

Positive Pay - Check Exceptions

Quick Reference Guide

Positive Pay – Check Exceptions

Channel User Access

The screenshot displays the INTRUST Bank web portal interface. At the top, the INTRUST Bank logo is on the left, and navigation links for Message Center, Notifications, Cut-Off Times, Last Login, and user profile are on the right. A main navigation bar includes DASHBOARD, ACCOUNTS, PAYMENTS, REPORTING, and ADMIN. The PAYMENTS menu is expanded, showing sub-menus for Transfer, Wire, ACH, and Positive Pay. The Positive Pay sub-menu is highlighted, and the 'Check Exceptions' option is marked with a red circle containing the number '1'. Below the navigation, the 'My Dashboard' section shows account information for two groups. The 'Payments Pending Approval' section is visible at the bottom, along with a 'Quick Transfer' form and a footer with copyright and FDIC information.

My Dashboard

Accounts [Manage Groups](#)

New Test Group (2)

Account Number	Account Name	Current Balance	Collected Balance
xxxx5570	Checking	\$0.00	\$512.00
xxxx8477	Savings	\$21,075,921.77	\$21,075,324.77

Group Two (0)

No accounts assigned to this group. Click [Manage Groups](#) to delete, rename, or add accounts to this group.

Payments Pending Approval | Transfer (0) | Loan Payment (0) | Wire (0) | ACH (0)

Transaction ID	From Account	To Account	Amount	Transfer Date	Created Date	Status
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[Approve](#) [Reject](#) [Reset](#)

Wire Upload Formats

Positive Pay

- Check Exceptions
- Create Issued Items
- Issued Items Activity
- Check Upload Formats

Quick Transfer

From Account: *

To Account: *

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1 Navigating to ACH Exceptions

Payments > Positive Pay > Check Exceptions

Positive Pay – Check Exceptions

The screenshot shows the 'Check Exceptions' interface. Callout 1 points to the 'Issued Items Activity' tab. Callout 2 points to the 'Exception Reason' filter dropdown. Callout 3 points to the 'Pay All' and 'Return' radio buttons. Callout 4 points to the 'Review' button at the bottom.

Pay	Return	Account	Check Number	Paid Amount	Issued Amount	Issued Date	Issued Payee	Exception Reason
<input checked="" type="radio"/>	<input type="radio"/>	Primary Checking	38888	\$1,090.12	\$0.00	01/15/2019		Duplicate
<input type="radio"/>	<input checked="" type="radio"/>	1023342313	38273	\$2,000.00	\$0.00	02/18/2020		Duplicate
<input checked="" type="radio"/>	<input type="radio"/>	Checking 3	1102846	\$381.03	\$0.00			Duplicate
<input checked="" type="radio"/>	<input type="radio"/>	29947540374	2014	\$629.45	\$0.00			Duplicate
<input type="radio"/>	<input checked="" type="radio"/>	Indiana	372947	\$4,810.50	\$0.00			Duplicate
<input type="radio"/>	<input checked="" type="radio"/>	Ranchero	9182744	\$26.25	\$0.00			Duplicate

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.

Positive Pay – Check Exceptions

Decision Activity

Search Decision Activity <

Check Exception - Decision Activity | [Check Exceptions](#) | [Issued Items Activity](#) **1** | [Download](#) | [Print](#)

Decision Status
 All Pay Return

Decision Date **2**
▼

Account
All Selected ▼

Check Number
▼

Exception Reason **3**
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

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
RETURN	02/01/2020	1023342313	38273	\$2,000.00	\$0.00	01/10/2020	02/18/2020		Duplicate	Details
PAY	01/27/2020	Checking 3	1102846	\$381.03	\$0.00				Duplicate	Details
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
RETURN	12/10/2019	Ranchero	9182744	\$26.25	\$0.00				Duplicate	Details

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 decided.

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 <

Check Exceptions | Check Exceptions - Decision Activity | Issued Items Activity

Download | Print

Type to filter

Items to Decision Items Decided Today All **1**

Pay	Return	Account	Check Number	Paid Amount	Issued Amount	Issued Date	Issued Payee	Exception Reason	
<input checked="" type="radio"/>	<input type="radio"/>	Primary Checking	38888	\$1,090.12	\$0.00	01/15/2019		Duplicate	Details
<input type="radio"/>	<input checked="" type="radio"/>	1023342313	38273	\$2,000.00	\$0.00	02/18/2020		Duplicate	Details
<input checked="" type="radio"/>	<input type="radio"/>	Checking 3	1102846	\$381.03	\$0.00			Duplicate	Details
<input checked="" type="radio"/>	<input type="radio"/>	29947540374	2014	\$629.45	\$0.00			Duplicate	Details
<input type="radio"/>	<input checked="" type="radio"/>	Indiana	372947	\$4,810.50	\$0.00			Duplicate	Details
<input type="radio"/>	<input checked="" type="radio"/>	Ranchero	9182744	\$26.25	\$0.00			Duplicate	Details

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

Search | Reset | 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 decided.

Positive Pay – Check Exceptions

Items Decided Today

Search Check Exceptions <

Check Exceptions | Check Exceptions - Decision Activity | Issued Items Activity

Download | Print

Type to filter

Items to Decision Items Decided Today All **1**

Pay	Return	Account	Check Number	Paid Amount	Issued Amount	Issued Date	Issued Payee	Exception Reason	
All	All	Checking 3	1102845	\$310.67	\$0.00			Duplicate	Details
		Indiana	372948	\$1,003.23	\$0.00			Duplicate	Details
<input checked="" type="radio"/>	<input type="radio"/>	29947540374	2013	\$50.43	\$0.00			Duplicate	Details

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

Search | Reset | Review | Undo Changes

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

Positive Pay – Check Exceptions

All

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

Check Exceptions | [Check Exceptions - Decision Activity](#) | [Issued Items Activity](#)

Download | Print

Type to filter Items to Decision Items Decided Today **All** 1

Pay	Return	Account	Check Number	Paid Amount	Issued Amount	Issued Date	Issued Payee	Exception Reason	
<input checked="" type="radio"/>	<input type="radio"/>	Primary Checking	38888	\$1,090.12	\$0.00	01/15/2019		Duplicate	Details
<input type="radio"/>	<input checked="" type="radio"/>	1023342313	38273	\$2,000.00	\$0.00	02/18/2020		Duplicate	Details
<input checked="" type="radio"/>	<input type="radio"/>	Checking 3	1102846	\$381.03	\$0.00			Duplicate	Details
<input checked="" type="radio"/>	<input type="radio"/>	29947540374	2014	\$629.45	\$0.00			Duplicate	Details
<input type="radio"/>	<input checked="" type="radio"/>	Indiana	372947	\$4,810.50	\$0.00			Duplicate	Details
<input type="radio"/>	<input checked="" type="radio"/>	Ranchero	9182744	\$26.25	\$0.00			Duplicate	Details
<input checked="" type="radio"/>	<input type="radio"/>	Checking 3	1102845	\$310.67	\$0.00			Duplicate	Details
<input type="radio"/>	<input checked="" type="radio"/>	Indiana	372948	\$1,003.23	\$0.00			Duplicate	Details
<input checked="" type="radio"/>	<input type="radio"/>	29947540374	2013	\$50.43	\$0.00			Duplicate	Details

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

Search
Reset
Review
Undo Changes

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