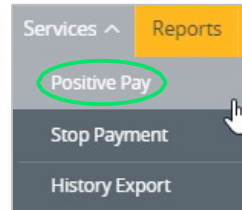


Exceptions

Please note that exception items will generally be available by 9:00 a.m., CST, each business day, and the cut-off time for submitting exception decisions is 12:00 p.m., CST.

1. Under the **Services** tab, select **Positive Pay**.



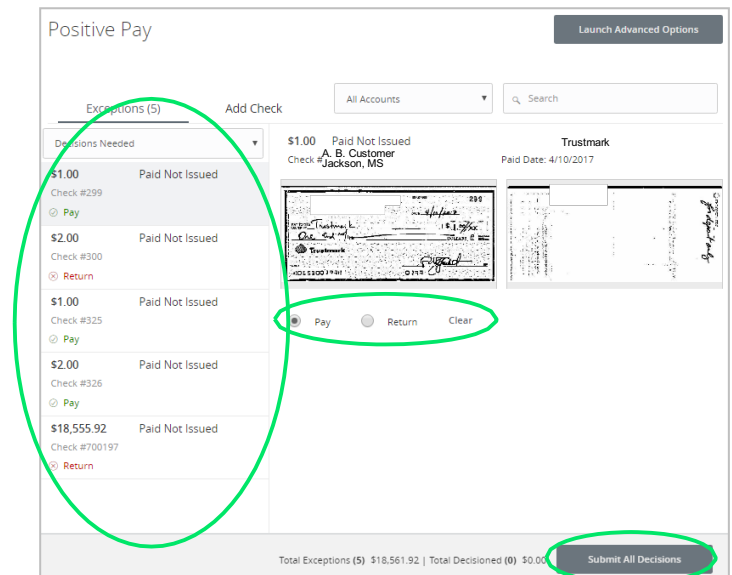
2. Select an exception from the list on the left. The item details and image will display in the right pane.

3. Choose a **Pay** or **Return** decision for the displayed item.

NOTE: If **Return** is selected for an item, please also choose the return reason from the dropdown menu that is displayed.

4. If applicable, select each remaining exception item from the list and choose a **Pay** or **Return** decision for each item.

5. When complete, select the **Submit All Decisions** button at the bottom of the page.



Adding Positive Pay Users

1. Add a user according to the instructions in the User Management guide.

2. Contact Corporate Treasury Support by calling 855-731-0243 so that the user setup can be completed in the Positive Pay system.

NOTE: Please allow 1-2 business days for the user setup to be completed by Corporate Treasury Support.