# BancFirst Lockbox Archive
Exception Handling

❖ **Exception Handling**

Users with appropriate permissions will receive email notification of any exceptions.

- An email will be sent when the initial exception is available for review.
    - If exception(s) have not been decisioned, no additional emails will be sent to notify of pending exceptions.
    - If exceptions are worked in real time, an email notification will be sent each time an exception has been loaded for review.

After logging into the application, users will see a flashing message on the menu bar if there are pending exceptions.
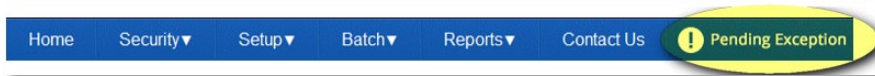
- Click on the flashing message to open Exception processing (pictured above).
- Users will be presented with a list of exception items.
- Click <u>Open</u> in the far right column to view and work exceptions.

Client Name	Account Name	Status Type	Total Transaction	Open
CITATION PROPERTY MANAGEMENT	CITATION PROPERTY MGMT	Needs Exception Processing	10	✎

- Next, click on the icon to view the exception item.

- Users can view all images for the transaction by clicking on the numbered tabs at the bottom of the exception screen.

- The user will need to fill in the missing data fields and select update when finished.
  - By clicking on update and completing the item(s) – they are then sent back into the queue for balancing by the bank.
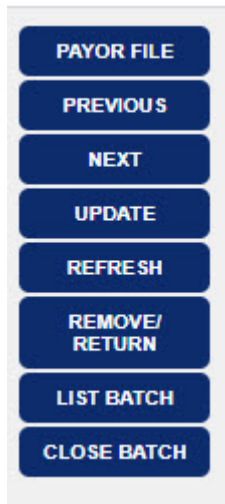
❖ **Payor File** – Displays data provided in a customer's validation file. Customers can search data using the criteria provided in the file.

❖ **Previous & Next** – Allows the operator to go back to the previous transaction or next. By choosing NEXT, the operator can advance to the next available transaction within the batch, without satisfying the requirements of the "skipped" document. The batch cannot be completed until all skipped and unprocessed transactions are completed.

❖ **Update** – Edits and accepts the data entry of a given transaction and advances to the next available transaction. This is the equivalent of hitting the ENTER key on the keyboard.

❖ **Refresh** – Re-displays the original information for the currently displayed transaction.

❖ **Remove/Return** – If a user determines the exception item must be returned, they will select this option and fill in the remarks and select save.

❖ **List Batch** – Accesses the current batch window, displaying all transactions that have been processed within the batch. Place and click the mouse pointer on the line of any chosen transaction to re-open the transaction in the processing window displaying that transaction and making it available for review, edit and correction.

❖ **Close Batch** – Exits the batch processing window and returns the user to the Batch List screen. Once the batch is selected again, the user will pick up where the batch was left off.

For Assistance

For further assistance with password or PIN resets, research assistance, or general questions, please call our Commercial Client Services department at 405-270-4785 or email at ClientServices@BancFirst.bank.

To schedule training, please reach out to our BancFirst Treasury Training Team at 405-218-4141 or by email at TreasuryTraining@bancfirst.bank.

For assistance with lockbox processing, please reach out to our Lockbox team at lockbox@BancFirst.bank.