

Truist Treasury Manager
Check Services User Manual

THIS IS A CONFIDENTIAL DOCUMENT THAT YOU SHOULD MAINTAIN IN A SECURE LOCATION.

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Getting Started

Maintaining Security

Your company must designate at least one company security administrator (CSA, also referred to in some instances as an administrator) to control account access and transactional capabilities of any users within your company. Using the Administration function, any of your company's CSAs can activate/deactivate users and entitle any users for access to any accounts and other functions available to your company in Truist Treasury Manager (including the CSAs themselves). They can also administer passwords, tokens, and designate another user as CSA. In addition, the CSA can manage account preferences, including nicknaming accounts and controlling the display of accounts within Treasury Manager. Any CSA can administer their own entitlements to include access to any accounts and other functions available to you in your company's Treasury Manager setup.

Truist recommends that you create a user ID with CSA entitlement for daily use. Keep all IDs and passwords in a secure location, and do not share passwords with other users.

Your Responsibility for Maintaining Security

Your company must maintain appropriate internal controls over access to and use of Treasury Manager. Each CSA has access to the Audit Report for system usage and activity information. This includes exception activity, successful attempts to use the system, and completed activities.

If you discover or suspect any fraudulent activity with respect to your company's Treasury Manager service or accounts, disable any affected user ID immediately, and contact Treasury Solutions Client Support at **800-774-8179**. Representatives are available from 8 am – 8 pm ET, Monday through Friday on bank business days.

System Access

Treasury Manager can be accessed on the Internet at treasurymanager.truist.com.

IDs and Passwords

A combination of three elements (Company ID, User ID, and Password) is required to access Treasury Manager. System parameters for password usage have been defined to help maintain the security of your company's information. Guidelines based upon these parameters include:

- *A new password must be created for new users when the system is accessed for the first time.*
- *There is a minimum user ID length of six characters. The password length is a minimum of eight characters with a maximum length of 20.* User IDs and passwords are case-sensitive and must include at least one letter, one number, and one special character. Treasury Manager prohibits the reuse of your previous three passwords.
- *To voluntarily change a password:* Any user can change their own password by hovering over **Tools**, which is located on the main menu, and then from the **Set** menu, click **Password**. The **Change Password** page will display. Enter the old

Truist may use additional security processes and procedures to authenticate users.

password, the new password, and then confirm the new password and click the **Submit** button.

- *Disabled user ID:* The system will disable your user ID after five failed attempts to sign on. Contact your company security administrator to reset your user ID and password.

Inactivity Time Out

If your session is idle for more than 30 minutes, the system will time out due to inactivity and your access will be suspended. During a timeout period, your browser can remain connected to Treasury Manager. If a timeout occurs, you will have to sign back onto the system. Note that data entry alone is not considered activity. Activity in Treasury Manager is recorded by page changes or the use of the **Submit** button.

Important Notes

When using Treasury Manager, please do not use your browser's **Refresh** button. In some cases, this could cause a form to be submitted twice. While clicking the **Back** button will return you to the previous page, it will not reverse any transactions performed prior to your clicking the button. Use the action buttons or top navigation menus to navigate through the application.

Required Fields

Required data entry fields for Treasury Manager are noted to the right of the field with an asterisk (*).

Processing Deadlines and Cut-off Times

To obtain processing deadlines or cut-off times for the Treasury Manager system, review the *Treasury Manager Processing Deadlines* document. This document is located on the Treasury Manager page of the Treasury Resource Center, which can be accessed from within the system by clicking the **User Material** link located at the top right of any page.

Click the **Log Off** link at the top right of any page to end your Treasury Manager session and close the connection completely.

Understanding Check Services

With Treasury Manager Check Services, you can perform an inquiry on the status of checks written by your company and request that Truist stops payment on one or a range of checks. For check status, you may perform a check inquiry or initiate a stop payment request. Once you place a stop payment request, the transaction is processed immediately. When a check has been presented to Truist for processing, a stop payment request cannot be processed. Both methods will provide a correct check status. Stop payments placed after the processing cut-off time will not be effective until the next business day. Depending on the account preferences your CSA sets, stop payments will be effective for six, 12, 18, 24, or 30 months. Stop payments are subject to the Rules and Regulations for deposit accounts.

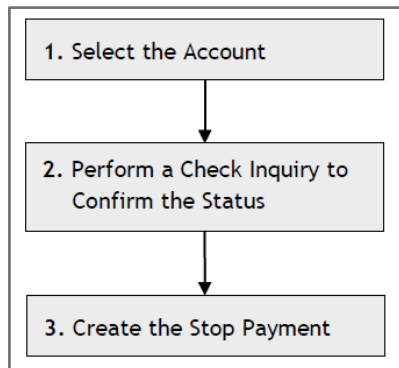
Check Services Menu

Check Services
Manage
Stop Payments
Create
Single Stop
Multiple Stop
Research Tools
Check Inquiry
Image Search
Image Activity
Reports
Check Services Reports

Check Services Functions

Function	Description
Manage	<ul style="list-style-type: none"> View the details and status of a stop payment request Edit, delete, or cancel a stop payment request
Create	<ul style="list-style-type: none"> Create a stop payment – single check or a range Create multiple stop payments – sequential check order or non-sequential range
Research Tools	<ul style="list-style-type: none"> Perform a check status inquiry, view image activity results, and search for an image of a check
Reports	<ul style="list-style-type: none"> View, print, and customized check services reports

Check Workflow



To Create a Stop Payment Request

1. From the main menu, select **Check Services**, then in the **Create** section, click **Single Stop**. The Create Stop Payment page displays.
2. Enter the stop payment request information, as appropriate.

The screenshot shows the 'Create Stop Payment' page in the Truist Treasury Manager. The page header includes the Truist logo, 'Treasury Manager', and user information: 'Welcome, Mary', 'Inbox | User Material | Log Off', and 'Timeout: 0:27:42'. The navigation menu includes 'Treasury Dashboard', 'Information Reporting', 'Payments', 'Transfers', 'Positive Pay', 'Check Services', 'File Services', 'Tools', and 'Administration'. The 'Check Services' dropdown menu is open, showing options like 'Manage', 'Stop Payments', 'Create', 'Single Stop', 'Multiple Stop', 'Research Tools', 'Check Inquiry', 'Image Search', 'Image Activity', 'Reports', and 'Check Services Reports'. The 'Single Stop' option is highlighted. The main form area is titled 'Create Stop Payment' and includes the instruction: 'Use this page to request stop payment on a single check or a range of check numbers.' The form fields are: 'Account *' (1234567891234 - ABC123 Company), 'Stop Type' (Single selected, Range unselected), 'Check Number *' (987654), 'Date Written' (MM/DD/YYYY), 'Amount', 'Payee', 'Reason For Stop Payment', and 'Memo'. At the bottom, there are 'Continue' and 'Cancel' buttons.

3. Click the **Continue** button. The Preview Stop Payment page displays.

The screenshot shows the 'Preview Stop Payment' page in the Truist Treasury Manager. The page header includes the instruction: 'Before submitting the request, use this page to review the stop payment details.' The form fields are: 'Account' (1234567891234 - ABC123 Company), 'Expiration Term' (6 Months), 'Check Number' (987654), 'Date Written', 'Amount', 'Payee', 'Reason For Stop Payment', and 'Memo'. At the bottom, there are four buttons: 'Submit Stop Payment', 'Submit and Create Another', 'Edit Stop Payment', and 'Cancel'. The 'Submit Stop Payment' button is highlighted.

4. Review the request, then click the **Submit Stop Payment** button. The Manage Stop Payments page displays with a success message and a confirmation number.
5. Record the confirmation number for your records.


Note: The confirmation number is for tracking purposes only, and does not indicate that the request has been processed.

To Create Multiple Stop Payment Requests

From the Create Multiple Stop Payments page, you can request a stop payment on multiple individual checks, or multiple ranges of checks. Multiple stop payment requests must be made using the same originating account.

Truist Treasury Manager: Check Services User Manual

1. From the main menu, select **Check Services**, then in the **Create** section, click **Multiple Stop**. The Create Multiple Stop Payments page displays.

TRUIST  Treasury Manager | Welcome, John | Inbox | User Material | Log Off | Timeout: 0:29:58

Treasury Dashboard | Information Reporting | Payments | Transfers | Positive Pay | **Check Services** | File Services | Tools | Administration


Create Multiple Stop Payments
Use this page to request stop payment on up to ten different checks or ranges of checks.

* Required

Account *

Check Number Range *

2. Enter the stop payment request information, as appropriate.
3. If you have an additional stop payment, click the **Add Another** button. An additional row below the stop payment you just entered will display. You can add up to ten stop payments per request.

Note: To delete a row, click the **Remove**  icon.


4. Click the **Continue** button. The Preview Stop Payment page displays.
5. Review the request, then click the **Submit Stop Payment** button. The Manage Stop Payments page displays with a success message and a confirmation number.
6. Record the confirmation number for your records.

Note: Stop payments will be effective for or expire in 6, 12, 18, 24, or 30 months depending on the terms set up by your CSA.

To Edit a Stop Payment Request

Only stop payments with a *Pending Approval* or *Approved* status are editable.

1. From the main menu, select **Check Services**, then in the **Manage** section, click **Stop Payments**. The Manage Stop Payments page displays.

TRUIST  Treasury Manager | Welcome, John | Inbox | User Material | Log Off | Timeout: 0:29:58

Treasury Dashboard | Information Reporting | Payments | Transfers | Positive Pay | **Check Services** | File Services | Tools | Administration

Manage Stop Payments
Use this page to manage existing requests for check stop payments.

* Required

Check Number(s) | Account | Check Date | Amount | Status | Expiration | Timestamp

000	075 - ABC123 General	12/05/2021	Cancel Stop Request	Awaiting Transmission		01/06/2022 14:07
000	075 - ABC123 General	12/05/2021	Cancel Stop Request	Pending Approval		01/03/2022 13:38
00000	020407891234 - ABC123 Company		Stop Request	Pending Approval	06/24/2022	12/24/2021 09:42
000	075 - ABC123 General	12/05/2021	Cancel Stop Request	Success		12/24/2021 09:26
000	075 - ABC123 General	12/05/2021	Stop Request	Success	06/24/2022	12/24/2021 09:23

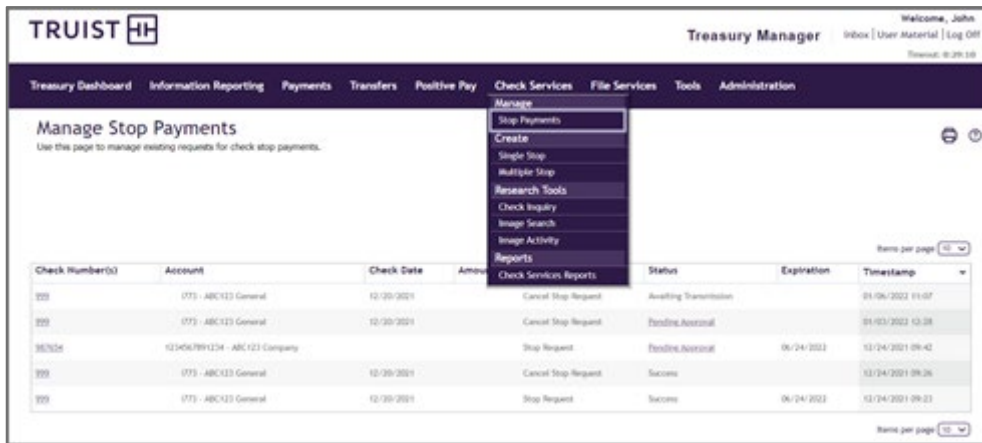
Truist Treasury Manager: Check Services User Manual

2. From the **Check Number(s)** column, click the link for the stop payment you want to edit. The Edit Stop Payment Request page displays.
3. Make the desired changes, then click the **Continue** button.
4. On the preview page, review the information, then click the **Submit** button. The Manage Stop Payments page displays with a success message and a confirmation number.
5. Record the confirmation number for your records.

If the status of the payment is not Pending Approval or Approved, the View Stop Payment Request page displays, indicating you are unable to edit the payment.

To View Stop Payments

1. From the main menu, select **Check Services**, then in the **Manage** section, click **Stop Payments**. The Manage Stop Payments page displays.



2. From the **Check Number(s)** column, click the link for the stop payment request you want to view.
3. View the stop payment details.

Cancelling and Deleting Stop Payment Requests

You can cancel previous stop payments on checks written against your checking accounts. These are stop payments that have been processed by Truist, but have yet to come through your account. This is possible even if the original stop payment request was not initiated from within the Treasury Manager system, but through another method, such as by phone or at a branch. You will need the account number and check number.

Until a stop payment request has been processed by Truist, you can delete it. For instance, you requested a stop payment, and then change your mind. If processing has not occurred, you can delete the request. You can also delete cancellation requests that have not been approved for processing.

To Cancel a Single or a Multiple Stop Payment Request

You can cancel a stop payment for a single check that was originally created as part of a multiple stop payment with a range of checks.

1. From the main menu, select **Check Services**, then in the **Manage** section, click **Stop Payments**. The Manage Stop Payments page displays.

For stop payments that are not placed through the Treasury Manager system, perform a check inquiry. If the result of the inquiry displays an existing stop, a **Cancel Stop** link will be displayed for you to select.

- From the **Check Number(s)** column, click the link for the stop payment request you want to cancel. The View Stop Payment Request page displays.

View Stop Payment Request
Use this page to view stop payment requests.

Checking Account 1234567891234 - ABC123 Company
Type Stop Request
Check Numbers 999
Amount
Payee
Reason For Stop Payment
Memo
Expiration 06/24/22
Timestamp 12/24/2021 09:23 (ET)
Status Success

Back Cancel Request

- Review the information on the page, then click the **Cancel Request** link. The Manage Stop Payments page displays with a success message.

To Delete a Stop Payment Request

You can delete a stop payment request with a *Pending Approval* or *Approval* status (with a type as *Stop Payment*).

- From the main menu, select **Check Services**, then in the **Manage** section, click **Stop Payments**. The Manage Stop Payments page displays a list of all existing stop payment request records.
- In the Check Number(s) column, click the link for the stop payment request you want to delete. The Edit Stop Payment Request page displays.

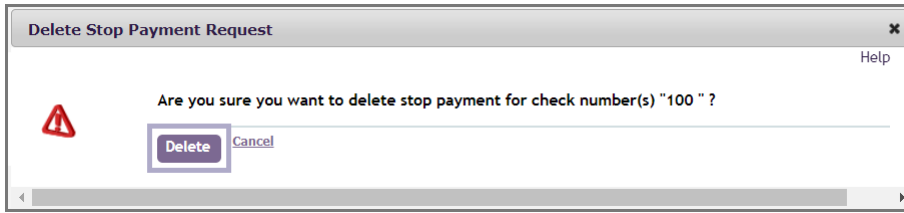
Edit Stop Payment Request
Use this page to modify the selected stop payment request.

* Required
Account * 1234567891234 - ABC123 Company
Stop Type Single Range
Check Number * 100
Date Written 12/22/2021
Amount 150.00
Payee Cable Company
Reason For Stop Payment Lost in Mail
Memo

Continue Delete Cancel

- Review your selection, then click the **Delete** button. The Delete Stop Payment Request page displays.

If the stop payment has been sent to Truist for processing, it can no longer be modified or deleted. You can view the stop payment details of processed stop payments.



4. Click the **Delete** button. The Manage Stop Payments page displays with a success message.

Authorizing Stop Payments

If you are entitled as an approver in the Treasury Manager system, the Authorize Stop Payment Request page enables you to accept or reject stop payment requests. This includes requests to cancel stop payments.

The top portion of the page summarizes the request details, and the bottom portion shows information that is specific to individual checks included in the request.

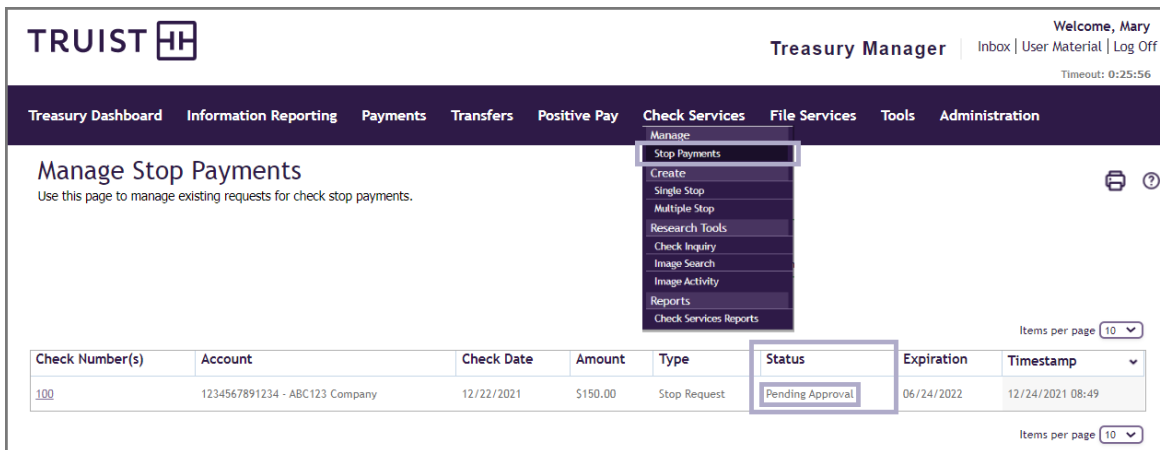
When authorizing a request, your options are:

- **Approve** – This option approves the request for processing by Truist
- **Reject** – This option stops further processing of the request in its current form. The request can be edited and submitted again for approval

To Approve or Reject a Stop Payment Request

Based on the system configuration, approval, or rejection of a second user may be required.

1. From the main menu, select **Check Services**, then in the **Manage** section, click **Stop Payments**. The Manage Stop Payments page displays.



2. In the **Status** column, select the stop payment you want to approve or reject by clicking the applicable **Pending Approval** link. The Authorize Stop Payment Request page displays.

Authorize Stop Payment Request
Use this page to accept or reject the selected stop payment request.

Checking Account 1234567891234 - ABC123 Company
Type Stop Request
Payee Cable Company
Reason For Stop Payment Lost in Mail
Memo
Check Numbers 100

Accept Reject Cancel

3. Review the stop payment request information, then based on your decision, click the **Approve** or **Reject** button. The Manage Stop Payments page displays with a success message.

Stop Payment Expiration

The expiration date of a stop payment request is determined by adding the preconfigured expiration term (a certain number of months) to the date on which the stop payment was requested. The length of the term for each account is determined by your CSA.

Note that adjustments are made for months that have fewer than 31 days. If you request a stop payment on the 29th, 30th, or 31st of the month and the month where the expiration date would fall does not have that many days, then the expiration date is set to the last valid day of the month. For example, a stop payment is requested on 3/31/2022. If the expiration term is six months, the expiration date is 9/30/2022 because there is not a 31st day of September. You do not need to allow for holidays and non-business days, as these are accounted for automatically.

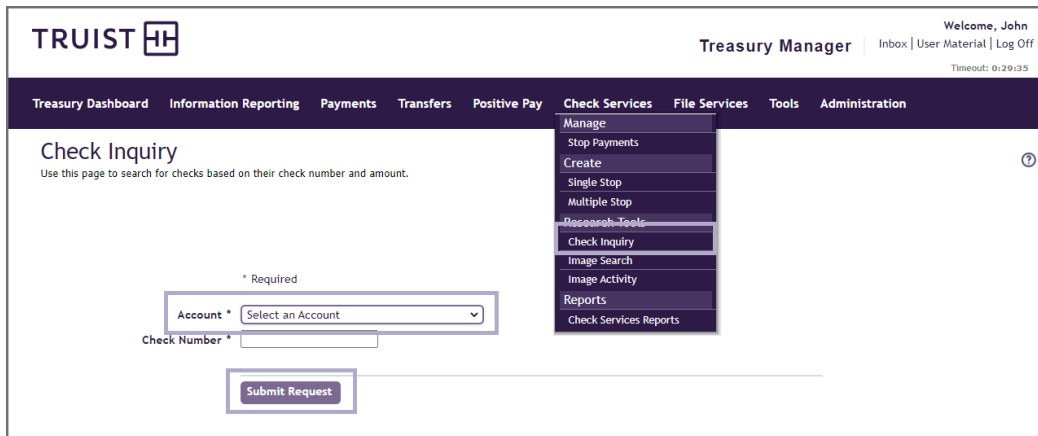
If a stop payment is submitted without an amount when performing a check inquiry, the value in the Amount field will display, "UDS .00."

Check Inquiry

The Check Inquiry feature enables you to inquire about the status of checks using the account where the check originated and the check number. When the results are displayed, you may be able to perform other actions, depending on the type and status of the check. Actions include viewing an image of the check, stopping a payment, and canceling a previously requested stop payment request. Transaction data will build up to 18 months of searchable history.

To Initiate a Check Inquiry

1. From the main menu, select **Check Services**, then in the **Research Tools** section, click **Check Inquiry**. The Check Inquiry page displays.



2. From the **Account** drop-down menu, select the account from which the check (or checks) originated.
3. Enter the check number.
4. Click the **Submit Request** button. On the Check Inquiry Results page, review the results of the inquiry. To perform another search, click the **New Inquiry** button.

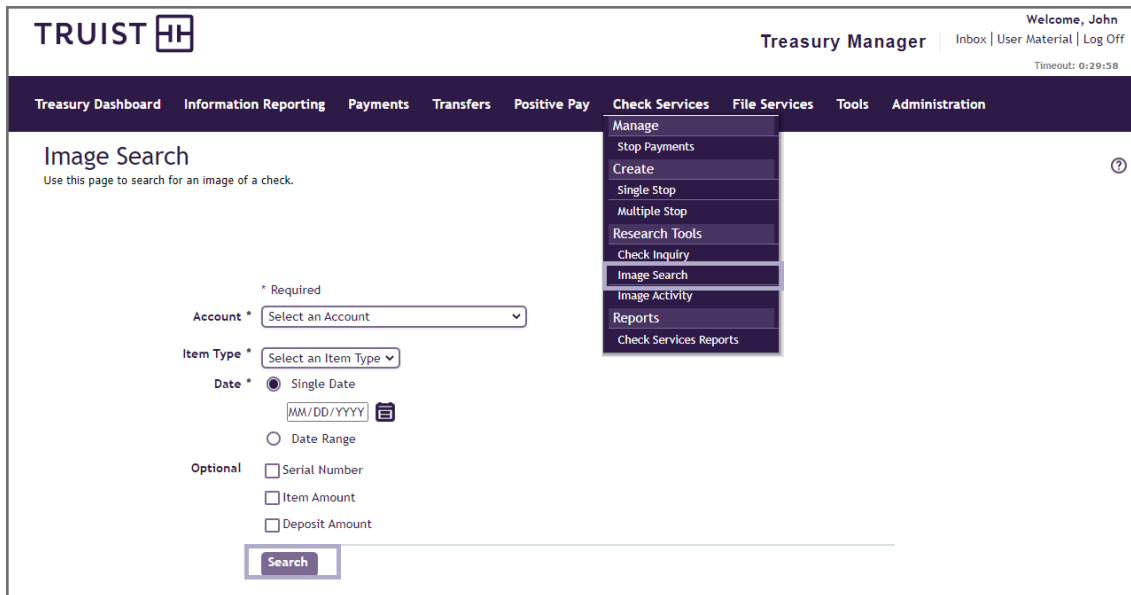
Image Viewing

The Image Viewing feature enables you to view credit, debit, and deposit items by performing an image search. The columns included in the list differ slightly depending on the type of item (credit, debit, or deposit). The Images column provides a View Image link for the corresponding item.

The View Image link displays the selected image in a separate viewer window. If you searched for a credit image, the results page includes an additional Item List link. You can use this option to view the individual deposit items that comprise the credit. When a credit is a deposit (as opposed to a memo or other type of credit), the amount represents the sum of all deposit items included in the deposit. Images in Treasury Manager are available for up to seven years.

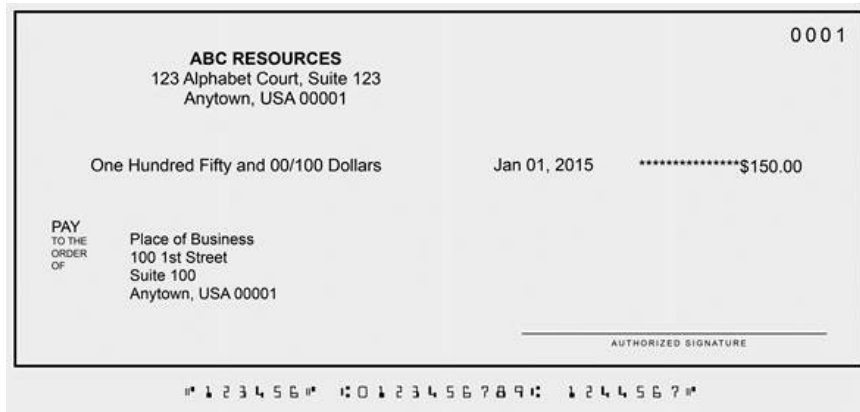
To Search for an Image

1. From the main menu, select **Check Services**, then in the **Research Tools** section, click **Image Search**. The Image Search page displays.



2. Complete the search criteria information, as appropriate.
3. Click the **Search** button. The image you requested displays in a separate window.

Sample Image of a Deposited Check



About Image Activity

The Image Activity page provides quick access to all the images retrieved throughout an individual day. This feature is particularly helpful when images are stored on low-speed media where the retrieval may take some time, such as may be the case with older items. When a request is submitted to retrieve such an image, Treasury Manager displays a message to indicate the additional time it will take to retrieve the item. You can continue working elsewhere in the system while Treasury Manager retrieves the image in the background. After the retrieval is complete, go to the Image Activity page to view the image.

To View Image Activity

1. From the main menu, select **Check Services**, then in the **Research Tools** section, click **Image Activity**. The Image Activity Results page displays the results of all the image searches performed by you throughout the day. If

you have performed no image searches on this particular day, the page displays a message “No items in list.”

- From the results list, perform the following steps:
 - Click **View Image** to display the credit or debit image in a separate viewer window
 - Click **Item List** (deposits only) to display the individual items in the deposit. From the **Deposited Item Search Results** page, you can click the **View Image** button to view an image of the deposited item, such as an individual check

Check Services Reports

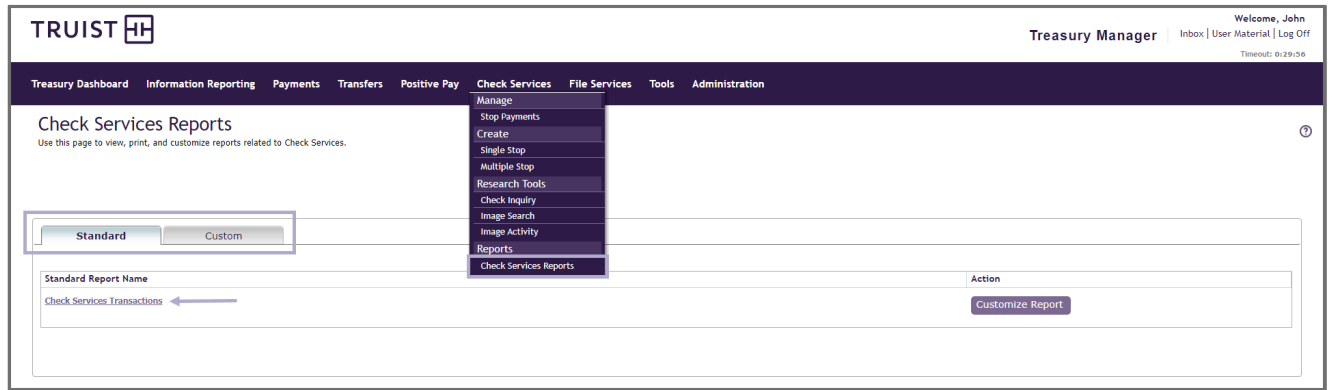
The Check Services Transactions report is available under the Check Services menu. The report is customizable by a range of criteria including cancel stops, check inquiries, and stop payments. Customized reports can be saved for future use. Reports can be exported to a PDF or Excel format by single page, range of pages, or by the entire report. There are two basic types of reports:

- Standard** – These reports are provided by the Treasury Manager
- Customized** – These reports are based on standard reports, and saved with customized report criteria. You can create as many custom reports as you need

Private reports can only be viewed by the user who created the report. Shared reports can be viewed by all entitled users.

To View a Report

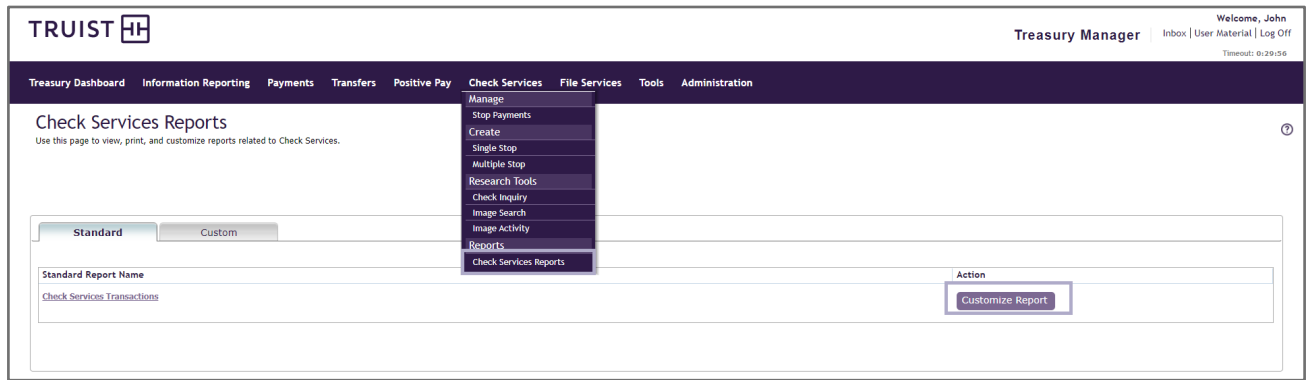
- From the main menu, select **Check Services**, then in the **Reports** section, click **Check Services Reports**. The Check Services Reports page displays.



- From the **Standard** or **Custom** tab, in the applicable **Report Name** column, click the link for the report you want to view. The requested report displays in a separate report viewer window.

To Customize a Report

- From the main menu, select **Check Services**, then in the **Reports** section, click **Check Services Reports**. The Check Services Reports page displays.



2. In the **Action** column, click the corresponding **Customize Report** button for the report you want to customize. The Customize Standard Report page displays.
3. Complete the report criteria, as needed to generate the desired results in the custom report:

Field/Option	Description
Custom Report Name	The name of the customized report
Bank Report Name	<ul style="list-style-type: none"> • The name of the standard report on which the customized report is to be based • This field is read-only
Usage	The availability of the report: <ul style="list-style-type: none"> • Private – Available only to the user who created the report • Shared – Available to all company users who have the required entitlements
Accounts	<ul style="list-style-type: none"> • Select multiple accounts by selecting the corresponding checkbox for desired accounts • Specific company accounts to include in the report • The list includes only the accounts to which the user has access through Account Services entitlements
Transaction Type	Limits the transactions included in the report to a specific transaction type: <ul style="list-style-type: none"> • Stop Payment – The report covers only stop payment information • Cancel Stop – The report covers only canceled stop payment information • Check Inquiry – The report covers only the inquiries that have been made about certain checks • All – The report covers all transaction types
Date Range	You can define the date range in two ways: <ul style="list-style-type: none"> • Relative Date – Defines the From and To dates according to how the dates fall relative to a specific measurement, such as the current month • Absolute Date – Specifies calendar dates as From and To dates
Amount Range	Limits the report to transactions within a dollar amount

Field/Option	Description
Serial Number Range	<ul style="list-style-type: none"> The numeric range of check serial numbers to include in the report To search for a single number, enter a numeric value in the From field only, and leave the To field blank The value in the From field must be less than the To field

Note: After saving and viewing a new custom report, you can also modify the criteria if the results are not exactly what you wanted.

- Click the **Continue** button. The Preview Customized Report page displays.
- Review your selections, then click either the **Save** or the **Save and View Report** button:
 - Save** – To add the customized report to the report roster, click the **Save** button. The Check Service Reports page displays
 - Save and View Report** – To add the customized report to the report listing and view the report, click the **Save and View Report** button. The report is saved for later use and displays in a report viewer window

Account	Check Number	Type	Check Date	Amount	Status	Expiration Date	User Id	Entry Date/Time
2345678910 DDA	1	Stop			Sent	08/22/2016	KSMITH@ABC.COM	02/22/2016 14:57
1234567890 Operating Account	3256	Stop	02/22/2016		Sent	08/22/2016	KSMITH@ABC.COM	02/22/2016 15:53
1234567890 Operating Account	2001-2101	Stop			Sent	08/02/2016	KSMITH@ABC.COM	02/02/2016 14:38
1234567890 Operating Account	3256	Stop			Sent	08/02/2016	KSMITH@ABC.COM	02/02/2016 14:38
0123456789 Payroll Account	521	Stop			Sent	08/24/2016	KSMITH@ABC.COM	02/24/2016 16:35

End Of Report

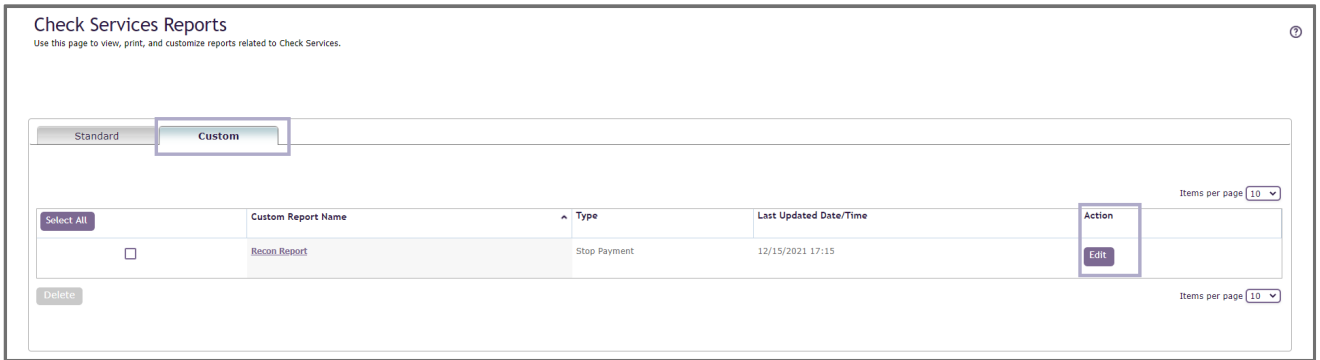
Report Criteria:

Accounts: Operating Account - 1234567890
 DDA - 2345678910
 XYZ Vendor Service - 3456789101
 New Enterprise - 4567891011
 Danl Prior Day ARP - 5678910111
 ARP Positive Pay - 6789101112
 CPR Positive Pay - 7891011121

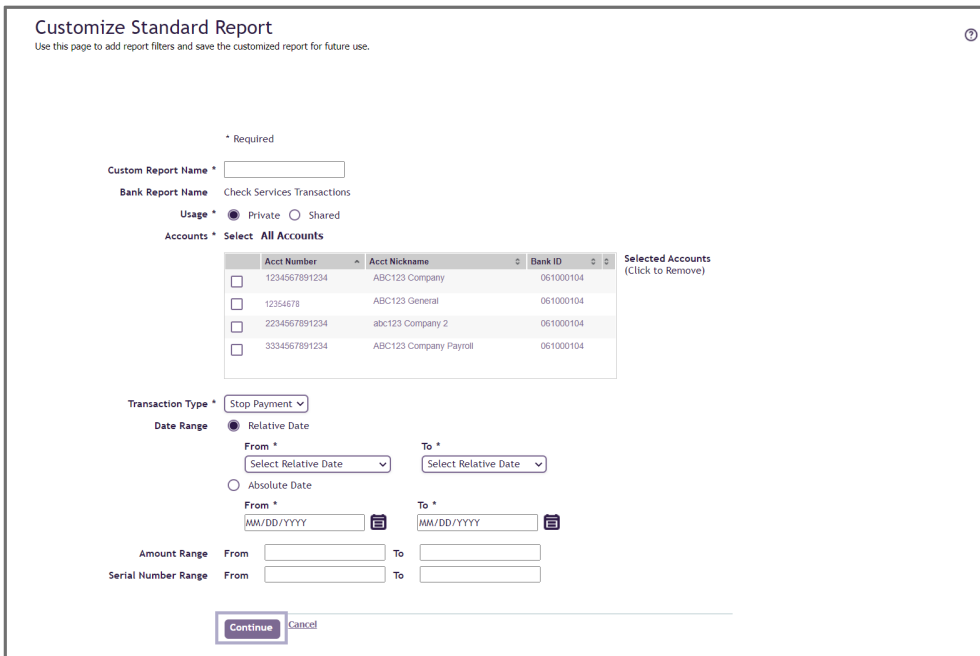
Transaction Type: Stop Payment
 Date Range: > 01/31/2016 23:59 & <= 02/29/2016 23:59

To Edit a Custom Report

- From the main menu, select **Check Services**, then in the **Reports** section, click **Check Services Reports**. The Check Services Reports page displays.



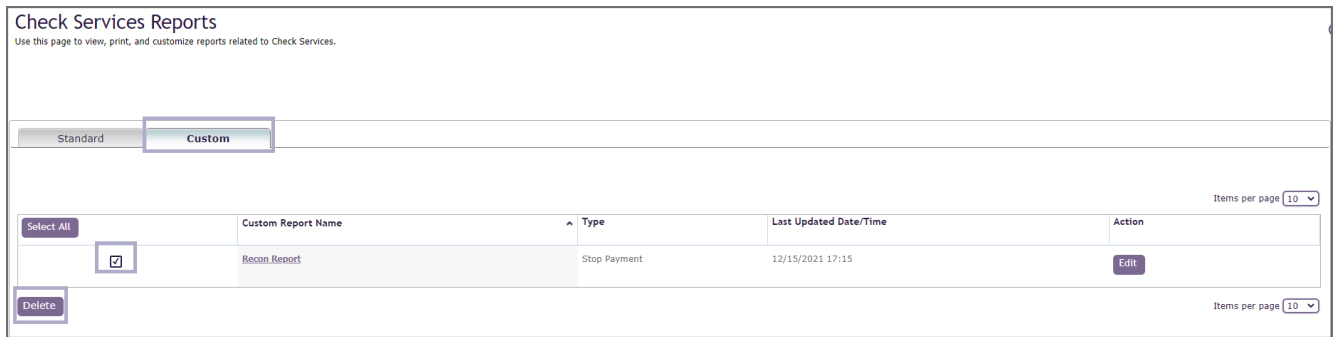
2. In the **Action** column, click the corresponding **Edit** button for the report you want to modify. The Edit: Custom Check Services Report page displays.



3. Modify the report criteria as needed to generate the desired report.
4. Click the **Continue** button.
5. On the Preview: Customized Report page, click either the **Save**, the **Save and View Report**, or the **Edit Report** button:
 - **Save** – To add the customized report to the report roster, click the **Save** button. The **Check Service Reports** page displays
 - **Save and View Report** – To add the customized report to the report roster and view the report, click the **Save and View Report**. The report is saved for later use and displays in your report viewer
 - **Edit Report** – To further modify the customized report, click the **Edit Report** button

To Delete a Custom Report


1. From the main menu, select **Check Services**, then in the **Reports** section, click **Check Services Reports**. The Check Services Reports page displays.



2. Click the Custom tab, then from the **Select All** column, select the corresponding checkbox for the report you want to delete.
3. Review your selection, then click the **Delete** button. The Delete Custom Report page displays to confirm your selection.
4. Click the **Delete** button to continue. The Check Service Reports page displays with a success message.

If You Need Assistance

Online Help

You can learn more about Treasury Manager by clicking the help icon  located on the top right of any page within Treasury Manager. You can also access the most current version of this user manual, plus information about other system features and supported browser versions by clicking the **User Material** link at the top right of any page.

Client Services Support

If you need additional assistance, contact Treasury Solutions Client Support at treasuryclientservices@truist.com or **800-774-8179**. Representatives are available from 8 am to 8 pm ET, Monday through Friday on bank business days.

You can also send a secure email message to Treasury Solutions Client Support by either of the following methods:

- At the top right of any page in Treasury Manager, click the **Inbox** link, then click the **Messages** tab on the Inbox page, and next click the **Create Message** button. From the **To** drop-down menu, select **Treasury Management Services**.
- From the main menu, select the **Tools** menu, and in the **Create** section, click **Message**. From the **To** drop-down menu, select **Treasury Management Services**.