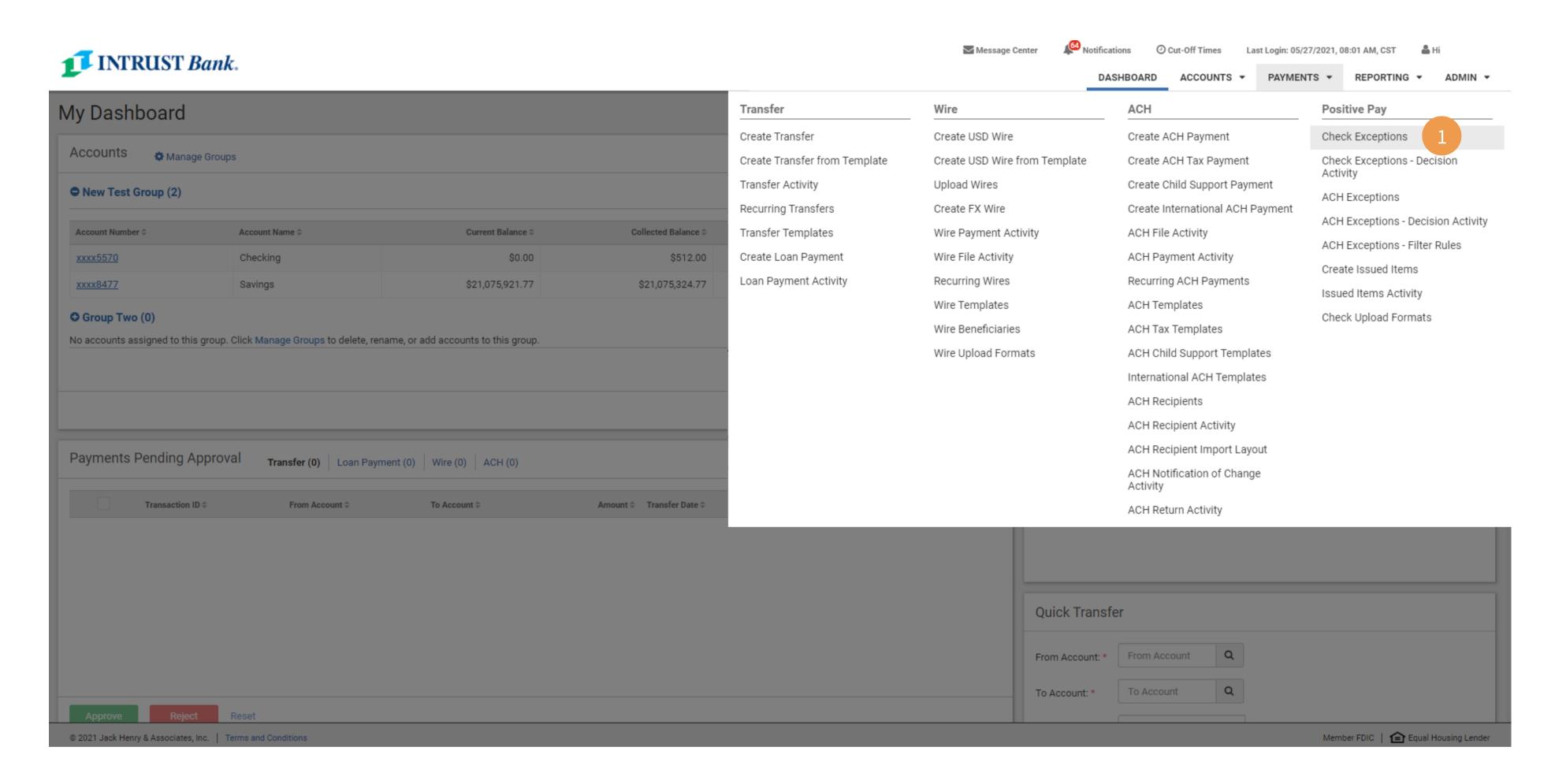


Quick Reference Guide

Channel User Access

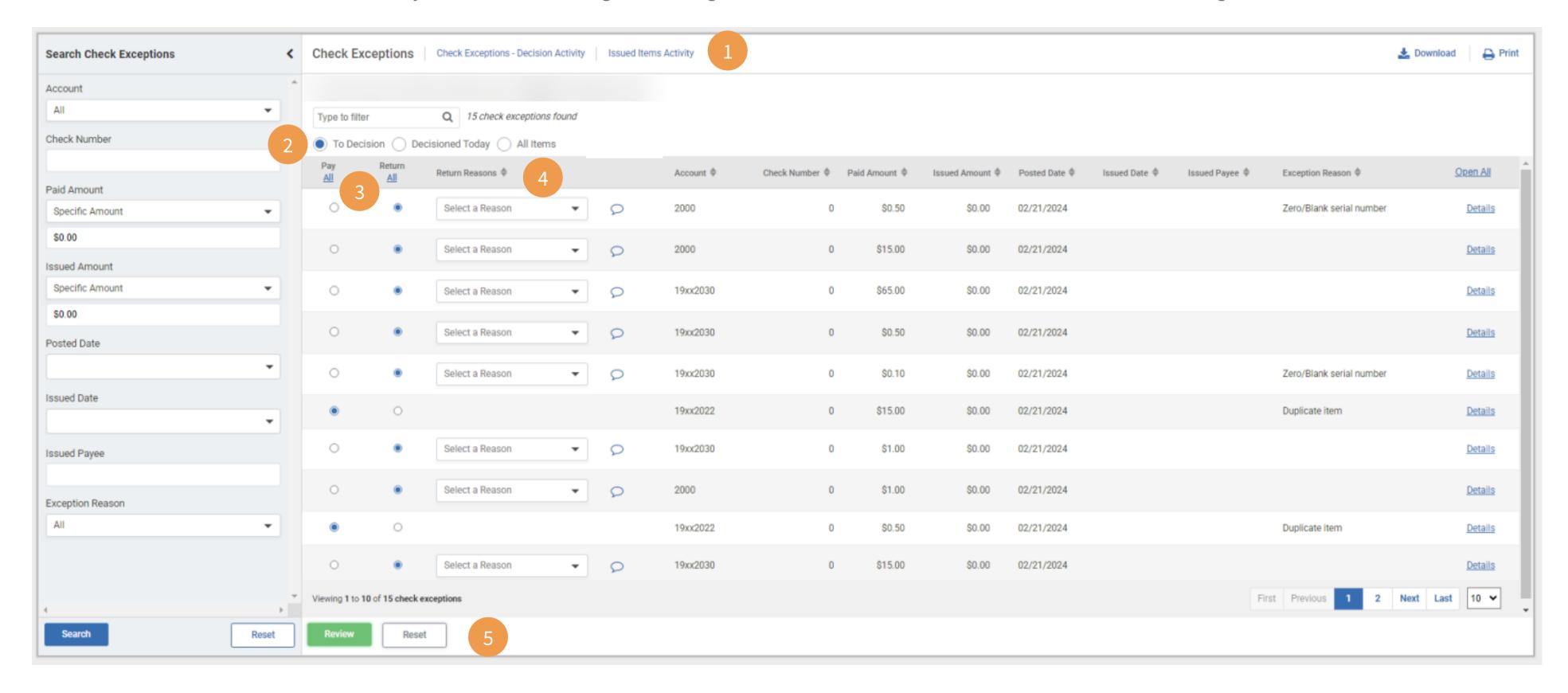


1 Navigating to Check Exceptions

Payments > Positive Pay > Check Exceptions

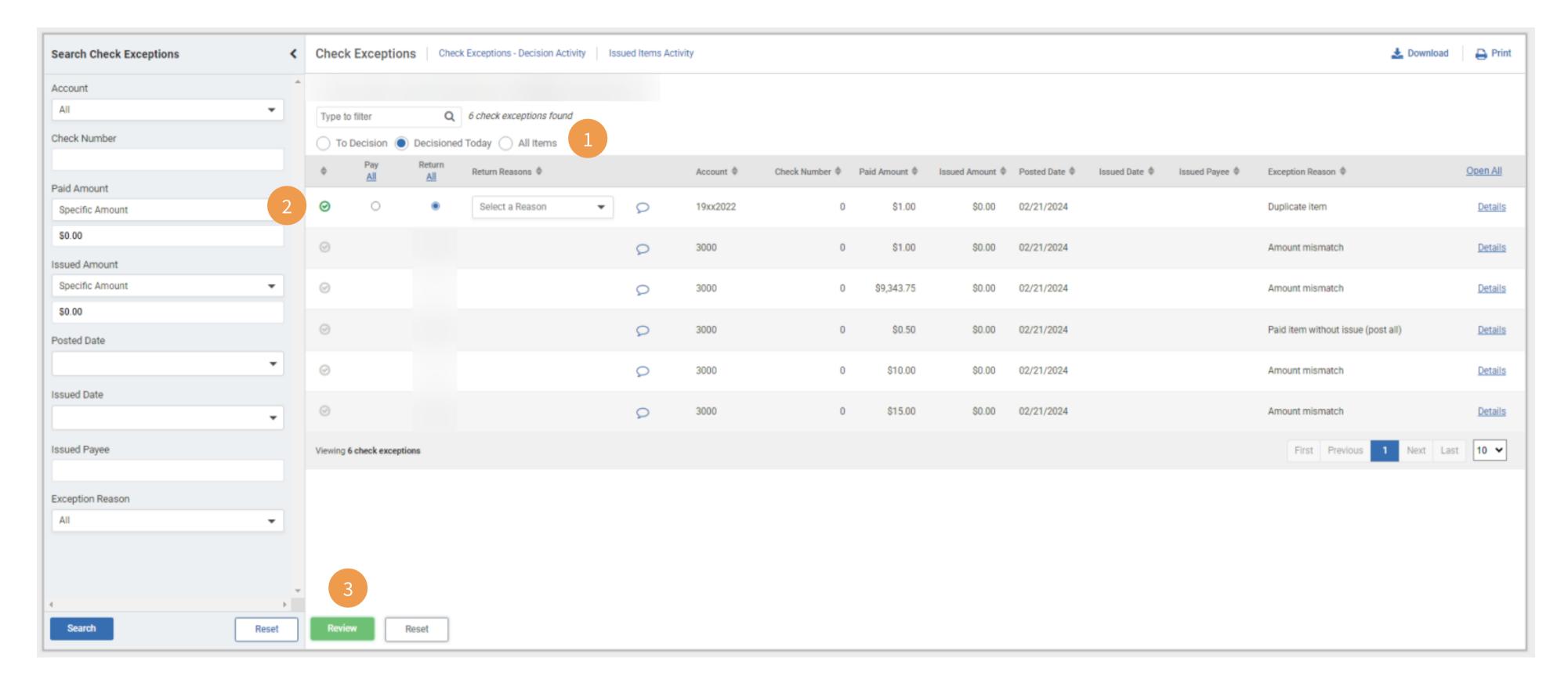
Note:

Prior to the Check Exception start time, you will be presented with a message indicating the start time has not been met and there are no items available to decision. In addition, after the cutoff time you will see a message indicating the cutoff time has been reached and items are no longer available to decision.



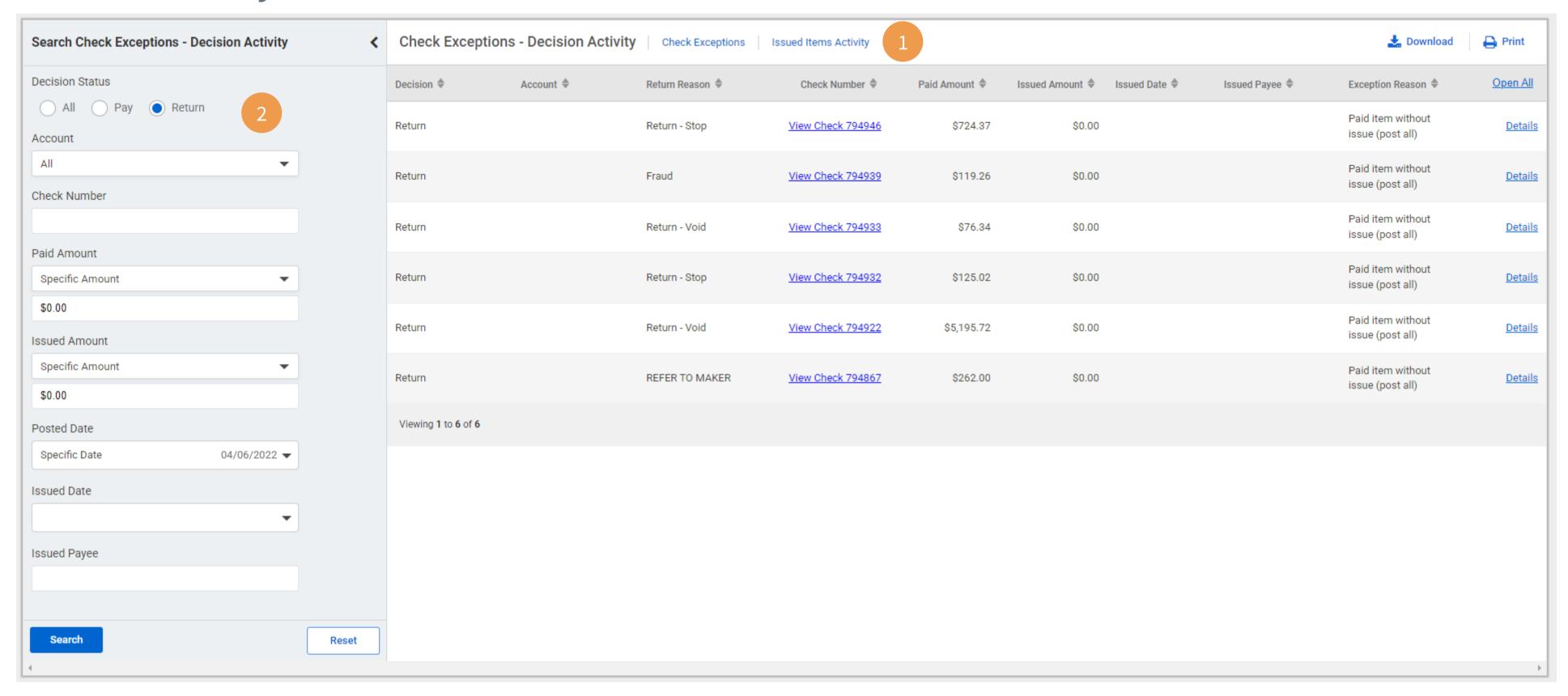
- 1 Toggle feature allowing you to view Check Exceptions, Check Exceptions – Decision Activity (History), and Issued Items Activity (History).
- 2 Toggle feature allows different views of today's exceptions: To Decision, Decisioned Today, and All items.
- 3 You may select the Pay All or Return All hyperlink within the dropdown list of available Return decision all check exceptions result listing which will modify the items based on the selection. You also have the option to individually decision items. Once you have modified any decision, they may select Review to review those decisions and confirm.
- 4 After selecting Return, a Reasons will appear. Select the appropriate return reason for each item being returned.
- 5 Selection of Review will across all pages (pagination).

Decisioned Today



- 1 All check exceptions under the Decisioned Today view are items that have been decisioned. If no items have been decisioned, the Decisioned Today view will not display any exceptions.
- 2 Decisions can be changed until the cutoff time.
- 3 Selection of Review will update your exception decision.

Decision Activity



- 1 A toggle feature allowing you to view Check Exceptions, Check Exceptions Decision Activity (History), and Issued Items Activity (History).
- 2 Search Check Exceptions Decision Activity gives you the ability to search by a specific account, check number, amount, posted date or issued date.