

Reverse Positive Pay Exception Procedures

***Very Important:** Positive Pay check exception items need to be reviewed online and decided daily Monday-Friday between 8:30am-12:00pm CT.*

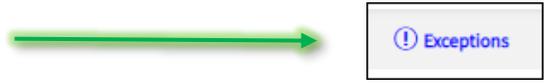
Any checks you've written will be presented as an exception online. If a manual decision is not made online before 12:00pm CT, will cause the default decision to apply and the check(s) will be PAID

A manual decision to return the check(s) must be made online before 12:00pm CT if you want an item returned/not paid.

• **Exception items can be located in two places:**

At the bottom of your Welcome page, there is an 'Exception Decisions' section that will display any check items that need a decision to pay or return.

In addition, there is also an 'Exceptions' button in upper right hand corner of your screen that will also take you to any check items that need a decision to pay or return.



Exception Decisions

<input type="checkbox"/>	Decision	Account	Check ↑	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
<input type="checkbox"/>	Select Decision	*4469	00000228382 	05/28/2021	\$774.69	\$774.69	Duplicate Item	Remble	0 of 1 received Ready to transmit
<input type="checkbox"/>	Select Decision	*4469	00000228414 	05/28/2021	\$547.11	\$4,900.00	Amount Mismatch	Royal	0 of 1 received Ready to transmit
<input type="checkbox"/>	Select Decision	*4582	00004474777 			\$800.00	No Issue Found		0 of 1 received Ready to transmit
<input type="checkbox"/>	Select Decision	*4639	00000018111 	06/02/2021	\$971.54	\$971.54	Posted Against Void	SERVICE ONE EQUIPMENT LLC	0 of 1 received Ready to transmit

• **If you see there are checks in your Exceptions queue, please do the following to make a decision:**

Click on the check icon to see an image of the check

<input type="checkbox"/>	Decision	Account	Check ↑	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
<input type="checkbox"/>	Select Decision	*4469	00000228382 	05/28/2021	\$774.69	\$774.69	Duplicate Item	Remble	0 of 1 received Ready to transmit
<input type="checkbox"/>	Select Decision	*4469	00000228414 	05/28/2021	\$547.11	\$4,900.00	Amount Mismatch	Royal	0 of 1 received Ready to transmit

Note: Once you have determined whether to pay or return the item(s), you have two options on how to make your decisions. You can either make a decision check by check, one at a time (if presented with multiple checks) or you can apply multiple decisions to multiple checks at the same time.

•To make a decision check by check individually, you will click the 'Select Decision' link and choose either Pay or Return with the appropriate return reason and will do this for each check.

<input type="checkbox"/>	Decision	Account	Check ↑	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
<input type="checkbox"/>	Select Decision	*4469	00000228382 	05/28/2021	\$774.69	\$774.69	Duplicate Item	Remble	0 of 1 received Ready to transmit
<input type="checkbox"/>	Select Decision	*4469	00000228414 	05/28/2021	\$547.11	\$4,900.00	Amount Mismatch	Royal	0 of 1 received Ready to transmit

Select Decision ✕

Decision ↑	Description
Pay	Pay the Item
Return - Altered	Altered Check
Return - Duplicate	Duplicate Payment
Return - Endorsement	Endorsement
Return - Forgery	Forgery
Return - Post Dated	Post Dated
Return - Refer Maker	Refer to Maker
Return - Stale Date	Stale Date
Return - Stop Pay	Stop Payment

Once each check item has a decision marked to either Pay or Return, scroll down to the bottom of your screen and click 'Continue'.

<input type="checkbox"/>	Decision	Account	Check ↑	Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
<input checked="" type="checkbox"/>	Return - Duplicate	*4469	00000228382 	05/28/2021	\$774.69	\$774.69	Duplicate Item	Remble	0 of 1 received Ready to transmit
<input checked="" type="checkbox"/>	Pay	*4469	00000228414 	05/28/2021	\$547.11	\$4,900.00	Amount Mismatch	Royal	0 of 1 received Ready to transmit
<input checked="" type="checkbox"/>	Pay	*4523	00000717245 			\$385.65	No Issue Found		0 of 1 received Ready to transmit
<input checked="" type="checkbox"/>	Return - Stop Pay	*4523	00000717289 			\$372.65	No Issue Found		0 of 1 received Ready to transmit

You will be presented with a confirmation of your decisions, if correct, click 'Transmit' at the bottom of your screen. If not correct, select 'Cancel' to take you back to the previous screen to make any decision corrections.

• **To make a group decision for multiple exception checks**, you will put a checkmark to the left of each check item you want to make a decision and select the applicable decision for the checks selected from the dropdown just below the items, then click 'Apply'. The option you choose will be applied next to each check item.

You are only able to make one "group" decision at a time. If you have multiple checks to pay and others to return, you can select your first decision option first, click 'Continue' at the bottom and 'Transmit'.

<input checked="" type="checkbox"/>	Select Decision Please select a Decision	*5090	0000081622		\$196.97	No Issue Found		0 of 1 received Ready to transmit
<input checked="" type="checkbox"/>	Select Decision Please select a Decision	*5090	0000081623		\$196.97	No Issue Found		0 of 1 received Ready to transmit
<input type="checkbox"/>	Select Decision	*6470	0000011128	02/19/2021	\$141.79	\$141.79	Stale Dated Milford	0 of 1 received Ready to transmit
<input type="checkbox"/>	Select Decision	*7135	0000013196		\$6.94	No Issue Found		0 of 1 received Ready to transmit

Apply this decisions to the selected exceptions

---Non-ACH Decisions---

- Pay
- Return - Altered
- Return - Duplicate
- Return - Endorsement
- Return - Forgery

Apply

Continue

Transmit **Cancel**

Once your first decision is made, then you can make another "group" decision by following the same steps and selecting your new decision.

<input type="checkbox"/>	Select Decision	*5090	0000081622		\$196.97	No Issue Found		0 of 1 received Ready to transmit
<input type="checkbox"/>	Select Decision	*5090	0000081623		\$196.97	No Issue Found		0 of 1 received Ready to transmit
<input checked="" type="checkbox"/>	Return - Duplicate	*6470	0000011128	02/19/2021	\$141.79	\$141.79	Stale Dated Milford	0 of 1 received Ready to transmit
<input checked="" type="checkbox"/>	Return - Duplicate	*7135	0000013196		\$6.94	No Issue Found		0 of 1 received Ready to transmit

Apply this decisions to the selected exceptions

---Non-ACH Decisions---

- Pay
- Return - Altered
- Return - Duplicate
- Return - Endorsement
- Return - Forgery
- Return - Stale Dated

Apply

Continue

Transmit **Cancel**