



# **Exception Processing**



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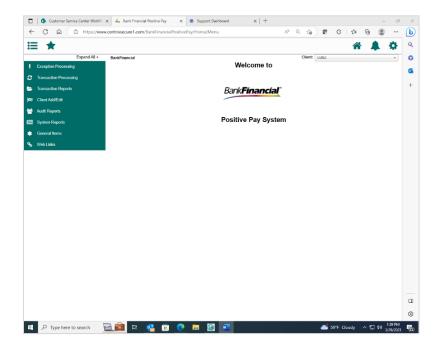


## I. Login

Positive Pay is accessible within Online Business Banking by selecting **Additional Services**, then Positive Pay from the drop-down menu.

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If the registration for this service was completed and you are an added user, it will automatically direct you to the Positive Pay site below:





## II. Uploading an Issued Check File

*BankFinancial* has mapped your Issued Check File based on the sample you provided during your setup on the Positive Pay system. You will upload all subsequent Check Files every time you issue checks.

- A. Select Submit Issued Check File from the side navigation menu under Transaction Processing.
- B. Click Browse to select your issued check file.
- C. Select the account for the file upload. If your file contains issued checks for multiple accounts, the account you select will only be used to report the file upload activity.
- D. If you have more than one file format, select the appropriate format. An example of multiple formats would be your accounting system creates a file for your account payable items and your payroll processor creates a file for your payroll items. Each file may be formatted differently and may even be a different type of file. If you do not have software to create an issued check file, refer to the Positive Pay Issued Check File Format guide for details on how to create your own.
- E. Click Process File.

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!	Exception Processing		Submit Issued Check File			
3			Step 1. Select a file to process.			
	Submit Issued Check File					
	Add New Issued Check		J:\Positive Pay\Training\LUNA4.xlsx Browse			
	Void a Check					
Þ	Transaction Reports		Step 2. Input details about the file.			
183	Client Add/Edit		Account Nickname: 7047003401			
	System Reports		File Processing Type: LUNA V Items in File: 10			
<b>%</b>	Web Links		Dollar Amount in File: 9747.25			
			Step 3. Click the "Process File" button. Process File			

Your uploaded file will be processed and if accepted, the check count and total will appear.

A rejected file will display the reason for the rejection. Reasons for a rejected file include, incorrect format, items in the file may have already been imported, or the number of items and/or dollar amount in the file does not match what the system found in the file. If you are uploading a large file, you may receive a message stating that your file will be processed and that you will receive an email once the process is completed.

Processing Results				
File Name	Upload Date	Status	Items	Amount
LUNA4.xlsx	12/8/16 3:34:47 PM	Processed	10	\$9,747.25



#### III. Manually Adding Issued Checks

If you do not have accounting software that creates issued check files for you, or you have a hand-written issued check that is not included in your issued check upload, you can manually add those checks.

A. Select Add New Issued Check from the side navigation menu under Transaction Processing.

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1	Exception Processing	Add New Issued Check			
3	Transaction Processing	Account Nickname: INOT State and Sta			
	Submit Issued Check File	Account Nickname: Not Selected Check Number: Amount: Issued Date: 11/22/2016	1		
	Add New Issued Check	Issued Payee:	-		
_	Void a Check		-		
-	Transaction Reports	Auto-Increment Check Number			
R	Client Add/Edit	Add Check			

- B. Select the account nickname to enter the issued check, along with the check number, dollar amount, issued date and then payee. 1. Check the Auto-Increment Check Number box if you are entering multiple checks that are in check number order. The system will update the Check Number field to the next check number once you have clicked the **Add Check** button.
- C. Click Add Check once you have entered the check information.

	Add New	Issued Check		
Account Nickname:	<not selected=""></not>	Check Number:		
Amount:		Issued Date:	12/08/2016	
Issued Payee:				
		rement Check Number Add Check		

A list of the checks entered will appear at the bottom of the screen and will update to include each check entered.

	Account Nickname	Check Number	Amount	Issued Date	Issued Payee
1	7047003401	5011	\$445.32	12/08/2016	Hot Hot Heating and HVAC
			Total: \$445.32		



### IV. ACH Authorization Rules Setup

The ACH Rule feature allows you to set up a rule for all ACH debits and/or credits. Setting this rule will create an exception for any ACH attempting to post to your account. When setting this rule, you can elect to review all debits, all credits, or both.

A. Once in Positive Pay, from the side navigation menu under System Reports, select ACH Authorization Rules.

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B. To add a Rule, select the **Blue Plus Sign** button (located in the upper right corner).

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C. Under Account Nickname, select the account you want to add the rule to.

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	Stops and Volds		×						



- D. Complete the following fields:
  - a. Description Enter a description of the Rule you are adding. This is for your reference (i.e., All ACH Debits, All ACH Credits, All ACH, etc.).
  - b. Company ID Enter the Company ID given to you by the Originator of the ACH item. If you don't know the ID and the ACH company already transacted on your *BankFinancial* account, send an email to <u>#Best@bankfinancial.com</u> or contact our Business Customer Service Center at 833-894-6999 to determine the Company ID.

\*\*For a Generic Rule that covers all companies, this should be left blank.

- c. SEC Code Select the Standard Entry Class (SEC) Code given to you by the Originator of the ACH item. If the SEC Code was not given to you, use the drop-down arrow and select **All All SEC Codes**.
- d. Debits or Credits Select Debits Only, Credits Only or both DR and CR.
- e. Max Allowable Amount Enter a Maximum Allowable Amount. Any ACH item with criteria entered that is over this amount will create an Exception which will need to be approved. Example: Set to \$1.00 if you want to view ALL ACH entries over \$1.00.
- f. Click Save Changes.

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Transaction Processing	Add record							
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Stale Dated Checks								

## V. Transaction Filter/Block Setup

The ACH Transaction Filter/Block feature allows you to set up rules for all ACH debits and/or credits so that the system will look at the ACH items that have posted to your account and create an ACH exception every time an ACH meeting that criteria posts to your account. This works the opposite of the rules above.



*Processing Note*: If you have both a Rule and a Block with similar criteria, the Block rule will always supersede the Rule and an ACH exception will be created.

- A. Select **Transition Filter / Block Setup** from the side from the side navigation menu under **System Reports**.
- B. Select the Account you would like to add a Block ACH item to.
- C. Enter a description of the ACH item. This will be for your reference.
  - a. Company ID Enter the Company ID given to you by the Originator of the ACH item. If you don't know the ID and the ACH company already transacted on your *BankFinancial* account, send an email to <u>#Best@bankfinancial.com</u> or contact our Business Customer Service Center at 833-894-6999 to determine the Company ID.
    - \*\*For a Generic Rule that covers all companies, this should be left blank.
- D. Select the Standard Entry Class (SEC) Code given to you by the Originator of the ACH item. If the SEC Code was given to you, use the drop-down arrow and select **All All SEC Codes**.
- E. Leave the "From" Tran Code and "Thru" Tran Code blank.
- F. Select Debits Only, Credits Only or both DR and CR.
- G. Enter a Minimum Filter Amount. Transactions must have an amount greater than or equal to this amount for this filter to apply. Any transaction that exceeds the minimum filter amount will create an Exception. If the minimum filter amount is left blank, the transaction amount filter will not be used.
- H. The Notification Type must be set to **Create Exception** for the ACH item to be included as an exception item; otherwise, you will only receive an email notification of the ACH item details.
- I. Click Save Changes to save your Block.

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You will receive a message at the top of the screen with the results of your added rule. The new rule will also be displayed on the screen and can be edited at any time by selecting the **Edit** link. You can also delete the rule by selecting the **Edit** link and then **Delete**.

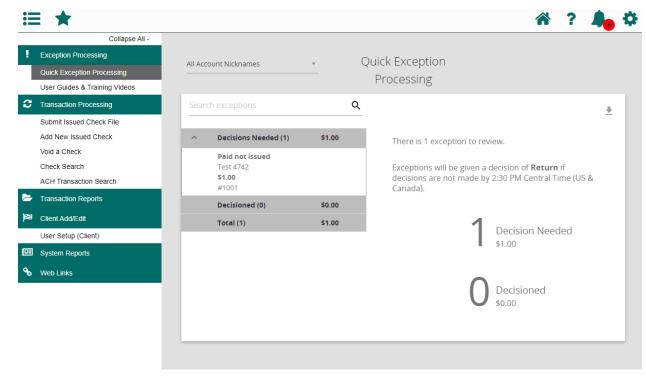


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Add New Issued Check										
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Client Add/Edit										
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#### VI. Exception Processing

Each day that checks and ACH items are presented against your account, *BankFinancial* matches the payment information against your issued check file or your ACH block filters. If a check or ACH does not match, we will notify you and allow you the opportunity to review those exception items and mark them for return. By default, all exception items are marked as Pay unless you mark them as Return.

- A. Select Quick Exception Processing from the side navigation menu.
- B. Use the drop-down arrow again, where it shows the total number items Paid Not Issued and total dollar amount. This will open the list of exception items.





C. Click on each individual amount to open the item and view the check. The first box is the total of all; the second box displays the first item.

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	Submit Issued Check File Add New Issued Check	^ Decisions	Needed (1)	\$1.00	There is 1 evention to review	
	Void a Check Check Search ACH Transaction Search	Paid not is Test 4742 <b>\$1.00</b> #1001			There is 1 exception to review. Exceptions will be given a decision of <b>Return</b> if decisions are not made by 2:30 PM Central Time (US & Canada).	
	Transaction Reports	Decisione	d (0)	\$0.00		
8	Client Add/Edit User Setup (Client)	Total (1)		\$1.00	Decision Needed	
	System Reports				\$1.00	
<b>6</b> 0	Web Links				Decisioned \$0.00	

D. The image of the check will display, you can toggle between front and back, then mark either Pay or Return – then SAVE the decision.

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Submit Issued Check File Add New Issued Check	Decisions Needed (1)	\$1.00	– Paid not issued	<u> </u>
Void a Check Check Search ACH Transaction Search	Paid not issued Test 4742 \$1.00		Default Decision: Return	Cutoff Time: 2:30 PM Central Tin (US & Canada)
Transaction Reports	#1001 Decisioned (0)	\$0.00	Account Nickname: Test 4742 Amount: \$1.00 Issued Date: 07/09/2024	Check #: 1001 Paid Date: 07/09/2024
Client Add/Edit	Total (1)	\$1.00	1550ed Date: 07/05/2024	
User Setup (Client)			Front	Back
System Reports			Hover over image to zoo	m. Click to view full-size image.
Web Links			TEST TRAINING ONLY ACCOUNT 540 MAIN ST DOWNERS GROVE IL 60315-6019 632-24-2610	ONTAINS & FACSIMILE WATERMARK コンリリアッシュア 1001



Use the drop-down menu to indicate the reason for the decision, then click the blue "SAVE" button.

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Exception Processing	Search exceptions	Q		
Quick Exception Processing		Ч		± ×
User Guides & Training Videos	Decisions Needed ()			
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Submit Issued Check File	Paid not issued Test 4742		Default Decision: Return	Cutoff Time: 2:30 PM Central Tin (US & Canada)
Add New Issued Check	\$1.00			
Void a Check	#1001		Account Nickname: Test 4742 Amount: \$1.00	Check #: 1001 Paid Date: 07/09/2024
Check Search	Decisioned (0)	\$0.00	Issued Date: 07/09/2024	
ACH Transaction Search	Total (1)	\$1.00		
Transaction Reports			Front	Back
Client Add/Edit			о •	n. Click to view full-size image.
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Once your decision is saved, the summary of Decisions will display.

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	Void a Check	~	Decisioned (1)	\$1.00	
	Check Search		Total (1)	\$1.00	Exceptions will be given a decision of <b>Return</b> if decisions are not made by 2:30 PM Central Time (US &
-	ACH Transaction Search				Canada).
2	Transaction Reports				
8	Client Add/Edit				
	User Setup (Client)				Decisions Needed
	System Reports				
<b>%</b>	Web Links				
					Decisioned
					\$1.00



## VII. Voiding a Check

You have the option of voiding a check that was entered either on the Issued Check file upload or the Manual Check Issue process. If your accounting software tracks voided checks, then the voided check should appear in your Issued Check file and will be voided through that process.

- A. To manually void a check, select **Void a Check** from the side navigation menu under **Transaction Processing**.
- B. Select the Account to process the void. Enter the check number, check amount, and issue date and click **Find Matching Check**.

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Exception Processing	Void a Check				
C Transaction Processing	Step 1. Enter check information.				
Submit Issued Check File Add New Issued Check	Account Nickname: (7547003401 🔍				
Void a Check	Check Number: 5011				
Contransaction Reports	Check Amount: 445.32				
197 Client Ads/Edit	Issued Date: 12/08/2016				
System Reports	Step 2. Click the "Find Matching Check" button to find the check.				
% Web Links	Find Matching Check	-			
	Step 3. Verify the check that will be voided.				
	Step 4. Click the "Void Check" button to complete the void process.				
	stad Cherry,				
	Note: Voids are retained within the system for 90 days after an item has been void	ed.			

C. If the check matched a check in the Issued Check list, it will appear on the page. Click **Void Check** to complete the process.

Account Nickname	Check #	Check Amount	Issued Date
7047003401	5011	445.32	12/08/2016
ep 4. Click the "Void Che	eck" button to		

D. You will receive a confirmation message at the top of the screen with the status of the Void request.

✓ \*\* The check has been successfully voided \*\*