

Quick Reference Guide

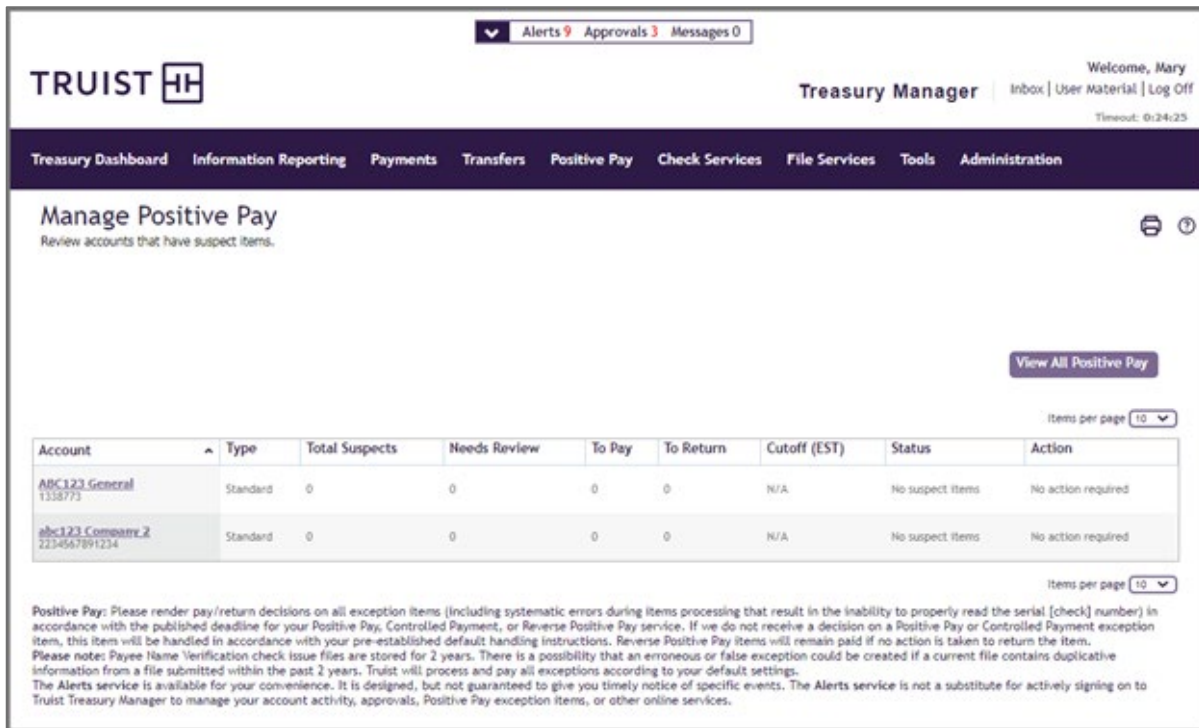
Truist Treasury Manager Managing Positive Pay Items

Positive Pay is designed to help you prevent check fraud. During nightly processing each business day, Truist matches the checks posted to your account against your outstanding check issue records, then reports any exceptions to you the next morning. You can make pay and return decisions on suspect check activity within accounts that are enabled for Positive Pay services.

Managing Suspect Items

To Manage Suspect Items for Positive Pay Accounts:

1. From the main menu, select **Positive Pay**.
2. In the **Manage** section, click **Positive Pay**. The Manage Positive Pay page displays and lists all accounts with Positive Pay issues.



Alerts 9 Approvals 3 Messages 0

Welcome, Mary
Inbox | User Material | Log Off
Timeout: 0:24:25

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

Manage Positive Pay

Review accounts that have suspect items.

[View All Positive Pay](#)

Items per page 10

Account	Type	Total Suspects	Needs Review	To Pay	To Return	Cutoff (EST)	Status	Action
ABC123 General 1338773	Standard	0	0	0	0	N/A	No suspect items	No action required
abc123 Company 2 2234567891234	Standard	0	0	0	0	N/A	No suspect items	No action required

Items per page 10

Positive Pay: Please render pay/return decisions on all exception items (including systematic errors during items processing that result in the inability to properly read the serial [check] number) in accordance with the published deadline for your Positive Pay, Controlled Payment, or Reverse Positive Pay service. If we do not receive a decision on a Positive Pay or Controlled Payment exception item, this item will be handled in accordance with your pre-established default handling instructions. Reverse Positive Pay items will remain paid if no action is taken to return the item.
Please note: Payee Name verification check issue files are stored for 2 years. There is a possibility that an erroneous or false exception could be created if a current file contains duplicative information from a file submitted within the past 2 years. Truist will process and pay all exceptions according to your default settings.
The Alerts service is available for your convenience. It is designed, but not guaranteed to give you timely notice of specific events. The Alerts service is not a substitute for actively signing on to Truist Treasury Manager to manage your account activity, approvals, Positive Pay exception items, or other online services.

3. Click the **View All Positive Pay** button. The All Positive Pay Suspect Items page displays.

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All Positive Pay Suspect Items

Use this screen to view suspect items for Positive Pay or Controlled Payment Reconciliation accounts. Click the serial number to view detailed information related to the exception condition of any item.

View Suspect Items

From To

Items per page

Serial Number Reference ID	Presentment Date	Presentment Amount	Reason	Image	Status	Decision
No suspect items found						

Items per page

[Cancel](#)

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4. Use dates in the search fields to filter and locate an issue, then click the **Serial Number** to view an issue. The View Suspect Item window displays.
5. Review the information. To view the image, click the **View Image** link.
6. Review the check image, then click **Close**.



7. You can use the **Set All** button or manage each item individually. The Set All button enables you to update all issues with the same decision.

To decision an individual issue, click the **Decision** field drop-down arrow for the desired issue, then select a decision from the list. Your options are:

- **Pay:** Processes the payment without issue
- **No Decision:** No action taken
- **Pay and Add Issue:** Processes the payment and creates an issue with the payment
- **Return Disputed Item:** Returns the item and marks it as disputed
- **Return Fraudulent Item:** Returns the item and marks it as fraudulent
- **Return Unauthorized Item:** Returns the item and marks it as Unauthorized
- **Return:** Returns the item without marking it

8. When you are finished reviewing the items, click the **Continue** button. The Review Suspect Items page displays.
9. Review the decisions selected for the items, then click the **Submit** button. Treasury Manager returns a message that the submission was successful.

Note: If items are not decided by the 2 pm ET daily deadline, the default decision (either Pay or Return) will be executed.

Getting Help

Click the **User Materials** link at the top right of any page or visit the Treasury Manager page of the **Treasury Resource Center** at truist.com/treasuryresourcecenter to access reference materials.

If you need additional assistance, contact Treasury Solutions Client Services 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.