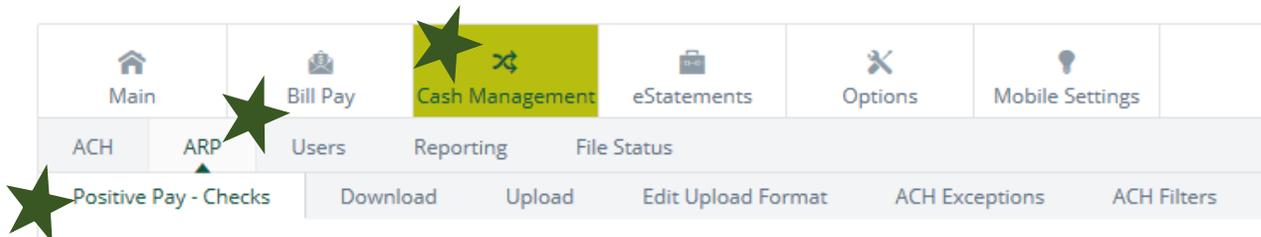


Positive Pay Exceptions Items

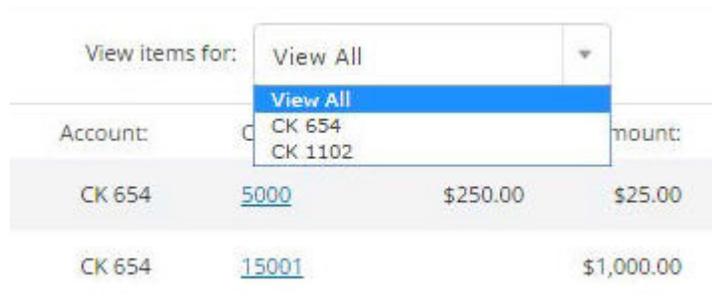
Exception items are checks that attempt to clear but do not match your list of issued checks.

Review these items and mark them for pay or return.

1. Go to **Cash Management > ARP > Positive Pay-Checks**



2. Use the **View Items For** drop-down list to view all accounts or a specific account.



3. Use the available additional information to determine whether to pay or return an exception.
 - a. Select the check number (if available) to view images of the front and back of the check
 - b. Select **Details** to view additional information about the item, including the exception reason.

The screenshot shows a window titled "Details of 5000" with the following fields:

- Account Name: CK 654
- Check Number: 5000
- Amount: \$25.00
- Payee: And Bros Inc
- Source Of Entry: Manual
- Exception Reason: Invalid Amount
- Updated By:
- When Updated: 12:00:00 AM
- Updated From Workstation:
- Protected(Y/N): N
- DDA Batch Number: 0001
- DDA Sequence Number: 0000000003

At the bottom right of the window are two buttons: "Print" and "Close".

4. Select **Correction** if the exception was caused by an encoding error.

- a. This link allows you to send a message to your financial institution indicating the error and the correct information.

TIP: If you are performing the same action to every item on the screen, then select **Pay All** or **Return All**. During the start/stop time for working check and ACH exceptions (item is not in protected status), select **Reset** to revert the selections to what was previously established.

Outside of the start/stop time for working check exceptions (item is in protected status), **Pay All**, **Return All**, and **Reset** are disabled and **Submit** does not appear.

5. From the *View/Work Items* list, select **Pay** or **Return** for the item.
6. Select **Submit**



IMPORTANT: All Positive Pay exceptions must be worked daily before 12:59pm CST. Any items not worked will be returned to safeguard the account.