



HOW TO MANAGE POSITIVE PAY EXCEPTIONS

If an item is presented that does not exactly match an item on the “approved” list, the item will be flagged as an exception. The deadline for working exception items is 11am EST. Any items not reviewed and marked to *Pay* will be returned.

Step 1 Login to NetTeller and access Positive Pay

- Login to NetTeller
- Click on Cash Manager > ARP >Items

Step 2 Review your Exception Items

- Click on the *Check Number* to view an image of the item.
- Click on *Details* to view additional clearing item details.

Account	Check	Issued Amount	Paid Amount	Issued Date	Payee	Reason	Pay	Return	Protected
Demo Test Acct	View Image		\$183.00			Duplicate	<input type="radio"/>	<input type="radio"/>	Details

Buttons: Reset, Pay All, Return All, Submit

Step 3 Pay or Return Item

- Click the radio button to either *Pay* or *Return* the item and then click *Submit*.

Account	Check	Issued Amount	Paid Amount	Issued Date	Payee	Reason	Pay	Return	Protected
Demo Test Acct	View Image		\$183.00			Duplicate	<input type="radio"/>	<input checked="" type="radio"/>	Details

Buttons: Reset, Pay All, Return All, Submit

Once an item has been decisioned, or after the cutoff time of 11am EST, a lock icon will appear in the Protected column to indicate the item can no longer be worked.