

Quick Reference Guide

Truist Treasury Manager

Managing Reverse Positive Pay Items

Reverse Positive Pay allows you to take an active role in fraud management by providing a list of all paid items posted against your account the previous day, so you can notify Truist if a check needs to be returned. You can review posted items as early as 8 am ET each banking business day, and identify any items to be returned by the 4 pm ET decision deadline.

Managing Suspect Items

To Manage Suspect Items for Reverse 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.

· Last Login: 12/02/2021 15:18 (Eastern Time) Alerts 9 Approvals 3 Messages 0

TRUIST HH Treasury Manager Welcome, Mary
Inbox | User Material | Log Off
Timeout: 0:29:42

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 Reverse Pos Pay](#)

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

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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 Reverse Pos Pay** button. The All Reverse Positive Pay Items page displays.

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All Reverse Positive Pay Items

Use this screen to view paid items for Reverse Positive Pay accounts. Unless a Reverse Positive Pay item is returned by the published deadline in the user manual, the item will remain paid.

View Paid Items

From To

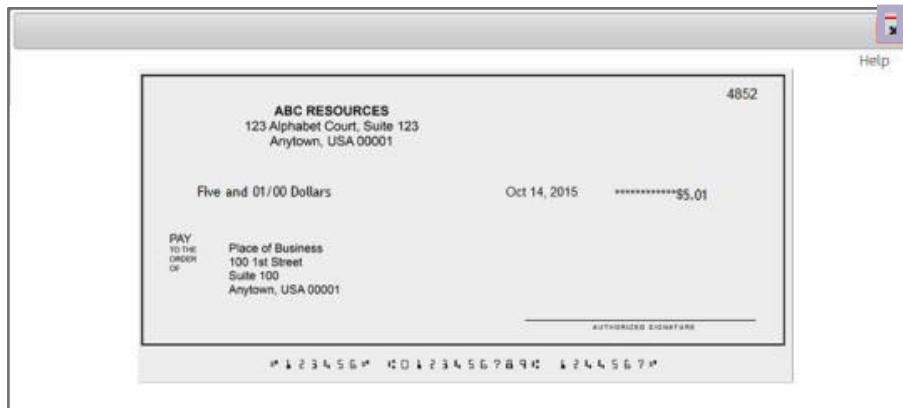
Serial Number <small>Reference ID</small>	Presentment Date	Presentment Amount	Image	Status	Return Reason
No paid items found					

Items per page

[Cancel](#)

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.

4. Use dates in the search fields to filter and locate an item, then click the **Serial Number** to view an item. The View Paid 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 items with the same Return Reason.
8. To select a return reason for an individual item, click the **Return Reason** drop-down arrow for the desired item, then select a return reason from the list. Your options are:
 - Return Fraudulent Item
 - Return Disputed Item
 - Return Unauthorized Item
 - Return
 - No Action
9. When you are finished reviewing the items, click the **Continue** button. The Review Paid Items page displays.
10. Review the return reasons selected for the items; then click the **Submit** button. Treasury Manager confirms the decisioning has been successfully submitted.

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.