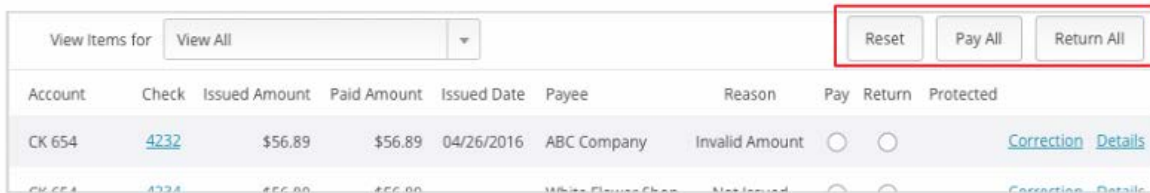




Positive Pay User Guide
New Enhancements
October 2018

Reviewing Exception Items

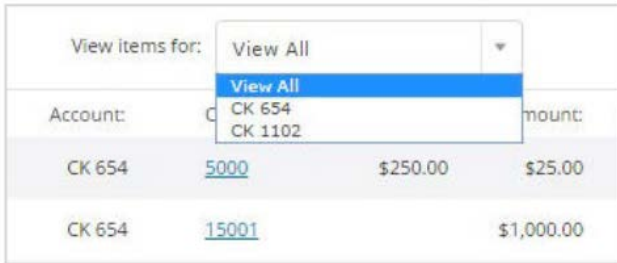
Exception items are checks that attempt to clear, but do not match your list of issued checks. New options to **Pay All** or **Return All** are available. You can also select items for **All Accounts** or a specific account.



Account	Check	Issued Amount	Paid Amount	Issued Date	Payee	Reason	Pay	Return	Protected
CK 654	4232	\$56.89	\$56.89	04/26/2016	ABC Company	Invalid Amount	<input type="radio"/>	<input type="radio"/>	Correction Details

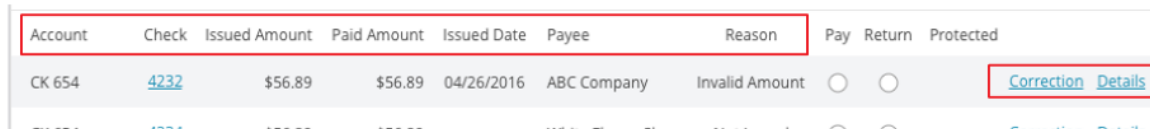
Buttons: [Reset](#) [Pay All](#) [Return All](#)

Use **View Items For** to list all accounts or view a specific account.



Account	Check	Issued Amount	Paid Amount
CK 654	5000	\$250.00	\$25.00
CK 654	15001		\$1,000.00

Additional information is also reported on the *View Items For* screen for exception items.



Account	Check	Issued Amount	Paid Amount	Issued Date	Payee	Reason	Pay	Return	Protected
CK 654	4232	\$56.89	\$56.89	04/26/2016	ABC Company	Invalid Amount	<input type="radio"/>	<input type="radio"/>	Correction Details

- **Account:** Account exception item is clearing
- **Check:** Check number of item clearing account
- **Issued Amount:** Amount check was issued for
- **Paid Amount:** Amount check is clearing for
- **Issued Date:** Date check was written
- **Payee:** Who check was issued to
- **Reason:** Reason the check was flagged as exception item
- **Correction:** Click on *Correction* to submit changes in encoding errors
- **Details:** Click on *Details* to view an image of the check

Submitting Corrections for Exception Items

To edit encoding errors, select *Correction* to submit changes to the bank for review. Complete the **Correction Request** and submit your changes. A secure message will be sent to the Cash Management team to review and update before processing.

✕
Correction Request

ENCODING ERROR

Account #:

Date Posted:

Posted Check #:

Correct Check #:

Incorrect Amount:

Correct Amount:

Payee:

DUPLICATE CHECK REQUEST

Account #:

Date Posted:

Check #:

Amount Posted:

Payee:

Phone Number:

Comments:

Add Multiple Positive Pay File Formats

Multiple File Formats can now be added to Positive Pay. You can create **Multiple Formats** and enter a unique name for each. Ask your Cash Management contact for more information.