

# Truist Treasury Manager

## Payments Special Characters Guide

To successfully use the payments and import features within Truist Treasury Manager, only certain special characters may be used and others cannot be present. This document outlines the special characters that are allowed, per payment type, per field. For other field validations/requirements — as well as step-by-step instructions on how to modify payment templates, import profiles, and recipients to comply with these requirements — refer to the Treasury Manager ACH and Wire Payments User Manuals.

### U.S. Wire, U.S. Federal Tax Payments, and Drawdowns

If special characters are supported for the entry field (see tables per payment type below), you may enter any of the allowable special characters indicated. The following characters are never allowed: \* { } in any field.

U.S. Wire		
Entry Field	Special Characters Allowed	Special Characters Not Allowed
Sender's Reference	None	All
Reference for Recipient	. > < ( ) \$ - ? @ # ! % & ' _ \ : ; , ~   " = / + ` ^ [ ]	* { }
Details of Payment	. > < ( ) \$ - ? @ # ! % & ' _ \ : ; , ~   " = / + ` ^ [ ]	* { } Note: The special characters <> cannot be used together in that order, even if there are other characters between them
Ordering Customer Name	. > < ( ) \$ - ? @ # ! % & ' _ \ : ; , ~   " = / + ` ^ [ ]	* { }
Ordering Customer ID		
Ordering Customer Address		
Recipient ID		
Recipient Name		
Recipient Address		
Recipient Bank ID		
Intermediary Bank ID		
Intermediary Bank Name		
Intermediary Bank Address		
Bank to Bank Information		

U.S. Federal Tax Payments		
Entry Field	Special Characters Allowed	Special Characters Not Allowed
Sender's Reference	None	All
Taxpayer Identification Number	.><()\$-?@#!%&'\:;,~ "/+`^[]	*{ }
Taxpayer Name Control		
Taxpayer Name		
Taxpayer Address		
Tax Type Code		
Tax Year	None	All
Tax Month	None	All

**Note:** A colon (:) cannot be used within a U.S. Federal Tax Payment transfer message to the IRS.

Drawdowns		
Entry Field	Special Characters Allowed	Special Characters Not Allowed
Sender's Reference	None	All
Reference for Recipient	.><()\$-?@#!%&'\:;,~ "/+`^[]	*{ }  Note: The special characters <> cannot be used together in that order, even if there are other characters between them
Details of Payment		
Ordering Customer Name	.><()\$-?@#!%&'\:;,~ "/+`^[]	*{ }
Ordering Customer ID		
Ordering Customer Address		
Debit Account Name		
Debit Account Number		
Debit Account Address	.><()\$-?@#!%&'\:;,~ "/+`^[]	*{ }
Debit Bank ID	None	All
Bank to Bank Information	.><()\$-?@#!%&'\:;,~ "/+`^[]	*{ }

## International Wires

If special characters are supported for the entry field (see tables per payment type below), you may enter any of the allowable special characters indicated. The following characters are never allowed in any field: ~ ` ! @ # \$ % ^ & \* \_ = { } [ ] | \ ; " > <

International Wires		
Entry Field	Special Characters Allowed	Special Characters Not Allowed
Sender's Reference	/ - ? : ( ) . , ' + Space	~ ` ! @ # \$ % ^ & * _ = { } [ ]   \ ; " > <
Details of Payment		
Ordering Customer Name		
Ordering customer ID		
Ordering Customer Address		
Recipient ID		
Recipient Name		
Recipient Address		
Recipient Bank ID		
Intermediary Bank ID		
Intermediary Bank Name		
Intermediary Bank Address		
Receiving Bank ID		
Receiving Bank Name		

## ACH - Special Characters

The special characters that you see on a keyboard are allowed in most ACH fields. Exceptions are noted below:

- Amount fields — only numeric and decimal (.) characters are allowed
- Date fields — only numeric and slash (/) characters are allowed
- Addenda fields — \* or / are not allowed, as those characters are used as delimiters in the addenda
- NTE Addenda information for Payment Type CCD, Description field — / is not allowed
- ACH CTX Payments, Vendor Billing Number field — only alphanumeric characters are allowed

## 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](https://truist.com/treasuryresourcecenter) to access reference materials.

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