

Making Pay/Return Decisions

In the navigation menu, select Business Banking.

Select the New Payments button.

Click the Positive Pay tile.

This will launch the Positive Pay site.

Select the Exceptions Processing menu.

Click Quick Exceptions Processing.

Click the Decisions Needed header to display your exceptions.

Select an Exception you want to pay or return. The transaction details appear in the right pane.





Ops1000 BLC/KED \$1,853.35 TRAKSACTION Default Decision: Return Ops1000 UNAUTHORIZED ACH TRAKSACTION \$1,862.41 Stude Amount: \$100.00 Paid Date: 1201/2022 Amount: \$100.000.00 Stude Amount: \$100.00 Paid Date: 1201/2022 Amount: \$100.000.00 Stude Amount: \$100.00 Paid Date: 1201/2022 Amount: \$100.000.00 Ops1000 DUPLICATE PAID ITEM #17849 Paid Date: 1201/2022 Back Hover over image to zoom. Click to view full-size image. Ops1000 PAID NOT ISSUED (2) v (2) v Paid Date: 1201/2022 Image. 1900 Ops1000 STALE DATED ITEM #17960 Ops1000 STALE DATED ITEM #17960 Diver Jose Parytee 19 35 00 1000000 Stale: 19 35 00 1000000 Stale: 19 35 00 1000000 Stale: 10000000 Stale: 1000000 Stale: 10000000 St	^	Decisions Needed (9) \$24,99		\$24,991.90	AMOUNT MISMATCH		
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In the transaction details pane, do one of the following:

- Select the Pay radio button.
- On an ACH exception if you want to establish a rule to prevent a future exception, click Add ACH Rule button. The ACH Rule window appears.
 - Select an SEC Code.
 - Select a Transaction Type.
 - o (Optional) Edit the Max Amount.
 - Click or tap Done.
- Select the Return radio button.
- Select a reason in the drop-down list.
- Complete steps 3-5 for multiple exceptions.



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• Click or tap Submit All Decisions.