

Positive Pay ACH Exceptions & Reporting Quick Reference Guide

Positive Pay – ACH Exceptions

Working Exceptions

The screenshot shows the INTRUST Bank online banking interface. At the top left is the INTRUST Bank logo. The top right contains navigation links: Message Center, Notifications (936), Cut-Off Times, Last Login: 04/16/2021, 12:27 PM, CST, and Hi, Jair20lynn. Below these are menu tabs: DASHBOARD, ACCOUNTS, PAYMENTS (selected), REPORTING, and ADMIN. The main content area is a grid of menu items under various categories: Transfer, Wire, ACH, Positive Pay, Stop Payment, and Bill Pay. The 'Positive Pay' category is expanded, showing 'Check Exceptions', 'ACH Exceptions' (highlighted with a red circle containing the number 1), 'ACH Exceptions - Decision Activity', 'Create Issued Items', 'Issued Items Activity', 'Check Upload Formats', and 'ACH Filters'. On the left side, there is a 'Search ACH Exceptions' panel with filters for Account (All Selected), Amount (--Select Paid Amount--), Posted Date (--Select Posted Date--), and SEC Code (All Selected). At the bottom of this panel are 'Search', 'Reset', 'Review', and 'Reset' buttons.

1 Navigating to ACH Exceptions

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

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ACH Exceptions Features

The screenshot displays the INTRUST Bank ACH Exceptions interface. At the top, there is a navigation bar with 'DASHBOARD', 'ACCOUNTS', 'PAYMENTS', 'REPORTING', and 'ADMIN'. The main content area is titled 'ACH Exceptions' and includes a search filter on the left with fields for Account, Amount, Posted Date, SEC Code, and Entry Description. The central table lists ACH exceptions with columns for Pay, Return, Account, ACH Company, Amount, Posted Date, Debit/Credit, SEC Code, and Description. A 'Details Administrative' modal window is open, showing decision options (Pay/Return), account information, and transaction details. At the bottom right, there are 'Pay All' and 'Return All' buttons. Orange arrows and numbers 1 through 6 highlight specific features: 1. Download button, 2. Print button, 3. Search filter, 4. Details modal, 5. Pay/Return radio buttons, and 6. Pay All/Return All buttons.

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 decided 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 decided before the established cutoff time. If items are not decided prior to the cutoff time, the financial institution's default decision will be applied.

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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 decided items.

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

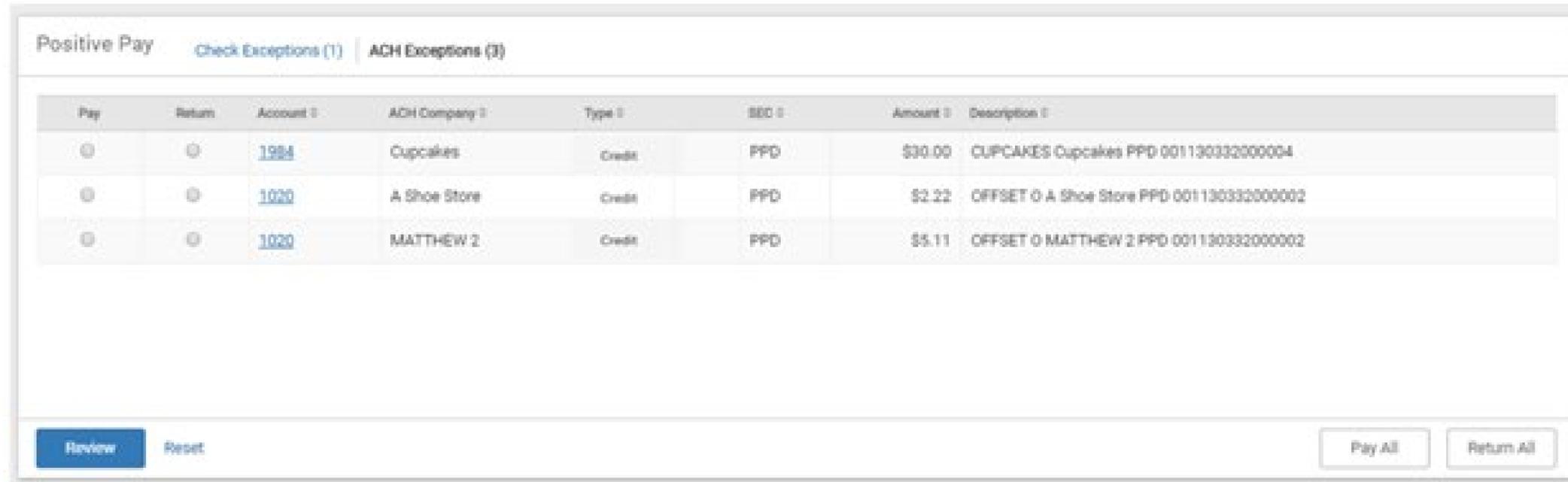
These items were either Paid, Returned or not decided prior to the bank’s cutoff time (“No Decision” listed as the decision).

Decision	Decision Date	Account	ACH Company	Amount	Posted Date	Type	SEC Code	Description	Details
RETURN		Checking	Shilpa Reddy	\$2.00	04/20/2020	ACH Debit	PPD	OFFSET Shilpa Reddy PPD 001130332000004	Details
RETURN		Checking	Shilpa Reddy	\$2.00	04/21/2020	ACH Debit	PPD	OFFSET Shilpa Reddy PPD 001130332000004	Details
RETURN	05/28/2020	Checking	Shilpa Reddy	\$12.09	05/27/2020	ACH Debit	PPD	OFFSET Shilpa Reddy PPD 001130332000004	Details
PAY		Checking	Shilpa Reddy	\$2.00	04/22/2020	ACH Debit	PPD	OFFSET Shilpa Reddy PPD 001130332000004	Details
PAY	05/08/2020	Checking	Binu Itty	\$19.19	05/07/2020	ACH Debit	PPD	PAYROLL Binu Itty PPD 2019939383 001130332000002	Details
								OFFSET Shilpa Reddy PPD 1010444444	

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

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Dashboard Widget



The screenshot shows a dashboard widget titled "Positive Pay" with two tabs: "Check Exceptions (1)" and "ACH Exceptions (3)". The "ACH Exceptions (3)" tab is active, displaying a table with the following data:

Pay	Return	Account ID	ACH Company ID	Type ID	SEC ID	Amount ID	Description ID
<input type="radio"/>	<input type="radio"/>	1984	Cupcakes	Credit	PPD	\$30.00	CUPCAKES Cupcakes PPD 001130332000004
<input type="radio"/>	<input type="radio"/>	1020	A Shoe Store	Credit	PPD	\$2.22	OFFSET 0 A Shoe Store PPD 001130332000002
<input type="radio"/>	<input type="radio"/>	1020	MATTHEW 2	Credit	PPD	\$5.11	OFFSET 0 MATTHEW 2 PPD 001130332000002

At the bottom of the widget, there are buttons for "Review", "Reset", "Pay All", and "Return All".

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

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

Items can be decided 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

The screenshot displays the INTRUST Bank Admin interface. At the top, there is a navigation bar with the INTRUST Bank logo on the left and utility links (Message Center, Notifications, Cut-Off Times, Last Login, and user profile) on the right. Below the navigation bar is a menu with options: DASHBOARD, ACCOUNTS, PAYMENTS, REPORTING, and ADMIN. The main content area shows the user profile for Sierra McCaffrey (Status: Active) with an Edit button. A sidebar on the left contains a menu with categories like User Information, Account Access, IP Access, Time Access, ACH, Entitlements, User Limits, POSITIVE PAY, REPORTING, TRANSFER/LOAN PAYMENT, and User Limits. The 'Entitlements' section under 'POSITIVE PAY' is selected. The main content area is titled 'Positive Pay Entitlements' and has two tabs: 'Check Exceptions' and 'ACH Exceptions'. Below the tabs is a search bar labeled 'Type to filter'. A table lists various account names and their corresponding 'Work ACH Exceptions' status, which is indicated by a checkbox.

Account Name	Work ACH Exceptions
1020	<input type="checkbox"/>
1021	<input type="checkbox"/>
1228	<input type="checkbox"/>
2645	<input type="checkbox"/>
9195	<input type="checkbox"/>
x0501	<input type="checkbox"/>
x3005	<input type="checkbox"/>
xx3984	<input type="checkbox"/>
xx7739	<input type="checkbox"/>
xxxx7678	<input type="checkbox"/>
xxxx8789	<input type="checkbox"/>
xxxxxxxxxxx3644	<input type="checkbox"/>

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