Quick Reference Guide

Positive Pay Check Exceptions

JHA Treasury Management™

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Positive Pay: Check Exceptions

Overview: Customers are provided with a workflow to decision potentially fraudulent check exceptions. Within the Check Exceptions listing, users will be presented with three views – To Decision, Decisioned Today, and All Items which will further assist in understanding which exceptions were previously reviewed and decisioned. Exceptions that were worked in either the widget or Check Exceptions listing will be identified with a green check indicator. Users will have up to the bank's cutoff time to decision and update exceptions. After cutoff, users can view their transaction history under the Decisioned Today view. After nightly processing, users will be able to view their transactional history on the Check Exceptions – Decision Activity view.

Benefits for the Banks?

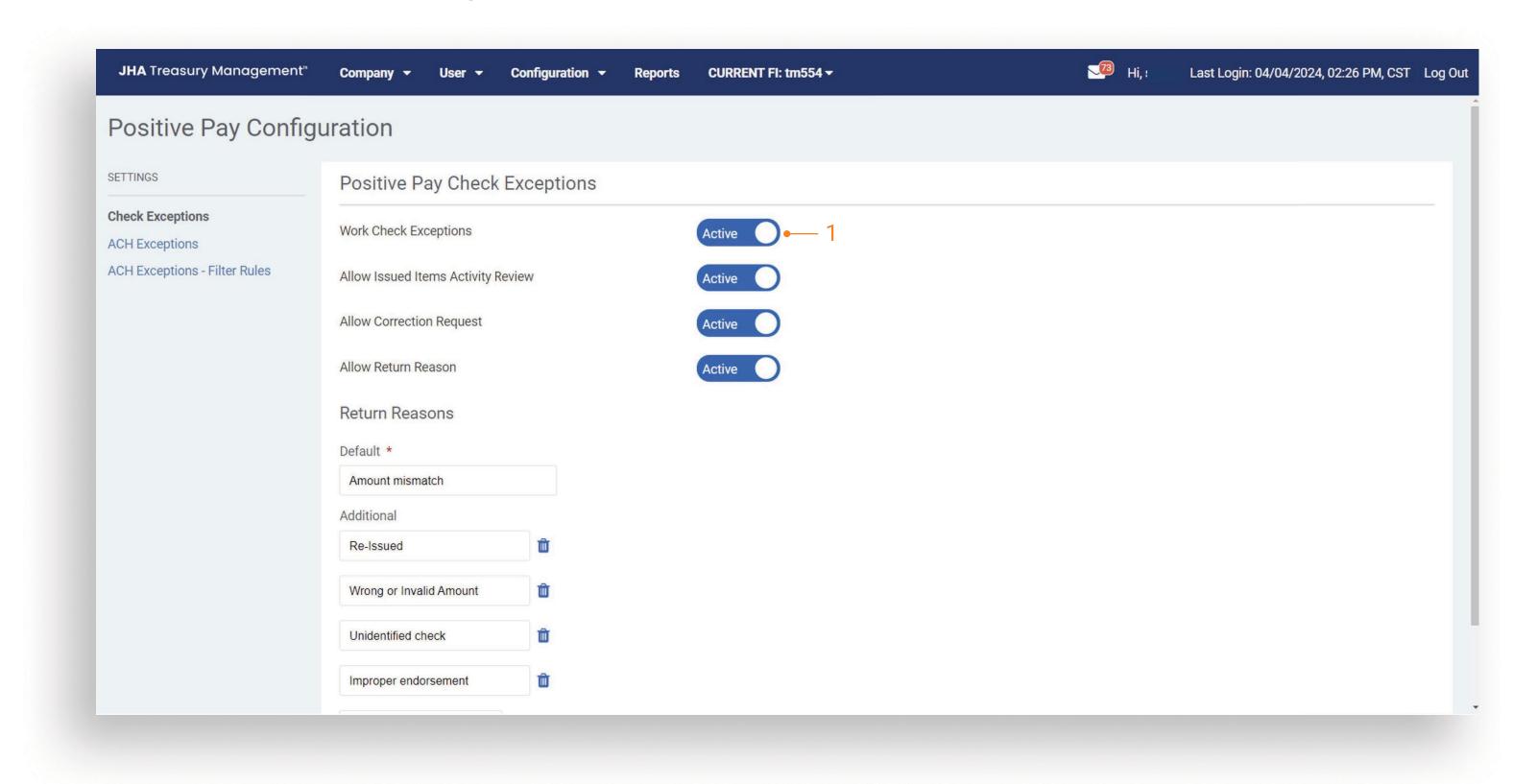
- Ability to scrub exceptions prior to the Check Exception Start Time
- Available notifications to customers –
 items ready to review and pending decision
 30 minutes prior to cutoff
- Positive Pay Check Exceptions Report this report will provide a view of all exceptions presented, and will provide up to date tracking of exceptions decisioned along with an audit trail

Benefits for Customers?

- Ability to review check exceptions via the widget or main listing
- Ability to determine which exceptions have been previously reviewed and decisioned and which have not
- Ability to decision exceptions up until bank cutoff time
- Ability to view exceptions in the widget after cutoff time
- Ability to view exceptions in Check Exceptions Decisioned Today and All Items after cutoff time
- Ability to review historical exceptions in Check Exceptions Decision Activity



Back Office - Product Configuration

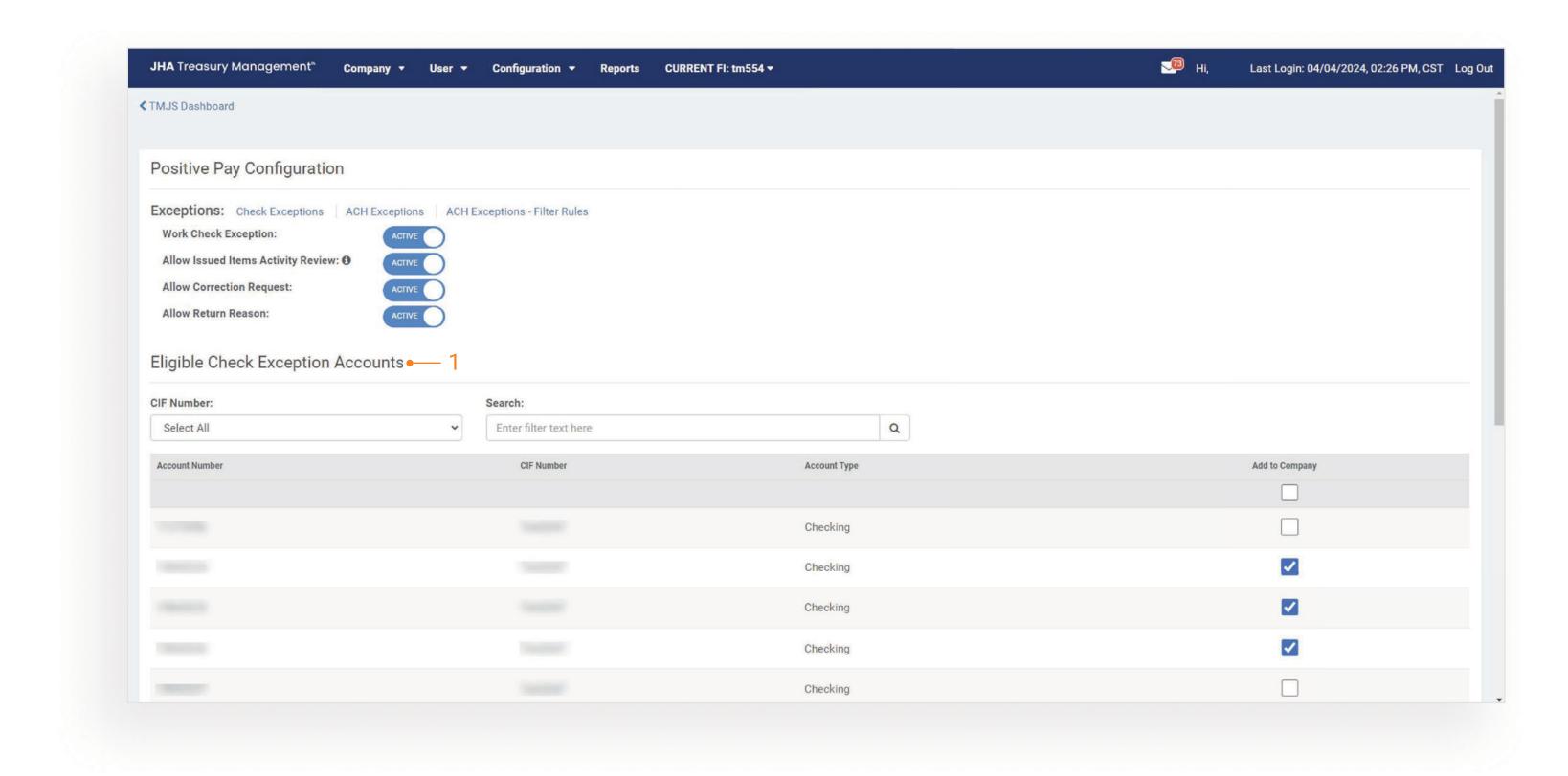


1. Work Check Exceptions:

This configuration along with the company level configuration will allow entitled customers to work check exceptions



Back Office Product Feature Configuration

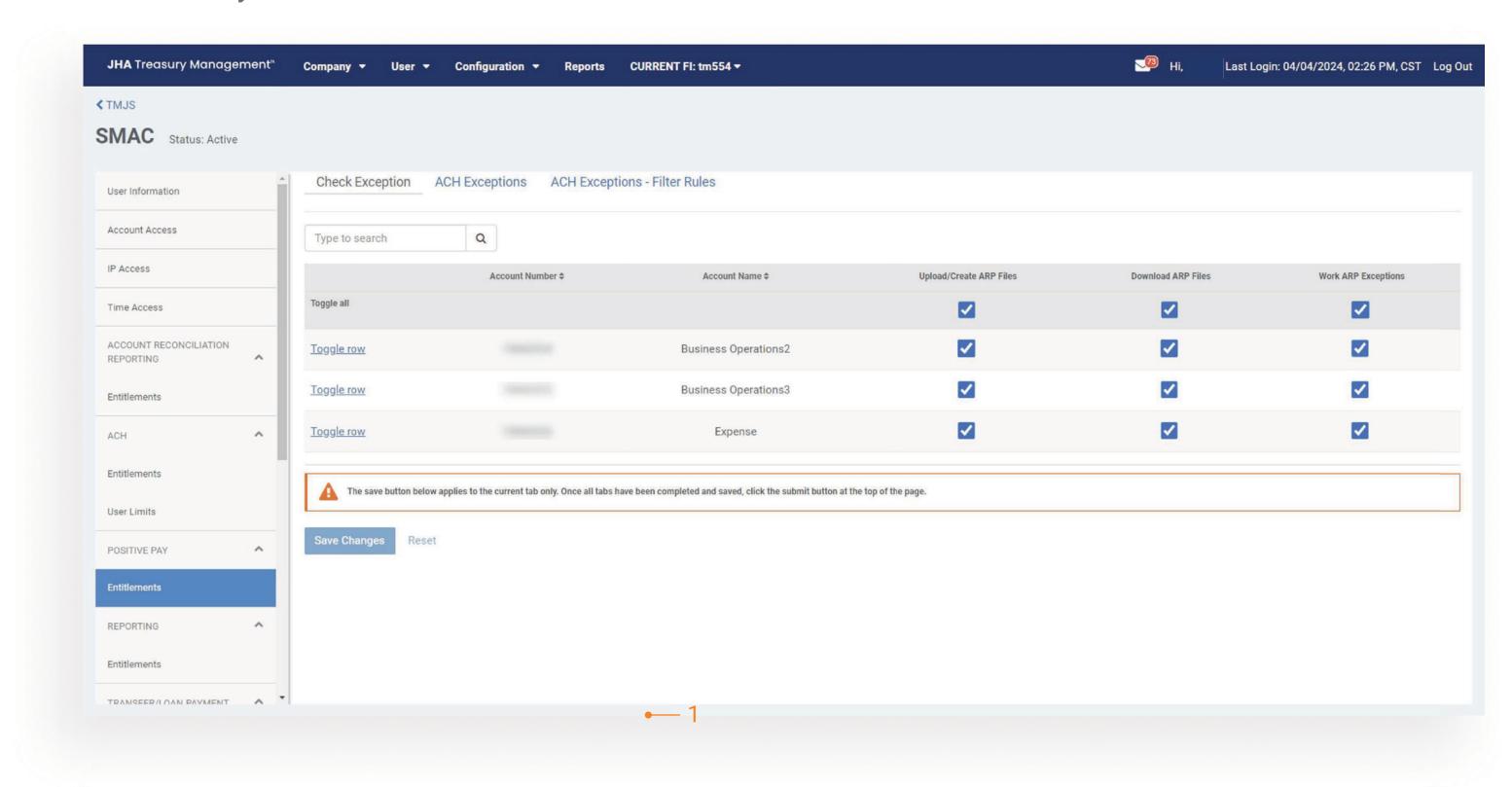


1. Work Check Exceptions:

Once this configuration is activated and at least one eligible account is selected, entitled customers can work check exceptions.



Positive Pay Check User Entitlements

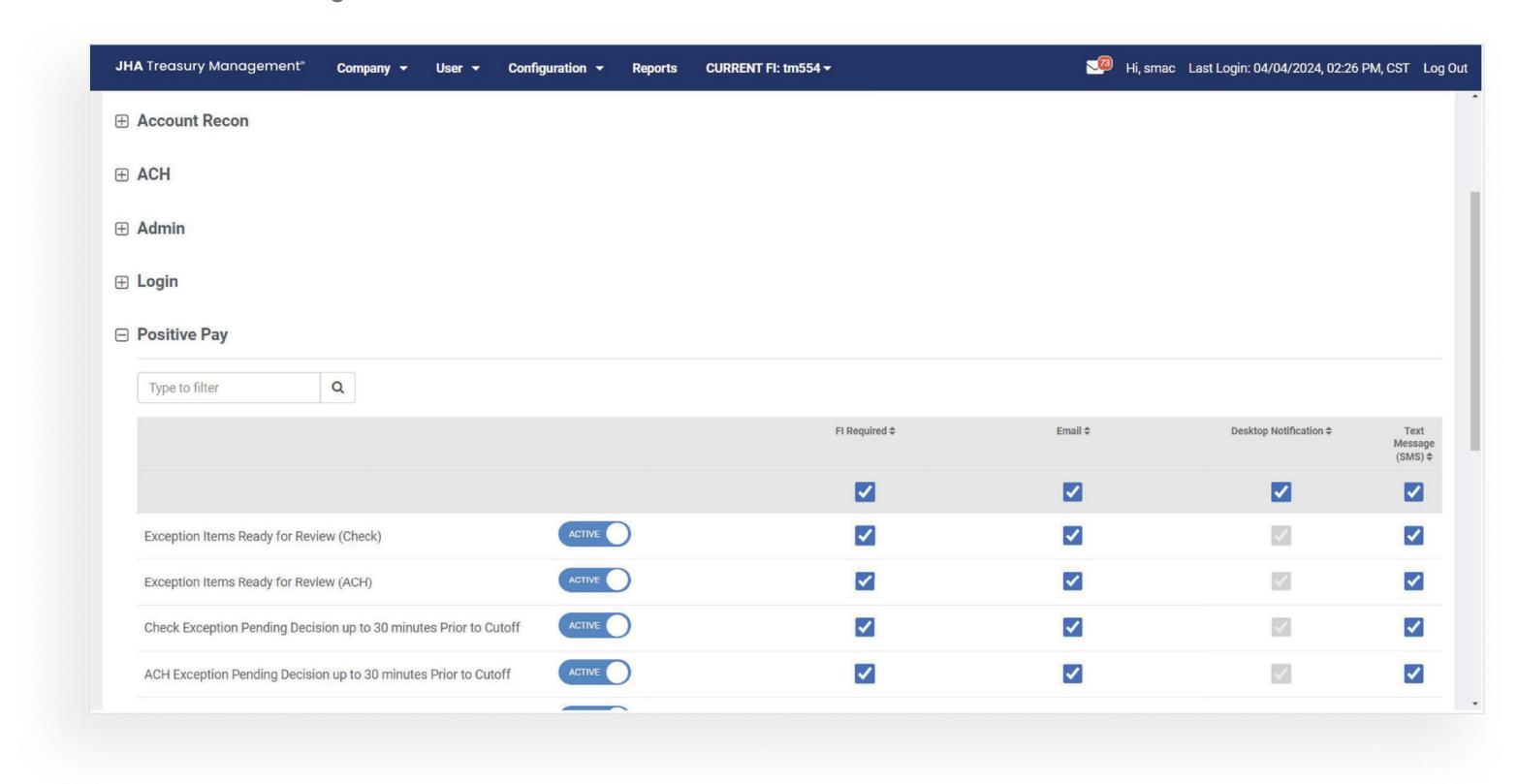


1. Work Check Exceptions:

Once an account or accounts have been selected, customers will have the ability to work check exceptions.



Notification Configuration

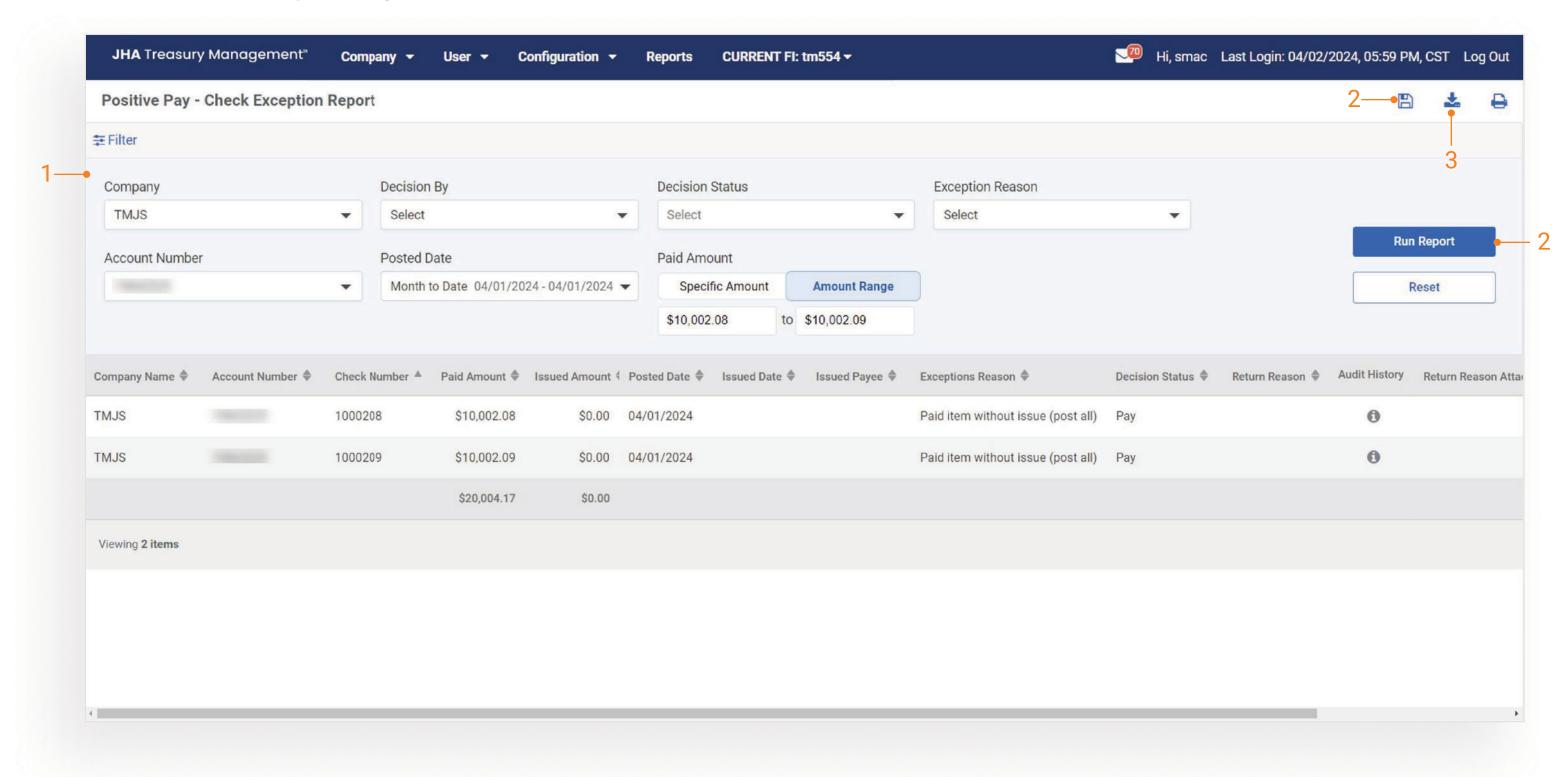


Available Check Positive Pay Notifications:

- Exception Items Ready for Review
- Check Exception Pending Decision up to 30 minutes
 Prior to Cutoff.



Back Office Reporting



Positive Pay – Check Exception Report:

1. Filter

FI Users can utilize the filter options to search for specific criteria.

2. Save Report

FI Users have the option to save the report with their specified criteria.

3. Download Report

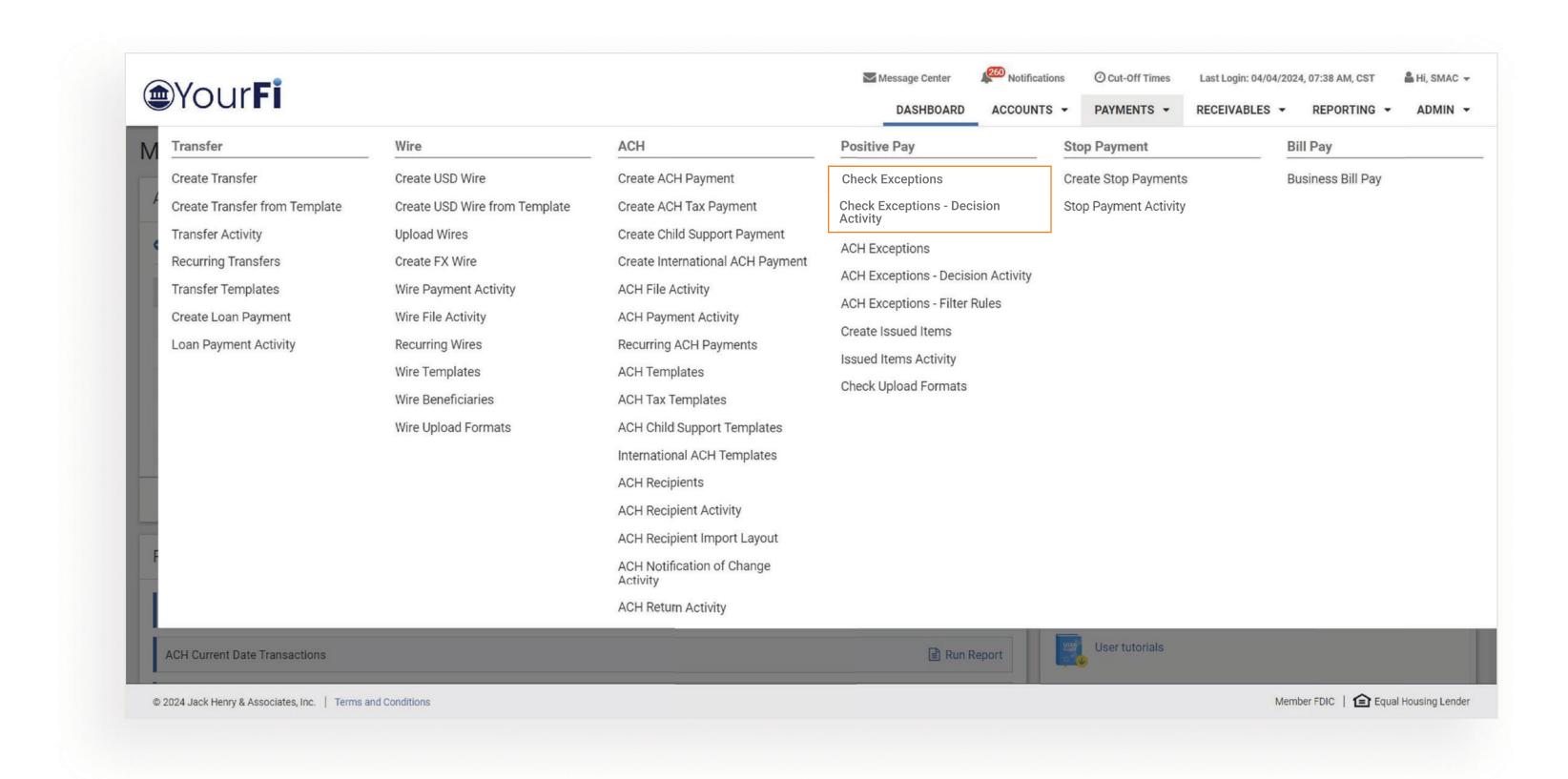
FI Users have the option to download and print the report.

4. Run Report

FI Users can run the report without filtering for specific criteria.



Navigation

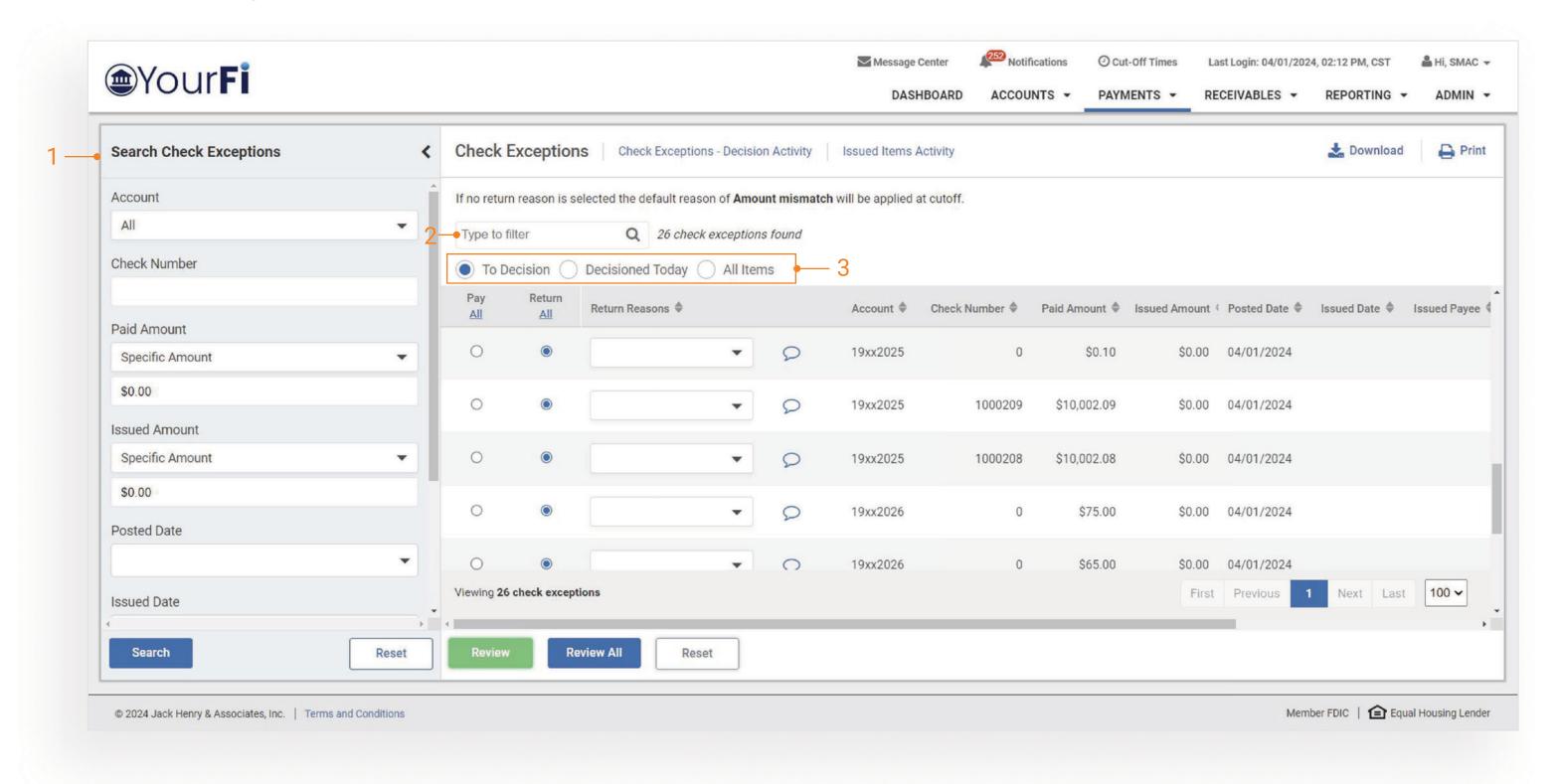


Check Exceptions and Check Exceptions – Decision Activity

Once the appropriate user entitlements have been granted, the customer will see the following navigation: Payments > Positive Pay > Check Exceptions and Check Exceptions - Decision Activity



Check Exceptions — Results



Note: Prior to the TM Check Exception start time, users 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 users will see a message indicating the cutoff time has been reached and items are no longer available to decision.

1. Flyout Filter

The flyout filter allows the user to search the exceptions using specific search criteria.

2. Type to Filter

Search for a specific transaction on the Check Exceptions view by entering a character/numeric string. The Type to Filter will search across all columns looking for a match on the string of data whether at the beginning, middle, or end of a field. available to further narrow the results.

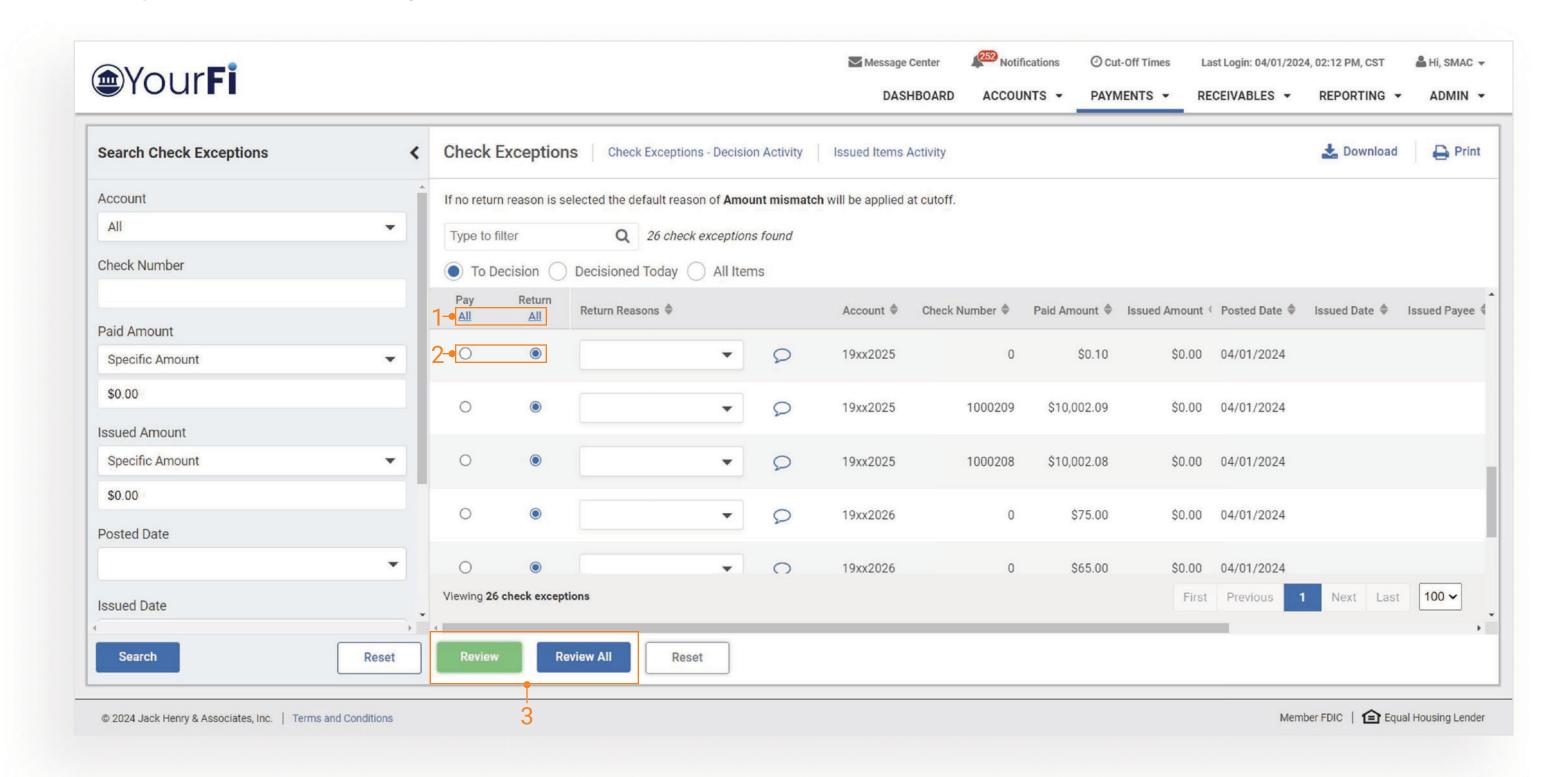
3. Results:

- **To Decision** will be the default and display all exceptions that have not been reviewed and decisioned.
- Decisioned Today will display all exceptions that have been reviewed and decisioned.
- All Items will display exceptions that have not been reviewed and decisioned as well as exceptions that have been reviewed and decisioned.



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Exceptions - Decisioning



Note: Once a check exception has been reviewed and decisioned, it will move from the To Decision listing to the Decisioned Today listing. All exceptions that have been reviewed and decisioned will display a green check indicator. Exceptions will be available until cutoff if decisioning needs to be updated in the Decisioned Today or All Items listings.

1. Pay All or Return all

Users have the option to pay all exceptions or return all exceptions with the selection of the All hyperlink.

2. Individual Decisions:

Users have the option to individually decision exceptions.

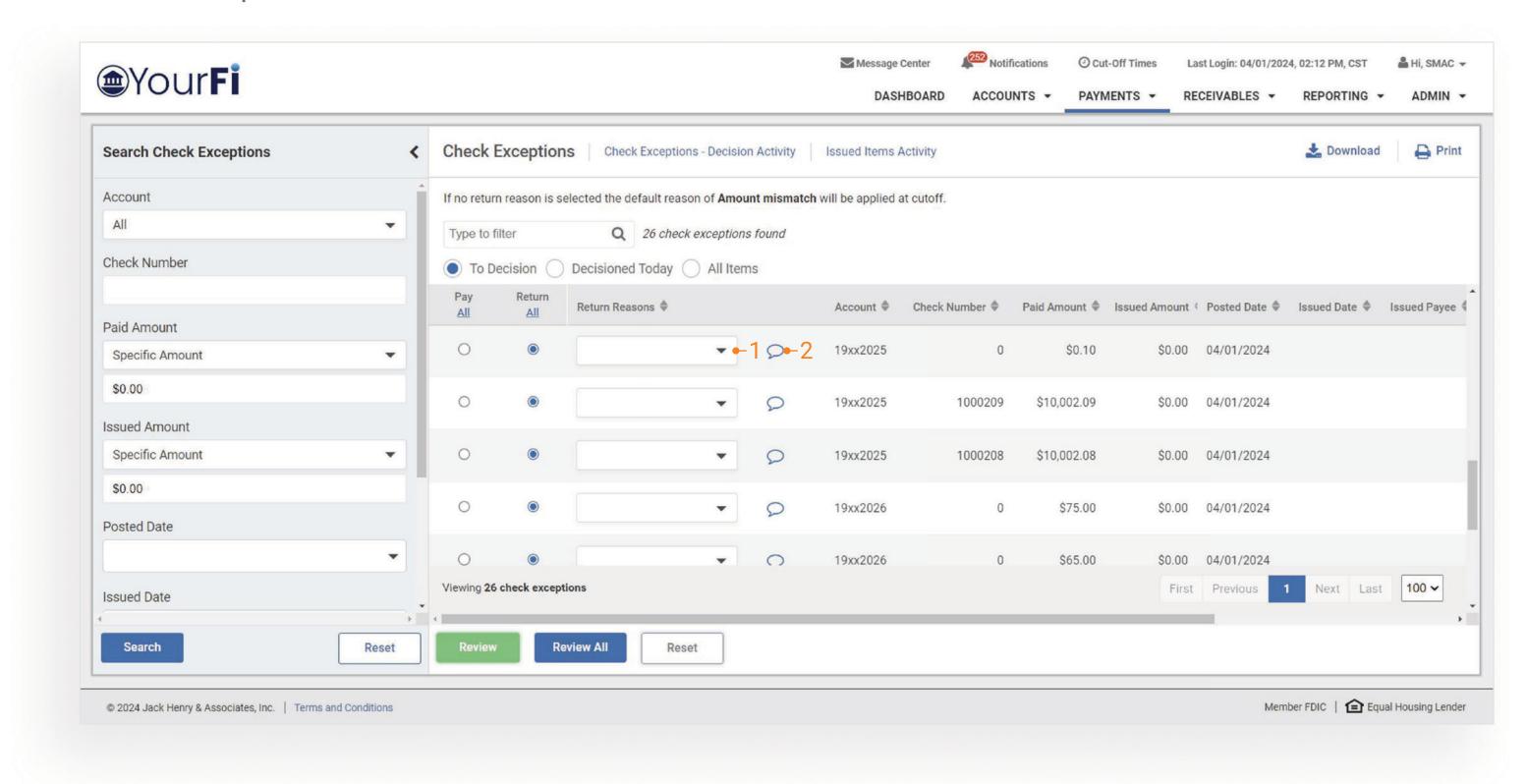
3. Review and Review All:

Review will allow the user to decision all exceptions that they have taken action on. Actions such as adding a return reason or modifying the decision from the default will be counted.

Review All will allow the user to decision all exceptions that they have taken action on as well as any exceptions the user wishes to accept the default decision.



Check Exceptions — Return Reasons and Comments



1. Return Reasons

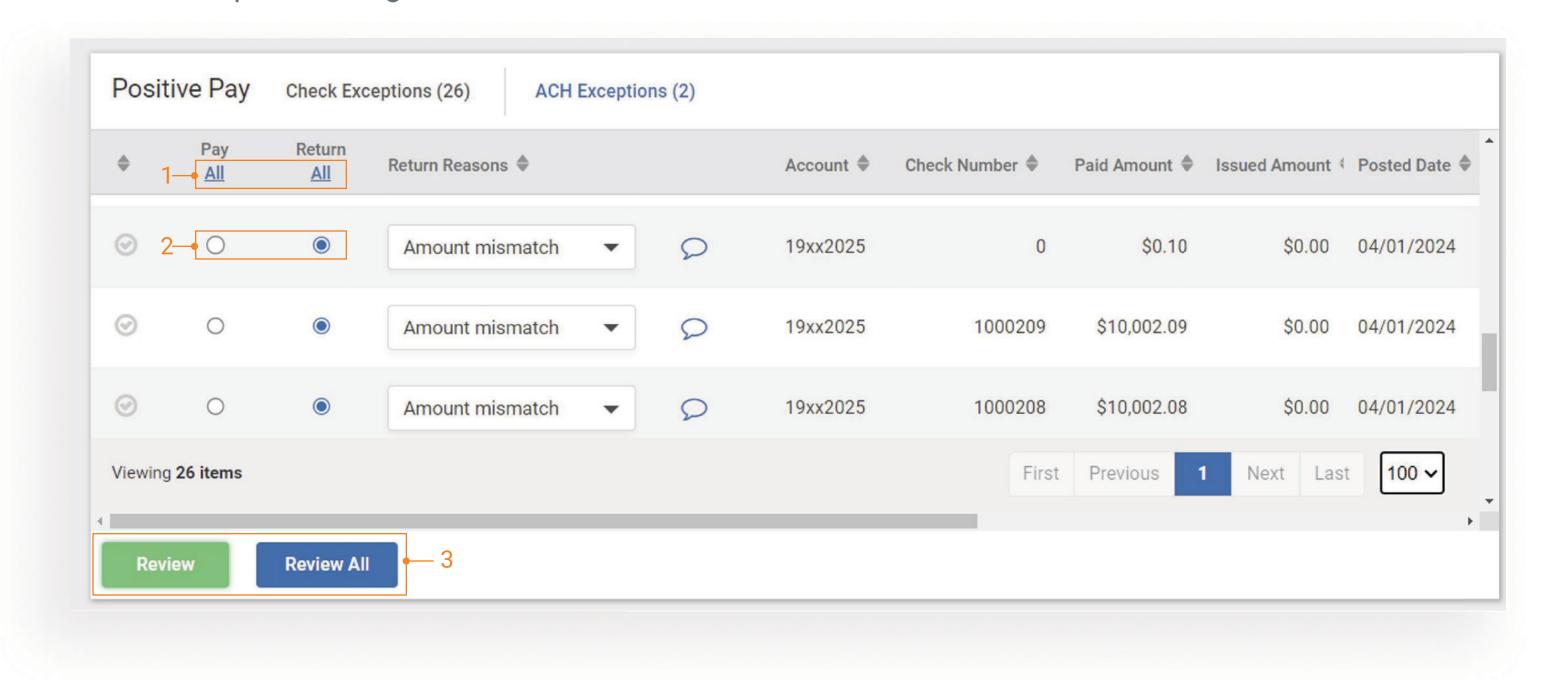
Users have the option to add a return reason with the exception they wish to return.

2. Comments

Users have the option to add a comment with the exception they wish to return.



Check Exceptions Widget



Note: Any exceptions reviewed and decisioned within the widget will be updated with a green check indicator notating a user previously took action on the exception. Exceptions will remain in the widget up until cutoff. Exceptions reviewed and decisioned in the widget will display in Decisioned Today under the main Check Exceptions listing. These items will also display in All Item under the main Check Exceptions listing.

1. Pay All or Return All:

Users have the option to pay all exceptions or return all exceptions with the selection of All

2. Individual Decisions:

Users have the option to individually decision exceptions

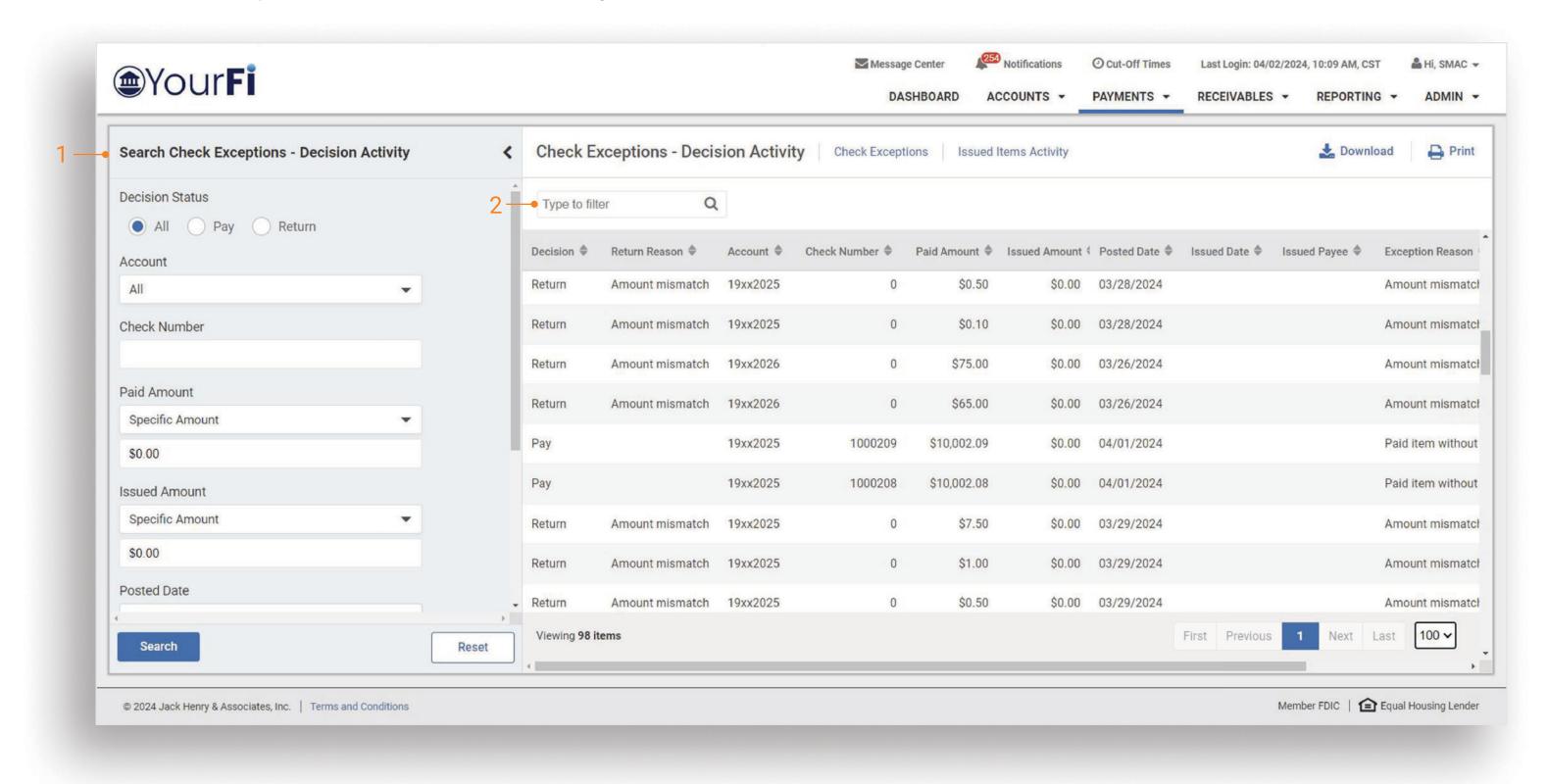
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- Review All will allow the user to decision all exceptions
 that they have taken action on as well as any exceptions
 the user wishes to accept the default decision for



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Check Exceptions — Decision Activity



Note: After nightly processing, users will be able to view their transactional history on the Check Exceptions – Decision Activity view. After cutoff and prior to EOD processing, users can view their transaction history under the Decisioned Today view.

1. Flyout Filter

The flyout filter allows the user to search the results for specific criteria for historical exceptions.

2. Type to Filter

Search for a specific transaction on the Check Exceptions view by entering a character/numeric string. The Type to Filter will search across all columns looking for a match on the string of data whether at the beginning, middle, or end of a field to further narrow the results.