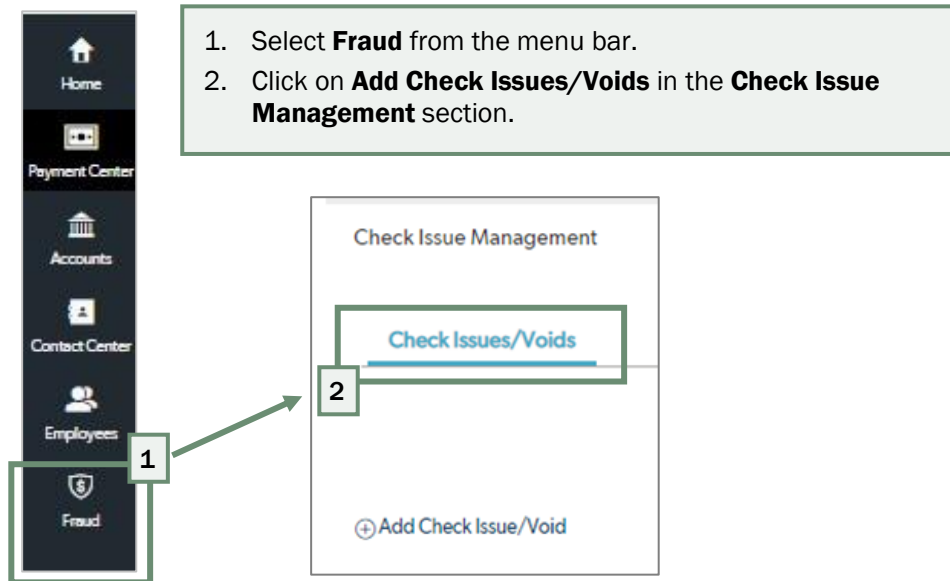


## PAYMENT FRAUD CONTROL – POSITIVE PAY

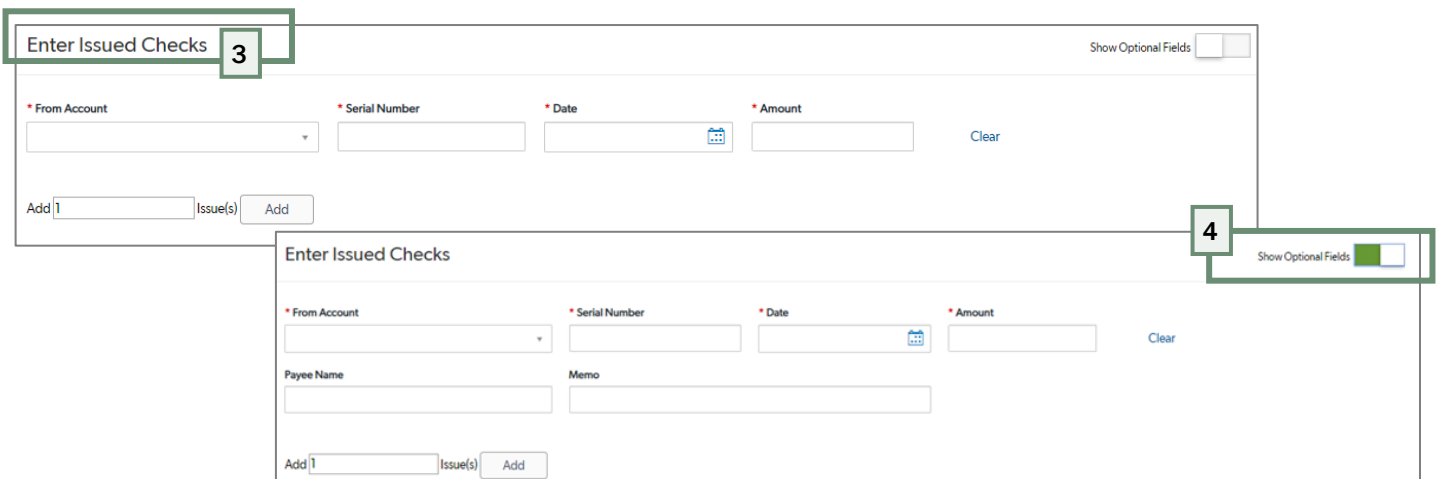
### ENTERING MANUAL CHECK ISSUE/VOIDS



1. Select **Fraud** from the menu bar.
2. Click on **Add Check Issues/Voids** in the **Check Issue Management** section.

There will be two sections: one for **Enter Issued Checks** and one for **Enter Check Voids**.

3. For **Enter Issued Checks**, select the desired account in the **From Account** dropdown menu, then enter the **Serial Number** (check number), **Date** and **Amount**. If you need to add additional checks, enter the number of additional issues in the **Add** field, then click **Add**.
4. If you are in **Payee Review**, there is an option in the top right to **Show Optional Fields**, which display the **Payee Name** field and **Memo** field when activated.



**Enter Issued Checks** Show Optional Fields

\* From Account  \* Serial Number  \* Date  \* Amount  Clear

Add  Issue(s)

---

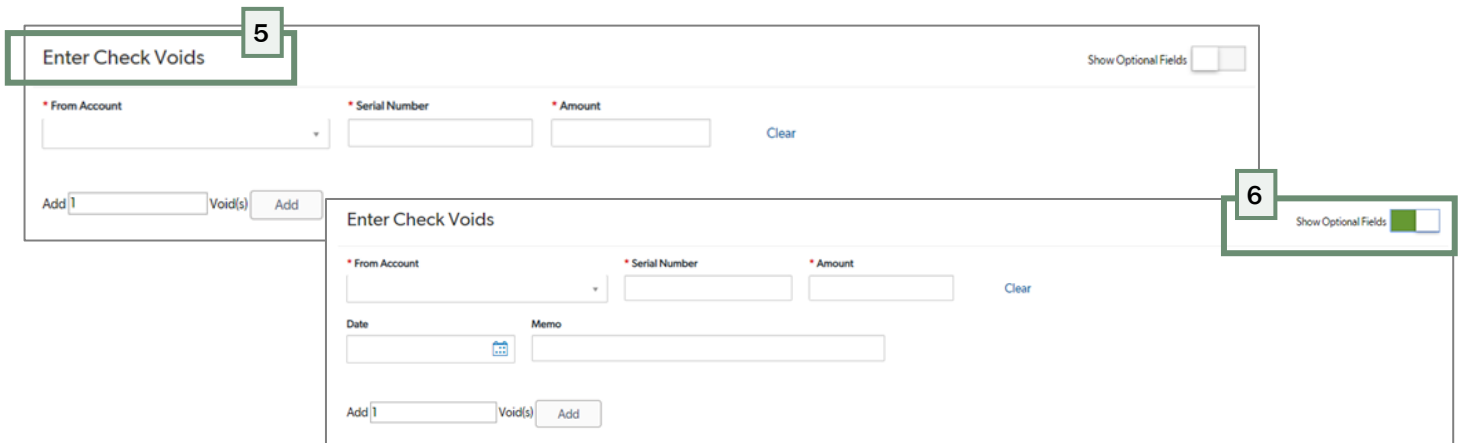
**Enter Issued Checks** Show Optional Fields

\* From Account  \* Serial Number  \* Date  \* Amount  Clear

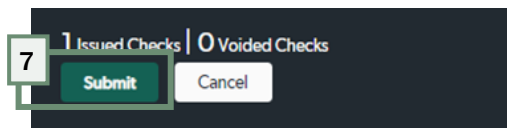
Payee Name  Memo

Add  Issue(s)

5. For **Enter Check Voids** select the desired account in the **From Account** dropdown menu, then enter the **Serial Number** (check number), **Date** and **Amount**. If you need to add additional checks, enter the number of additional voids in the **Add** field, the click **Add**.
6. If you would like to input the **Date** and **Memo** there is an option in the top right to **Show Optional Fields**.
7. Click **Submit** once you have entered the desired **Check Issues/Voids**.
  - a. Items will be in an **Approved** status.
  - b. If you are set up with **Dual Control** for issued items, the items will be in an **Entered** state until they are approved by another user.



The screenshot shows two instances of the 'Enter Check Voids' form. The top instance is labeled with a green box containing the number '5' and highlights the 'From Account', 'Serial Number', and 'Amount' input fields. The bottom instance is labeled with a green box containing the number '6' and highlights the 'Date' and 'Memo' input fields, as well as the 'Show Optional Fields' toggle switch.

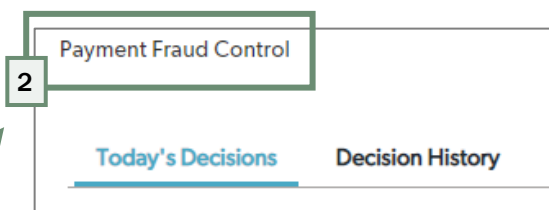


The screenshot shows a dark grey button area. A green box with the number '7' highlights the 'Submit' button. Above the button, the text '1 Issued Checks | 0 Voided Checks' is displayed. A 'Cancel' button is also visible to the right of the 'Submit' button.

## HOW TO DECISION POSITIVE PAY EXCEPTIONS



1. Select **Fraud** from the menu bar.
2. In the **Payment Fraud Control** section, you will see two options - **Today's Decision** and **Decision History**.



The screenshot shows the 'Payment Fraud Control' section. A green box with the number '2' highlights the 'Today's Decisions' link, which is underlined in blue. The 'Decision History' link is also visible to the right.

3. For **Today's Decisions**, you can view items by **Account by Type** or **Positive Pay Items**.
  4. For **Accounts by Type**, you will see the accounts with items.
  5. To submit a decision for an item with **Action Required** status, click **View** next to the desired item.
  6. To enter your decision, click **Pay** or **Return** next to each item, or click the checkbox next to multiple item(s) and then click **Pay** or **Return**.
  7. Once you have made your decision, you will receive the message below.
  8. Select **Decision History** to view item history and decisions made for the past 360 Days.
- NOTE:** Set up your Positive Pay **Suspect Item Alert**. This Alert generates and emails notifications when a Positive Pay suspect file is received.

Payment Fraud Control ⚙️

3 [Today's Decisions](#) [Decision History](#)

View All [Accounts by Type](#) [Positive Pay Items](#)

4 07/14/2020 01:57 PM

Filter  All Accounts ▾

Actions	Status	Account Name	Return	Account Number	Cutoff Time	Type	Items	Pay	⚙️
View	No Items	SMB1	0	3809		Check	0	0	
View	Actions Required	SMB 2	0	1472	07/14/2020 15:00:00	Check	2	1	
View	No Items	SMB 3	0	7642		Check	0	0	
View	No Items	CANDY SHOP	0	9693		Check	0	0	

5

<input type="checkbox"/>	Pay ▾	24861	12/07/2020	304.00	NOT AN ISSUED ITEM	No Decision
<input type="checkbox"/>	Pay ▾	24862	12/07/2020	2,624.00	NOT AN ISSUED ITEM	No Decision
<input type="checkbox"/>	Pay ▾	28906	12/07/2020	14.00	NOT AN ISSUED ITEM/STOP SUSPECT	No Decision
<input type="checkbox"/>	Pay ▾	119508	12/07/2020	51.00	NOT AN ISSUED ITEM	No Decision
<input type="checkbox"/>	Pay ▾	119510	12/07/2020	421.34	NOT AN ISSUED ITEM	No Decision
<input type="checkbox"/>	Pay ▾	314514	12/07/2020	4.50	NOT AN ISSUED ITEM	No Decision

6

Viewing 1-10 of 10 records Display 50 per page < Page 1 of >

[Pay](#) [Return](#) [Approve](#) [Unapprove](#) [View Items](#) [Cancel](#)

7 ✓ Success. 1 Decision Approved [Details](#) ✕

Payment Fraud Control

[Today's Decisions](#) [Decision History](#)

8