Check Exception displays checks (exceptions) found on the host that do not match checks entered or uploaded into the check register by the business. Business users can view check images (if available) and instruct the financial institution to pay or return check exceptions. Users with "Manage Check Exception" permissions for accounts with exceptions will be notified via email when exceptions are found.

Check exceptions can be found under Account Protection > Manage Check Exceptions.
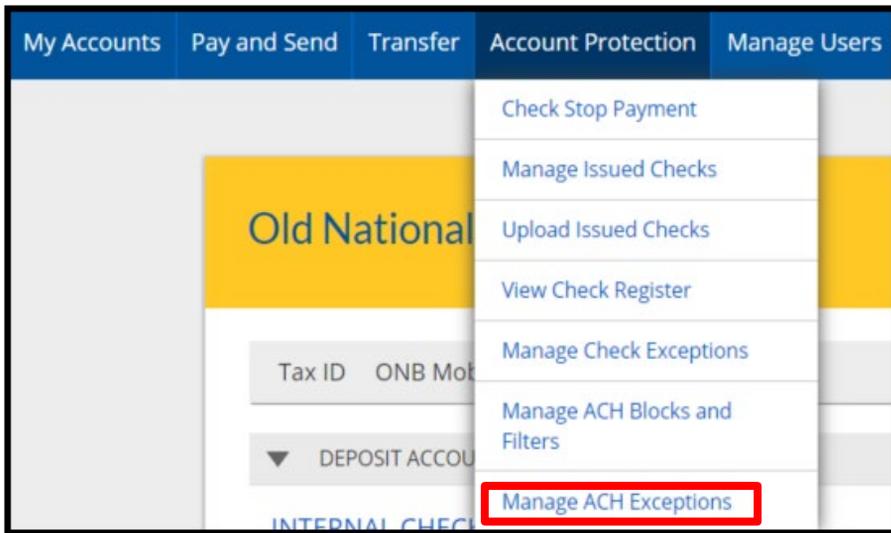
Exceptions are based upon:

- Amount mismatch – Cleared check amount does not match check issue amount.
- Check entry not found – Check issue data is missing based upon check number matching.
- Duplicate – Check number is a duplicate of one that has already processed.
- Payee mismatch – Cleared check payee name does not match issue payee (dependent upon host providing payee name); if payee is not provided by the host, exceptions are based on check number and amount match only.
- Stale Date (if enabled) – Check presented for payment after the period designated by the financial institution; default is 180 days.
- Void Check – Checks issued in error and marked as void

- Business users must choose to Pay or Return check exceptions prior to the decision cutoff time set by the financial institution.
- Any check exception not decisioned will have the default value applied.
- The default value (Pay or Return) is also set by the FI per business.

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Check Exception Tab

Information on this screen:
- Total number of check exceptions
- Exception reason (grouped together)
- Check number
- Account name/number
- Check image (if enabled and available from imaging vendor)
- Payee information
- Date
- Amount

Actions on this screen:
- Pay – instruct the FI to pay one or more exception items
- Return – instruct the FI to not pay one or more exception items
- Search – search by check number, payee, amount, or exception type
- Export – download all exceptions to a .csv format

| Check Register | | Check Exception 4 | | Exception History | |

Check exception decisions must be submitted prior to 14:00 PST deadline. Any check exceptions without a decision after the deadline will have your default decision applied.

All Accounts ▾   Export

Pay   Return   Check # ▾   e.g. 7654   Search

4 of 4 records. Export report for full results.

☐	Check #/ Void/ Account	Payee	Date	Amount	
	Amount mismatch				
☐	Check 123471 ▾ Simulator Checking ****0001	Issued Paul Wild Posted Paul Wild	Issued Sep 06, 2016 Posted Sep 27, 2016	Issued $5,402.00 Posted $54,020.00	Pay Return
☐	Check 123457 ▾ Simulator Checking ****0001	Issued John Smith Posted John Smith	Issued Sep 06, 2016 Posted Sep 27, 2016	Issued $402.00 Posted $420.00	Pay Return
☐	Check 123469 ▾ Simulator Checking ****0001	Issued Tuesday Addams Posted Tuesday Addams	Issued Sep 06, 2016 Posted Sep 27, 2016	Issued $5,406.00 Posted $54,060.00	Pay Return

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Steps to decision check exceptions:

1. Select the account the check exception is drawn on.
   - Default is All Accounts.
   - Entitlements determine the accounts that display in dropdown, including accounts across multiple TINs.

2. If desired, you may also search for check exceptions by check number, payee, amount or exception type.
   - Additional options are available for check exceptions including: amount mismatch, check entry not found, duplicate check, payee mismatch, stale date, and void date.

3. Select one, multiple, or all check to pay or return.
   - If multiple checks or all checks are selected, the decision selected (pay or return) will apply to all checks selected.

4. View image, if desired.

- Business users must choose to Pay or Return check exceptions prior to the decision cutoff time set by the financial institution.
- Any check exception not decided will have the default value applied.
- The default value (Pay or Return) is also set by the FI per business.

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5. Choose to pay or return selected checks.
- To decision an individual check, select the Pay or Return button on the left of the screen.
- To decision multiple or all checks, select the Pay or Return button at top of the screen. (Buttons will be grayed out if individual checks are selected.)

6. If the decision is 'Pay', add a note, if needed. Then click confirm. If the decision is 'Return', select a return
reason from the dropdown and add a note if needed. Then click confirm.

7. Download check exceptions to a .csv file if needed.

Check Register	Check Exception 4	Exception History

ℹ **Check exception decisions must be submitted prior to 14:00 PST deadline.** Any check exceptions without a decision after the deadline will have your default decision applied.

All Accounts ▼   Export

| Pay | Return | | Check # ▼ | e.g. 7654 | Search |

4 of 4 records. Export report for full results.

☐ Check #/ Void/ Account	Payee	Date	Amount	
Amount mismatch				
☐ Check 123471 ▤ ▼ Simulator Checking ****0001	Issued Paul Wild Posted Paul Wild	Issued Sep 06, 2016 Posted Sep 27, 2016	Issued $5,402.00 Posted $54,020.00	Pay Return
☐ Check 123457 ▤ ▼ Simulator Checking ****0001	Issued John Smith Posted John Smith	Issued Sep 06, 2016 Posted Sep 27, 2016	Issued $402.00 Posted $420.00	Pay Return

Please Confirm   ✕

Pay Check

Check #	123467
From	All Accounts
To	Lyn Graves
Amount	$3882.00

▸ Add a note (Optional)

Enter a comment

Confirm   Cancel

Pay Check confirmation

Please Confirm   ✕

Return Check

Check #	123472
From	Simulator Checking ****0001
To	Arthur Day
Amount	$4809.00

Please select a reason for return

UCF - Uncollected Funds Hold ▼

▸ Add a note (Optional)

Confirm   Cancel

Return Check confirmation

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