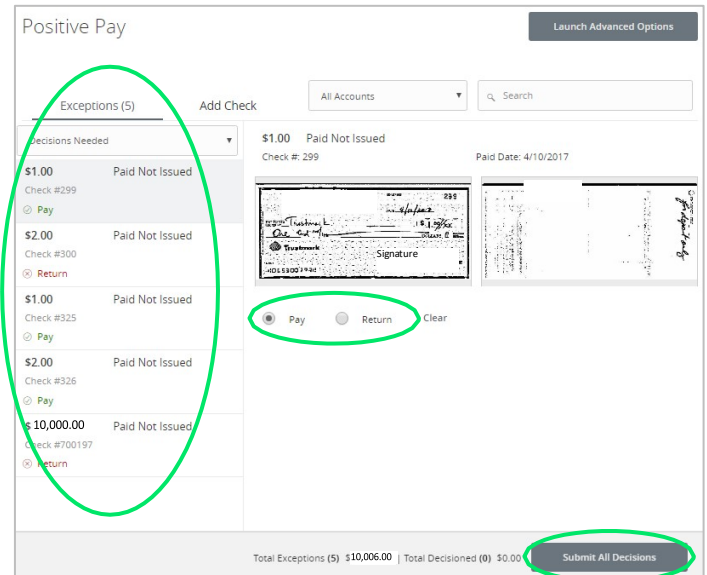
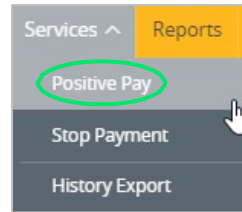


Exceptions

Please note that exception items will generally be available by 9:00 a.m., CST, each business day, and the cut-off time for submitting exception decisions is 12:00 p.m., CST.

1. Under the **Services** tab, select **Positive Pay**.
2. Select an exception from the list on the left. The item details and image will display in the right pane.
3. Choose a **Pay** or **Return** decision for the displayed item.

NOTE: If **Return** is selected for an item, please also choose the return reason from the dropdown menu that is displayed.
4. If applicable, select each remaining exception item from the list and choose a **Pay** or **Return** decision for each item.
5. When complete, select the **Submit All Decisions** button at the bottom of the page.

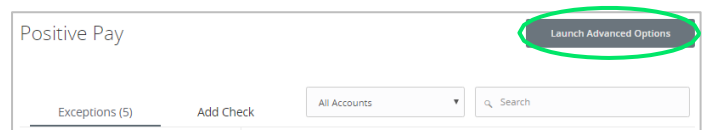
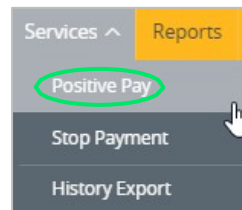


Submit Issued Check File

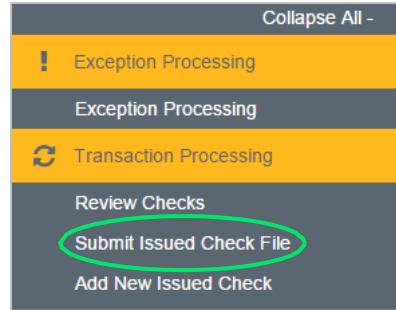
This feature may be used to upload a file containing one or multiple issued check records into Positive Pay.

1. Under the **Services** tab, select **Positive Pay**.
2. Choose **Launch Advanced Options**.

NOTE: If you have a pop-up blocker enabled, you will need to allow pop-ups from *myTrustmark* to open the full Positive Pay system.



3. From the menu on the left under **Transaction Processing**, select **Submit Issued Check File**.



4. Select the **Choose File** button and select the file to upload.

5. Choose the **Account Nickname** related to the items within the selected file.

NOTE: If your file mapping was configured by Trustmark to contain items for multiple account numbers, you may select *any Account Nickname* in this step.

6. If applicable, choose the **File Processing Type** for the type of file selected.

7. Select the **Process File** button.

Step 1. Select a file to process.

Choose File pospay.bt

Step 2. Input details about the file.

Account Nickname: Sample Account

File Processing Type: samplefile

Step 3. Click the "Process File" button.

Process File

8. After the file is processed, the processing results will display to indicate the status of the file:

Processing Results				
File Name	Upload Date	Status	Items	Amount
pospay.bt	4/11/17 5:30:20 PM	Processed	2	\$200.00

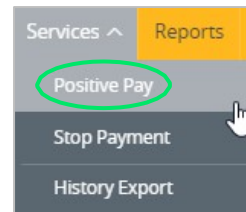
- **Processed:** The file was successfully processed in its entirety.
- **Processed with Exceptions:** The file was successfully processed, but one or more items were skipped because they already exist as an issued item.
- **Rejected:** The entire file rejected and was not processed.

NOTE: Select the status indicator to view additional details for *Processed with Exceptions* or *Rejected* results.

Add Check

This feature may be used to individually add issued check records into Positive Pay.

1. Under the **Services** tab, select **Positive Pay**.



2. Select the **Add Check** tab.
3. Enter the **Amount** of the check.
4. Enter the **Payee** of the check (optional.)
5. Select the **Account**.
6. Select the **Issue Date** of the check.
7. Enter the **Check Number**.

NOTE: Select the **Auto Increment** checkbox if you will be entering multiple checks with sequential check numbers. The check number will automatically advance to the next number.

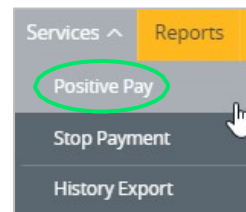
8. Select the **Add Check** button at the bottom of the page.

A screenshot of the 'Positive Pay' 'Add Check' form. The form includes fields for 'Amount' (set to \$100.00), 'Payee' (Sample), 'Account' (Sample Account), 'Issue Date' (4/11/2017), and 'Check Number' (5003). There is an 'Auto Increment' checkbox which is checked. Below the form is a table titled 'Checks Added' with columns for 'Paid Date', 'Payee', 'Account Name', 'Amount', and 'Check Number'. The table contains two rows of data. At the bottom right of the form is an 'Add Check' button, which is circled in green. A 'Launch Advanced Options' button is also visible in the top right corner.

Void a Check

This feature may be used to manually void a check previously issued in positive pay. You may continue to issue void items in an upload file if your file mapping is setup to allow that.

1. Under the **Services** tab, select **Positive Pay**.

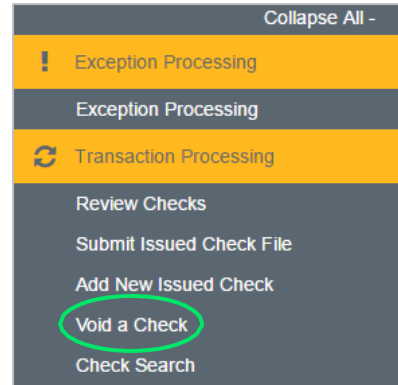


2. Choose **Launch Advanced Options**.

NOTE: If you have a pop-up blocker enabled, you will need to allow pop-ups from *myTrustmark* to open the full Positive Pay system.

A screenshot of the 'Positive Pay' interface showing the 'Launch Advanced Options' button highlighted with a green circle. The button is located in the top right corner of the page. Below the button, the text 'Exceptions' and 'Add Check' is visible.

- From the menu on the left under **Transaction Processing**, select **Void a Check**.



- Select the **Account Nickname**.
- Enter the **Check Number**.
- Enter the **Check Amount**.
- Select the **Issued Date**.
- Select the **Find Matching Check** button.
- After verifying the check that will be voided, select the **Void Check** button.

Step 1. Enter check information.

Account Nickname:

Check Number:

Check Amount:

Issued Date:

Step 2. Click the "Find Matching Check" button to find the check.

Step 3. Verify the check that will be voided.

Account Nickname	Check #	Check Amount	Issued Date
Sample Account	125101	100.00	04/11/2017

Step 4. Click the "Void Check" button to complete the void process.

Adding Positive Pay Users

- Add a user according to the instructions in the User Management guide.
- Contact Corporate Treasury Support by calling 855-731-0243 so that the user setup can be completed in the Positive Pay system.

NOTE: Please allow 1-2 business days for the user setup to be completed by Corporate Treasury Support.