

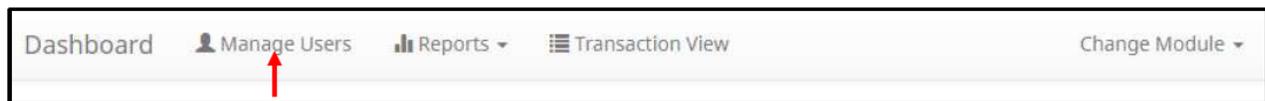
POSITIVE PAY

To access Positive Pay you will log in to GWCU online banking in the menu tab you will select positive pay. The credit union will set up one user for the business; it will be an Admin user. If you want to give additional users access to view and approve alerts, you will be required to add additional users in the GWCU online banking platform first.

Adding Additional Users to Positive Pay

Once the additional user has been added in the GWCU online banking platform, you can log in to positive pay and create additional users in positive pay.

1. As the Admin user you will go to the Dashboard and click Manage Users



2. The Client Users page appears. Click the "Create New User" button



3. The New User page appears. Fill out all fields available, then click "Create User" button. If you want text alerts a cell phone number is required.

Cuthbert Allgood

First Name

Last Name

Email Address

Contact Phone Number

Cell Phone Number

4. The New User interface will display these fields, it will default the information you entered on the previous page. You need to enter their SSO ID it is **case sensitive, it must be entered exactly how it is in Alkami.**

Active Admin (Manage other non-admin users)

SSO ID

First Name

Last Name

Email Address

Contact Phone Number

Cell Phone Number

5. The User profile page appears. Scroll down to the “System Roles” section of the page to select what roles should be enabled for the user.

System Roles

[all | none]

Audit Report

Notification Delivery Report

Consolidated Transaction History View

6. If you signed up for ACH Alerts, you will see this section. Select the account(s) and move to the other side by highlighting and clicking the arrow. After you’ve moved the account, select the User Privileges for ACH Alerts.

ACH Positive Pay

Available Accounts

xxxx5726

>

>>

<<

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Selected Accounts

7. After you've moved the account, select the User Privileges for ACH Alerts. A brief description of the privileges is listed below.

User Privileges

[all | none]

- Act on Approved List
- Act on Blocked List
- Approved List
- Blocked List
- Change Transaction Status
- Notification Rules
- Notification Rules Report
- Transaction History

User Privilege	Description	Setup	View Transaction	Decision Transaction
Act on Approved List	User has the privilege to view transactions and to add companies to the Approved List.			✓
Approved List	User has the privilege to view Approved List report.	✓		
Change Transaction Status	User has the privilege to view transactions and to change the status of transactions. User must also have the Transaction History User Privilege.			✓
Notification Rules	User has the privilege to configure the notification conditions for accounts.	✓		
Notification Rules Report	User has the privilege to view Notification Rules for accounts.	✓		
Transaction History	User has the privilege to view transactions.		✓	

8. The alert method can be chosen from the dropdown. Select the account(s) and move to the other side by highlighting and clicking the appropriate arrow.

Check Positive Pay Alert Method: **None -**
Email
Email, SMS/Text
SMS/Text

Available Accounts		Selected Accounts
(xxxx5726)	> >> << <	

9. After you've moved the account(s), select User Privileges for Check Positive Pay. A brief description of each privilege is listed below. Save User when done.

User Privileges

[all | none]

- | | | |
|---|---|--|
| <input type="checkbox"/> Issue Item Status Report | <input type="checkbox"/> Transaction History | <input type="checkbox"/> Change Transaction Status |
| <input type="checkbox"/> Delete Issue File | <input type="checkbox"/> View Issue File Status | <input type="checkbox"/> Issue Templates |
| <input type="checkbox"/> Issue Load Alerts | <input type="checkbox"/> Issue Warehouse | <input type="checkbox"/> Load Issue File |
| <input type="checkbox"/> Manual Issue Entry | | |

Save User

<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <input checked="" type="checkbox"/> Issue Item Status Report <input checked="" type="checkbox"/> Delete Issue File <input checked="" type="checkbox"/> Issue Load Alerts <input checked="" type="checkbox"/> Manual Issue Entry </div>	<p>Issue Item Status Report <i>Allows the user to view issued items by status for a specific date or date range.</i></p> <div style="border: 1px solid red; background-color: #f0f0f0; padding: 2px; margin-top: 5px;">NOTE: Issue Item Status Report must be enabled.</div>
	<p>Delete Issue File <i>Requires View Issue File Status privilege. Allows a client user to delete an issue file that was previously loaded if no issue items in the file have been used in matching.</i></p> <div style="border: 1px solid red; background-color: #f0f0f0; padding: 2px; margin-top: 5px;">NOTE: Delete Issue File must be enabled.</div>
	<p>Issue Load Alerts <i>Will receive success or failure alerts when users load issue files</i></p>
	<p>Manual Issue Entry <i>Allows the user to manually create an issue item.</i></p> <div style="border: 1px solid red; background-color: #f0f0f0; padding: 2px; margin-top: 5px;">NOTE: Issue Load Alerts must be enabled.</div>

<input checked="" type="checkbox"/> Transaction History <input checked="" type="checkbox"/> View Issue File Status <input checked="" type="checkbox"/> Issue Warehouse	Transaction History	Allows the user to view check transactions that have been presented for payment. If this privilege is enabled, the user will also have access to an item lookup sub-menu option.
	View Issue File Status	Allows the User to view the status and detail of all issue (files) loaded or manually entered into the system.
	Issue Warehouse	Allows the user to view issue files loaded into the system.

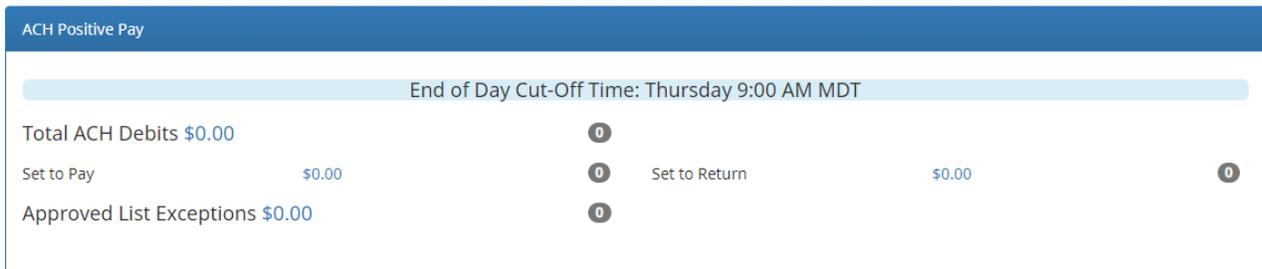
<input checked="" type="checkbox"/> Change Transaction Status <input checked="" type="checkbox"/> Issue Templates <input checked="" type="checkbox"/> Load Issue File	Change Transaction Status	Requires Transaction History user privilege. Allows a user to change the status of a transaction from return to pay or pay to return.
	<i>Issue Templates</i>	<i>Allows a user to create a template that defines the format of the issue file they will load and the format and location for the data elements that will be provided in the file. If this privilege is enabled for a user, the user will also be able to manage additional issue fields.</i>
	Load Issue File	<div style="border: 1px solid red; background-color: #f0f0f0; padding: 2px;">NOTE: Issue File Mapping must be enabled.</div> Allows the user to load issue files via the Client Portal.



ACH Positive Pay

The ACH Positive Pay Dashboard is a quick reference summary of the current day's file information. From here you can navigate to individual modules using the active links.

- Total ACH Debits
- Set to Pay
- Approved List Exceptions
- Set to Return



Below are brief descriptions of each Current Status type.

Starting Status	Changed To	Description	Change Allowed Until
Pay – System		Transaction loads with status Pay – System if Company ID does not meet Approved List parameters.	Return Deadline Rules Expire
Approved List Pay		Transaction loads with status Approved List Pay if Company ID meets Approved List parameters.	Return Deadline Rules Expire
Pay – System	Return – User	Client User may change transaction status to return the transaction which will change the status to Return - User. This action must be performed within the Return Deadline Rules.	End of Day
Approved List Pay	Return – User	Client User may change transaction status Approved List Pay to return the transactions which will change the status to Return – User. This action must be performed within the Return Deadline Rules.	End of Day
Return – User	Pay – User	Client User may change transaction status Return – User to pay the transaction which will change the status to Pay – User. This action must be performed before End of Day. Transactions with status Return – User after End of Day cannot be changed to pay.	Return Deadline Rules Expire
Pay – User	Return – User	Client User may change transaction status Pay – User to return the transaction which will change the status to Return – User. This action must be performed within the Return Deadline Rules.	End of Day



Viewing Transaction History

- 1. The transaction details are displayed for the files loaded on the date shown in the upper right-hand corner.

Transaction History Date Range
Today

Filters >

44 transactions totaling \$128,125.00
Rows 1 - 25 of 44.

Date	Company	Account #	Amount	Current Status	Manage
> 03/16/2018	ABC Corporation	xxxx1253	\$25.00	Return - User	<input type="button" value="Pay"/>
> 03/16/2018	ABC Corporation	xxxx1475	\$25.00	Pay - System	<input type="button" value="Return..."/>
> 03/16/2018	ABC Corporation	xxxx1555	\$25.00	Return - User	<input type="button" value="Pay"/>
> 03/16/2018	ABC Corporation	xxxx1253	\$250.00	Return - User	<input type="button" value="Pay"/>
> 03/16/2018	ABC Corporation	xxxx1475	\$250.00	Pay - System	<input type="button" value="Return..."/>
> 03/16/2018	ABC Corporation	xxxx1475	\$100.00	Pay - System	<input type="button" value="Return..."/>
> 03/16/2018	ABC Corporation	xxxx1253	\$100.00	Pay - System	<input type="button" value="Return..."/>

- 2. Clicking the arrow (>) will expand the detailed information for each transaction.

Transaction History Date Range
April 23, 2018

Filters >

1 transactions totaling \$15,000.00
Rows 1 - 1 of 1.

Date	Company	Account #	Amount	Current Status	Manage
▼ 04/23/2018	GA Dept of Rev	xxxx1250	\$15,000.00	Return - System	<input type="button" value="Pay"/>

Account: Payroll xxxx1250 SEC Code: CCD

Transaction ID: 512598734 Description: CCD

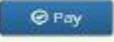
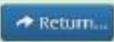
Individual Name: ABC Payroll Trace #: 323173360158183

Company ID: FIITCAT

Deadline To Pay: Monday 5:00 PM EDT

Approved List Violation: Transaction Amount: 15000 is greater than Approved List amount: 1000

- 3. Click the box under the Manage column for the transaction to change status.
 - a. **IMPORTANT:** The Current Status column is the action that will process. The Manage column gives members the option to change the status.

Current Status	Manage
Return - User	
Pay - System	
Return - User	
Return - User	
Pay - System	
Pay - System	
Pay - System	

Written Statement of Unauthorized Debit

If an item is changed to Return and requires a Written Statement, the Written Statement of Unauthorized Debit window will open. The Written Statement must be completed to return the transaction.

1. Select the reason for return.
2. Select Next.

Written Statement of Unauthorized Debit ✕

To return this transaction you are required to complete a Written Statement of Unauthorized Debit.

This transaction is a ARC ACH debit for \$25,100.00 to Boc Co. from your account xxxx2000

An ARC (Accounts Receivable Entry) is a single entry debit initiated by a Business to the check writer's account based on an eligible source document provided to the Business by the check writer via (1) the U.S. mail or delivery service (2) at a dropbox location or (3) in person for payment of a bill at a manned location. An eligible source document is defined as: For the routing number, account number and check serial number pre-printed on the check; and the amount on the check.

Please select the reason you are returning this transaction:

- Notice Not Provided by Originator
- The Amount of the ARC Entry was Not Accurate
- Both the Document and ARC Transaction Presented
- Item is Not Eligible for Entry
- 3rd Party Did Not Send Funds to Payee
- Improperly reinitiated



3. Click the "I consent to electronically signing this form" acknowledgement box.

Written Statement of Unauthorized Debit

< Change Reason
Return Reason: Notice Not Provided by Originator

I, User One, state that I am an authorized signer or have corporate authority to act on the account "ARC Consumer" ending in xxxx2000. I am returning this transaction because:
Notice was not provided by the Originator in accordance with the requirements of the NACHA Operating Rules.
I certify that the foregoing is true and correct.

I consent to electronically signing this form

Electronic Signature
User One

Download PDF Copy

Cancel Back e-signature needed

- 4. Click the Electronic Signature box and type your name.
- 5. Click Sign.

Written Statement of Unauthorized Debit

< Change Reason
Return Reason: Notice Not Provided by Originator

I, User One, state that I am an authorized signer or have corporate authority to act on the account "ARC Consumer" ending in xxxx2000. I am returning this transaction because:
Notice was not provided by the Originator in accordance with the requirements of the NACHA Operating Rules.
I certify that the foregoing is true and correct.

I consent to electronically signing this form

Electronic Signature
User One

Download PDF Copy

Cancel Back Sign

Approved List

Below are brief descriptions of the Approved List fields.



Field Name	Optional or Required Field	Field Validated	Field Content	Notes
Company ID	Required	Exact Match	Max: 10	Valid Characters: A-Z a-z # (number sign) 0-9 , (comma) - (dash) (Space) (underscore)
Company Name	Optional	Not Validated	Max: 16	Valid Characters: A-Z a-z # (number sign) 0-9 , (comma) - (dash) (Space) (underscore)
Max Amount	Optional, however, it is recommended to enter an amount	<ul style="list-style-type: none"> The transaction meets the parameters when the amount is less than or equal to the Max Amount The transaction does not meet the parameters when the amount is greater than the Max Amount. 	<ul style="list-style-type: none"> Blank: Any amounts meet the parameters Zero: No amount meets the parameters Highest amount: \$99,999,999.99 	Valid Characters: 0-9
Frequency	Optional	<ul style="list-style-type: none"> If multiple transactions are on a file, the sort order is highest to lowest dollar value. If the transaction with the highest dollar value exceeds the Maximum Amount, all transactions on the file are not approved. If the transaction with the highest dollar value is equal to or less than the Maximum Amount, that transaction is approved and all other transactions on the file are not approved. 	<ul style="list-style-type: none"> Daily: 1 business days Weekly: 7 calendar days Bi-Weekly: 14 calendar days Monthly: Monthly date-to-date Quarterly: Quarterly date-to-date Yearly: Yearly date-to-date <p>Date-to-Date Exceptions:</p> <ul style="list-style-type: none"> Non-Leap Year January 29, 30, 31: February 28 Leap Year January 30, 31: February 29 March 31: April 30 May 31: June 30 	Counter: The counter begins with the first transaction received after the Company and Account is added to the Approved List regardless if the transaction meets or does not meet the parameters of the Approved List.



			<ul style="list-style-type: none"> • August 31: September 30 • October 31: November 30 	
Start Date	Required	<ul style="list-style-type: none"> • The transaction meets the parameters when the date is equal to or after the Start Date. • The transaction does not meet the parameters when the date is before the Start Date. 	The Start Date is based on the settlement date.	Valid Characters: 0-9
End Date	Optional	<ul style="list-style-type: none"> • The transaction meets the parameters when the date is equal to or before the End Date. • The transaction does not meet the parameters when the date is after the End Date. • The transaction meets the parameters when the field is blank. 	The End Date is based on the settlement date.	Valid Characters: 0-9

1. Click Transaction History to open the Transaction History page.

2. Click the arrow (>) beside the transaction.

3. Click Add to Approved List to open the Add Company to Approved List window.

4. Click Save.

Add Company to Approved List ✕

Company Id	Company Name	Max Amount	Frequency	Start Date	End Date
<input type="text" value="FIITCAT"/>	<input type="text" value="GA Dept of Re"/>	<input type="text" value="10000"/>	<input type="text" value="-- none --"/>	<input type="text" value="03/22/2018"/>	<input type="text" value="mm/dd/yyyy"/>

Field	Description	Can Be Modified
Company ID	Populated with data in the transaction	
Company Name	Populated with data in the transaction	
Max Amount	Populated with amount of transaction	✓
Frequency	Left blank	✓
Start Date	Populated with date of transaction	✓
End Date	Left blank	✓

Check Positive Pay (Pro-Chex)

The Check Positive Pay (Pro-Chex) Dashboard is a quick reference summary of the current day's file information. From here you can navigate to individual modules using the active links.

- Exceptions
 - Clicking on the dollar amount hyperlink on the Exceptions line will direct to a filtered view of Transaction History that will display only exceptions that require a decision.
- Set to Pay
- Set to Return
 - Clicking on the dollar amount hyperlinks on the Set to Pay or Set to Return lines will expand the view to display a breakdown of the total for each category. System Pay or Return indicate transactions that will pay or return if no action is taken due to the default status. User pay or return indicate a Member user decision has occurred.

****IMPORTANT:** Check items are default set to Pay unless action is manually taken to Return (see *Managing Exceptions*).

PRO CHEX

End of Day Cut-Off Time: Thursday 7:00 PM EDT

Exceptions	\$45,234.52	82		
Set to Pay	\$45,159.97	90	Set to Return	\$74.55 2

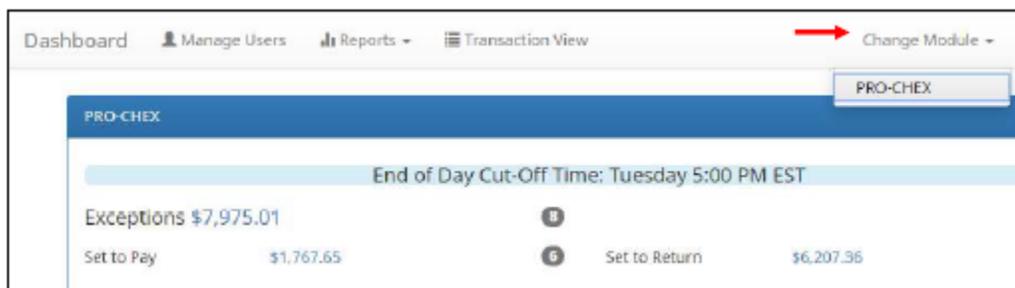


Manual Entry

Members may manually enter a list of checks that have been issued. Below are brief descriptions of the fields that may be displayed in the manual entry screen.

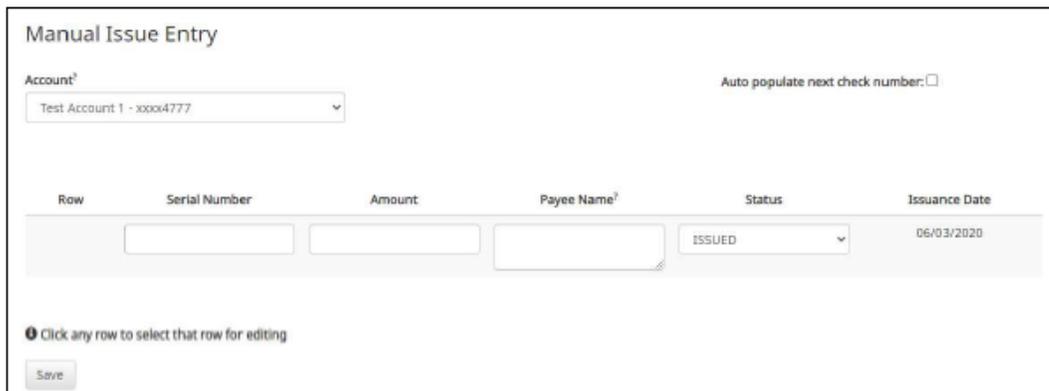
Field	Criteria	Use
Serial #	The check number/serial # is always required.	To identify if the check was issued or presented more than once.
Amount	A dollar value is always required.	Used to identify if the amount of a check has been altered.
Payee Name	<i>The person(s) or entities to whom the check was intended to pay. The field will support entry of multiple payee names (maximum of 4 allowed) by clicking "Enter" to input another name on the next line. This feature is optional, and the field will only appear for accounts configured for payee positive pay.</i>	<i>Used to identify if the name in the "Pay to the order of" line has been altered.</i>
Status	Each check should be accounted for, even checks that have been voided or have had a stop payment issued. The status value advises the CU if a check has been issued and distributed, issued, later voided and not distributed or issued, distributed and stop payment order was requested later. The issued and void status values will always be available for selection. The stopped status will	Used to determine if a check should be analyzed for matching (issued) or if a check was presented for payment that was previously voided or stopped.
Issuance Date	A date the check was issued and valid for payment is always required. The issuance date will always default to the current date, but the user can assign a back or future date.	Used to determine if a check is presented earlier than intended or later than allowed.
Additional Issue Fields	Only available if the Issue Templates user privilege is turned on for a user. Additional issue fields are typically used if a Client requires PRO-CHEX to retain information related to the issued item for reconciliation purposes.	Used for account reconciliation purposes. Example: An invoice # associated with a check.

1. From the Pro-Chex module, click Perform > Manual Issue Entry.





2. The Manual Issue File Entry screen will appear.
3. To edit any row, click in the fields to be edited and make changes.
4. Click Save when finished.



The 'Manual Issue Entry' form includes an 'Account' dropdown menu with 'Test Account 1 - xxxx4777' selected. To the right is 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 (set to 'ISSUED'), and a date field for Issuance Date (06/03/2020). At the bottom, there is a 'Save' button and a note: 'Click any row to select that row for editing'.

Account	Select appropriate Account Number from the drop-down menu.						
Auto populate next check number	When checked, the next check number will auto-populate in the following row. This feature is designed to eliminate serial number entry when checks are issued in sequential order.						
Row	When unchecked, the next check number will remain blank until it is filled in by the user. Each issue item will be numbered in the order they are entered. Once the cursor is placed in the current row, an additional row will appear for the next entry.						
Serial Number	Type the item serial number for this manual issuance file in the Serial Number field.						
Amount	Type the dollar amount for this manual issuance file in the Amount field. Or use the up and down arrows in the Amount field to select a dollar amount.						
Payee Name	Type the payee name for this manual issuance file in the Payee Name field. NOTE: If CU supports multiple payee names, hit 'Enter' between names, maximum of 4 payee names per item.						
Status	<table border="0"> <tr> <td>Issued</td> <td>The check has been issued.</td> </tr> <tr> <td>Voided</td> <td>The check has been voided by the maker.</td> </tr> <tr> <td>Stopped</td> <td>The check has had a stop payment placed on it.</td> </tr> </table>	Issued	The check has been issued.	Voided	The check has been voided by the maker.	Stopped	The check has had a stop payment placed on it.
Issued	The check has been issued.						
Voided	The check has been voided by the maker.						
Stopped	The check has had a stop payment placed on it.						
Issuance Date	Click on the Issuance Date field and select a date from the calendar that this item was issued.						



5. The Manual Issuance File Status detail page will appear.

< Back to Status
MANUAL_1590702542494

File Status

Queued
Processing
Processed
Approved
Complete
Deleted

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

🔍 View items: 6 Items totaling \$3,099.60

Rows 1 - 6 of 6.

Account Number	Serial Number	Amount	Payee Name	Status	Load Date	Issuance Date
xxxx1111	1610	\$65.00	Arthur Dent Martin Freeman	AVAILABLE_FOR_MATCHING	05/28/2020 17:49:02 EDT	05/28/2020
xxxx1111	1611	\$93.04	Frank Cleary	AVAILABLE_FOR_MATCHING	05/28/2020 17:49:02 EDT	05/28/2020
xxxx1111	1612	\$743.45	The Providential Group	AVAILABLE_FOR_MATCHING	05/28/2020 17:49:02 EDT	05/28/2020
xxxx1111	1613	\$6.14	Joe McGee	AVAILABLE_FOR_MATCHING	05/28/2020 17:49:02 EDT	05/28/2020
xxxx1111	1614	\$2,171.08	MicroCenter	AVAILABLE_FOR_MATCHING	05/28/2020 17:49:02 EDT	05/28/2020
xxxx1111	1615	\$19.99	Costco	AVAILABLE_FOR_MATCHING	05/28/2020 17:49:02 EDT	05/28/2020

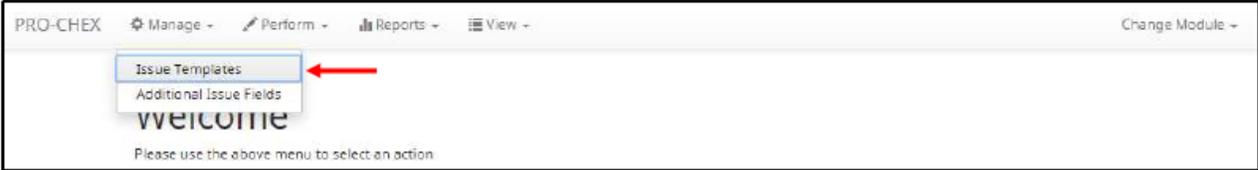
Delete

- Account Number** The account number on each issue item.
- Serial Number** The serial number of the issue item.
- Amount** The amount of the issue item.
- Payee Name** Name of the payee from the issue item.
- Status**
 - Available_For_Matching** The issued item is available for exception matching against an incoming check.
 - Duplicate Issuance** This issued item is a duplicate and has already been issued.
 - Used in Matching** This issued item has been used in the exception matching against an incoming check.
- Load Date** Date and time the file was loaded.
- Issuance Date** Date the item was issued.

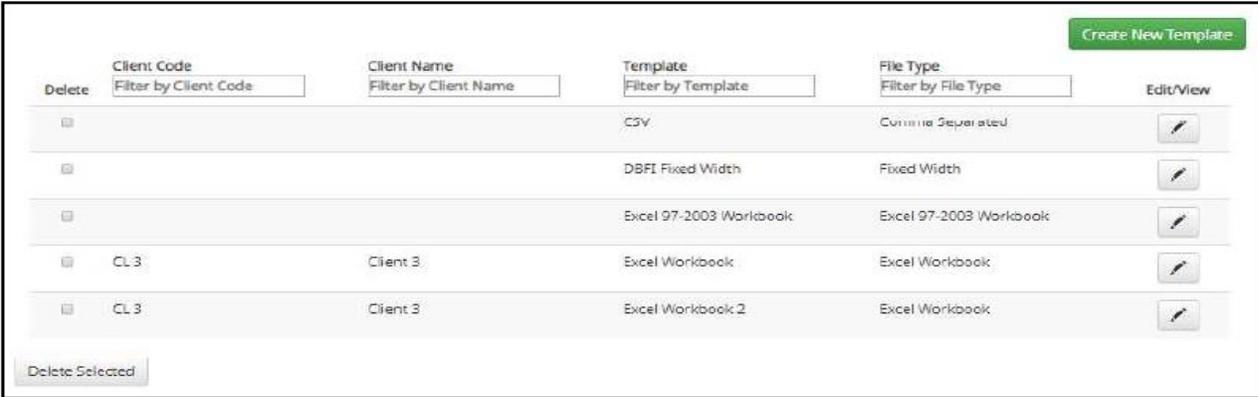
Issue Templates

Members may upload issue items using files that can be generated out of most accounting systems. Multiple file templates can be set up, displayed and used.

1. From within the Pro-Chex module, click Manage > Issue Templates.

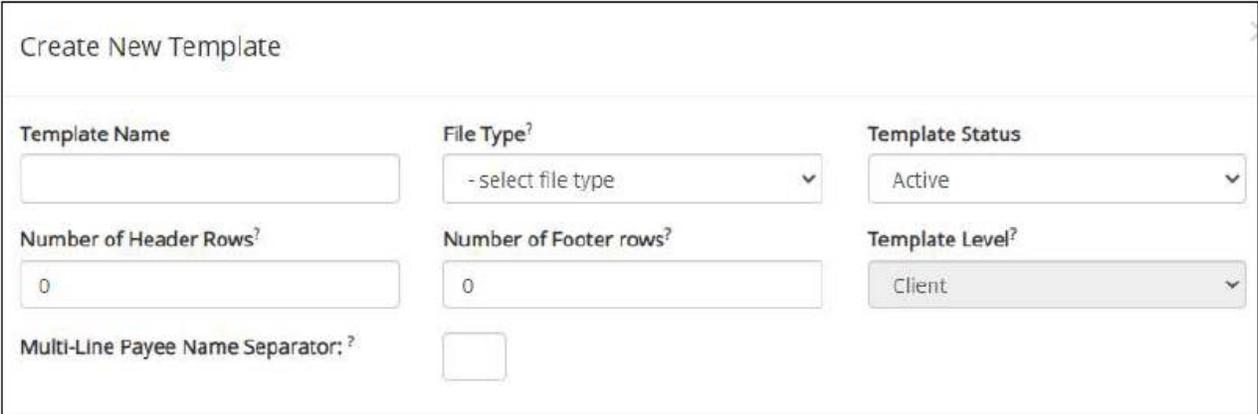


2. To view or edit an existing template, click the pencil icon for the appropriate template.
3. To delete an existing template, click the checkbox next to the Templates to be deleted and click Delete Selected.
4. To create a new template, click Create New Template.



Creating a New Template

1. The template name, file type and template status values are required.
2. The header and footer fields are optional.





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

Create New Template

Template Name	File Type [?] Excel Workbook	Template Status Active
Number of Header Rows [?] 0	Number of Footer rows [?] 0	Template Level [?] Client
Multi-Line Payee Name Separator [?]		

File Mapping

Add	Input Field [?]	File Column [?]	Field Format
	Serial Number		
	Amount [?]		<input checked="" type="radio"/> Fractional Dollars (12.34) <input type="radio"/> Whole numbers of cents (1234)
<input checked="" type="checkbox"/>	Status [?]		ISSUED - for ISSUED STOPPED - for STOPPED VOIDED - for VOIDED
<input type="checkbox"/>	Account Number [?]		
<input type="checkbox"/>	Issuance Date [?]		
<input type="checkbox"/>	Payee Name [?]		

Save ? Place the cursor over this label for more information

4. Fixed Width files will require members to define the start and end position in which the data element is located.

Create New Template
✕

Template Name

Number of Header Rows?

Multi-Line Payee Name Separator:

File Type? Fixed Width

Number of Footer rows?

Template Status Active

Template Level? Client

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 gray; padding: 2px; margin-bottom: 2px;">ISSUED - for ISSUED</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 2px;">STOPPED - for STOPPED</div> <div style="border: 1px solid gray; 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"/>	

Save
? Place the cursor over this label for more information

5. The File Mapping section displays the required fields.
6. The Check Serial # and Amount fields are always required.
7. Members must specify if the amount data in the file to be imported will or will not contain decimal points.
 - a. If the Amount value is set to Fractional Dollars, then 100, 100.0 and 100.00 are all processed the same.
 - b. If the Amount value is set to Whole numbers of cents, the system will divide by 100 and save it as a dollar value. A value of 100 would be saved as \$1.00 in the system.

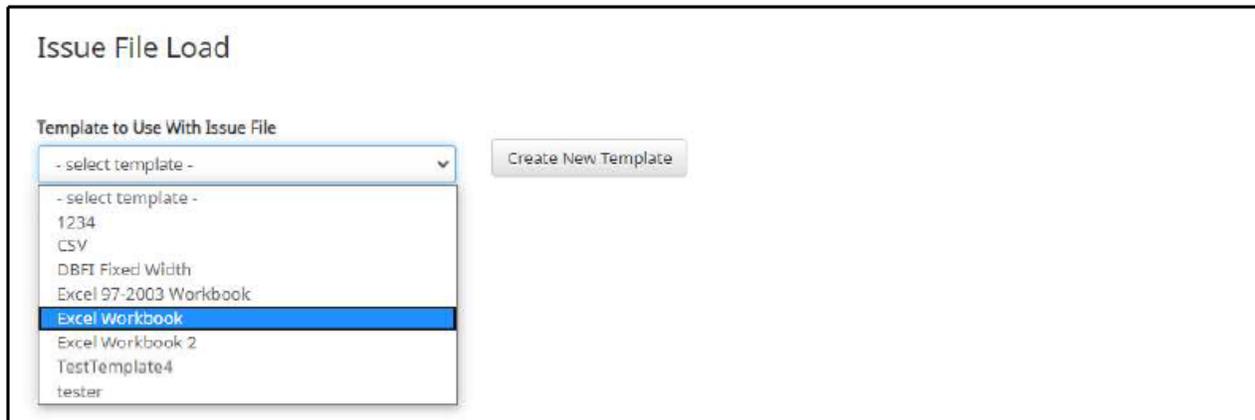
8. If the Status box is not checked, Pro-Chex will load all issue items with a status of Issued.
9. If the Account Number box is checked, members can import one file that contains issue items for multiple accounts. If the box is not checked, Pro-Chex will require members to select the account the checks were issued on.
10. If the Issuance Date box is not checked, Pro-Chex will default the issue date to the date the file was loaded.

Loading Issue Files

1. In the Pro-Chex module, click Perform > Issue File Load.



2. Select the Template from the drop-down box.



3. Click Browse to select the appropriate file.

Issue File Load

Template to Use With Issue File: Excel Workbook 2 Account?: FFFriends - xxx01111 Create New Template

View Selected Template

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

Drag & drop files here ...

Select files... Browse ...

- 4. Click Remove to remove the file.
- 5. Click Browse to add more Issuance Files to upload.
- 6. Click Upload to upload the current file(s).

Issue File Load

Template to Use With Issue File: Excel Workbook 2 Account?: FFFriends - xxx01111 Create New Template

View Selected Template

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

Issue 0529-001.xlsx (32.64 KB)

Issue 0529-001.xlsx Remove Upload Browse ...

- 7. If errors were encountered during the initial processing of the issuance file, the Parse Errors display will appear, allowing members to view the error detail within the file. The

most common reason this error would appear is because the file contains improper formatting.

8. At this point, members will have the option to:
 - a. Correct errors
 - b. Delete individual errors
 - c. Delete all errors
 - d. Discard the file

← Back to Status
Issue 0529-001.xlsx

File Status

Queued
Processing
Processed
Approved
Complete
Deleted

Errors occurred during loading. View list below to edit errors. If errors remain after 06/03/20, the issuance file will be automatically discarded.

+ Edit 9 Errors Download All Errors

Rows 1 - 9 of 9.

Line Number	Account	Serial Number	Amount	Payee Name ²	Issuance Date	Delete
4	5000500000	9255	\$85.00	Cisco Webex, LLC	05/28/2020	
5	5555555555	9256	\$600.00	Jonathan Copeland	05/28/2020	
6	5555555555	9257	\$260.00	Office Pride	05/28/2020	
7	5555555555	9258	0	Richard Canova	05/28/2020	
8	5555555555	9259	\$933.00	Waller Lansden Dortch & Davis, LLP	05/28/2020	
9	5555555555	9260	0	Richard Canova	05/28/2020	
10	5555555555	9261	\$53.36	Richard Canova	05/28/2020	
11	5000500000	9262	\$24.00	Advanced Medical, Inc.	05/28/2020	
12	5555555555	9263	\$6,130.00	Citizens Union Bank (y)	05/28/2020	

i Click any row to select that row for editing

Discard File
Save

9. Click on any of the fields highlighted in red to make updates or changes.

Edit 9 Errors Delete All Errors

Rows 1 - 9 of 9.

Line Number	Account	Serial Number	Amount	Payee Name	Issuance Date	Delete
4	5555555555 - select account - - select account - FFFriends - xxxx1111 FFF Payroll - xxxx2222 FFF Expense - xxxx3333 FFF Escrow - xxxx4444	9255	\$ 65.55	Cisco Webex, LLC	2020-05-28	
5		9256	\$600.00	Jonathan Copeland	05/29/2020	

10. Once all errors have been corrected, the file can be reprocessed by clicking Save and Submit.

Edit 9 Errors Delete All Errors

Rows 1 - 9 of 9.

Line Number	Account	Serial Number	Amount	Payee Name	Status	Issuance Date	Delete
1	FFFriends - xxxx1111	10019	\$420.73	Donald McDuck	ISSUED	02/27/2020	
2	FFFriends - xxxx1111	1018	\$4,200.37	Buzz Lightyear	ISSUED	02/29/2020	
3	FFF Payroll - xxxx2222	1019	\$42.37	Stitch	ISSUED	02/27/2020	
4	FFFriends - xxxx1111	1020	\$4.73	Lilo	ISSUED	02/27/2020	
5	FFFriends - xxxx1111	1021	\$424.87	Goofy	ISSUED	02/27/2020	
6	FFFriends - xxxx1111	1022	\$420.78	Dale	ISSUED	02/27/2020	
7	FFFriends - xxxx1111	1023	\$420.79	Simba	ISSUED	02/27/2020	
8	FFFriends - xxxx1111	1024	\$120.00	Hogwarts	ISSUED	02/27/2020	
9	FFFriends - xxxx1111	1025	\$420.01	Daisy Duck	ISSUED	02/27/2020	

Click any row to select that row for editing

Discard File Save and Submit

11. If the file processes successfully, members will be able to view the details on all the items in the file.



< Back to Status Issue 0529-001.xlsx

File Status

Queued Processing Processed Approved Complete Deleted

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

View items: 8 Items totaling \$8,066.91

Rows 1 - 8 of 8.

Account Number	Serial Number	Amount	Payee Name	Status	Load Date	Issuance Date
xxxx1111	9255	\$65.55	Cisco Webex, LLC	AVAILABLE_FOR_MATCHING	05/29/2020 10:04:33 EDT	05/28/2020
xxxx1111	9256	\$600.00	Jonathan Copeland	AVAILABLE_FOR_MATCHING	05/29/2020 10:04:33 EDT	05/28/2020
xxxx1111	9257	\$260.00	Office Pride	AVAILABLE_FOR_MATCHING	05/29/2020 10:04:33 EDT	05/28/2020
xxxx1111	9258	\$1.00	Richard Canova	AVAILABLE_FOR_MATCHING	05/29/2020 10:04:33 EDT	05/28/2020
xxxx1111	9259	\$933.00	Waller Lansden Dortch & Davis, LLP	AVAILABLE_FOR_MATCHING	05/29/2020 10:04:33 EDT	05/28/2020
xxxx1111	9261	\$53.36	Richard Canova	AVAILABLE_FOR_MATCHING	05/29/2020 10:04:33 EDT	05/28/2020
xxxx1111	9262	\$24.00	Advanced Medical, Inc.	AVAILABLE_FOR_MATCHING	05/29/2020 10:04:33 EDT	05/28/2020
xxxx1111	9263	\$6,130.00	Citizens Union Bank (v)	AVAILABLE_FOR_MATCHING	05/29/2020 10:04:33 EDT	05/28/2020

Delete

Managing Exceptions

Listed below are the possible Exceptions and the order in which they are flagged by Pro-Chex.



Exception Order	Exception Code	Reason
1	Issuance not found	Check presented where no issue item is found to match against.
2	Issuance already used	Check presented with a serial number previously presented.
3	Issuance voided	Check presented with a serial number of an issue item marked with a void status.
4	Issuance stopped	Check presented with a serial number of an issue item marked with a stop status.
5	Issuance amount mismatch	Check presented where amount of check differs from issue amount.
6	Amount over limit	Transaction amount is over the limit.
7	Issuance date in future	Check presented with a date that is before the issuance date on the issued item.
8	Issuance stale dated	Check presented with a date that exceeds the specified number of stale days for the account.
9	Issuance payee mismatch	Check presented where payee name differs from issue payee name.
10	Exception reason missing	This message will only appear to customers of CU's that are in FI or Hybrid Matching mode. This exception reason is only used if the reason that is coming into PRO-CHEX hasn't been mapped in PRO-CHEX.

1. In the Pro-Chex module, click View > Transaction History.

****IMPORTANT:** The Current Status column is the action that will process. The Change Status column gives members the option to change the status. If the transaction is not eligible for a decision, the button will display as Ineligible.

****IMPORTANT:** Check items are default set to Pay unless action is manually taken to Return.

Transaction History Date Range
May 28, 2020

Filters

80 transactions totaling \$45,159.97
Rows 1 - 25 of 80.

1 2 3 4

Transaction ID	Account Number	Serial Number	Credit	Debit	Current Status	Date	Change Status	Exception
17700	xxxx1111	9254		\$250.00	Pay-System	05-28-2020	Return	
17699	xxxx1111	9253		\$610.00	Pay-System	05-28-2020	Return	
17698	xxxx1111	9252		\$65.45	Pay-System	05-28-2020	Return	
17697	xxxx1111	9251		\$10.00	Pay-System	05-28-2020	Return	
17696	xxxx1111	9250		\$930.00	Pay-System	05-28-2020	Return	
17695	xxxx1111	9249		\$70.00	Pay-System	05-28-2020	Return	

2. Change Status – Pay

- a. If the Current Status on an issued item is set to Return, members can opt to change the status to Pay if the member determines the check should be paid.
- b. Click the Pay button under the Change Status column.

Transaction ID	Account Number	Serial Number	Debit	Current Status	Date	Change Status	Exception
14464	xxxx1111	8580	\$6,130.00	Return-User	03-18-2020	Pay	

3. Change Status – Return

- a. If the Current Status on an issued item is set to Pay, members can opt to change the status to Return if the member determines the check should not be paid.
- b. Click the Return button under the Change Status column.

14463	xxxx1111	8579	\$24.00	Pay-System	03-18-2020	Return	
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- c. Check Return Reason pop-up window appears. Select the appropriate reason for the Check Return.
- d. Click Save.

Select a check return reason: ✕

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