CITIZENS
NATIONAL BANK

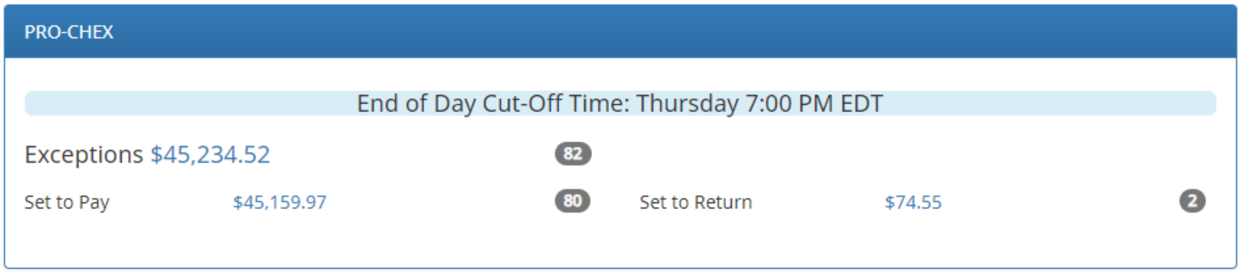
ACH
ALERT
ADVANCED
FRAUD
PREVENTION

SERVICE: PRO-CHEX

Client User Guide

Using the Dashboard

The Dashboard is the default landing page within the Client portal. If PRO-CHEX is enabled, a PRO-CHEX box will be displayed. Summary information on current check transactions and status will be displayed for accounts the user has been granted access. Active links are embedded within the PRO-CHEX box to permit users to navigate from the dashboard landing page into the PRO-CHEX service module or directly to transactions in the status selected. Dashboard totals are updated in real time as transaction status values are changed by a user. The content displayed in the PRO-CHEX summary box includes the following:



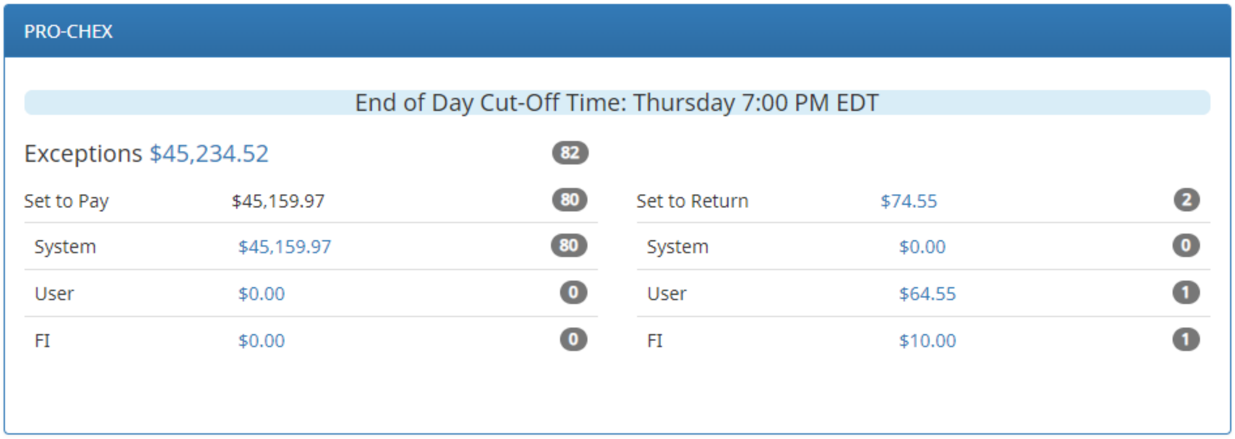
PRO-CHEX

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

Exceptions $45,234.52 82

Set to Pay	$45,159.97	80	Set to Return	$74.55	2

Service Name	In the example provided, clicking PRO-CHEX on the left in the title bar will direct the user to the main menu.
End of Day Cut-Off Time	Displayed in the second bar, the time of day indicates when transactions that require decisions will no longer be eligible for user decisions.
Exceptions	Clicking on the dollar amount hyperlink on the Exceptions line will direct the user to a filtered view of Transaction History that will display only exceptions that require a decision.



PRO-CHEX

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

Exceptions $45,234.52 82

Set to Pay	$45,159.97	80	Set to Return	$74.55	2
System	$45,159.97	80	System	$0.00	0
User	$0.00	0	User	$64.55	1
FI	$0.00	0	FI	$10.00	1

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 Client user decision has occurred. FI pay or return indicate an FI decision has occurred on behalf of the FI.

Creating a Client User

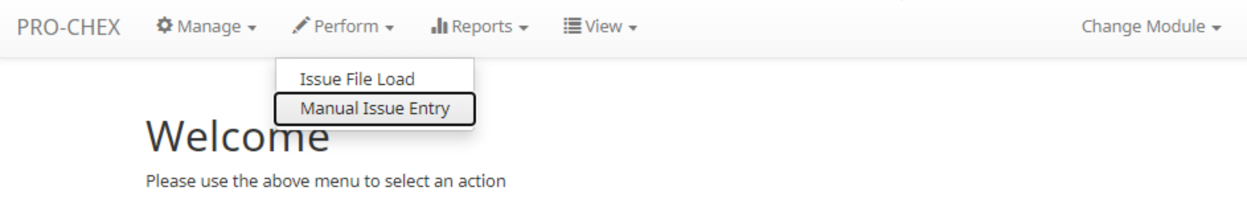
A Client User with Admin user privilege can add additional Client users who will then be authorized to use PRO-CHEX.

1. From Client Dashboard > 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, the click “Create User” button.
4. If the user is configured for standard security login, the New User interface will display.
5. Assign the appropriate privileges for the Client User.
6. Save changes.

Manual Check Entry

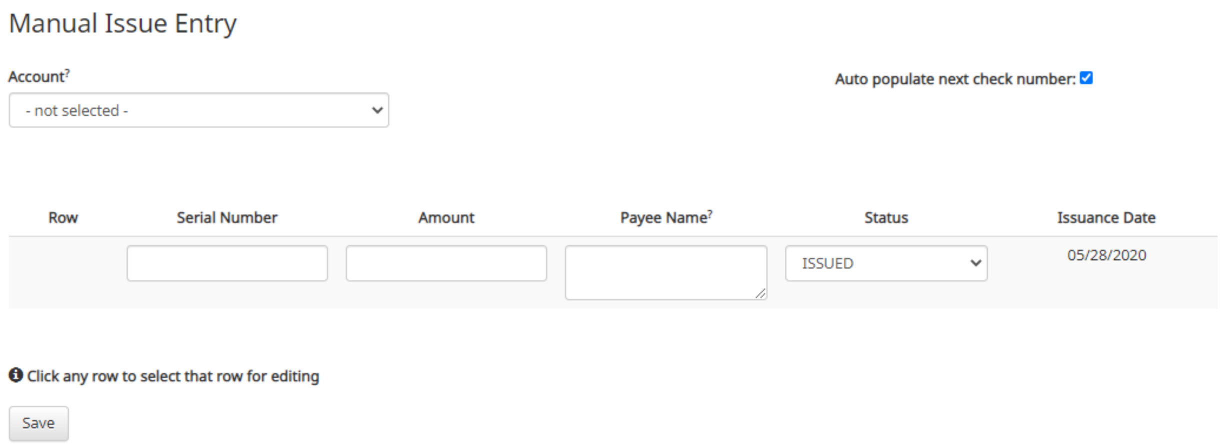
Clients can manually enter a list of checks that have been issued. To manually enter an issue item, the user must be granted the manual issue entry user privilege.

1. From the PRO-CHEX module, click Perform > Manual Issue Entry.



Welcome

Please use the above menu to select an action



Manual Issue Entry

Account: - not selected -

Auto populate next check number: ☑

Row	Serial Number	Amount	Payee Name	Status	Issuance Date
				ISSUED	05/28/2020

Click any row to select that row for editing

2. Enter the appropriate information in the fields and click the Save button.

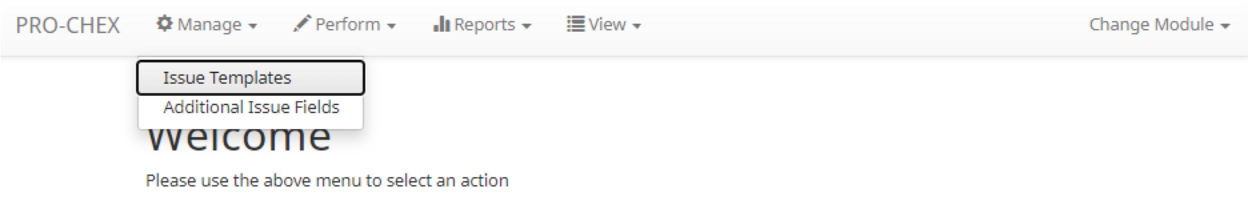
Issue Templates

The purpose of issue templates is to make it easy to load issue items into PRO-CHEX using files that can be generated out of most accounting systems. PRO-CHEX provides organizations a variety of flexible options for providing a list of checks that have been issued or voided. Issue templates allow users to select from a list of file formats supported and identify where the required data elements are located within the file.

Once a template has been set up, the template can be selected when loading a file to tell PRO-CHEX how to utilize the data contained in the file.

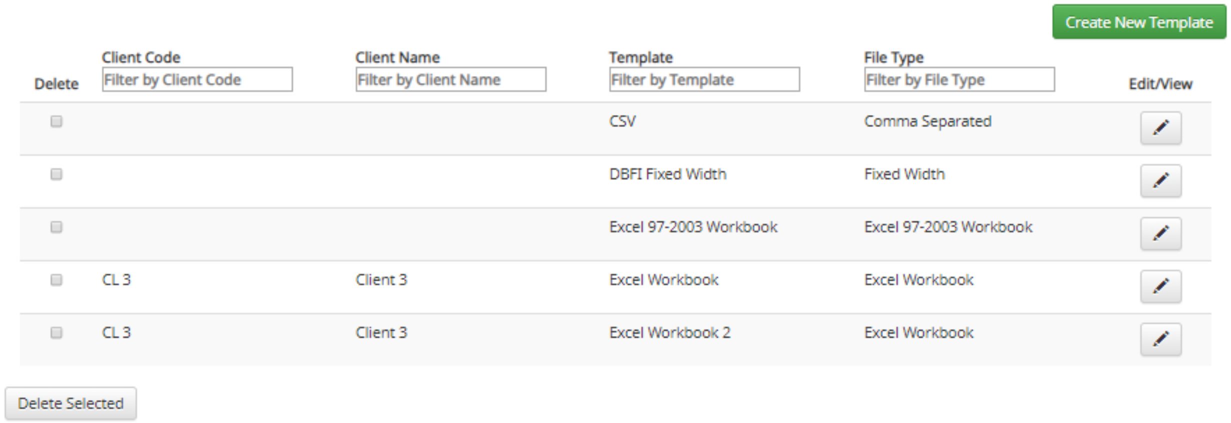
Multiple file templates can be set up, displayed and used. FI’s can create templates for Clients to use or the FI may choose to allow Clients to create their own templates.

1. From within the PRO-CHEX module, click Manage > Issue Templates



Welcome

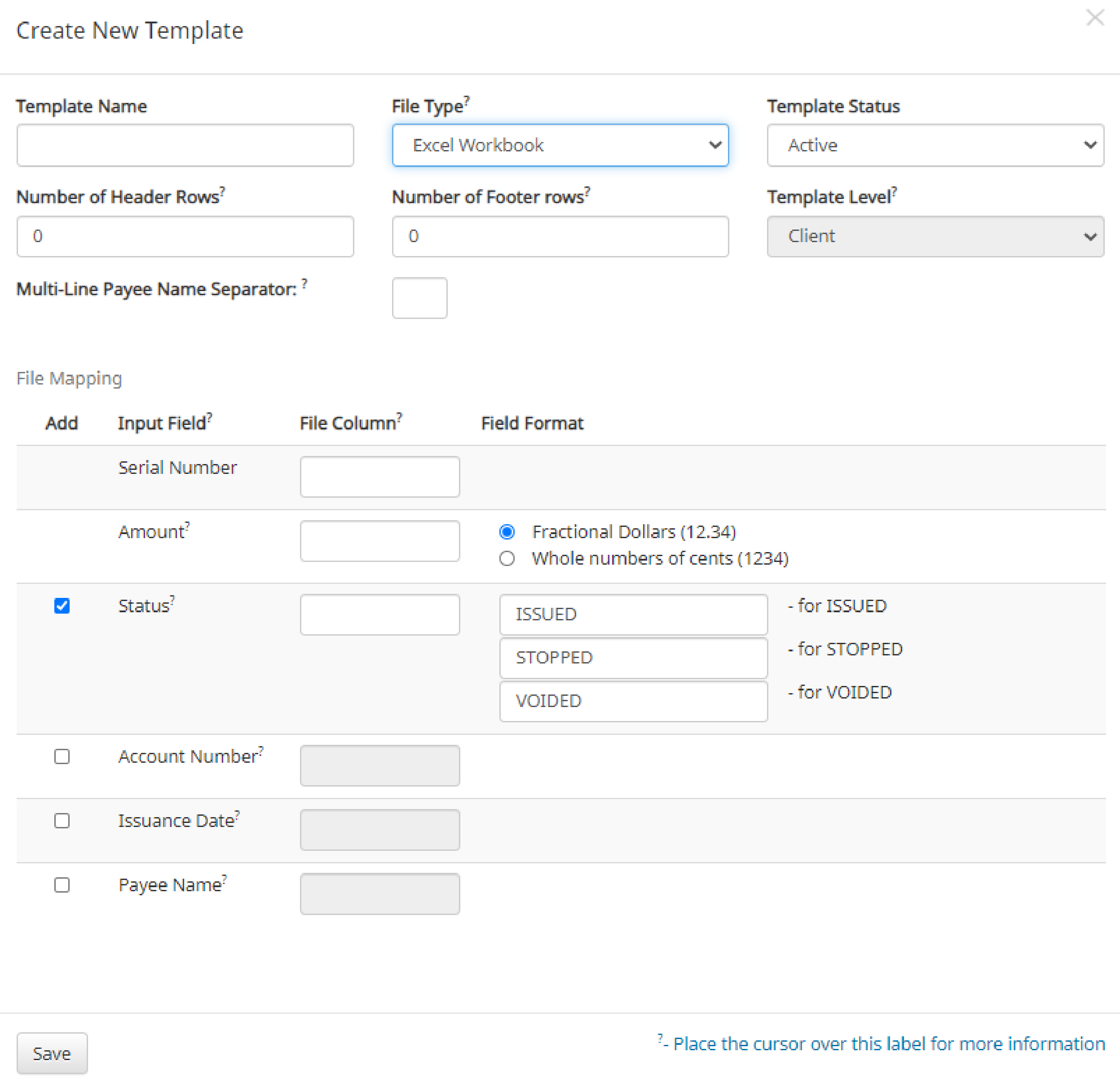
Please use the above menu to select an action



Delete	Client Code Filter by Client Code	Client Name Filter by Client Name	Template Filter by Template	File Type Filter by File Type	Edit/View
☐			CSV	Comma Separated	✎
☐			DBFI Fixed Width	Fixed Width	✎
☐			Excel 97-2003 Workbook	Excel 97-2003 Workbook	✎
☐	CL 3	Client 3	Excel Workbook	Excel Workbook	✎
☐	CL 3	Client 3	Excel Workbook 2	Excel Workbook	✎

2. The mapping section below will display based on the file type selected. **It is important to note that not all fields/options seen in these graphics may be available for your organization based on settings configured by your financial institution.**

Excel and separated files will require Clients 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

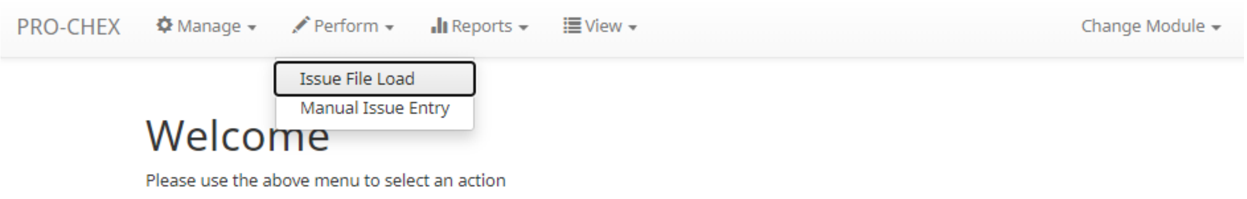
Add	Input Field?	File Column?	Field Format
	Serial Number		
	Amount?		● Fractional Dollars (12.34) ○ Whole numbers of cents (1234)
☑	Status?		ISSUED - for ISSUED STOPPED - for STOPPED VOIDED - for VOIDED
☐	Account Number?		
☐	Issuance Date?		
☐	Payee Name?		

?- Place the cursor over this label for more information

Loading Issue Files

1. From the Client Portal:

   a. PRO-CHEX module, click Perform > Issue File Load.

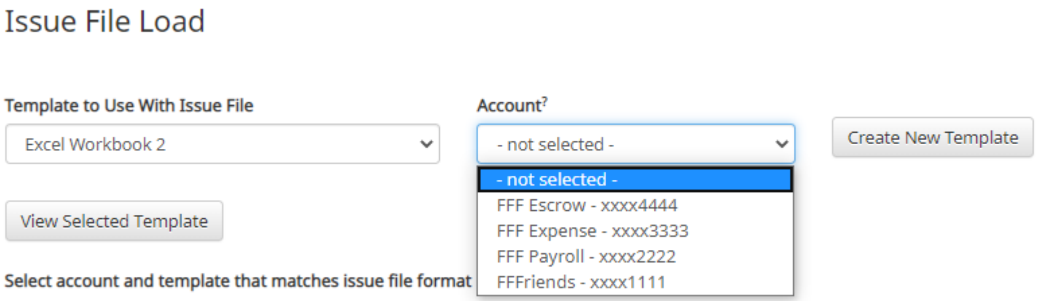


PRO-CHEX
Manage
Perform
Reports
View
Change Module
Issue File Load
Manual Issue Entry

Welcome

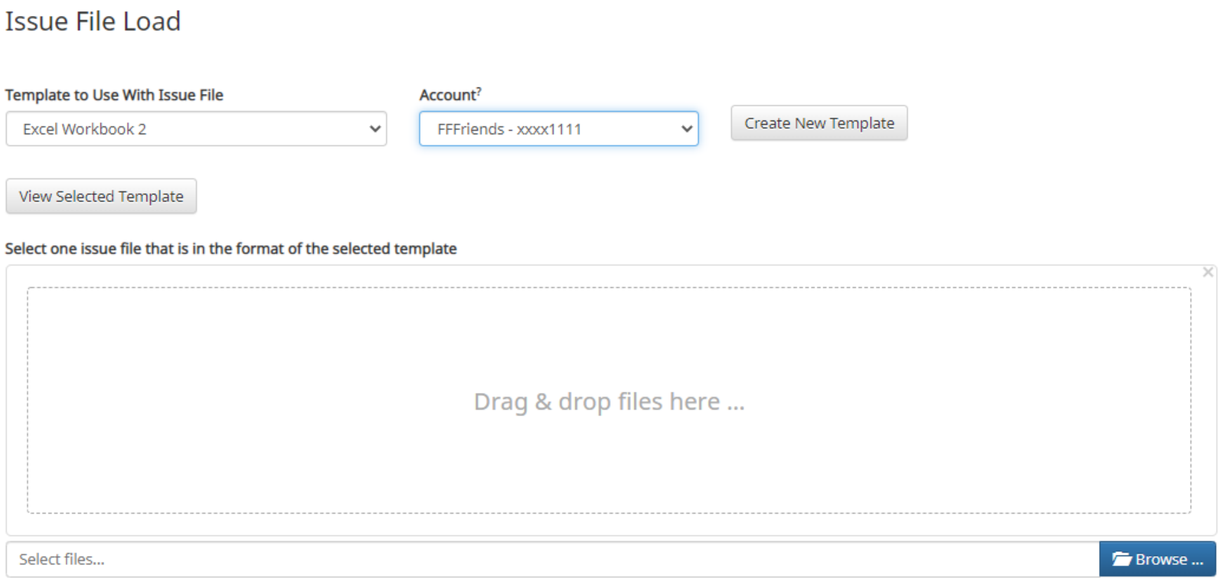
Please use the above menu to select an action

b. The Load Check Issuance File page appears.


Issue File Load
Template to Use With Issue File
Excel Workbook 2
Account?
- not selected -
- not selected -
FFF Escrow - xxxx4444
FFF Expense - xxxx3333
FFF Payroll - xxxx2222
FFFriends - xxxx1111
Create New Template
View Selected Template

Select account and template that matches issue file format

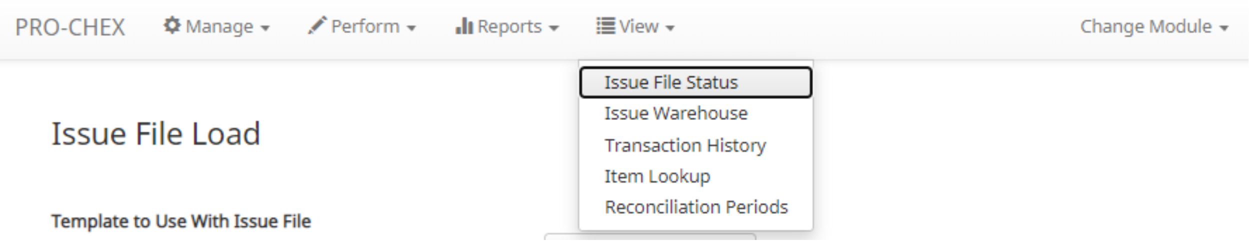
c. The file upload interface will appear. Click the Browse button to select the appropriate file.


Issue File Load
Template to Use With Issue File
Excel Workbook 2
Account?
FFFriends - xxxx1111
Create New Template
View Selected Template
×
Drag & drop files here …
Select files...
Browse …

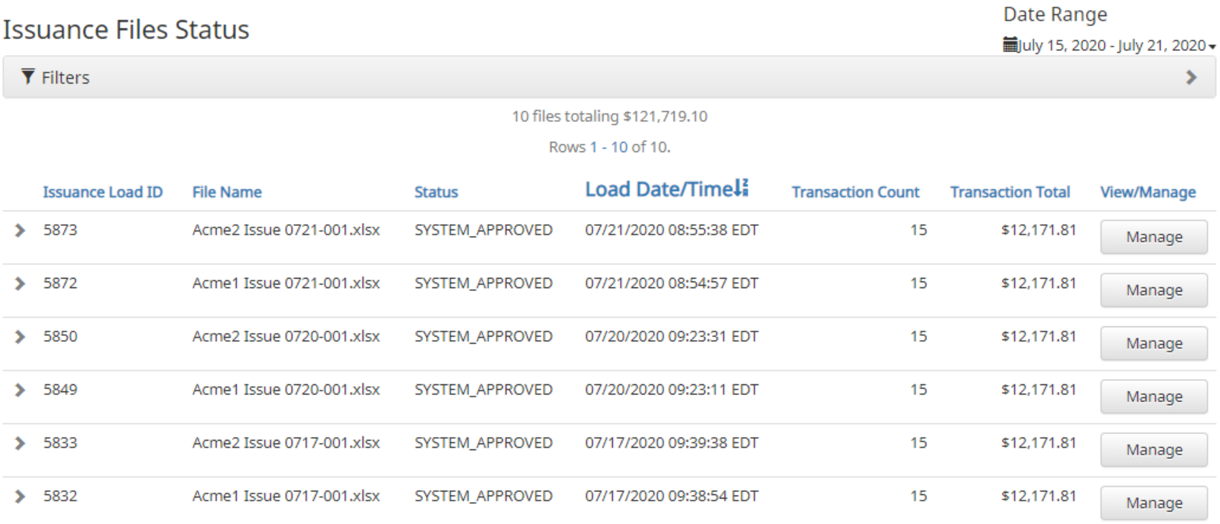
Select one issue file that is in the format of the selected template

View Issue File Status

a. Within the PRO-CHEX module, click View > Issue File Status.


PRO-CHEX
Manage
Perform
Reports
View
Change Module
Issue File Status
Issue Warehouse
Transaction History
Item Lookup
Reconciliation Periods
Issue File Load
Template to Use With Issue File

b. The Issuance Files Status page appears.



Issuance Files Status

Date Range
July 15, 2020 - July 21, 2020

Filters

10 files totaling $121,719.10

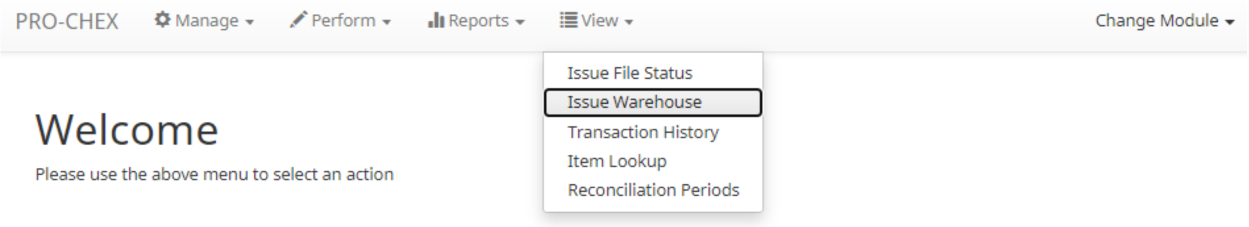
Rows 1 - 10 of 10.

Issuance Load ID	File Name	Status	Load Date/Time	Transaction Count	Transaction Total	View/Manage
5873	Acme2 Issue 0721-001.xlsx	SYSTEM_APPROVED	07/21/2020 08:55:38 EDT	15	$12,171.81	Manage
5872	Acme1 Issue 0721-001.xlsx	SYSTEM_APPROVED	07/21/2020 08:54:57 EDT	15	$12,171.81	Manage
5850	Acme2 Issue 0720-001.xlsx	SYSTEM_APPROVED	07/20/2020 09:23:31 EDT	15	$12,171.81	Manage
5849	Acme1 Issue 0720-001.xlsx	SYSTEM_APPROVED	07/20/2020 09:23:11 EDT	15	$12,171.81	Manage
5833	Acme2 Issue 0717-001.xlsx	SYSTEM_APPROVED	07/17/2020 09:39:38 EDT	15	$12,171.81	Manage
5832	Acme1 Issue 0717-001.xlsx	SYSTEM_APPROVED	07/17/2020 09:38:54 EDT	15	$12,171.81	Manage

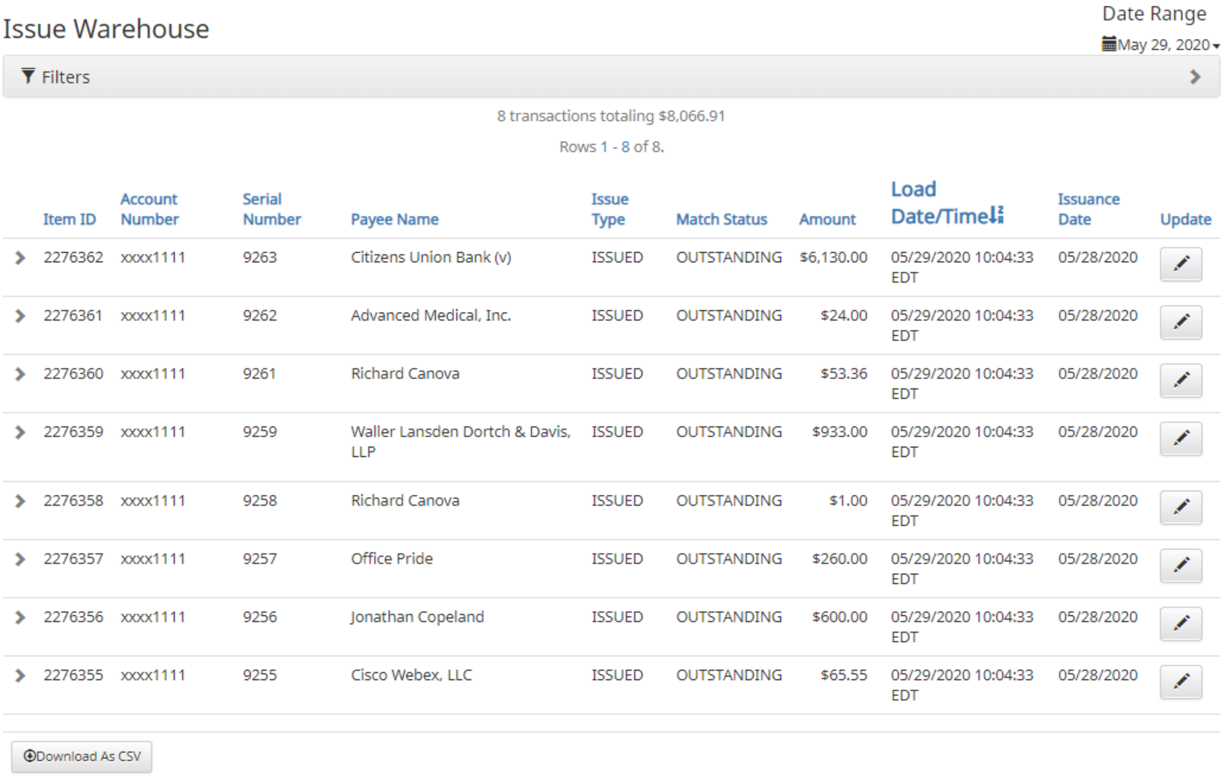
Issue Warehouse

PRO-CHEX provides FI and Clients with the visibility to see the status of all issued items. Authorized Client users can modify items in the Issue Warehouse. Clients can use the Issue Warehouse to search for issued items for a Client or specific account using one of the many filtering options available.

1. Within the PRO-CHEX module, click View > Issue Warehouse.


PRO-CHEX
Manage
Perform
Reports
View
Change Module
Issue File Status
Issue Warehouse
Transaction History
Item Lookup
Reconciliation Periods
Welcome
Please use the above menu to select an action

2. The Issue Warehouse page appears.



8 transactions totaling $8,066.91

Rows 1 - 8 of 8.

Item ID	Account Number	Serial Number	Payee Name	Issue Type	Match Status	Amount	Load Date/Time	Issuance Date	Update
2276362	xxxx1111	9263	Citizens Union Bank (v)	ISSUED	OUTSTANDING	$6,130.00	05/29/2020 10:04:33 EDT	05/28/2020	✎
2276361	xxxx1111	9262	Advanced Medical, Inc.	ISSUED	OUTSTANDING	$24.00	05/29/2020 10:04:33 EDT	05/28/2020	✎
2276360	xxxx1111	9261	Richard Canova	ISSUED	OUTSTANDING	$53.36	05/29/2020 10:04:33 EDT	05/28/2020	✎
2276359	xxxx1111	9259	Waller Lansden Dortch & Davis, LLP	ISSUED	OUTSTANDING	$933.00	05/29/2020 10:04:33 EDT	05/28/2020	✎
2276358	xxxx1111	9258	Richard Canova	ISSUED	OUTSTANDING	$1.00	05/29/2020 10:04:33 EDT	05/28/2020	✎
2276357	xxxx1111	9257	Office Pride	ISSUED	OUTSTANDING	$260.00	05/29/2020 10:04:33 EDT	05/28/2020	✎
2276356	xxxx1111	9256	Jonathan Copeland	ISSUED	OUTSTANDING	$600.00	05/29/2020 10:04:33 EDT	05/28/2020	✎
2276355	xxxx1111	9255	Cisco Webex, LLC	ISSUED	OUTSTANDING	$65.55	05/29/2020 10:04:33 EDT	05/28/2020	✎