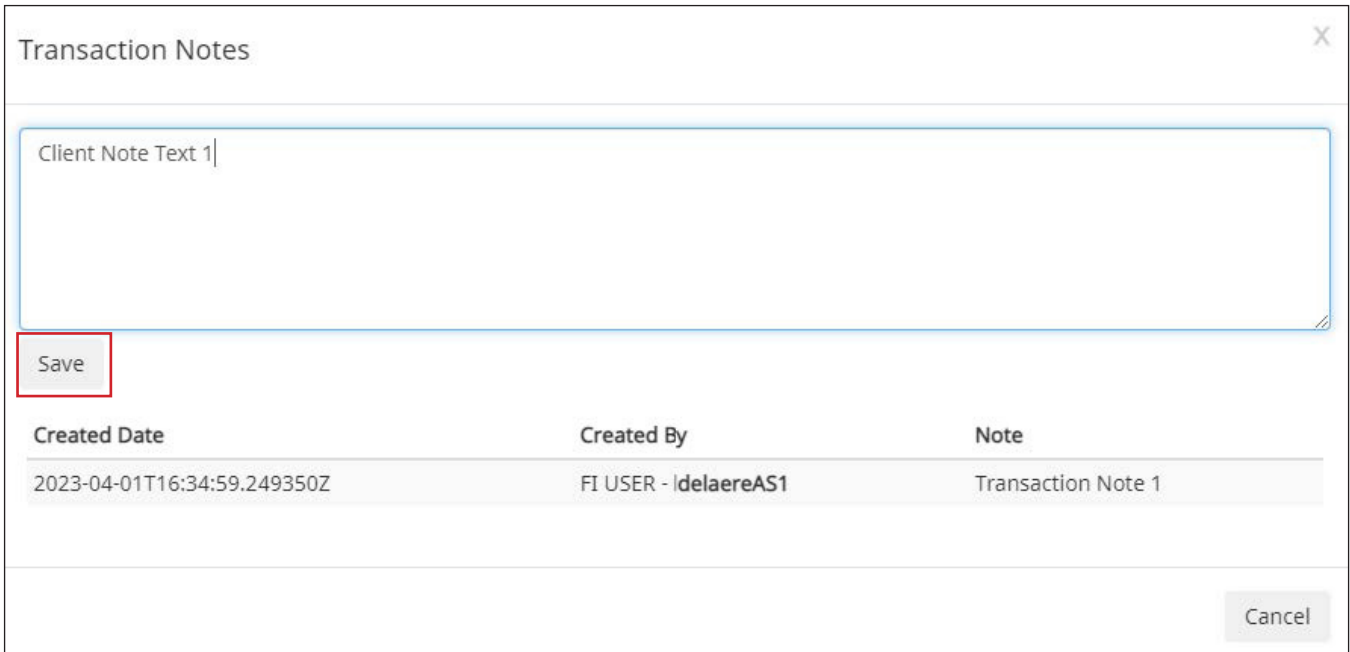
- The user can click the Cancel button to cancel without placing notes on the transaction.



The screenshot shows a dialog box titled "Transaction Notes" with a close button (X) in the top right corner. A text input field contains "Client Note Text 1". Below the input field is a "Save" button. Underneath is a table with three columns: "Created Date", "Created By", and "Note". The table contains one row of data. A "Cancel" button is located in the bottom right corner and is highlighted with a red border.

Created Date	Created By	Note
2023-04-01T16:34:59.249350Z	FI USER - IdelaereAS1	Transaction Note 1

- Once a Notes entry is completed, the user must click Save to record the entry.



The screenshot shows the same "Transaction Notes" dialog box. The "Save" button is now highlighted with a red border, and the "Cancel" button in the bottom right corner is no longer highlighted.

Created Date	Created By	Note
2023-04-01T16:34:59.249350Z	FI USER - IdelaereAS1	Transaction Note 1

- The created note will now display in the audit history log at the bottom of the screen, along with any other notes previously added to this transaction.

Transaction Notes
X

Save

Created Date	Created By	Note
2023-04-02T16:16:05.692438Z	CLIENT USER - sdelaere1	Client Note Text 1
2023-04-01T16:34:59.249350Z	FI USER - IdelaereAS1	Transaction Note 1

Cancel

- The user can enter up to 4,000 characters in the Transaction Notes window. Multiple notes can be added within the 4,000 character limit.
- Click the X button at the top right of the Transaction Notes window to close the window.

Transaction Notes
X

Save

Created Date	Created By	Note
2023-04-02T16:16:05.692438Z	CLIENT USER - sdelaere1	Client Note Text 1
2023-04-01T16:34:59.249350Z	FI USER - IdelaereAS1	Transaction Note 1

Cancel

**NOTE:**

- Notes can be added to transaction after EOD processing.

## VII. MATCH PAID ITEMS

Check Positive Pay (PRO-CHEX) supports the ability for FI and Client Users to match issue items loaded to the system after cleanup has been performed to Paid No Issue exception items.

**NOTE:**

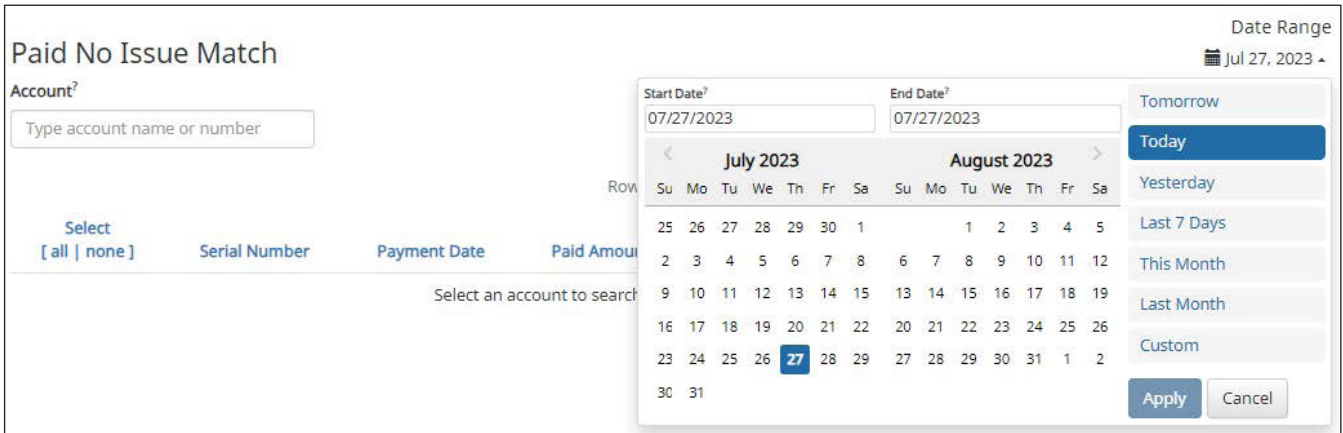
- The Paid No Issue Matching user privilege must be enabled.
- If Reconciliation is enabled and both the issuance and payment date precede the period start date, matching is not allowed.

### A. Paid No Issue Match

1. From the Check Positive Pay (PRO-CHEX) module, click Perform > Paid No Issue Match.



2. The Paid No Issue Match screen displays with the current month date range by default. To filter the date range, click on the Date Range drop-down, select the desired range, and click the Apply button.



- In the Client portal, the Paid No Issue Match screen must be filtered by Account to display data. Type an account name or the last 4 digits of the account number to generate the SmartSearch filter.

**Paid No Issue Match** Date Range  
Jul 27, 2023

Account?

Select Account  
TestRecon - xxxx3579

Rows 1 - 25 of -2.

	Paid Amount	Issue Amount	Issue Date	Issue Type	Payee Name
--	-------------	--------------	------------	------------	------------

Select an account to search for available transactions to match

- Once the Account filters has been entered, the screen displays all outstanding issue items that can be matched to Paid No Issue items previously cleared. The first line in each row presents information on the outstanding issue item, and subsequent lines will be one or more paid no issue items that can be matched to the outstanding item.

**Paid No Issue Match** Date Range  
April 1, 2022 - April 30, 2022

Account?

Rows 1 - 11 of 11.

Select [ all   none ]	Serial Number	Payment Date	Paid Amount	Issue Amount	Issue Date	Issue Type	Payee Name
<input type="checkbox"/>	113696	04/21/2022	\$ 750.00	\$ 750.00	04/22/2022	ISSUED	ABC Carpentry
<input type="checkbox"/>	113695	04/21/2022	\$ 150.00	\$ 150.00	04/22/2022	ISSUED	Jake Chambers
<input type="radio"/>		04/21/2022	\$ 150.00				
<input type="checkbox"/>	113694	04/21/2022	\$ 150.00	\$ 150.00	04/22/2022	ISSUED	Nesta Archeron Elain Archeron
<input type="radio"/>		04/21/2022	\$ 150.00				
<input type="checkbox"/>	113693	04/21/2022	\$ 2800.00	\$ 2800.00	04/22/2022	ISSUED	Michael Farrell
<input type="radio"/>		04/21/2022	\$ 2800.00				
<input type="checkbox"/>	113692	04/21/2022	\$ 293.03	\$ 193.93	04/22/2022	ISSUED	Cuyahoga County Clerk
<input type="radio"/>		04/21/2022	\$ 293.03				

**Select [all | none]** The user can opt to select individual transactions by clicking the checkbox at the left of the row. If an issue item has more than one matching incoming transaction, the radio button for the transaction the user wants to tie to the issue item must also be selected. The client can also select all transactions by clicking "all" in the Select column. The client can de-select all transactions by clicking "none".

**Serial Number** The serial number of the item.

**Paid Amount** Amount of the paid no issue item.

Clicking the eye icon next to the paid amount will allow the user to view the check image of the paid no issue item.

**Issue Amount** The amount of the outstanding issue item.



**Issue Date** The date of the outstanding issue item.

**Issue Type** Issuance type of the outstanding issue item. Matching can be performed to Issued, Voided, or Stopped unmatched issuance items.

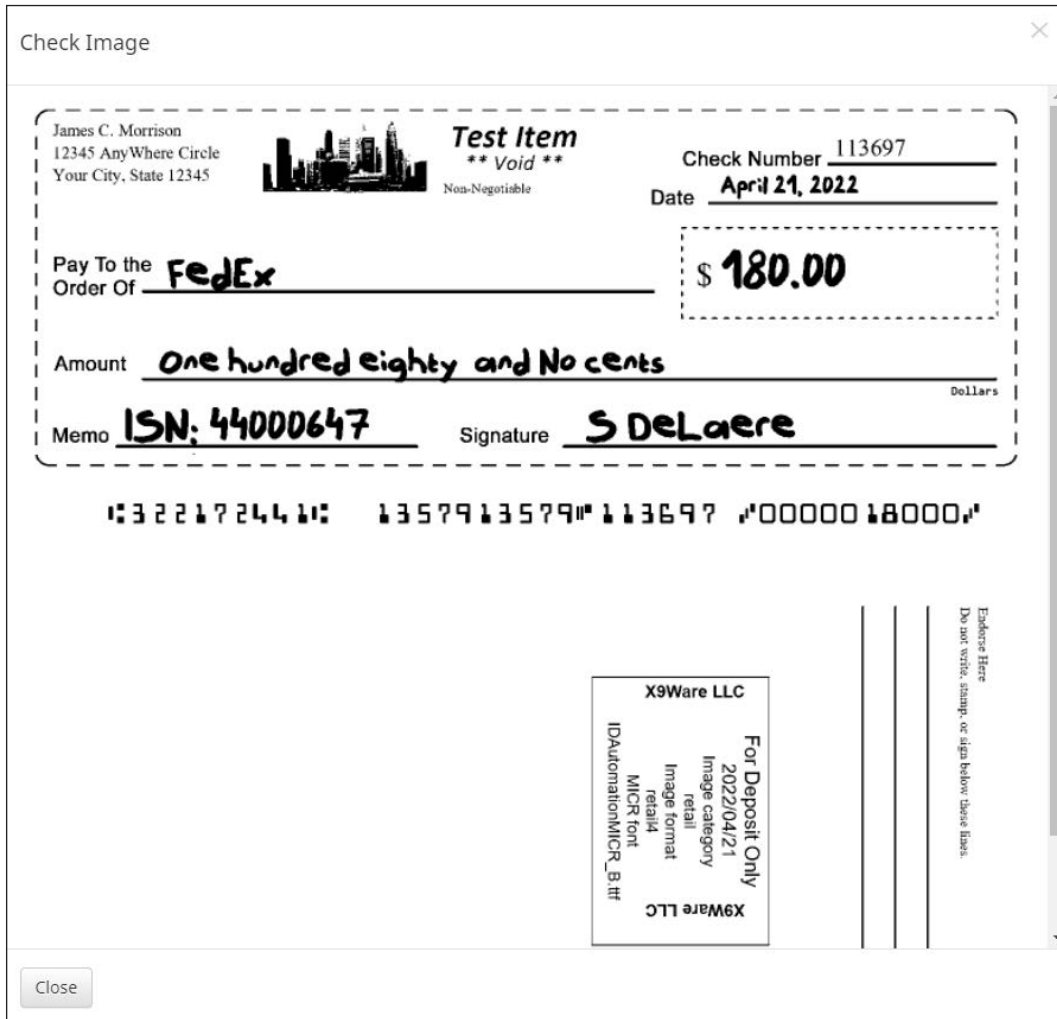
**Payee Name** The payee name listed on the outstanding issue item.

- The user can view check images of the paid no issue items to compare to the outstanding issue item to determine if the items are indeed a match. Click the eye icon next to the paid amount for any paid item to view.

Rows 1 - 13 of 13.

Select	Serial Number	Payment Date	Paid Amount	Issue Amount	Issue Date	Issue Type	Payee Name
<input type="checkbox"/>	113697	04/21/2022	\$ 180.00	\$ 180.00	04/22/2022	ISSUED	FedEx
<input type="radio"/>		04/21/2022	\$ 180.00				
<input type="radio"/>		04/21/2022	\$ 180.00				

- A pop-up window with images of the front and back of the check displays. If there is more than one paid items, examine both check images to confirm if either is a match. Click the Close button to close the check image view.



- Once a match is found, click the checkbox at the left of the row to activate that row for matching. Click the radio button of the paid no issue item that matched the outstanding issue item. Single or multiple rows can be activated and selected for matching.

Select	Serial Number	Payment Date	Paid Amount	Issue Amount	Issue Date	Issue Type	Payee Name
<input checked="" type="checkbox"/>	113697	04/21/2022	\$ 180.00	\$ 180.00	04/22/2022	ISSUED	FedEx
<input type="checkbox"/>		04/21/2022	\$ 180.00				



8. Once selections are made, click the Match Selected button at the bottom of the Paid No Issue Match screen to complete the match.

<input checked="" type="checkbox"/>	113686	04/21/2022	\$ 270.00		\$ 260.00	04/22/2022	ISSUED	Office Pride
<input type="checkbox"/>	113685	04/21/2022	\$ 600.00		\$ 600.00	04/22/2022	ISSUED	Jonathan Copeland Michael Copeland
		04/21/2022	\$ 600.00					

**Match Selected**

9. The Confirm Matching screen displays. Select Confirm to match any selected Issuance and Transaction items. Click the Cancel button to cancel without matching.

### Confirm Matching

Match 2 selected Issuance and Transaction items

Click Cancel to return or Confirm to continue

**Cancel** **Confirm**

10. Once Confirm is clicked, the system displays a success message.

2 transactions submitted to be matched to issuance ✕

11. The paid transaction now shows the matched issue item data in Transaction History.

Transaction ID	Account Number	Serial Number	Credit	Debit	Current Status	Date	Change Status	Exception
54164	xxxx3579	113686		\$270.00	Pay-System	04/21/2022	Ineligible	
Positive Pay Type: payee			Payment Date: 04/21/2022			Disposition Created: 04/21/2022 6:00 PM EDT		
Issuance Payee Name: Office Pride			Loaded Exception Reason: Issuance Not Found					
Issuance Serial Number: 113686								
Issuance Amount: \$260.00								
Issuance Date: 04/22/2022								
Original Serial Number: 113686								
Original Amount: \$270.00								

12. Viewing the check data in the Item Lookup interface shows the complete audit history of the transaction.

**Item Lookup**

Account<sup>2</sup>  [clear](#)      Serial Number

[Apply](#) [Reset](#)

---

Account Number: xxxx3579      Serial Number: 113686      [View Check Image](#)

---

Transaction Date: 04/21/2022	Original Serial Number: 113686	Exception Reason: Issuance Not Found
Payment Date: 04/21/2022	Original Amount: \$270.00	Payee Match Score: No payee match needed
Transaction ID: 54164	Issuance Payee Name: Office Pride	Disposition Created: 04/21/2022 6:00 PM EDT
Debit Amount: \$270.00	Issuance Serial Number: 113686	
Current Status: Pay-System	Issuance Amount: \$260.00	
	Issuance Status: ISSUED	

---

Issuance Date: 04/22/2022	Update By: sdelaere1	Payee Name: Office Pride
Updated Date/Time: 04/22/2022 12:13 PM EDT	Transaction Id: 54164	Match Status: PAID
Load Date/Time: 04/22/2022 12:13 PM EDT	Issue Type: ISSUED	Amount: \$260.00

## VIII. DECISION DUAL APPROVAL

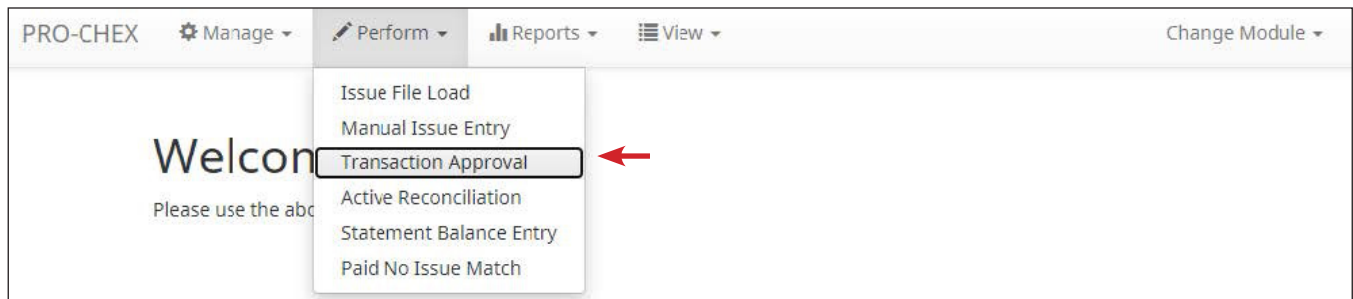
Check Positive Pay (PRO-CHEX) can support dual approval for client decisioning. If enabled by the FI and configured for a client, any transactions in a Return status that are decided by the client will be held in "Suspended" status until approved or rejected by a secondary user.

**NOTE:**

- **Client Decision Dual Approval permission must be enabled by the FI.**
- **The Decision Dual Approval user privilege must be enabled.**

If Decision Dual Approval is enabled and a Client User decided any transaction in the Transaction History to the status of User-Pay, or adjusted the serial number or amount of any transaction, approval is requested to approve the change of the transaction status. The secondary client user must approve the transaction decision.

1. Within the Check Positive Pay (PRO-CHEX) module, click Perform > Transaction Approval.



2. The Check Transaction Approval screen displays.

Check Transaction Approval									
Rows 1 - 2 of 2.									
Select [ all   none ]	Account Number	Current Serial Number	Requested Serial Number	Current Amount	Requested Amount	Date	Current Status	Requested Status	Exception
> <input type="checkbox"/>	xxxx3579	1327		\$20.00		03-04-2021	Return-User	Pay	
> <input type="checkbox"/>	xxxx3579			\$200.00		03-04-2021	Return-User	Pay	

### Select [all | none]

The client user can select individual transactions by clicking the checkbox at the left of each row. The client can also select all transactions by clicking "all" in the Select column. The client can de-select all transactions by clicking "none".

### Account Number

Displays the masked account number for the item.

### Current Serial Number

The current serial number of the item. The client user can click the hyperlink in the serial number to view the check image. An eye icon denotes an item that has no serial number.

### Requested Serial Number

The updated serial number, if changed by the client user performing the decisioning.

### Current Amount

Original amount of the transaction.

### Requested Amount

The updated amount, if changed by the client user performing the decisioning.

### Date

Date of the transaction.

### Current Status

Current Status of the transaction.


### Requested Status

The status of the transaction, if approved.

### Exception

If the transaction is an exception, an exception identifier appears in this column.

- Clicking the arrow (>) at the far left of each row expands the view for more information about the transaction.

Select [all   none]	Account Number	Current Serial Number	Requested Serial Number	Current Amount	Requested Amount	Date	Current Status	Requested Status	Exception
▼ <input type="checkbox"/>	xxx3579	1327		\$20.00		03-04-2021	Return-User	Pay	
Transaction ID: 31223 Requested By: CBBoots3 Loaded Exception Reason: No Issue Item									

**Transaction ID** Unique ID assigned by Check Positive Pay (PRO-CHEX) when transactions are loaded.

**Requested By** The client user who requesting the change of transaction status.

**Loaded Exception Reason** The exception identified when the transaction was loaded.

- After examining the transactions pending approval, the client user can select items to approve or reject by clicking the Approve or Deny buttons at the bottom of the screen.
- If a transaction is Approved, a Confirm Approval pop-up window appears. The user can click the Confirm button to confirm the approval of the transaction status change, or click the Cancel button to return to the Check Transaction Approval Screen.

Confirm Approval

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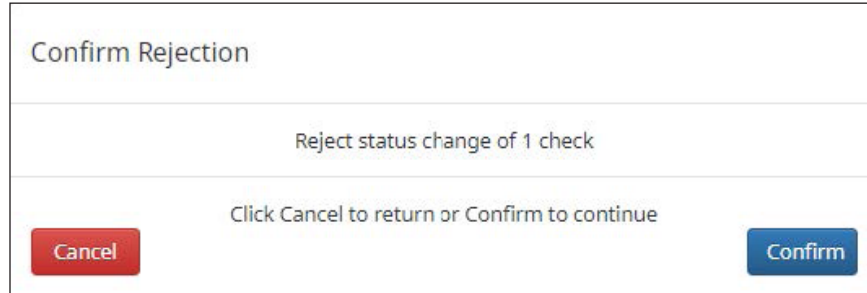
Approve status change of 1 check

---

Click Cancel to return or Confirm to continue

Cancel
Confirm

6. If a transaction is Rejected, a Confirm Rejection pop-up window will appear. The user can click the Confirm button to confirm the rejection of the transaction status change, or click the Cancel button to return to the Check Transaction Approval Screen.



7. Updating Transactions in Pending-Pay Status:

In the case of No Issue transactions that are in Pending-Pay status awaiting approval or rejection, the user may do the following:

- a. **Add Issue:** A transaction currently in Pending-Pay status can be updated in the Transaction History page by expanding the view on the transaction and clicking the Add Issue button.

Before changes, the transaction appears without payee information as shown below.

Select [ all   none ]	Account Number	Current Serial Number	Requested Serial Number	Current Amount	Requested Amount	Date	Current Status	Requested Status	Exception
▼ <input type="checkbox"/>	xxxx1111	11605		\$54.00		04-19-2021	Return-User	Pay	
Transaction ID: 45615 Requested By: mfleetwood1 Loaded Exception Reason: No Issue Item									

- i. In Transaction History, click the Add Issue button.

▼ 45615	xxxx1111	11605		\$54.00	Pending-Pay	04-19-2021			
Positive Pay Type: payee		Return Date: 04/19/2021 15:00:00 EDT		<b>Add Issue</b>		Teller ID: Covey Seminars			
Original Serial Number: 11605		Return Reason: Amount Incorrect							
Original Amount: \$54.00		Loaded Exception Reason: No Issue Item							

- ii. Complete the Add Issue pop-up screen by entering a Payee Name and clicking the Save button.

Add Issue Item: ✕

<b>Serial Number</b>	<b>Amount</b>	<b>Payee Name?</b>	<b>Status</b>	<b>Issuance Date</b>
11605	54	Henry Fordham	ISSUED	04/16/2021

\* Account Configured for Recon: To select a date other than today, 'X' out and add issuance after the Pay request is approved

- iii. The changes are then reflected in the Transaction Approval screen, as shown below.

Select [ all ] [ none ]	Account Number	Current Serial Number	Requested Serial Number	Current Amount	Requested Amount	Date	Current Status	Requested Status	Exception
▼ <input type="checkbox"/>	xxxx1111	11605		\$54.00		04-19-2021	Return-User	Pay	
Transaction ID: 45615 Requested By: mfleetwood1 Loaded Exception Reason: No Issue Item					Issuance Requested Requested Issuance Amount: \$54.00 Requested Issuance Date: 04-16-2021 Requested Issuance Status: ISSUED				

- b. Items currently in Pending-Pay status will **not allow** the user to adjust the serial number or amount.

**NOTE:**

- If a transaction decision is currently awaiting approval from a secondary client user and the transaction is not approved or rejected by EOD, the transaction will revert to its original status. For instance, if a transaction is set to default return and a client user decisions the item to be paid, if that decision is not approved by EOD, the item will revert to the default return status.

## IX. REPORTS

**NOTE:**

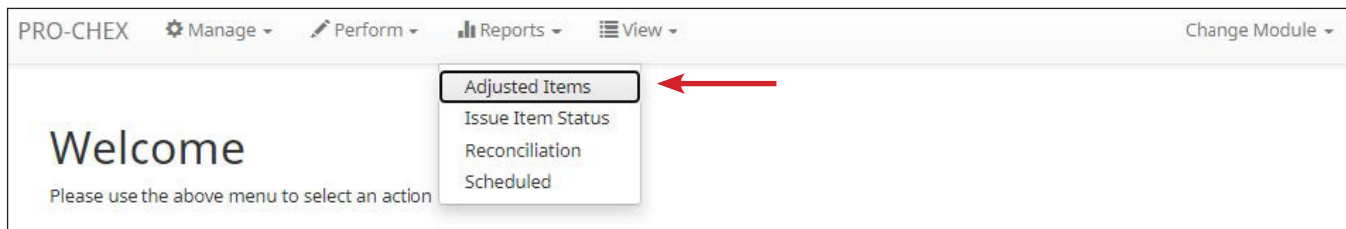
- Reports are available for one (1) year.

### A. Adjusted Items Report

**NOTE:**

- The Adjusted Items Report user privilege must be enabled.

1. The Adjusted Items report allows the client user to view all transactions adjusted by the FI or client within the Check Positive Pay (PRO-CHEX) system.
2. From the Check Positive Pay (PRO-CHEX) module, click Reports > Adjusted Items.





3. The Adjusted Items page appears.

Adjusted Items Date Range  
Jul 27, 2023

Filters >

4 transactions totaling \$7,693.00  
Rows 1 - 4 of 4.

Account Number	R/T Number	Original Serial Number	Serial Number Change	Encoded Amount	Amount Changed To	Amount of Adjustment Needed	Date	Adjustment Made By
xxxx4680	322172441	7518	7518	\$3,000.00	\$30.00	\$2,970.00	07-27-2023	FI
xxxx4680	322172441	7506	7506	\$8,130.00	\$6,130.00	\$2,000.00	07-27-2023	FI
xxxx4680	322172441	7504	7504	\$999.00	\$933.00	\$66.00	07-27-2023	FI
xxxx4680	322172441	7501	7501	\$650.00	\$600.00	\$50.00	07-27-2023	FI

4. The Date Range field defaults to showing one day of transactions. To filter a longer date range of transactions shown, click on the Date Range drop-down.

Adjusted Items Date Range  
Jul 27, 2023

Filters >

4 transactions totaling \$7,693.00  
Rows 1 - 4 of 4.

Account Number	R/T Number	Original Serial Number	Serial Number Change	Encoded Amount	Amount Changed To	Amount of Adjustment Needed	Date	Adjustment Made By
xxxx4680	322172441	7518	7518	\$3,000.00	\$30.00	\$2,970.00	07-27-2023	FI
xxxx4680	322172441	7506	7506	\$8,130.00	\$6,130.00	\$2,000.00	07-27-2023	FI
xxxx4680	322172441	7504	7504	\$999.00	\$933.00	\$66.00	07-27-2023	FI

Start Date?  End Date?

<
July 2023
August 2023
>

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1		1	2	3	4	5	
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28	29	30	31	1	2
30	31												

Tomorrow  
Today  
Yesterday  
Last 7 Days  
This Month  
Last Month  
Custom

Apply
Cancel

5. To narrow search results, click Filters and a window containing additional search criteria appears.

**Account** Type an account name or the last 4 digits of the account number.

**Amount** Enter a specific amount for the transaction.

**Amount Range** Click the hyperlink above the Amount field to enter an amount range or a maximum or minimum amount of transaction.

**Min Amount** Minimum dollar amount of transaction.

**Max Amount** Maximum dollar amount of transaction.

**Serial Number** Type the item serial number for a specific issued item.

**Serial Number Range** Click the hyperlink above the Serial Number field to enter a serial number range or a maximum or minimum serial number.

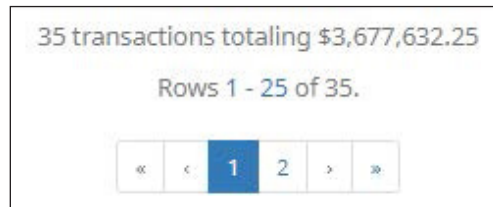
**Min Serial #** Minimum serial number

**Max Serial #** Maximum serial number

**Adjustment Made By** Select a user from the drop-down menu to filter to display only changes made by that user. Users can include FI or client users.

6. Once search criteria are selected, click Apply to narrow your search results.

7. Adjusted Items transactions are displayed in pages of 25 items. If the report contains more than 25 transactions, the results are displayed on multiple pages. Use the navigation buttons at the top of the report results to review all results.



Account Number	R/T Number	Original Serial Number	Serial Number Change	Encoded Amount	Amount Changed To	Amount of Adjustment Needed	Date	Adjustment Made By
<b>Account Number</b>	Displays the Account Number for the adjusted item.							
<b>R/T Number</b>	Displays the routing number associated with the adjusted item.							
<b>Original Serial Number</b>	Displays the item's original serial number.							
<b>Serial Number Change</b>	Displays the serial number after the item was adjusted.							
<b>Encoded Amount</b>	Displays the original encoded amount of the item.							
<b>Amount Changed To</b>	Displays the amount of the transaction after the item was adjusted.							
<b>Amount of Adjustment Needed</b>	Displays the total dollar amount difference between the encoded amount and the adjusted amount.							
<b>Date</b>	Displays the date the item was adjusted.							
<b>Adjustments Made By</b>	Displays the name of the user who adjusted the item.							

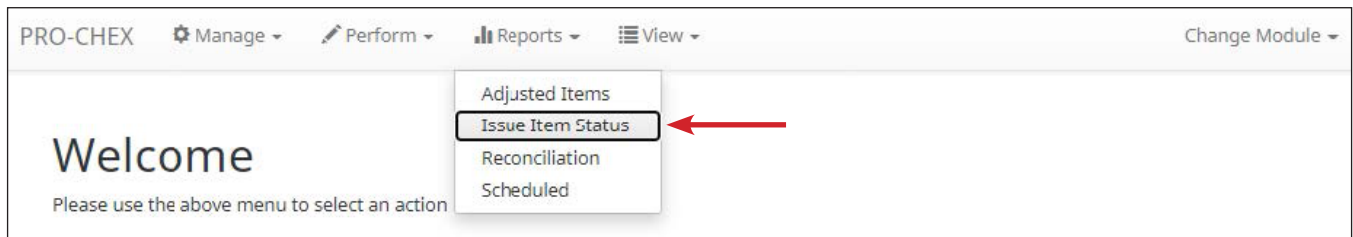
8. The entire Adjusted Items Report can be downloaded as a CSV file (Comma Separated Value). Click on the Download as CSV button at the bottom left of the Adjusted Items Report screen.

## B. Issue Item Status Report

**NOTE:**

- The Issue Item Status Report user privilege must be enabled.

1. Within the Check Positive Pay (PRO-CHEX) Module, click Reports > Issue Item Status.



- The Issue Item Status Report page appears. The page defaults to Outstanding items but can be changed to Paid items or Returned items.

<b>Issuance Status</b>	Outstanding	Any items that have not been matched and decisioned yet.
	Paid	Any items that have been matched and paid.
	Returned	Any items that have been matched and returned.
	Stops	Any items that have a stopped status.
	VOIDS	Any items that have a voided status.

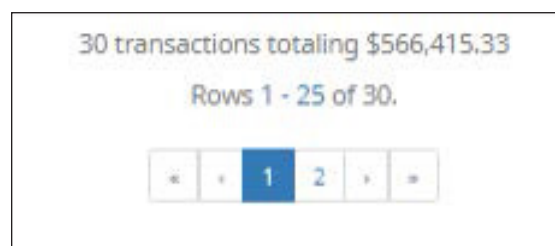
**Start Date** The start date is only applicable when filtering by Paid or Returned Issuance Status.

**End Date** The end date will default to the current date.

**Summary Information Only** Will show summary, rather than detailed, information on the displayed data.

**Account** To further narrow down the results the report can be filtered by a specific account.

- Once search criteria are selected, click Apply to narrow your search results.
- Search results are displayed in pages of 25 items. If the search contains more than 25 transactions, the results are displayed on multiple pages. Use the navigation buttons at the top of the search results to review all results.



5. The Issue Item Status report will populate below the search window based on filters selected.

a. Filtering for Outstanding Issuance Status:

Account Number	Serial Number	Payee Name	Amount	Issuance Date
xxxx1111	9263	Citizens Union Bank (v)	\$6,130.00	05/28/2020
xxxx1111	9262	Advanced Medical, Inc.	\$24.00	05/28/2020
xxxx1111	9261	Richard Canova	\$53.36	05/28/2020
xxxx1111	9259	Waller Lansden Dortch & Davis, LLP	\$933.00	05/28/2020
xxxx1111	9258	Richard Canova	\$1.00	05/28/2020
xxxx1111	9257	Office Pride	\$260.00	05/28/2020
xxxx1111	9256	Jonathan Copeland	\$600.00	05/28/2020
xxxx1111	9255	Cisco Webex, LLC	\$65.55	05/28/2020

**Account Number** Displays the masked account number.

**Serial Number** Displays the serial number for the item.

**Payee Name** Displays the payee name, if applicable.

**Amount** Displays the amount of the issuance item.

**Issuance Date** Displays the date of the issuance item.

## b. Filtering for Paid Issuance Status:

Account Number	Serial Number	Payee Name	Issuance Amount	Issuance Date	Transaction Amount	Payment Date
xxxx1010	4113	ABC Carpentry	\$750.00	06/23/2022	\$750.00	06/23/2022
xxxx1010	4112	Jake Chambers	\$150.00	06/23/2022	\$150.00	06/23/2022
xxxx1010	4110	Michael Farrell	\$2,800.00	06/23/2022	\$2,800.00	06/23/2022
xxxx1010	4109	Cuyahoga County Clerk	\$193.93	06/23/2022	\$193.93	06/23/2022
xxxx1010	4108	Covey Seminars	\$53.36	06/23/2022	\$153.36	06/23/2022
xxxx1010	4107	Citizens Union Bank	\$6,130.00	06/23/2022	\$8,130.00	06/23/2022

<b>Account Number</b>	Displays the masked account number.
<b>Serial Number</b>	Displays the serial number for the item.
<b>Payee Name</b>	Displays the payee name, if applicable.
<b>Issuance Amount</b>	Displays the amount of the issuance item.
<b>Issuance Date</b>	Displays the date of the issuance item.
<b>Transaction Amount</b>	Displays the amount of the presented item.
<b>Payment Date</b>	Displays the payment date of the item.

## c. Filtering for Returned Issuance Status:

Account Number	Serial Number	Payee Name	Issuance Amount	Issuance Date	Transaction Amount	Return Date
xxxx1010	4114	FedEx	\$180.00	06/23/2022	\$180.00	06/23/2022
xxxx1010	4111	Nesta Archeron Elain Archeron	\$150.00	06/23/2022	\$180.00	06/23/2022
xxxx1111	113783	ABC 123	\$700.00	06/06/2022	\$800.00	06/23/2022
xxxx1111	113782	Jake Jones	\$150.00	06/06/2022	\$260.10	06/23/2022

**Account Number** Displays the masked account number.

**Serial Number** Displays the serial number for the item.

**Payee Name** Displays the payee name, if applicable.

**Issuance Amount** Displays the amount of the issuance item.

**Issuance Date** Displays the date of the issuance item.

**Transaction Amount** Displays the amount of the presented item.

**Return Date** Displays the return date of the item.



## d. Filtering for Stops:

Account Number	Serial Number	Payee Name	Issuance Amount	Issuance Date
xxxx3333	306		\$306.00	06/16/2022
xxxx3333	304		\$304.00	06/16/2022
xxxx3333	303		\$303.00	06/16/2022
xxxx3333	302		\$302.00	06/16/2022
xxxx3333	301		\$301.00	06/16/2022

**Account Number** Displays the masked account number.

**Serial Number** Displays the serial number for the item.

**Payee Name** Displays the payee name, if applicable.

**Issuance Amount** Displays the amount of the issuance item.

**Issuance Date** Displays the date of the issuance item.

## e. Filtering for Voids:

Account Number	Serial Number	Payee Name	Issuance Amount	Issuance Date
xxxx9999	501		\$501.00	06/10/2022
xxxx6666	259	Gwen Lively	\$60,000.00	06/16/2022
xxxx6666	258	Gwen Simpson	\$19,393.00	06/16/2022
xxxx6666	257	James Brown	\$280,000.00	06/16/2022
xxxx6666	287	Jennifer Lopez	\$225.00	06/09/2022

**Account Number** Displays the masked account number.

**Serial Number** Displays the serial number for the item.

**Payee Name** Displays the payee name, if applicable.

**Issuance Amount** Displays the amount of the issuance item.

**Issuance Date** Displays the date of the issuance item.

6. If the Summary Information Only checkbox was selected, the Issue Item Status report populates with summary information as shown in the graphic below.

Account Number	Account Name	Check Status	Total Items	Total Dollar Amount
xxxx1111	WKP Main	Outstanding Issued Items	281	\$267,978.96
xxxx2222	WKP Payroll	Outstanding Issued Items	17	\$9,311.93
xxxx3333	WKP Expense	Outstanding Issued Items	3	\$1,464.75
				Grand Total: \$278,755.64

- Account Number** Displays the masked account number.
- Account Name** Displays the name of the account.
- Check Status** Displays the status of the issued items.
- Total Items** Displays the total amount of items with a particular check status for a specific account.
- Total Dollar Amount** Displays the total dollar amount of all items in the row.
- Grand Total** Displays the grand total dollar amount of all items displayed in the rows above.

7. The entire Issue Item Status Report can be downloaded as a CSV file (Comma Separated Value). Click on the Download as CSV button at the bottom left of the Issue Item Status Report screen.

## C. Scheduled Reports

The Scheduled Reports is an Enterprise level feature in Check Positive Pay (PRO-CHEX) designed to provide information related to outstanding issue items and paid items on a frequency. Scheduled reports can be configured to be delivered to the financial institution for forward deliver to the Client and/or they can be obtained through the Client portal.

Scheduled Reports			Date Range
Filters			May 1, 2020 - May 31, 2020
Rows 1 - 25 of 40.			
<input type="button" value="←"/> <input type="button" value="&lt;"/> <input type="button" value="1"/> <input type="button" value="2"/> <input type="button" value="&gt;"/> <input type="button" value="→"/>			
Report Name	Report Status	Request Type	Download Report
CL 3_xxxx1111_test-issuance_3023_2020-05-28.csv	GENERATED	SYSTEM	<input type="button" value="Download"/>
CL 3_xxxx2222_test-issuance_3022_2020-05-28.csv	EMPTY	SYSTEM	
CL 3_xxxx1111_test-transaction_3021_2020-05-28.csv	GENERATED	SYSTEM	<input type="button" value="Download"/>
CL 3_xxxx2222_test-transaction_3020_2020-05-28.csv	EMPTY	SYSTEM	
CL 3_xxxx1111_test-issuance_2960_2020-05-27.csv	DOWNLOADED	SYSTEM	<input type="button" value="Download"/>
CL 3_xxxx2222_test-issuance_2959_2020-05-27.csv	EMPTY	SYSTEM	
CL 3_xxxx1111_test-issuance_2899_2020-05-26.csv	GENERATED	SYSTEM	<input type="button" value="Download"/>

Based on the report templates configured for each account, a client user can also choose to generate interim reports. Interim reports provide the information between the last frequency the report was generated through the current date the interim report is being generated.

1. To schedule a new report, click the Generate Interim Reports button.

Scheduled Reports Date Range  
May 23, 2020 - May 29, 2020

Filters >

Rows 1 - 8 of 8.

Report Name	Report Status	Request Type	Download Report
CL_3_xxxx1111_test-issuance_3023_2020-05-28.csv	GENERATED	SYSTEM	Download
CL_3_xxxx2222_test-issuance_3022_2020-05-28.csv	EMPTY	SYSTEM	
CL_3_xxxx1111_test-transaction_3021_2020-05-28.csv	GENERATED	SYSTEM	Download
CL_3_xxxx2222_test-transaction_3020_2020-05-28.csv	EMPTY	SYSTEM	
CL_3_xxxx1111_test-issuance_2960_2020-05-27.csv	DOWNLOADED	SYSTEM	Download
CL_3_xxxx2222_test-issuance_2959_2020-05-27.csv	EMPTY	SYSTEM	
CL_3_xxxx1111_test-issuance_2899_2020-05-26.csv	GENERATED	SYSTEM	Download
CL_3_xxxx2222_test-issuance_2898_2020-05-26.csv	EMPTY	SYSTEM	

Generate Interim Reports

2. The Interim Reports window appears.

Interim Reports ✕

---

Account?

- not selected -

Template?

- Select One -

Start Date

📅 07/20/2020

End Date

📅 07/20/2020

Generate Report

  
 Generate Another

3. Select the appropriate account from the Account drop-down menu.

The screenshot shows the 'Interim Reports' form with the following fields and values:

- Account?**: A dropdown menu is open, showing options: '- not selected -', 'FFF Payroll - xxxx2222', and 'FFFriends - xxxx1111'.
- Template?**: A dropdown menu with the value '- Select One -'.
- Start Date**: A date field with a calendar icon and the value '07/20/2020'.
- End Date**: A date field with a calendar icon and the value '07/20/2020'.
- Buttons**: A blue 'Generate Report' button and a checkbox labeled 'Generate Another'.

4. Select the desired template from the Template drop-down menu. Template options are limited to scheduled report templates configured on the selected account and will vary based on what type of reports the client and the FI have agreed upon.

The screenshot shows the 'Interim Reports' form with the following fields and values:

- Account?**: A dropdown menu with the value 'FFFriends - xxxx1111'.
- Template?**: A dropdown menu is open, showing options: '- Select One -', 'HB1', 'global template', and 'global issuance'.
- Start Date**: A date field with a calendar icon and the value '07/20/2020'.
- End Date**: A date field with a calendar icon and the value '07/20/2020'.
- Buttons**: A blue 'Generate Report' button and a checkbox labeled 'Generate Another'.

5. Select desired start and end dates for interim reports. Once all fields have been selected, click the Generate Report button. If the user is generating multiple reports, the user can click the Generate Another checkbox before clicking the Generate Reports button.

The screenshot shows the 'Interim Reports' form with the following fields and values:

- Account?**: A dropdown menu with the value 'FFFriends - xxxx1111'.
- Template?**: A dropdown menu with the value 'global issuance'.
- Start Date**: A date field with a calendar icon and the value '07/20/2020'.
- End Date**: A date field with a calendar icon and the value '07/20/2020'.
- Buttons**: A blue 'Generate Report' button and a checked checkbox labeled 'Generate Another'. Two red arrows point to these buttons.

6. If the user is generating more reports, a success message appears at the bottom of the Interim Reports pop-up window, and the window stays open to add information for another Interim Report. Once the information for the last Interim Report has been entered, unselect the Generate Another checkbox and click Generate Reports to continue.

7. The Interim Reports pop-up screen automatically closes, and the Scheduled Reports screen displays. The Interim Reports requested by the user appear on the Scheduled Reports list.

Report Name	Report Status	Request Type	Download Report
CL03_xxxx1111_test-transaction_5614_2020-07-21.csv	PROCESSING	USER_REQUEST	
CL03_xxxx1111_test-issuance_5613_2020-07-21.csv	EMPTY	USER_REQUEST	

**NOTE:**

- Scheduled reports are generated within the configured report period, even when an account has no activity for the report period. In these cases, the system will produce a blank report.

## D. Reconciliation Reports and Reconciliation Periods

**NOTE:**

- **The Reconcile Accounts user privilege must be enabled.**
- **The View Reconciliation Reports user privilege must be enabled.**

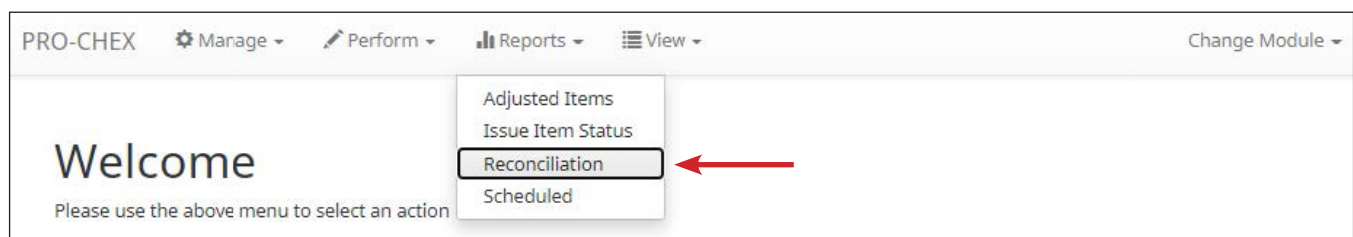
Check Positive Pay (PRO-CHEX) provides the Active Reconciliation function, an Enterprise feature, designed for a user to compare the actions taken in PRO-CHEX against a company's internal accounting system and bank account/statement. Reconciling accounts is a standard and good business practice. It is required to ensure company accounting records and bank account activity align and which issued checks have been paid and which remain outstanding. Since PRO-CHEX is the system of record for housing issued items, performing exception identification, and accepting pay/return decisions from the company, PRO-CHEX records should align with the company's internal accounting records and the account activity shown in online banking or bank statements.

**For more information about the Active Reconciliation feature and the functions available to client users (if enabled), please refer to the Active Reconciliation Client User Guide.**

The client user can access Reconciliation reports or view past and present Reconciliation Period activity.

### 1. Reconciliation Reports

- a. Within the Check Positive Pay (PRO-CHEX) Module, click Reports > Reconciliation.



b. The Reconciliation Reports page displays.

Reconciliation Reports Date Range  
Jul 21, 2023 - Jul 27, 2023

Filters >

Rows 1 - 6 of 6.

Report Name	Report Status	Request Type	Download Report
ASBC1_xxxx6789_recon_61275_2023-07-24.csv	GENERATED	SYSTEM	Download
ASBC1_xxxx6789_fnbo-recon_61274_2023-07-24.csv	GENERATED	SYSTEM	Download
ASBC1_xxxx6789_test-recon_61273_2023-07-24.csv	GENERATED	SYSTEM	Download

c. To filter the date range of the reports shown, click on the Date Range dropdown.

Reconciliation Reports Date Range  
Jul 27, 2023

Filters >

Report Name Report Status

No Reconcil

Start Date?  End Date?

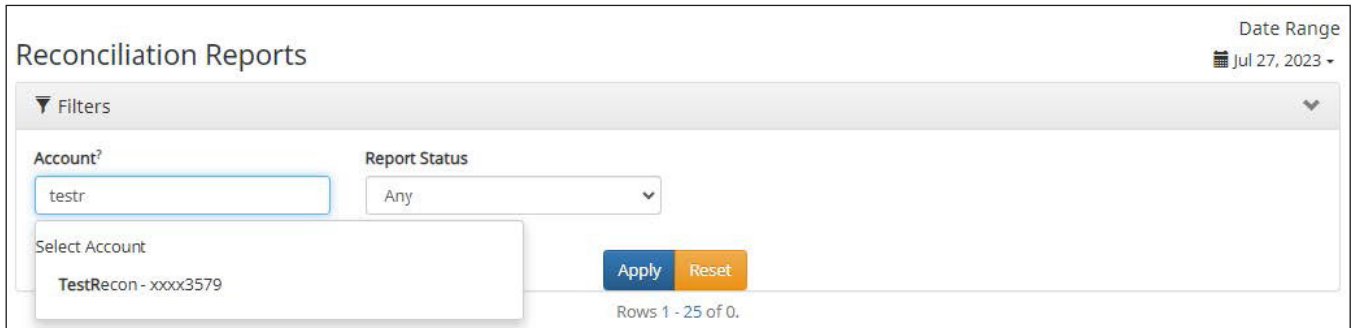
Tomorrow
Today
Yesterday
Last 7 Days
This Month
Last Month
Custom

July 2023							August 2023						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1			1	2	3	4	5
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28	29	30	31	1	2
30	31												

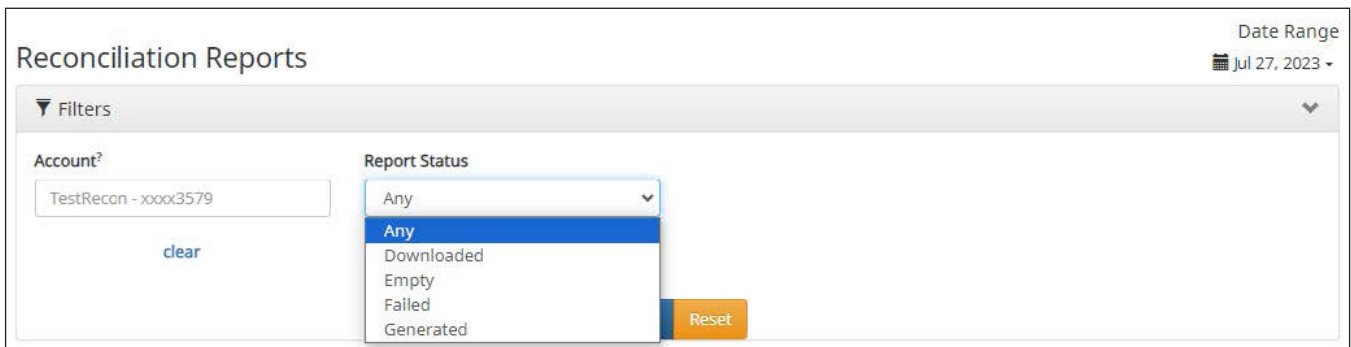
Apply
Cancel



- d. To narrow the search results, click Filters and a window containing additional search criteria appears. The Reconciliation Reports list can be filtered by Account by entering the first few characters of the account number or account name to activate the SmartSearch filter.

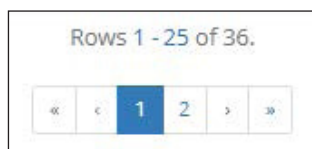


- e. The results can be further filtered by selecting a Report Status from the Report Status drop-down menu.



Report Status	Generated	This means that the report was created successfully and that it contains data based on the chosen report template.
	Downloaded	Downloaded means that the report has been downloaded by a user.
	Failed	Failed means that the report did not generate properly.
	Empty	Empty means that the report ran, but there was no data to pull into the report for the given time period.

- f. Once search criteria are selected, click Apply to narrow your search results.
- g. Reconciliation Report items are displayed in pages of 25 items. If the report contains more than 25 items, the results are displayed on multiple pages. Use the navigation buttons at the top of the report results to view all results.



Report Name	Report Status	Request Type	Download Report
> ACME_xxxx4321_test-recon_5605_2020-07-21.csv	GENERATED	SYSTEM	Download
> ACME_xxxx4321_test-recon_5514_2020-07-20.csv	GENERATED	SYSTEM	Download
> ACME_xxxx4321_test-recon_5436_2020-07-17.csv	GENERATED	SYSTEM	Download

**Report Name** The name of the report file.

**Report Status** Refer to paragraph d. within this section for Report Status definitions.

**Request Type** The Request Type indicates whether the report was automatically generated by the system as part of the schedule setup for the report to run on.

**Download Report Button** Click to download a copy of the Report in the designated format.

- h. Click the arrow (>) button next to the Report name to view more detail on each Reconciliation Report. The information shown in this drop-down is an audit history of all the activity that has occurred on the Reconciliation Report.

Reconciliation Reports			Date Range
Filters <span style="float: right;">&gt;</span>			July 1, 2020 - July 31, 2020 <span style="float: right;">v</span>
Rows 1 - 5 of 5.			
Report Name	Report Status	Request Type	Download Report
v ACME_xxxx4321_test-recon_5605_2020-07-21.csv	DOWNLOADED	SYSTEM	Download
Generated Date: Tue, 21 Jul 2020 09:13:50		Requested Date: Tue, 21 Jul 2020 09:13:50	
Downloaded Date: Tue, 21 Jul 2020 15:52:03		Requested By: FPHQ_APP	

**Generated Date** Date the report was generated.

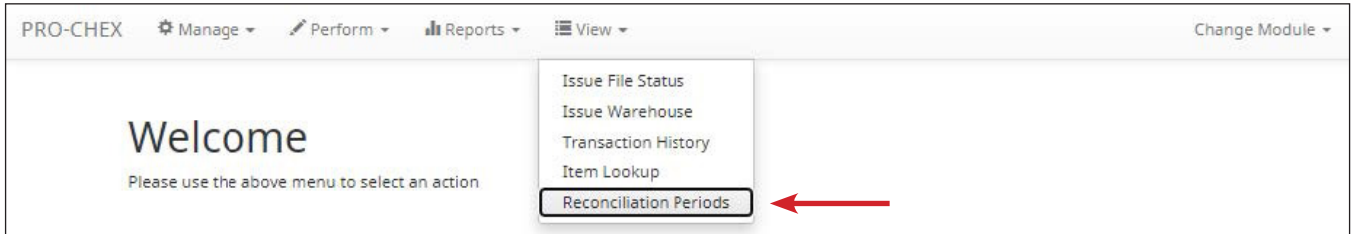
**Downloaded Date** Date the report was downloaded.

**Requested Date** Date and Time report was requested.

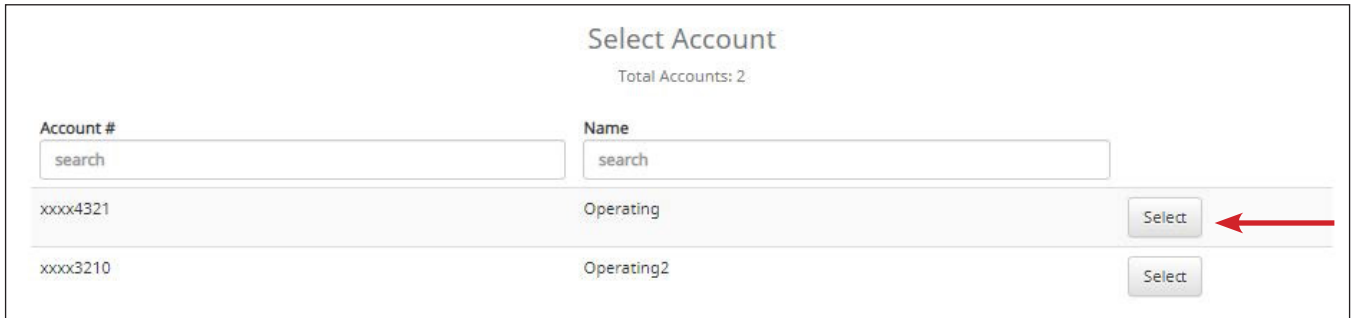
**Requested By** User or system who requested the report.

2. Viewing Reconciliation Periods:

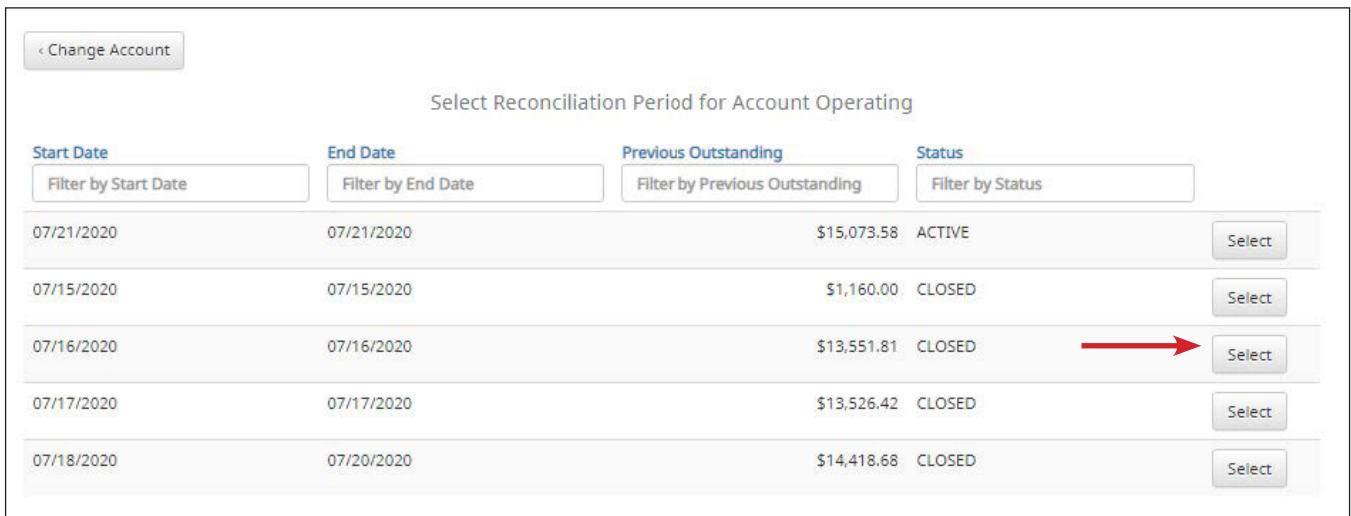
- a. Within the Check Positive Pay (PRO-CHEX) Module, click View > Reconciliation Periods.



- b. The Reconciliation Report Account Page displays a list of the accounts that have been provisioned with Account Reconciliation. The user can search by account number or name if a long list of accounts is displayed. Click the Select button on the appropriate account to proceed.



- c. From the Reconciliation Report page for the specific account, the user can select to view any closed or active reconciliation period displayed in the list. Click Change Account to return to the list of Accounts or click the Select button to choose a reconciliation period.



- d. The Reconciliation statement for the chosen period displays. An example of the screen view is provided below. Depending on the type of reconciliation the account is set for, the user may see tabs at the top of the screen to view Check reconciliation, Deposit reconciliation and/or Statement reconciliation.

**For more information about the Active Reconciliation function, please refer to the Active Reconciliation Client User Guide.**

< Change Period

### Reconciliation for WKP Main

Check

Deposit

Check Summary
▼

<b>Start Date</b>	<b>End Date</b>	
09/25/2020	09/25/2020	
	<b>Outstanding Start Balance</b>	
	\$118,777.50	
	<b>Outstanding Activity Total</b>	
	+ \$89,709.36	
	<b>Outstanding End Balance</b>	
	\$208,486.86	

New Issues	+	\$89,709.36
Paid No Issues	+	\$681.25
Paid Stop/Void	+	\$0.00
Paid Checks	-	\$681.25
Stop Payments	-	\$0.00
Voided	-	\$0.00
Cancelled	-	\$0.00
Purged Outstanding	-	\$0.00
Previous Paid No Issues Received	-	\$0.00
Amount Mismatch Adjustment	+	\$0.00
<b>Period Activity Total</b>	<b>+</b>	<b>\$89,709.36</b>

Rows 1 - 25 of 87.

<<
<
1
2
3
4
>
>>

Serial Number	Issued Date	Issue Amount	Status	Status Date	Paid Amount
5032	09/25/2020	\$600.00	OUTSTANDING		
5033	09/25/2020	\$260.00	OUTSTANDING		
5034	09/25/2020	\$0.00	VOIDED	09/25/2020	
5035	09/25/2020	\$933.00	OUTSTANDING		
5036	09/25/2020	\$24.00	OUTSTANDING		
5037	09/25/2020	\$6,130.00	OUTSTANDING		
5038	09/25/2020	\$53.36	OUTSTANDING		

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## X. PAYEE POSITIVE PAY TIPS & BEST PRACTICES

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For client users to have the best user experience possible, we have outlined some best practices to help make the onboarding process more efficient.

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### A. Payee Name Comparison: "Scoring"

Check Positive Pay (PRO-CHEX) payee name scoring can handle a variety of check styles, fonts, and even hand-written names on a payee line. However, scoring does not indicate with 100% certainty whether the payee name on a check matches the payee name provided with the issue item.

The technology scores on the likelihood of a match and fails or passes an item based on the scoring threshold set. The system supports a range of 0-1000. The lower the threshold is set, the more likely fraudulent items will pass. The higher the threshold is set, the less likely they are to pass, but the flipside is items where there is an exact match could trigger unnecessary exceptions.

Check Positive Pay (PRO-CHEX) default threshold is set at 800. This is a system default each financial institution can have raised or lowered based on their risk tolerance. In addition to establishing a global scoring threshold, FIs can customize the default on an account-by-account basis.

Each institution should consider incorporating language into their client agreements to explain that payee comparison is a scoring methodology that can be impacted by a variety of factors and therefore, as their financial institution, you make no representations or warranties that the technology is going to score items correctly each time.

While Check Positive Pay (PRO-CHEX) does allow FI users to pre-scrub exceptions and override false exceptions after visually inspecting the check, FIs can help their clients reduce the number of false exceptions by recommending they use the best possible check design and formats as outlined in the best practices below.

## B. Ideal Check Formatting

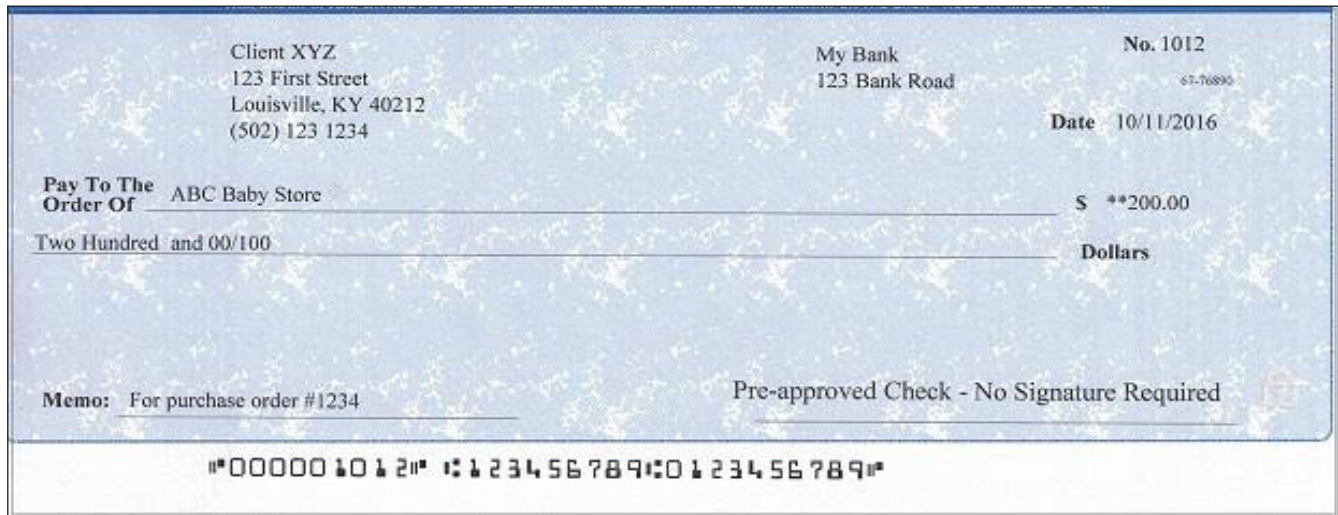
Customers will find the most success following these suggestions in their check designs and format.

- Paper weight should be 24" MICRBond (to ensure better image quality when physically captured with reader).
- Use check stock with no backgrounds or lighter colored backgrounds and no logos or marks in the payee field. Any background patterns, images or watermarks on the check stock that are within the area of the data to be recognized can interfere with recognition results. **[Please refer to Figures 1.1 and 1.2 at the end of this subsection for good and bad examples]**
- Check stock should be consistent for each account.
- Minimum 200 dpi resolution is required; 200 to 300 dpi is the recommended range.
- Printing with an ink jet or laser printer produces best results.
- **Handwritten Items:** Payee positive pay's effectiveness may be reduced with handwritten checks due to observed variations in handwritten numbers and letters.
- Check printing should be consistent with the payee information in the same location per account.
- Checks should be fixed width (fixed spacing) 10-point font or higher for the Payee Block and Amount. Font size 12 or 14 will produce best results. **[Please refer to Figures 1.3 and 1.4 at the end of this subsection for good and bad examples]**
- Sans Serif fonts are preferred (no bold). For example, Courier New, Courier, Lucida Console, Terminal, Letter Gothic are all acceptable fonts. Courier New is preferable. **[Please refer to Figures 1.3 and 1.4 at the end of this subsection for good and bad examples]**
- "PAY TO THE ORDER OF" should not be italicized or underlined and must be printed horizontally at the same level to the left of the payee name. Payee Name should be printed to the right of "PAY TO THE ORDER OF" starting from the position of the keyboard "PAY" or lower. **[Please refer to Figures 1.5 and 1.6 at the end of this subsection for good and bad examples]**
- Payee name should be a maximum of 100 characters, left aligned and single line spacing should be used. **[Please refer to Figures 1.7 and 1.8 at the end of this subsection for good and bad examples]**
- Up to four payee names are permitted. **[For more information about multiple payee handling, please refer to Subsection D, Multiple Payee Handling, within this section]**

- The payee name and amount should be surrounded by an area of white space with a minimum of 2 empty lines. This minimizes the interference of any irrelevant printed information on the item and allows for some shifting/offset of the data's location during the scanning process. **[Please refer to Figures 1.7 and 1.8 at the end of this subsection for good and bad examples]**
- Payee name should not be italicized, bolded or underlined and words should be separated by one (1) single blank space. **[Please refer to Figures 1.7 and 1.8 at the end of this subsection for good and bad examples]**
- Payee Name should be printed only once on the check, within the Payee Block. Do not split the Payee Block into two non-adjacent parts (the Name and the Address). **[Please refer to Figures 1.7 and 1.8 at the end of this subsection for good and bad examples]**
- Uppercase characters produce the best results. **[Please refer to Figures 1.7 and 1.8 at the end of this subsection for good and bad examples]**

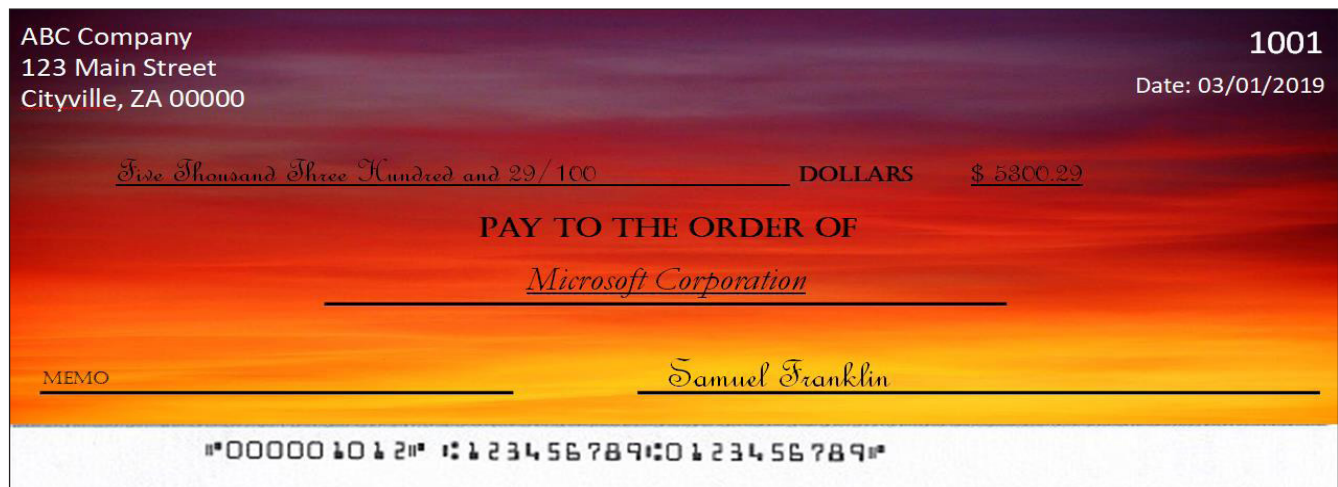
**Figure 1.1**

**Good Example:** A check stock that is light colored, with no logos in the payee field.



**Figure 1.2**

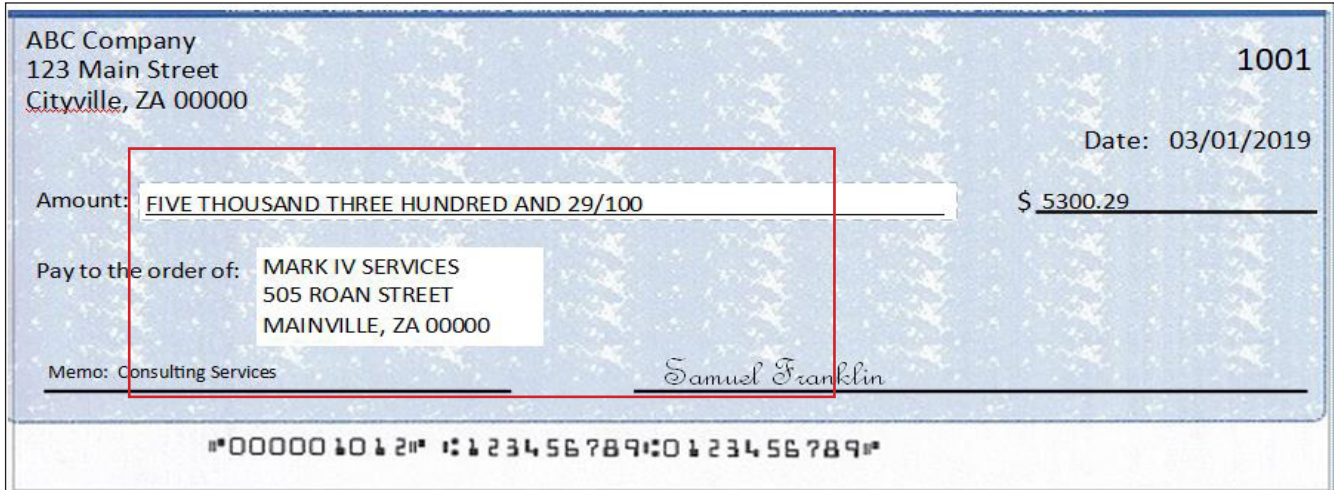
**Bad Example:** A check with a background that is too dark and may cause issues when scanning.





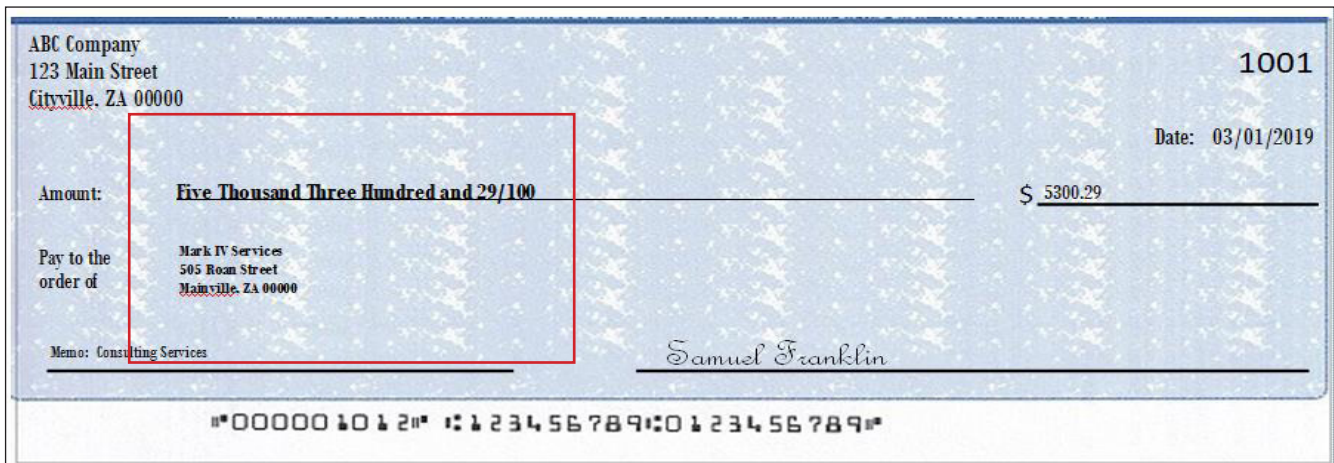
**Figure 1.3**

**Good Example:** Payee Block and Amount use fixed width spacing, 12-14 font size sans serif fonts.



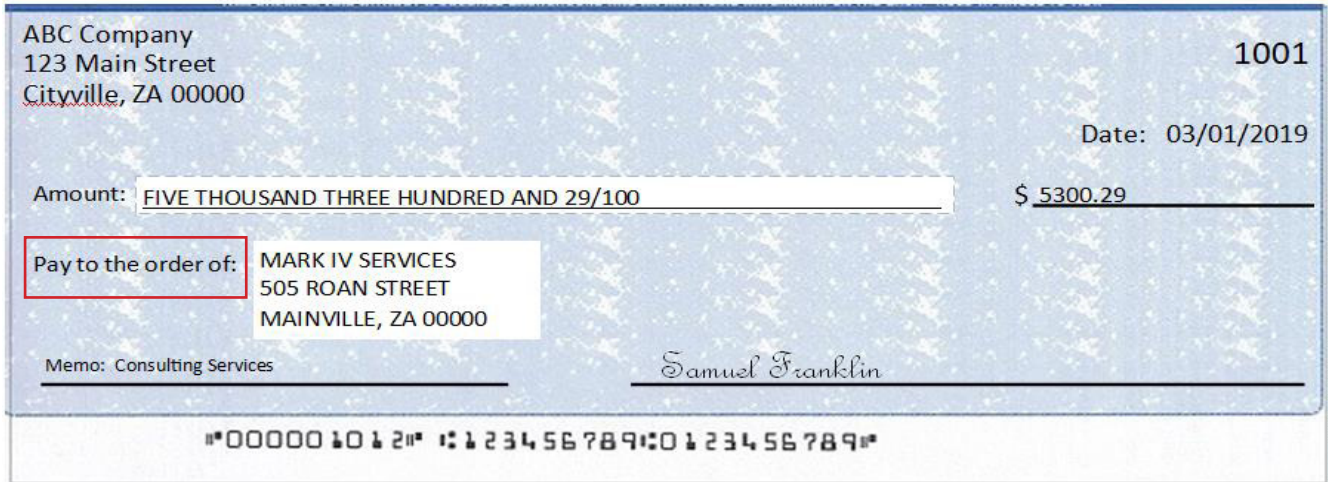
**Figure 1.4**

**Bad Example:** Serif font, non-fixed-width spacing, and a 12-14 bolded font font size is used.



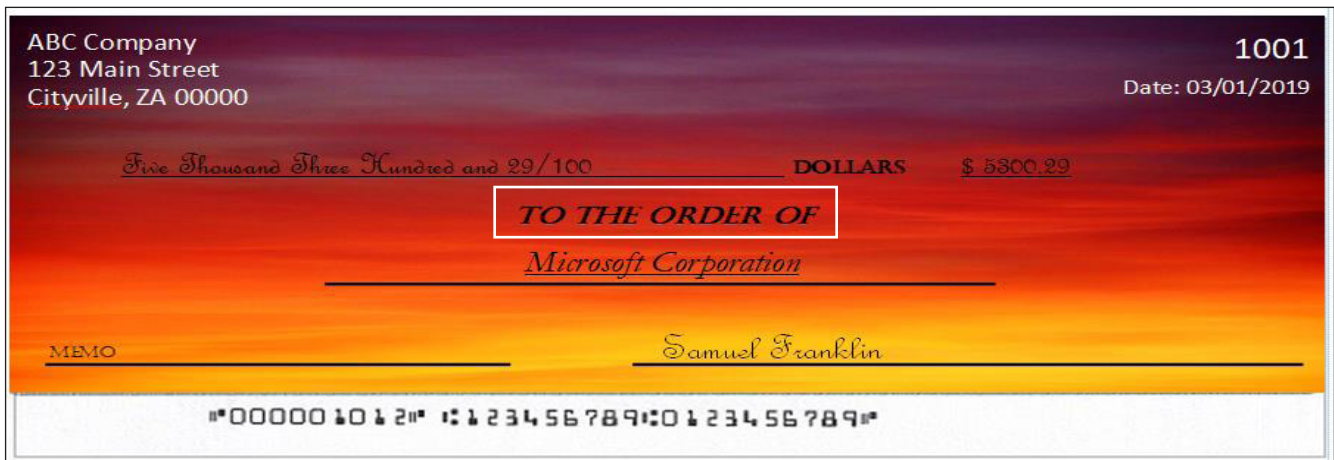
**Figure 1.5**

**Good Example:** "Pay to the Order Of" is horizontally printed at the same level as the payee name. The font is not italicized or underlined.



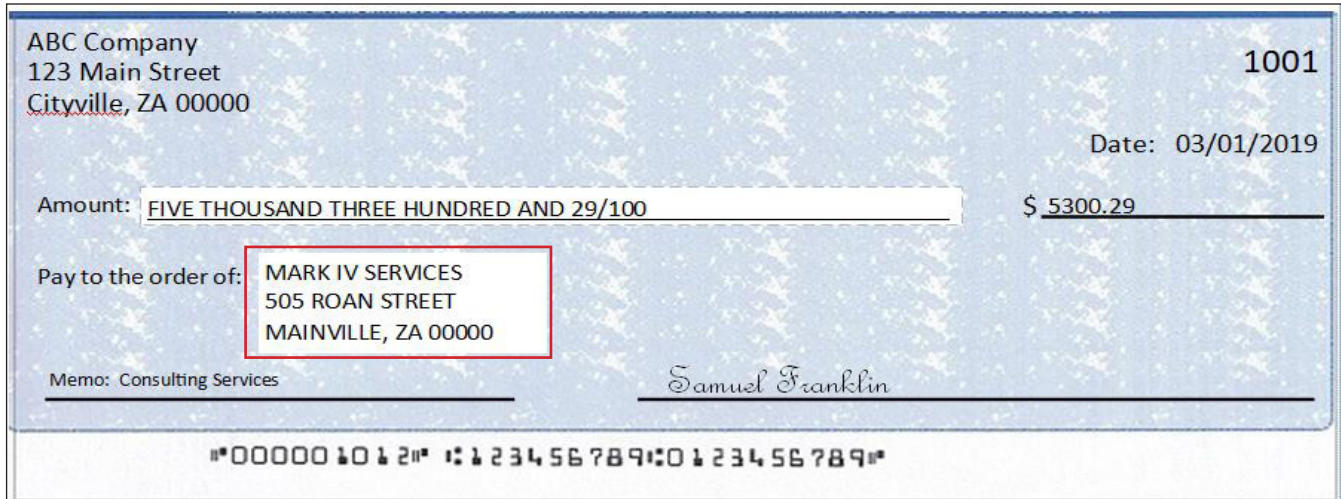
**Figure 1.6**

**Bad Example:** "To The Order Of" appears instead of "Pay To The Order Of" and is not horizontally printed next to the Payee Block. The font is italicized.



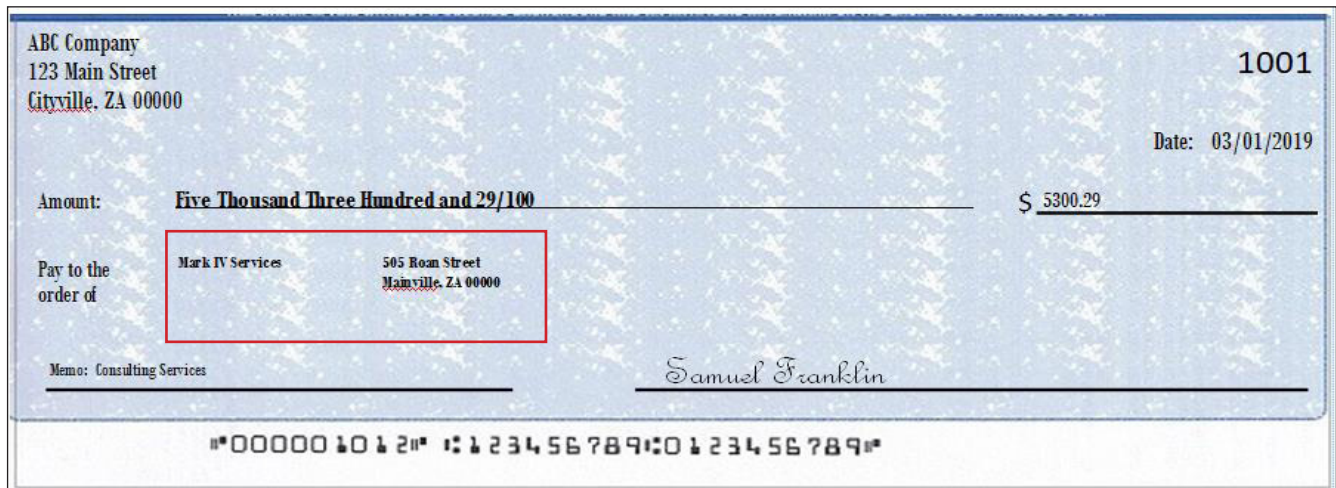
**Figure 1.7**

**Good Example:** Payee name and amount are surrounded by an area of white space. Payee name is left aligned and single spaced. Payee name is printed in uppercase letters, and the payee name is not italicized, bolded or underlined. The payee name is not split into non-adjacent parts and is printed only once on the check.



**Figure 1.8**

**Bad Example:** Payee name is not surrounded by white space. The font is bolded and upper and lowercase letters are used in the payee block. Payee name is in a separate area than the payee address and is not left aligned.



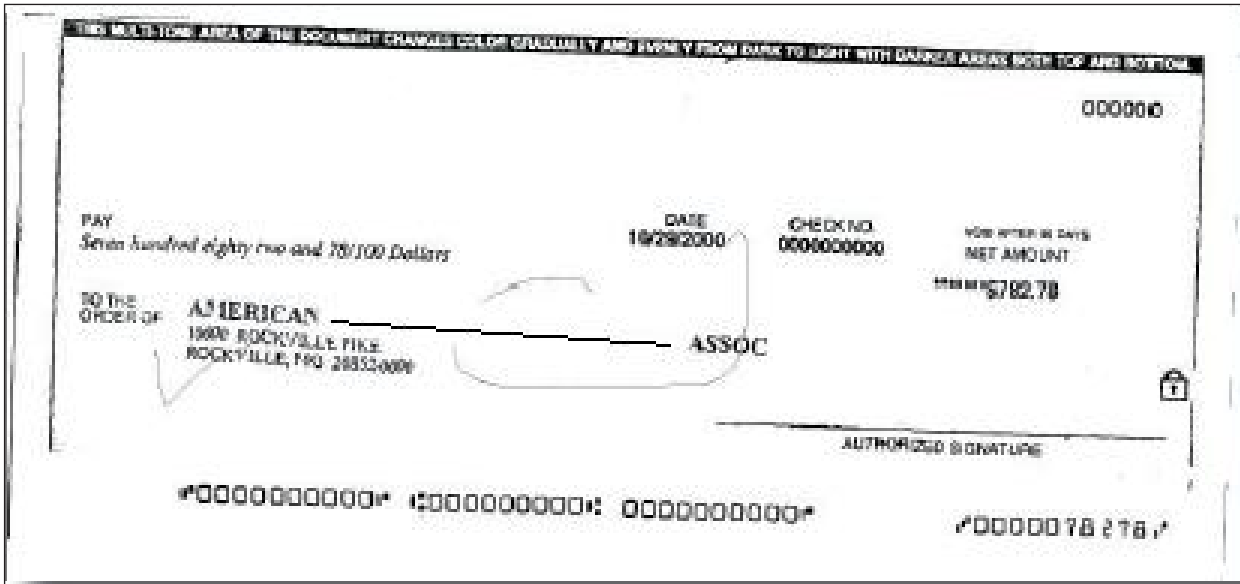
## C. Other Common Check Formatting Problems

Following are examples of check formats causing processing errors and issues with payee scoring.

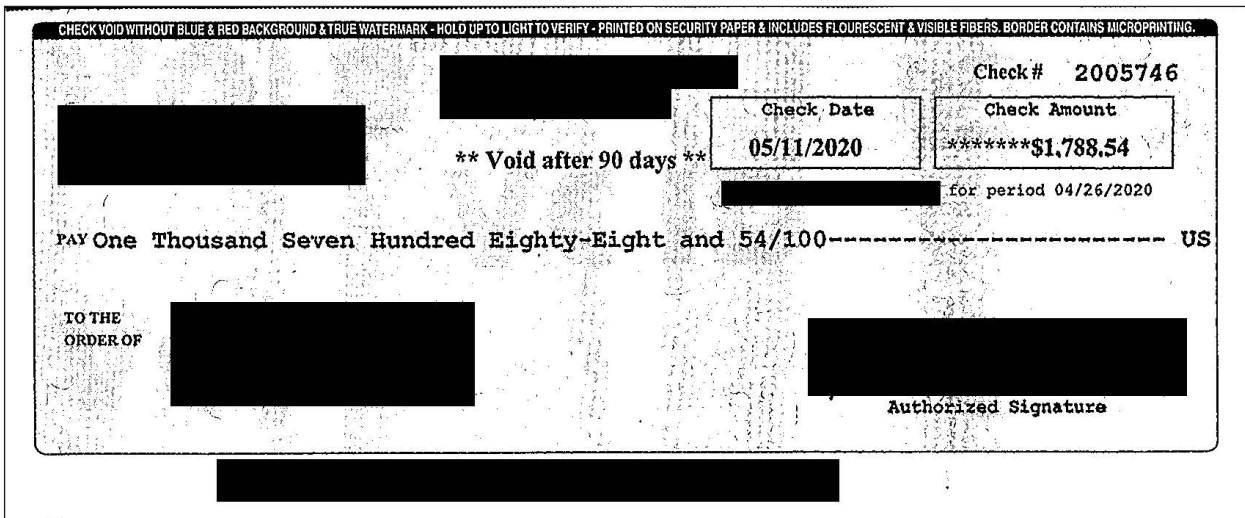
### Bad Scans & Poor Image Quality

Poor image quality can interfere with scans.

It appears the check paper was inserted into the printer improperly, causing the payee name information to print in a blurred/slanted condition. This caused issues with scanning. [Payor name, Payee name, and bank name are partially removed for confidentiality]



Poor Image Quality. Payee area only states "To the Order of" and is not horizontally printed. The boxes around date and amount might cause issues with scanning.



Poor image quality. Check fields are in non-serif fonts. Boxes around check fields may cause issues with interpreting fields on the check. Pay To The Order Of is not horizontally printed.

					1-1335/260
PAYROLL ACCOUNT					
06758		3931.0000	10573		06/03/20 \$920.34
Check No.	Co. ID	Department	ID Number	Social Security Number	Pay Date Net Pay
Pay This Amount					
*****NINE HUNDRED TWENTY DOLLARS & 34 CENTS*****					
Metropolitan Commercial Bank					
PAY To The Order Of		MARK LEWIS 987 Ridge Road Franklin, ZA 00000			

## D. Custom Payee Boxing

In certain circumstances, an FI may need to designate payee analysis focus on a specific portion of a client's check stock. To assist with this, we have introduced a tool allowing Alkami (formerly ACH Alert) personnel to draw a custom box for those accounts. **For more information about the Custom Payee Boxing functionality, please contact your Financial Institution.**

James C. Morrison 12345 AnyWhere Circle Your City, State 12345	<b>** Void **</b>	Check Number <u>4575</u>
	Non-Negotiable	Date <u>SEPTEMBER 21, 2022</u>
Pay To the Order Of <u>MICHAEL JONES</u>		\$ <u>2,800.00</u>
Amount <u>TWO THOUSAND EIGHT HUNDRED AND NO CENTS</u>		Dollars
Memo <u>ISN: 46101095</u>	Signature <u>S DELAERE</u>	
⑆ 3 2 2 1 7 2 4 4 1 ⑆      2 4 6 8 0 2 4 6 8 0 ⑆ 4 5 7 5 ⑆ 0 0 0 0 2 8 0 0 0 0 ⑆		

When the custom box is saved, future payee analysis will focus only on that portion of the client's check stock, and the payee scoring will be targeted to that area.

**This functionality cannot be utilized on an account using multi-line payee handling or custom DPI settings.**

## E. Multiple Payee Handling

Check Positive Pay (PRO-CHEX) can support customers with multiple payee names on issued items. PRO-CHEX can score multiple names on a check against information provided in the issuance file. Multiple payees can be listed on a single line or on two separate lines on the check. Examples of correct formatting are shown below.

**NOTE:**

- Multi-Line Payee Handling cannot be utilized on accounts that have a custom payee box enabled.

ABC Company 123 Main Street Cityville, ZA 00000	1001
	Date: 03/01/2019
Pay to the order of Elaine Archeron and Nesta Archeron	\$5300.29
Five Thousand Three Hundred and 29/100 Dollars	
Memo: Consulting Services	<i>Samuel Franklin</i>
⑈00000 ⑆0 ⑆2⑈ ⑆ ⑆ 23456789⑆0 ⑆ 23456789⑈	

ABC Company 123 Main Street Cityville, ZA 00000	1001
	Date: 03/01/2019
Pay to the order of Elaine Archeron Nesta Archeron	\$5300.29
Five Thousand Three Hundred and 29/100 Dollars	
Memo: Consulting Services	<i>Samuel Franklin</i>
⑈00000 ⑆0 ⑆2⑈ ⑆ ⑆ 23456789⑆0 ⑆ 23456789⑈	



ABC Company 123 Main Street Cityville, ZA 00000	1001
	Date: 03/01/2019
Amount: FIVE THOUSAND THREE HUNDRED AND 29/100	\$ 5300.29
Pay to the order of: MARK IV SERVICES ABC COMPANY 505 ROAN STREET MAINVILLE, ZA 00000	
Memo: Consulting Services	<i>Samuel Franklin</i>
⑈00000 ⑆0 ⑆2⑈ ⑆ ⑆ 23456789⑆0 ⑆ 23456789⑈	



1. This section is designed to explain how to handle multiple payee names appearing on two separate lines of the check.

- a. Multiple Payee Handling setup in Issue Templates.

- i. The **Multi-Line Payee Name Separator** field is included in the Issue Template creation screen allowing for recognition and recording of multiple payees on a check.

The screenshot shows a 'Create New Template' form with the following fields:

- Template Name:** A text input field.
- File Type<sup>?</sup>:** A dropdown menu with the option '- select file type'.
- Template Status:** A dropdown menu with the option 'Active'.
- Template Level<sup>?</sup>:** A dropdown menu with the option 'FI'.
- Number of Header Rows<sup>?</sup>:** A text input field with the value '0'.
- Number of Footer rows<sup>?</sup>:** A text input field with the value '0'.
- Multi-Line Payee Name Separator: <sup>?</sup>** A checkbox field, which is highlighted with a red box. Below it is a warning message: "Do not use a character as a separator if that character will ever be present in a Payee Name. Allowed characters in brackets [ ; | , - \_ / ]".

- ii. This feature allows the FI or Client user to enter a character into the field to separate Multiple Payee Names on separate lines of an issued item. Currently, the system restricts the allowed characters to the following: ; | , - \_ / . Using a separator character appearing elsewhere in the payee name can cause issues. Examples of scenarios where problems might arise are listed below.

Within a Comma Separated file (.csv), different data fields are separated by a comma. A comma cannot be used in the data field itself, or the .csv will read the comma as a separator before the next field. Therefore, listing two payees for an item in this way: "Elain Archeron,Nesta Archeron" will cause issues reading the .csv file. In this scenario, the user should select a multi-line payee name separator character that will not cause an issue, such as a semicolon. "Elain Archeron;Nesta Archeron" in the Payee Name field of the .csv file will process correctly.

If the user selects a separator character that would ever appear in a payee name field, such as a dash (-), the system would then separate the data before and after the character as separate payees. For instance, if the user has selected a dash (-) as the Multi-Line Payee Name Separator, and a common payee used is "In-and-Out Burger", the system will flag this as having multiple payees (In, and, Out, Burger). In this case, the user should select a multi-line payee name separator that will not cause such issues, such as a pipe (|) or a semicolon for cases of multiple payee names.

b. Multiple Payee Handling in Manual Issue Entry.

- i. When the Client user performs Manual Issue Entry, the Payee Name field supports up to four Payees. When in the Manual Issue Entry screen, the names should be listed as shown below. An Enter (carriage return) must be used to input the second, third, or fourth payee on separate lines in the field for it to be distinguished as different payees. Example of Manual Issue Entry and corresponding issue item below:

**Manual Issue Entry**

Account? Auto populate next check number:

The One and Only - xxxx1111

Row	Serial Number	Amount	Payee Name?	Status	Issuance Date
1	12345	5000.00	Nesta Archeron Elain Archeron	ISSUED	01/18/2022

ABC Company  
123 Main Street  
Cityville, ZA 00000

12345

Date: 01/18/2022

Amount: FIVE THOUSAND AND 00/100 \$ 5000.00

Pay to the order of: Nesta Archeron  
Elain Archeron

Memo: Consulting Services Samuel Franklin

⑈00000 ⑆0 ⑆2⑈ ⑆ ⑆ 234 56 789⑆0 ⑆ 234 56 789⑈

- ii. If the multiple payees are listed on a single line of the check, putting the names on separate lines is not applicable. Example of Manual Issue Entry and corresponding issue item below:

**Manual Issue Entry**

Account?   Auto populate next check number:

Row	Serial Number	Amount	Payee Name?	Status	Issuance Date
1	<input type="text" value="1710"/>	<input type="text" value="26000"/>	<input type="text" value="Nate Archeron and Nesta Archeron"/>	<input type="text" value="ISSUED"/>	<input type="text" value="06/30/2020"/>

ABC Company  
123 Main Street  
Cityville, ZA 00000

1710

Date: 06/30/2020

Amount:  \$

Pay to the order of:

Memo: Consulting Services *Samuel Franklin*

⑈00000 ⑆0 ⑆2⑈ ⑆ ⑆ 23456789⑆0 ⑆ 23456789⑈

- iii. **The Payee Name field currently supports 100 characters in total. This character limit includes the carriage returns separating multiple payees. The 100-character limit is for the entire field and not per payee.**

**Manual Issue Entry is covered in depth in the Check Positive Pay (PRO-CHEX) Client User Guide. Please refer to this document for more general information about Manual Issue Entry.**

- c. Multiple Payee Handling when Loading Issue Files.
- i. When the Client user loads issue files to the system, the loaded file is processed with an Issue Template set up within Check Positive Pay (PRO-CHEX). The Issue Template allows for selection of a Multi-Line Payee Separator, a character chosen to separate the names of multiple payees in the issue file.

- ii. If multiple payees are listed on a single line of a check, no action needs to be taken.
- iii. If multiple payees are listed on two or more separate lines on a check, the multiple payee separator character (which should match the one designated in the template), must be used between each name. Example of an issue file and corresponding issue item below:

	A	B	C	D	E	F
	Num	Date	Name	Account	Original Amount	Status
1						
2						
3						
4	113116	11/09/2021	Cisco Webex, LLC	1357913579	\$65.55	ISSUED
5	113117	11/09/2021	Jonathan Copeland   Michael Copeland	1357913579	\$600.00	ISSUED
6	113118	11/09/2021	Office Pride	1357913579	\$260.00	ISSUED
7	113119	11/09/2021	Richard Canova	1357913579	\$30.00	ISSUED
8	113120	11/09/2021	Waller Lansden Dortch & Davis, LLP	1357913579	\$933.00	ISSUED
9	113121	11/09/2021	Advanced Medical	1357913579	\$24.00	ISSUED
10	113122	11/09/2021	Citizens Union Bank	1357913579	\$6,130.00	ISSUED
11	113123	11/09/2021	Covey Seminars	1357913579	\$53.36	ISSUED
12	113124	11/09/2021	Cuyahoga County Clerk	1357913579	\$193.93	ISSUED
13	113125	11/09/2021	Michael Farrell	1357913579	\$2,800.00	ISSUED
14	113126	11/09/2021	Nesta Archeron   Elain Archeron	1357913579	\$150.00	ISSUED
15	113127	11/09/2021	Jake Chambers	1357913579	\$150.00	ISSUED
16	113128	11/09/2021	ABC Carpentry	1357913579	\$750.00	ISSUED
17	113129	11/09/2021	FedEx	1357913579	\$180.00	ISSUED
18	113130	11/09/2021	UPS	1357913579	\$90.00	ISSUED

ABC Company  
123 Main Street  
Cityville, ZA 00000

113117

Date: 11/09/2021

Amount: SIX HUNDRED AND 00/100 \$ 600.00

Pay to the order of: Jonathan Copeland  
Michael Copeland

Memo: Consulting Services Samuel Franklin

⑈00000 ⑆0 ⑆2⑈ ⑆ ⑆ 23456789⑆0 ⑆ 23456789⑈

**Loading Issue Files is covered in depth in the Check Positive Pay (PRO-CHEX) Client User Guide. Please refer to this document for more general information about Loading Issue Files.**

d. Things to Remember: Multiple Payee Name Separators.

To recap the information covered above, remember:

- i. The Multi-Line Payee Name Separator character designated in the Issue Template must match what is used in the Issue Files loaded to the system. The system will recognize that character and when encountered in an Issue File, the system will record the data appearing after that character as a separate payee.
- ii. The allowable characters are: ; | , - \_ / .
- iii. Some characters may cause problems when used as a separator. Do not use a character as a separator if that character will ever be present in a Payee Name, or is a character used in a specific file type (i.e., Comma Separated files).
- iv. Payee Name Separators are only necessary when payee names are listed on two or more separate lines of a check.

## F. Visually Inspect Non-Exceptions using Payee Review Feature

Payee analysis is not a perfect technology. The Review Payee functionality in the Client portal has been introduced to allow users to visually inspect presented items to ensure fraudulent transactions that may not have triggered any exceptions are identified. **For more information on the Payee Review feature, please refer to the Section VI, Managing Check Presentment.**

## XI. PREFERENCES

### A. Preferences

- From within the Dashboard or Check Positive Pay (PRO-CHEX) Module, click User's Name > Preferences.



- The Preferences page appears.



- Default Module gives the User the ability to choose the default landing page.



4. Default Check Positive Pay (PRO-CHEX) Page allows the user to select the default landing page within PRO-CHEX.

**Preferences**

Default Pages

**Default Module**  
 PRO-CHEX

**Default PRO-CHEX Page**

- default -

- default -
- Manage / Additional Issue Fields
- Manage / Issue Templates
- Perform / Issue File Load
- Perform / Manual Issue Entry
- Reports / Issue Item Status
- Reports / Scheduled
- View / Issue File Status
- View / Issue Warehouse
- View / Item Lookup
- View / Transaction History

Save

5. Default Dashboard Page allows the user to select the default landing page within the Client Dashboard.

**Preferences**

Default Pages

**Default Module**  
 PRO-CHEX

**Default PRO-CHEX Page**  
 - default -

**Default Dashboard Page**

- default -

- default -
- Manage Users
- Reports / Audit Report
- Reports / Notification Delivery Report
- Transaction View

Save

6. Once any preferences have been selected, click Save to update the settings.

**Preferences**

Preferences Saved

## APPENDIX A – CHECK POSITIVE PAY (PRO-CHEX) MESSAGE ALERTS

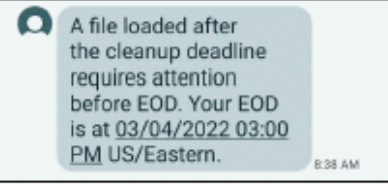
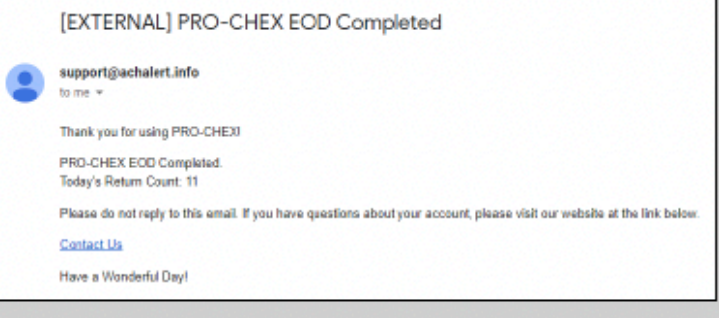
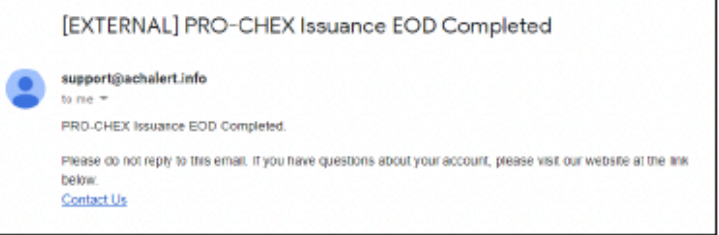
This Appendix illustrates the different types of alerts users may receive while using Check Positive Pay (PRO-CHEX).

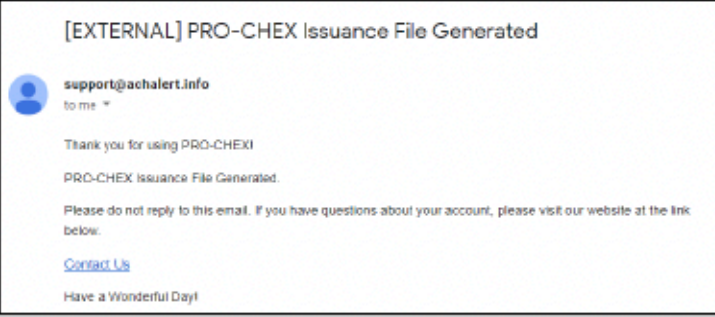
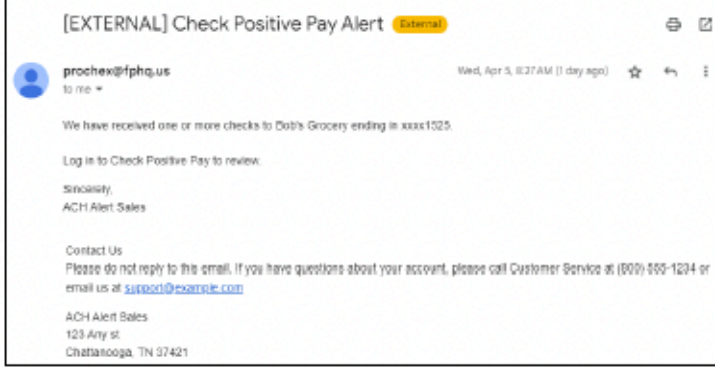
Please note the following:

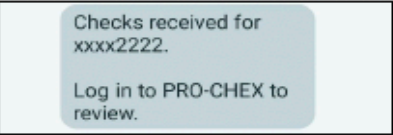
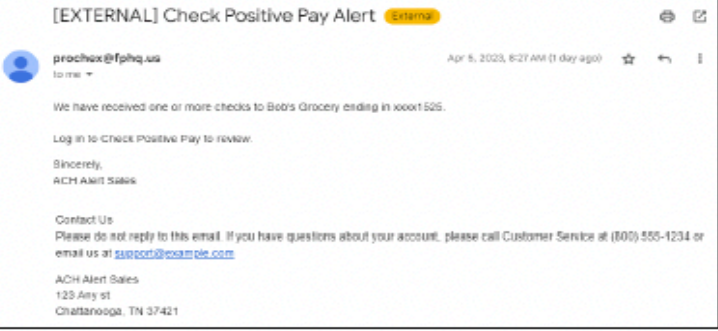
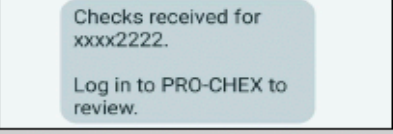
- If a cell phone number is entered in the Cell Phone Number field in the user's setup (FI or Client user), the user may receive SMS/Text Alerts if the user is set up for Check Positive Pay (PRO-CHEX) and/or ACH Credit Origination Protection (C.O.P.S.).
- Service Level Alerts are not included in this list, since they apply only to Check Positive Pay (PRO-CHEX), ACH Positive Pay (PRO-TECH, PRO-TECH CR), and EDI Translation (EDI TransAlert). If a user is set to receive Service Level Alerts, the user will receive a service level alert for **all** the client's accounts, which may include accounts a user is not assigned to work with.
- Alkami (formerly ACH Alert) uses a 10-digit long code (10DLC) number for generating SMS/Text Alerts. The long code number, which will appear in any SMS/Text Alerts received, is 12029808159. This phone number may appear formatted as a ten-digit phone number (1-202-980-8159).

Alert Type	Example Image	Description	Recipient
PRO-CHEX Cleanup Reminder Alert (Email)		An alert per account sent to users when a file is loaded after the cleanup deadline, which requires attention before EOD.	FI & Client


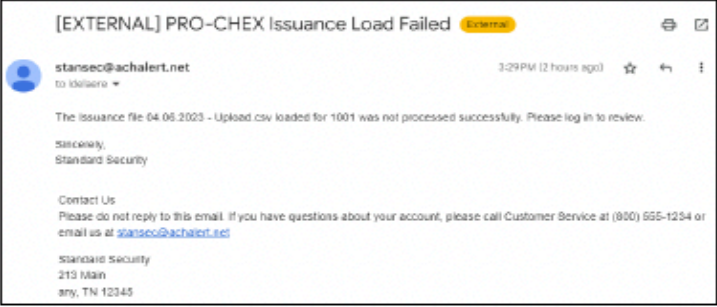
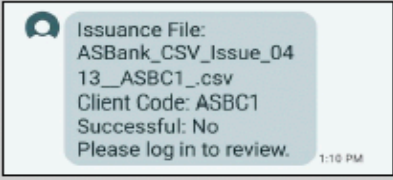


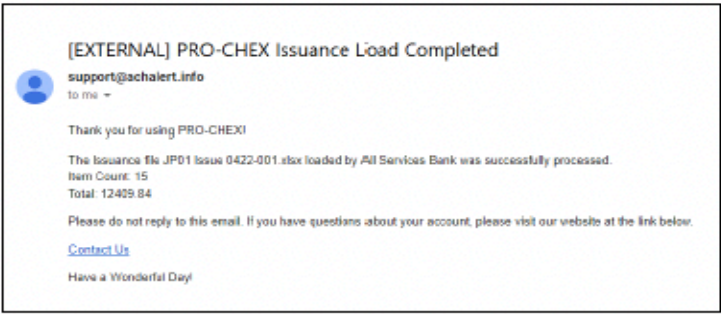
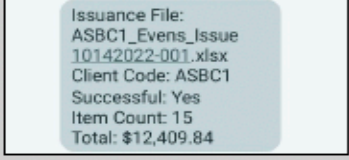
Alert Type	Example Image	Description	Recipient
<b>PRO-CHEX Cleanup Reminder Alert (SMS/Text)</b>		An alert per account sent to users when a file is loaded after the cleanup deadline, which requires attention before EOD.	FI & Client
<b>PRO-CHEX EOD Completed (Email)</b>		An alert notifying EOD has been completed and listing the day's return count.	FI & Client
<b>PRO-CHEX Issuance EOD Completed (Email)</b>		If the FI has enabled the Release Issue Files flag in the admin portal, issue files will be held until the issuance file deadline hour. This alert is sent notifying that Issuance EOD has been reached.	FI & Client

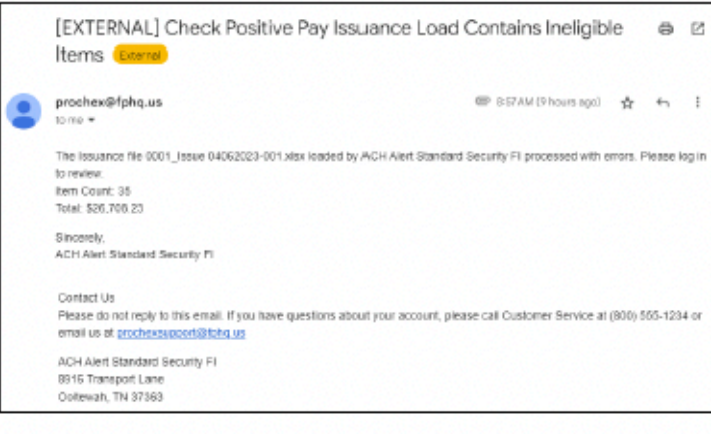
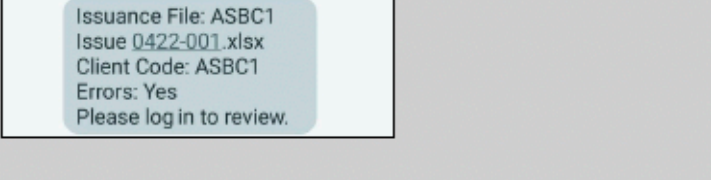
Alert Type	Example Image	Description	Recipient
<b>PRO-CHEX Issuance File Generated (Email)</b>		<p>If FI is sending issue files to Alkami (formerly ACH Alert) on behalf of Clients, this alert is sent to users with the system alerts flag enabled when an issue file is generated.</p>	<p>FI &amp; Client</p>
<b>PRO-CHEX Account Level Notification for All Checks (Email)</b>		<p>An alert per account sent to users for exceptions and any matched items.</p>	<p>Client</p>

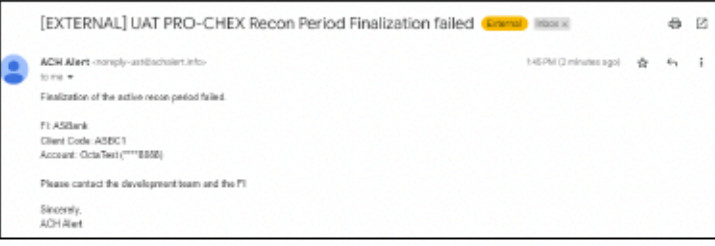

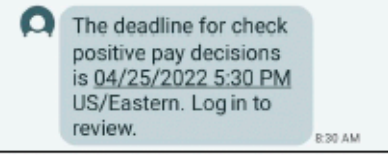
Alert Type	Example Image	Description	Recipient
<b>PRO-CHEX Account Level Notification for All Checks (SMS/Text)</b>		An alert per account sent to users for exceptions and any matched items.	Client
<b>PRO-CHEX Account Level Notification for Exceptions (Email)</b>		An alert per account when one or more exceptions exist requiring a decision.	Client
<b>PRO-CHEX Account Level Notification for Exceptions (SMS/Text)</b>		An alert per account when one or more exceptions exist requiring a decision.	Client

Alert Type	Example Image	Description	Recipient
<b>PRO-CHEX Transaction Level Notification for All Checks (Email)</b>		An alert per transaction that a check may require a decision	Client
<b>PRO-CHEX Transaction Level Notification for All Checks (SMS/Text)</b>		An alert per transaction that a check may require a decision.	Client
<b>PRO-CHEX Transaction Level Notification for Exceptions (Email)</b>		An alert per transaction when an exception exists that requires a decision.	Client

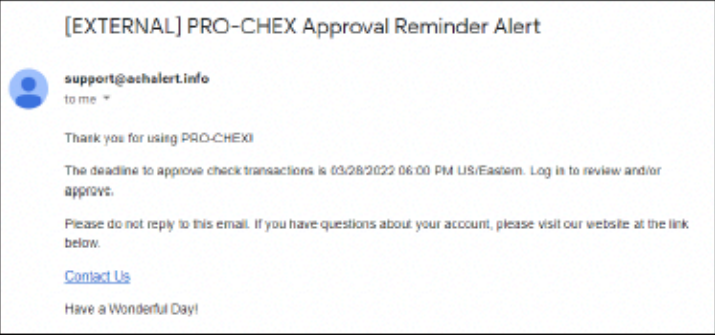
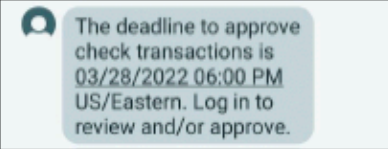
Alert Type	Example Image	Description	Recipient
<b>PRO-CHEX Transaction Level Notification for Exceptions (SMS/Text)</b>		An alert per transaction when an exception exists that requires a decision.	Client
<b>PRO-CHEX Issuance Load Failure Client Alert (Email)</b>		If the FI has enabled this feature for Clients, this alert will be sent to Clients with the issue load alerts privilege enabled when an issue file loaded through the Client portal has issues that prevent it from loading successfully.	Client
<b>PRO-CHEX Issuance Load Failure Client Alert (SMS/Text)</b>		If the FI has enabled this feature for Clients, this alert will be sent to Clients with the issue load alerts privilege enabled when an issue file loaded through the Client portal has issues that prevent it from loading successfully.	Client

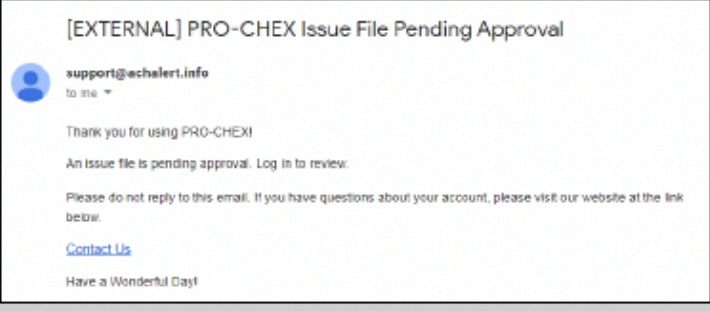
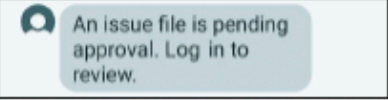
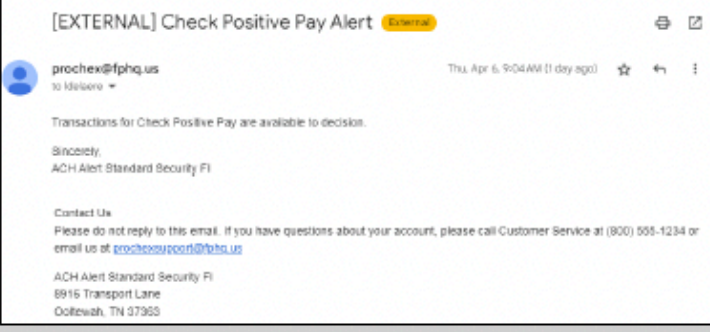
Alert Type	Example Image	Description	Recipient
<b>PRO-CHEX Issuance Load Success Client Alert (Email)</b>		<p>If the FI has enabled this feature for Clients, this alert will be sent to Clients with the issue load alerts privilege enabled when an issue file loaded through the Client portal loads successfully.</p>	<p>Client</p>
<b>PRO-CHEX Issuance Load Success Client Alert (SMS/Text)</b>		<p>If the FI has enabled this feature for Clients, this alert will be sent to Clients with the issue load alerts privilege enabled when an issue file loaded through the Client portal loads successfully.</p>	<p>Client</p>

Alert Type	Example Image	Description	Recipient
<b>PRO-CHEX Issuance Load with Ineligible Items – Client Alert (Email)</b>		<p>If the FI has enabled this feature for Clients, this alert will be sent to Clients with the issue load alerts privilege enabled when an issue file loads with errors requiring review.</p>	<p>Client</p>
<b>PRO-CHEX Issuance Load with Ineligible Items – Client Alert (SMS/Text)</b>		<p>If the FI has enabled this feature for Clients, this alert will be sent to Clients with the issue load alerts privilege enabled when an issue file loads with errors requiring review.</p>	<p>Client</p>

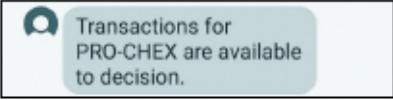
Alert Type	Example Image	Description	Recipient
<b>PRO-CHEX Reconciliation Period Finalization Failed</b>		<p>If Active Reconciliation has been enabled for Clients, this alert will be sent to Client Admin users when finalization of a reconciliation period fails.</p>	<p>Client</p>
<b>PRO-CHEX EOD Reminder Alert (Email)</b>		<p>This alert will be sent to Client users with the Change Transaction Status user privilege if exceptions exist and a user with Change Transaction Status has not logged into the system at the FI's designated time. This alert option will only be available if enabled by the financial institution.</p> <p><i>If alert method for PRO-CHEX is set to "None" for a Client user, they will not receive the EOD reminder alert.</i></p>	<p>Client</p>
<b>PRO-CHEX EOD Reminder Alert (SMS/Text)</b>		<p>This alert will be sent to Client users with the Change Transaction Status user privilege if exceptions exist and a user with Change Transaction Status has not logged into the system at the FI's designated time. This alert option will only be</p>	<p>Client</p>



Alert Type	Example Image	Description	Recipient
		<p>available if enabled by the financial institution.</p> <p><i>If alert method for PRO-CHEX is set to "None" for a Client user, they will not receive the EOD reminder alert.</i></p>	
<p><b>PRO-CHEX Dual Decision Approval Reminder Alert (Email)</b></p>		<p>An alert sent to inform user that transactions involving dual decision approval are waiting to be approved or rejected.</p>	<p>Client</p>
<p><b>PRO-CHEX Dual Decision Approval Reminder Alert (SMS/Text)</b></p>		<p>An alert sent to inform user that transactions involving dual decision approval are waiting to be approved or rejected.</p>	<p>Client</p>

Alert Type	Example Image	Description	Recipient
<b>PRO-CHEX Issuance Dual Approval Reminder Alert (Email)</b>		An alert sent to inform user that an issuance file involving dual approval is waiting to be approved or rejected.	Client
<b>PRO-CHEX Issuance Dual Approval Reminder Alert (SMS/Text)</b>		An alert sent to inform user that an issuance file involving dual approval is waiting to be approved or rejected.	Client
<b>PRO-CHEX Service Level Alert (Email)</b>		A service level alert sent to users to notify that transactions are available to decision.	Client



<i>Alert Type</i>	<i>Example Image</i>	<i>Description</i>	<i>Recipient</i>
<b>PRO-CHEX Service Level Alert (SMS/Text)</b>		A service level alert sent to users to notify that transactions are available to decision.	Client

## APPENDIX B – QUICKBOOKS ISSUE FILE EXPORT

This guide is meant to aid client users in exporting check file data from QuickBooks. There are two methods of exporting the check file data from QuickBooks. Both options are outlined below. These examples are from the QuickBooks desktop version. The first option is using a Quick Report from the checking account. The second method is using the Check Detail Report, which requires more actions for the user to take.

### A. Exporting from QuickBooks Account Register

1. From QuickBooks, use Ctrl+A to open the account listing from any screen.
2. Click once to select the appropriate account to pull the Check File.

NAME	TYPE	BALANCE TOTAL
Pinnacle Bank	Bank	54,577.94
Millennium Bank	Bank	14,833.33
Accounts Receivable	Accounts Receivable	-322,118.58
Loans Receivable	Other Current Asset	0.00
Inventory Asset	Other Current Asset	0.00
Undeposited Funds	Other Current Asset	0.00
202 Summitt Street	Fixed Asset	46,297.06
102 McAfee Road	Fixed Asset	-7,896.34
6543 Olde Lancing Lane	Fixed Asset	114,191.81
Land	Fixed Asset	161,248.17

3. Once the Check Report has been populated, use Ctrl+Q to create a Quick Report from the selected account.

Type	Date	Num	Name	Memo	Split	Amount	Balance
<b>Pinnacle Bank</b>							
Payment	05/04/2020	3954			Accounts Re...	10,291.67	32,376.51
Bill Pmt -Check	05/04/2020	3182			Accounts Pa...	-500.00	31,876.51
Bill Pmt -Check	05/04/2020	3183			Accounts Pa...	-2,849.60	29,026.91
Bill Pmt -Check	05/04/2020	3184			Accounts Pa...	-207.62	28,819.29
Check	05/04/2020				American exp...	-1.30	28,817.99
Check	05/05/2020				American Exp...	-1,000.00	27,817.99
Check	05/06/2020				Online Trans...	-3,000.00	24,817.99
Check	05/12/2020				Credit Cards	-35.00	24,782.99
Payment	05/13/2020	3987			Accounts Re...	10,291.67	35,074.66

- a. Select the Date drop-down menu to choose a specific date or date range for the transactions to display in the report. Based on the range that is selected, check items that can be displayed can be for a specific date, a specific quarter, month or even a date range that the user selects.

**Castlerock Leasing, LLC.  
Account QuickReport  
As of December 31, 2020**

Type	Date	Num	Name	Memo	Split	Amount	Balance
<b>nnacle Bank</b>							
Check	01/01/2020				-SPLIT-	-18,212.25	6,076.62
Check	01/02/2020				-SPLIT-	-2,037.18	4,039.44
Payment	01/03/2020	3807			Accounts Re...	10,291.67	14,331.11
Bill Pmt -Check	01/03/2020	3136			Accounts Pa...	-2,849.60	11,481.51
Bill Pmt -Check	01/03/2020	3137			Accounts Pa...	-227.96	11,253.55
Bill Pmt -Check	01/03/2020	3138		Mowing 201...	Accounts Pa...	-595.00	10,658.55
Bill Pmt -Check	01/03/2020	3139		December 2...	Accounts Pa...	-365.00	10,293.55
Check	01/03/2020				American Exp...	-19.44	10,274.11
Check	01/06/2020			Online Trans...	David - Draws	-3,000.00	7,274.11
Check	01/06/2020				American Exp...	-1,000.00	6,274.11
Payment	01/08/2020	0092...			Accounts Re...	15,041.67	21,315.78
Bill Pmt -Check	01/10/2020	3140			Accounts Pa...	-260.00	21,055.78
Check	01/13/2020				Credit Cards	-35.00	21,020.78
Check	01/14/2020				Credit Cards	-6.29	21,014.49
Check	01/14/2020				Credit Cards	-64.87	20,949.62

- b. Click Customize Report button. The Modify Report screen displays. By using the Customize Report feature, the user will be able to manage the amount of information contained in the report prior to exporting the report to Excel. The user can select and/or remove items that are not needed in the report.

**Modify Report: Account QuickReport**

**Display** | Filters | Header/Footer | Fonts & Numbers

**REPORT DATE RANGE**

Dates: Custom (The date range you specify in the From and To fields)

From: 05/04/2020 To: 07/15/2020

**REPORT BASIS**

Accrual  Cash (This setting determines how this report calculates income and expenses.)

**COLUMNS**

Search Columns: [ ] Sort by: Default

(left margin)  Trans #  Type  Entered/Last Modified

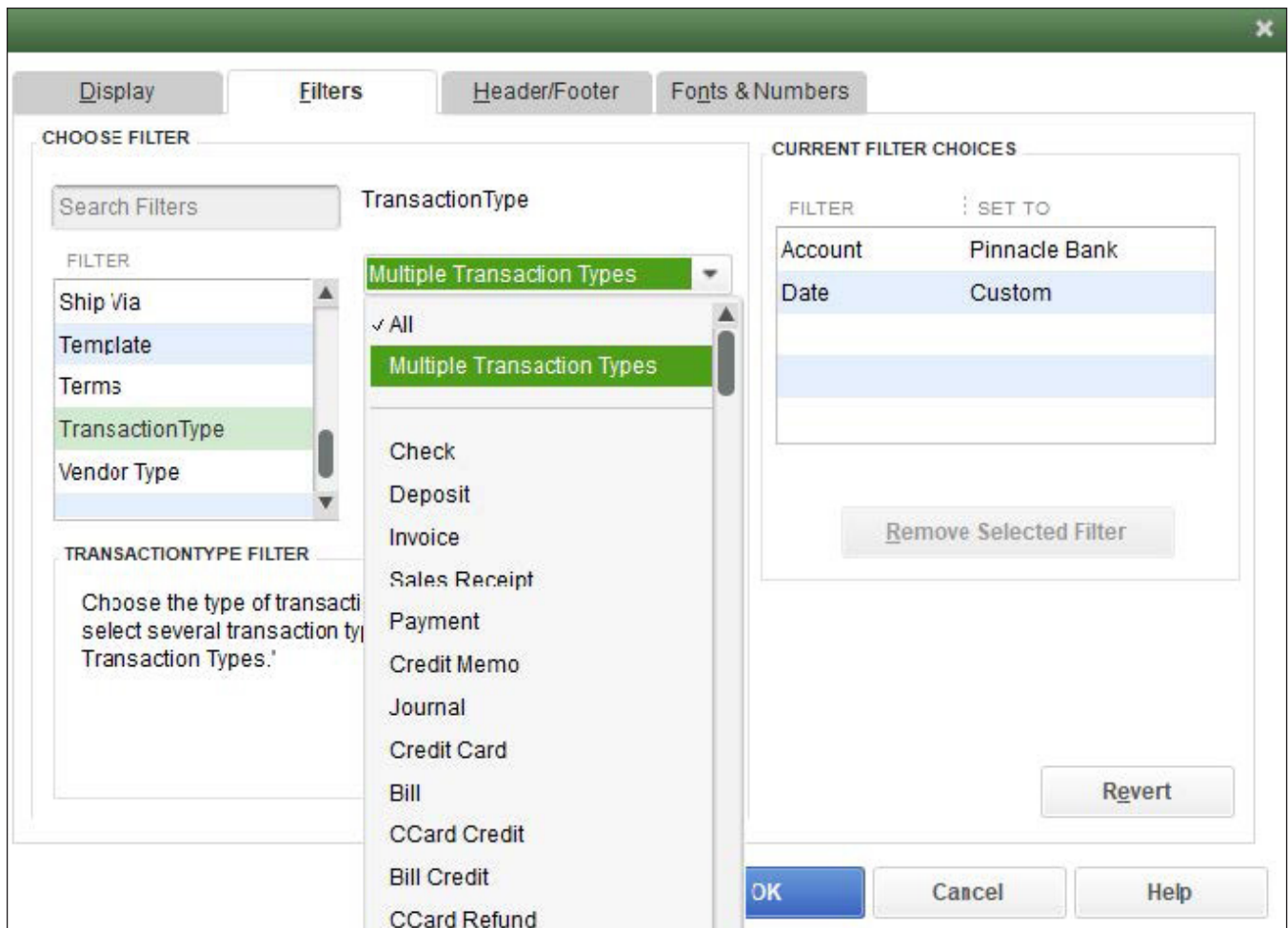
Sort in:  Ascending order  Descending order

Put a check mark next to each column that you want to appear in the report.

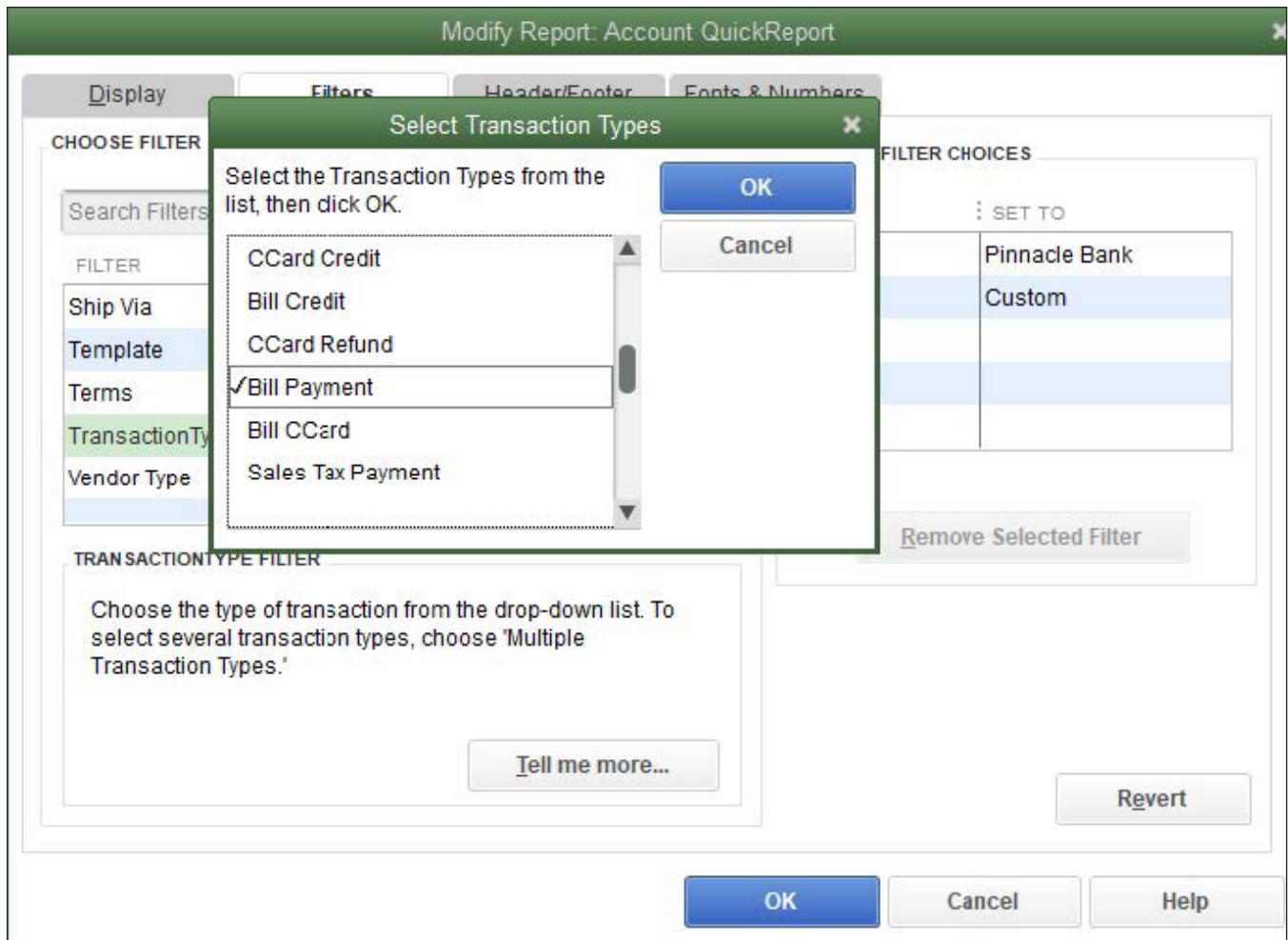
Advanced... Revert

OK Cancel Help

- c. Click the Filters tab. In the listing of Filters, select Transaction Type. This will allow the user to remove the transaction types that are needed for the check file.



- d. From the Transaction Type drop-down menu, select Multiple Transaction Types. This will allow the user to select multiple check types within QuickBooks. For this example, we have used Check and Bill Payment. Click OK to confirm the transaction types.



- e. From the Modify Report screen, select OK to proceed. The requested changes to the report will display.

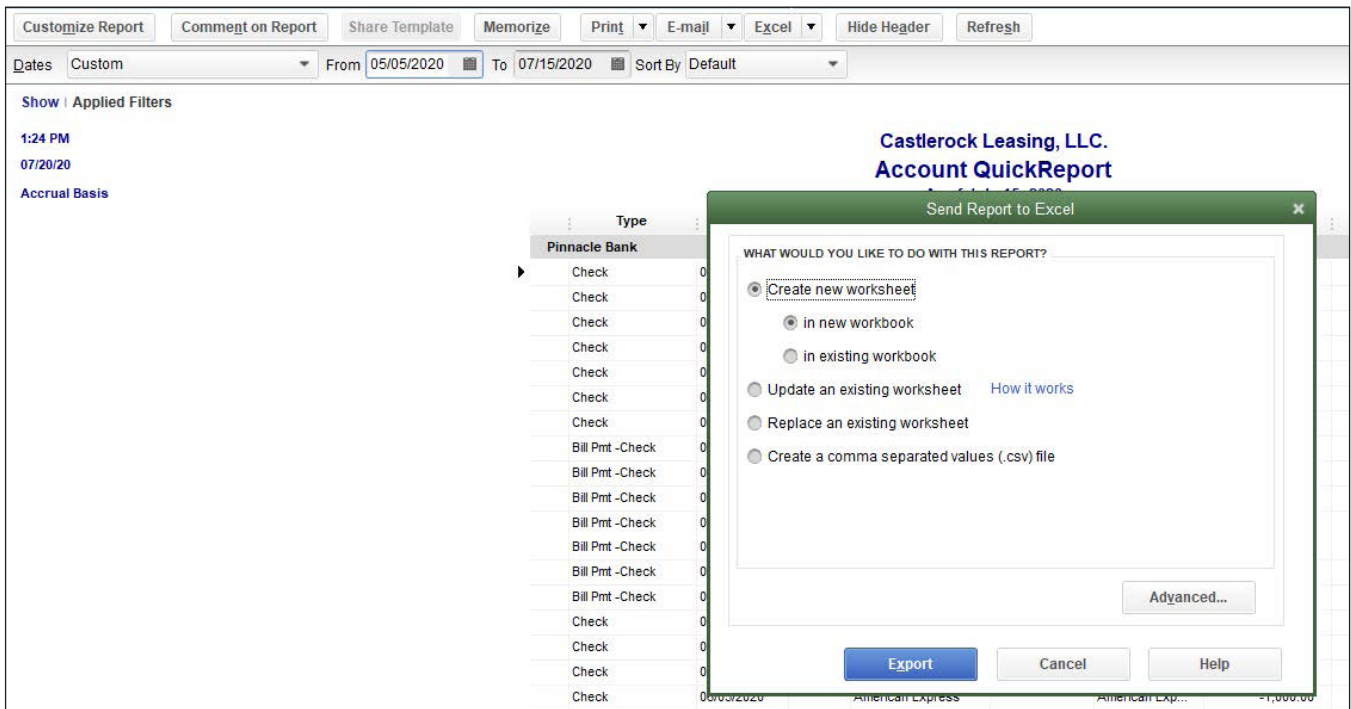
Type	Date	Num	Name	Memo	Split	Amount	Balance
<b>Pinnacle Bank</b>							<b>-2,513,174.63</b>
Bill Pmt -Check	05/04/2020	3182			Accounts Pa...	-500.00	-2,513,674.63
Bill Pmt -Check	05/04/2020	3183			Accounts Pa...	-2,849.60	-2,516,524.23
Bill Pmt -Check	05/04/2020	3184			Accounts Pa...	-207.62	-2,516,731.85
Check	05/04/2020				American Exp...	-1.30	-2,516,733.15
Check	05/05/2020				American Exp...	-1,000.00	-2,517,733.15
Check	05/06/2020			Online Trans...	David - Draws	-3,000.00	-2,520,733.15
Check	05/12/2020				Credit Cards	-35.00	-2,520,768.15
Check	05/13/2020				Credit Cards	-45.09	-2,520,813.24
Check	05/14/2020				American Exp...	-5,000.00	-2,525,813.24
Check	05/14/2020				Credit Cards	-1,610.44	-2,527,423.68
Check	05/14/2020				Credit Cards	-25.00	-2,527,448.68
Bill Pmt -Check	05/18/2020	3185			Accounts Pa...	-615.91	-2,528,064.59

- f. From the QuickBooks toolbar, click the Excel drop-down menu and select Create New Worksheet.

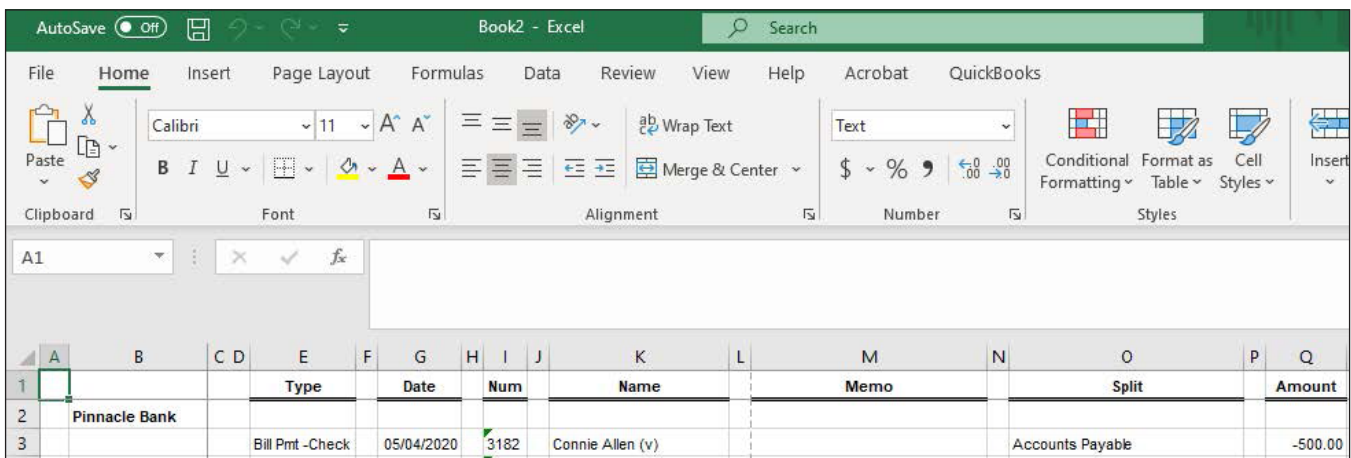
Type	Date	Num	Name	Memo	Split	Amount
<b>Pinnacle Bank</b>						
Check	05/05/2020		American Express		American Exp...	-1,000.00



- g. The Send Report to Excel pop-up window appears. Select Create New Worksheet > In New Worksheet and click the Export button to continue.



- h. Excel will open and the Excel file will populate. Within the Excel file, remove all rows that are blank under the column header "Num". By removing these items from the check file, items that do not have a serial number assigned to them will not be uploaded into the Check Positive Pay (PRO-CHEX) System.

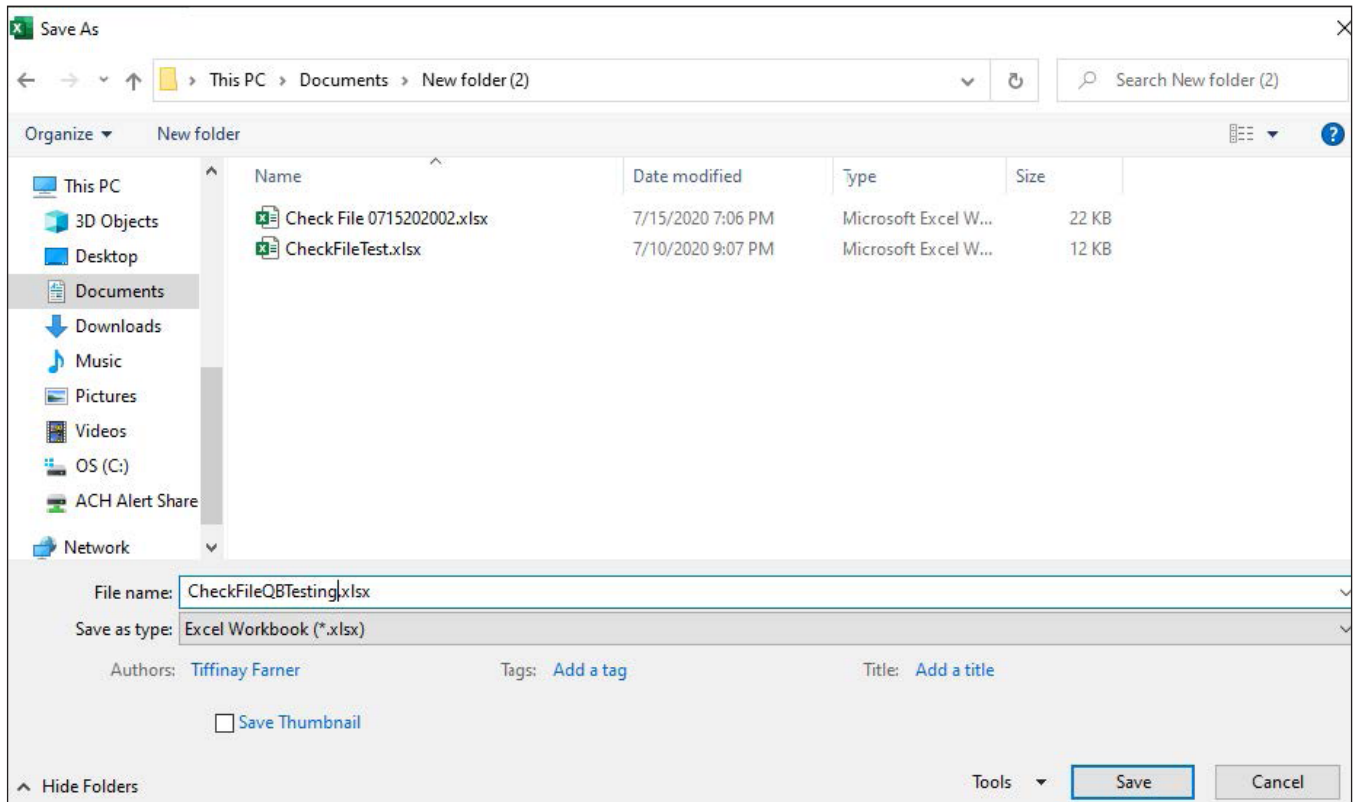


- i. Remove the "Balance" column. This information is not needed for the Check File upload to Check Positive Pay (PRO-CHEX).

The screenshot shows an Excel spreadsheet with the following data:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
					Type	Date	Num				Name		Memo		Split		Amount			
1																				
2		Pinnacle Bank																		
3					Bill Pmt -Check	06/01/2020	0001				Eastside Utility District				Accounts Payable		-234.74			
4					Check	06/15/2020	0002				Citibusiness Platinum				Credit Cards		-13.26			
5					Check	06/16/2020	0003				American Express				American Express Business Gold		-3,701.19			
6					Check	06/16/2020	0004				Lowes				Credit Cards		-4,933.02			
7					Check	07/01/2020	0005				Pinnacle Bank (v)				-SPLI-		-3,853.24			
8					Bill Pmt -Check	07/02/2020	0006				Eastside Utility District				Accounts Payable		-143.18			
9					Check	07/14/2020	0007				Citibusiness Platinum				Credit Cards		-1,416.38			
10					Check	07/14/2020	0008				Lowes				Credit Cards		-3,128.60			
11		Total Pinnacle Bank															-17,423.61			
12		TOTAL															-17,423.61			
13																				

- j. Select File > Save As and save the workbook.
  - i. Choose the File Name.
  - ii. Choose the Format. The file format for this file must be Comma Separated, Excel 97-2003 Workbook or Excel Workbook.



- k. Click Save and close the workbook.

4. Sign into the Alkami (formerly ACH Alert) Client Portal.

5. Select the Check Positive Pay (PRO-CHEX) Service Module.

6. From the Check Positive Pay (PRO-CHEX) module, select Manage > Issue Templates to create an issue template. This will allow the user to map the exported information from QuickBooks so that the file is read correctly when uploaded to PRO-CHEX. The user will also be able to save this template for use in future issuance file uploads.

- The Issuance File Templates page displays. This page lists the saved Issue File Templates available for the Client to use and allows the user to create a new template for use. Select Create New Template.



- The Create New Template screen appears.

### Create New Template ✕

**Template Name**

**File Type<sup>?</sup>**

**Template Status**

**Number of Header Rows<sup>?</sup>**

**Number of Footer rows<sup>?</sup>**

**Template Level<sup>?</sup>**

**Multi-Line Payee Name Separator: <sup>?</sup>**

**File Mapping**

Add	Input Field <sup>?</sup>	File Column <sup>?</sup>	Field Format
	Serial Number	<input type="text"/>	
	Amount <sup>?</sup>	<input type="text"/>	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input checked="" type="checkbox"/>	Status <sup>?</sup>	<input type="text"/>	<input type="text" value="ISSUED"/> - for ISSUED <input type="text" value="STOPPED"/> - for STOPPED <input type="text" value="VOIDED"/> - for VOIDED
<input type="checkbox"/>	Account Number <sup>?</sup>	<input type="text"/>	
<input type="checkbox"/>	Issuance Date <sup>?</sup>	<input type="text"/>	
<input type="checkbox"/>	Payee Name <sup>?</sup>	<input type="text"/>	
<input type="checkbox"/>	Company Name	<input type="text"/>	

<sup>?</sup>- Place the cursor over this label for more information

9. Creating the Issuance Template to the Exported Information from QuickBooks:

a. Template Name

Create a name for the template using information that will allow the user to easily identify this template in the future. For this example, the template name is QuickBooks Export Type 1.

<b>Template Name</b> QuickBooks Export Type 1	<b>File Type?</b> - select file type	<b>Template Status</b> Active
--	---	----------------------------------

b. File Type

Select the appropriate file type based on the file type used to save the Excel document. For this example, the file type will be Excel Workbook.

<b>Template Name</b> QuickBooks Export Type 1	<b>File Type?</b> Excel 97-2003 Workbook	<b>Template Status</b> Active
<b>Number of Header Rows?</b> 0	<ul style="list-style-type: none"> <li>- select file type</li> <li>Comma Separated</li> <li>Excel 97-2003 Workbook</li> <li><b>Excel Workbook</b></li> <li>Fixed Width</li> <li>Pipe Separated</li> <li>Semi-colon Separated</li> <li>Tab Separated</li> </ul>	<b>Template Level?</b> Client

c. Template Status

The Template Status drop-down menu defaults to Active status. Leave the status as Active.

<b>Template Name</b> QuickBooks Export Type 1	<b>File Type?</b> Excel Workbook	<b>Template Status</b> Active
<b>Number of Header Rows?</b>	<b>Number of Footer rows?</b>	<ul style="list-style-type: none"> <li>Active</li> <li><b>Active</b></li> <li>Inactive</li> </ul>

d. Number of Header Rows

Refer to the Excel file that was created. A Header Row will be any row above the check information that does not contain actual check information for presentment in the Check Positive Pay (PRO-CHEX) Module. For this example, the header rows have been highlighted yellow. The number of header rows should be 2 in the template.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1					Type	Date	Num		Name		Memo		Split	Amount				
2		Pinnacle Bank																
3					Bill Pmt -Check	07/24/2020	0100		Eastside Utility District				Accounts Payable	-234.74				
4					Check	07/24/2020	0101		Citibusiness Platinum				Credit Cards	-13.26				
5					Check	07/24/2020	0102		American Express				American Express Business Gold	-3,701.19				
6					Check	07/24/2020	0103		Lowe's				Credit Cards	-4,933.02				
7					Check	07/24/2020	0104		Pinnacle Bank (v)				-SPLIT-	-3,853.24				
8					Bill Pmt -Check	07/24/2020	0105		Eastside Utility District				Accounts Payable	-143.18				
9					Check	07/24/2020	0106		Citibusiness Platinum				Credit Cards	-1,416.38				
10					Check	07/24/2020	0107		Lowe's				Credit Cards	-3,128.60				
11		Total Pinnacle Bank																-17,423.61
12		<b>TOTAL</b>																<b>-17,423.61</b>

e. Number of Footer Rows

Refer to the Excel file that was created. A Footer Row will be any row below the check information that does not contain actual check information for presentment in the Check Positive Pay (PRO-CHEX) Module. For this example, the footer rows have been highlighted yellow. The number of footer rows should be 2 in the template.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1					Type	Date	Num		Name		Memo		Split	Amount				
2		Pinnacle Bank																
3					Bill Pmt -Check	07/24/2020	0100		Eastside Utility District				Accounts Payable	-234.74				
4					Check	07/24/2020	0101		Citibusiness Platinum				Credit Cards	-13.26				
5					Check	07/24/2020	0102		American Express				American Express Business Gold	-3,701.19				
6					Check	07/24/2020	0103		Lowe's				Credit Cards	-4,933.02				
7					Check	07/24/2020	0104		Pinnacle Bank (v)				-SPLIT-	-3,853.24				
8					Bill Pmt -Check	07/24/2020	0105		Eastside Utility District				Accounts Payable	-143.18				
9					Check	07/24/2020	0106		Citibusiness Platinum				Credit Cards	-1,416.38				
10					Check	07/24/2020	0107		Lowe's				Credit Cards	-3,128.60				
11		Total Pinnacle Bank																-17,423.61
12		<b>TOTAL</b>																<b>-17,423.61</b>

f. Template Level

The default value of Client will be presented and will not allow a different selection to be made.

g. Multi-Line Payee Name Separator.

This feature is not currently available for items exported out of QuickBooks.

<b>Template Name</b> QuickBooks Export Type 1	<b>File Type<sup>2</sup></b> Excel Workbook	<b>Template Status</b> Active
<b>Number of Header Rows<sup>2</sup></b> 2	<b>Number of Footer rows<sup>2</sup></b> 2	<b>Template Level<sup>2</sup></b> Client
<b>Multi-Line Payee Name Separator: <sup>2</sup></b>	<input type="checkbox"/>	

h. File Mapping

i. Serial Number

1. Enter the column number that the check number/serial number is presented in the Excel document. For this example, the Num column is highlighted yellow. The column number for Num should be 9 in the template.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
					Type	Date		Num		Name			Memo		Split		Amount		
1																			
2		Pinnacle Bank																	
3					Bill Pmt -Check	07/24/2020		0100		Eastside Utility District					Accounts Payable		-234.74		
4					Check	07/24/2020		0101		Citibusiness Platinum					Credit Cards		-13.26		
5					Check	07/24/2020		0102		American Express					American Express Business Gold		-3,701.19		
6					Check	07/24/2020		0103		Lowes					Credit Cards		-4,933.02		
7					Check	07/24/2020		0104		Pinnacle Bank (v)					-SPLIT-		-3,853.24		
8					Bill Pmt -Check	07/24/2020		0105		Eastside Utility District					Accounts Payable		-143.18		
9					Check	07/24/2020		0106		Citibusiness Platinum					Credit Cards		-1,416.38		
10					Check	07/24/2020		0107		Lowes					Credit Cards		-3,128.60		
11		Total Pinnacle Bank															-17,423.61		
12		TOTAL															-17,423.61		



ii. Amount

1. Enter the column number that the amount is presented in the Excel document. Select fractional dollars if the dollars and cents are separated by a decimal. If the dollars and cents are not separated by a decimal, select whole numbers of cents. For this example, the Amount column is highlighted yellow. The column number for Amount should be 17 in the template.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
					Type	Date		Num		Name		Memo		Split			Amount
1																	
2		Pinnacle Bank															
3					Bill Pmt -Check	07/24/2020		0100		Eastside Utility District				Accounts Payable			-234.74
4					Check	07/24/2020		0101		Citibusiness Platinum				Credit Cards			-13.26
5					Check	07/24/2020		0102		American Express				American Express Business Gold			-3,701.19
6					Check	07/24/2020		0103		Lowe's				Credit Cards			-4,933.02
7					Check	07/24/2020		0104		Pinnacle Bank (v)				-SPLIT-			-3,853.24
8					Bill Pmt -Check	07/24/2020		0105		Eastside Utility District				Accounts Payable			-143.18
9					Check	07/24/2020		0106		Citibusiness Platinum				Credit Cards			-1,416.38
10					Check	07/24/2020		0107		Lowe's				Credit Cards			-3,128.60
11		Total Pinnacle Bank															-17,423.61
12		TOTAL															-17,423.61

iii. Status

1. Remove the checkmark from this box. The export from QuickBooks does not contain this information. The user can add this information manually if they choose to. If the column is added, the box will need to remain checked and the column number will need to be entered for the Check Positive Pay (PRO-CHEX) system to accurately read it. For this example, the Status field is not being used.

File Mapping

Add	Input Field <sup>2</sup>	File Column <sup>2</sup>	Field Format
	Serial Number	9	
	Amount <sup>2</sup>	17	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input type="checkbox"/>	Status <sup>2</sup>		<input type="checkbox"/> Treat Negative Amount As Void <sup>2</sup> Issuance with \$0 amount will be treated as Void

**If the Status box is unchecked, the user should be aware that any issuance loaded with negative amounts or a \$0 amount will be treated as Void.**

iv. Account Number

- The exported information from QuickBooks does not include an account number. Leave the box unchecked and the File Column field blank. For this example, the Account Number field is left blank.

<input type="checkbox"/>	Status?	<input type="text"/>	<input type="checkbox"/>	Treat Negative Amount As Void?
<input type="checkbox"/>	Account Number?	<input type="text"/>		

v. Issuance Date

- The Issuance Date is located in the "Date" column in the Excel document. The user must check the box and enter the column number for the system to read the issuance date correctly. For this example, the Date column is highlighted yellow. The column number for Issuance Date should be 7 in the template.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
					Type		Date		Num		Name		Memo		Split		Amount
1																	
2		Pinnacle Bank															
3					Bill Pmt -Check		07/24/2020		0100		Eastside Utility District				Accounts Payable		-234.74
4					Check		07/24/2020		0101		Citibusiness Platinum				Credit Cards		-13.26
5					Check		07/24/2020		0102		American Express				American Express Business Gold		-3,701.19
6					Check		07/24/2020		0103		Lowes				Credit Cards		-4,933.02
7					Check		07/24/2020		0104		Pinnacle Bank (v)				-SPLIT-		-3,853.24
8					Bill Pmt -Check		07/24/2020		0105		Eastside Utility District				Accounts Payable		-143.18
9					Check		07/24/2020		0106		Citibusiness Platinum				Credit Cards		-1,416.38
10					Check		07/24/2020		0107		Lowes				Credit Cards		-3,128.60
11		Total Pinnacle Bank															-17,423.61
12		TOTAL															-17,423.61

vi. Payee Name

1. If the Client is set up to use Payee Positive Pay, the user will need to select the box and enter the column number for the column labeled "Name" in the Excel report. For this example, the Name column is highlighted yellow. The column number for Payee Name should be 11 in the template.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
					Type	Date		Num			Name		Memo		Split		Amount		
1																			
2		Pinnacle Bank																	
3					Bill Pmt -Check	07/24/2020		0100			Eastside Utility District				Accounts Payable		-234.74		
4					Check	07/24/2020		0101			Citibusiness Platinum				Credit Cards		-13.26		
5					Check	07/24/2020		0102			American Express				American Express Business Gold		-3,701.19		
6					Check	07/24/2020		0103			Lowes				Credit Cards		-4,933.02		
7					Check	07/24/2020		0104			Pinnacle Bank (v)				-SPLIT-		-3,853.24		
8					Bill Pmt -Check	07/24/2020		0105			Eastside Utility District				Accounts Payable		-143.18		
9					Check	07/24/2020		0106			Citibusiness Platinum				Credit Cards		-1,416.38		
10					Check	07/24/2020		0107			Lowes				Credit Cards		-3,128.60		
11		Total Pinnacle Bank															-17,423.61		
12		TOTAL															-17,423.61		

vii. Additional Issue Fields

1. Additional issue fields are available for client use to allow clients to record any additional information into an issuance file to be used for historical or reconciliation purposes. In the example below, the client has additional issue fields configured: Company Name, Invoice, and Address. For the purposes of Export from QuickBooks, the user should disregard these fields as they do not apply to the export process.

File Mapping

Add	Input Field <sup>2</sup>	File Column <sup>2</sup>	Field Format
<input type="checkbox"/>	Serial Number	9	
<input type="checkbox"/>	Amount <sup>2</sup>	17	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input type="checkbox"/>	Status <sup>2</sup>		<input type="checkbox"/> Treat: Negative Amount As Void <sup>2</sup>
<input type="checkbox"/>	Account Number <sup>2</sup>		
<input checked="" type="checkbox"/>	Issuance Date <sup>2</sup>	7	
<input checked="" type="checkbox"/>	Payee Name <sup>2</sup>	11	
<input type="checkbox"/>	Company Name		
<input type="checkbox"/>	Invoice		
<input type="checkbox"/>	Address		

<sup>2</sup>- Place the cursor over this label for more information

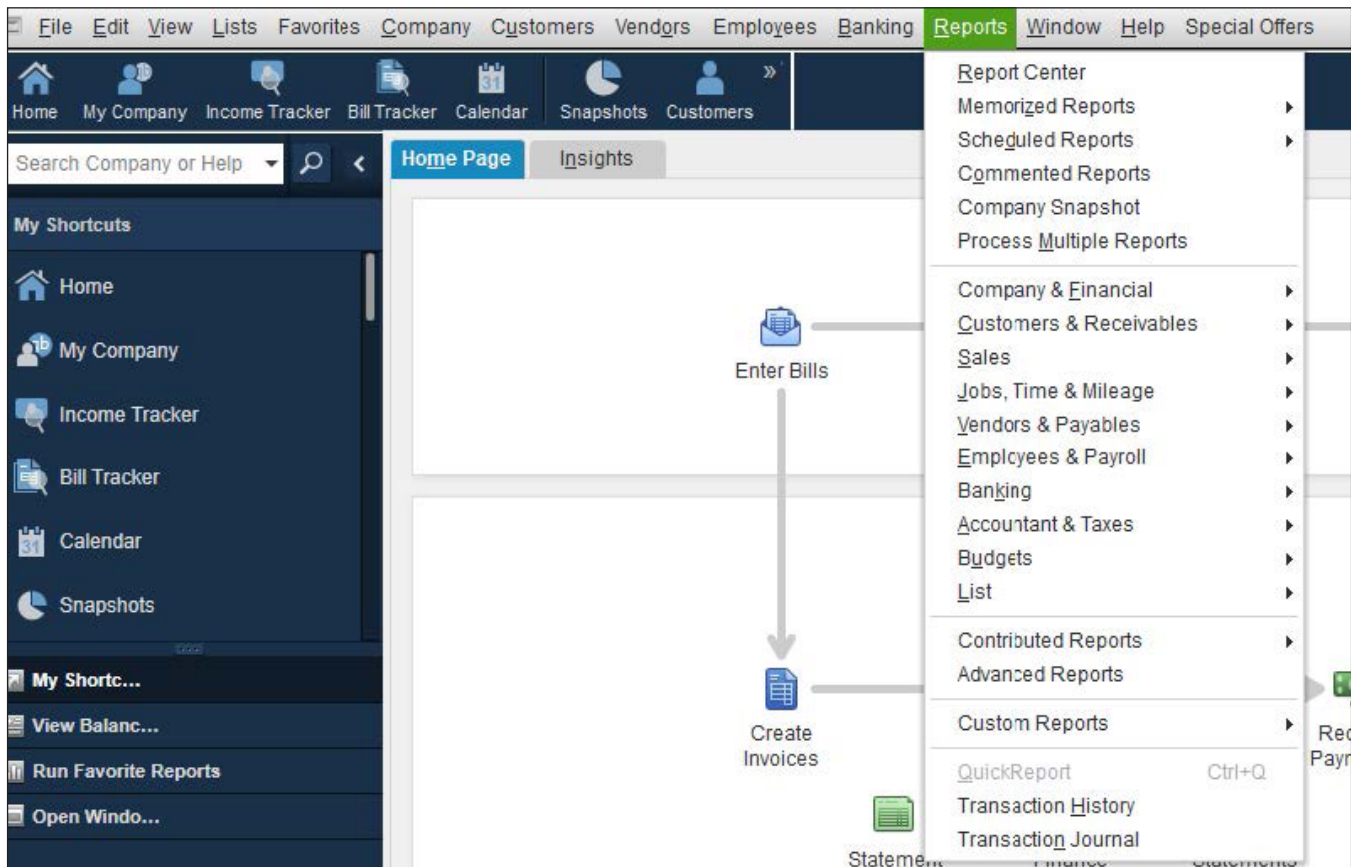
Save

viii. Click the Save button. A success message appears, and the user will be returned to the Issuance Templates page. The new issue template will display in the list of templates.

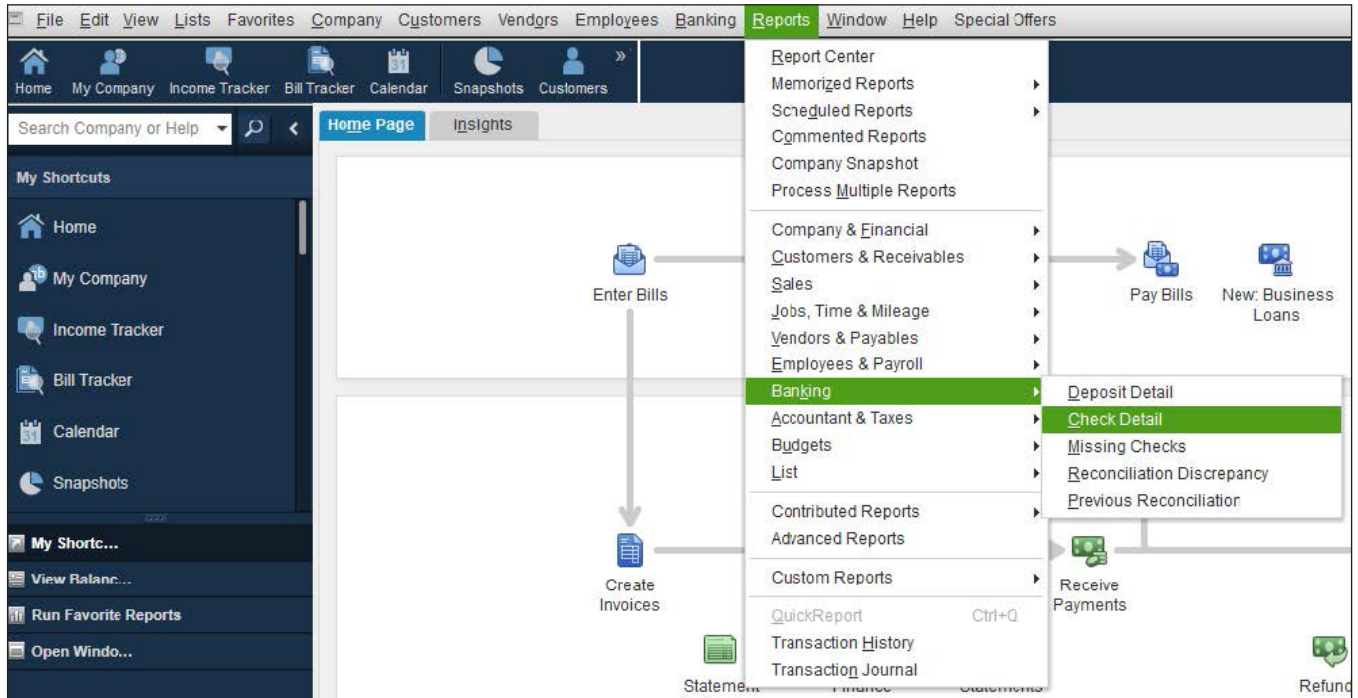
<a href="#">Create New Template</a>			
Delete	Template	File Type	Edit/View
	Filter by Template	Filter by File Type	
	CSV	Comma Separated	
	CSV1	Comma Separated	
	DBFI Fixed Width	Fixed Width	
	Excel 97-2003 Workbook	Excel 97-2003 Workbook	
<input type="checkbox"/>	CPP1029 Test	Excel Workbook	
<input type="checkbox"/>	QuickBooks Export Type 1	Excel Workbook	

## B. Exporting from QuickBook Reports

1. From QuickBooks, select Reports on the Tool Bar.



- Select Banking from the drop-down menu and click Check Detail from the Banking sub-menu.



- The Check Detail Report will display.

Customize Report Comment on Report Share Template Memorize Print E-mail Excel Hide Header Refresh

Dates Custom From 05/04/2020 To 07/10/2020 Sort By Default

Show | Applied Filters

5:19 PM  
07/10/20

**Castlerock Leasing, LLC.**  
**Check Detail**  
May 4 through July 10, 2020

Type	Num	Date	Name	Item	Account	Paid Amount	Original Amount
Check		05/04/2020	American Expre...		Pinnacle Bank		-1.30
					American Express	-1.30	1.30
TOTAL						-1.30	1.30
▶ Check		05/05/2020	American Expre...		Pinnacle Bank		-1,000.00
					American Express...	-1,000.00	1,000.00
TOTAL						-1,000.00	1,000.00

- a. Select the Date drop-down menu to choose a specific date or date range for the check items to display in the report. Based on the range that is selected, check items that can be displayed can be for a specific date, a specific quarter, month or even a date range that the user selects.

The screenshot shows a report interface with a top navigation bar containing buttons for 'Customize Report', 'Comment on Report', 'Share Template', 'Memorize', 'Print', 'E-mail', 'Excel', 'Hide Header', and 'Refresh'. Below this, a 'Dates' dropdown is set to 'Custom', with 'From' and 'To' date pickers showing '05/04/2020' and '07/10/2020' respectively. A 'Sort By' dropdown is set to 'Default'. On the left, a 'Show' menu lists various date range options, with 'Custom' selected. The main area displays the report title 'Casterock Leasing, LLC. Check Detail' and the date range 'May 4 through July 10, 2020'. Below the title is a table with columns: Num, Date, Name, Item, Account, Paid Amount, and Original Amount.

Num	Date	Name	Item	Account	Paid Amount	Original Amount
	05/04/2020	American Expre...		Pinnacle Bank		-1.30
				American Express	-1.30	1.30
					-1.30	1.30
	05/05/2020	American Expre...		Pinnacle Bank		-1,000.00
				American Express...	-1,000.00	1,000.00
					-1,000.00	1,000.00
	05/06/2020	Peace Transpor...		Pinnacle Bank		-3,000.00
				David - Draws	-3,000.00	3,000.00
					-3,000.00	3,000.00

- b. Click Customize Report button. The Modify Report screen displays.

The screenshot shows the 'Modify Report: Check Detail' dialog box. It has four tabs: 'Display', 'Filters', 'Header/Footer', and 'Fonts & Numbers'. The 'Display' tab is active. Under 'REPORT DATE RANGE', the 'Dates' dropdown is set to 'Custom', and the 'From' and 'To' date pickers show '05/04/2020' and '07/10/2020'. Under 'COLUMNS', there is a search box and a list of columns with checkboxes. The columns listed are: (left margin), Trans #, Type, Entered/Last Modified, Last modified by, Date, and Num. The 'Type', 'Date', and 'Num' columns are checked. To the right of the list, there are 'Sort by' and 'Sort in' options. 'Sort by' is set to 'Default', and 'Sort in' has radio buttons for 'Ascending order' (selected) and 'Descending order'. At the bottom right, there are buttons for 'Advanced...', 'Revert', 'OK', 'Cancel', and 'Help'.

c. Select the Filters tab.

Modify Report: Check Detail

Display Filters Header/Footer Fonts & Numbers

CHOOSE FILTER

Search Filters Account

FILTER

Account

All bank accounts

Include split detail?

No

Yes

For detail accounts matching

All accounts

ACCOUNT FILTER

Choose the types of accounts or a specific account from the drop-down list. Indicate whether or not you want split detail to appear in the report (Balance Sheet accounts only).

Tell me more...

Revert

Remove Selected Filter

OK Cancel Help

FILTER	SET TO
Account	All bank accounts
Amount	<=0.00
Date	Custom
TransactionType	Multiple Transaction T...

d. In the listing of Filters, select Account from the drop-down menu.

- i. Select All Bank Accounts to pull all checks issued from all bank accounts for which the user has QuickBooks access.

Modify Report: Check Detail

Display Filters Header/Footer Fonts & Numbers

CHOOSE FILTER

Search Filters Account

FILTER

Account

All bank accounts

ACCOUNT FILTER

Choose the types of account drop-down list. Indicate whether or not you want split detail to appear in the report (Balance Sheet accounts only).

Revert

Remove Selected Filter

OK Cancel Help

FILTER	SET TO
Account	All bank accounts
Amount	<=0.00

All accounts

Multiple accounts...

All balance sheet accounts

All assets

All current assets

All bank accounts

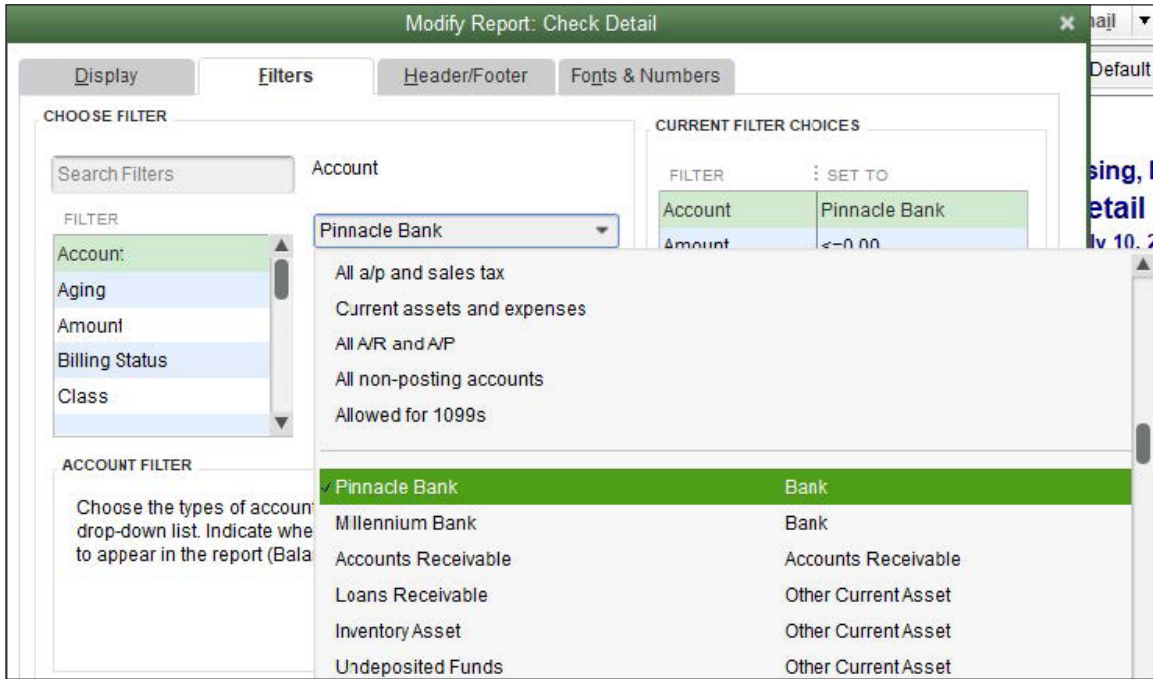
All accounts receivable

All other current assets

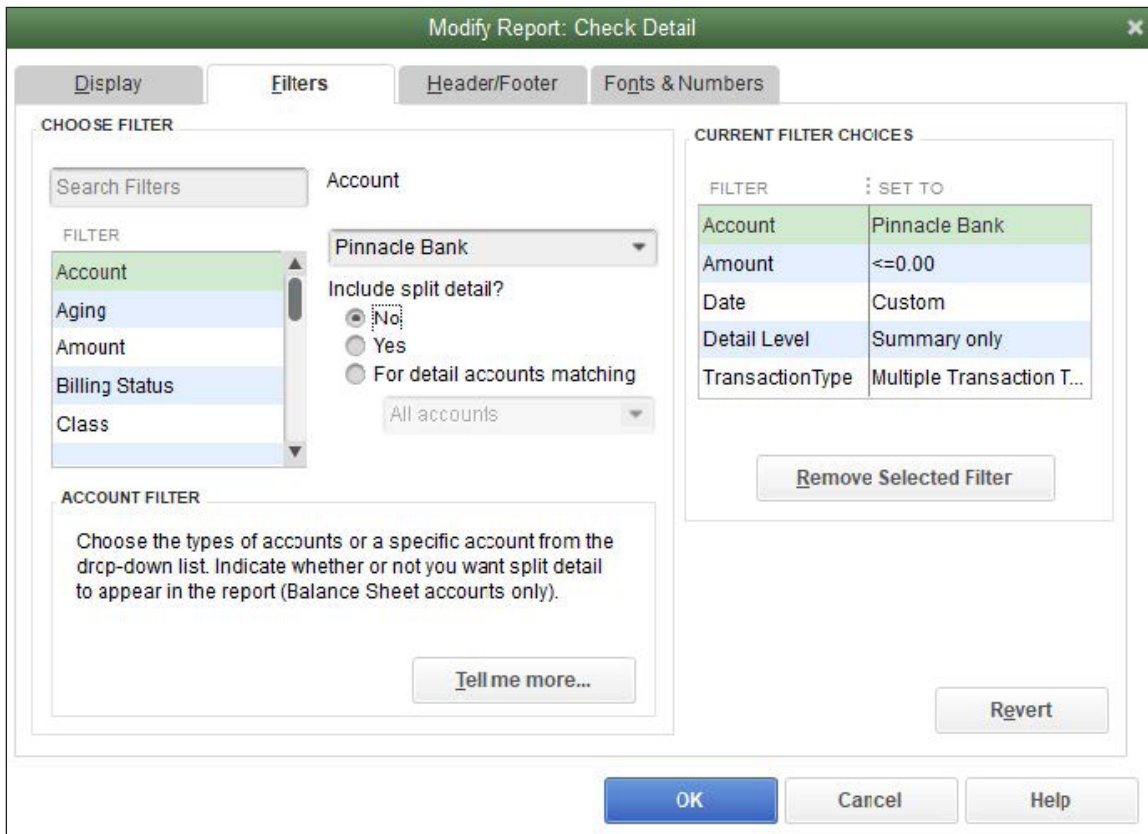
All fixed assets

All other assets

- ii. Select a single Bank Account to pull checks issued from a single bank account.

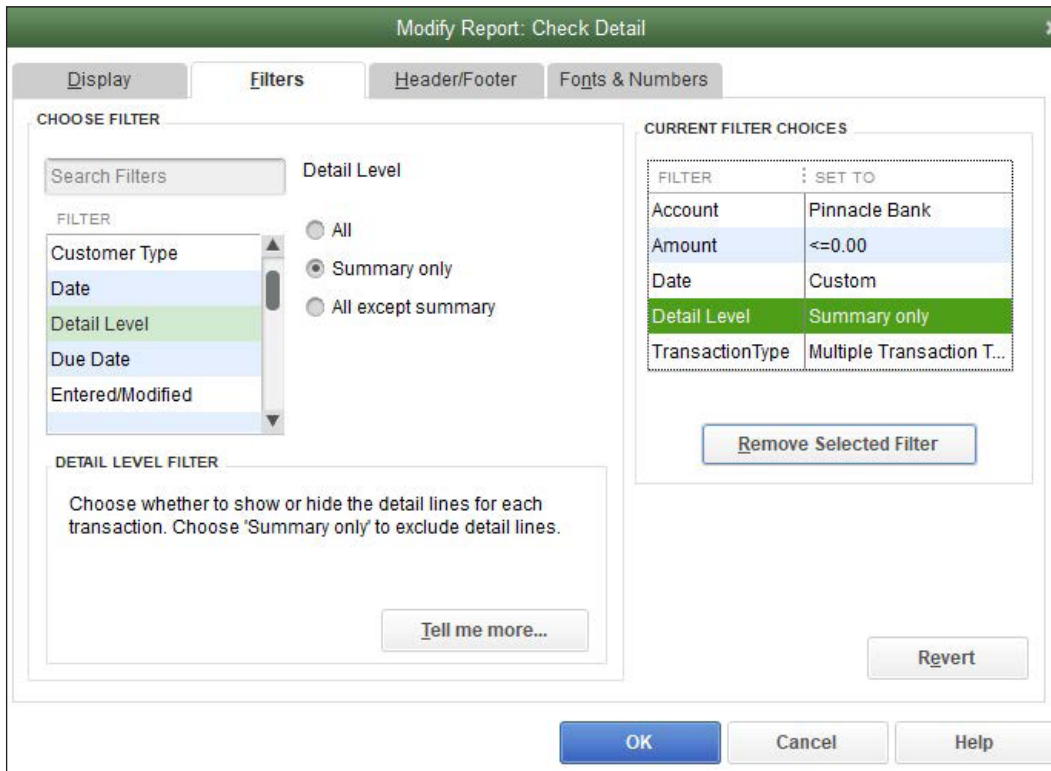


- iii. Under Include Split Detail?, click the button next to "No".

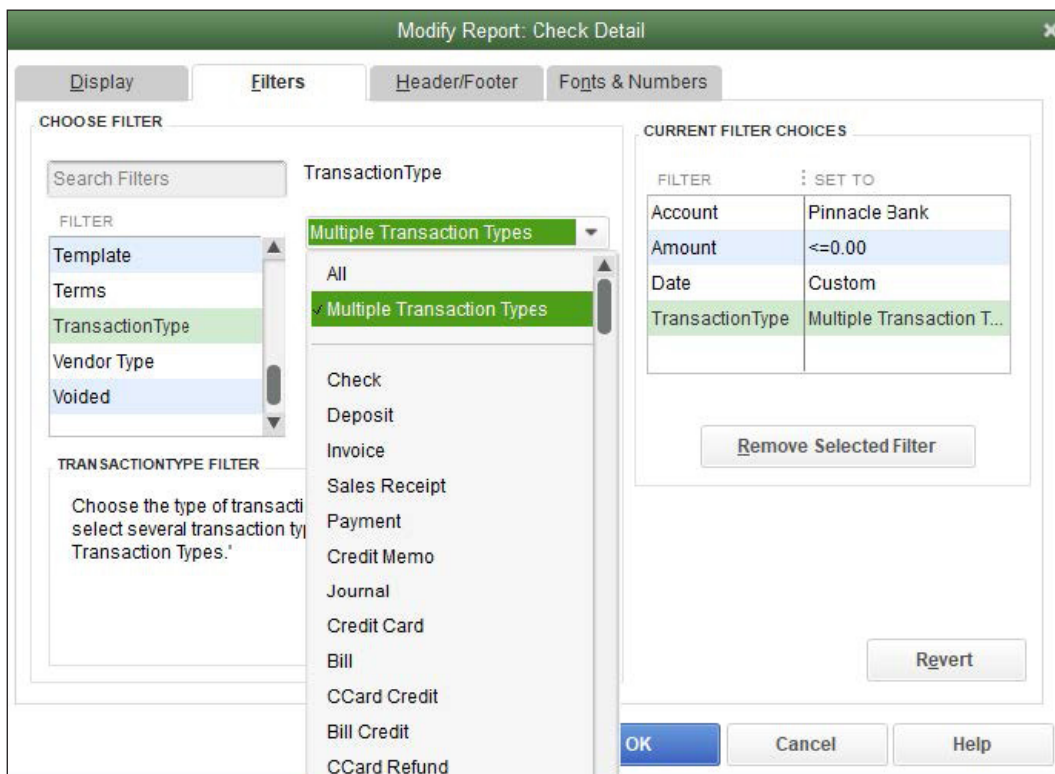




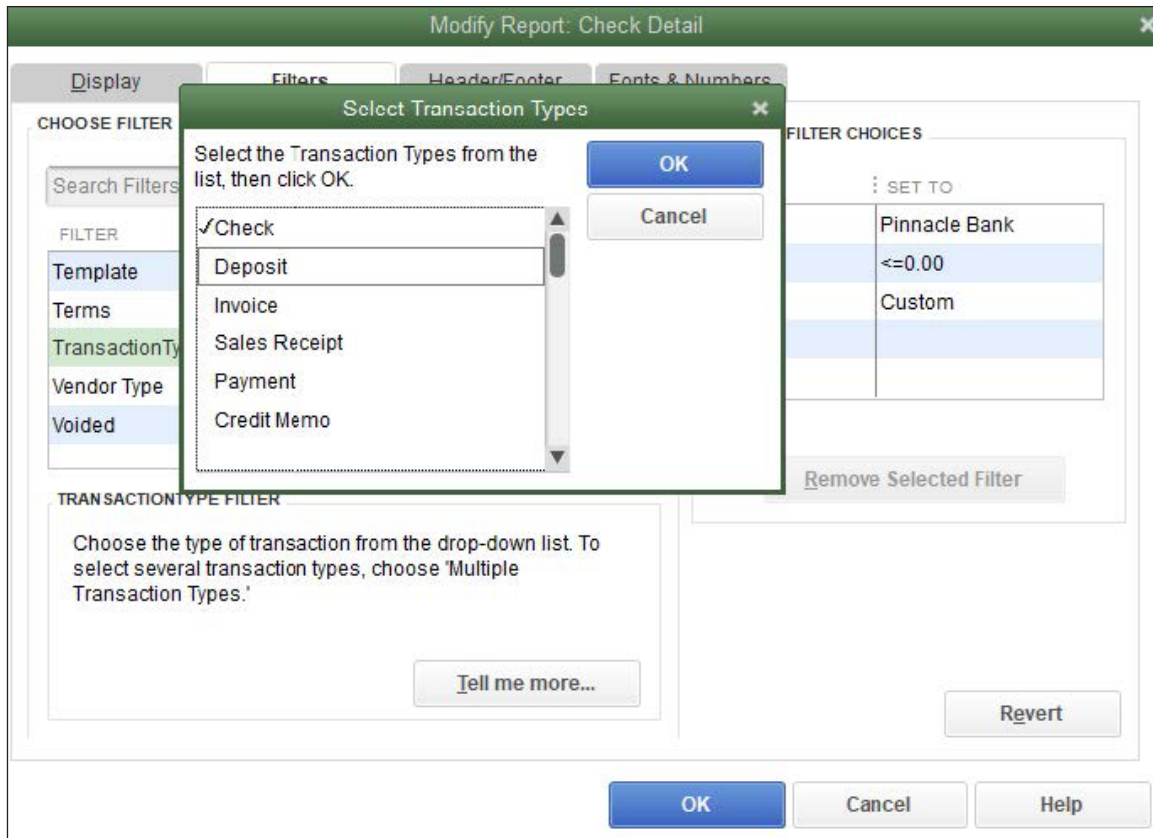
- iv. Under Current Filter Choices, select Detail Level, and then click the Remove Selected Filter button.



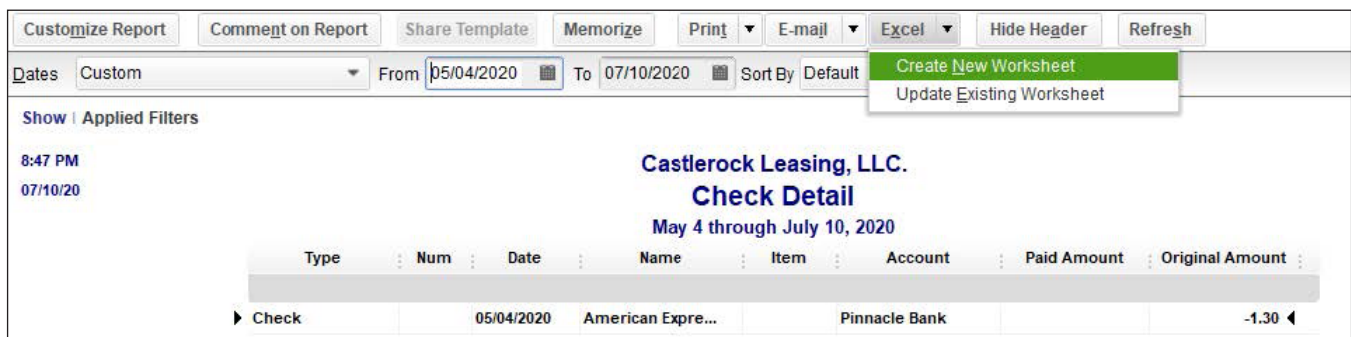
- v. Select Transaction Type from the Filter menu. Select Multiple Transaction Types from the Transaction Types submenu.



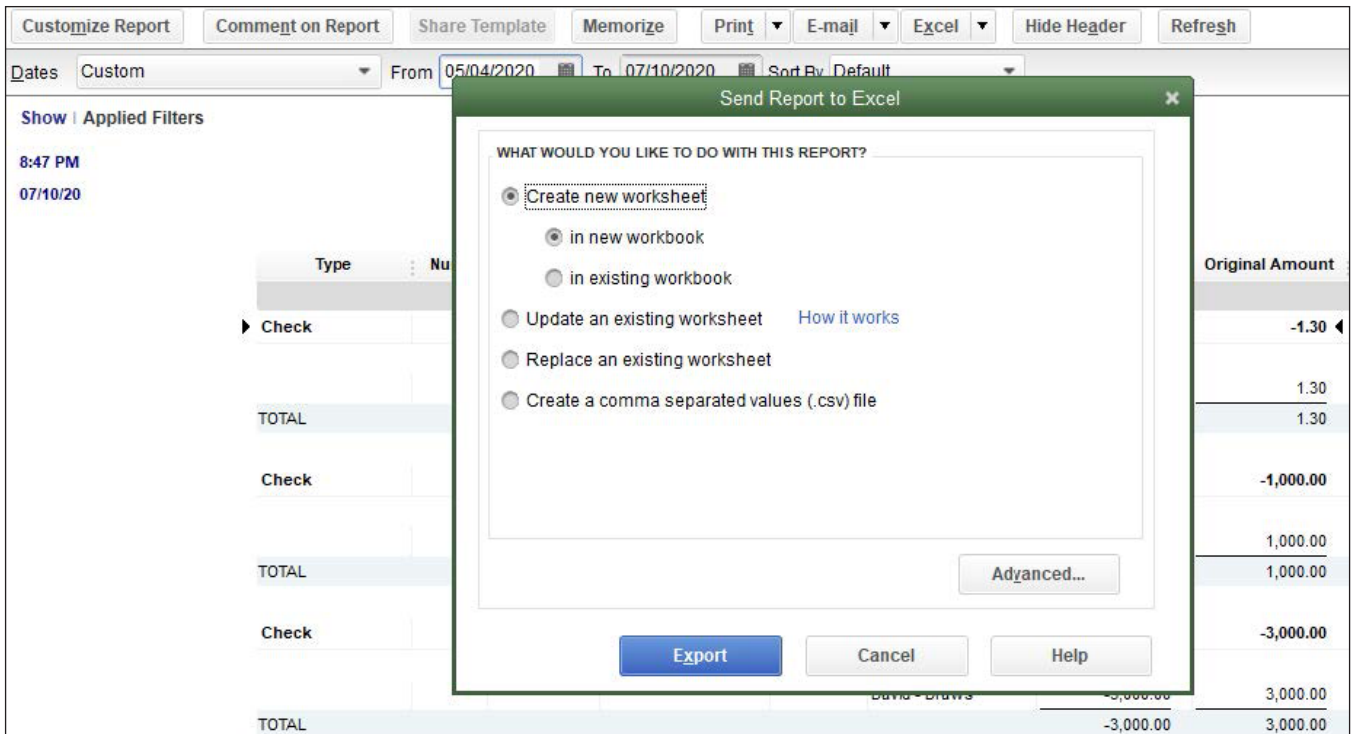
- vi. From the Select Transaction Type drop-down menu, select the check transactions to appear in the Check File. For this example, Check and Bill Payment options were selected. Click OK to confirm the transaction types.



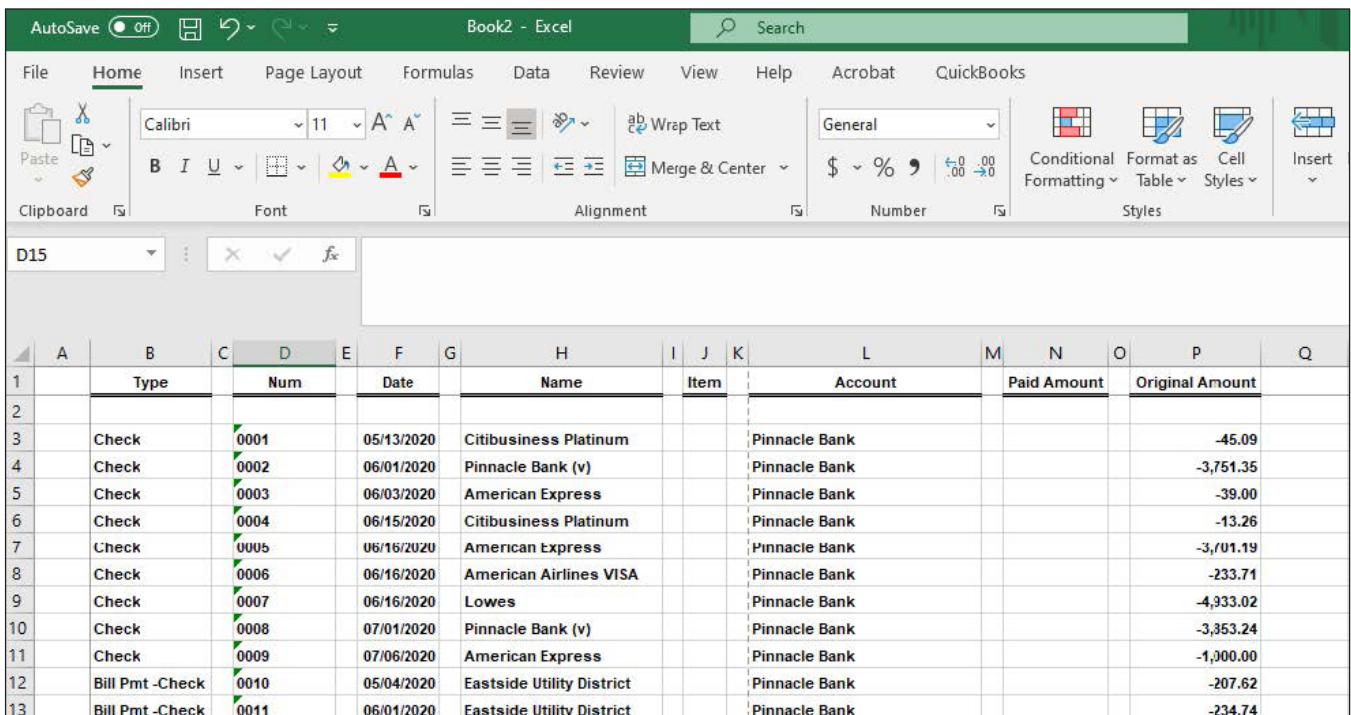
- e. From the Modify Report screen, select OK to proceed. The requested changes to the report will display. From the QuickBooks toolbar, click the Excel drop-down menu and select Create New Worksheet.



- f. The Send Report to Excel pop-up window appears. Select Create New Worksheet > In New Worksheet and click the Export button to continue.



- g. Excel will open and the Excel file will populate. Within the Excel file, remove all rows that are blank under the column headers "Type" and/or "Num".

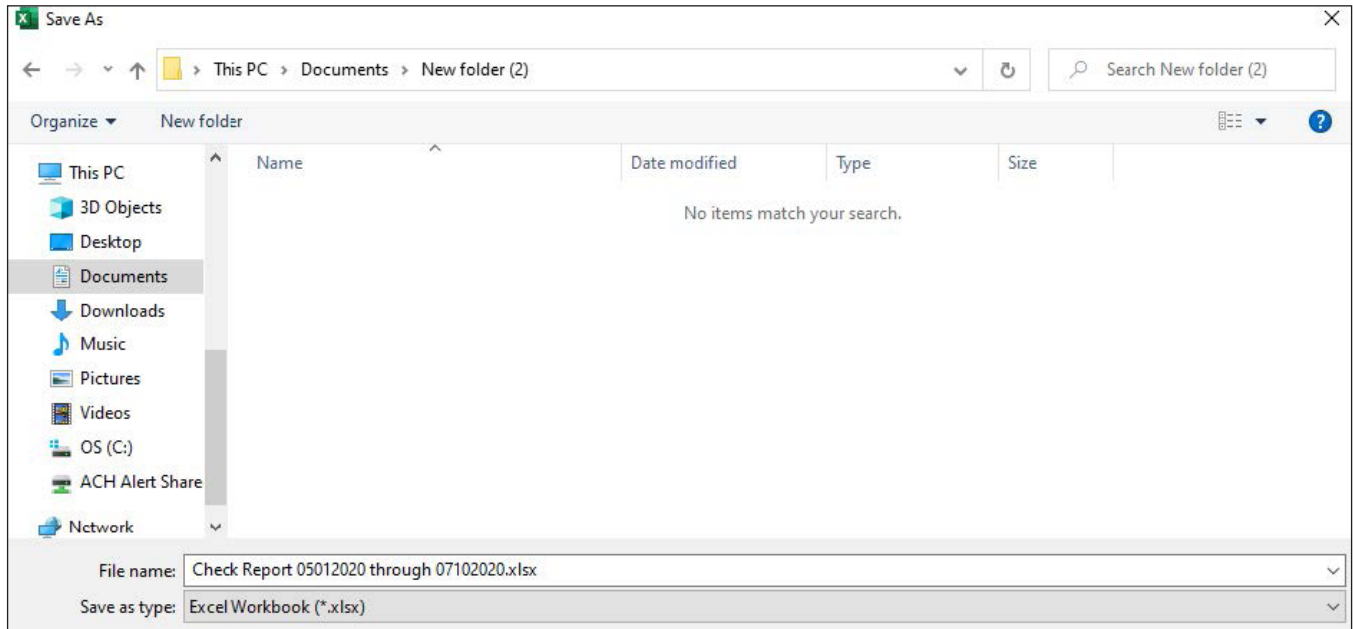


h. Remove all blank columns.

The screenshot shows an Excel spreadsheet with the following data:

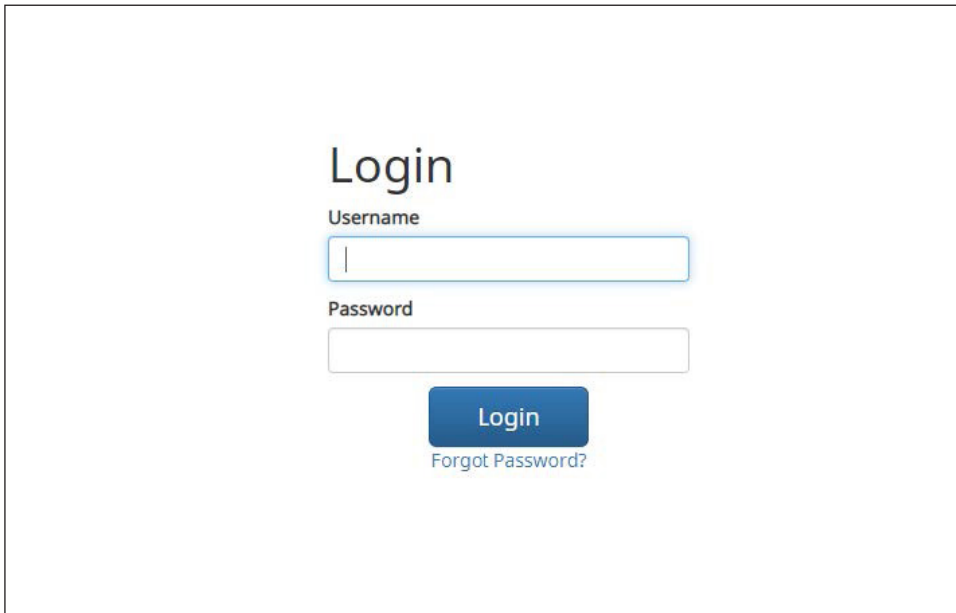
	A	B	C	D	E	F	G	H	I	J
1	Type	Num	Date	Name	Account	Original Amount				
2										
3	Check	0001	05/13/2020	Citibusiness Platinum	Pinnacle Bank	-45.09				
4	Check	0002	06/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,751.35				
5	Check	0003	06/03/2020	American Express	Pinnacle Bank	-39.00				
6	Check	0004	06/15/2020	Citibusiness Platinum	Pinnacle Bank	-13.26				
7	Check	0005	06/16/2020	American Express	Pinnacle Bank	-3,701.19				
8	Check	0006	06/16/2020	American Airlines VISA	Pinnacle Bank	-233.71				
9	Check	0007	06/16/2020	Lowes	Pinnacle Bank	-4,933.02				
10	Check	0008	07/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,853.24				
11	Check	0009	07/06/2020	American Express	Pinnacle Bank	-1,000.00				
12	Bill Pmt -Check	0010	05/04/2020	Eastside Utility District	Pinnacle Bank	-207.62				
13	Bill Pmt -Check	0011	06/01/2020	Eastside Utility District	Pinnacle Bank	-234.74				

- i. Select File > Save As and save the workbook.
- i. Choose the File Name.
- ii. Choose the Format. The file format for this file must be Comma Separated, Excel 97-2003 Workbook or Excel Workbook.

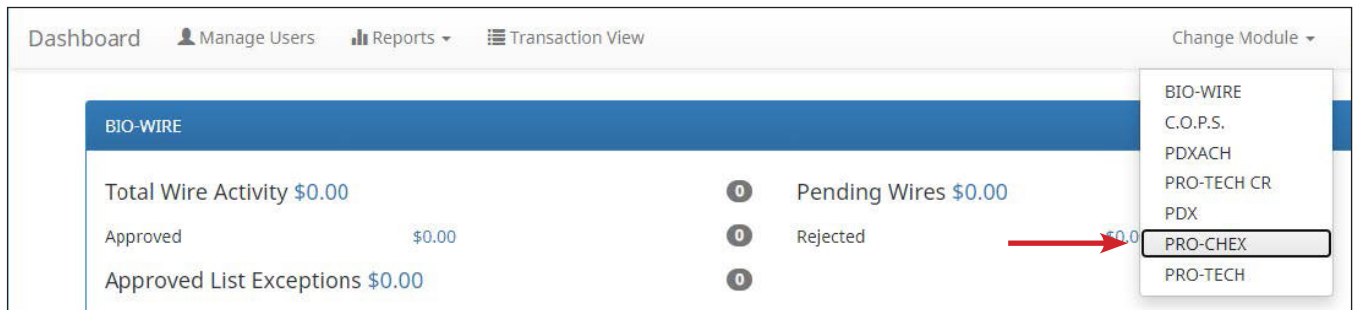


- j. After saving, close the Excel workbook.

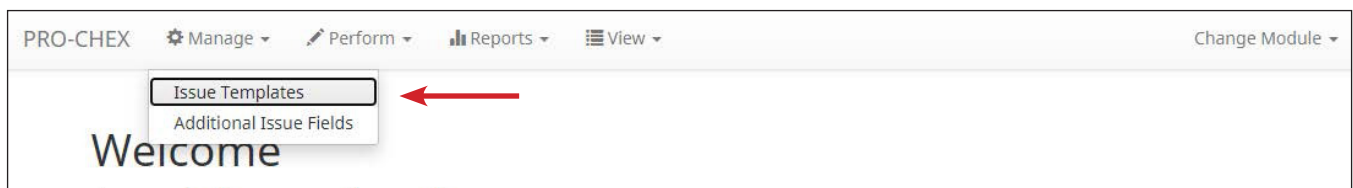
4. Sign into the Alkami (formerly ACH Alert) Client Portal.



5. Select the Check Positive Pay (PRO-CHEX) Service Module.



6. From the Check Positive Pay (PRO-CHEX) module, select Manage > Issue Templates to create an issue template. This will allow the user to map the exported information from QuickBooks so that the file is read correctly when uploaded to PRO-CHEX. The user will also be able to save this template for use in future issuance file uploads.



- The Issuance File Templates page displays. This page lists the saved Issue File Templates available for the Client to use and allows the user to create a new template for use. Select Create New Template.



- The Create New Template screen appears.

### Create New Template ✕

<b>Template Name</b> <input type="text"/>	<b>File Type<sup>?</sup></b> - select file type <span style="float: right;">▼</span>	<b>Template Status</b> Active <span style="float: right;">▼</span>
<b>Number of Header Rows<sup>?</sup></b> <input type="text" value="0"/>	<b>Number of Footer rows<sup>?</sup></b> <input type="text" value="0"/>	<b>Template Level<sup>?</sup></b> Client <span style="float: right;">▼</span>

**Multi-Line Payee Name Separator: <sup>?</sup>**

Do not use a character as a separator if that character will ever be present in a Payee Name. Allowed characters in brackets [ ; | , - \_ / ]

**File Mapping**

	Add	Input Field <sup>?</sup>	File Column <sup>?</sup>	Field Format
	<input type="checkbox"/>	Serial Number	<input type="text"/>	
	<input type="checkbox"/>	Amount <sup>?</sup>	<input type="text"/>	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
	<input checked="" type="checkbox"/>	Status <sup>?</sup>	<input type="text"/>	<input type="text" value="ISSUED"/> - for ISSUED <input type="text" value="STOPPED"/> - for STOPPED <input type="text" value="VOIDED"/> - for VOIDED
	<input type="checkbox"/>	Account Number <sup>?</sup>	<input type="text"/>	
	<input type="checkbox"/>	Issuance Date <sup>?</sup>	<input type="text"/>	
	<input type="checkbox"/>	Payee Name <sup>?</sup>	<input type="text"/>	

<sup>?</sup> Place the cursor over this label for more information

9. Creating the Issuance Template to the Exported Information from QuickBooks:

a. Template Name

Create a name for the template using information that will allow the user to easily identify this template in the future. For this example, the template name is QuickBooks Export Type 2.

<b>Template Name</b> QuickBooks Export Type 2`	<b>File Type?</b> - select file type	<b>Template Status</b> Active
---	---	----------------------------------

b. File Type

Select the appropriate file type based on the file type used to save the Excel document. For this example, the file type will be Excel Workbook.

<b>Template Name</b> QuickBooks Export Type 2`	<b>File Type?</b> - select file type - select file type Comma Separated Excel 97-2003 Workbook <b>Excel Workbook</b> Fixed Width Pipe Separated Semi-colon Separated Tab Separated	<b>Template Status</b> Active
<b>Number of Header Rows?</b> 0		<b>Template Level?</b> Client
<b>Multi-Line Payee Name Separator: ?</b>		

c. Template Status

The Template Status drop-down menu defaults to Active status. Leave the status as Active.

<b>Template Name</b> QuickBooks Export Type 2`	<b>File Type?</b> - select file type	<b>Template Status</b> Active <b>Active</b> Inactive
<b>Number of Header Rows?</b>	<b>Number of Footer rows?</b>	



d. Number of Header Rows

Refer to the Excel file that was created. A Header Row will be any row above the check information that does not contain actual check information for presentment in the Check Positive Pay (PRO-CHEX) Module. For this example, the header rows have been highlighted yellow. The number of header rows should be 2 in the template.

	A	B	C	D	E	F
1	Type	Num	Date	Name	Account	Original Amount
2						
3	Check	0001	05/13/2020	Citibusiness Platinum	Pinnacle Bank	-45.09
4	Check	0002	06/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,751.35
5	Check	0003	06/03/2020	American Express	Pinnacle Bank	-39.00
6	Check	0004	06/15/2020	Citibusiness Platinum	Pinnacle Bank	-13.26
7	Check	0005	06/16/2020	American Express	Pinnacle Bank	-3,701.19
8	Check	0006	06/16/2020	American Airlines VISA	Pinnacle Bank	-233.71
9	Check	0007	06/16/2020	Lowes	Pinnacle Bank	-4,933.02
10	Check	0008	07/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,853.24
11	Check	0009	07/06/2020	American Express	Pinnacle Bank	-1,000.00
12	Bill Pmt -Check	0010	05/04/2020	Eastside Utility District	Pinnacle Bank	-207.62

e. Number of Footer Rows

Refer to the Excel file that was created. A Footer Row will be any row below the check information that does not contain actual check information for presentment in the Check Positive Pay (PRO-CHEX) Module. For this example, the footer rows have been highlighted yellow. The number of footer rows should be 2 in the template.

	A	B	C	D	E	F
1	Type	Num	Date	Name	Account	Original Amount
2						
3	Check	0001	05/13/2020	Citibusiness Platinum	Pinnacle Bank	-45.09
4	Check	0002	06/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,751.35
5	Check	0003	06/03/2020	American Express	Pinnacle Bank	-39.00
6	Check	0004	06/15/2020	Citibusiness Platinum	Pinnacle Bank	-13.26
7	Check	0005	06/16/2020	American Express	Pinnacle Bank	-3,701.19
8	Check	0006	06/16/2020	American Airlines VISA	Pinnacle Bank	-233.71
9	Check	0007	06/16/2020	Lowes	Pinnacle Bank	-4,933.02
10	Check	0008	07/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,853.24
11	Check	0009	07/06/2020	American Express	Pinnacle Bank	-1,000.00
12	Bill Pmt -Check	0010	05/04/2020	Eastside Utility District	Pinnacle Bank	-207.62
13	Bill Pmt -Check	0011	06/01/2020	Eastside Utility District	Pinnacle Bank	-234.74
14	Bill Pmt -Check	0012	07/02/2020	Fastside Utility District	Pinnacle Bank	-143.18
15						
16	Total					-18,155.40
17						

f. Template Level

The default value of Client will be presented and will not allow a different selection to be made.

g. Multi-Line Payee Name Separator.

This feature is not currently available for items exported out of QuickBooks.

<b>Template Name</b> QuickBooks Export Type 2`	<b>File Type?</b> Excel Workbook	<b>Template Status</b> Active
<b>Number of Header Rows?</b> 2	<b>Number of Footer rows?</b> 2	<b>Template Level?</b> Client
<b>Multi-Line Payee Name Separator: ?</b>	<input type="checkbox"/>	

h. File Mapping

i. Serial Number

1. Enter the column number that the check number/serial number is presented in the Excel document. For this example, the Num column is highlighted yellow. The column number for Amount should be 2 in the template.

	A	B	C	D	E	F
1	Type	Num	Date	Name	Account	Original Amount
2						
3	Check	0001	05/13/2020	Citibusiness Platinum	Pinnacle Bank	-45.09
4	Check	0002	06/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,751.35
5	Check	0003	06/03/2020	American Express	Pinnacle Bank	-39.00
6	Check	0004	06/15/2020	Citibusiness Platinum	Pinnacle Bank	-13.26
7	Check	0005	06/16/2020	American Express	Pinnacle Bank	-3,701.19
8	Check	0006	06/16/2020	American Airlines VISA	Pinnacle Bank	-233.71
9	Check	0007	06/16/2020	Lowe's	Pinnacle Bank	-4,933.02
10	Check	0008	07/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,853.24
11	Check	0009	07/06/2020	American Express	Pinnacle Bank	-1,000.00
12	Bill Pmt -Check	0010	05/04/2020	Eastside Utility District	Pinnacle Bank	-207.62
13	Bill Pmt -Check	0011	06/01/2020	Eastside Utility District	Pinnacle Bank	-234.74
14	Bill Pmt -Check	0012	07/02/2020	Eastside Utility District	Pinnacle Bank	-143.18
15						
16	Total					-18,155.40

ii. Amount

1. Enter the column number that the amount is presented in the Excel document. Select fractional dollars if the dollars and cents are separated by a decimal. If the dollars and cents are not separated by a decimal, select whole numbers of cents. For this example, the Amount column is highlighted yellow. The column number for Amount should be 6 in the template.

	A	B	C	D	E	F
1	Type	Num	Date	Name	Account	Original Amount
2						
3	Check	0001	05/13/2020	Citibusiness Platinum	Pinnacle Bank	-45.09
4	Check	0002	06/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,751.35
5	Check	0003	06/03/2020	American Express	Pinnacle Bank	-39.00
6	Check	0004	06/15/2020	Citibusiness Platinum	Pinnacle Bank	-13.26
7	Check	0005	06/16/2020	American Express	Pinnacle Bank	-3,701.19
8	Check	0006	06/16/2020	American Airlines VISA	Pinnacle Bank	-233.71
9	Check	0007	06/16/2020	Lowes	Pinnacle Bank	-4,933.02
10	Check	0008	07/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,853.24
11	Check	0009	07/06/2020	American Express	Pinnacle Bank	-1,000.00
12	Bill Pmt -Check	0010	05/04/2020	Eastside Utility District	Pinnacle Bank	-207.62
13	Bill Pmt -Check	0011	06/01/2020	Eastside Utility District	Pinnacle Bank	-234.74
14	Bill Pmt -Check	0012	07/02/2020	Eastside Utility District	Pinnacle Bank	-143.18
15						
16	Total					-18,155.40

iii. Status

1. Remove the checkmark from this box. The export from QuickBooks does not contain this information. The user can add this information manually if they choose to. If the column is added, the box will need to remain checked and the column number will need to be entered for the Check Positive Pay (PRO-CHEX) system to accurately read it. For this example, the Status field is not being used.

File Mapping

Add	Input Field <sup>2</sup>	File Column <sup>2</sup>	Field Format
<input type="checkbox"/>	Serial Number	2	
<input type="checkbox"/>	Amount <sup>2</sup>	6	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input type="checkbox"/>	Status <sup>2</sup>		<input type="checkbox"/> Treat Negative Amount As Void <sup>2</sup>

**If the Status box is unchecked, the user should be aware that any issuance loaded with negative amounts or a \$0 amount will be treated as Void.**

iv. Account Number

1. The exported information from QuickBooks does not include an account number. Leave the box unchecked and the File Column field blank. For this example, the Account Number field is left blank.

<input type="checkbox"/> Status?	<input type="text"/>	<input type="checkbox"/> Treat Negative Amount As Void?
<input type="checkbox"/> Account Number?	<input type="text"/>	

v. Issuance Date

1. The Issuance Date is located in the "Date" column in the Excel document. The user must check the box and enter the column number for the system to read the issuance date correctly. For this example, the Date column is highlighted yellow. The column number for Issuance Date should be 3 in the template.

	A	B	C	D	E	F
1	Type	Num	Date	Name	Account	Original Amount
2						
3	Check	0001	05/13/2020	Citibusiness Platinum	Pinnacle Bank	-45.09
4	Check	0002	06/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,751.35
5	Check	0003	06/03/2020	American Express	Pinnacle Bank	-39.00
6	Check	0004	06/15/2020	Citibusiness Platinum	Pinnacle Bank	-13.26
7	Check	0005	06/16/2020	American Express	Pinnacle Bank	-3,701.19
8	Check	0006	06/16/2020	American Airlines VISA	Pinnacle Bank	-233.71
9	Check	0007	06/16/2020	Lowe's	Pinnacle Bank	-4,933.02
10	Check	0008	07/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,853.24
11	Check	0009	07/06/2020	American Express	Pinnacle Bank	-1,000.00
12	Bill Pmt -Check	0010	05/04/2020	Fastside Utility District	Pinnacle Bank	-207.62
13	Bill Pmt -Check	0011	06/01/2020	Eastside Utility District	Pinnacle Bank	-234.74
14	Bill Pmt -Check	0012	07/02/2020	Eastside Utility District	Pinnacle Bank	-143.18
15						
16	<b>Total</b>					<b>-18,155.40</b>

## vi. Payee Name

1. If the Client is set up to use Payee Positive Pay, the user will need to select the box and enter the column number for the column labeled "Name" in the Excel report. For this example, the Name column is highlighted yellow. The column number for Payee Name should be 4 in the template.

	A	B	C	D	E	F
1	Type	Num	Date	Name	Account	Original Amount
2						
3	Check	0001	05/13/2020	Citibusiness Platinum	Pinnacle Bank	-45.09
4	Check	0002	06/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,751.35
5	Check	0003	06/03/2020	American Express	Pinnacle Bank	-39.00
6	Check	0004	06/15/2020	Citibusiness Platinum	Pinnacle Bank	-13.26
7	Check	0005	06/16/2020	American Express	Pinnacle Bank	-3,701.19
8	Check	0006	06/16/2020	American Airlines VISA	Pinnacle Bank	-233.71
9	Check	0007	06/16/2020	Lowe's	Pinnacle Bank	-4,933.02
10	Check	0008	07/01/2020	Pinnacle Bank (v)	Pinnacle Bank	-3,853.24
11	Check	0009	07/06/2020	American Express	Pinnacle Bank	-1,000.00

vii. Additional Issue Fields

1. Additional issue fields are available for client use to allow clients to record any additional information into an issuance file to be used for historical or reconciliation purposes. In the example below, the client has additional issue fields configured: Company Name, Invoice, and Address. For the purposes of Export from QuickBooks, the user should disregard these fields as they do not apply to the export process.

Create New Template
✕

---

**Template Name**

**File Type<sup>?</sup>**

**Template Status**

**Number of Header Rows<sup>?</sup>**

**Number of Footer rows<sup>?</sup>**

**Template Level<sup>?</sup>**

**Multi-Line Payee Name Separator: <sup>?</sup>**

**File Mapping**

Add	Input Field <sup>?</sup>	File Column <sup>?</sup>	Field Format
<input type="checkbox"/>	Serial Number	<input type="text" value="2"/>	
<input type="checkbox"/>	Amount <sup>?</sup>	<input type="text" value="6"/>	<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input type="checkbox"/>	Status <sup>?</sup>	<input type="text"/>	<input type="checkbox"/> Treat Negative Amount As Void <sup>?</sup>
<input type="checkbox"/>	Account Number <sup>?</sup>	<input type="text"/>	
<input checked="" type="checkbox"/>	Issuance Date <sup>?</sup>	<input type="text" value="3"/>	
<input checked="" type="checkbox"/>	Payee Name <sup>?</sup>	<input type="text" value="4"/>	
<input type="checkbox"/>	Project #	<input type="text"/>	

<sup>?</sup> Place the cursor over this label for more information

- i. Click the Save button. A success message appears, and the user will be returned to the Issuance Templates page. The new issue template will display in the list of templates.

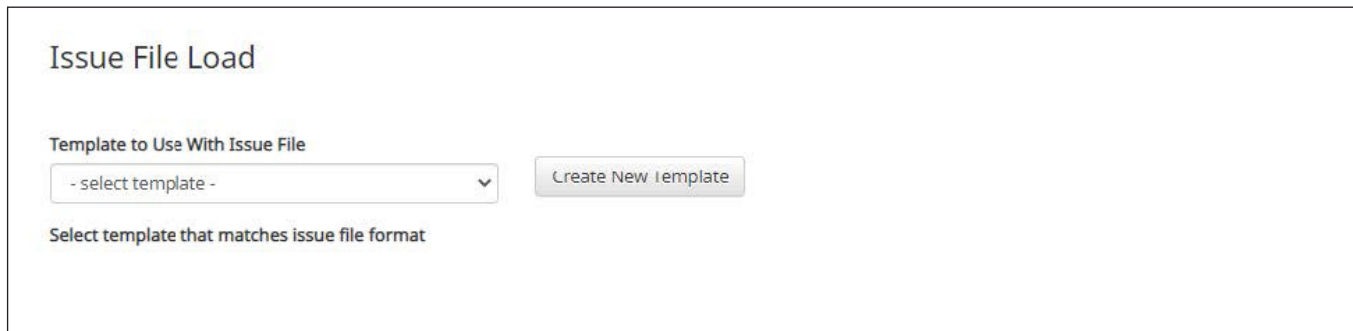
			Create New Template
Delete	Template <input type="text" value="Filter by Template"/>	File Type <input type="text" value="Filter by File Type"/>	Edit/View
	CSV	Comma Separated	
	CSV1	Comma Separated	
	DBFI Fixed Width	Fixed Width	
	Excel 97-2003 Workbook	Excel 97-2003 Workbook	
<input type="checkbox"/>	CPP1029 Test	Excel Workbook	
<input type="checkbox"/>	QuickBooks Export Type 1	Excel Workbook	
<input type="checkbox"/>	QuickBooks Export Type 2`	Excel Workbook	

## C. Loading the QuickBooks Issue File

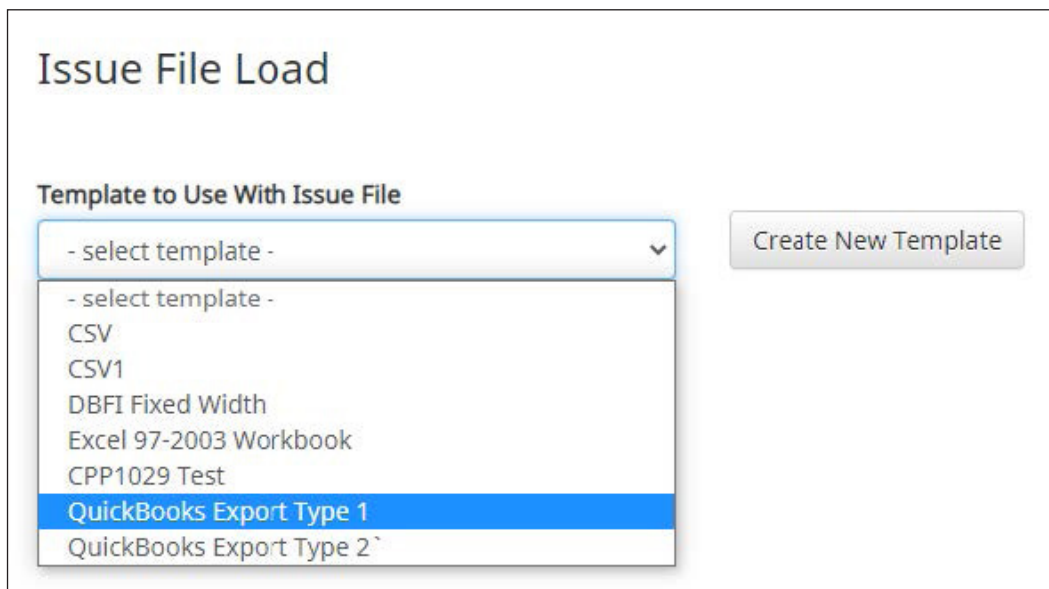
1. From the Check Positive Pay (PRO-CHEX) Module, select Perform > Issue File Load.



2. The Load Check Issuance File page appears.



3. Select the Template drop-down box to select from a list of existing templates. Select the appropriate template. For this example, QuickBooks Export Type 2 will be used.





4. The template selected was created without the Account field enabled. A drop-down box will display so that the appropriate account can be selected. Select from the list of accounts. For this example, ABC Heating – xxxx1555 will be used.

### Issue File Load

**Template to Use With Issue File**

QuickBooks Export Type 1 ▼

View Selected Template

**Account<sup>2</sup>**

- not selected - ▼

- not selected -

AEC Heating - xxxx5555

Client 6 3rd - xxxx1111

Create New Template

Select account and template that matches issue file format

5. The file upload interface will appear. Click the Browse button to select the appropriate file or drag and drop the file into the box indicated on the interface screen.

### Issue File Load

**Template to Use With Issue File**

QuickBooks Export Type 1 ▼

View Selected Template

**Account<sup>2</sup>**

ABC Heating - xxxx5555 ▼

Create New Template

Select one issue file that is in the format of the selected template

Drag & drop files here ...

Select files...

Browse ...

6. Once the file is selected, it will be displayed in the upload interface.

### Issue File Load

**Template to Use With Issue File**

QuickBooks Export Type 1


**Account?**

ABC Heating - xxxx1555

Create New Template

View Selected Template

Select one issue file that is in the format of the selected template



CheckFileTest.xlsx  
(11.76 KB)

CheckFileTest.xlsx

Remove Upload Browse ...

7. Click the Upload button to proceed. Once the file has loaded successfully, the Issuance File Status page will display and will be eligible for editing in the Issue Warehouse.

< Back to Status
CheckFileTest.xlsx

**File Status**

Queued
Processing
Processed
Approved
Complete
Deleted

File processing is complete. View list below to see items.

[View items: 12 Items totaling \\$18,155.40](#)

Rows 1 - 12 of 12.						
Account Number	Serial Number	Amount	Payee Name	Status	Load Date	Issuance Date
xxxx1555	1	\$45.09	Citibusiness Platinum	AVAILABLE_FOR_MATCHING	07/22/2020 15:39:24 EDT	05/13/2020
xxxx1555	2	\$3,751.35	Pinnacle Bank (v)	AVAILABLE_FOR_MATCHING	07/22/2020 15:39:24 EDT	06/01/2020
xxxx1555	3	\$39.00	American Express	AVAILABLE_FOR_MATCHING	07/22/2020 15:39:24 EDT	06/03/2020
xxxx1555	4	\$13.26	Citibusiness Platinum	AVAILABLE_FOR_MATCHING	07/22/2020 15:39:24 EDT	06/15/2020
xxxx1555	5	\$3,701.19	American Express	AVAILABLE_FOR_MATCHING	07/22/2020 15:39:24 EDT	06/16/2020

## APPENDIX D – CLIENT USER TRAINING VIDEOS

Client users can access the information contained in the Check Positive Pay (PRO-CHEX) Client User Guide, presented in training video form, by navigating to the following link.

[FPHQ Client Training Videos Main Page](#)

(Clicking on the PRO-CHEX button at the top of the screen will filter only PRO-CHEX videos):