# **POSITIVE PAY – EXCEPTION ITEMS**

This guide provides instructions for decisioning, returning, and paying an item.

		- Cummeron			ry .	Decision Summar Make Decisions	Welco
						Make Decisions	
				-			
		m Summary	Positive Pay - Exception It	Positiv		Item Statuses	Quick Li
ount Count	Total Amount	Violation	Account #	Accou	vice	Single Item Entry	Read
2.28 1	\$2.28	Paid No Issue			2	Single ment chuy	> Favor
2.33 1	\$2.33	le Dated Issue			s	Email Notifications	
00 00		Paid No Issue ile Dated Issue			s quest	Single Item Entry Email Notifications Maintenance Reg	Favor Related

Positive Pay	Pay/Return Decis	ion List						
Decision Summary	Decisions can be entered	between the hours of 10:	00 AM CT a	nd 3:30 PM CT.				
Make Decisions	Account:All Accounts 💌 Exception:Any 🖌 Search 🛛							
Item Statuses	Durban Durban II	8						
Single Item Entry	Payiketum Decision Lis	l.						
Email Notifications	Account #	Check #	Amount	Violation	Scheduled Action	Decision Made	Presented Payee	Issued Payee
Maintenance Request	Details Operating	xxx555 204348	\$2.28	Paid No Issue	Return	x		Paul Sigon
Imports Import File	Details Operating	xxx555 <u>59536</u>	\$2.33	Stale Dated Issue	Return	X		John Login
Import History	_							
File Definitions	Pay All							
Test Files	Note: Pressing "Pay All" w	ill pay all unresolved iter	is even if th	e list is filtered. You	will have the opportun	ty to review a sum	nary of the items that wi	Il be paid before conf
Reports								
My Settings								

# Decisioning

Decisions.

STEP 1: Click Positive Pay and select *Make* 

# STEP 2:

Click the *check #* link. A separate window will appear with front/back images of the check. The following violation codes may appear when reviewing an exception item:

- Amount mismatch: The amount does not match information provided by the company.
- **Stop on file:** A stop payment was placed on the check.
- Paid no issue: The company did not provide information on the check or not recognized as a check issued.
- Stale Dated Issue: Paid date greater than 180 days from issue date
- Cancel on File: Void Item
- Duplicate Paid Rejects: Duplicate Item - Item has already paid
- Invalid Serial Number: Check number does not match issue information
- Payee Mismatch: Presented Payee is different than issued Payee
- Payee Unavailable: Presented Payee not submitted in issue file

If you use the additional payee match feature, a check may also present as an

exception item if the Issued Payee and the Presented Payee do not match.



#### STEP 3:

After reviewing the check, close out of the separate window to navigate back to the positive pay platform (Exceptions list).

Positive Pay	Pay/Re	Pay/Return Decision List									
0	Decisions	Decisions can be entered between the hours of 10:00 AM CT and 3:30 PM CT.									
Make Decisions	Acco	unt: -All Accounts		♥ Exce	eption: 🗌 - Any 🗸	Search 0					
Item Statuses Single Item Entry	PayiRetu	rm Decision List									
Email Notifications		Account #	Check #	Amount	Violation	Scheduled Action	Decision Made	Presented Payee	Issued Payee		
Maintenance Request	Details	Operating xx6555	204345	\$2.28	Paid No Issue	Return	x		Paul Sigon		
Imports Import File	Details	Operating xx655	595365	\$2.33	Stale Dated Issue	Return	X		John Login		
Import History											
Import History File Definitions Test Files Reports My Settings	Pay Al Note: Pres	ssing "Pay AI" will pay all un	resolved item	s even if the	e list is filtered. You v	vill have the opportuni	ty to review a sum	nary of the items that wi	ill be paid before confirming the activ		
Import History File Definitions Test Files Reports My Settings Home <u>Positit</u> h	Pay Al Note: Pres	ssing 'Pay Al' wil pay all un Positive Pay Ret	resolved item urns (	s even if the Collectic	list is filtered. You v	vil have the opportuni	ty to review a sumr	nary of the items that wi	il be paid before confirming the action of the section of the sect		
Import History File Definitions Test Files Reports My Settings Home <u>Positive</u> Pay	Pay Al Note: Pres	ssing 'Pay Al' will pay all un Positrive Pay Ret Decisions can 1 Decisions can 1	urns ( not be mu	seven if the Collection ade at t	ns File Tr his time. Plea	ansfers Su ase return durin of 10:00 AM CT	ty to review a sum pport Adr og the followin and 3:30 PN	nary of the items that with the items that with the items that with the items to th	il be paid before confirming the acti Help o make decisions.		

~

Amount: \$2.28

Issued Payee: James Login

Return Reason: Refer To Maker

Current Decision: Retur JAMES USERS

Refer To Maker Dupe Serial Numb Stale Dated Fraudulent Item

Click here to return to the list of pay/return decision items

Presented Payee: --

Violation Code: Paid

Resolved: No

# Returning

STEP 1: Click on the *details* hyperlink to the left of the check that you wish to return.

#### **STEP 2: TO RETURN AN ITEM**

Click the drop-down menu and select the *Return Reason*:

- Refer to Maker: Sends the check back to the financial institution that presented the check for payment
- Dupe Serial Number: The check number is clearing the account for the second time.
- Stale Dated: The check is dated more than six months ago.
- Fraudulent Item: The item is fraudulent.

Maintenance Request

Import File

Import History

File Definitions Test Files

Imports

Reports

My Settings

Home Positive Pay A	CH Positive Pay	Returns	Collections	File Transfers	Support	Administration	Help
Positive Pay	Decisions	can be ente	red between the	hours of 10:00 A	M CT and 3:	30 PM CT.	
Decision Summary	Pay/Retu	ım Decisio	n - Item #20434	5			
Item Statuses Single Item Entry Email Notifications Maintenance Request Imports Import File Import History File Definitions	Account Check Presente Issue Violati Current	Number Number: 2 Amount: 3 ed Payee on Code: 1 Decision: 1 Resolved: 1	Test Operating 204345  James Login Paid Return No	001555			
Test Files Reports My Settings	Return	Reason: ( <u>View</u> Pa to return to	Refer To Maker <u>Check Image</u> w Return the list of pay/re	▼ turn decision item	15.		

#### STEP 3:

Once the return reason is selected, click on the *Return* button at the bottom of the page.



## STEP 1:TO PAY AN ITEM: Click the *Pay* button at the bottom and

then confirm the pay selection. The Return Reason is not required.

# Step 2:

If all checks need to be paid, click the *Pay All* button, and then confirm the selection.

volute	0.0	* n Decision List							
	Vovanna	can up antered between the	hours of 10:0	0 AM CT a	nd 3:30 PM CT.				
Decision Summary	Acco	unt: All Accounts		▼ Exp	eption: – Any – 🗸	Search 0			
Kake Decisions				_					
Single Item Entry	Pay/Retu	rm Decision List							
Email Notifications		Account #	Check #	Amount	Violation	Scheduled Action	Decision Made	Presented Payee	Issued Payee
laintenance Request	Details	Operating xxi555	204345	\$2.28	Paid No Issue	Return	x		Paul Sigon
Imports	<u>Details</u>	Operating xo655	<u>595365</u>	\$2.33	Stale Dated Issue	Return	X		John Login
Import History									
11112/011 1112/01 V	Dec 18								
File Definitions	PayAI								

### STEP 3:

The Scheduled Action column will confirm Pay or Return along with a green checkmark under the Decision Made column.