

# Positive Pay - Check Exceptions

## Quick Reference Guide

# Positive Pay – Check Exceptions

## Channel User Access

The screenshot displays the INTRUST Bank dashboard interface. At the top left is the INTRUST Bank logo. The top right contains utility links: Message Center, Notifications (64), Cut-Off Times, Last Login: 05/27/2021, 08:01 AM, CST, and user name Hi. A navigation menu includes DASHBOARD, ACCOUNTS, PAYMENTS, REPORTING, and ADMIN. The main content area is divided into a left sidebar and a central menu. The sidebar shows 'My Dashboard' with sections for 'Accounts' (Manage Groups) and 'New Test Group (2)'. A table lists two accounts: 'xxxx5570' (Checking, \$0.00) and 'xxxx8477' (Savings, \$21,075,921.77). Below is 'Group Two (0)' with a note: 'No accounts assigned to this group. Click Manage Groups to delete, rename, or add accounts to this group.' The 'Payments Pending Approval' section shows counts for Transfer (0), Loan Payment (0), Wire (0), and ACH (0). A table with columns for Transaction ID, From Account, To Account, Amount, and Transfer Date is partially visible. The central menu lists options under Transfer, Wire, ACH, and Positive Pay. The 'Positive Pay' section has 'Check Exceptions' highlighted with a red circle containing the number '1'. Other options include 'Check Exceptions - Decision Activity', 'ACH Exceptions', 'ACH Exceptions - Decision Activity', 'ACH Exceptions - Filter Rules', 'Create Issued Items', 'Issued Items Activity', and 'Check Upload Formats'. At the bottom right, a 'Quick Transfer' form is visible with fields for 'From Account' and 'To Account'. The footer contains copyright information: © 2021 Jack Henry & Associates, Inc. | Terms and Conditions, and Member FDIC | Equal Housing Lender.

### 1 Navigating to Check Exceptions

Payments > Positive Pay > Check Exceptions

# 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.

The screenshot shows the 'Check Exceptions' interface. On the left is a search sidebar with filters for Account, Check Number, Paid Amount, Issued Amount, Posted Date, Issued Date, Issued Payee, and Exception Reason. The main area has a breadcrumb trail: 'Check Exceptions > Check Exceptions - Decision Activity > Issued Items Activity', with 'Issued Items Activity' circled in orange and labeled '1'. Below the breadcrumb is a search bar and a filter section with radio buttons for 'To Decision' (selected), 'Decided Today', and 'All Items', with 'To Decision' circled in orange and labeled '2'. The main table has columns: 'Pay All', 'Return All', 'Return Reasons', 'Account', 'Check Number', 'Paid Amount', 'Issued Amount', 'Posted Date', 'Issued Date', 'Issued Payee', 'Exception Reason', and 'Open All'. The 'Return Reasons' column contains dropdown menus labeled 'Select a Reason', with one circled in orange and labeled '4'. The 'Pay All' and 'Return All' columns have radio buttons, with one 'Pay All' button circled in orange and labeled '3'. At the bottom, there are buttons for 'Search', 'Reset', 'Review', and 'Reset', with the 'Review' button circled in orange and labeled '5'. A pagination bar at the bottom right shows 'Viewing 1 to 10 of 15 check exceptions' and navigation buttons: 'First', 'Previous', '1', '2', 'Next', 'Last', and a dropdown for '10'.

Pay All	Return All	Return Reasons	Account	Check Number	Paid Amount	Issued Amount	Posted Date	Issued Date	Issued Payee	Exception Reason	Open All
<input type="radio"/>	<input checked="" type="radio"/>	Select a Reason	2000	0	\$0.50	\$0.00	02/21/2024			Zero/Blank serial number	<a href="#">Details</a>
<input type="radio"/>	<input checked="" type="radio"/>	Select a Reason	2000	0	\$15.00	\$0.00	02/21/2024				<a href="#">Details</a>
<input type="radio"/>	<input checked="" type="radio"/>	Select a Reason	19xx2030	0	\$65.00	\$0.00	02/21/2024				<a href="#">Details</a>
<input type="radio"/>	<input checked="" type="radio"/>	Select a Reason	19xx2030	0	\$0.50	\$0.00	02/21/2024				<a href="#">Details</a>
<input type="radio"/>	<input checked="" type="radio"/>	Select a Reason	19xx2030	0	\$0.10	\$0.00	02/21/2024			Zero/Blank serial number	<a href="#">Details</a>
<input checked="" type="radio"/>	<input type="radio"/>		19xx2022	0	\$15.00	\$0.00	02/21/2024			Duplicate item	<a href="#">Details</a>
<input type="radio"/>	<input checked="" type="radio"/>	Select a Reason	19xx2030	0	\$1.00	\$0.00	02/21/2024				<a href="#">Details</a>
<input type="radio"/>	<input checked="" type="radio"/>	Select a Reason	2000	0	\$1.00	\$0.00	02/21/2024				<a href="#">Details</a>
<input checked="" type="radio"/>	<input type="radio"/>		19xx2022	0	\$0.50	\$0.00	02/21/2024			Duplicate item	<a href="#">Details</a>
<input type="radio"/>	<input checked="" type="radio"/>	Select a Reason	19xx2030	0	\$15.00	\$0.00	02/21/2024				<a href="#">Details</a>

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, Decided Today, and All items.

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 After selecting Return, a dropdown list of available Return Reasons will appear. Select the appropriate return reason for each item being returned.

5 Selection of Review will decision all check exceptions across all pages (pagination).

# Positive Pay – Check Exceptions

## Decided Today

The screenshot displays the 'Check Exceptions' interface. On the left, there is a search sidebar with filters for Account, Check Number, Paid Amount, Issued Amount, Posted Date, Issued Date, Issued Payee, and Exception Reason. The main area shows a table of 6 exceptions under the 'Decided Today' filter. The table columns are: Pay (All, Return), Return Reasons, Account, Check Number, Paid Amount, Issued Amount, Posted Date, Issued Date, Issued Payee, Exception Reason, and an 'Open All' link. The exceptions listed are:

Pay	Return	Return Reasons	Account	Check Number	Paid Amount	Issued Amount	Posted Date	Issued Date	Issued Payee	Exception Reason	Open All
<input checked="" type="radio"/>	<input type="radio"/>	Select a Reason	19xx2022	0	\$1.00	\$0.00	02/21/2024			Duplicate item	<a href="#">Details</a>
<input type="radio"/>	<input type="radio"/>		3000	0	\$1.00	\$0.00	02/21/2024			Amount mismatch	<a href="#">Details</a>
<input type="radio"/>	<input type="radio"/>		3000	0	\$9,343.75	\$0.00	02/21/2024			Amount mismatch	<a href="#">Details</a>
<input type="radio"/>	<input type="radio"/>		3000	0	\$0.50	\$0.00	02/21/2024			Paid item without issue (post all)	<a href="#">Details</a>
<input type="radio"/>	<input type="radio"/>		3000	0	\$10.00	\$0.00	02/21/2024			Amount mismatch	<a href="#">Details</a>
<input type="radio"/>	<input type="radio"/>		3000	0	\$15.00	\$0.00	02/21/2024			Amount mismatch	<a href="#">Details</a>

At the bottom of the interface, there are buttons for 'Search', 'Reset', 'Review', and 'Reset'. A 'Review' button is highlighted with a green circle and the number 3. The 'Decided Today' filter is highlighted with a blue circle and the number 1. The 'Specific Amount' filter is highlighted with an orange circle and the number 2.

1 All check exceptions under the Decided Today view are items that have been decided. If no items have been decided, the Decided 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.

# Positive Pay – Check Exceptions

## Decision Activity

Search Check Exceptions - Decision Activity

<

Check Exceptions - Decision Activity
Check Exceptions
Issued Items Activity
1

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**Decision Status**

All
  Pay
  Return
 2

**Account**

All ▼

**Check Number**

**Paid Amount**

Specific Amount ▼

\$0.00

**Issued Amount**

Specific Amount ▼

\$0.00

**Posted Date**

Specific Date 04/06/2022 ▼

**Issued Date**

**Issued Payee**

Search
Reset

Decision	Account	Return Reason	Check Number	Paid Amount	Issued Amount	Issued Date	Issued Payee	Exception Reason	Open All
Return		Return - Stop	<a href="#">View Check 794946</a>	\$724.37	\$0.00			Paid item without issue (post all)	<a href="#">Details</a>
Return		Fraud	<a href="#">View Check 794939</a>	\$119.26	\$0.00			Paid item without issue (post all)	<a href="#">Details</a>
Return		Return - Void	<a href="#">View Check 794933</a>	\$76.34	\$0.00			Paid item without issue (post all)	<a href="#">Details</a>
Return		Return - Stop	<a href="#">View Check 794932</a>	\$125.02	\$0.00			Paid item without issue (post all)	<a href="#">Details</a>
Return		Return - Void	<a href="#">View Check 794922</a>	\$5,195.72	\$0.00			Paid item without issue (post all)	<a href="#">Details</a>
Return		REFER TO MAKER	<a href="#">View Check 794867</a>	\$262.00	\$0.00			Paid item without issue (post all)	<a href="#">Details</a>

Viewing 1 to 6 of 6

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.