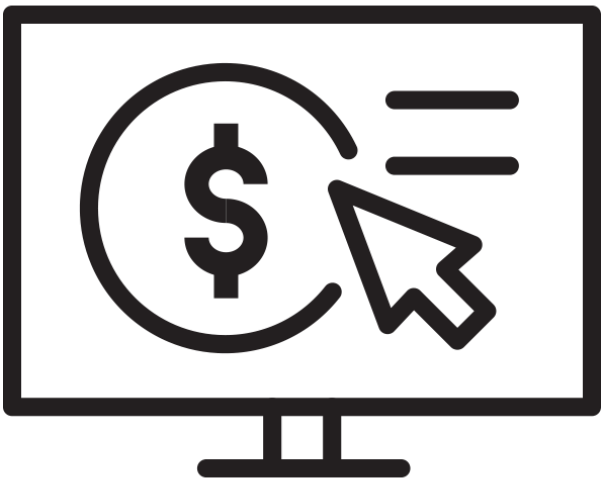

POSITIVE PAY

Version 8 - Client Guide

NOTE: Not all options shown in this guide are available.

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Positive Pay client overview

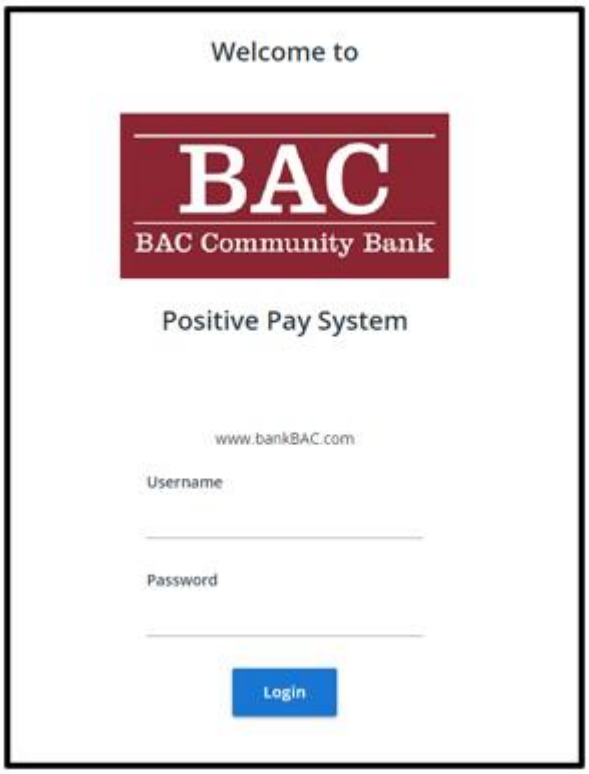
Centrix Exact/TMS is a transaction management system that encompasses check positive pay with payee match, ACH positive pay, and full account reconciliation to provide financial institutions (FIs) with a powerful fraud prevention tool that is focused on the transaction management needs of corporate clients.

The Centrix Exact/TMS web application contains the following client functionality:

- Issued check management (submit issued check files and manual input of issued checks)
- ACH positive pay rules management
- Check file maintenance (for example, changing check number, voiding a check)
- Access to daily exceptions (check and ACH)
- Online reporting
- Set up additional client users and client user security management
    a. (not currently available)

User Login

Username / Password: Username and password are defined in the User Setup Screen. Security access privileges are assigned to each user.

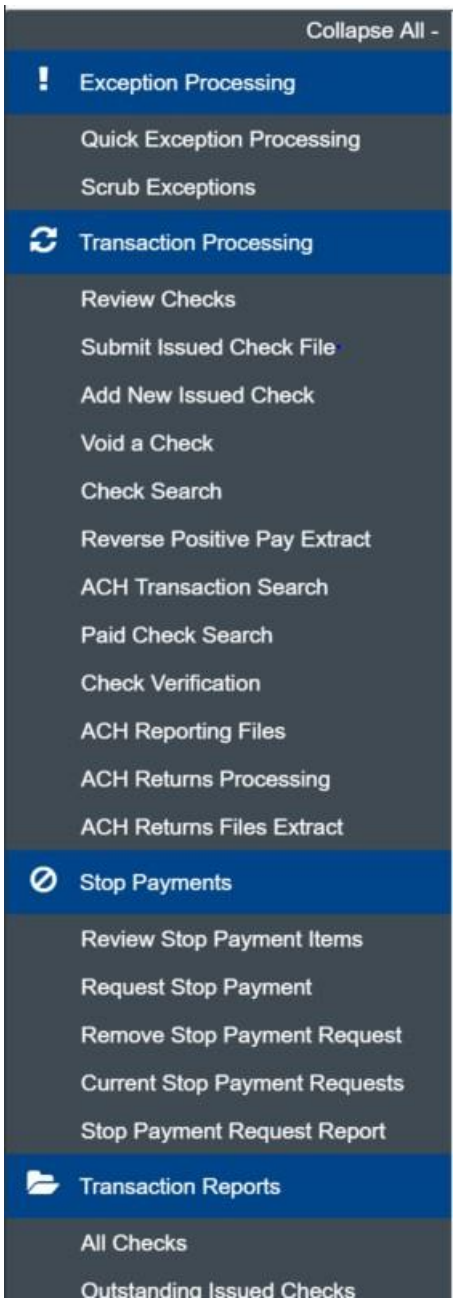


Positive Pay System Menu

The system menu is dynamically displayed based upon the security template assigned to the client on the User Setup (Client) page.

Each grouping of menu options (shown in blue below) is referred to as a *system classification*. When you expand or collapse a system classification, the state is retained for the next time you log in to the system, so you can customize your workspace.

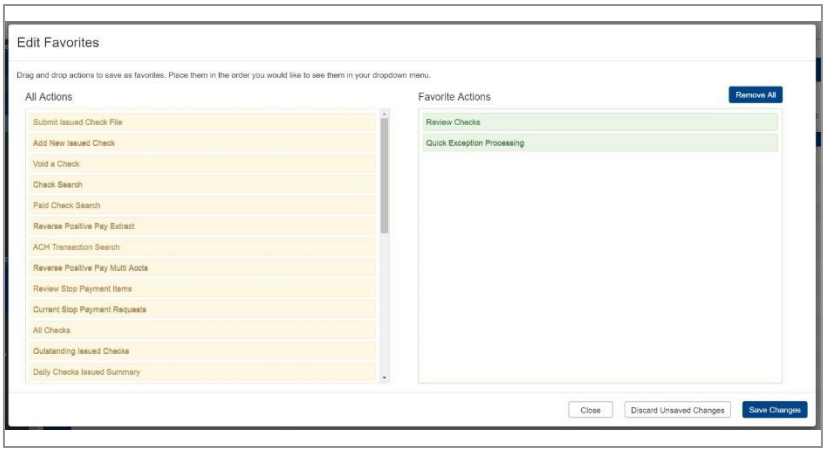
Each menu item (shown below in blue) is referred to as a *system action*.



Positive Pay Header Icons

The header icons at the top of the page give options to enhance or change the system functionality. These options include:

- Toggle Menu ( )—collapses or expands the System Menu on the left side of the page.
- Favorites ( )—allows a list of Favorite actions to be created and saved for future use.
  - Select Edit to open a dialog box to select the favorite actions for the logged in user.



- Home ( )—returns to the home page.
- Notifications ( )—displays messages for the current user.
- Account ( )—allows you to change your password, modify user notifications, or log out of the system.

Exception Processing

Use the Exception Processing section of the menu to process and manage exceptions.

Quick Exception Processing

Use the Quick Exception Processing page to manage exception item activity. You can make pay and return decisions on all items from this page.

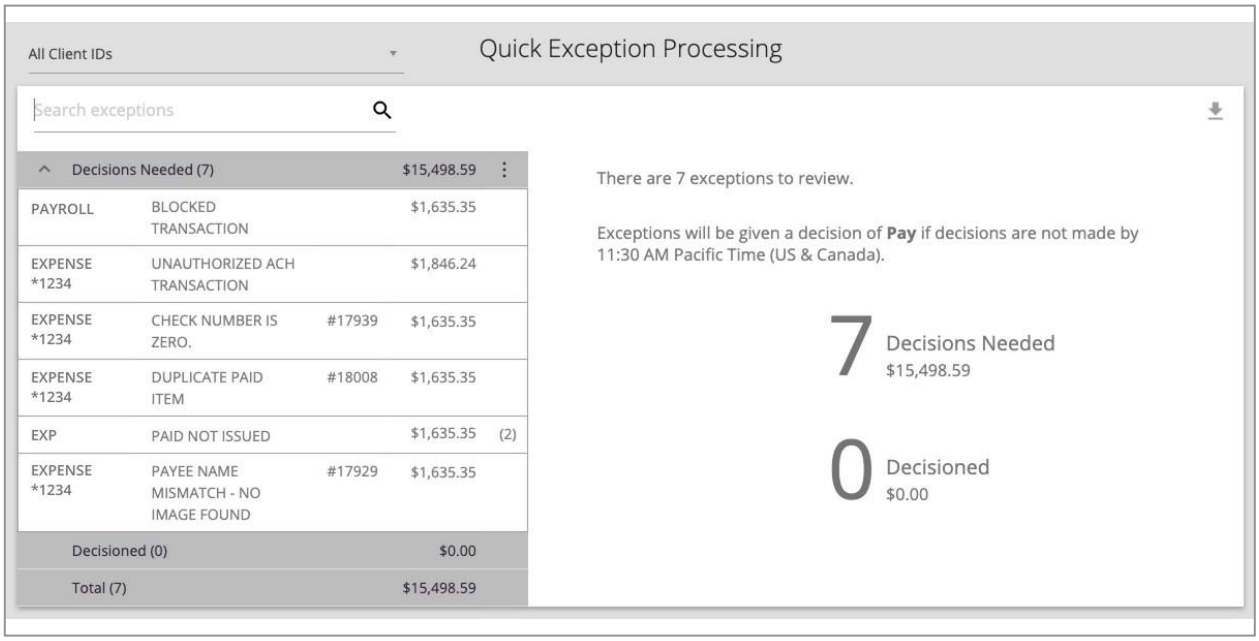
1. To select an individual account to process exceptions for, use the All-Account IDs drop-down menu.

2. In the Decision Needed section, select exception reason row. Possible exceptions include:

   - BLOCKED TRANSACTION—the item meets the filter requirements specified on the Transaction Filters/Blocks page.
   - DUPLICATE PAID ITEM—the item was previously paid.
   - PAID NOT ISSUED—the item was never loaded into the system as an issued check.
   - STALE DATED ITEM PAID—the item is a stale-dated check. A check is considered stale dated if the item was issued prior to the stale-dated cutoff date, which is calculated based on parameters defined by the FI.
   - PREVIOUSLY PAID ITEM POSTED—the item was previously paid.
   - VOIDED ITEM—the item was previously voided.
   - UNAUTHORIZED ACH TRANSACTION—the item is an ACH transaction that was flagged as an exception by the ACH authorization rules defined for the account on the ACH Authorization Rules page.

     Note: For ACH exceptions, the ACH Standard Entry Class Code, Originating Company ID, and Debit or Credit (DR/CR) are displayed in the exception description.

3. The right-most column includes an options (⋮) menu, with Pay all and Return all as options for bulk processing.



Editing an individual transaction

From the same page, you can edit individual transactions.

- select the individual transaction from Decision Needed. Transaction details include:
  - Default Decision—the default decision for the exception type.
  - Reason—the return reason.
  - Decisioned By—the user who performed the decision. Transactions that are automatically decisioned by the issued check file display as <username> (via issued check file).

    > Note: Client users do not see the user name of FI users. Instead, they only see (via issued check file).

  - Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

    > Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

- Check #—the check number of this item.
- Amount—the amount of the item that has been presented for payment.
- Paid Date—the paid date for this check or ACH transaction.
- Issued Payee—the issued payee name for this check.

> Note: Issued Payee is only displayed if Display Issued Payee Name is selected on the page and was included during the issued check file upload.

- For additional information to improve future scoring, select Score details from the options (⋮) menu.

NEW FEATURE AVAILBLE TO CLIENTS

- The Add Rule ( ) icon adds a new ACH authorization rule for the transaction type. For more information, see Adding new ACH Authorization Rules.
- Select Pay or Return on the transaction. Specify the reason for the pay or return decision from the Reason list.

> Note: To modify a pay or return decision on a processed transaction, expand the Decisioned section and select the transaction from the list.

Adding new ACH Authorization Rules

Users with Allow user to add ACH Authorization Rules in Quick Exception Processing enabled on the User Setup (Client) page can create new ACH Authorization Rules directly from the Quick Exception Processing page.

To create a new ACH Authorization Rule

1. Expand the Decisioned section.
2. Select the transaction to create a new rule from.
3. Select Add Rule ( ).
4. Enter the Description for the new rule. The SEC Code, Company ID, Debits or Credits, and Max Allowable Amount fields are filled out based on the information in the ACH transaction, but you can modify them as needed.

Editing all transactions

From the same page, you can edit all transactions. To edit, select the options menu (⋮) icon. Available menu options include:

- Pay all—marks all exceptions with a Pay decision.
- Return all—marks all exceptions with a Return decision.

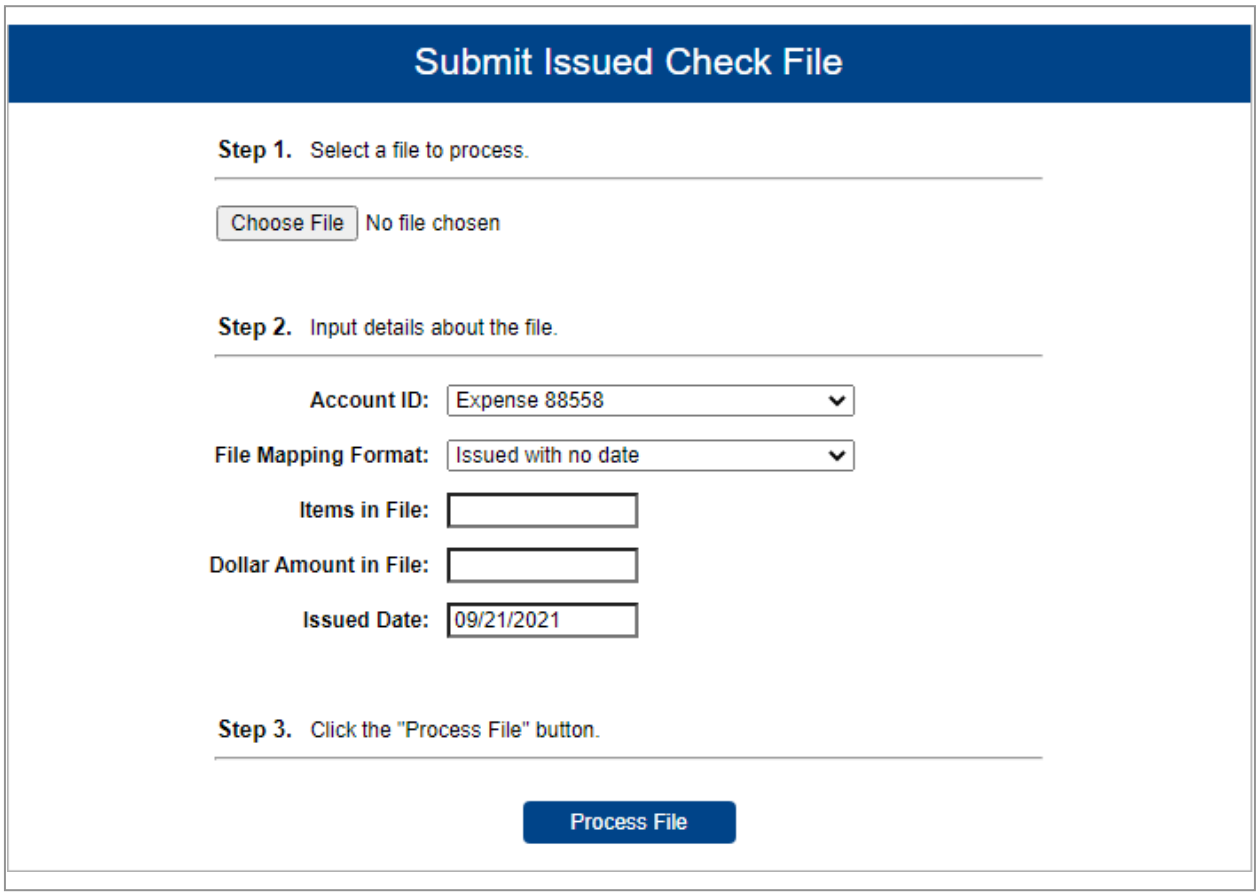
Transaction Processing

Use the Transaction Processing section of the menu to process and manage transactions, including check management and reporting and ACH management and reporting.

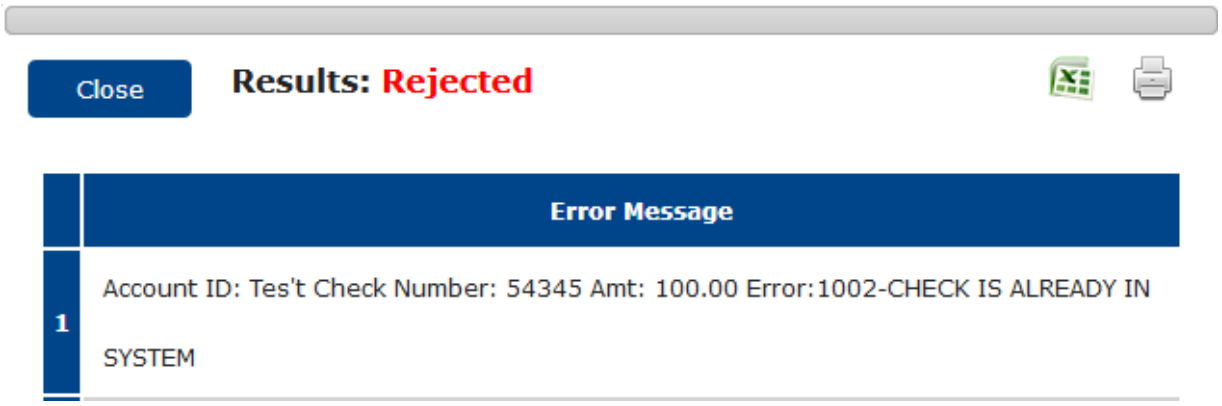
Submit Issued Check File

Client users can use the Submit Issued Check File page to upload issued check files to the FI.

> Note: To use this page, users must have Allow user to add/edit transactions enabled in the Security Settings tab on the User Setup (Client) page



After selecting Process File, view additional details regarding the file by selecting the Status column. For example, to view the exceptions on a file that has a status of Processed with Exceptions, select the Processed with Exceptions link.



- Client/Account ID—the Client/Account ID associated with the issued checks contained within the file. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system. The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

  This list only includes accounts that are set up to create either same day or next day exceptions.

  > Note: If an issued check file contains items for multiple accounts, select any of the Client IDs represented within the file.

- File Mapping Format—the format of the issued check file. The list is limited to the file formats assigned to the client by the FI using the File Mapping page.
- Items in File—the number of checks in the file. This number is used for validation during file processing. If the number entered does not match the actual number of items in the file, the file will be rejected.

  > Note: If the field is disabled, the number of items in the file is not required or is included in the file. This is defined during the file mapping process.

- Dollar Amount in File—the total dollar amount of checks in the file. This number is used for validation during file processing. If the number entered does not match the actual amount in the file, the file will be rejected.

  Note: If the field is disabled, the dollar amount in the file is not required or is included in the file. This is defined during the file mapping process.

- Issued Date—if the issued check file does not have an issued date within the file, then the issued date must be entered when the file is uploaded.

  Note: This is defined during the file mapping process.

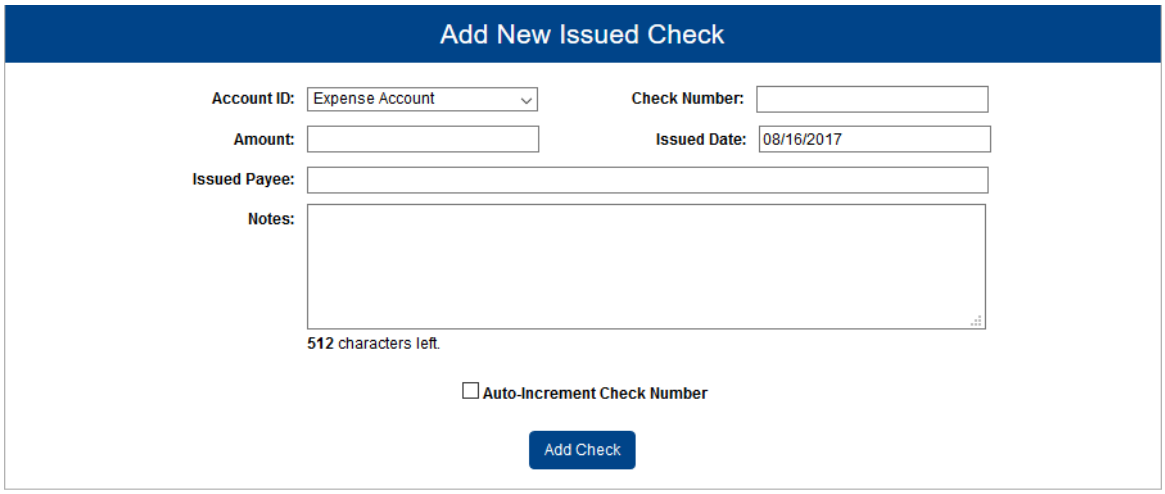
  Once a file is uploaded and processed, a window is displayed indicating the processing status. If the file has not processed within 30 seconds, a message is displayed informing the customer that an email will be sent indicating the file processing status. The file processing status can also be checked online using the Issued Check File Processing Log page. The following is a list of the possible processing statuses:

  - Unprocessed—the file has been uploaded but has not yet been processed.
  - Processed—the file was processed successfully.
  - Processed with Exceptions—the file was processed successfully, but duplicate checks were not loaded.
  - Rejected—the file was rejected due to one of the following reasons:
    - A mismatch between the number of items/amount entered on the page and the number of items/amount contained in the file
    - The file format did not match the selected format

Add New Issued Check

Client users can use the Add New Issued Check page if a check was manually written or was otherwise not included in the electronic issued check file that was submitted to the FI. Any checks entered on this page in the current session are displayed in the table below.

Note: To use this page, users must have Allow user to add/edit transactions enabled in the Security Settings tab on the User Setup (Client) page



	Account ID	Check Number	Amount	Issued Date	Issued Payee	Notes
1	Expense Account	157894	$100.00	08/16/2017	Roger Miles	Issued Check
2	Expense Account	157895	$200.00	08/16/2017	Jane Williams	Issued Check to Jane Williams
			Total: $300.00			

- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system. The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

  This list only includes accounts that are set up to create either same day or next day exceptions.

- Check Number—the check number of this item.

- Amount—the amount of the check.
- Issued Date—the issued date for this check.
- Issued Payee—the issued payee name for this check.

> Note: Issued Payee is only displayed if Display Issued Payee Name is selected on the client setup page.

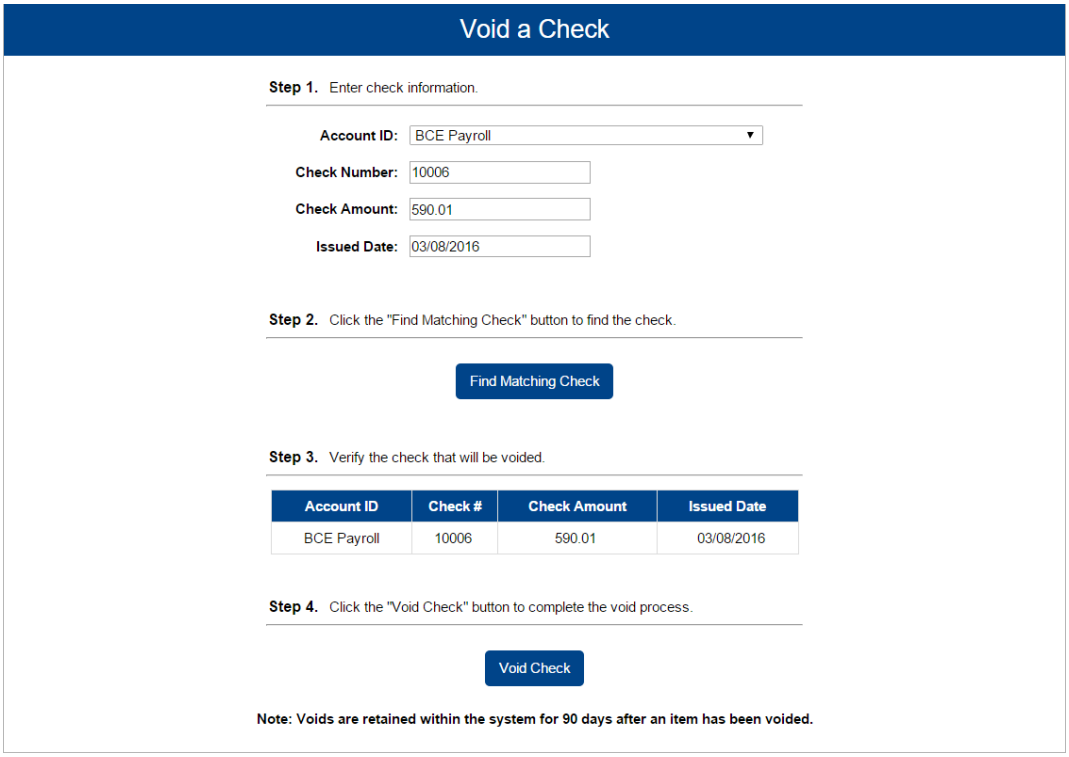
- Notes—notes for this issued check.

> Note: Notes are only displayed if Display Notes is selected on the client setup page.

- Auto-Increment Check Number—checking this box increments the check number by one after each check submission.

Void a Check

Use the Void a Check page to void an issued check on the client's account.



- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system. The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.
- Check Number—the number of the issued check.
- Check Amount—the amount the check was written for.
- Issued Date—the date the check was issued.

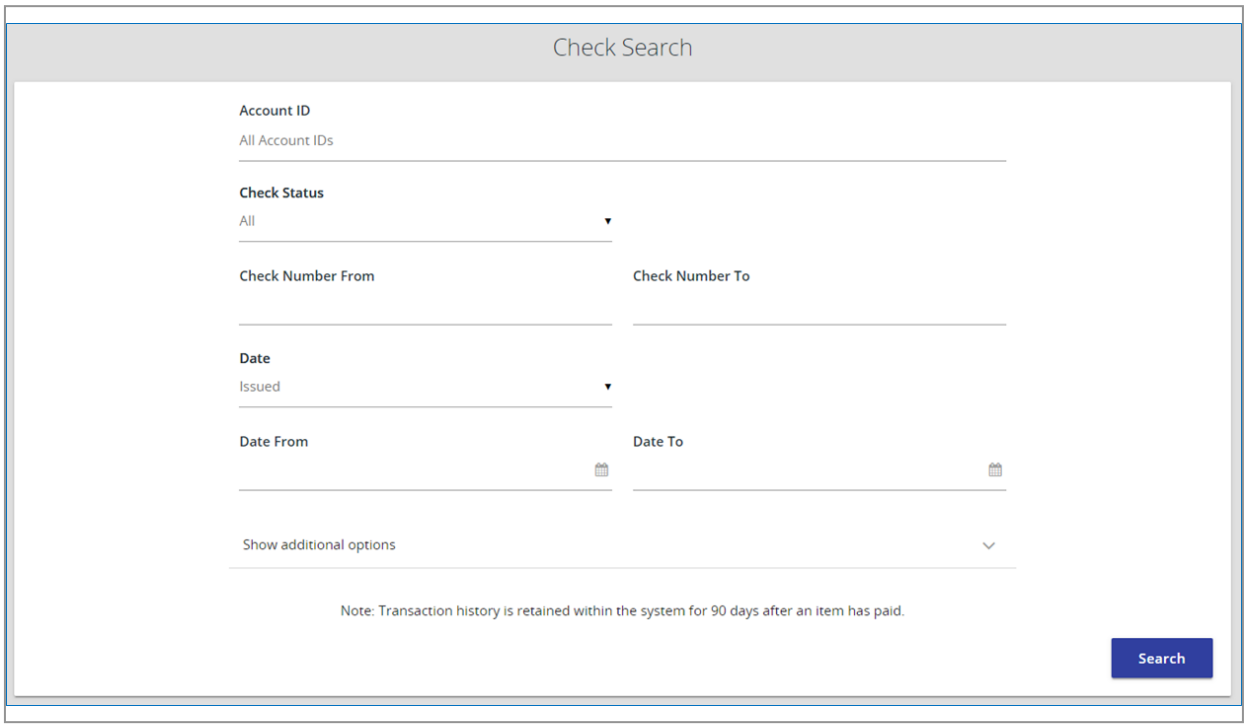
Note: All three fields (Check Number, Check Amount, and Issued Date) are required to void a check.

Check Search

Use the Check Search page to search for specific transactions.

> Note: If a check is converted to ACH, it will appear in ACH Transaction Search instead of this page. Checks are converted to ACH if the transaction has a check number and is one of the following SEC Codes: BOC, ARC, POP, or RCK.

Selection page



- Client/Account ID—optionally select a specific account. If no accounts are selected the system will search through all available accounts assigned to the corporate user.
- Check Status—the status of the check you would like to run reporting for.
- Check Number From/Check Number To—To search for transactions based upon the check number. If you are searching for a specific check number, enter the number in both fields.
- Date—the type of date you would like to run the Check Search report for.
- Date From/Date To—To search for transactions based upon the date or date range the item was expected. If you are searching for a specific date, enter the date in both fields.

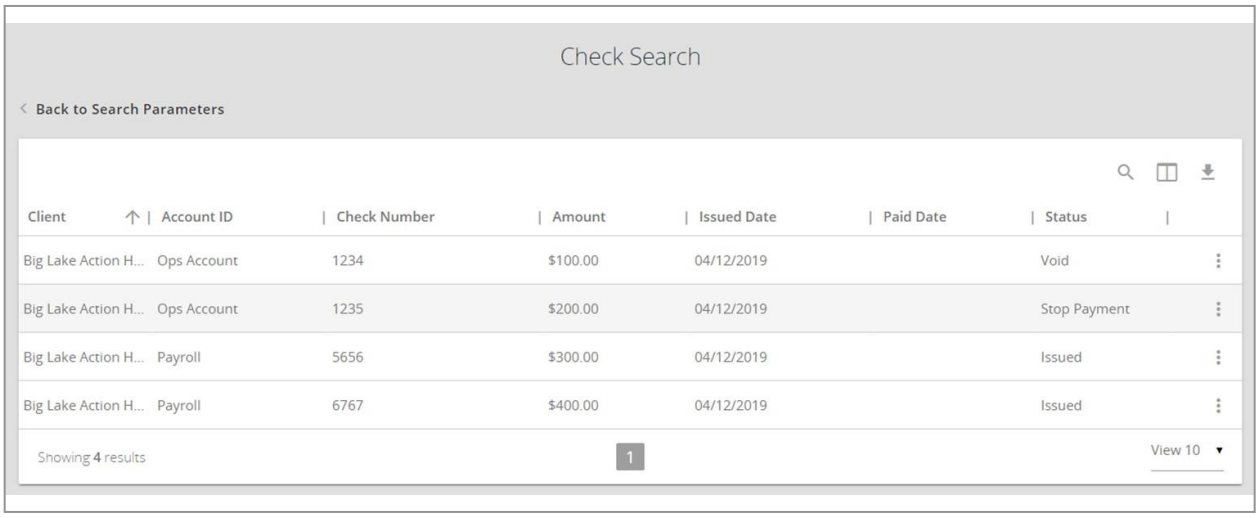
- Amount From/Amount To—To search for transactions based upon the check amount. IF you are searching for a specific amount, enter the amount in both fields.
- Decision—limits the search to a specific pay/return decision.
- Reason—limits the search based upon the reason that was selected.
- Issued Payee—limits the search to specific payee names. You can enter all or part of the payee name.
- Include Reversals—when enabled, the search includes reversals.

Results page

You can perform the following actions on this page:

- Drag a column header to reorder.
- Select search ( ) to filter and search all results or select a specific column to search within.
- Select columns ( ) to select or remove columns from the report.
- Select export ( ) to export the search results to a Microsoft Excel, PDF, or CSV file.
- Select options ( ) on an individual search result to perform one of the following actions:
    - View check images—displays an image of the selected check. You can change the view and download a PDF version of the image from this window.

      Note: This option is only available to FIs that have licensed the Centrix Exact/TMS Check Image interface.
    - View record—opens an individual history item for additional details on the change.
    - Edit record—opens the record for editing.
    - Delete record—removes the record.



The following columns appear on the Check Search page:

- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

  Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

- Check Number—the check number of this item.
- Amount—the amount of the check that has been presented for payment.
- Issued Payee—the issued payee name for this check.

  Note: Issued Payee is only displayed if Display Issued Payee Name is selected on the Client Setup page in the Security/Account Administration section of the menu.

- Issued Date—the issued date for this check. On Paid Not Issued exceptions, the paid date is defaulted into the issued date field.
- Paid Date—the paid date for this check.

- Current Status—the status of the transaction:
    - Issued—displayed on items that are flagged as issued by the system.
    - Exception—displayed on items that are flagged as exceptions by the system.
    - Returned—displayed on items that are flagged as returned exceptions by the system.
    - Paid—displayed on items that have been previously paid.
    - Stop Payment—displayed for checks that have been stopped with a stop payment.
    - Reversal—displayed on items that have been paid and reversed. An item is considered a reversal by Centrix Exact/TMS if the transaction file has a reversal code set for that item.
    - Void—displayed on items that have been voided.
    - Blank—displayed on an item that is an outstanding check.
- Account Number—the associated account number. The first four numbers will be automatically masked.
- Input Date—the date the issued item was entered into the system.
- Exception Date—the date of the exception.
- Void Date—the date the check was voided.
- Decision—the decision for this exception item.
- Reason—the reason associated with the exception.
- Decisioned By—the user who performed the decision. Transactions that are automatically decisioned by the issued check file display as <username> (via issued check file).

  Note: Client users do not see the user name of FI users. Instead, they only see (via issued check file).

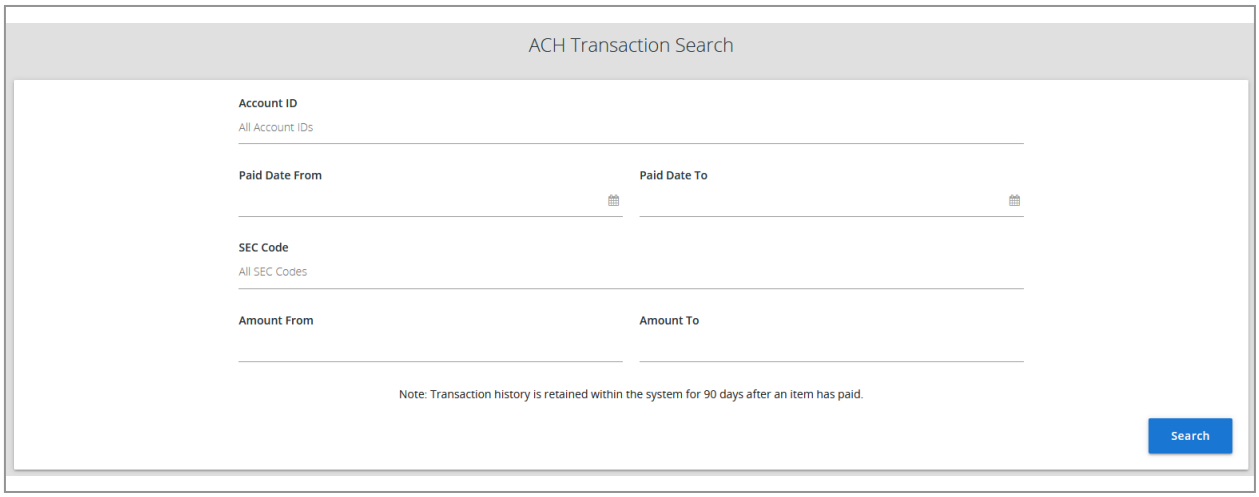
- Trace Number—a unique transaction ID number that is generated by the core processing system.
- Reversal—indicates if the item was reversed.
- Stop Pay Status—indicates whether a stop payment has been placed on the item.
- Notes—any notes associated with the item.

ACH Transaction Search

Use the ACH Transaction Search page to review posted ACH transaction activity. Only transactions with valid ACH Standard Entry Class (SEC) codes or ACH transaction codes appear on this report.

> Note: If a check is converted to ACH, it will appear in this search instead of in the Check Search. Checks are converted to ACH if the transaction has a check number and is one of the following SEC Codes: BOC, ARC, POP, or RCK.

Selection page



- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

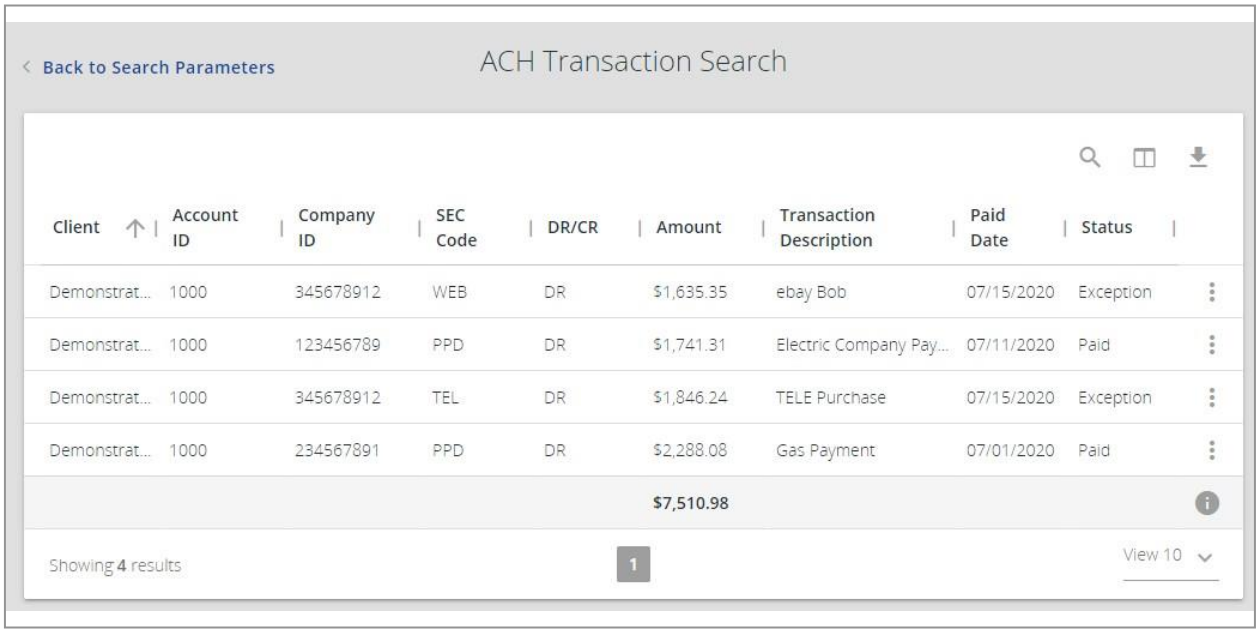
> Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

- Paid Date From/Paid Date To—search for transactions based upon the date or date range the item was posted. If you are searching for a specific date, enter the date in both fields.
- SEC Code—search for transactions based upon the ACH SEC code.
- Amount From/Amount To—search for transactions based upon the amount of the item posted. If you are searching for a specific amount, enter the amount in both fields.

Results page

You can perform the following actions on this page:

- Drag a column header to reorder.
- Select search ( ) to filter and search all results or select a specific column to search within.
- Select columns ( ) to select or remove columns from the report.
- Select export ( ) to export the search results to a Microsoft Excel, PDF, or CSV file.
- Select options ( ) on an individual search result to perform one of the following actions:
  - View audit history—displays the history of all changes made to the record. Select View record on an individual history item for additional details on the change.
  - Edit record
  - Delete record
  - View record



The following columns appear on the ACH Transaction Search page:

- Client—the client name.
- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

  Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

- Company ID—the originating ACH Company's identification number.
- SEC Code—the ACH standard entry class.
- DR/CR—indicates if the transaction is a debit or credit.
- Amount—the amount of the ACH transaction that has been presented for payment.
- Transaction Description—the description of the ACH transaction.
- Paid Date—the paid date for this transaction.
- Status—the status of the transaction. The possible statuses are as follows:
  - Exception—displayed on items that are flagged as exceptions by the system.
  - Paid—displayed on items that have been previously paid.
- Decision—the decision that has been applied to the transaction. If no decision has been applied, this is blank.
- Reason—the reason for the pay/return decision. If no reason has been applied, this is blank.
- Account Number—the account number of the originator. The first four numbers will be automatically masked.
- Individual ID—the accounting number by which the receiver is known to the originator.
- Individual Name—the name from the NACHA file.
- Input Date—the date the transaction was uploaded.
- Date Reconciled—the date the transaction was reconciled.
- Decisioned By—the user who performed the decision.
- Trace Number—a unique transaction ID number that is generated by the core processing system.

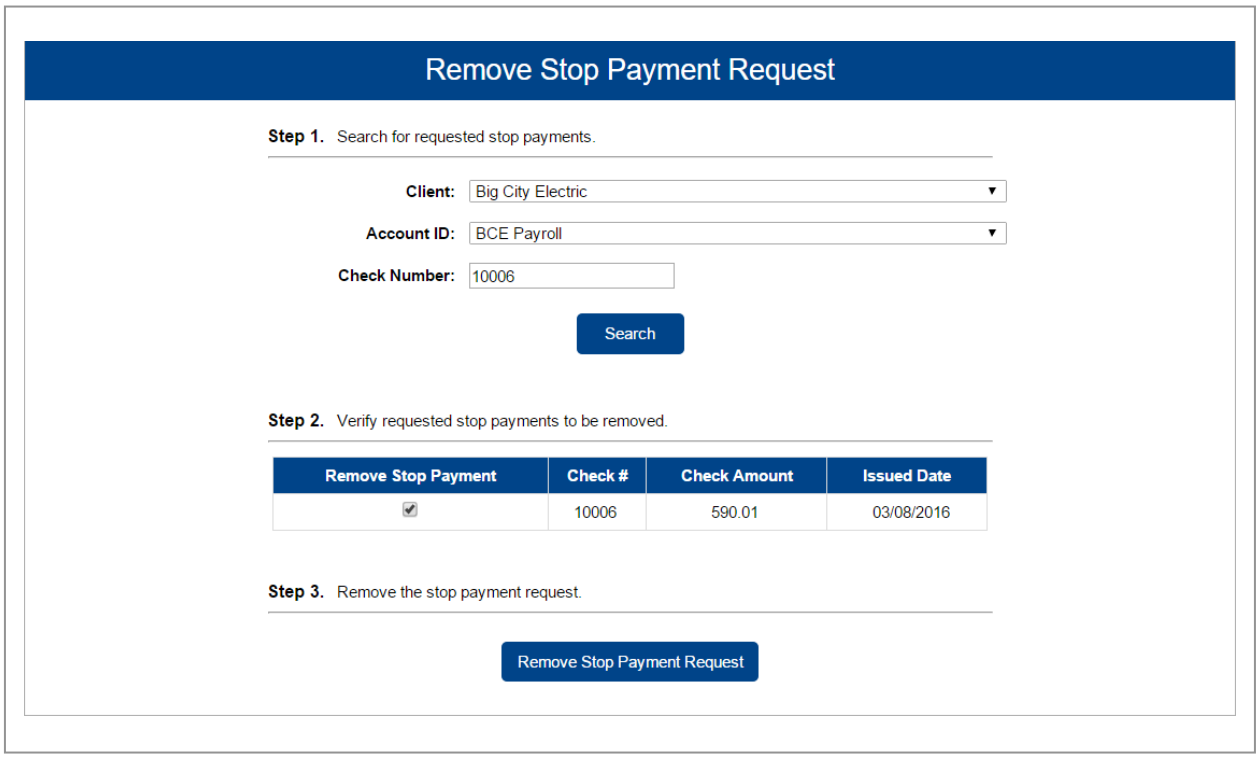
- Notes—any notes associated with the item.
- Transaction Code—the transaction code associated with the item.

Stop Payments

Use the Stop Payments section of the menu to manage and report on stop payment activity.

Remove Stop Payment Request

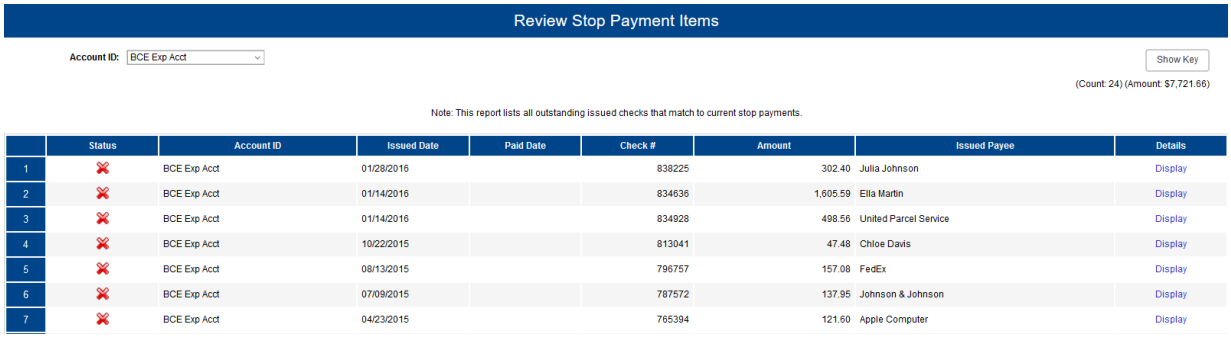
Use the Remove Stop Payment Request page to remove a stop payment request that has been made through the positive pay system.



- Client—the name of the client.
- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system. The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.
- Check Number—the check number that was requested to be stopped.

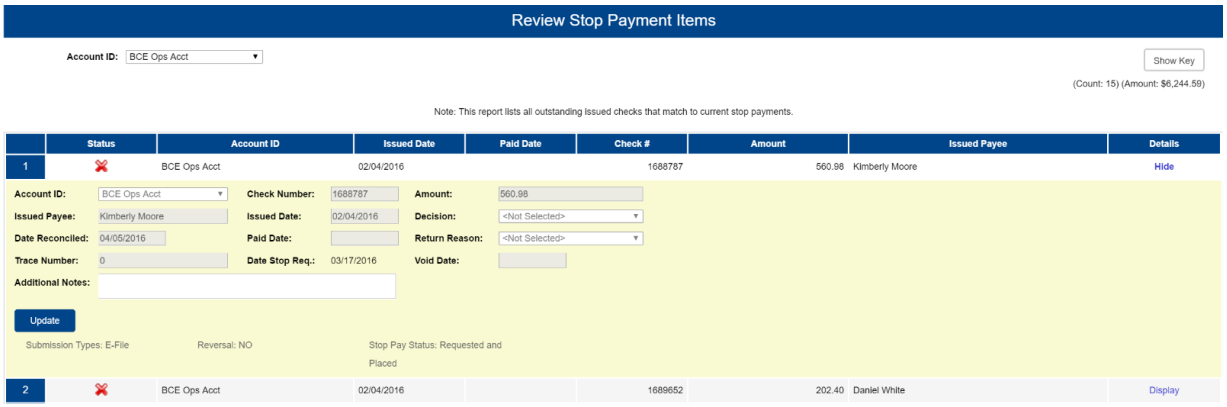
Review Stop Payment Items

The Review Stop Payment Items page is used to view all checks that are currently marked as stop pay items.



	Status	Account ID	Issued Date	Paid Date	Check #	Amount	Issued Payee	Details
1	✖	BCE Exp Acct	01/28/2016		838225	302.40	Julia Johnson	Display
2	✖	BCE Exp Acct	01/14/2016		834636	1,605.59	Ella Martin	Display
3	✖	BCE Exp Acct	01/14/2016		834928	498.56	United Parcel Service	Display
4	✖	BCE Exp Acct	10/22/2015		813041	47.48	Chloe Davis	Display
5	✖	BCE Exp Acct	08/13/2015		796757	157.08	FedEx	Display
6	✖	BCE Exp Acct	07/09/2015		787572	137.95	Johnson & Johnson	Display
7	✖	BCE Exp Acct	04/23/2015		765394	121.60	Apple Computer	Display

Select Display to review details of the issued check for which the stop payment has been applied.



	Status	Account ID	Issued Date	Paid Date	Check #	Amount	Issued Payee	Details
1	✖	BCE Ops Acct	02/04/2016		1688787	560.98	Kimberly Moore	Hide
2	✖	BCE Ops Acct	02/04/2016		1689652	202.40	Daniel White	Display

Note: The ability to change item details is controlled by user permissions.

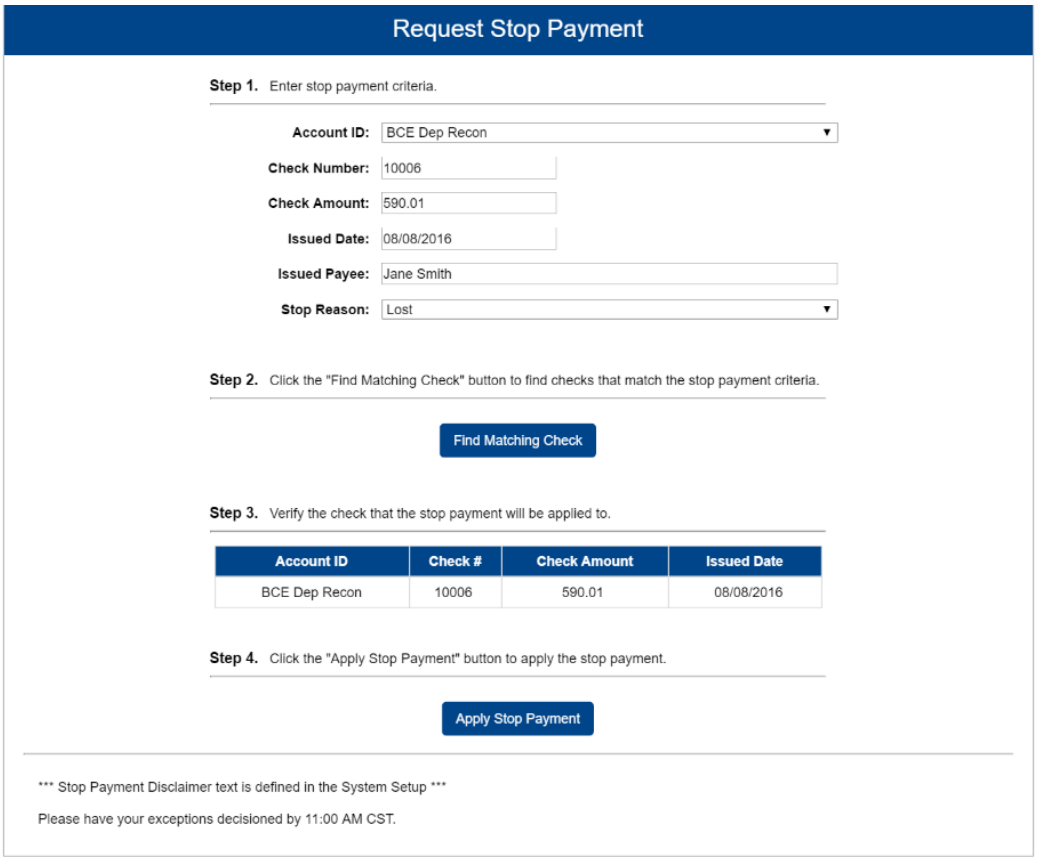
- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system. The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.
- Check Number—the check number of this item.
- Amount—the amount of the check that has been presented for payment.
- Issued Payee—the issued payee name for this check.

- Issued Date—the date this item was issued. On Paid Not Issued exceptions, the paid date is defaulted into the issued date field.
- Decision—the decision that has been applied to this exception. If no decision has been applied, the field is displayed as <Not Selected>.
- Date Reconciled—the date the system was reconciled within the system on the Check Reconciliation Summary page. This field is not editable.
- Paid Date—the date the item was posted/paid.
- Return Reason—the reason for the pay/return decision. If no reason has been applied, the field is displayed as <Not Selected>.
- Trace Number—a unique transaction ID number that is generated by the core processing system.
- Date Stop Request—if the client requested a stop payment on the item, the date that the stop was requested is displayed.
- Void Date—if the item has been voided, the void checkbox is checked; otherwise, the checkbox is blank.
- Notes—freeform text field that allows the client to add notes to this item.
- Submission Type—indicates how the item was originally loaded into the system. The following values may be displayed:
    - E-file—indicates that the item was electronically loaded from an issue.
    - Manual—indicates that the item was not electronically loaded from an issued file. The item was either manually input through the Add New Issued Check page or the item was added by the system during the nightly update.
- Stop Pay Status—indicates whether a stop payment has been placed on the item. The following values may be displayed:
    - None—indicates the client has not requested that the item be stopped.
    - Requested—indicates that the client has requested that the item be stopped, but the bank has not applied the stop payment to the system.
    - Applied—indicates that the client has requested the item be stopped and the bank has applied the stop payment request to the system.
    - Item stopped—indicates the client has requested that the item be stopped and the item was already presented for payment and stopped by the bank.

- Reversal—indicates if the item was reversed.

Request Stop Payment

Use the Request Stop Payment page to request a new stop payment for a specific check number. An automated email is sent to the FI to notify them of the request.



- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

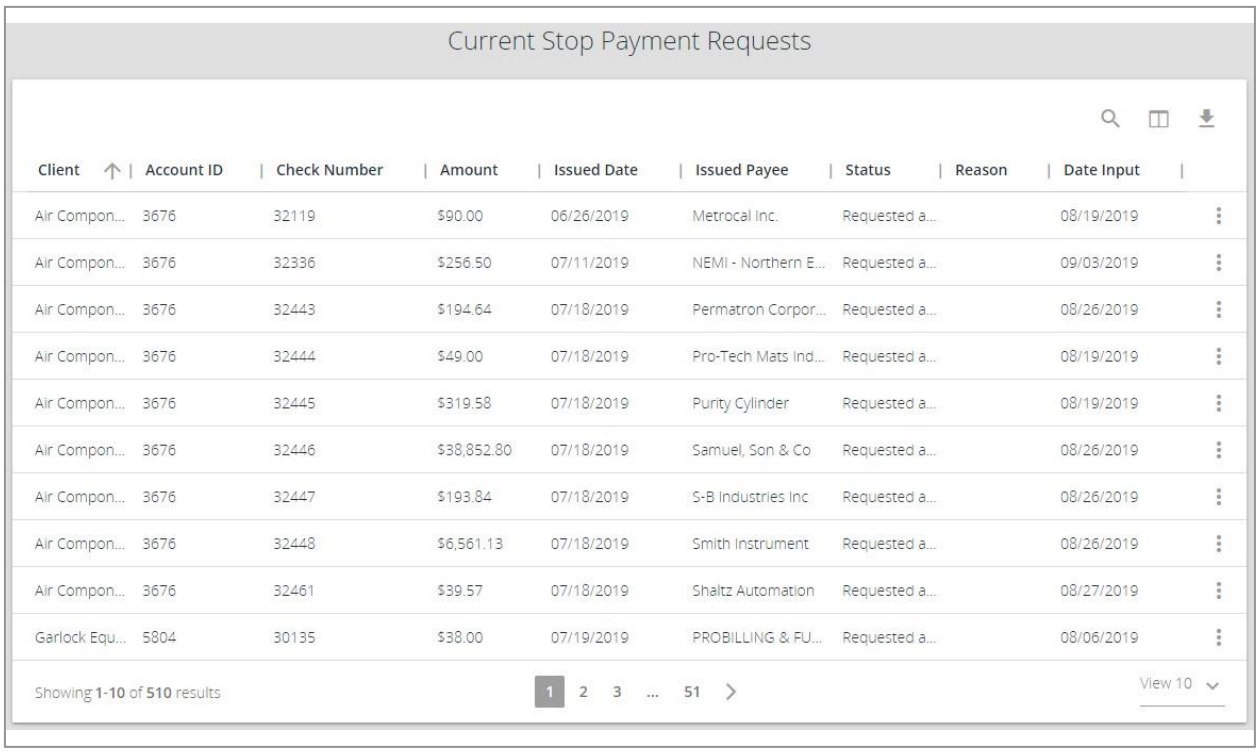
> Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

- Check Number—the check number to be stopped.
- Check Amount—the amount of the check to be stopped.

- Issued Date—the issued date of the check to be stopped.
- Issued Payee—the issued payee of the check to be stopped.
- Stop Reason—the reason the check is to be stopped.

Current Stop Payment Requests

The Current Stop Payment Requests page displays all current stop payment requests on the account. This includes requests entered by the client through Centrix Exact/TMS and requests entered by the FI through other systems such as the core processing systems.



Current Stop Payment Requests

Client	Account ID	Check Number	Amount	Issued Date	Issued Payee	Status	Reason	Date Input
Air Compon...	3676	32119	$90.00	06/26/2019	Metrocal Inc.	Requested a...		08/19/2019
Air Compon...	3676	32336	$256.50	07/11/2019	NEMI - Northern E...	Requested a...		09/03/2019
Air Compon...	3676	32443	$194.64	07/18/2019	Permatron Corpor...	Requested a...		08/26/2019
Air Compon...	3676	32444	$49.00	07/18/2019	Pro-Tech Mats Ind...	Requested a...		08/19/2019
Air Compon...	3676	32445	$319.58	07/18/2019	Purity Cylinder	Requested a...		08/19/2019
Air Compon...	3676	32446	$38,852.80	07/18/2019	Samuel, Son & Co	Requested a...		08/26/2019
Air Compon...	3676	32447	$193.84	07/18/2019	S-B Industries Inc	Requested a...		08/26/2019
Air Compon...	3676	32448	$6,561.13	07/18/2019	Smith Instrument	Requested a...		08/26/2019
Air Compon...	3676	32461	$39.57	07/18/2019	Shaltz Automation	Requested a...		08/27/2019
Garlock Equ...	5804	30135	$38.00	07/19/2019	PROBILLING & FU...	Requested a...		08/06/2019

Showing **1-10** of **510** results 1 2 3 ... 51 View 10

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- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system. The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.
- Check Number—the check number.
- Amount—the amount of the check.
- Issued Date—the issued date for the check.
- Issued Payee—the issued payee of the check.

- Status—the status of the stop request.
- User Input—the user that requested the stop payment request.
- Reason—the reason the check has been stopped.
- Date Input—the date the check was entered into the system.
- Notes—any comments from the stop file, if present.
- User Input—the method by which the check was entered:
    - Bank—the check was manually entered by the FI.
    - SYSTEM—the check was entered from the stop file.

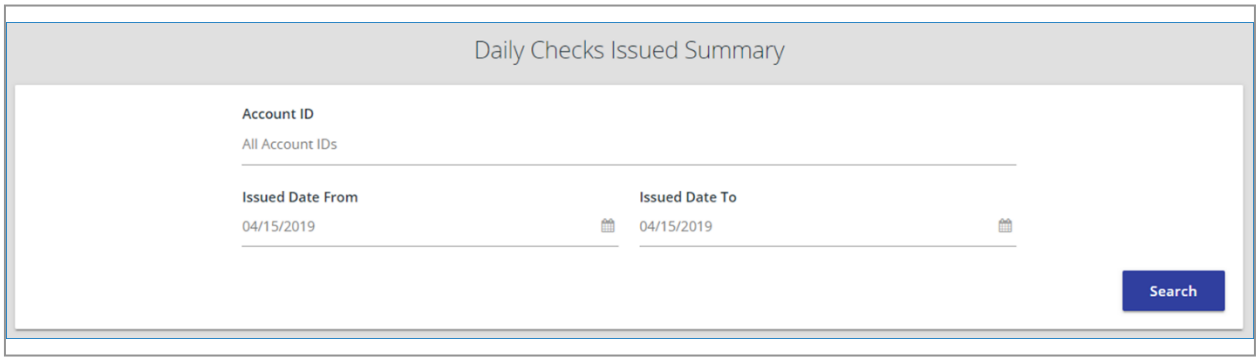
Transaction Reports

Use the Transaction Reports section of the menu to generate reports including a summary of daily checks issued, stopped, and voided checks, reconciliation summaries, and returns/NOCs.

Daily Checks Issued Summary

The Daily Checks Issued Summary report is an easy way to see how many checks were issued on any given day and their totals. The dynamic selection criterion allows the user to fine tune the report to their specific needs. This includes both manually loaded checks and checks uploaded through an issued check file.

Selection page



- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

  Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

- Issued Date From—the beginning check number used to search for a range of checks.
- Issued Date To—the ending check number used to search for a range of checks.

Results page

Daily Checks Issued Summary

Back to Search Parameters

Issued Date	Client	Account ID	Check Count	Amount Total
07/25/2018	Big City Electric	Sunrise	900	$101,763.75
07/26/2018	Big City Electric	Sunrise	1685	$183,393.63
07/27/2018	Big City Electric	Sunrise	2742	$355,305.83

- Check Count—the number of checks issued.
- Amount Total—the total amount of the checks issued on the specified date.

Stops and Voids

The Stops and Voids report page allows you to create a report of checks that have been stopped or voided. Select items by Issued Date, Void Date, Stop Placed Date, Item Stopped Date, or Issued Payee.

Selection page

- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

  Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

- Status—filter the results to specific statuses of stops and voids:
  - Void—items that have a status of void.
  - Requested Stop Pay—stop pay items that have been requested as a stop payment within Centrix Exact/TMS, but the item has not yet been passed to us from the core within the daily stop file.

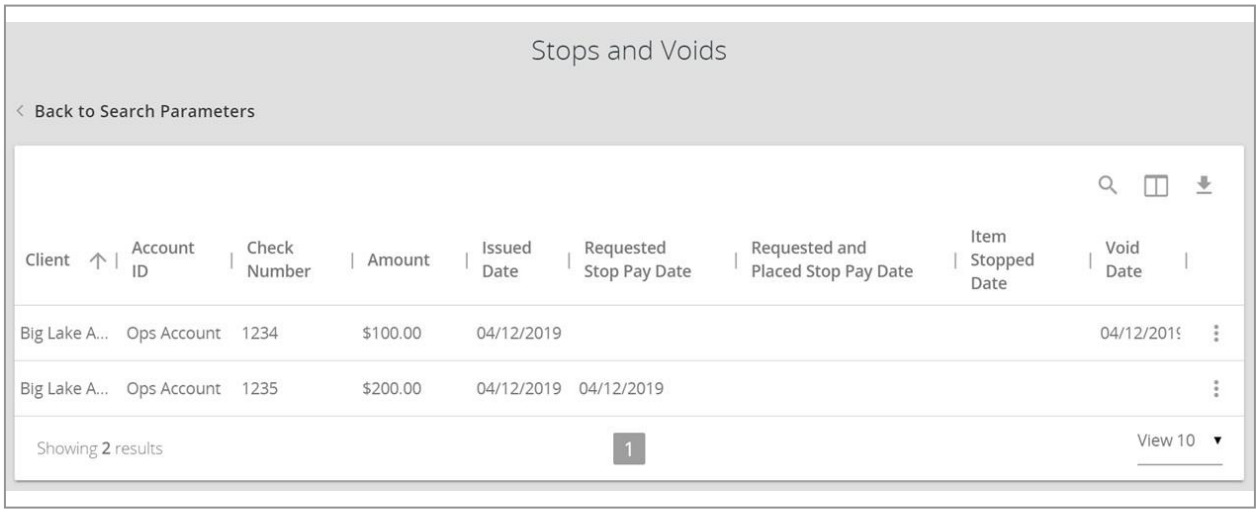
- Requested and Placed—stop pay items that have been requested as a stop payment within Centrix Exact/TMS. These stop payment items also match up to a stop payment passed to Centrix Exact/TMS through the daily stop pay file provided by your FI.

- Check Number From—the beginning check number used to search for a range of checks.
- Check Number To—the ending check number used to search for a range of checks.
- Date—the type of date you would like to run the Stops and Voids report for.
- Date From—the beginning date used in the date range.
- Date To—the ending date used in the date range.

Results page

You can perform the following actions on this page:

- Drag a column header to reorder.
- Select search ( ) to filter and search all results or select a specific column to search within.
- Select columns ( ) to select or remove columns from the report.
- Select export ( ) to export the search results to a Microsoft Excel or PDF file.



- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

  Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

- Check Number—the check number of this item.
- Check Amount—the amount of the check that has been presented for payment.
- Issued Payee—the issued payee name for this check.
- Issued Date—this is the date the check was issued.
- Requested Stop Pay Date—if the request originated from a source other than this system, this column is blank. Otherwise, this represents the date the request was submitted.
- Requested and Placed Stop Pay Date—the date the stop payment was applied (setup).
- Item Stopped Date—the date the item was stopped.
- Void Date—the date the check was voided. Note: If an (A) is listed after the void date, the item was automatically voided.

	09/28/2012	Issued
	09/23/2011	Void (A)
	09/23/2011	Void (A)

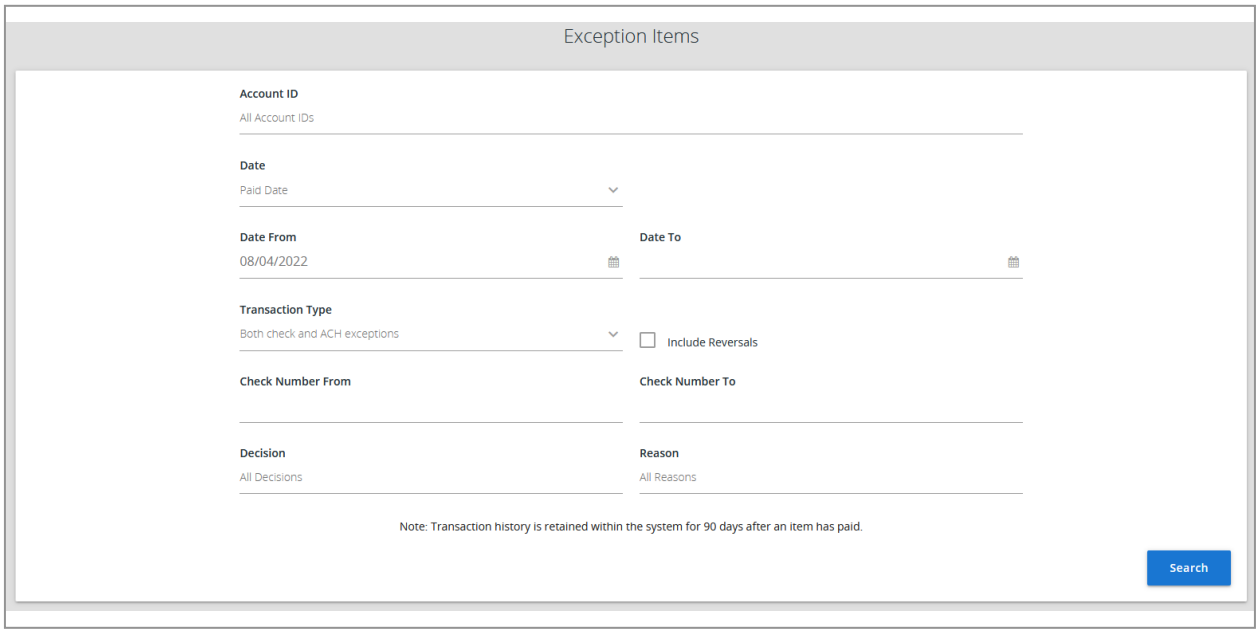
- Input Date—the date the check was input into the system.
- Notes—any additional notes associated with the item.

Exception Items

The Exception Items report allows the user to generate a report of items that were flagged as exception items. Optionally select items that meet specific criteria. Criteria can include:

- exception date
- exception type (ACH, check, or both)
- pay/return decision
- return reason.

Selection page



- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

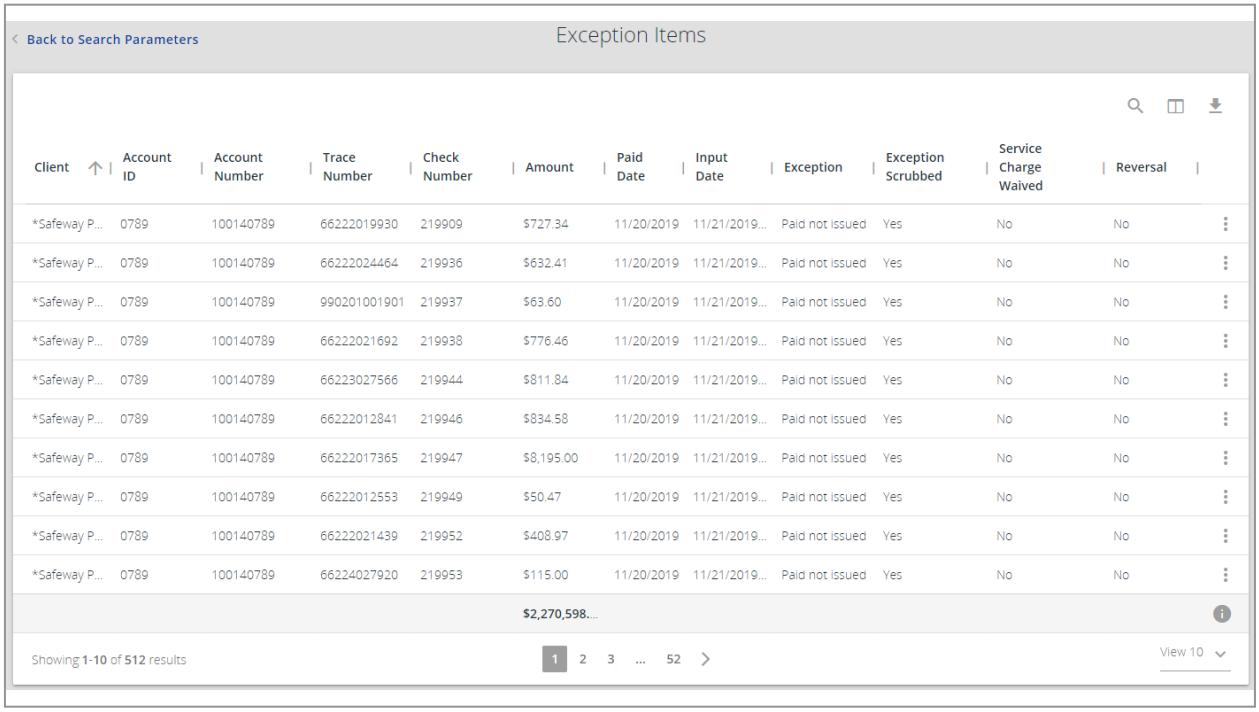
  Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

- Date From/Date To—To search for transactions based upon the date or date range the item was expected. If you are searching for a specific date, enter the date in both fields.
- Transaction Type—the type of transaction the exception item is.
- Check Number From/Check Number To—To search for transactions based upon the check number. If you are searching for a specific check number, enter the number in both fields.
- Decision—specify decisions to search within.
- Reason—specify reasons to search within.

Results page

You can perform the following actions on this page:

- Drag a column header to reorder.
- Select search ( ) to filter and search all results or select a specific column to search within.
- Select columns ( ) to select or remove columns from the report.
- Select export ( ) to export the search results to a Microsoft Excel, PDF, or CSV file.
- Select options ( ) on an individual search result to perform one of the following actions:
    - Select View record on an individual history item for additional details on the change.



Client	Account ID	Account Number	Trace Number	Check Number	Amount	Paid Date	Input Date	Exception	Exception Scrubbed	Service Charge Waived	Reversal
*Safeway P...	0789	100140789	66222019930	219909	$727.34	11/20/2019	11/21/2019...	Paid not issued	Yes	No	No
*Safeway P...	0789	100140789	66222024464	219936	$632.41	11/20/2019	11/21/2019...	Paid not issued	Yes	No	No
*Safeway P...	0789	100140789	990201001901	219937	$63.60	11/20/2019	11/21/2019...	Paid not issued	Yes	No	No
*Safeway P...	0789	100140789	66222021692	219938	$776.46	11/20/2019	11/21/2019...	Paid not issued	Yes	No	No
*Safeway P...	0789	100140789	66223027566	219944	$811.84	11/20/2019	11/21/2019...	Paid not issued	Yes	No	No
*Safeway P...	0789	100140789	66222012841	219946	$834.58	11/20/2019	11/21/2019...	Paid not issued	Yes	No	No
*Safeway P...	0789	100140789	66222017365	219947	$8,195.00	11/20/2019	11/21/2019...	Paid not issued	Yes	No	No
*Safeway P...	0789	100140789	66222012553	219949	$50.47	11/20/2019	11/21/2019...	Paid not issued	Yes	No	No
*Safeway P...	0789	100140789	66222021439	219952	$408.97	11/20/2019	11/21/2019...	Paid not issued	Yes	No	No
*Safeway P...	0789	100140789	66224027920	219953	$115.00	11/20/2019	11/21/2019...	Paid not issued	Yes	No	No
					$2,270,598....						

-
- Client—the client name in the system.
-
- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

> Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

- Account Number—the account number of the originator. The first four numbers will be automatically masked.
- Exception Scrubbed—indicates whether the exception was scrubbed.
- Trace Number—the trace number uniquely identifies each Entry Detail Record within a batch in an ACH input file.
- Amount—the amount of the transaction.
- Transaction Description—the transaction description.
- Paid Date—the paid date for this check.
- Decisioned By—the user who performed the decision. Transactions that are automatically decisioned by the issued check file display as <username> (via issued check file).

> Note: Client users do not see the user name of FI users. Instead, they only see (via issued check file).

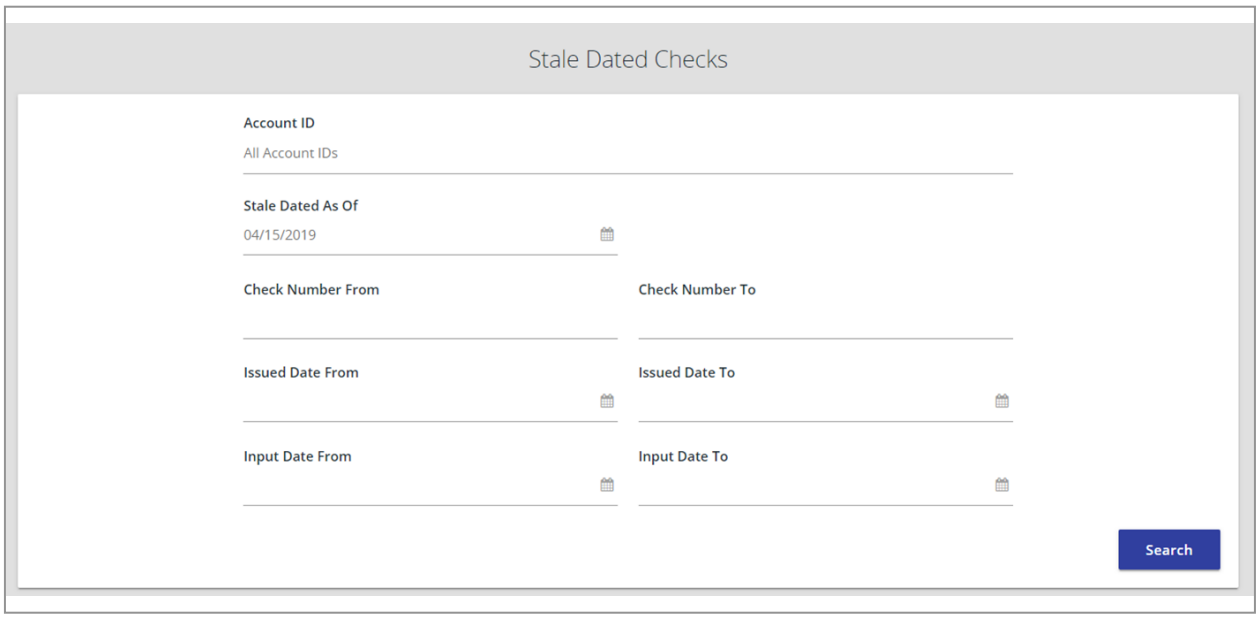
- Check Number—the check number of the item.
- Issued Payee—the issued payee name for this check.
- Input Date—the date the issued item was entered into the system.

> Note: The date is followed by (M) if the check was not loaded via an issued file upload, which means it was entered into the system in some other manner. Examples would be a check being manually input by a user, or a paid not issued exception item that is paid.

- Exception—the type of exception for this item.
- Decision—the decision for this exception item.
- Reason—the reason associated with the exception.
- Same Day—indicates if exception occurred on the same day, using a yes or no value.
- Service Charge Waived—indicates whether the service charge was waived.
- Transaction Code—the transaction code associated with the item.
- Reversal—indicates whether the exception was a reversal.

Stale Dated Checks

The Stale Dated Checks report allows the user to create a report of stale dated checks. A check is considered stale dated based upon the Stale Dated Check Days defined in the Retention Settings tab of the System Setup page. Select items by issued date, input date, as of date, or issued payee.



- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

  Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

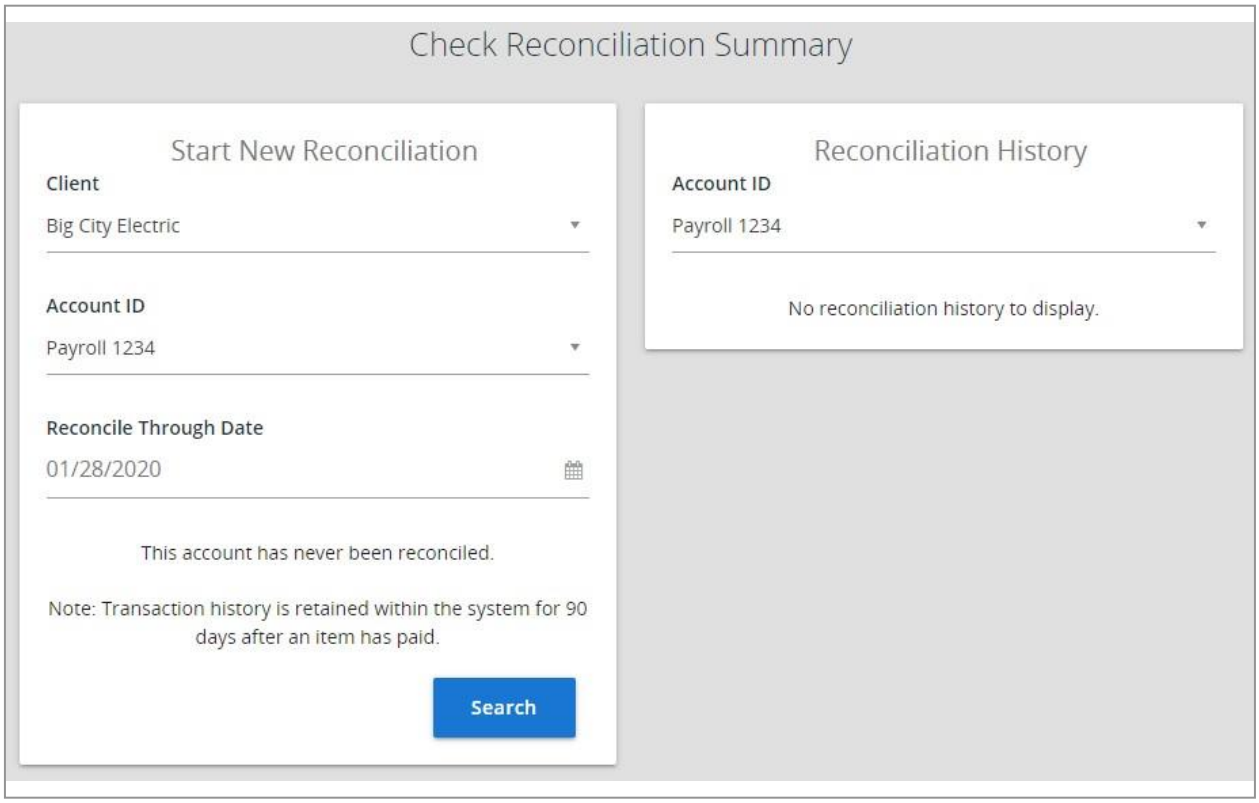
- Stale Dated as of—to create a report of stale dated checks "as of" a specific date in the past, enter a date in this field.
- Check Number From—the beginning check number used to search for a range of checks.
- Check Number To—the ending check number used to search for a range of checks.
- Issued Date From—the beginning issued date used to search for a range of checks.
- Issued Date To—the ending issued date used to search for a range of checks.
- Input Date—the date the issued item was entered into the system.

  The date is followed by (M) if the check was not loaded via an issued file upload, which means it was entered into the system in some other manner. Examples would be a check being manually input by a user, or a paid not issued exception item that is paid.

Check Reconciliation Summary

Use the Check Reconciliation Summary report to assist in balancing online account balances with a customer statement. The report displays an activity summary of newly issued checks, paid checks, and stopped/voided checks. The report also provides a total of outstanding checks as of the reconciliation date.

Selection page

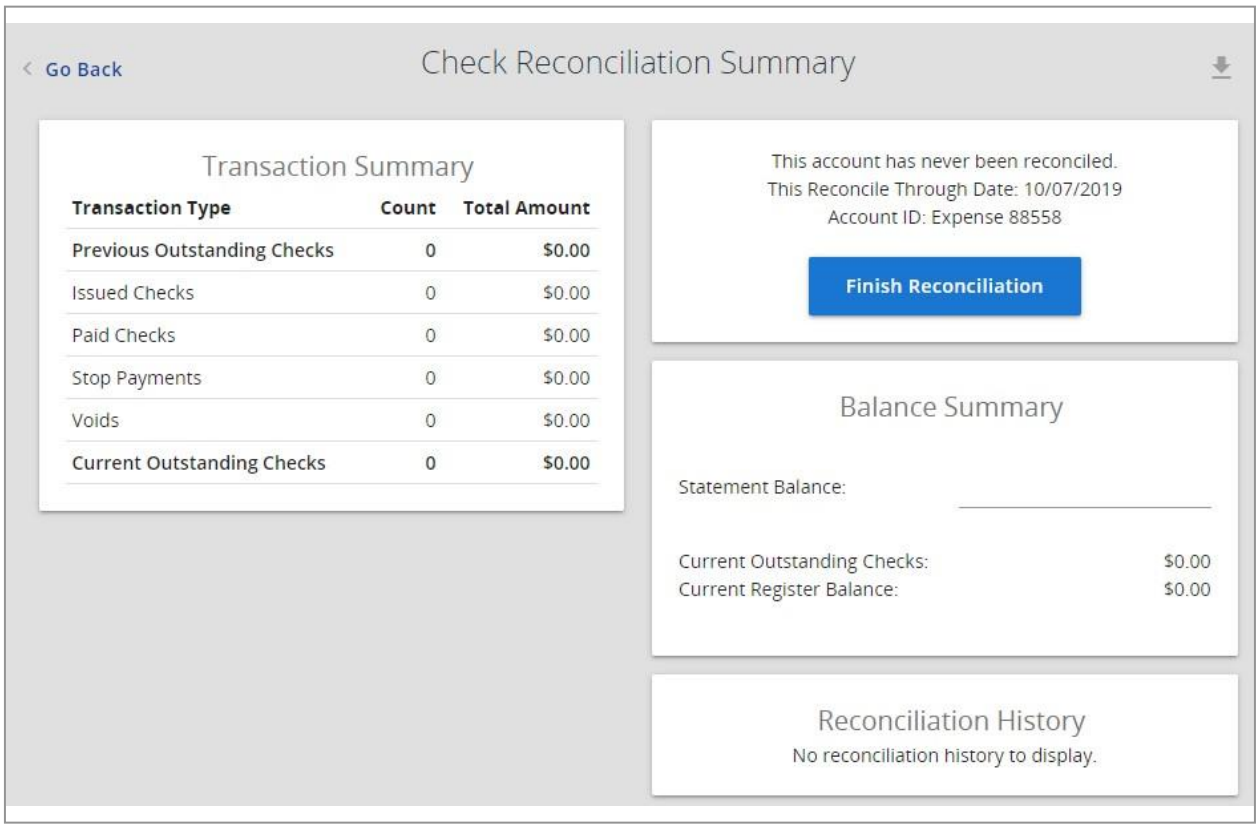


- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

- Reconcile Through Date—the ending date of the reconciliation period. The beginning date of the reconciliation period is based upon the last reconciliation performed on the account. The first time an account is reconciled, all activity in the system up through the Reconcile Through Date is included.

Results page



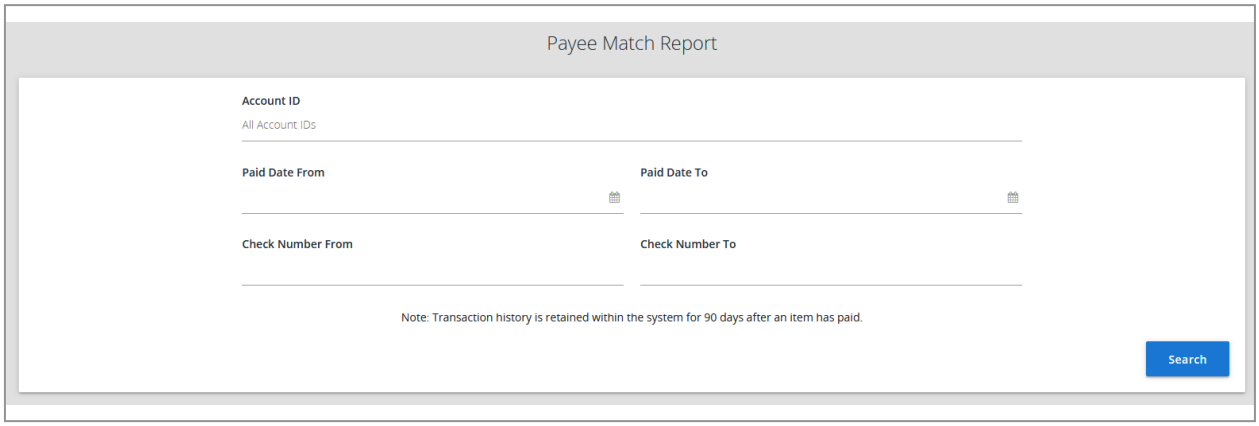
Note: Select a link in the Reconcilement History section to view previous reconciliation reports that have been performed on this account.

- Show—displays a detailed list of the items for any of the totals listed on the report.
- Finish Reconciliation—reconciles the checks.

Payee Match Report

The Payee Match Report page generates an online report using dynamic selection criteria. Select items by issued date, paid date, check number or issued payee name. This report is only available if the Centrix Exact/TMS Payee Match module has been licensed.

Selection page



Results page

You can perform the following actions on this page:

- Drag a column header to reorder.
- Select search ( ) to filter and search all results or select a specific column to search within.
- Select columns ( ) to select or remove columns from the report.
- Select export ( ) to export the search results to a Microsoft Excel or PDF file.

Back to Search Parameters

Payee Match Report

Client	Client ID	Check Number	Amount	Issued Payee	Paid Date	Image Found	Found Payee	Payee Match Confidence
ABC Company Inc	xxxx9724	141034	$3,563.83		01/11/2023	No		
ABC Company Inc	xxxx9724	141038	$20.08		01/11/2023	No		
ABC Company Inc	xxxx9724	141041	$3,280.97		01/11/2023	No		
ABC Company Inc	xxxx9724	141045	$40,000.00		01/23/2023	No		
ABC Company Inc	xxxx9724	141046	$5,000.00		01/23/2023	No		
ABC Company Inc	xxxx9724	141048	$1,514.00		01/23/2023	No		
ABC Company Inc	xxxx9724	141051	$978.46		01/23/2023	No		
ABC Company Inc	xxxx9724	141053	$3,735.52		01/25/2023	No		
ABC Company Inc	xxxx9724	141060	$2,252.14		02/08/2023	No		
ABC Company Inc	xxxx9724	141064	$11,359.33		03/02/2023	No		
			$642,523.13					

Showing **1-10** of **57** results

1 2 3 ... 6

View 10

- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

  Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

- Check Number—the check number of this item.
- Amount—the amount of the check that has been presented for payment.
- Issued Payee—the issued payee name for this check.
- Paid Date—the posting date of the check.
- Image Found—defines if a check image has been processed and scored through Payee Match. The column will display No prior to a check image being scored.
- Found Payee—the name that was read from the check image for this check.
- Payee Match Confidence—the level of confidence that the payee match process returned for this check. The level will fall between 0 (no confidence) and 1000 (perfect score). The confidence level will show as blank if there was no image found during the payee match process.
- Exception—defines if the report processed the item as an exception.
- Issued Date—the date the check was issued.
- Input Date—the date the check was uploaded.

System Reports

ACH Authorization Rules

> Note: This report only displays rules for the accounts that the user has access to.

The ACH Authorization Rules page displays a listing of all pre-authorized rules and allows users with the Allow user to add/edit ACH Authorization Rules in ACH Authorization Rules user right to set up, edit, and delete ACH authorization rules. This option is enabled in the Setup User Rights section of the User Setup (Client) and User Setup Bank Admins Only pages.

If an unauthorized ACH item posts to an account, the rules determine whether the item requires a pay/return decision or if the client should simply be alerted by email that unauthorized activity has occurred.

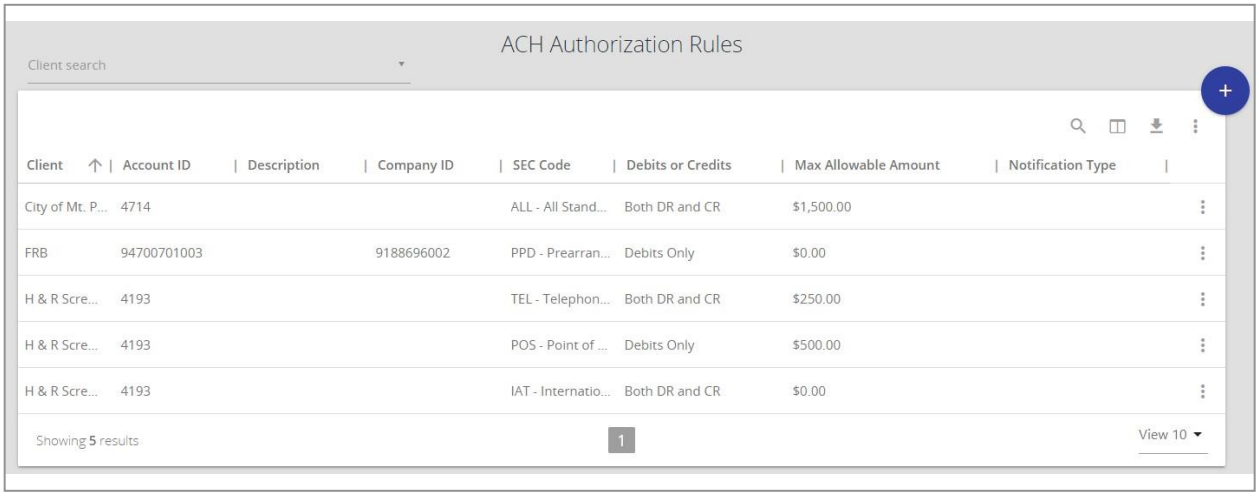
You can perform the following actions on this page:

- Drag a column header to reorder.
- Select search ( ) to filter and search all results or select a specific column to search within.
- Select columns ( ) to select or remove columns from the report.
- Select export ( ) to export the search results to a Microsoft Excel or PDF file.
- Select options ( ) > Add rules from an import file to upload ACH authorization rules from an import file or to download a template file to use for creating a new import file. For more information about optional and required information in the file, see "Data Import Module file specifications" in the *Centrix Exact/TMS System Administrator's Guide*.

> Note: This option only displays for FI users that have the Allow user to use data import option selected in the Security Settings tab on the User Setup Bank Admins Only page.

If you do have the Allow user to add/edit ACH Authorization Rules in ACH Authorization Rules user right enabled, you can perform the following additional actions:

- Select add ( ) to set up a new ACH authorization rule.
- Select options ( ) > Edit record on a row to modify the selected ACH authorization rule.
- Select options ( ) > Delete record on a row to delete the selected ACH authorization rule.



- Client—the name of the client.
- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

> Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

- Description—the description of the ACH rule.
- Company ID—the originating company ID of the transaction from the ACH file. If the company ID field is left blank, the rule applies to all company IDs.
- SEC Code—a list of ACH standard entry class (SEC) codes. Either a specific SEC code can be selected or ALL – All Standard Entry Class Codes can be selected to include all SEC codes.
- Debits or Credits—specify Debits only, Credits only, or Both to define the types of transactions for this rule.
- Max Allowable Amount—the maximum allowed amount for this type of transaction. If the amount is left zero, the maximum amount field is not used during the authorization process.

- Notification Type—the method of notifying the client of an unauthorized transaction. The following options are available:

  Note: The ACH notification type is set at the client level using the ACH Authorization Rules Notification Type setting on the Client Setup page.

  - Create Exception—any unauthorized ACH transaction becomes an exception that requires a pay or return decision by the client on the Quick Exception Processing page.
  - Email Notification Only—the client will receive an email notification of any unauthorized transaction. You can customize the email on the Email/Text Setup page.
- Date Created—the date the rule was created.
- Date Updated—the last date the rule was updated.
- Number of Payments—the number of payments authorized.

Transaction Filters/Blocks

The Transaction Filters/Blocks page displays a listing of all filters/block rules and allows users with the Allow user to add/edit Transaction Filters/Blocks user right to set up, edit, and delete transaction filters and blocks. This option is enabled in the Setup User Rights section of the User Setup (Client) and User Setup Bank Admins Only pages.

Transaction filters/blocks are used to define guidelines for monitoring ACH activity and alerting the client if an ACH item posts that matches the monitoring guidelines. An ACH filter/block guideline can include the standard entry class (SEC), transaction code, transaction type (debits and/or credits), and the transaction amount. The client can either simply receive an email alert when an ACH item posts that meets the guidelines established in a filter/block rule or the system can create an exception requiring a pay/return decision.

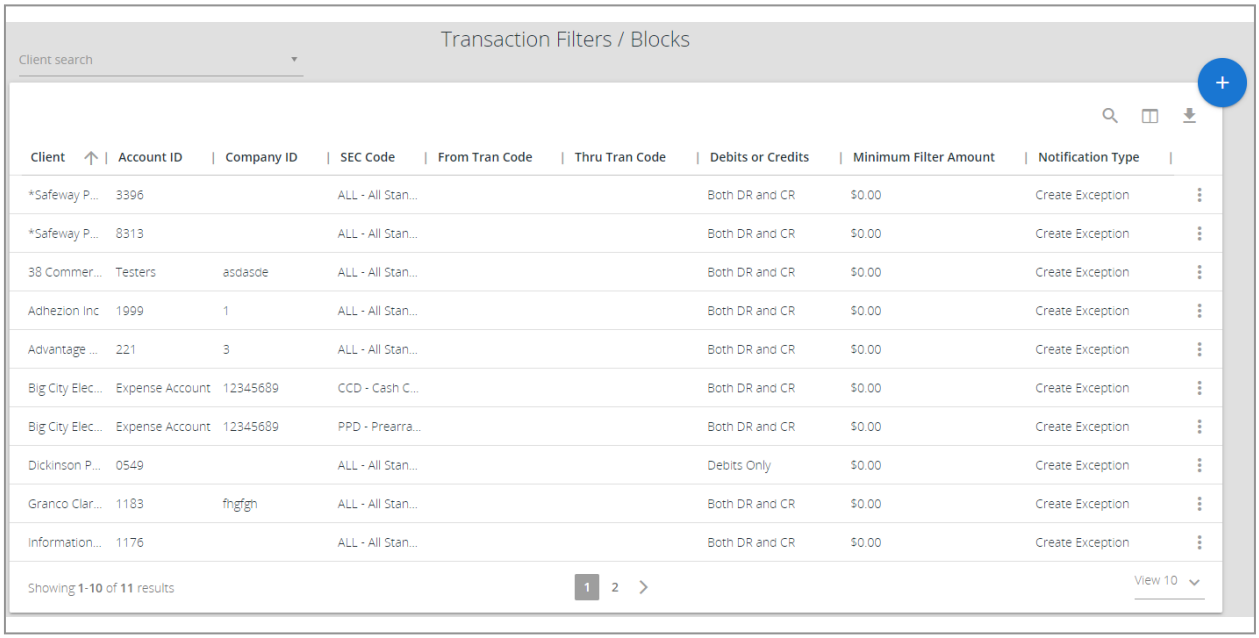
Note: This report only displays rules for the accounts that the user has access to.

You can perform the following actions on this page:

- Drag a column header to reorder.
- Select search ( ) to filter and search all results or select a specific column to search within.
- Select columns ( ) to select or remove columns from the report.
- Select export ( ) to export the search results to a Microsoft Excel or PDF file.

If you have the Allow user to add/edit Transaction Filters/Blocks user right enabled, you can perform the following additional actions:

- Select add ( ) to create a new transaction filter/block rule.
- Select options ( ) > Edit record on a row to modify the selected transaction filter/block rule.
- Select options ( ) > Delete record on a row to delete the selected transaction filter/block rule.



- Client—the name of the client.

- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

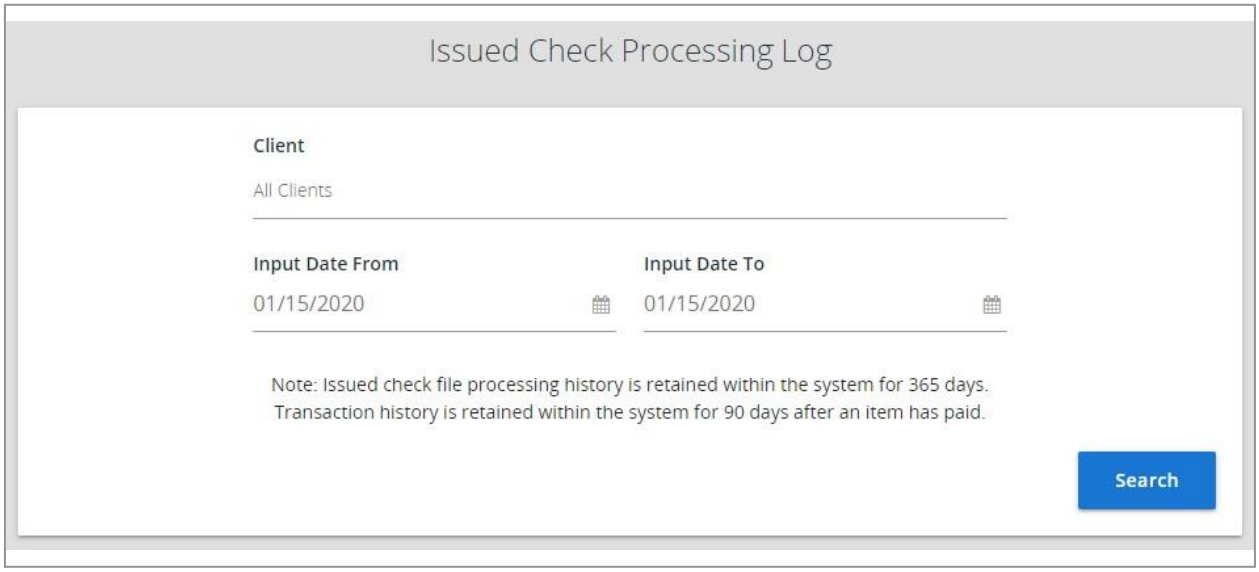
> Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

- Company ID—the originating company ID of the transaction from the ACH file. If the field is left blank, the filter will not be used.
- SEC Code—the ACH SEC code(s) pertaining used for this rule. Either a specific SEC code can be selected or ALL – All Standard Entry Class Codes can be selected to include all SEC codes.
- From Tran Code—the starting transaction code for this filter. If the ACH SEC Code is not available from the DDA system, you can use this field in place of an SEC code to identify the type of transaction.
- Thru Tran Code—the ending transaction code for this filter. If the ACH SEC Code is not available from the DDA system, you can use this field in place of an SEC code to identify the type of transaction.
- Debits or Credits—displays whether the filter pertains to debits only, credits only, or both debits and credits.
- Minimum Filter Amount—the minimum transaction amount for this filter. Transactions must have an amount greater than or equal to this amount for this filter to apply. Any transaction that exceeds the minimum filter amount will activate the notification type defined for the rule. If the minimum filter amount is blank or zero, the transaction amount will not be used.
- Notification Type—the method of notifying the client of any unauthorized transactions. The following options are available:
    - Create Exception—any transaction matching the filter criteria becomes an exception that requires a pay or return decision by the client.
    - Email/Text Notification Only—the client will receive an email and/or text notification of any transaction matching the criteria in this filter. You can customize the content of the email and text messages on the Email/Text Setup page.
- Date Created—the date the filter criteria was created
- Date Updated—the date the filter criteria was last modified.

Issued Check Processing Log

The Issued Check File Processing Log displays a list of all issued check files that have been electronically submitted using the Centrix Exact/TMS web interface.

Selection page

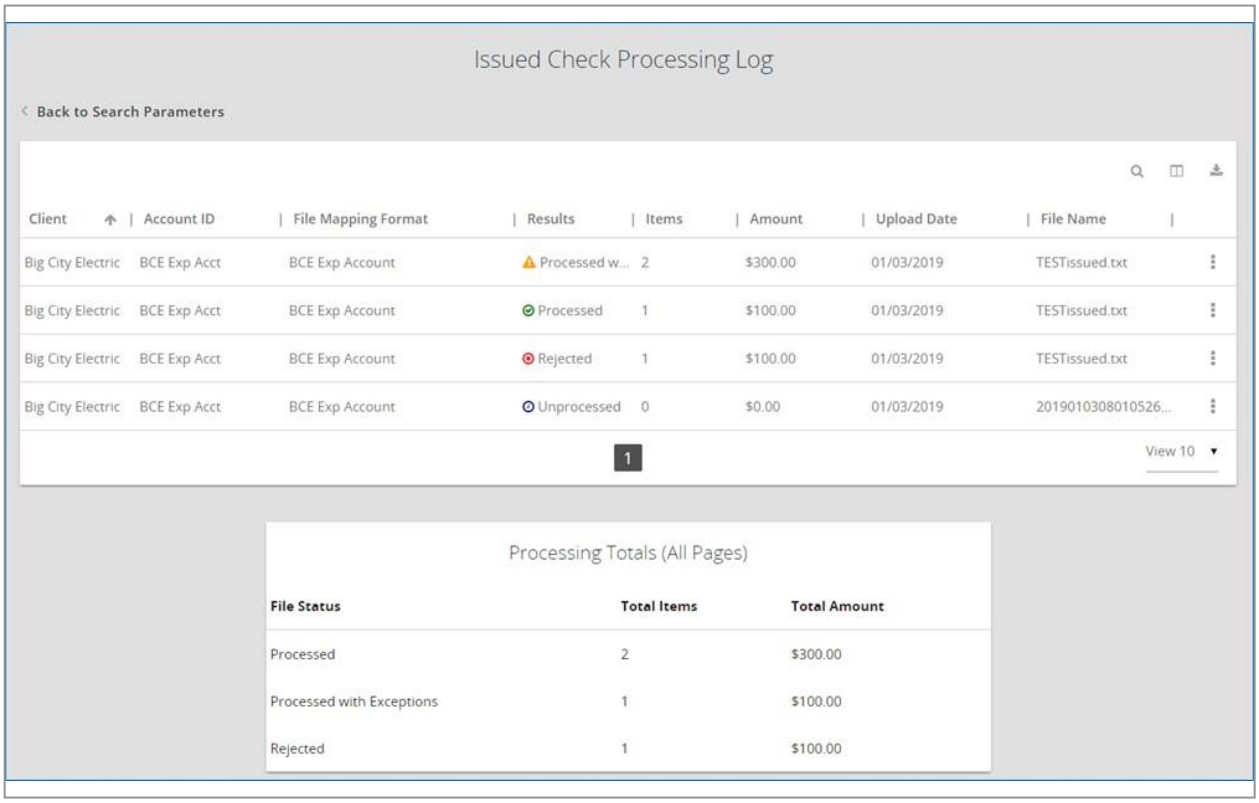


Optionally choose specific clients to be included in the report. By default, all assigned clients are included in the report.

Results page

You can perform the following actions on this page:

- Drag a column header to reorder.
- Select search ( ) to filter and search all results or select a specific column to search within.
- Select columns ( ) to select or remove columns from the report.
- Select export ( ) to export the search results to a Microsoft Excel or PDF file.



- Client—the client's name.
- Client/Account ID—the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

> Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI.

- File Mapping Format—the file processing type associated with this upload.
- Status—the results column from the Issued Check File Processing Log will display one of the following processing statuses:
  - Unprocessed—the file has been uploaded but has not yet been processed.
  - Processed—the file was processed successfully.
  - Processed with Exceptions—the file was processed successfully, but duplicate checks were not loaded.

- Rejected—the file was rejected due to one of the following reasons:
    - A mismatch between the number of items/amount entered on the page and the number of items/amount contained in the file.
    - The file format did not match the format selected.

- Items—the number of items in the file.
- Amount—the total amount in the file.
- Input Date—the date the file was uploaded.
- User—the user that uploaded the issued check file.
- File Name—the name of the issued check file uploaded into the system.
- View File—specific users can be given the ability to download the issued check file that was uploaded by the customer. For those users, a View File link appears. When selected, the user has the option to save or view the file. The option to give this ability to users is done on either the User Setup (Client) or User Setup (Bank Admins Only) pages. Depending on your configuration, the View File link may not appear for all issued check files.

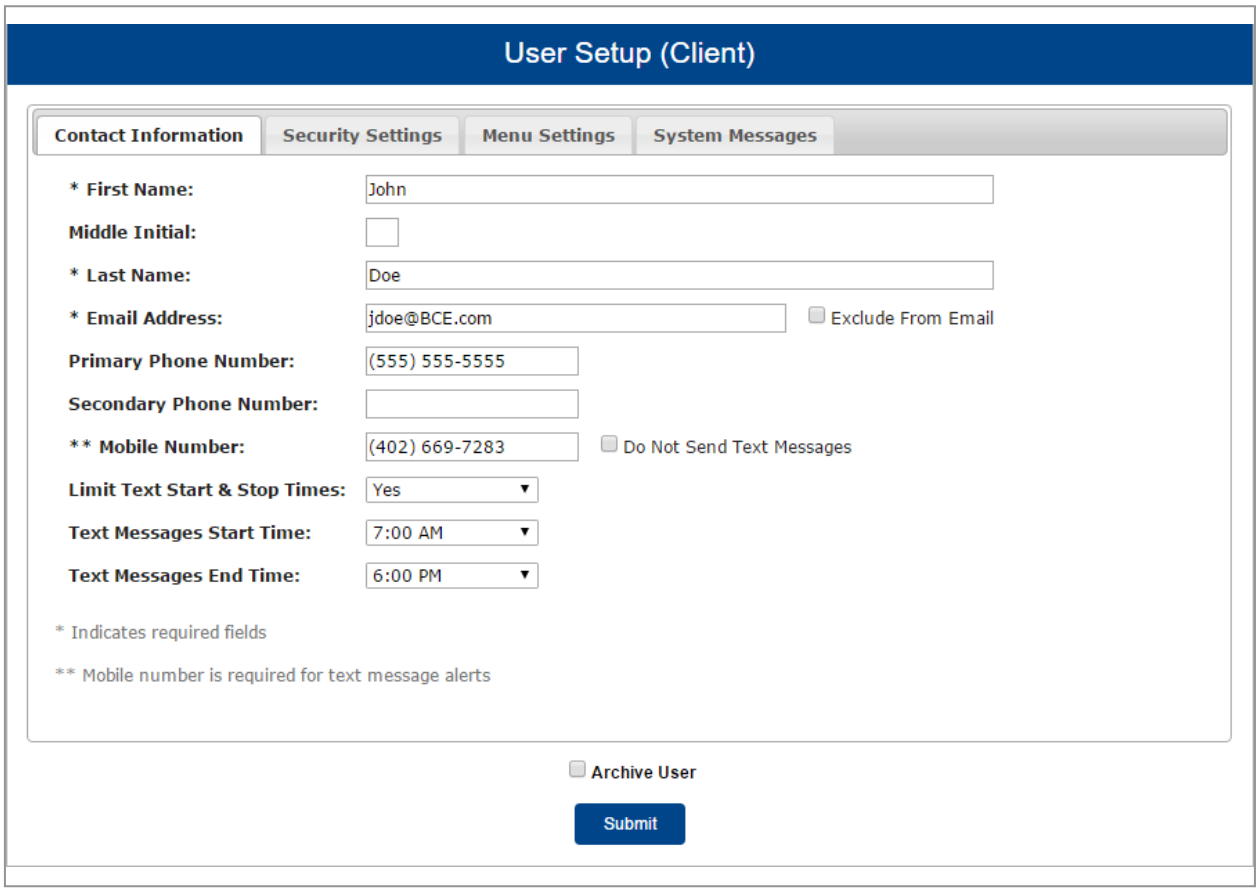
General Items

Use the General Items section of the menu for user setup and management activities.

User Setup (Client) – NOT CURRENTLY AVAILABLE

The User Setup (Client) page is used by the client administrator to manage their users.

Contact Information tab



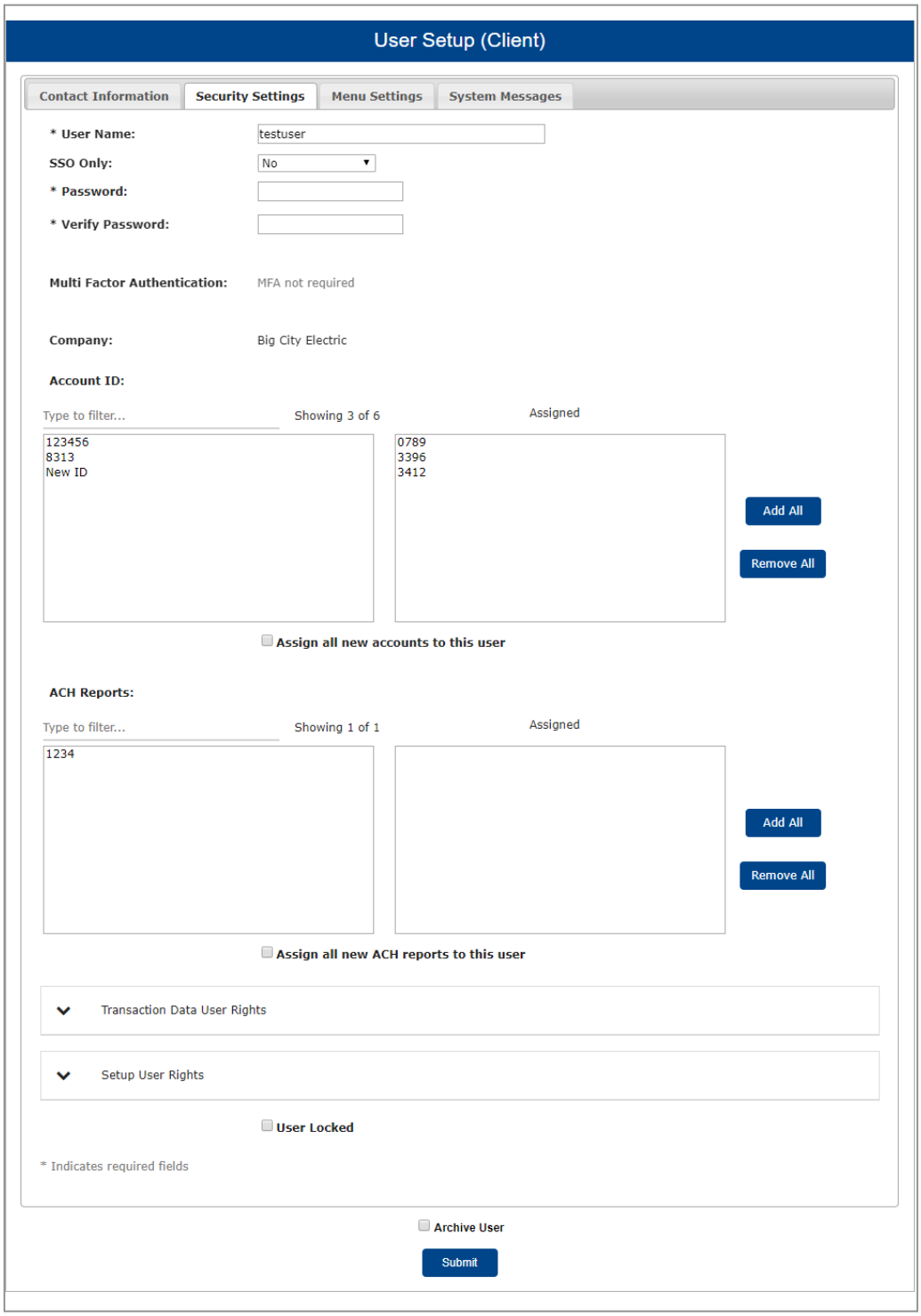
- First Name / Middle Initial / Last Name—the name of the user.
- Email Address—the email address used to send system-generated email messages to this user.

- Exclude From Email—when selected, the user does not receive any email messages. If cleared, the user receives email messages based upon the email selections on the System Messages tab.
- Primary Phone Number—the primary phone number.
- Secondary Phone Number—the secondary phone number for the user.
- Mobile Phone Number—the mobile phone number for the user. The mobile number is used if the client has selected to receive text alerts. Text alerts are only available to FIs that have licensed the Centrix Exact/TMS Text Messaging Module.
- Do Not Send Text Messages—when selected, the user does not receive any text messages. When cleared, the user receives text messages based upon the text selections checked on the System Messages tab.
- Limit Text Start & Stop Times—if set to Yes, the times text messages are sent will be limited to between the start and stop times. If set to No, text messages will be sent whenever one is generated.
- Text Messages Start Time—the time of day that the system starts sending text messages.
- Text Messages End Time—the time of day that the system stops sending text messages.

Note: If both the start and end times are set for the same time, the system sends text messages whenever one is generated.

- Archive User—when selected, the user is no longer active and is not allowed to log in to the system.

Security Settings tab



- User Name—the login name for the user.
- SSO Only—enable users to make the Password and Verify Password fields not required for User Setup (Client). (Not Available)
- Password / Verify Password—the login password for the user. The password and verify password must match to set or change the user's password.
    - The system automatically requires all new users to change their password on the first login.
    - The password definition rules (minimum length and mixed character requirements) are defined by the FI.
- Multi Factor Authentication—displays the multi-factor authentication (MFA) status of the user.
    - Reset Authentication—select to reset the user's MFA status, requiring them to reconnect their device to their Centrix Exact/TMS profile.

  This option only appears when the user is assigned to a security template that requires MFA.
- Client/Account ID—the Client/Account ID is the number or description that identifies a specific account. The Client/Account ID is the nickname or description that identifies this account to the customer. This Client/Account ID is displayed in place of the account number on pages within the system and in emails generated by the system.

Note: The label used for this field (typically Client ID or Account ID) throughout the system is defined by the FI. All accounts that are assigned to the client will be displayed in the Available column. To enable the user to access an account, move the account to the Assigned column by either clicking on the Client/Account ID or selecting Add All.

Note: Using the Client/Account ID in email communication and on all pages is a security precaution.

- Assign all new accounts to this user—if selected, this user is automatically granted access to any new accounts added to the system for their client.
- ACH Reports—the ACH Reports section lists the ACH reporting files that have been defined for the client by the FI.
    - To enable a user to view/download a report, select the name under the Available column to move it to the Assigned column, or select Add All.
    - To notify the user each time a new report is available, select ACH Reporting System New File Notification in the Email Types section. The system automatically prompts users to change their passwords based upon the password expiration days defined by the FI.

Note: The ACH Reports section is only available to FIs that have licensed the Exact/ARS™ ACH reporting system.

- Assign all new ACH reports to this user—if this box is selected, this user is automatically granted access to any new ACH reports added to the system for their client.
- User Locked—this checkbox determines if the user is locked out of the system. The user is automatically locked out of the system if the user exceeds the number of failed password attempts. To unlock a user, uncheck this box.

Transaction Data User Rights section

- Allow user to add/edit transactions—if selected, the user can add and edit transactions such as voiding items and adding issued checks.
- Dual Approver of Issued Items—displays the current approver status for issued items.

  This setting is only available if the client is set up for dual approval of issued items on the Client Setup page.

  The following options are available:

    - Not an approver
    - Dual approver, cannot approve self
    - Dual approver, can approve self

- Dual Approver of Exception Decisions—displays the current approver status for exception processing.

  This setting is only available if the client is set up for dual approval for exceptions on the Client Setup page.

  The following options are available:

  - Not an approver
  - Dual approver, cannot approve self
  - Dual approver, can approve self

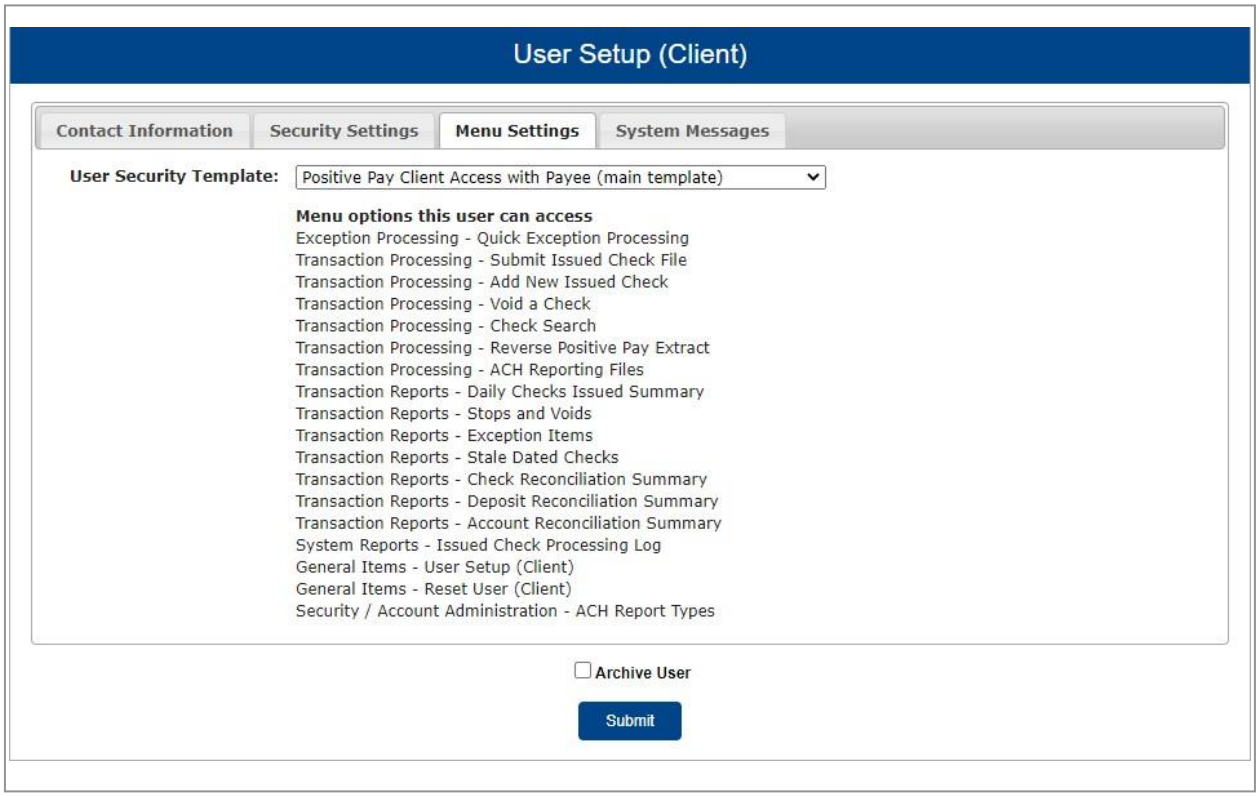
- Allow user to delete transactions—if selected, the user can delete transactions from the system. Transactions can be deleted by clicking on the delete button while viewing transaction details.
- Allow user to download issued check files—if selected, the user can download issued check files from the Issued Check Processing Log page.
- Check Exception Type—specifies user permissions for check exceptions. The following options are available:
  - Cannot view exceptions or make decisions
  - Can view exceptions
  - Can view exceptions and make decisions
- ACH Exception Type—specifies user permissions for ACH exceptions. The following options are available:
  - Cannot view exceptions or make decisions
  - Can view exceptions
  - Can view exceptions and make decisions

Setup User Rights section

- Allow user to add ACH Authorization Rules in Quick Exception Processing—if selected, the user can add an ACH authorization rule in the quick exception processing page when there is an ACH authorization exception. For more information, see "Quick Exception Processing."

- Allow user to add/edit ACH Authorization Rules in ACH Authorization Rules—if selected, the user can set up, edit, and delete ACH authorization rules on the ACH Authorization Rules page.
- Allow user to add/edit Transaction Filters/Blocks—if selected, the user can set up, edit, and delete ACH filter/block rules on the Transaction Filters/Blocks page.
- Allow user to add/edit Security Templates—if selected, the user can add and modify security templates.
- Allow user to add/edit ACH Reports—if selected, the user can set up, edit, and delete ACH reports on the ACH Report Types page.

Menu Settings tab



- User Security Template—specifies the security template associated with the client user. New clients are assigned the default template specified on the Client Setup page. Additional available templates appear in the list.

Users with the Allow user to add/edit Security Templates option enabled in the Security Settings tab can define a new template based on the default client template by selecting * Create new template * from the list.

- Template Name—specifies the new template name.

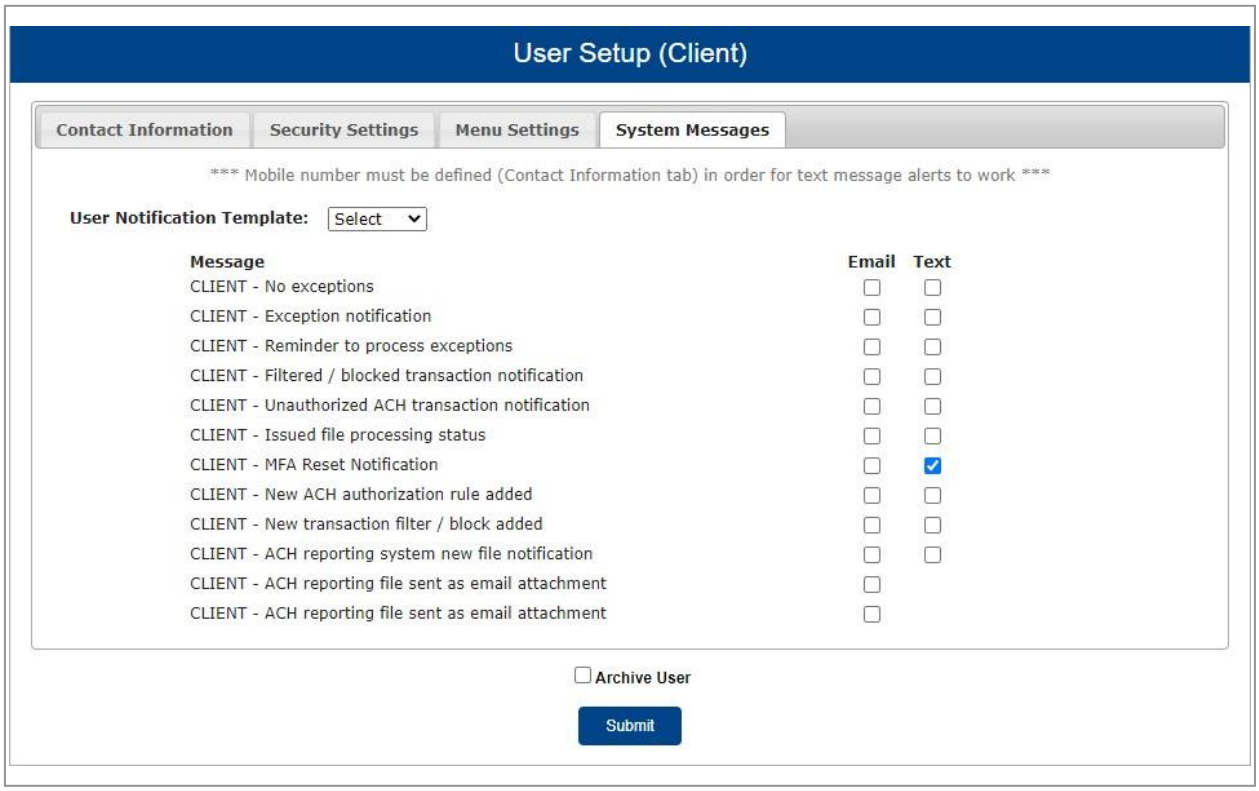
  This option is only available when creating a new template.

- Menu options this user can access—displays the menu options available to the user based on the currently assigned User Security Template. When you select * Create new template *, you can remove menu options from the default template to create a new template:

Menu options this user can access

- [x] Exception Processing - Quick Exception Processing
- [x] Transaction Processing - Submit Issued Check File
- [x] Transaction Processing - Add New Issued Check
- [x] Transaction Processing - Void a Check
- [x] Transaction Processing - Check Search
- [x] Transaction Processing - Reverse Positive Pay Extract
- [x] Transaction Processing - ACH Reporting Files
- [x] Transaction Reports - Daily Checks Issued Summary
- [x] Transaction Reports - Stops and Voids
- [x] Transaction Reports - Exception Items
- [x] Transaction Reports - Stale Dated Checks
- [x] Transaction Reports - Check Reconciliation Summary
- [x] Transaction Reports - Deposit Reconciliation Summary
- [x] Transaction Reports - Account Reconciliation Summary
- [x] System Reports - Issued Check Processing Log
- [x] General Items - User Setup (Client)
- [x] General Items - Reset User (Client)
- [x] Security / Account Administration - ACH Report Types

System Messages tab



Select the email and text notification types that this user is to receive. Use the User Notification Template list to select All, All Email, All Text, or None. Text notifications are available only for those FIs that have licensed the Centrix Exact/TMS Text Messaging Module.

> Note: FI users can customize the content for email and text messages on the Email/Text Setup page.

The CLIENT - Exception notification and CLIENT - Issued file processing status options opt the user into all emails of the given type.

> Note: If multiple exceptions or issued file processing status notifications occur, all messages with details about each notification are sent in a single email per daily processing.

If you select CLIENT - Issued file processing status, the user receives all of the following messages:

- CLIENT - Issued file count/amount mismatch
- CLIENT - Issued file loaded successfully
- CLIENT - Issued file partially loaded
- CLIENT - Issued file processing loaded no items
- CLIENT - Issued file rejected

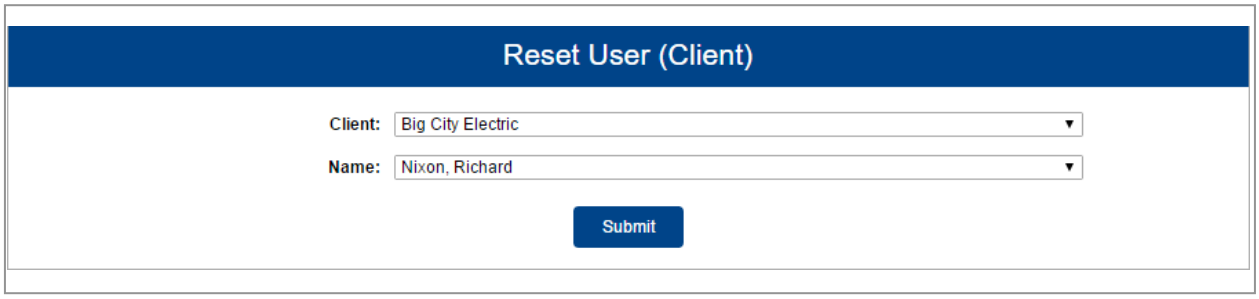
If you select CLIENT - Exception notification the user receives all of the following messages:

- CLIENT - Exception: Duplicate paid item
- CLIENT - Exception: Duplicate paid item with amount mismatch
- CLIENT - Exception: Filtered/blocked transaction
- CLIENT - Exception: Paid item not issued
- CLIENT - Exception: Paid item with amount mismatch
- CLIENT - Exception: Paid item with zero check number
- CLIENT - Exception: Payee match additional name detected
- CLIENT - Exception: Payee match over limit amount
- CLIENT - Exception: Payee name mismatch
- CLIENT - Exception: Stale dated item paid
- CLIENT - Exception: Unauthorized ACH transaction
- CLIENT - Exception: Void item paid

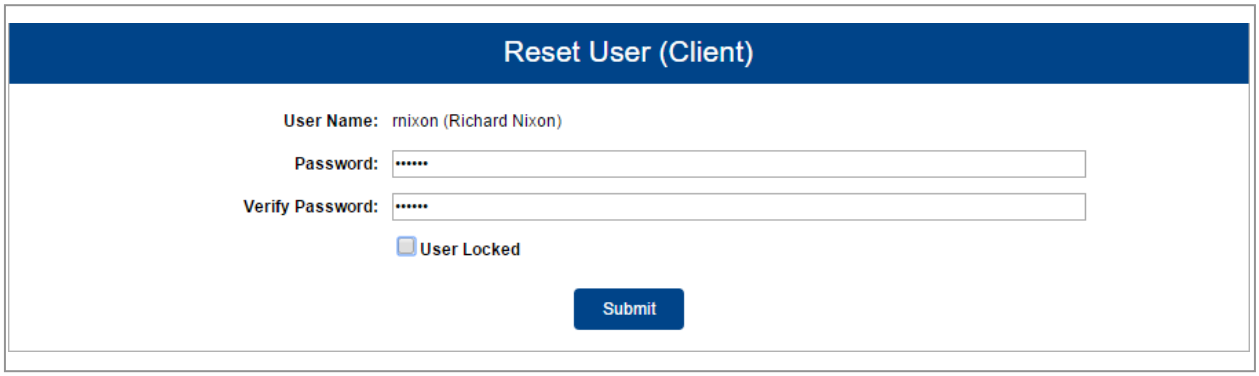
Reset User (Client)

Use the Reset User (Client) page to reset client users.

Selection page



Results page



- Password / Verify Password—the login password for the user. The password and verify password must match to change the user's password.
    - The system automatically requires all new users to change their password on the first login.
    - The password definition rules (minimum length and mixed character requirements) are defined by the FI.
    - The system automatically prompts users to change their passwords based upon the password expiration days defined by the FI.
- User Locked—this checkbox determines if the user is locked out of the system. The user is automatically locked out of the system if the user exceeds the number of failed password attempts. To unlock a user, clear this box.