Positive Pay
ACH Exceptions & Reporting
Quick Reference Guide

Positive Pay – ACH Exceptions

Working Exceptions

1 Navigating to ACH Exceptions
Select ACH Exceptions or ACH Exceptions - Decision Activity from Positive Pay menu to work or view exception items

ACH Exceptions Features

1 ACH Exception page can be downloaded to PDF or CSV file.

2 Print button at the top of the page, prints the current page.

3 Search ACH Exceptions filter can be used to narrow results.

4 Clicking the "Details" link provides additional information with the ability to decision from this view.

5 To decision an item, select the Pay or Return radio buttons and confirm your decisions.

Note that ACH Exception items can only be decisioned One Time.

6 To decision all items at the same time, select the Pay All or Return All buttons and confirm the decisions.

Pay All or Return All applies to all items on all pages, not just the current page.

Hover over message on the page title which Includes all ACH Exception Items that need to be decisioned before the established cutoff time. If items are not decisioned prior to the cutoff time, the financial institution's default decision will be applied.

Positive Pay – ACH Exceptions

Decision Activity Features

1 ACH Exception page can be downloaded to PDF or CSV file.

2 Print button at the top of the page, prints the current page.

3 Search ACH Exceptions – Decision Activity filter can be used to narrow the results of previously decisioned items.

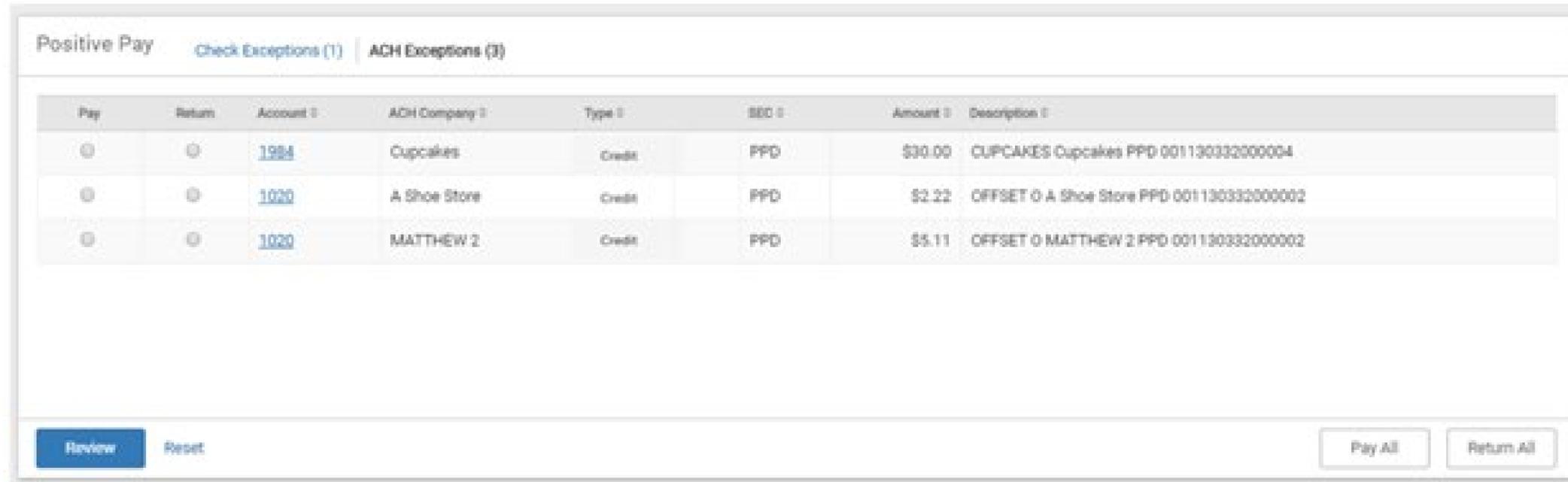4 Clicking the "Details" link provide additional information including audit trail activities.

These items were either Paid, Returned or not decisioned prior to the bank's cutoff time ("No Decision" listed as the decision).

❓ Hover over message added to the ACH Exceptions Page which Includes all ACH Exception items that have been paid, returned, and not decisioned prior to the cutoff time

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Dashboard Widget

ACH Exception items can also be decisioned from the Dashboard Widget.

Items decisioned on the widget will be moved immediately to the decision activity page

Items can be decisioned individually by selecting the Pay or Return radio buttons or all at the same time by using the Pay All or Return All features

Positive Pay Widget can be added to your dashboard by selecting the Configure Dashboard button on the home page and add the Positive Pay widget. The widget allows you to decision both ACH and Check Exception items if you are using both Positive Pay features

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Access and Entitlements

1 Access Control

- User access can be controlled by an Admin User
- Users can be given access to Work ACH Exceptions or View ACH Exceptions on specific accounts
- Admin users can select Admin, User List, then select View User from the Actions menu, navigate to Positive Pay and select Entitlements to add or update these entitlements