Positive Pay - Check Exceptions
Quick Reference Guide
Positive Pay – Check Exceptions

Channel User Access

1 Navigating to ACH Exceptions

Payments > Positive Pay > Check Exceptions
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**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.

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. **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). 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.**
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Decision Activity

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.