Positive Pay Client Procedures for reviewing exceptions and uploading an Issued file.

- The Client will receive and email notification in the morning if they have exception items to review.

From: <Financial Institution>

From: <Financial Institution>
Sent: Wednesday, April 22, 2020 9:57 AM
To: <Positive Pay Customer>
Subject: Reminder: Positive Pay Items Ready For Review
Importance: High

You are approaching the deadline to review your Positive Pay exceptions. Please complete your review by 10:00 AM. Thank you.

Account Number	Date	Item Number	Amount
DDA-XXXX	April 21, 2020	14522	$300.00
DDA-XXXX	April 21, 2020	14523	$4.00
DDA-XXXX	April 21, 2020	14524	$5.00
DDA-XXXX	April 21, 2020	14525	$5.00

- The Client will need to log into Business Online Banking before the Client Cutoff time. From the Home page they will need to select "Checks & Documents" or "Go to positive pay".

- From the Overview page select "**Review**" and select "**Submit**"

Item Review

- The client can select which account they want to review or select "All" and see exceptions for all accounts.

Making Decisions on Exception Items

- The Client has the option of either selecting Approve or Return for the exception item. If they select Return they will be given a list of return reasons to select from (**Note**: The return reasons are defined by the bank in the TAS INST specs). After the Client has made their decision they will click "Process Items".

Importing an Issued File

- The customer uploads an issued file from the Positive Pay Overview page under "Import a File".

Browsing to File & Selecting a Template

- The Client will browse out to the location they have their issued file saved to (**Note:** the file should be saved as a txt or csv format.). The client will then select the Template that corresponds to the file they are importing and click next.

The client will select the account you want to upload the file to and click "Import File".
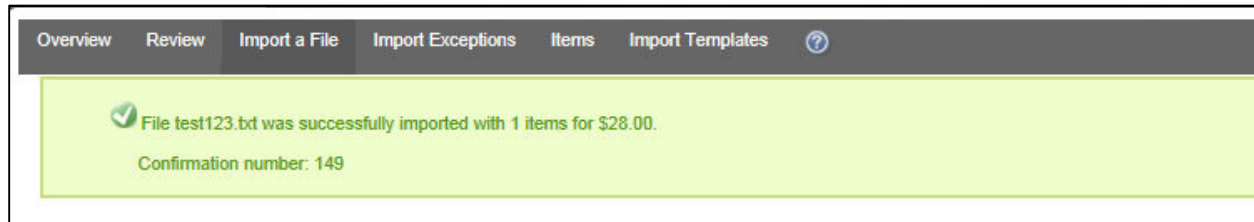
File Import Summary

- After the file has been imported the client will see a confirmation screen informing them of the number of items imported and total amount. The client will have a confirmation number aka load number that they can reference.
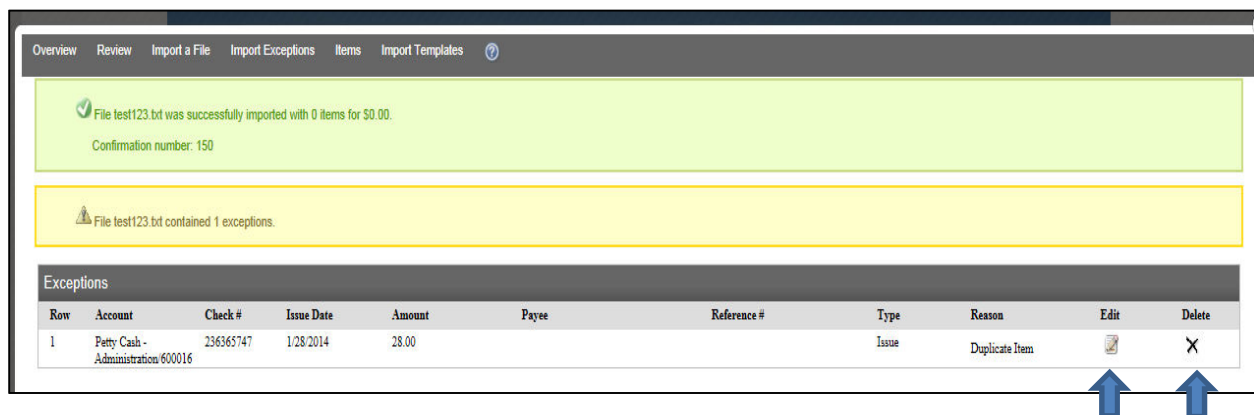

Import Exception Notification

- In the event the item has an import exceptions the client will select either "Edit" or "Delete" depending on what they want to do with the import exception.

Changing Import Exceptions

- After clicking edit the client will be able to make whatever changes they need to, to the import exception. After the Client has made their changes they will want to check "Save Item".