

Positive Pay - Check Exceptions

Quick Reference Guide

Positive Pay – Check Exceptions

Channel User Access

The screenshot displays the INTRUST Bank dashboard. At the top right, there are utility links for Message Center, Notifications (64), Cut-Off Times, and Last Login (05/27/2021, 08:01 AM, CST). The main navigation bar includes DASHBOARD, ACCOUNTS, PAYMENTS, REPORTING, and ADMIN. The left sidebar shows 'My Dashboard' with sections for Accounts (Manage Groups), a 'New Test Group (2)' containing two accounts (Checking and Savings), and a 'Group Two (0)' with no accounts. The central area is a menu with columns for Transfer, Wire, ACH, and Positive Pay. The 'Positive Pay' column has 'Check Exceptions' highlighted with a red circle containing the number '1'. Below the menu is a 'Payments Pending Approval' section with filters for Transfer (0), Loan Payment (0), Wire (0), and ACH (0). At the bottom right, there is a 'Quick Transfer' form with 'From Account' and 'To Account' fields. The footer contains copyright information for Jack Henry & Associates, Inc. and Equal Housing Lender status.

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' highlighted and circled with a '1'. Below the breadcrumb is a search bar with '15 check exceptions found' and radio buttons for 'To Decision' (selected), 'Decided Today', and 'All Items'. A '2' callout points to these radio buttons. Below the radio buttons are 'Pay All' and 'Return All' hyperlinks, with a '3' callout pointing to 'Pay All'. To the right of these links is a 'Return Reasons' dropdown menu with a '4' callout. The main table lists 15 check exceptions with columns: Account, Check Number, Paid Amount, Issued Amount, Posted Date, Issued Date, Issued Payee, Exception Reason, and 'Open All' links. The table shows various items with reasons like 'Zero/Blank serial number' and 'Duplicate item'. At the bottom, there are 'Search', 'Reset', 'Review', and 'Reset' buttons, with a '5' callout pointing to the 'Review' button. A pagination bar at the bottom right shows 'Viewing 1 to 10 of 15 check exceptions' and navigation buttons for 'First', 'Previous', '1', '2', 'Next', 'Last', and a page size dropdown set to '10'.

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).

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Decided Today

The screenshot displays 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 shows a table of 6 exceptions under the 'Decided Today' filter. Each row includes a decision icon (green check for 'Pay', grey circle for 'Return'), a 'Return Reasons' dropdown, and a 'Details' link. A 'Review' button is located at the bottom of the sidebar.

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

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.

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Decision Activity

Search Check Exceptions - Decision Activity

Decision Status: All Pay Return

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:

Check Exceptions - Decision Activity

Check Exceptions | Issued Items Activity

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

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.