



Pro-Chex Quick Reference Guide

Version 1.0

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1. Overview

This Quick Reference Guide (QRG) is meant to provide information on the most used positive pay functionality within Pro-Chex. For comprehensive information on all options and functionality within Pro-Chex, refer to the full Pro-Chex Client User Guide and use the linked table of contents to jump directly to the desired section.

2. Managing Issue Items

2.1 Manual Entry Overview

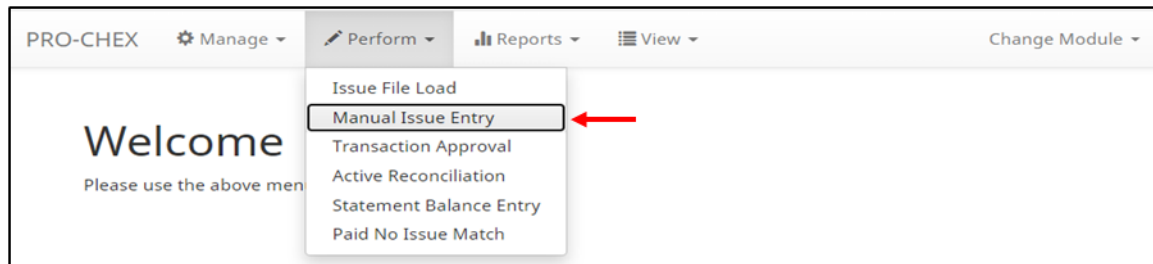
You can manually enter a list of checks that have been issued.

The table below describes fields that may display in the **Manual Entry** screen, criteria for the field to display, and how the information entered is used to identify exceptions when matching issue items to checks presented for payment.

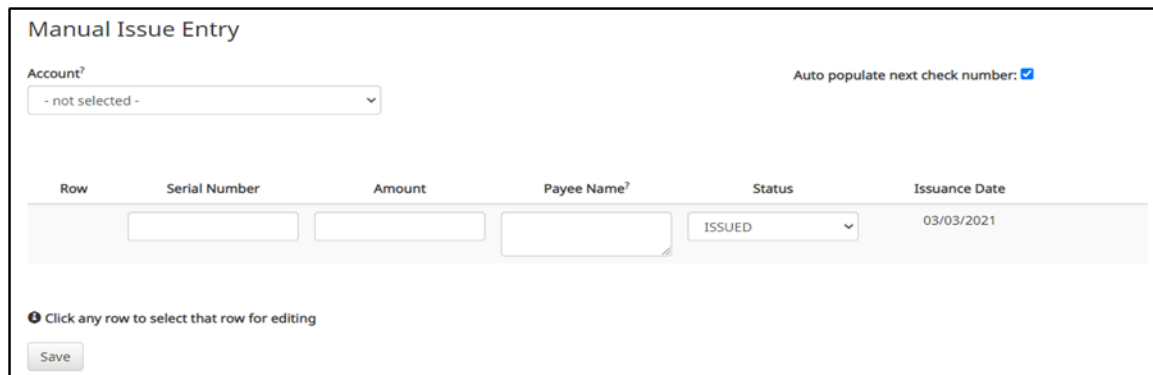
Field	Criteria	Use
Serial #	Check/Serial number of the issue. <ul style="list-style-type: none"> This field is always required. 	Identifies if the check was issued or presented more than once.
Amount	Dollar value of the issue. <ul style="list-style-type: none"> This field is always required. 	Identifies if the amount of a check has been altered.
Payee Name	Person(s) or entities to whom the check was intended to pay. <ul style="list-style-type: none"> This field supports entry of up to four multiple payee names. Click Enter to input another name on the next line. This feature is optional, and the field only displays for accounts configured for payee positive pay. <p><i>Note: When enabled, if a payee is required in an issuance file, values consisting of only white space (ex., all spaces) are considered the same as an empty value and are not accepted.</i></p> <ul style="list-style-type: none"> This field supports both alphabetic and numeric characters. Multi-Line Payee Names cannot be utilized on accounts with a Custom Payee Box enabled. 	Identifies if the name in the Pay to the order of line has been altered.
Status	This value advises Trustmark if a check has been issued and distributed, issued and later voided, not distributed or issued, and if it was distributed and a stop payment order was requested later. <ul style="list-style-type: none"> The issued and void status values are always available for selection. 	Determines if a check should be analyzed for matching (issued) or if a check was presented for payment previously voided or stopped.

	<ul style="list-style-type: none"> The stopped status only displays if Trustmark enabled this option for you to designate. Each check should be accounted for, even those voided or with a stop payment issued. 	
Issuance Date	<p>Date the check was issued and valid for payment.</p> <ul style="list-style-type: none"> This field is always required. The issuance date always defaults to the current date, but the user can assign a back or future date. 	Determine if a check is presented earlier than intended or later than allowed.
Additional Issue Fields	<p>Only available if the Issue Templates user privilege is turned on for a user.</p> <ul style="list-style-type: none"> Additional issue fields are typically used if you require Check Positive Pay (PRO-CHEX) to retain information related to the issued item for reconciliation purposes. 	Used for account reconciliation purposes. Example: To match an invoice # associated with a check.

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



The **Manual Issue Entry** screen displays.

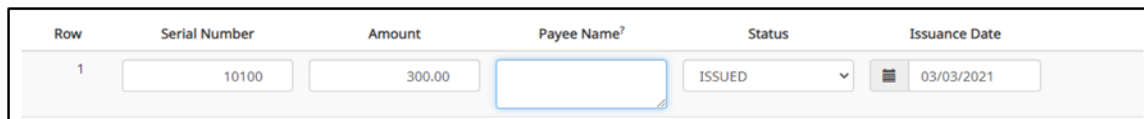


The screenshot shows the 'Manual Issue Entry' screen. At the top, there is a title 'Manual Issue Entry' and a checkbox for 'Auto populate next check number' which is checked. Below this is a dropdown menu for 'Account?' with the value '- not selected -'. The main part of the screen is a table with columns: 'Row', 'Serial Number', 'Amount', 'Payee Name?', 'Status', and 'Issuance Date'. The first row contains empty input fields for 'Serial Number', 'Amount', and 'Payee Name?', a dropdown menu for 'Status' with the value 'ISSUED', and the date '03/03/2021' for 'Issuance Date'. Below the table, there is a message: 'Click any row to select that row for editing' and a 'Save' button.

The table below describes the fields in the **Manual Issue File** screen.


Field	Description
Account	Used to select the appropriate Account Number from the drop-down.
Auto populate next check number	When checked, the next check number auto-populates in the following row. <ul style="list-style-type: none"> This feature is designed to eliminate serial number entry when checks are issued in sequential order. When unchecked, the next check number remains blank until it is fill Issued in by the user.
Row	Each issue item is numbered in the order entered. <ul style="list-style-type: none"> Once the cursor is placed in the current row, an additional row displays for the next entry.
Serial Number	Used to enter the item serial number for this manual issuance file.
Amount	Used to enter the dollar amount for this manual issuance file. <ul style="list-style-type: none"> You can also use the up and down arrows to select a dollar amount.
Payee Name	Used to enter the payee’s name for this manual issuance file. <ul style="list-style-type: none"> The Payee Name field supports the entry of a single or multiple payees. This field supports both alphabetic and numeric characters. See Step #3 below for in-depth information about the Payee Name field and Multiple Payee Names.
Status	Issued – The check was issued. Voided – The check was voided by the maker. Stopped – A stop payment was placed on the check.
Issuance Date	Click Issuance Date and select the date this item was issued. <ul style="list-style-type: none"> 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.

- Click **Payee Name** to enter up to four payees. If entering multiple payees, press **Enter** and input the payee name for each additional payee.



Row	Serial Number	Amount	Payee Name?	Status	Issuance Date
1	10100	300.00		ISSUED	03/03/2021

You can enlarge the view size on the **Payee Name** field by dragging the bottom right corner of the field box. This feature is not available in all browsers.



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

This functionality is not available if Trustmark 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.

- The Payee Name field currently supports 500 alphanumeric characters in total. This count includes the carriage returns separating multiple payees. The 500-character limit is for the entire field and not per payee.
- 500 characters are allowed in this field; however, names may be truncated if using a fixed width template, and the number of characters allowed in that column is less than 500.

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

3. If **Payee Positive Pay** is enabled, the **Payee Name** field will not accept blank entries for items with an Issued status. An error message returns if there is an attempt to save an entry without a payee name.

Payee Name is required unless status is VOIDED. ✕

- Click in any field(s) that need to be edited and make changes.
- After all manual issuance files have been entered, click **Save**.

The **Manual Issuance File Status Detail** screen displays.

< 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

The table below describes the fields on the **Manual Issuance File Status** screen.

Field	Description
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 dollar amount of the issue item.
Payee Name	Name of the payee(s) from the issue item.
Status	<p>Available_For_Matching – Issued item is available for exception matching against an incoming check.</p> <p>Duplicate Issuance – Issued item is a duplicate and already issued.</p> <p>Used in Matching – Issued item was used in exception matching against an incoming check.</p>
Issuance Date	The dollar amount of the issue item.

Click [Back to Status](#) to view the **Issuance File Status** page.

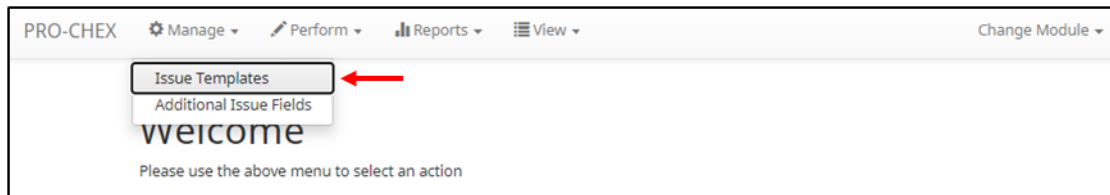
3. Issue Templates

Issue templates make it easy to load issue items into Check Positive Pay (Pro-Chex) using files generated out of most accounting systems. Pro-Chex provides a variety of flexible options for providing a list of issued or voided checks.

- Issue templates allow users to select from a list of file formats supported and identify where required data elements are located within the file.
- Once a template is set up, it 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. Trustmark can create templates for you to use or allow you to create your own templates.

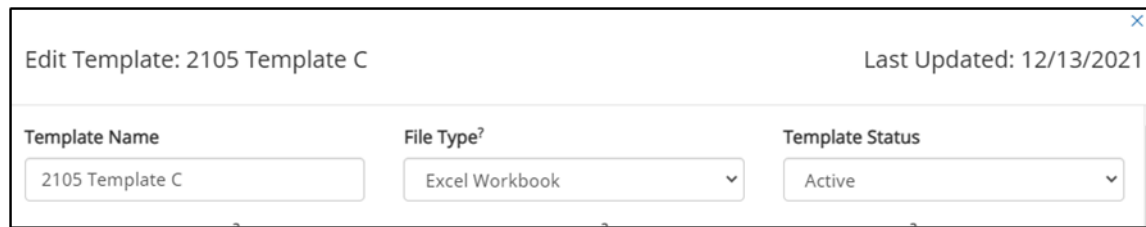
Note: The **Issue Templates** user privilege must be enabled.

1. From within the Check Positive Pay (Pro-Chex) module, click [Manage > Issue Templates](#).



The system displays a list of existing templates available for viewing or editing, and a **Create New Template** button.

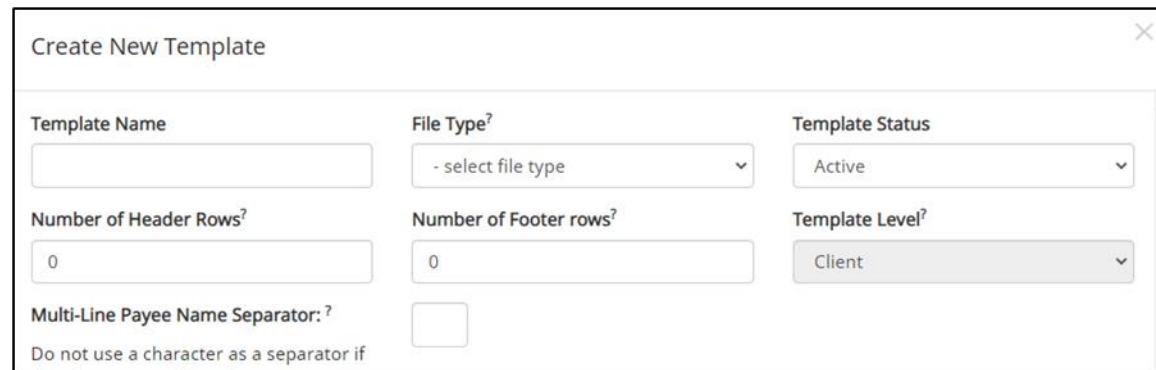
- Templates created by Trustmark cannot be modified.
 - Templates you create can be modified by both you and Trustmark.
 - Click the **eye icon** in the **Edit/View** column to view a template created by Trustmark.
2. Click the **pencil icon** next to a template to view or edit the template. The template displays the date the template was last updated.



The screenshot shows a window titled "Edit Template: 2105 Template C" with a close button in the top right corner. The text "Last Updated: 12/13/2021" is displayed in the top right. Below the title bar, 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".

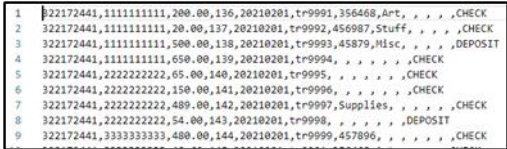


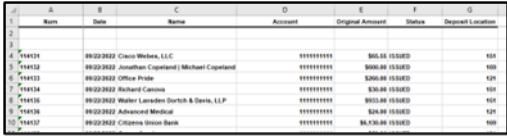
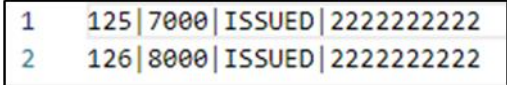
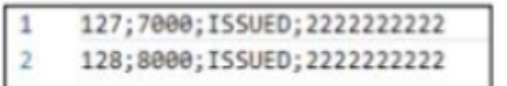
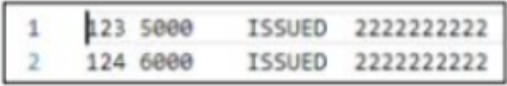
3. To delete an existing template, click the **checkbox** next to the template to be deleted and click **Delete Selected**. Templates with the **Delete** option were built by you and can be deleted/edited. Templates without the **Delete** option were built by Trustmark and cannot be deleted/edited.

4. Click **Create New Template** to create a new template.
- 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 **Number of Header Rows** and **Number of Footer Rows** fields are optional.



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

The table below describes the fields for the **Create New Template** screen.

Field	Description
Template Name	Name of the template being created.
File Type	<p>Select the appropriate file type. Check Positive Pay (Pro-Chex) accepts issuance file uploads with the following formats:</p> <p>Comma Separated (.csv)</p>  <p>Fixed Width (.txt)</p>  <p>Excel Workbook (.xlsx)</p>  <p>Excel 97-2003 Workbook (.xls)</p>  <p>Pipe Separated (.csv)</p>  <p>Semi-colon Separated (.csv)</p>  <p>Tab Separated (.txt)</p> 
Template Status	Can be set to Active or Inactive . Active templates are used for loading issue files; inactive templates cannot be used for issue file loading.
Number of Header/Footer Rows	<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>

The mapping section below displays based on the file type selected.

Note: Fields/options seen in these images may be available for your organization based on settings configured by Trustmark.

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

Create New Template
✕

Template Name

File Type?

Template Status

Number of Header Rows?

Number of Footer rows?

Template Level?

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"/>	<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?	<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 you 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 **File Mapping** section on the lower part of the screen displays the required fields.
- The **Serial Number** and **Amount** fields are always required. You must specify if the **Amount** data in the imported file will or will not contain decimal points.
 - 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 is saved as \$1.00 in the system.

You 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) loads all issue items with a status of **Issued**.
- If your file represents voided items as a negative number, you can **check Treat Negative Amount as Void** and Pro-Chex will status any item in the file with a negative value as **Voided**.
- Issuances with a \$0 amount are treated as void.

Create New Template

Template Name <input type="text"/>	File Type[?] <input type="text" value="- select file type"/>	Template Status <input type="text" value="Active"/>
Number of Header Rows[?] <input type="text" value="0"/>	Number of Footer rows[?] <input type="text" value="0"/>	Template Level[?] <input type="text" value="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 [: | . - _ /]

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 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>


- If you check the **Status** box, additional fields display as shown below.
- If your accounting system exports issue items with an **Issued** or **Voided** status, no additional action is required.

<input checked="" type="checkbox"/>	Status [?]	<input type="text"/>	<input type="text" value="ISSUED"/> - for ISSUED <input type="text" value="STOPPED"/> - for STOPPED <input type="text" value="VOIDED"/> - for VOIDED
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- If the **Status** box is checked for a template, and this information is not provided in the issue file loaded, the system gives each record an **ISSUED** status. In addition, the **STOPPED** status may not appear in the Template configuration screen if Trustmark 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**, you can identify the values as shown below so Check Positive Pay (Pro-Chex) can translate the data appropriately when importing the data.



The table below describes system behavior if additional data elements are included.

Field	Description
Account #	<ul style="list-style-type: none"> • If the Account box is selected, you can import one file that contains issues items for multiple accounts. • If the Account box is not selected and you load a file through the Client portal, Check Positive Pay (Pro-Chex) requires you to select the account on which the checks were issued.
Issuance Date	<ul style="list-style-type: none"> • If the Issuance Date box is not checked, Check Positive Pay (PRO-CHEX) defaults 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, you 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 
Payee Name	<p>The Payee Name box displays if one or more accounts are configured for payee positive pay.</p> <ul style="list-style-type: none"> • If the box is checked, Check Positive Pay (Pro-Chex) requires the payee name for accounts configured for payee positive pay. • If the payee name is provided for accounts not enrolled in payee positive pay, the payee name data is ignored when the file is loaded. • For Excel or delimited files, the complete and single payee name is expected in a single column.

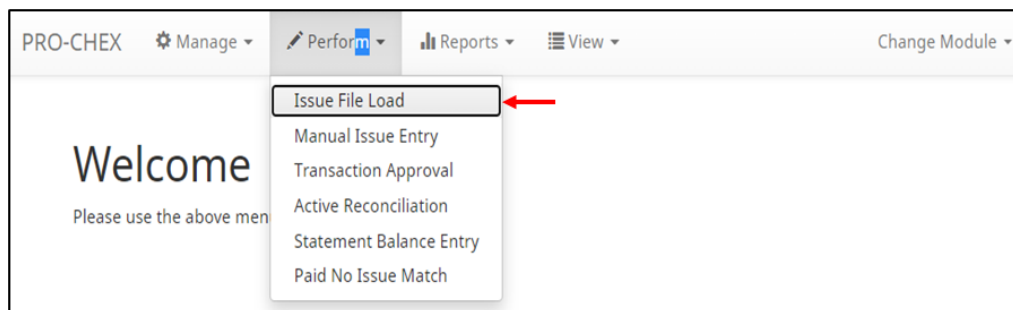
	<ul style="list-style-type: none"> • For fixed width files, the complete and single payee name must be contained in the file between the starting and ending position. • This field supports both alphabetic and numeric characters. • When a payee name is required in an issuance file, values consisting of only white space (i.e., all spaces) are considered the same as an empty value and are not accepted. • If the Multiple Payee Names feature is enabled, the Issuance Payee name may display more than one payee. • Multi-Line Payee Names cannot be used on accounts with a Custom Payee Box enabled.
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4. Loading Issue Files

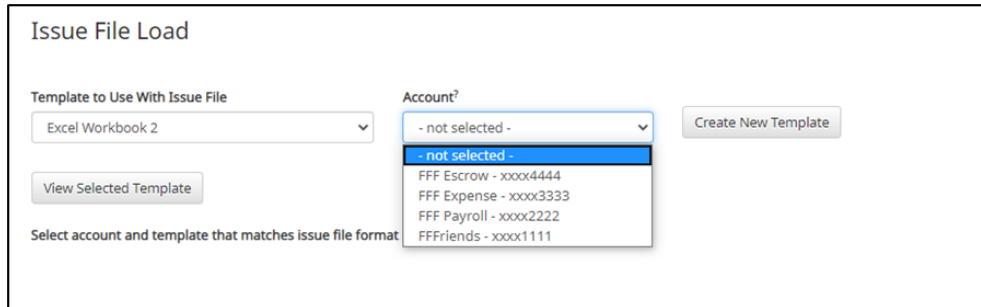
Check Positive Pay (PRO-CHEX) allows you to load issue files into the system for use in matching. PRO-CHEX accepts these files in a variety of formats, used in conjunction with file templates (covered in the previous subsection).

- The **Load Issuance File** user privilege must be enabled.
- Issue file loading strips and ignores dollar signs on dollar amounts and double and single quotations around data fields.
- For best results, do 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 being loaded to overwrite previously issued (outstanding) items, the system updates the status of the issued items, but keeps the original amount of the issued item, even if the void or stop amounts are listed in the issuance file.

1. From the Client Portal Check Positive Pay module, click **Perform > Issue File Load**.



2. Click the **Template to Use With Issue File** drop-down box and select one of the available templates. If only one template is available, it is selected by default.



Issue File Load

Template to Use With Issue File: Excel Workbook 2

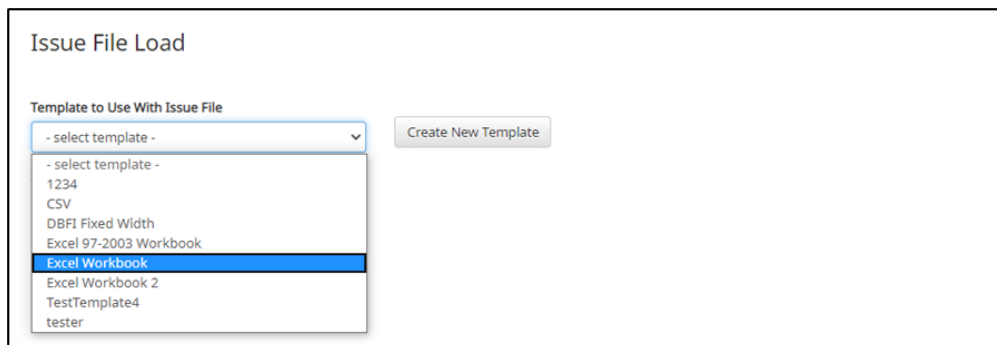
Account?: - not selected -

- not selected -
- FFF Escrow - xxxx4444
- FFF Expense - xxxx3333
- FFF Payroll - xxxx2222
- FFFriends - xxxx1111

Buttons: View Selected Template, Create New Template

Select account and template that matches issue file format

3. If the template selected was created without the **Account** field enabled, a drop-down box displays; select from the list of accounts. If only one account is available, it is selected by default.



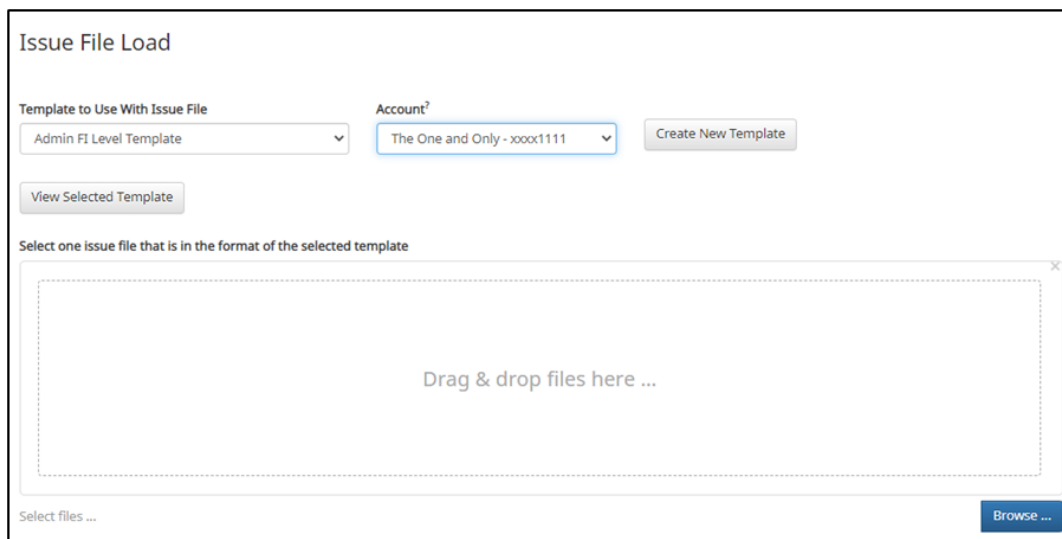
Issue File Load

Template to Use With Issue File: - select template -

- select template -
- 1234
- CSV
- DBFI Fixed Width
- Excel 97-2003 Workbook
- Excel Workbook
- Excel Workbook 2
- TestTemplate4
- tester

Buttons: Create New Template

4. Click **Browse** to select the appropriate file.



Issue File Load

Template to Use With Issue File: Admin FI Level Template

Account?: The One and Only - xxxx1111

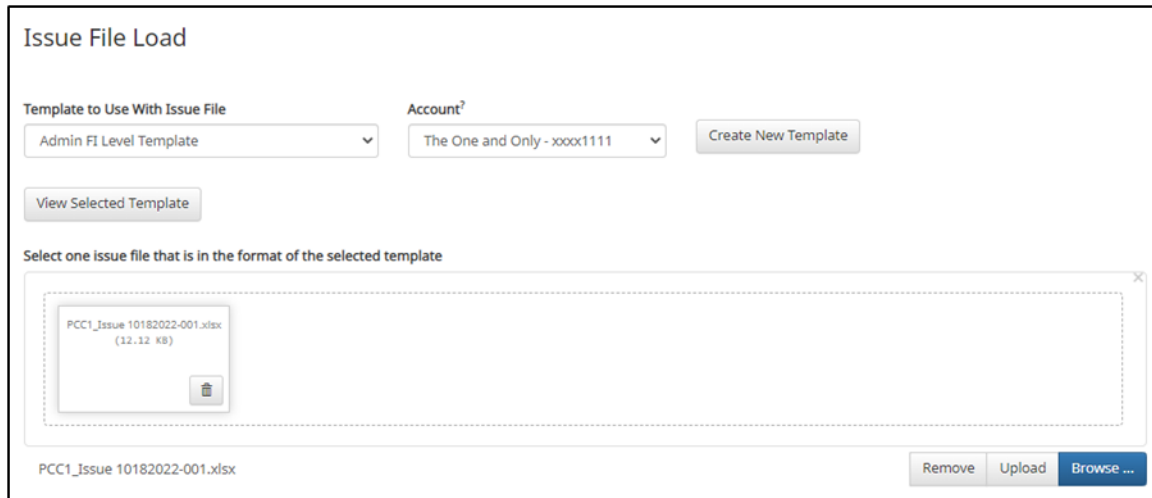
Buttons: View Selected Template, Create New Template

Select one issue file that is in the format of the selected template

Drag & drop files here ...

Select files ... [Browse ...](#)

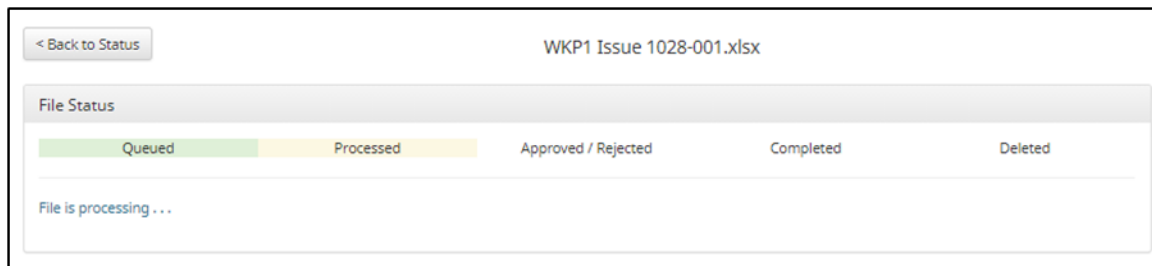
Once the file is selected, it displays in the upload interface:



There are three options available:

- **Remove** – selected to remove the file from the page.
- **Browse** – used to locate the file you want to load.
- **Upload** – selected to upload the selected file.

5. The **Status Bar** displays the status of the file.

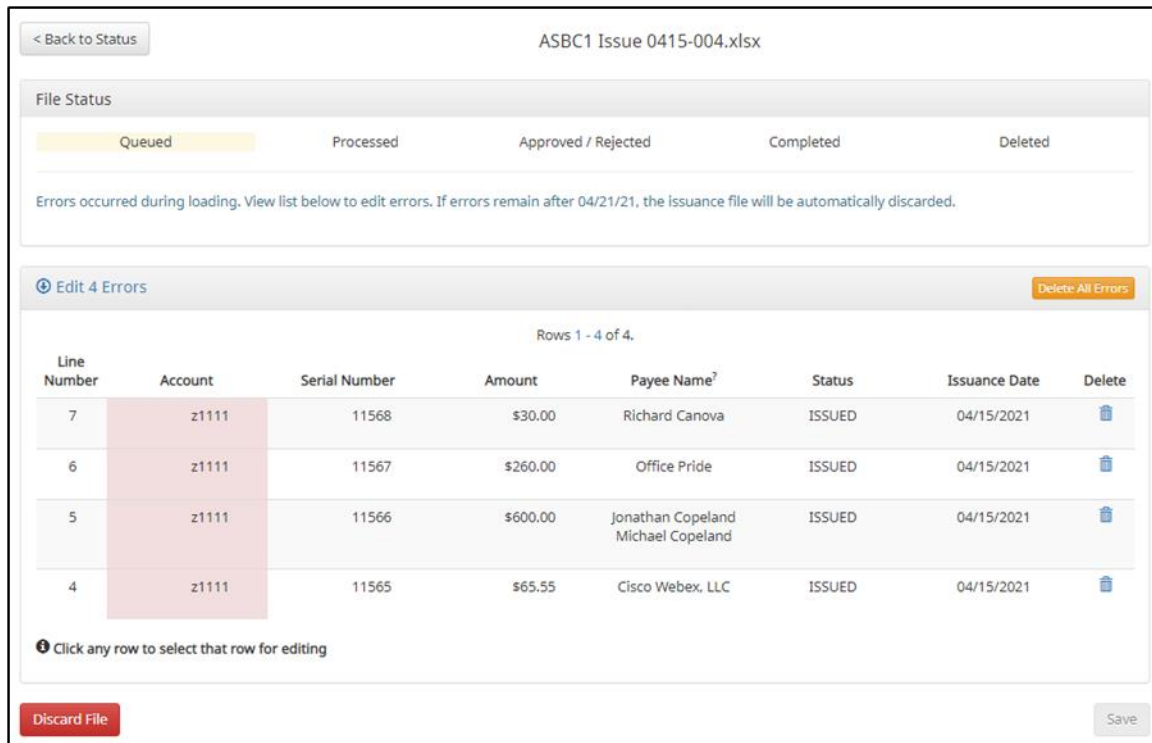


If errors are encountered during the initial processing of the issuance file, the **Parse Errors** display displays, allowing you to view the error detail within the file.

- This most commonly displays when the file contains improper formatting. You 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 are 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 are corrected and the file is saved.
 - This retains the totals and counts for audit history.

Discard the File displays when there is an error in the file.

- This option is not available after corrections are made and saved.
- This removes the file and its contents from the system.



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.

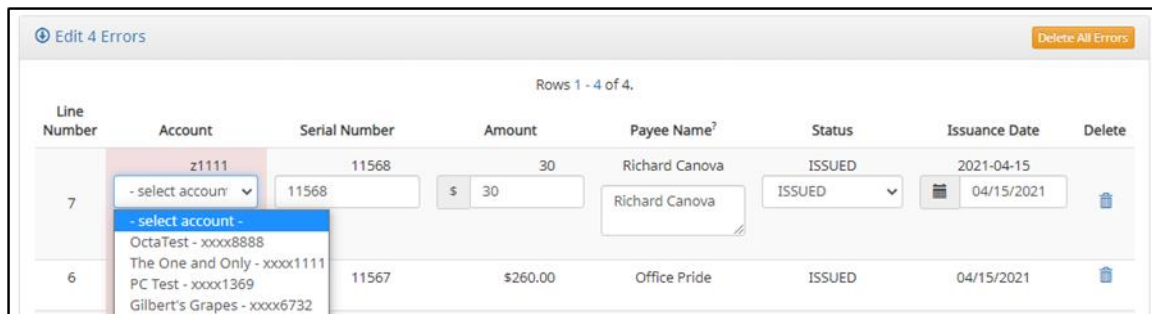
Line Number	Account	Serial Number	Amount	Payee Name [?]	Status	Issuance Date	Delete
7	z1111	11568	\$30.00	Richard Canova	ISSUED	04/15/2021	
6	z1111	11567	\$260.00	Office Pride	ISSUED	04/15/2021	
5	z1111	11566	\$600.00	Jonathan Copeland Michael Copeland	ISSUED	04/15/2021	
4	z1111	11565	\$65.55	Cisco Webex, 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 must be corrected before the file can be fully processed and loaded.

6. Click any fields highlighted in red to make updates or changes.



Edit 4 Errors Delete All Errors

Rows 1 - 4 of 4.

Line Number	Account	Serial Number	Amount	Payee Name [?]	Status	Issuance Date	Delete
7	z1111	11568	\$ 30	Richard Canova	ISSUED	2021-04-15	
6	z1111	11567	\$260.00	Office Pride	ISSUED	04/15/2021	

- select account -
 OctaTest - xxxx8888
 The One and Only - xxxx1111
 PC Test - xxxx1369
 Gilbert's Grapes - xxxx6732

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

- Once all errors are corrected, the red highlights are no longer visible. Click **Save and Submit** to reprocess the file. This feature is only available until all errors are corrected, deleted, or discarded.

Edit 4 Errors
Delete All Errors

Rows 1 - 4 of 4.

Line Number	Account	Serial Number	Amount	Payee Name [?]	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

- If the file is processed successfully, you can view details on all items in the file.
 - If there are no errors in the file during the initial load, the file automatically displays as approved and 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.

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	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

9. If an issuance file needs to be deleted for any reason, click **Delete** to remove it. Deleting a file retains item counts and totals as audit history.

Note: Files are only eligible for deletion if every item in the file is still available for matching status. If just one item in the file has been paid, the file cannot be deleted.

Issuance Files Status										Date Range
Filters										February 28, 2020
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	<input type="button" value="View"/>		

4.1 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.

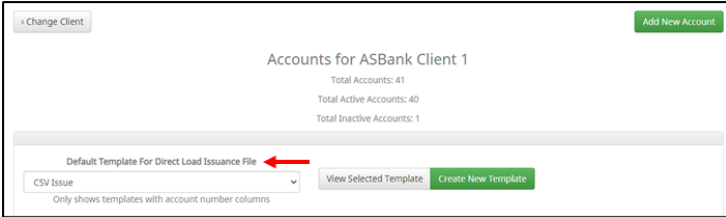
- When you load an issue file into the system, the loaded file processes using the **Issue Template** set up with Check Positive Pay (Pro-Chex). This allows for selection of a **Multi-Line Payee Separator**, a character chosen to separate the names of multiple payees in the issue file.
- If multiple payees are listed on a single line of a check, no action needs to be taken.
- If multiple payees are listed on two or more separate lines of 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.

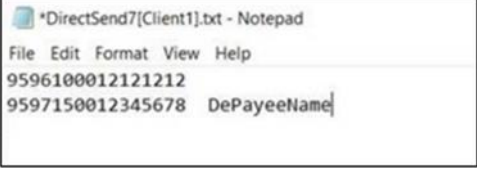
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
	Type	Num	Date		Name	Item	Account		Paid Amount	Original Amount						
2																
3																
4	Bill Pmt -Check	9384	06/07/2020		Jonathan Copeland Michael Copeland		1111111111			\$65.55						
5	Bill Pmt -Check	9385	06/07/2020		Nesta Archeron Elain Archeron Micah Archeron		1111111111			\$600.00						

- When the Issue File is loaded, the system separates the data before and after the character as separate payees.
- Please refer to Section 3, **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.

4.2 Direct Send Issue File Recommendations

This feature allows you to send issue files to Trustmark via SFTP or another file transfer method, so that Trustmark can load those issue files to Check Positive Pay (Pro-Chex) for processing. Please note the following guidelines:

Subject	Recommendation
File Naming	There is a 100-character limit for issuance file names.
Direct Send Issuance File Mapping	<p>Direct Send Issuance Files must be mapped to match the Default Template for Direct Load Issuance Files.</p> 
Direct Send Issuance File Mapping – Using a different template than the default	<p>A direct send issuance file can be loaded and mapped to a different issue template if that template name is included in the brackets with the client code, with a plus (+) sign in front. Example: Issuance_Date_[6789+CSV1].csv, YYYYMMDD_[Client Code].csv</p>
Direct Send Issuance File Mapping – Account Numbers	Account numbers must be included in the assigned issue template.
Direct Send Issuance File Mapping – Issuance Date Format	The issuance date in the file <u>must</u> match the date format set up in the assigned issue template. If a file is loaded where the issuance date format does not match the assigned issue template, the system updates the issuance items with the current date.
Direct Send Issuance File Template – Account Configurations	<p>This template must have mapping set up to accommodate all account configurations.</p> <ul style="list-style-type: none"> • If one account is set for Payee Positive Pay, and one is set for Standard Positive Pay, then the Payee Name field must be mapped in the template, even though the Payee Name is not a required field for accounts enrolled in Standard Positive Pay. The template must be able to accommodate Payee Name if items are loaded for an account configured for Payee Positive Pay. <p>In the image below, issue items for two different accounts, each configured differently, are shown.</p> <ul style="list-style-type: none"> • Account 12121212 is set for Standard Positive Pay and 12345678 is set for Payee Positive Pay. • The file will load without incident if not payee is included for the Standard Positive Pay account because Check Positive Pay (Pro-Chex) knows the Payee Name is not required for Account 12121212.

	<ul style="list-style-type: none"> • However, if the Payee Name is not provided for Account 12345678, the file will fail. 
<p>Direct Send Issuance – Account Reconciliation – Issuance Dates</p>	<p>If a Direct Send Issuance is loaded for an account configured for Active Account Reconciliation, any items dated prior to the start date of the current reconciliation period are automatically updated to the current date when loaded.</p>
<p>Direct Send Issuance Load Alerts</p>	<p>If you are configured to receive alerts, you will receive an alert email once the direct send issuance file is transferred to the system and the file loads successfully.</p> <ul style="list-style-type: none"> • If the file loads with errors, the alert email informs Trustmark that the file load failed. Trustmark checks the Issuance File Status page in Check Positive Pay (PRO-CHEX) before taking action. <ul style="list-style-type: none"> ○ If the Issue File Status column indicates the load failed, Trustmark reviews the direct send issue file, corrects any problems, and resubmits the file. ○ If the status column indicates edits_pending, click View to open the issue file and make edits within PRO-CHEX.

4.3 Issuance Dual Approval

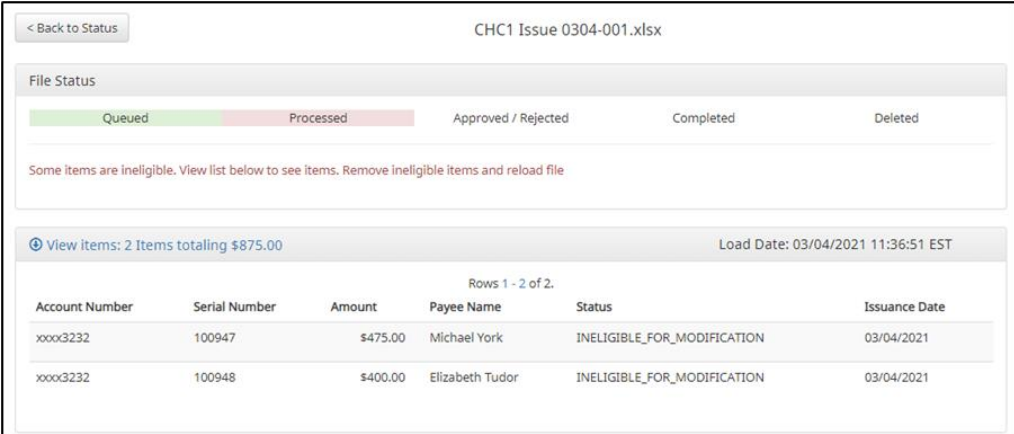
You may have the optional **Issuance Dual Approval** feature enabled. In this circumstance, loaded issue files must be approved by a second user. If no second user is available to approve the file, you can request that Trustmark approve the issue file.

Please refer to section 4.3 Issuance Dual Approval for more information about the Dual Approval process.

4.4 Disabled Stop Payments

When Trustmark has disabled stop payments, you cannot create new stopped issue items or modify previously stopped issue items. Trustmark can, however, feed stop pay items from the core banking system.

- If you load an issue file with serial numbers on which Trustmark has loaded a stop pay, the system will not accept the file.



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

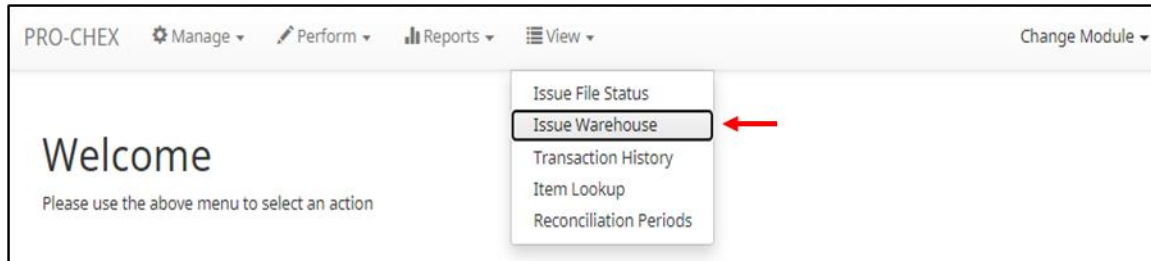
View items: 2 Items totaling \$875.00 Load Date: 03/04/2021 11:36:51 EST

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

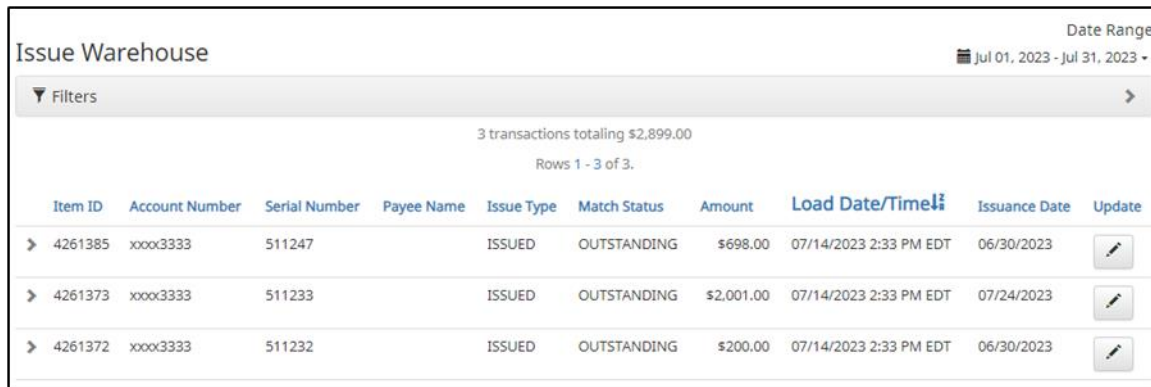
5. Issue Warehouse

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

1. Within the Check Positive Pay (Pro-Chex) module, click **View > Issue Warehouse**.



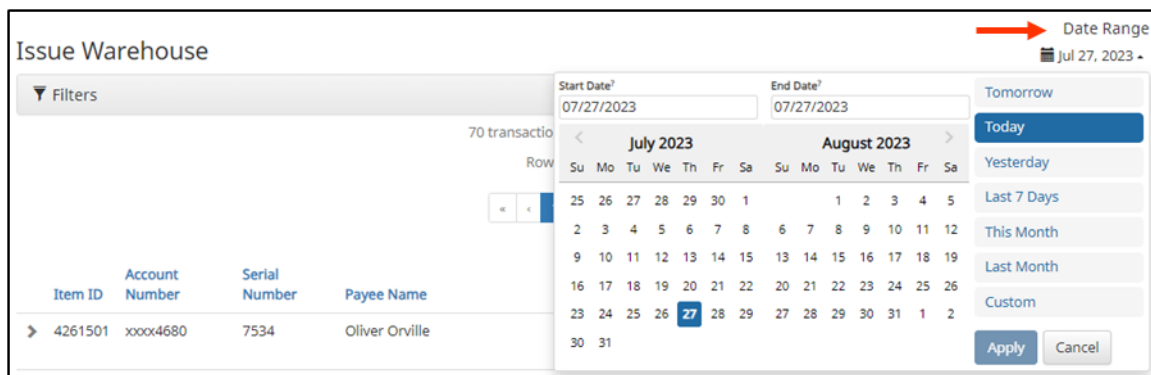
The **Issue Warehouse** page displays.



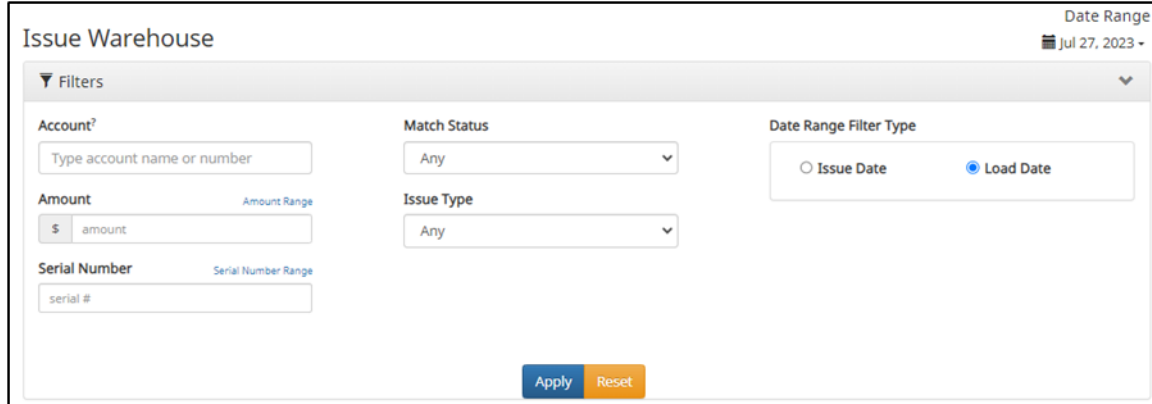
The screenshot shows the 'Issue Warehouse' page. At the top right, there is a 'Date Range' filter set to 'Jul 01, 2023 - Jul 31, 2023'. Below the filters, it indicates '3 transactions totaling \$2,899.00' and 'Rows 1 - 3 of 3.'. The table below lists the transactions:

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	

2. Click **Date Range** to filter the date range of items displayed.



3. Click **Filters** to narrow the search results.

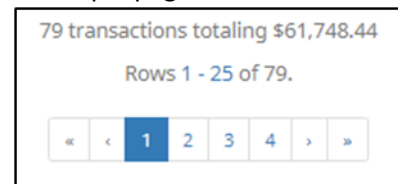


A window containing additional search criteria displays.


Field	Description
Account	Used to enter an account name of the last four digits of the account number.
Match Status	Paid – An item for the issued item was presented and paid. Returned – An item for the issued item was presented and returned. Outstanding – No item has been presented for the issued item and it remains outstanding.
Amount	Enter a specific amount for the transaction. Amount range – Click the hyperlink above Amount 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.
Issue Type	Issued – The check has been issued for payment. Voided – The check has been voided by the maker. Stopped – The check has a stop payment placed on it.
Serial Number	Enter the item serial number for a specific issued item. Serial Number Range – Click the hyperlink above Serial Number to enter a serial number range or a maximum or minimum serial number. Min Serial # - Minimum serial number. Max Serial # - Maximum serial number.

4. Once search criteria are selected, click **Apply** to narrow search results.

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




Search results:

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	

The table below describes the search results.

Field	Description
Item ID	Number assigned by Check Positive Pay (Pro-Chex) when a file is loaded.
Account Number	Displays the account number for an item.
Serial Number	Displays the serial number of the issued item.
Payee Name	Displays the name of the payee for the item.
Issue Type	Issued – The check has been issued for payment. Voided – The check has been voided by the maker. Stopped – The check has a stop payment placed on it.
Match Status	Paid – An item for the issued item was presented and paid. Returned – An item for the issued item was presented and returned. Outstanding – No item has been presented for the issued item and it remains outstanding.
Amount	Displays the dollar amount for the issued item.
Load Date/Time	Date (MM/DD/YYYY) and time (HH:MM:SS) the item was loaded.
Issuance Date	The date of the issued item.
Update	Click the pencil icon to update the item’s Amount , Status , or Issuance Date . <ul style="list-style-type: none"> If Issuance Dual Approval is enabled for a client, any updates made to issue items through the loading, manual entry issue, or modifying issue items in the Issue Warehouse are passed through Issuance Dual Approval to be reviewed and approved by a secondary user.

5. Click the **arrow** next to the Item ID to view more detail on each issued item. The information shown in this drop-down is an audit history of all activity 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	
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				

The table below describes the items visible once the view has been expanded.

Field	Description
Status	Issued – The check has been issued for payment. Voided – The check has been voided by the 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	Date of the issued item.
Updated By	User who updated the issue item.
Updated Date/Time	Date and time this issued item was updated.

5.1 Modifying Issue Items

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**.

1. 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	

The **Update Issue Item** pop-up window displays.

Update Issue Item
✕

Serial Number

Amount

Payee Name?

Status

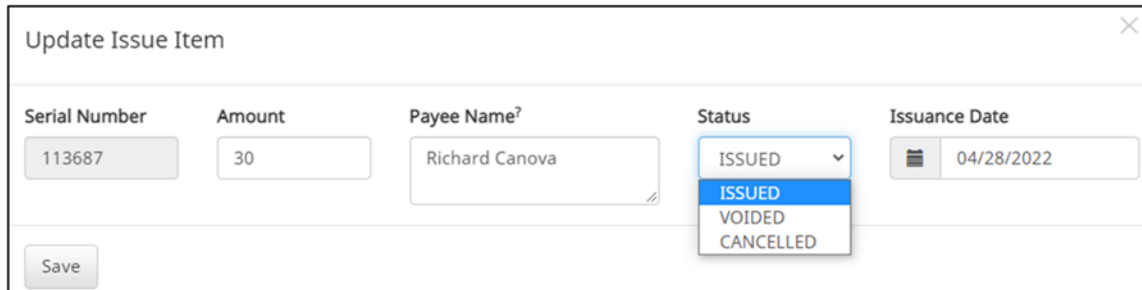
Issuance Date

The table below describes the Update Issue Item screen.

Field	Description
Serial Number	Check serial number. <ul style="list-style-type: none"> This cannot be updated on an existing issued item.
Amount	Amount of the issued item. <ul style="list-style-type: none"> The amount cannot be updated.
Payee Name	The name of the Payee associated with the specific issued item. <ul style="list-style-type: none"> The payee name can be updated.
Status	<p>Issued – The check has been issued for payment.</p> <p>Voided – The check has been voided by the maker.</p> <p>Stopped – The check has a stop payment by the maker.</p> <ul style="list-style-type: none"> If Trustmark disabled stop payments in the configuration, Stopped will not be an option in the drop-down menu on this pop-up screen. <p>Cancelled – The check is being cancelled by the maker. See next paragraph.</p>

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 item disappears from all views except **Item Lookup**, **Active Reconciliation** (if enabled), and **Audit Report** for historical purposes.



2. Click [Save](#).

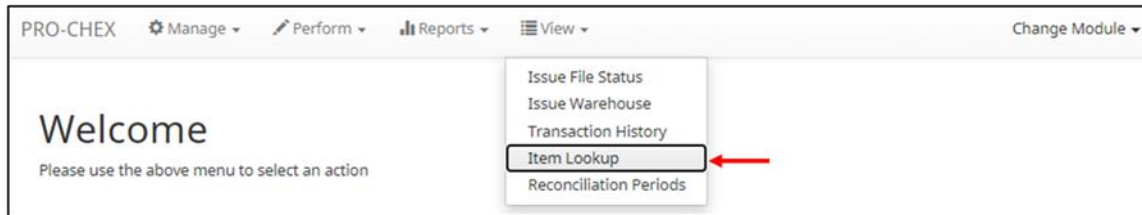


A copy of the **Issue Warehouse** can be downloaded by clicking [Download as CSV](#) at the bottom of the **Issue Warehouse** screen.

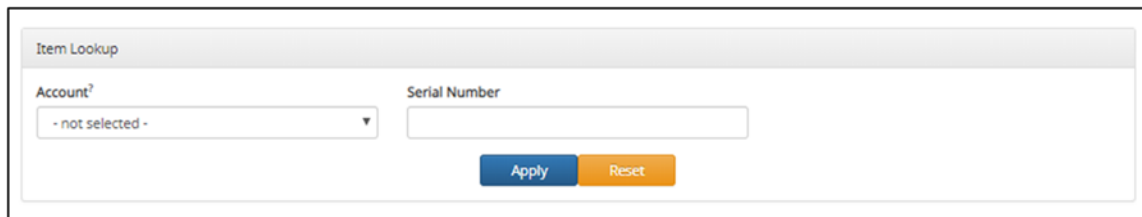
6. Item Lookup

Check Positive Pay (PRO-CHEX) provides you 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**.



The Item Lookup page displays. All fields on this page are mandatory.



The table below describes the fields on the Item Lookup page.

Field	Description
Account	Select to display a list of your accounts.
Serial Number	Enter the serial number of the item.

2. Once search criteria are selected/entered, click **Apply** to complete the Item Lookup.
 - Search results for the item display.
 - Within this screen, the lifecycle of the issued item is displayed.

Search results:

Item Lookup

Account? The One and Only - xxxx1111 (ASBank Client 1 - ASBC1)	Serial Number 11548
Apply	Reset

Account Number: xxxx1111 Serial Number: 11548 [View Check Image](#)

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

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

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

7. Other Options Prior to Item Presentment

If you need to make changes to an item prior to item presentment, there are two options within Check Positive Pay (Pro-Chex):

- Items originally issued are updated to **Voided**.
- Information for an existing item, such as changes in amount and/or payee are overwritten.

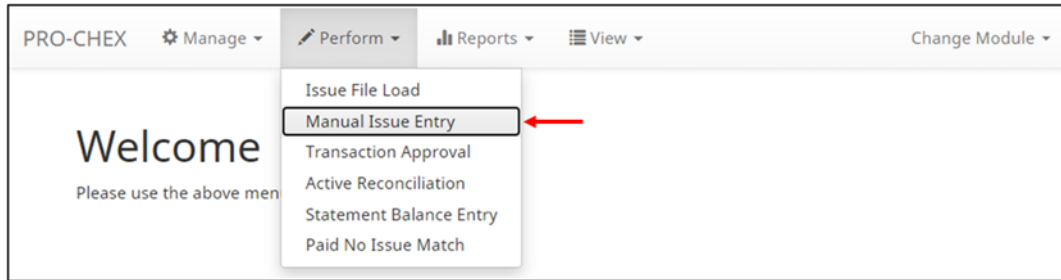
7.1 Modifying Issue Items

Issue Items can be modified in the **Issue Warehouse**. Refer to Section 7.2 Manual Re-Entry.

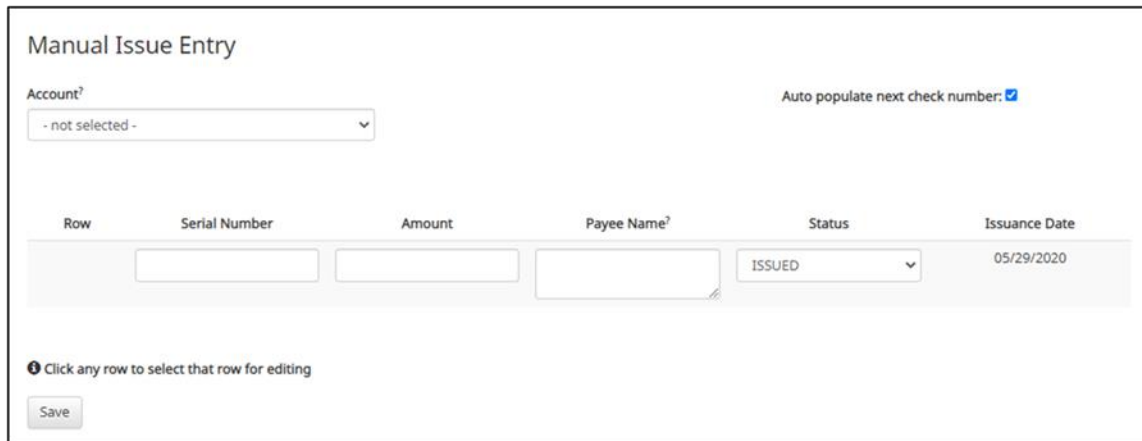
7.2 Manual Re-Entry

To change individual items previously submitted, you can overwrite the previous item as follows:

1. Within the Check Positive Pay (Pro-Chex) module, click **Perform** > **Manual Issue Entry**.



2. The **Manual Issuance File Entry** page displays. For definitions of the fields available on this screen, refer to Section 5.1 – Modifying Issue Items.



The screenshot shows the 'Manual Issue Entry' page. At the top left is the title 'Manual Issue Entry'. Below it is an 'Account?' dropdown menu with '- not selected -' and a checkbox for 'Auto populate next check number:'. Below this is a table with columns: 'Row', 'Serial Number', 'Amount', 'Payee Name?', 'Status', and 'Issuance Date'. The first row contains input fields for 'Serial Number', 'Amount', and 'Payee Name?', a dropdown for 'Status' with 'ISSUED' selected, and the date '05/29/2020'. Below the table is a note: 'Click any row to select that row for editing' and a 'Save' button.

3. 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.
 - Click **Save**.

The **Manual Issuance File Detail** page displays.

7.3 File Reloads

To change multiple items that were previously submitted, use the **Issue File Load** function to reload and overwrite them in the Issue File.

1. Once your issue file is prepared with all items to be overwritten, including the corrected information in the appropriate fields, **upload the Issue File**.

Note: Prior to item presentment, these changed/overwritten items can be viewed in the **Issue Warehouse**. Refer to Section 5 – Issue Warehouse for information on how to access the Issue Warehouse.

2. Once within the **Issue Warehouse** screen, click the **arrow (>)** next to the **Client Code** to view more detail on each issued item. The information in this drop-down is an audit history of all activity on the issue item.

< Back to Status
MANUAL_1614805777127

File Status

Queued
Processed
Approved
Completed
Deleted

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

🔍 View item: 1 Item totaling \$525.00
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

Delete

As shown in the next image, three issue items have been updated/changed. The updates/changes from the most recent entries have overwritten the previously loaded issue item.

Issue Warehouse									
									Date Range
									July 21, 2020
Filters									
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	
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		
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	
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	
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		

8. 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.

8.1 Transaction History

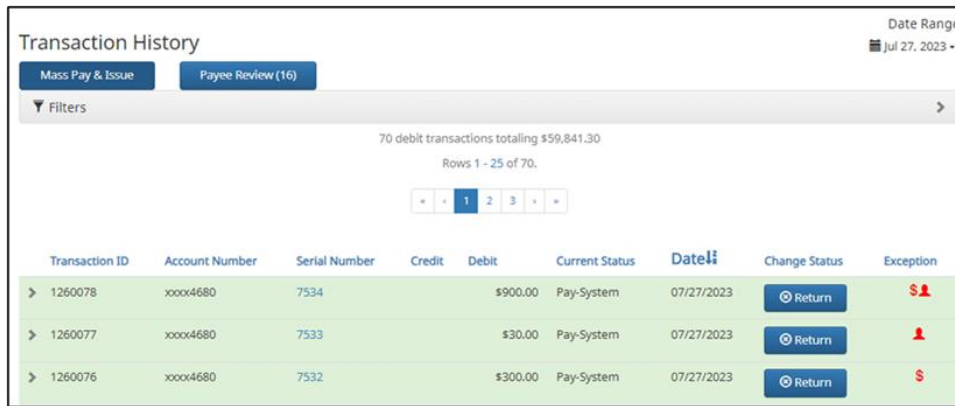
Check Positive Pay (PRO-CHEX) provides a function for you to search and view the status of checks presented on enrolled accounts, and to make decisions on presented items.

- You 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 are not displayed unless the **Exception** filters option is set to **Show All Transactions**.
- 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 end of day cut-off time.

8.1.1 View Transaction History

1. Within the Check Positive Pay (Pro-Chex) module, click **View > Transaction History**. This page displays all current-day transactions for all accounts to which the user has access.



Transaction History

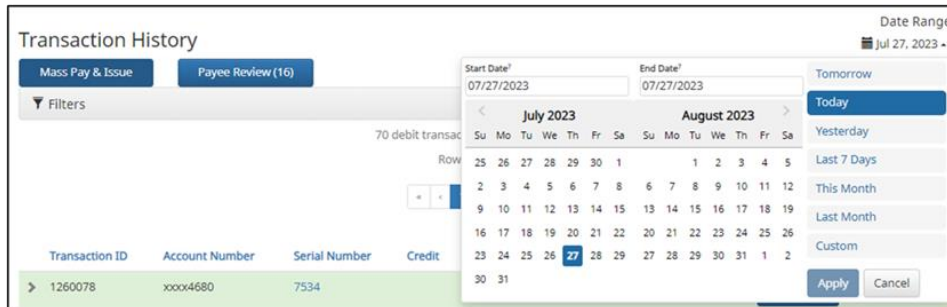
Mass Pay & Issue Payee Review (16)

Filters

70 debit transactions totaling \$59,841.30
Rows 1 - 25 of 70.

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	\$

2. Click **Date Range** to filter the date range of items displayed.



Transaction History

Mass Pay & Issue Payee Review (16)

Filters

70 debit transactions totaling \$59,841.30
Rows 1 - 25 of 70.

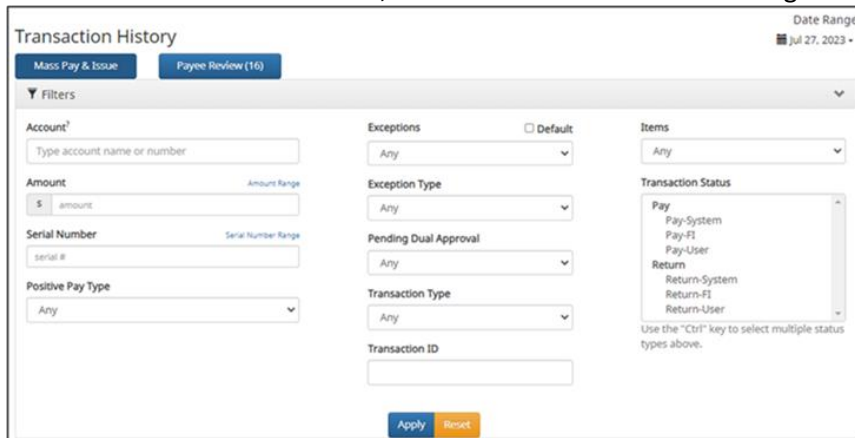
Date Range: Jul 27, 2023

Start Date: 07/27/2023 End Date: 07/27/2023

July 2023 August 2023

Apply Cancel

3. To narrow the search results, click **Filters**. A window containing additional search criteria displays.



Transaction History

Mass Pay & Issue Payee Review (16)

Filters

Account: Type account name or number

Amount: \$ amount

Serial Number: Serial #

Positive Pay Type: Any

Exceptions: Any

Exception Type: Any

Pending Dual Approval: Any

Transaction Type: Any

Transaction ID:

Items: Any

Transaction Status: Pay (Pay-System, Pay-FI, Pay-User), Return (Return-System, Return-FI, Return-User)

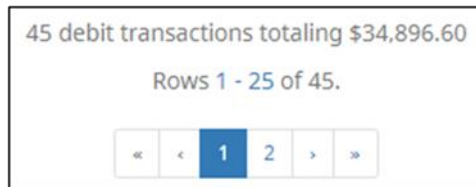
Apply Reset

The table below describes the fields in the Transaction History page.

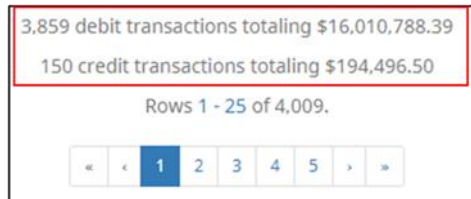
Field	Description
Account	Used to enter or select an account name or the last four digits of the account number to view transactions for one specific account.
Amount	Used to enter a specific dollar amount for the transaction. Amount Range – Click the hyperlink above Amount to enter an amount range or a minimum or maximum 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 Serial Number to enter a serial number range or a minimum or maximum serial number. Min Serial # - Minimum serial number. Max Serial # - Maximum serial number.
Positive Pay Type	Defaults to Any . Select Positive Pay Type to filter by: Standard – Transactions on accounts set up for Standard Positive Pay. Reverse – Transactions on accounts set up for Reverse Positive Pay. Blocked – Transactions on accounts set up for Block Positive Pay. None – Transactions on accounts set up for No Positive Pay.
Exceptions	Defaults to viewing only Exceptions . Select Exceptions to filter by: Exceptions Only – Only exceptions display. Show all Transactions – Exceptions and non-exceptions display. No Exceptions – Only non-exceptions display. You can set an option to be the default for future filtering by clicking the Default checkbox once the selection is made.
Exception Type	Displays the standard exception reason labels; however, Trustmark can customize these during implementation. What is seen in the documentation may differ from what you see in service.
Pending Dual Approval	If Trustmark enabled Decision Dual Approval , this field may be available in the filter window. You can select from the drop-down to filter transactions based on whether they are pending approval. The default is set to Show All . Yes – displays only transactions pending approval. No – displays only transactions not pending approval.
Transaction Type	Defaults to Any . Select Transaction Type to filter by: Check – Check transactions only. Deposit – Deposit transactions only.
Transaction ID	A unique number assigned to the transaction when loaded.
Items	Defaults to Any Items . Click the drop-down to select one of the following: Any Items – Includes all items, including client pay and adjust items. Adjusted Items – Checks paid by a client user and either the amount and/or serial number was adjusted.
Transaction Status Pay	Pay-System – The system’s default is pay this check. If you take no action before end of day, the check pays.

	<p>Pay-FI – The check was paid by Trustmark. In the case of payment items loaded by Trustmark in a Force Pay status using the standard Force Pay template, the items display with the Trustmark Pay status and are ineligible for changes to the transaction status.</p> <p>Pay-User – A user changed the transaction status from Return to Pay.</p> <p>Pending-Pay – The check was paid by the user but awaits approval or rejection because you are enrolled in Decision Dual Approval.</p>
Transaction Status Return	<p>Return-System – The system is set to default return this check. If the user takes no action before end of day, the check is returned.</p> <p>Return-FI – The check was returned by Trustmark.</p> <p>Return-User – A user changed the transaction status from Pay to Return.</p>

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



Summary debit and /or credit transaction totals are displayed at the top of the screen above the navigation buttons.



- Click the **arrow** next to the **Transaction ID** to view more details on each issued item. The information shown is an audit history of the activity on the issue item.

Detail results:

Transaction History
Date Range
May 4, 2023 -

Mass Pay & Issue
Payee Review (0)

Filters

70 debit transactions totaling \$55,622.06

7 credit transactions totaling \$8,383.10

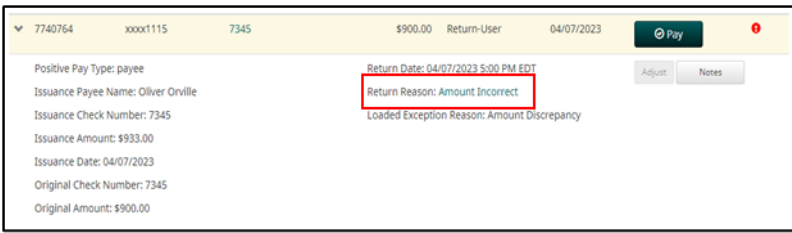
Rows 1 - 25 of 77.

<
1
2
3
4
>

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	ⓧ
Positive Pay Type: payee		Issuance Payee Name: Oliver Orville		Payment Date: 05/03/2023		Adjust		Notes (0)
Issuance Serial Number: 7009		Issuance Amount: \$933.00		Loaded Exception Reason: Issuance Amount Mismatch				
Issuance Date: 05/04/2023		Original Serial Number: 7009		Payee Analysis: Fail				
Original Amount: \$900.00								
1157793	xxxx4680	7008		\$30.00	Return-FI	05/04/2023	Pay	ⓧ
Positive Pay Type: payee		Issuance Payee Name: Natalie North		Return Date: 05/04/2023 6:00 PM EDT		Adjust		Notes (0)
Issuance Serial Number: 7008		Issuance Amount: \$30.00		Return Reason: Early Presentment				
Issuance Date: 05/04/2023		Original Serial Number: 7008		Loaded Exception Reason: Early Presentment				
Original Amount: \$30.00				Payee Analysis: Pass				

The table below describes the fields in the Transaction History:

Field	Description
Positive Pay Type	Indicates the type of positive pay for which the account is set. <ul style="list-style-type: none"> • Types include Standard, Reverse, and Payee.
Issuance Payee Name	Name of payee submitted with the transaction presented for payment.
Issuance Serial Number	Serial number on the uploaded issued item.
Issuance Amount	Amount on the uploaded issue item.
Issuance Date	Date the issued item uploaded.

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 example, an item was adjusted in pre-scrub by Trustmark or if Trustmark is allowing you to adjust.
Payment Date	Date listed within the transaction file.
Loaded Exception Reason	This user documentation displays standard exception reason labels. Because Trustmark can customize these during implementation, what is seen in the documentation may differ from what you see in the service.
Originally Cleared Date	In the case of Duplicate Presentment exceptions, the Originally Cleared Date displays the cleared date of the originally presented item.
Originally Cleared Amount	In the case of Duplicate Presentment exceptions, the Originally Cleared Amount displays the cleared amount of the originally presented item.
Originally Cleared Status	In the case of Duplicate Presentment exceptions, the Originally Cleared Status displays the status of the originally presented item.
Payee Analysis	Displays as Pass or Fail based on payee scoring.
Return Date	Date the item was returned.
Return Reason	<p>Reason for the return.</p> <ul style="list-style-type: none"> Click the Return Reason hyperlink to open a pop-up window to select a different return reason as needed.  <p>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 is disabled.</p>
Adjust	Allows you 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.
Notes	<p>Allows both Trustmark and users to make notes regarding a transaction in Pay or Return status.</p> <ul style="list-style-type: none"> The Notes button displays the number of Note entries on a transaction. Click Notes to enter information regarding a transaction.

8.2 Change Transaction Status

If you are granted the **Change Status** user privilege and the transaction is eligible for a decision, a **Pay** or **Return** button displays for use.

- If the transaction is not eligible for a decision, the button displays as Ineligible.
 - Reasons for the Ineligible message can include the item being a deposit, already decided, left at the system default, or the item is a Force Pay item loaded by Trustmark using the Standard Force Pay template.

8.3 Change Status: Pay

If the **Current Status** on an issued item is set to **Return**, you can opt to change the status to **Pay** if you determine it should be paid.

- Click **Pay** in 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 changes to **Return**, and the **Current Status** column updates to **Pay-User**.

8.4 Change Status: Return

If the **Current Status** on an issued item is set to **Pay**, you can change the status to **Return** if you determine it should not be paid.

- Click **Return** in the **Change Status** column.

7740763	xxxx1115	7344		\$30.00	Pay-System	04/07/2023	Return	
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The **Check Return Reason** pop-up window displays.

- Select the appropriate reason for the check return and then click **Save**. The system will display a success message.



The **Change Status** button changes to **Pay**, and the **Current Status** column updates to **Return-User**.

The list of return reasons displayed below are the system default.

Select a check return reason: ×

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


The table below describes the return reasons.

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

8.5 Duplicate Presentment

For transactions that list the **Duplicate Presentment** exception reason, you can view the duplicate and previously presented check items to visually inspect the checks.

- Click **Duplicate Presentment** 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	<input type="button" value="Return"/>		
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: Duplicate Presentment	
						Originally Cleared Date: 05/21/2023 8:00 PM EDT		Originally Cleared Amount: \$900.00	
								Originally Cleared Status: Paid	
								Payee Analysis: Fail	
								<input type="button" value="Adjust"/> <input type="button" value="Notes (0)"/>	

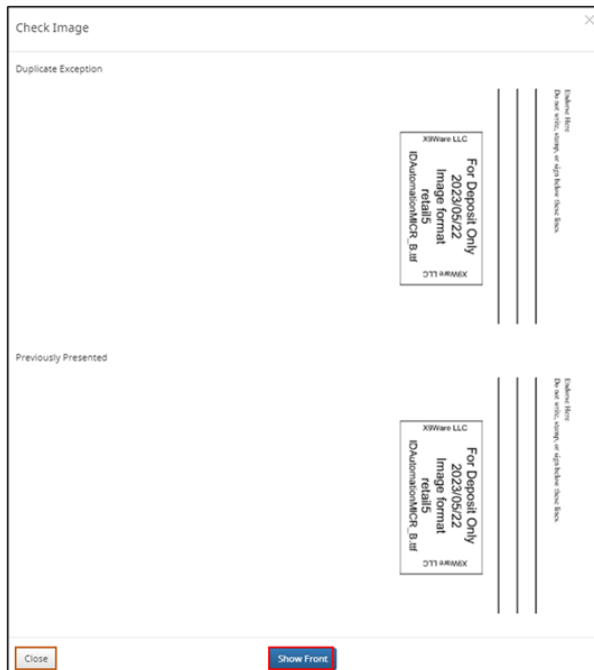
The Check Image window displays the **Duplicate Exception** item and **Previously Presented** item so you can visually inspect both items.



Click **Show Back** at the bottom of the screen to view the back of the checks.

The backs of the **Duplicate Exception** item and the **Previously Presented** item appear. You can visually inspect the images.

- Click **Show Front** to return to the front view of the checks.
- Click **Close** 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	Return	
Positive Pay Type: payee			Payment Date: 05/22/2023			Adjust Notes (0)		
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 **Download as CSV** at the bottom of the **Transaction History** screen.

8.6 Optional Actions

8.6.1 Confirm Paying Exceptions

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 for which 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 you to visually inspect the check.
- You must click **Confirm** to finalize the pay decision.

Confirm Check

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

Test Item
** Void **
Non-Negotiable

Check Number 113747
Date April 29, 2022

Pay To the Order Of Medical Advance \$ 24.00

Amount Twenty four and No cents Dollars

Memo ISN: 44000695 Signature S DeLaere

⑆32217244⑆ 1357913579⑆ 113747 ⑆0000002400⑆

Exception Reason: Issuance Payee Mismatch

Issuance Serial Number: 113747 Issuance Amount: \$24.00

Issuance Payee Name: Advanced Medical Payee Match Score: 13

Amount and Serial Number may be adjusted after Confirm

- If you decide to pay an item that is set to return, a pop-up window displays to confirm the action you wish to take. The window displays an image of the check and other details for you to review before confirming to pay the item.
- Click **Pay** to pay a check.
- A pop-up window with check information displays for your review.
- Once the information presented is reviewed, you can click **Confirm** so that the check is paid or **Cancel** so that the check is returned.

8.6.2 Pay and Issue

This enterprise feature must be enabled by Trustmark and the user must have the **Manual Issue Entry**, **Load Issue File** and **Change Transaction Status** user privileges.

- If an exception is triggered because no issue item exists and you pay the check, you are presented with a link to tell the system to create a matching issue item.
- If **Client Pay & Issue** is enabled, the expanded view on the item displays an **Add Issue** button. Click the **Add Issue** button to proceed.

20537	xxxx1111	9718	\$36.10	Pay-System	07-21-2020	Return	!
Positive Pay Type: Payee		Payment Date: 07-20-2020		Add Issue			
Original Serial Number: 9718		Exception Reason: No Issue Item					
Original Amount: \$36.10							

The **Add Issue Item** pop-up displays. The **Serial Number**, **Amount**, and **Status** fields are locked from editing.

- Click in the **Payee Name** field to enter a payee name, or in the **Issuance Date** field to select the date of the issued item and click **Save**.

Add Issue Item: ✕

Serial Number	Amount	Payee Name?	Status	Issuance Date
9718	36.1	Office Pride	ISSUED	07/21/2020

[Save](#)

A success message displays.

Issue added.
✕

Note:

- Items with duplicate presentment exceptions will not present the option to **Add Issue** from within **Transaction History**, as another item has been presented and paid with that serial number.
- The system will not allow the **Add Issue** function for a check with no serial number.

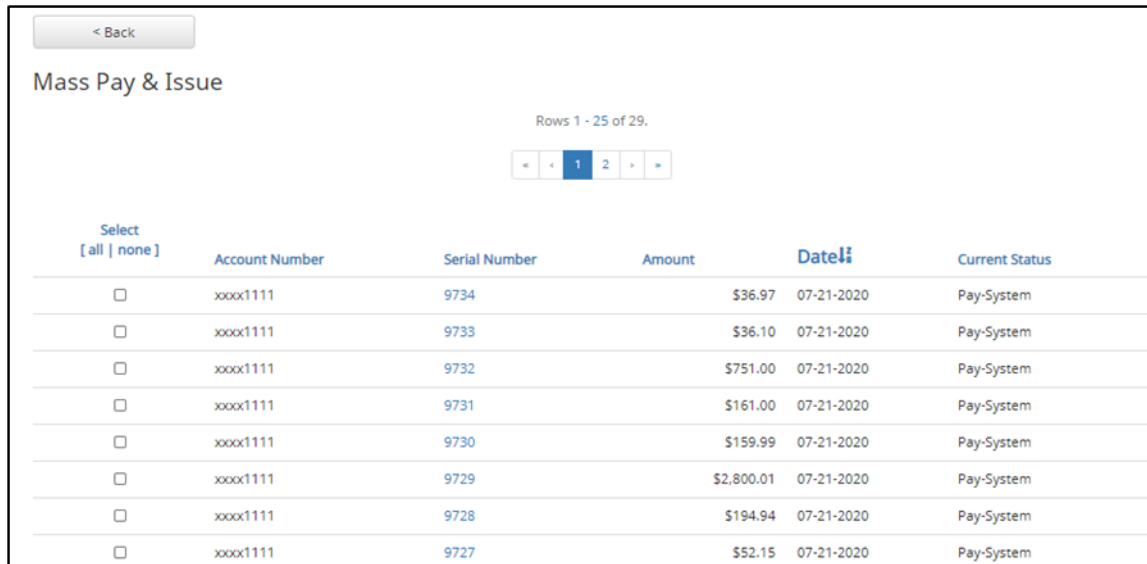
8.6.3 Mass Pay and Issue

This enterprise feature must be enabled by Trustmark and the user must have the **Manual Issue Entry**, **Load Issue File** and **Change Transaction Status** user privileges.

- If you are on standard or payee positive pay, you should always enter or load issue items prior to distributing checks to avoid denial of payment at the teller line. However, if you fail to enter or load issue items and many No Issue exceptions occur as a result, this feature allows you to have issue items systematically created for each item without clicking each exception item individually, and to pay all items at once instead of individually.
- If **Mass Pay & Issue** is enabled, click the **Mass Pay & Issue** button at the top of the **Transaction History** screen.



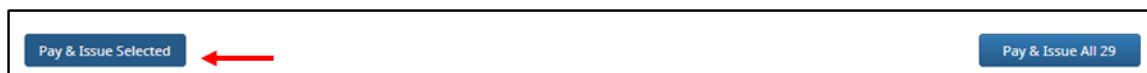
When clicked, the **Mass Pay & Issue** page displays a list of issue items with checkboxes for each.



The screenshot shows the 'Mass Pay & Issue' page. At the top left is a '< Back' button. Below the title 'Mass Pay & Issue', there is a pagination indicator 'Rows 1 - 25 of 29.' and a pagination control showing '1' and '2' with arrows. Below this is a table with the following columns: 'Select [all | none]', 'Account Number', 'Serial Number', 'Amount', 'Date', and 'Current Status'. The table contains 8 rows of data, each with a checkbox in the 'Select' column.

Select [all none]	Account Number	Serial Number	Amount	Date	Current Status
<input type="checkbox"/>	xxxx1111	9734	\$36.97	07-21-2020	Pay-System
<input type="checkbox"/>	xxxx1111	9733	\$36.10	07-21-2020	Pay-System
<input type="checkbox"/>	xxxx1111	9732	\$751.00	07-21-2020	Pay-System
<input type="checkbox"/>	xxxx1111	9731	\$161.00	07-21-2020	Pay-System
<input type="checkbox"/>	xxxx1111	9730	\$159.99	07-21-2020	Pay-System
<input type="checkbox"/>	xxxx1111	9729	\$2,800.01	07-21-2020	Pay-System
<input type="checkbox"/>	xxxx1111	9728	\$194.94	07-21-2020	Pay-System
<input type="checkbox"/>	xxxx1111	9727	\$52.15	07-21-2020	Pay-System

Individual issue items can be clicked for **Mass Pay & Issue**. Once all issue items are selected, click **Pay and Issue Selected** at the bottom left of the screen.

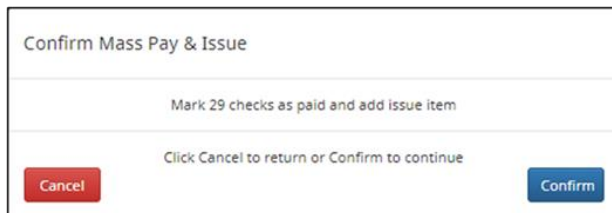


To approve all issue items to Pay and Issue, click **Pay & Issue All [number]**.

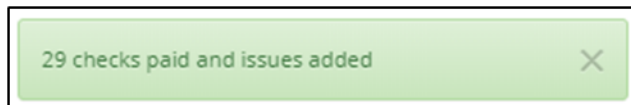
- The **Mass Pay & Issue** page displays 25 issue items per page.
- The **Pay & Issue All [number]** button pays and issues all available issue items on all pages. The button displays the total number of issue items available.

The **Confirm Mass Pay & Issue** pop-up window displays.

- Click **Cancel** to return to the **Mass Pay & Issue** screen or **Confirm** to continue.



A success message displays:



Note:

- The **Mass Pay & Issue** button is also available within the **Consolidated Transaction History** screen.
- The system does not allow the **Add Issue** function for a check without a serial number.
- **Add Issue** is not available for transactions in Reverse Positive Pay accounts.

8.6.4 Pay & Adjust

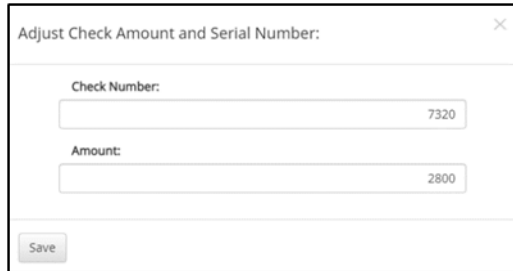
This enterprise feature must be enabled by Trustmark and the user must have the **Manual Issue Entry**, **Load Issue File** and **Change Transaction Status** user privileges.

- Trustmark may 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.
- If **Client Pay & Adjust** is enabled, an **Adjust** button displays under the **Pay** button.
- Click **Adjust**.

Transaction ID	Account Number	Check Number	Credit	Debit	Current Status	Date	Change Status	Exception
7740739	xxxx1115	7320		\$2,800.00	Pay-System	04/07/2023	Return	
Positive Pay Type: payee			Payment Date: 04/07/2023			Adjust		
Issuance Payee Name: Michael Farrell			Loaded Exception Reason: Payee Discrepancy					
Issuance Check Number: 7320			Payee Analysis: Fail					
Issuance Amount: \$2,800.00								
Issuance Date: 04/07/2023								
Original Check Number: 7320								
Original Amount: \$2,800.00								

The **Adjust Check Amount and Serial Number** pop-up screen displays.

- The available fields are contingent upon what Trustmark has enabled.
- In this example, the **Adjust** screen includes check amount and serial number.
- Enter the correct **Check Number** and/or **Amount** and click **Save**.



The **Transaction History** page displays the adjusted serial number and/or adjusted amount.

Transaction ID	Account Number	Check Number	Credit	Debit	Current Status	Dateli	Change Status	Exception
7740739	xxxx1115	7320		\$2,800.00	Pending-Pay	04/07/2023	Return	
Positive Pay Type: payee		Issuance Payee Name: Michael Farrell		Payment Date: 04/07/2023		Adjust Notes		
Issuance Check Number: 7320		Issuance Amount: \$2,800.00		Loaded Exception Reason: Payee Discrepancy				
Issuance Date: 04/07/2023		Original Check Number: 7320		Payee Analysis: Fail				
Original Amount: \$2,800.00								

When the serial number is changed using **Pay & Adjust**, any issuance items previously matched and used by this transaction are marked as **Available for Matching**, releasing the issuance for matching by future transactions. In addition, issuance matching is performed using the new serial number and if any issuance is found it is marked as **Used in Matching**.

8.7 Review Payee

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

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

Transaction History Date Range
April 7, 2023

Mass Pay & Issue
Payee Review (5)
←

Filters >

70 debit transactions totaling \$58,917.30
Rows 26 - 50 of 70.

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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 displays all current day non-exception transactions for all accounts to which the user has access.

< Back

Payee Review Filters >

Rows 1 - 5 of 5.

Transaction Information	Image	Change Status						
Transaction ID: 7740710 Account Number: xxxx1115 Check Number: 7291 Amount: \$65.55 Issuance Payee: Mike Mechanics	<div style="font-size: 0.8em;"> James C. Morrison 12345 AnyWhere Circle Your City, State 12345 Non-Negotiable </div> <div style="text-align: right; margin-top: 10px;"> Test Capture Only <table border="1" style="font-size: 0.7em; border-collapse: collapse;"> <tr> <th>DATE</th> <th>CHECK NO.</th> <th>AMOUNT</th> </tr> <tr> <td>04 / 07 / 2023</td> <td>7291</td> <td>\$ 65.55</td> </tr> </table> </div> <div style="margin-top: 10px;"> Pay To The Order of Mike Mechanic Sixty five and 55 cents ** Void ** Void ** Void ** ISN: 102202195 S DeLaere @0 10000 154 1111111115 7291 0000006555 </div>	DATE	CHECK NO.	AMOUNT	04 / 07 / 2023	7291	\$ 65.55	Return
DATE	CHECK NO.	AMOUNT						
04 / 07 / 2023	7291	\$ 65.55						
Transaction ID: 7740709 Account Number: xxxx1115 Check Number: 7290 Amount: \$90.00 Issuance Payee: UPS	<div style="font-size: 0.8em;"> James C. Morrison 12345 AnyWhere Circle Your City, State 12345 Non-Negotiable </div> <div style="text-align: right; margin-top: 10px;"> Test Capture Only <table border="1" style="font-size: 0.7em; border-collapse: collapse;"> <tr> <th>DATE</th> <th>CHECK NO.</th> <th>AMOUNT</th> </tr> <tr> <td>04 / 07 / 2023</td> <td>7290</td> <td>\$ 90.00</td> </tr> </table> </div> <div style="margin-top: 10px;"> Pay To The Order of UPS Ninety and No cents </div>	DATE	CHECK NO.	AMOUNT	04 / 07 / 2023	7290	\$ 90.00	Return
DATE	CHECK NO.	AMOUNT						
04 / 07 / 2023	7290	\$ 90.00						

The table below describes the fields displayed on the Payee Review screen.

Field	Description
Check Number	The check number presented for payment.
Amount	The dollar amount of the check.
Issuance Payee	Name of payee submitted with the issuance presented for payment.
Image View	Used to display the front image of the check for review.
Change Status	The Return button is available for the user to change the status of the transaction to Return.

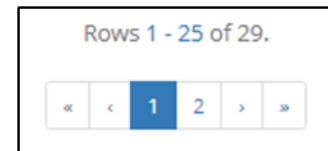
To narrow the review screen results, click **Filters**. A window containing filter criteria displays.

The table below describes the fields displayed on the Payee Review filtered screen.

Field	Description
Account	Select account or enter an account name or the last four digits of the account number to view transactions for a specific account.
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	Enter the item serial number for a specific issued item. Serial Number Range – Click the hyperlink above Serial Number to enter a serial number range or a maximum or minimum serial number. Min Serial # - Minimum serial number. Max Serial # - Maximum serial number.

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

- Results are displayed on pages of 25 items.
- If the Review Payee screen contains more than 25 items, the results display on multiple pages.
- Use the navigation buttons at the top of the review screen to review all results.



Click **Return** to change the transaction status to **Return**.

The **Select a check return reason** window displays. Select the appropriate return reason and click **Save**.

Select a check return reason: ✕

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

Once the return reason is saved, you are returned to the **Review Payee** screen, and the **Return** button displays as an **Undo** button.

- If you determine that the return should be undone, click **Undo** to change the status back to Pay.
- The screen reverts the button to **Return**.

Transaction Information	Image	Change Status						
Transaction ID: 7740710 Account Number: XXXX1115 Check Number: 7291 Amount: \$65.55 Issuance Payee: Mike Mechanics	<div style="text-align: center;"> <p>James C. Morrison 12345 AnyWhere Circle Your City, State 12345</p> <p>Non-Negotiable</p> <p>DATE: 04 / 07 / 2023 CHECK NO: 7291 AMOUNT: \$ 65.55</p> <p>Pay To The Order Of: Mike Mechanic Sixty five and 55 cents</p> <p>ISN: 102202195</p> <p>S DeLaere</p> </div>	<input type="button" value="Undo"/>						
Transaction ID: 7740709 Account Number: XXXX1115 Check Number: 7290 Amount: \$90.00 Issuance Payee: UPS	<div style="text-align: center;"> <p>James C. Morrison 12345 AnyWhere Circle Your City, State 12345</p> <p>Non-Negotiable</p> <table border="1" style="margin: auto;"> <thead> <tr> <th>DATE</th> <th>CHECK NO.</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>04 / 07 / 2023</td> <td>7290</td> <td>\$ 90.00</td> </tr> </tbody> </table> <p>Pay To The Order Of: UPS Ninety and No cents</p> <p>ISN: 102202194</p> <p>S DeLaere</p> </div>	DATE	CHECK NO.	AMOUNT	04 / 07 / 2023	7290	\$ 90.00	<input type="button" value="Return"/>
DATE	CHECK NO.	AMOUNT						
04 / 07 / 2023	7290	\$ 90.00						

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

Payee Review

Filters >

Rows 1 - 5 of 5.

Transaction Information	Image	Change Status
Transaction ID: 7740710 Account Number: XXXX1115 Check Number: 7291 Amount: \$65.55	<div style="text-align: center;"> <p>James C. Morrison 12345 AnyWhere Circle Your City, State 12345</p> <p>Non-Negotiable</p> <p>DATE: 04 / 07 / 2023 CHECK NO: 7291 AMOUNT: \$ 65.55</p> </div>	Test Capture Only

You are 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. You will see the previously changed item with the status of Return-User.

▶ 7740710	xxxx1115	7291	\$65.55	Return-User	04/07/2023	Pay
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