Positive Pay - Check Exceptions
Quick Reference Guide

Positive Pay – Check Exceptions

Channel User Access

1 Navigating to ACH Exceptions

Payments > Positive Pay > Check Exceptions

Positive Pay – Check Exceptions

Check Exceptions

Check Exceptions — Decision Activity   Issued Items Activity   **1**

⬇ Download   🖶 Print

Type to filter 🔽   ● Items to Decision   ○ Items Decisioned Today   ○ All

Pay All	Return	Account ⇅	Check Number ⇅	Paid Amount ⇅	Issued Amount ⇅	Issued Date ⇅	Issued Payee ⇅	Exception Reason ⇅	
●	○	Primary Checking	38888	$1,090.12	$0.00	01/15/2019		Duplicate	Details
○	●	1023342313	38273	$2,000.00	$0.00	02/18/2020		Duplicate	Details
●	○	Checking 3	1102846	$381.03	$0.00			Duplicate	Details
●	○	29947540374	2014	$629.45	$0.00			Duplicate	Details
○	●	Indiana	372947	$4,810.50	$0.00			Duplicate	Details
○	●	Ranchero	9182744	$26.25	$0.00			Duplicate	Details

3

4   Viewing 1-6 of 6   10 🔽   First   Previous   **1**   Next   Last

Search Check Exceptions ‹

2

Account
All Selected 🔽

Check Number
[   ]

Exception Reason
All Selected 🔽

Paid Amount
Specific Amount 🔽
$0.00

Issued Amount
Specific Amount 🔽
$0.00

Issued Date
[   ] 🔽

Issued Payee
[   ]

Search   Reset
Review   Undo Changes

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1 Toggle feature allowing you to view Check Exceptions, Check Exceptions – Decision Activity (History), and Issued Items Activity (History).

2 A filter is available allowing you to search check exceptions by Exception Reason. You may utilize the Exception Reason filter to locate check exceptions for a specific reason. The filter will default to all selected

3 You may select the Pay All or Return All hyperlink within the 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 Selection of Review will decision all check exceptions across all pages (pagination). In addition, once the cutoff time has occurred, items will no longer be listed within the Check Exceptions view, they will be moved to the Check Exception – Decision Activity view.

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.

Decision Activity

Search Decision Activity ‹										
Decision Status	**Check Exception - Decision Activity** ⑦ Check Exceptions Issued Items Activity ① ⬇ Download 🖨 Print									
● All ○ Pay ○ Return	Type to filter ▼									
Decision Date ②	Decision ⇕	Decision Date ⇕	Account ⇕	Check Number ⇕	Paid Amount ⇕	Issued Amount ⇕	Posted Date ⇕	Issued Date ⇕	Issued Payee ⇕	Exception Reason ⇕
▼	PAY	02/03/2020	Primary Checking	38888	$1,090.12	$0.00	01/01/2019	01/15/2019		Duplicate Details
Account	RETURN	02/01/2020	1023342313	38273	$2,000.00	$0.00	01/10/2020	02/18/2020		Duplicate Details
All Selected ▼	PAY	01/27/2020	Checking 3	1102846	$381.03	$0.00				Duplicate Details
Check Number	PAY	12/23/2019	29947540374	2014	$629.45	$0.00				Duplicate Details
	PAY	12/12/2019	Indiana	372947	$4,810.50	$0.00				Duplicate Details
Exception Reason ③	RETURN	12/10/2019	Ranchero	9182744	$26.25	$0.00				Duplicate Details
All Selected ▼										
Paid Amount										
Specific Amount ▼										
$0.00										
Issued Amount										
Specific Amount ▼										
$0.00										
Posted Date										
▼										
Issued Date										
▼										
Issued Payee										
Search Reset	Viewing 1-6 of 6 10 ▼ First Previous **1** Next Last									

1 A toggle feature allowing you to view Check Exceptions, Check Exceptions – Decision Activity (History), and Issued Items Activity (History).

2 Decision Date filter will provide you the ability to search the decision activity by the date the check exception was previously decisioned.

3 Exception Reason will provide you the ability to search their decision activity by the exception reason. You may utilize the Exception Reason filter to locate check exceptions that occurred for a specific reason such as Amount Mismatch. The filter will automatically default to all selected.

Positive Pay – Check Exceptions

Items to Decision

Search Check Exceptions ‹
Account
All Selected ▼
Check Number
Exception Reason
All Selected ▼
Paid Amount
Specific Amount ▼
$0.00
Issued Amount
Specific Amount ▼
$0.00
Issued Date
▼
Issued Payee

[Search] [Reset]

Check Exceptions ❓ | Check Exceptions - Decision Activity | Issued Items Activity ⬇ Download 🖨 Print

Type to filter ▼ ⦿ Items to Decision ○ Items Decisioned Today ○ All ①

Pay All	Return All	Account ⇅	Check Number ⇅	Paid Amount ⇅	Issued Amount ⇅	Issued Date ⇅	Issued Payee ⇅	Exception Reason ⇅	
⦿	○	Primary Checking	38888	$1,090.12	$0.00	01/15/2019		Duplicate	Details
○	⦿	1023342313	38273	$2,000.00	$0.00	02/18/2020		Duplicate	Details
⦿	○	Checking 3	1102846	$381.03	$0.00			Duplicate	Details
⦿	○	29947540374	2014	$629.45	$0.00			Duplicate	Details
○	⦿	Indiana	372947	$4,810.50	$0.00			Duplicate	Details
○	⦿	Ranchero	9182744	$26.25	$0.00			Duplicate	Details

Viewing 1-6 of 6   10 ▼   First   Previous   **1**   Next   Last

[Review] [Undo Changes]

1 All check exceptions under the Items to Decision view will default to INTRUST's configuration setting. You can make updates throughout the day until the cutoff time. In this view, exception items have not been previously decisioned.

Items Decisioned Today

Search Check Exceptions ‹

Account
All Selected ▼

Check Number

Exception Reason
All Selected ▼

Paid Amount
Specific Amount ▼
$0.00

Issued Amount
Specific Amount ▼
$0.00

Issued Date
▼

Issued Payee

[Search] [Reset]

Check Exceptions ❓ | Check Exceptions - Decision Activity | Issued Items Activity | ⬇ Download | 🖨 Print

[Type to filter] 🔽   ○ Items to Decision   ● Items Decisioned Today   ○ All **①**

Pay All	Return All	Account ⇅	Check Number ⇅	Paid Amount ⇅	Issued Amount ⇅	Issued Date ⇅	Issued Payee ⇅	Exception Reason ⇅	
●	○	Checking 3	1102845	$310.67	$0.00			Duplicate	Details
🔒		Indiana	372948	$1,003.23	$0.00			Duplicate	Details
●	○	29947540374	2013	$50.43	$0.00			Duplicate	Details

Viewing 1-6 of 6   10 ▼   First | Previous | **1** | Next | Last

[Review] [Undo Changes]

1 All check exceptions under the Items Decisioned Today view are items that you have previously decisioned or items that INTRUST has decisioned and protected. If items are not decisioned by the user, nor by INTRUST, the Items Decisioned Today view will not display any exceptions.

Positive Pay – Check Exceptions

All

Account

All Selected ▾

Check Number

Exception Reason

All Selected ▾

Paid Amount

Specific Amount ▾

$0.00

Issued Amount

Specific Amount ▾

$0.00

Issued Date

▾

Issued Payee

[Search] [Reset]

Check Exceptions ❓ | Check Exceptions - Decision Activity | Issued Items Activity | ⬇ Download | 🖨 Print

Type to filter 🔽 | ○ Items to Decision | ○ Items Decisioned Today | ⦿ All **1**

Pay All	Return All	Account ⇕	Check Number ⇕	Paid Amount ⇕	Issued Amount ⇕	Issued Date ⇕	Issued Payee ⇕	Exception Reason ⇕	
⦿	○	Primary Checking	38888	$1,090.12	$0.00	01/15/2019		Duplicate	Details
○	⦿	1023342313	38273	$2,000.00	$0.00	02/18/2020		Duplicate	Details
⦿	○	Checking 3	1102846	$381.03	$0.00			Duplicate	Details
⦿	○	29947540374	2014	$629.45	$0.00			Duplicate	Details
○	⦿	Indiana	372947	$4,810.50	$0.00			Duplicate	Details
○	⦿	Ranchero	9182744	$26.25	$0.00			Duplicate	Details
⦿	○	Checking 3	1102845	$310.67	$0.00			Duplicate	Details
🔒		Indiana	372948	$1,003.23	$0.00			Duplicate	Details
⦿	○	29947540374	2013	$50.43	$0.00			Duplicate	Details

Viewing 1-6 of 6 | 10 ▾ | First | Previous | **1** | Next | Last

[Review] [Undo Changes]

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1 The All view is a comprehensive view that combines Items to Decision and Items Decisioned Today. That includes exception items that have been worked and protected by INTRUST.