Quick Reference Guide – Check & ACH Exceptions

Check Suspects

If you configure your Home window preferences for Check Suspects, your Home window includes the Check Suspects tab. From the Check Suspects tab, you can disposition the Check Exceptions that appear.

The Check Suspects tab includes the following information:

- The number of minutes left in the day to disposition check exceptions
- Transit—Transit number for the account with the exception
- Account—Account number for the account with the exceptions
- Number of Unreviewed or Pending Exceptions—Number of check exceptions still pending or left to review

You can also click the following options:

- SCRUB—Open the Scrub window to disposition the item
- EXPAND ALL—View additional information about the exception item

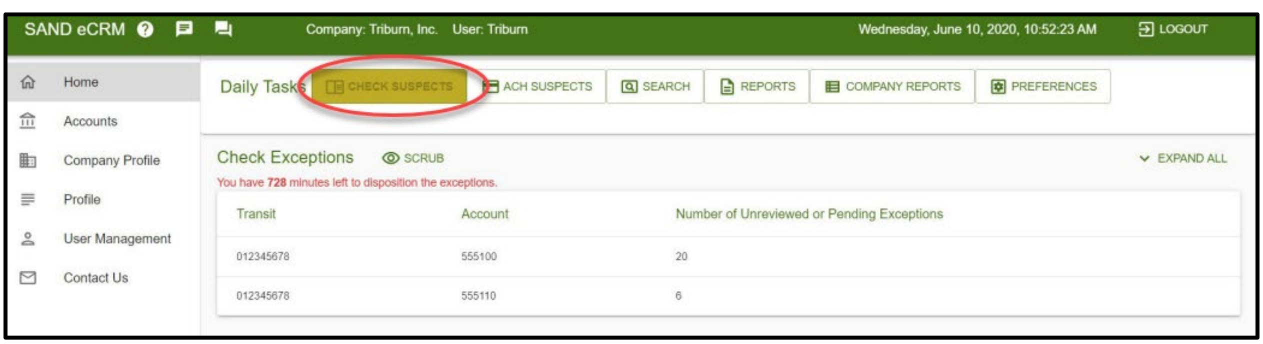
You can disposition check exceptions through the Scrub view or the Expanded view.

Scrubbing Checks

Use the Home tab to decision checks in Scrub Mode.

To scrub checks using Scrub Mode:

1. Select Home from the left menu. The Home window opens.



2. Click the CHECK SUSPECTS tab. The window opens and lists a summary of check exceptions.
3. Click SCRUB. The Scrub item window opens and displays the first item to scrub.

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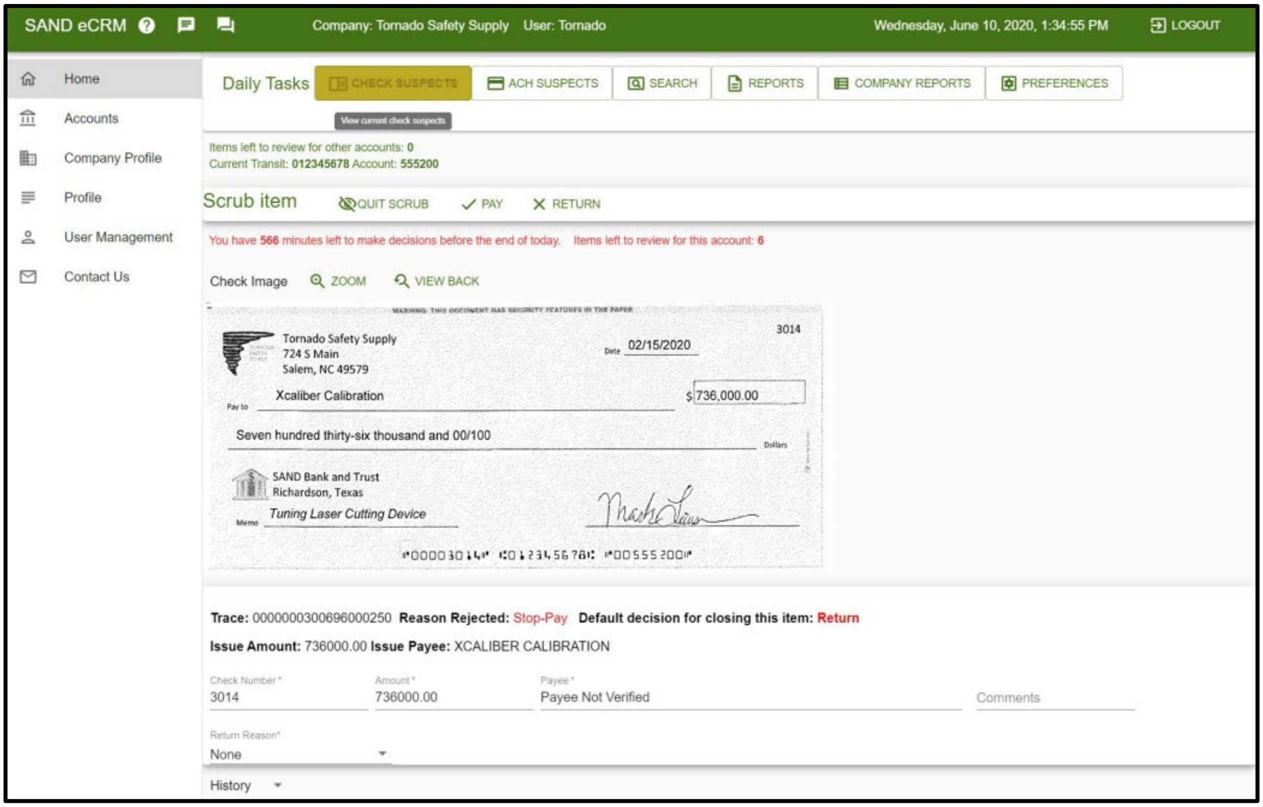
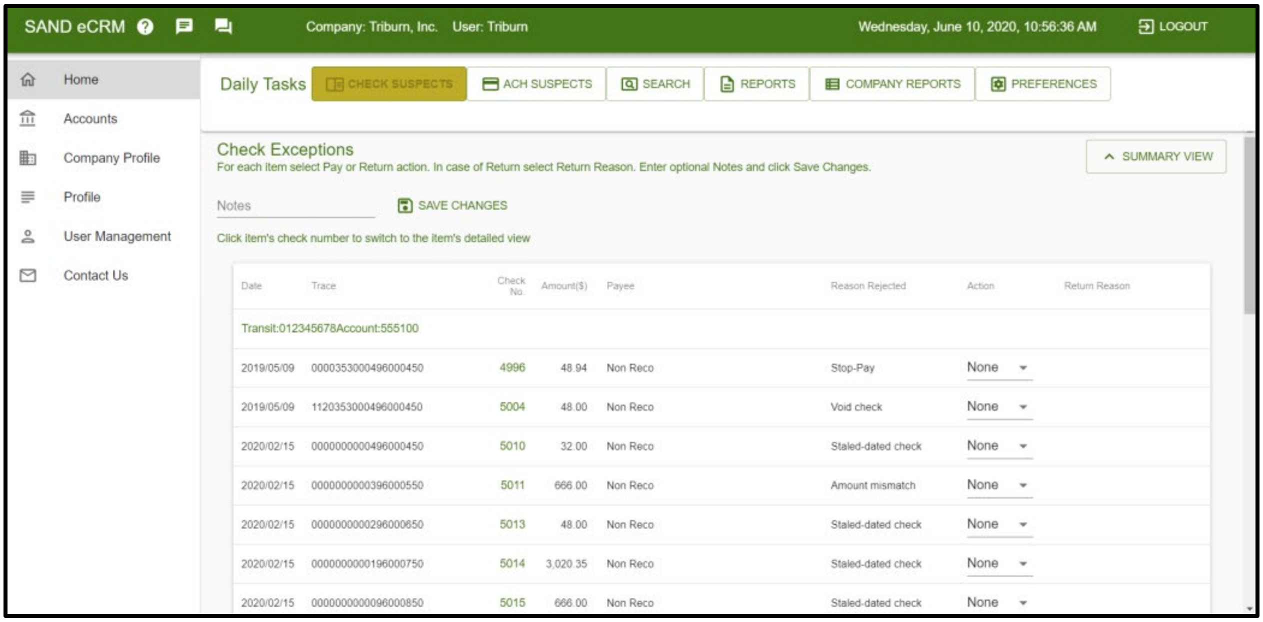


4. Review the check. If necessary, make changes to the editable fields or add comments. An asterisk (*) identifies required fields.
   - ❖ Note: If you select to return a check, you must select a Return Reason.
5. Click ✓ PAY or ✕ RETURN. Positive Pay dispositions the check and displays the next check.
6. Continue to scrub checks until you complete the task.
7. Click QUIT SCRUB to return to the CHECK SUSPECTS tab.

Dispositioning Check Exceptions

To disposition check exceptions from the expanded view:

1. From the Home tab, click the CHECK SUSPECTS tab. The window opens and displays a summary of check exceptions.
2. Click EXPAND ALL. The window expands to display check exceptions grouped by transit and account combinations.



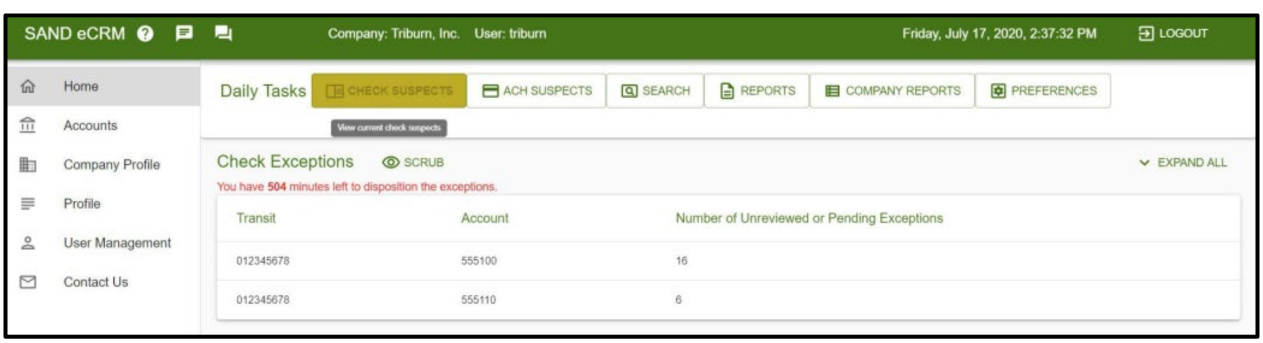
- ❖ Users can type notes about the check exceptions you are dispositioning.
- ❖ Click the Check No. to open the details and image of the check. Click DESELECT to return to the EXPAND ALL view.

3. In the Action column, select the action to take on the check:
    - Pay
    - Return
4. To return a check, select a Return Reason.
5. Click SAVE CHANGES.

Dispositioning Check Exceptions in Bulk

To make bulk decisions for check exceptions from the Home tab:

1. From the Home tab, click the CHECK SUSPECTS tab. The Check Exceptions window opens.



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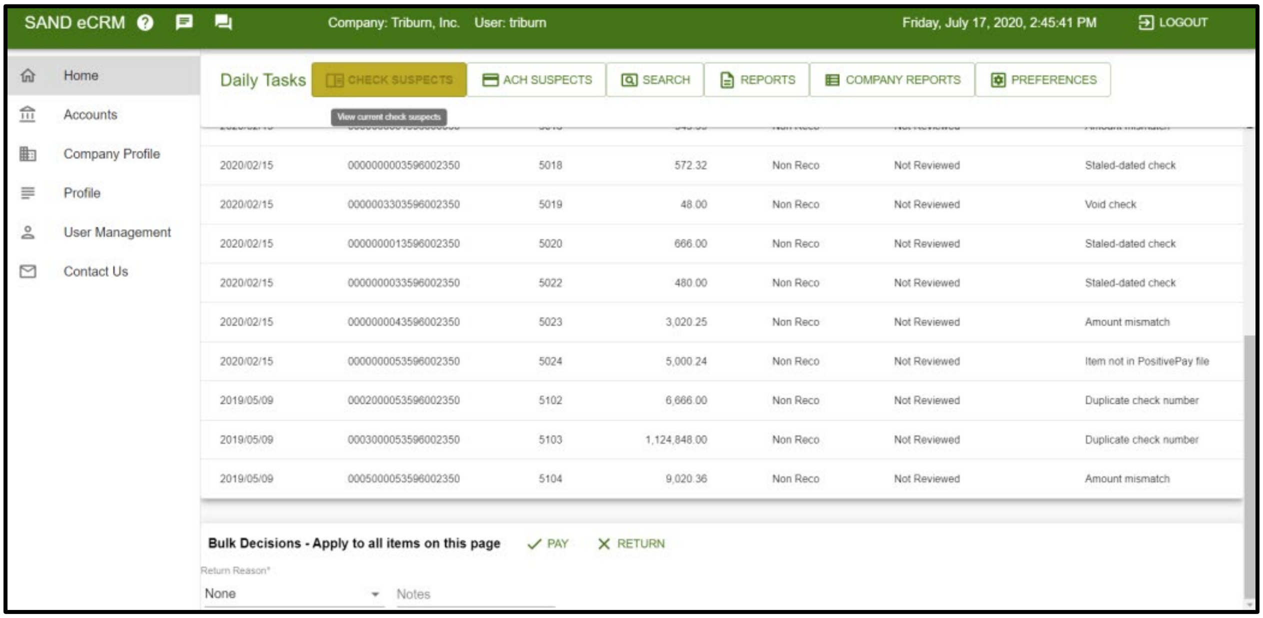
2. Select the account with the check suspects you want to disposition. The check exceptions appear.



3. From Bulk Decisions - Apply to all items on this page
   - ❖ Users can type notes about your decision.
4. Complete one of the following actions:
   - Click ✓ PAY to pay all check exceptions. A confirmation message opens.
   - Click ✕ RETURN to return all check exceptions

     Note: a Return Reason is required and will be applied to all items.
   - A confirmation message opens.
5. Click OK to confirm your bulk decision and pay or return all items listed.

ACH Suspects

If you configure your Home window preferences for ACH Suspects, your Home window includes the ACH Suspects tab. From the ACH Suspects tab, you can disposition the ACH Exceptions that appear.

When the window opens, it displays a summary view of the ACH Exceptions, with the following information:

- The number of minutes left in the day to disposition the ACH exceptions
- Transit—The transit number the exceptions belong with
- Account—The account number the exceptions belong with

- Number of Unreviewed or Pending Exceptions—Number of ACH exceptions for the displayed account

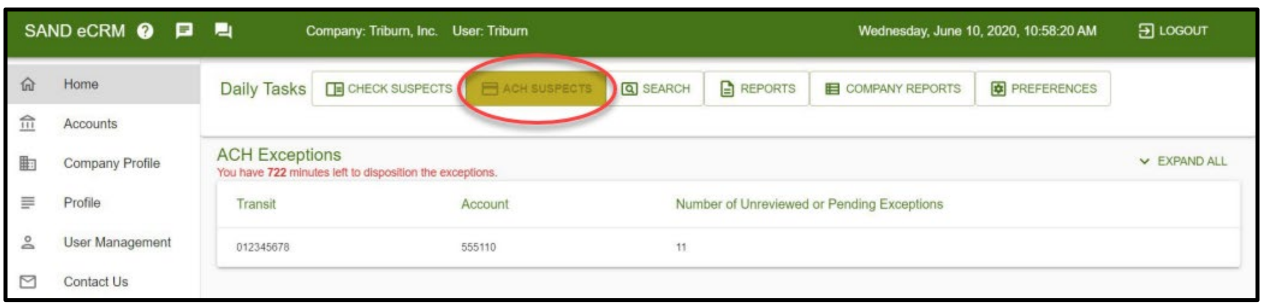
To view details about the ACH Exceptions:

- Click EXPAND ALL. The window expands to display details about each ACH exception.

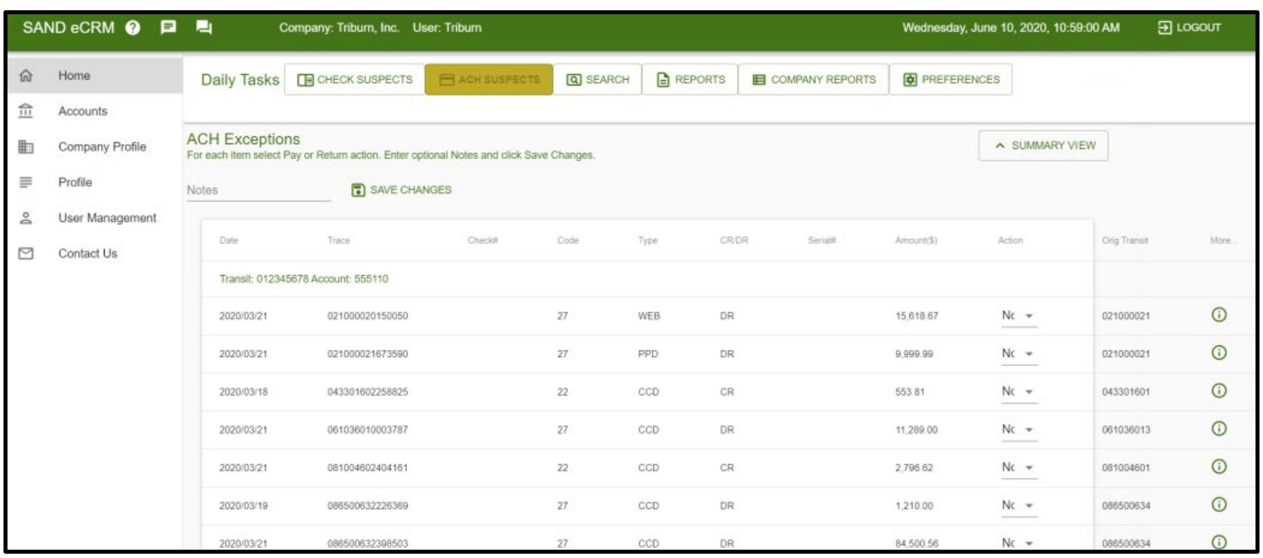
Dispositioning ACH Exceptions

To disposition ACH Exceptions:

1. From the Home tab, select the ACH Suspects tab. The window opens and displays the number of minutes left in the day to disposition exceptions.



2. Click EXPAND ALL. The window expands to display details about the exceptions.



3. For each ACH exception, in the Action column, select the action to take on the exception: None, Pay, or Return.
   - ❖ Users can type any notes about your work.

4. Click SAVE CHANGES to save your work.
5. Click SUMMARY VIEW to return to the summary view of the ACH Suspects window.

Search

If you configure your Home window preferences for Item Search, your Home window includes the Search tab. From the Search tab, you can search for items from specific reports from selected accounts.

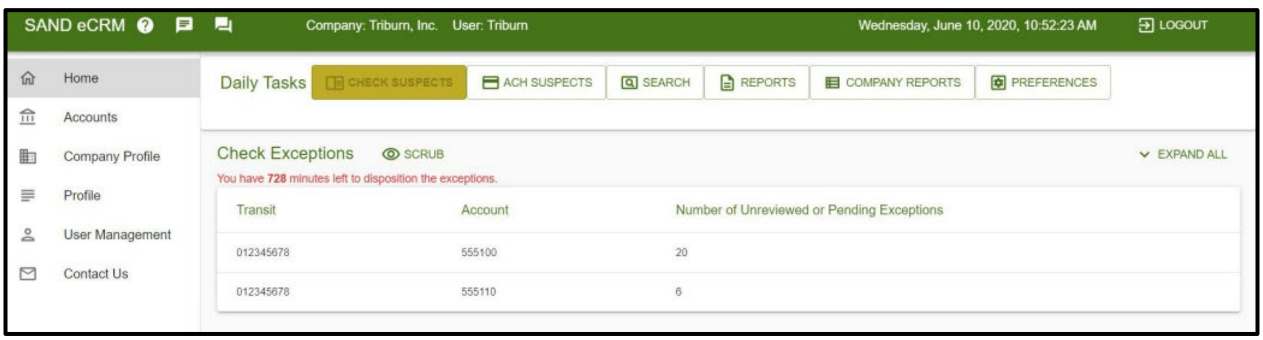
Users must include the below in the item search tab:

- At least one account
- At least one account report
- At least one company report

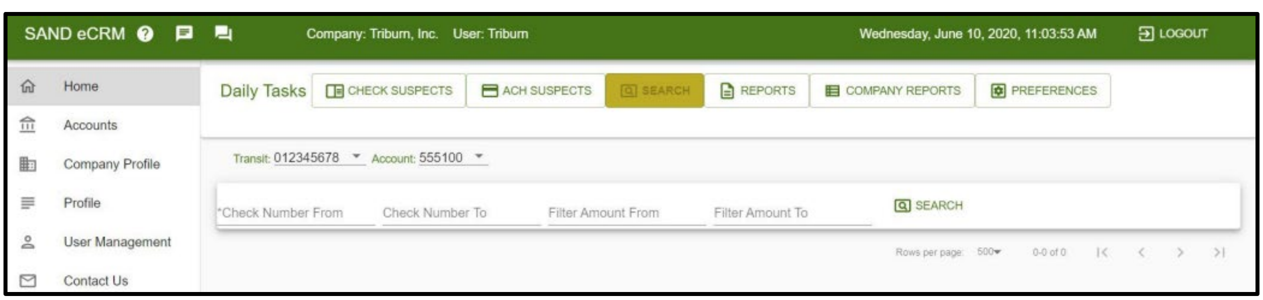
Searching for Items

To search for items:

1. Select Home from the left menu. The Home window opens.



2. Click the SEARCH tab. The Search window opens.



3. Select the Transit number for which you want to search for items.
4. Select the Account number for which you want to search for items.

5. Type a Check Number From.
    - From Rows per page, select the number of results to include on each page.
6. Click SEARCH to view results matching the search criteria.

TIP: To narrow your results, specify a Check Number From, Check Number To, Filter Amount From, or Filter Amount To, and then click Search.