

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

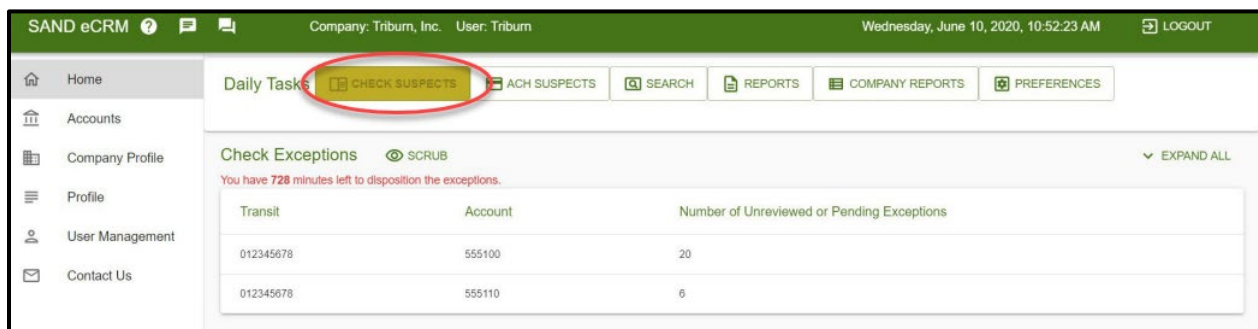
You can disposition check exceptions through the Scrub view or the Expanded view.

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.



The screenshot shows the SAND eCRM interface. The top navigation bar includes 'SAND eCRM', 'Company: Tribum, Inc.', 'User: Tribum', and 'Wednesday, June 10, 2020, 10:52:23 AM'. The left sidebar contains a menu with 'Home', 'Accounts', 'Company Profile', 'Profile', 'User Management', and 'Contact Us'. The main content area shows a 'Daily Tasks' section with a 'CHECK SUSPECTS' tab highlighted in yellow and circled in red. Below this, there is a 'Check Exceptions' section with a 'SCRUB' button and an 'EXPAND ALL' button. A notification states 'You have 728 minutes left to disposition the exceptions.' Below this is a table with the following data:

Transit	Account	Number of Unreviewed or Pending Exceptions
012345678	555100	20
012345678	555110	5

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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SAND eCRM Company: Tornado Safety Supply User: Tornado Wednesday, June 10, 2020, 1:34:55 PM LOGOUT

Home Accounts Company Profile Profile User Management Contact Us

Daily Tasks **CHECK SUSPECTS** ACH SUSPECTS SEARCH REPORTS COMPANY REPORTS PREFERENCES

View current check suspects

Items left to review for other accounts: 0
Current Transit: 012345678 Account: 555200

Scrub item **QUIT SCRUB** **PAY** **RETURN**

You have 566 minutes left to make decisions before the end of today. Items left to review for this account: 6

Check Image **ZOOM** **VIEW BACK**

WARNING: THIS DOCUMENT HAS SECURITY FEATURES IN THE PAPER.

Tornado Safety Supply
724 S Main
Salem, NC 49579
Date: 02/15/2020
3014

Pay to: Xcaliber Calibration \$736,000.00

Seven hundred thirty-six thousand and 00/100 Dollars

SAND Bank and Trust
Richardson, Texas
Memo: Tuning Laser Cutting Device
Michele Law

Trace: 0000000300696000250 Reason Rejected: Stop-Pay Default decision for closing this item: Return

Issue Amount: 736000.00 Issue Payee: XCALIBER CALIBRATION

Check Number*	Amount*	Payee*	Comments
3014	736000.00	Payee Not Verified	

Return Reason*
None

History

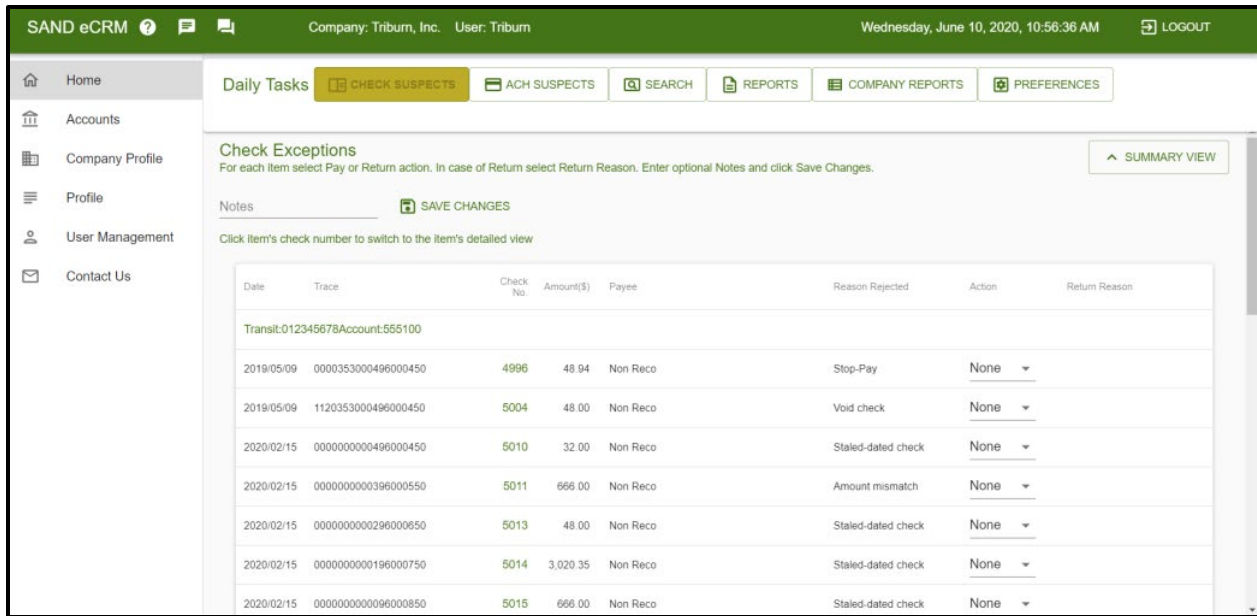
4. Review the check. If necessary, make changes to the editable fields or add comments. An asterisk (*) identifies required fields.
 - ❖ Note: If you select to return a check, you must select a Return Reason.
5. Click **PAY** or **RETURN**. Positive Pay dispositions the check and displays the next check.
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.

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- ❖ 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

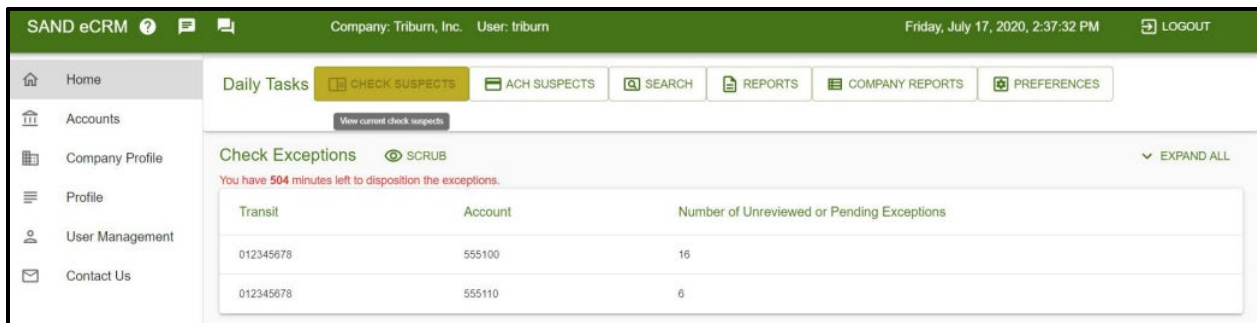
4. To return a check, select a Return Reason.

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.

The screenshot shows the SAND eCRM interface. The top navigation bar includes 'SAND eCRM', 'Company: Triburn, Inc.', 'User: triburn', and 'Friday, July 17, 2020, 2:45:41 PM'. The main content area is titled 'Daily Tasks' and features a 'CHECK SUSPECTS' tab. Below the tab is a table of check suspects with the following data:

Date	Account Number	Check Number	Amount	Status	Exception Type	
2020/02/15	000000003596002350	5018	572.32	Non Reco	Not Reviewed	Staled-dated check
2020/02/15	0000003303596002350	5019	48.00	Non Reco	Not Reviewed	Void check
2020/02/15	0000000013596002350	5020	666.00	Non Reco	Not Reviewed	Staled-dated check
2020/02/15	0000000033596002350	5022	480.00	Non Reco	Not Reviewed	Staled-dated check
2020/02/15	0000000043596002350	5023	3,020.25	Non Reco	Not Reviewed	Amount mismatch
2020/02/15	0000000053596002350	5024	5,000.24	Non Reco	Not Reviewed	Item not in PositivePay file
2019/05/09	0002000053596002350	5102	6,666.00	Non Reco	Not Reviewed	Duplicate check number
2019/05/09	0003000053596002350	5103	1,124,848.00	Non Reco	Not Reviewed	Duplicate check number
2019/05/09	0005000053596002350	5104	9,020.36	Non Reco	Not Reviewed	Amount mismatch

Below the table, there are bulk decision options: 'Bulk Decisions - Apply to all items on this page' with 'PAY' (checked) and 'RETURN' (unchecked) buttons. A 'Return Reason*' dropdown menu is also visible, currently set to 'None'.

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

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

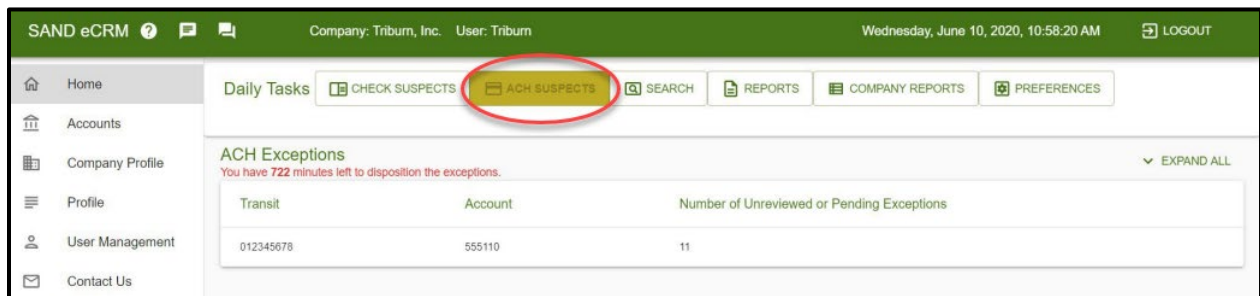
To view details about the ACH Exceptions:

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

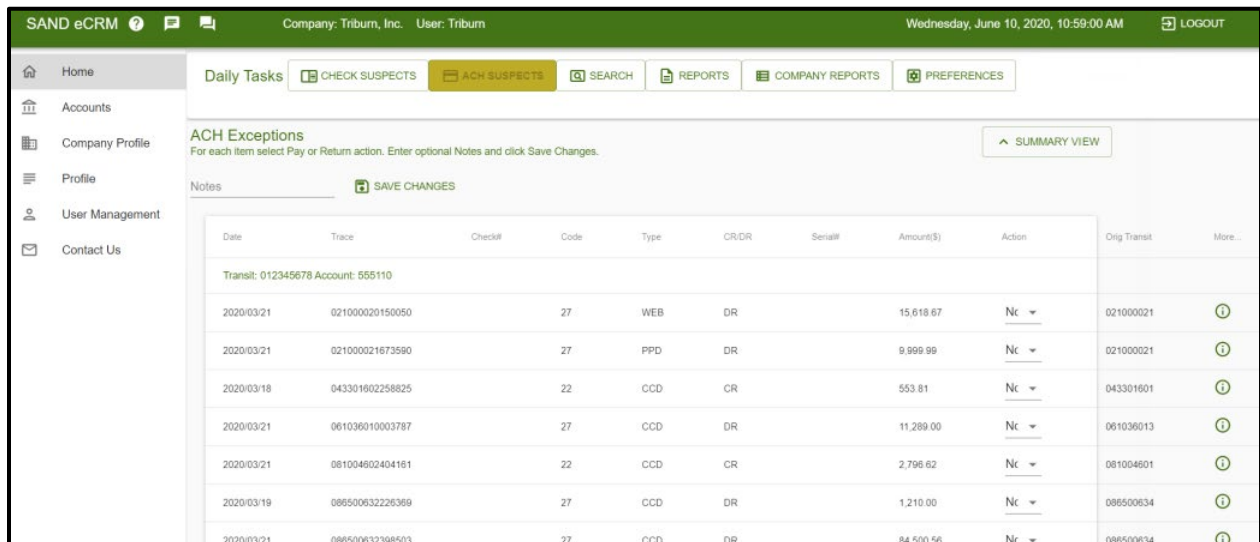
Dispositioning ACH Exceptions

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.



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- Click  SAVE CHANGES to save your work.
- 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.

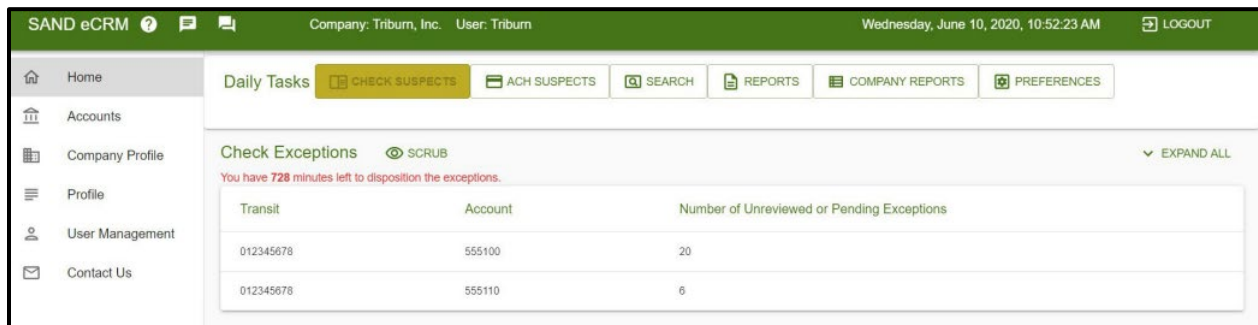
Users must include the below in the item search tab:

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

Searching for Items


To search for items:

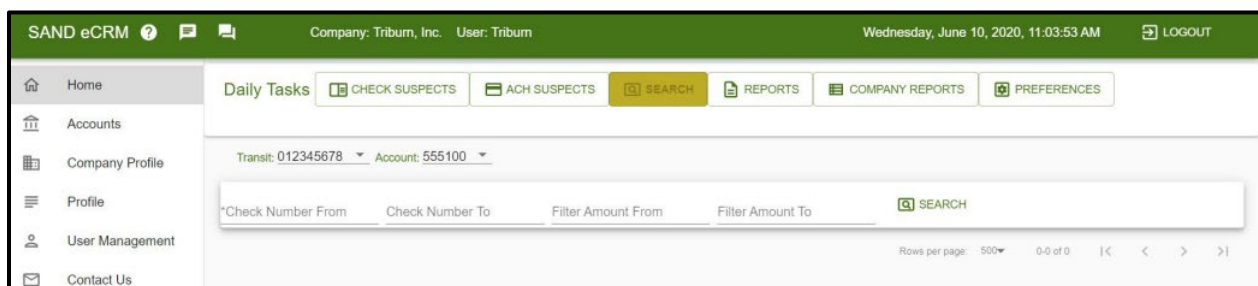
- Select  Home from the left menu. The Home window opens.



The screenshot shows the SAND eCRM interface. The top navigation bar includes 'SAND eCRM', 'Company: Tribum, Inc.', 'User: Tribum', and the date 'Wednesday, June 10, 2020, 10:52:23 AM'. The left sidebar contains navigation options: Home, Accounts, Company Profile, Profile, User Management, and Contact Us. The main content area is titled 'Check Exceptions' and includes a 'SCRUB' button and a notification: 'You have 728 minutes left to disposition the exceptions.' Below this is a table with the following data:

Transit	Account	Number of Unreviewed or Pending Exceptions
012345678	555100	20
012345678	555110	6


- Click the  SEARCH tab. The Search window opens.



The screenshot shows the SAND eCRM Search window. The top navigation bar is the same as the previous screenshot. The left sidebar is also the same. The main content area is titled 'SEARCH' and includes a 'SEARCH' button. Below this is a search form with the following fields: 'Transit: 012345678', 'Account: 555100', 'Check Number From', 'Check Number To', 'Filter Amount From', and 'Filter Amount To'. The search form also includes a 'SEARCH' button and a 'Rows per page: 500' dropdown menu.

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

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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.