Positive Pay - Check Exceptions

Quick Reference Guide
1 Navigating to ACH Exceptions

Payments > Positive Pay > Check Exceptions
# Positive Pay – Check Exceptions

## Search Check Exceptions

<table>
<thead>
<tr>
<th>Field</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>All Selected</td>
</tr>
<tr>
<td>Check Number</td>
<td>All Selected</td>
</tr>
<tr>
<td>Exception Reason</td>
<td>All Selected</td>
</tr>
<tr>
<td>Paid Amount</td>
<td>All Selected</td>
</tr>
<tr>
<td>Specific Amount</td>
<td>All Selected</td>
</tr>
<tr>
<td>Issued Amount</td>
<td>All Selected</td>
</tr>
<tr>
<td>Specific Amount</td>
<td>All Selected</td>
</tr>
<tr>
<td>Issued Date</td>
<td>All Selected</td>
</tr>
<tr>
<td>Issued Payee</td>
<td>All Selected</td>
</tr>
</tbody>
</table>

### Filters
- Type to filter
- Items to Decision
- Items Decisioned Today
- All

### Pay
- Pay All
- Return All

### Exception Reason
- Primary Checking: 38888
  - Check Number: 38888
  - Paid Amount: $1,090.12
  - Issued Amount: $0.00
  - Issued Date: 01/15/2019
  - Exception Reason: Duplicate
- Checking 3: 1023942313
  - Check Number: 1023942313
  - Paid Amount: $2,000.00
  - Issued Amount: $0.00
  - Issued Date: 02/18/2020
  - Exception Reason: Duplicate
- Indiana: 29947540374
  - Check Number: 29947540374
  - Paid Amount: $629.45
  - Issued Amount: $0.00
  - Issued Date: 03/01/2020
  - Exception Reason: Duplicate
- Rancheros: 9182744
  - Check Number: 9182744
  - Paid Amount: $26.25
  - Issued Amount: $0.00
  - Issued Date: 03/01/2020
  - Exception Reason: Duplicate

### 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

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.
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Items to Decision

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.
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Items Decisioned Today

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.
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All

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.