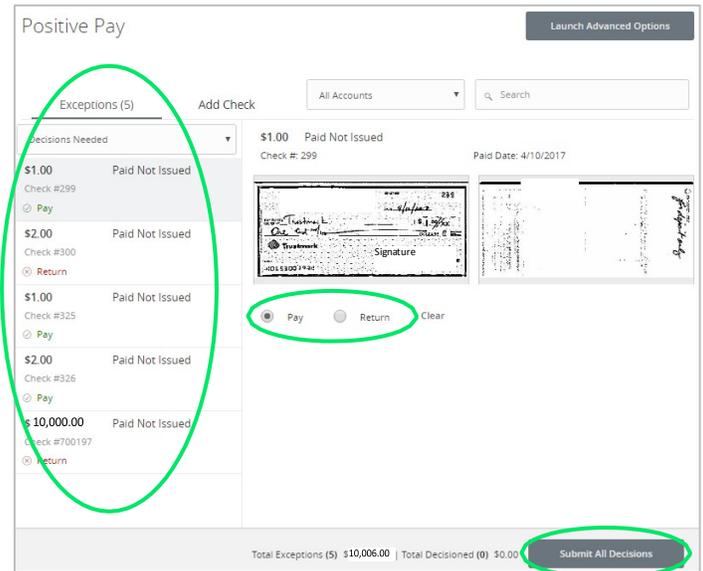
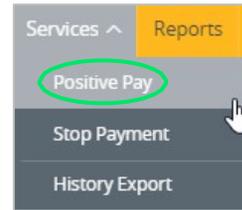


## Exceptions

Please note that exception items will generally be available by 9:00 a.m., CST, each business day, and the cut-off time for submitting exception decisions is 12:00 p.m., CST.

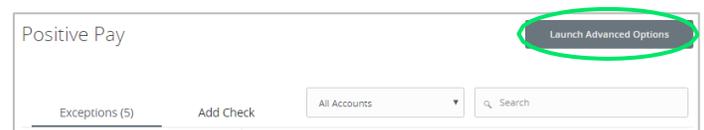
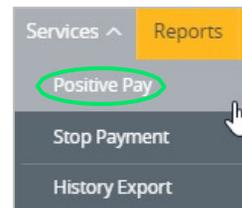
1. Under the **Services** tab, select **Positive Pay**.
2. Select an exception from the list on the left. The item details and image will display in the right pane.
3. Choose a **Pay** or **Return** decision for the displayed item.  
**NOTE:** If **Return** is selected for an item, please also choose the return reason from the dropdown menu that is displayed.
4. If applicable, select each remaining exception item from the list and choose a **Pay** or **Return** decision for each item.
5. When complete, select the **Submit All Decisions** button at the bottom of the page.



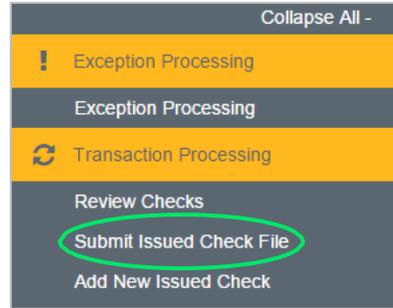
## Submit Issued Check File

This feature may be used to upload a file containing one or multiple issued check records into Positive Pay.

1. Under the **Services** tab, select **Positive Pay**.
2. Choose **Launch Advanced Options**.  
**NOTE:** If you have a pop-up blocker enabled, you will need to allow pop-ups from *myTrustmark* to open the full Positive Pay system.



3. From the menu on the left under **Transaction Processing**, select **Submit Issued Check File**.



4. Select the **Choose File** button and select the file to upload.

5. Choose the **Account Nickname** related to the items within the selected file.

NOTE: If your file mapping was configured by Trustmark to contain items for multiple account numbers, you may select *any Account Nickname* in this step.

6. If applicable, choose the **File Processing Type** for the type of file selected.

7. Select the **Process File** button.

**Step 1. Select a file to process.**

Choose File pospay.bt

**Step 2. Input details about the file.**

Account Nickname: Sample Account

File Processing Type: samplefile

**Step 3. Click the "Process File" button.**

Process File

8. After the file is processed, the processing results will display to indicate the status of the file:

Processing Results				
File Name	Upload Date	Status	Items	Amount
pospay.bt	4/11/17 5:30:20 PM	Processed	2	\$200.00

- **Processed:** The file was successfully processed in its entirety.
- **Processed with Exceptions:** The file was successfully processed, but one or more items were skipped because they already exist as an issued item.
- **Rejected:** The entire file rejected and was not processed.

NOTE: Select the status indicator to view additional details for *Processed with Exceptions* or *Rejected* results.

## Add Check

This feature may be used to individually add issued check records into Positive Pay.

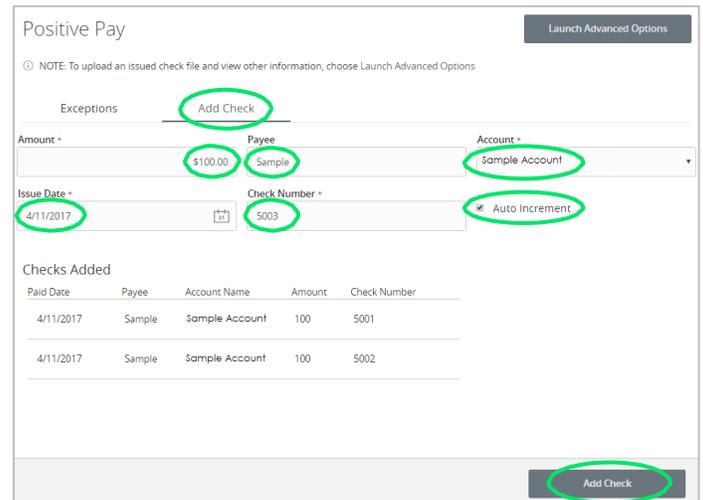
1. Under the **Services** tab, select **Positive Pay**.



2. Select the **Add Check** tab.
3. Enter the **Amount** of the check.
4. Enter the **Payee** of the check (optional.)
5. Select the **Account**.
6. Select the **Issue Date** of the check.
7. Enter the **Check Number**.

NOTE: Select the **Auto Increment** checkbox if you will be entering multiple checks with sequential check numbers. The check number will automatically advance to the next number.

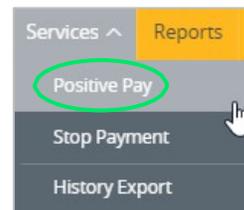
8. Select the **Add Check** button at the bottom of the page.



## Void a Check

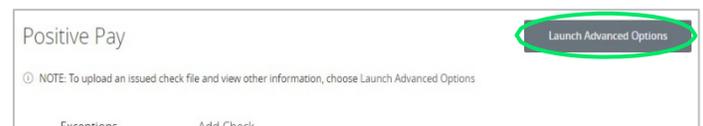
This feature may be used to manually void a check previously issued in positive pay. You may continue to issue void items in an upload file if your file mapping is setup to allow that.

1. Under the **Services** tab, select **Positive Pay**.

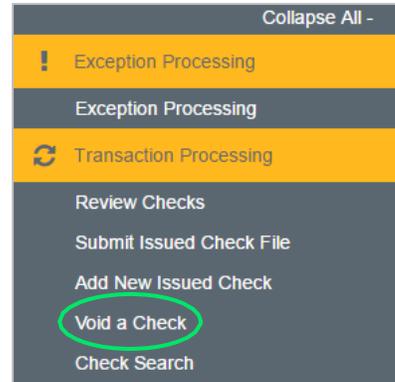


2. Choose **Launch Advanced Options**.

NOTE: If you have a pop-up blocker enabled, you will need to allow pop-ups from *myTrustmark* to open the full Positive Pay system.



- From the menu on the left under **Transaction Processing**, select **Void a Check**.



- Select the **Account Nickname**.
- Enter the **Check Number**.
- Enter the **Check Amount**.
- Select the **Issued Date**.
- Select the **Find Matching Check** button.
- After verifying the check that will be voided, select the **Void Check** button.

**Step 1.** Enter check information.

Account Nickname:

Check Number:

Check Amount:

Issued Date:

**Step 2.** Click the "Find Matching Check" button to find the check.

**Step 3.** Verify the check that will be voided.

Account Nickname	Check #	Check Amount	Issued Date
Sample Account	125101	100.00	04/11/2017

**Step 4.** Click the "Void Check" button to complete the void process.

## Adding Positive Pay Users

- Add a user according to the instructions in the User Management guide.
- Contact Corporate Treasury Support by calling 855-731-0243 so that the user setup can be completed in the Positive Pay system.

NOTE: Please allow 1-2 business days for the user setup to be completed by Corporate Treasury Support.