ACH Exception displays ACHs (exceptions) found on the host that conflict with the ACH blocks and filters set by the business. Business users instruct the financial institution to pay or return ACH exceptions. Users with "Manage ACH Positive Pay Exceptions" permissions for accounts with exceptions will be notified via email when exceptions are found.

Business users will receive an email alerting them to review available exceptions.

test primary,
Your ACH Positive Pay exception(s) are now available for review. Please ensure that all decisions are made prior to your cutoff at 08:30 IST Jun 26 2018.

Thank You,

ACH exceptions can be found under Account Protection > Manage ACH Exceptions.
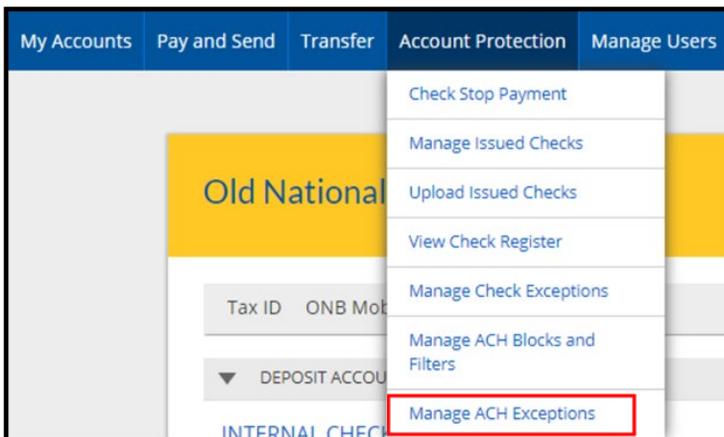
Exceptions are grouped by type:

- Debits
- Credits
- Debits and Credits
- Blocked Account

- Business users must choose to Pay or Return ACH exceptions prior to the decision cutoff time set
- by the financial institution.
- Any ACH 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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Manage Exceptions Tab

Information on this screen:
- Total number of ACH exceptions
- Exception type (grouped together)
- Account name/number
- Memo
- Effective 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 memo, account number, or exception type
- Export – download all exceptions to a .csv format

Manage Exceptions 8	Manage Rules	Exception History

ⓘ **ACH exception decisions must be submitted prior to 05:00 IST deadline.** Any ACH exceptions without a decision after the deadline will have your default decision applied.

All Accounts ▼   Export

| Pay | Return | | Memo ▼ | Minimum 3 characters | Search |

8 of 8 records. Export report for full results.

☐ Account / Tax ID Name	Memo	Effective Date	Amount	Decision
Blocked account				
☐ Savings Account*5558 Secondarylocation	Tran Type 10 DEBIT	Oct 24, 2018	$8	Pay Return

Steps to decision ACH exceptions:

1. Select the account the ACH 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 ACH exceptions by memo, amount or exception type.
3. Select one, multiple, or all ACH to pay or return.
   - If multiple ACHs or all ACHs are selected, the decision selected (pay or return) will apply to all ACHs selected.
4. Choose Pay or Return
5. Download ACH exceptions to a .csv file if needed.

Manage Exceptions 8	Manage Rules	Exception History

ⓘ **ACH exception decisions must be submitted prior to 05:00 IST deadline.** Any ACH exceptions without a decision after the deadline will have your default decision applied.

All Accounts ▼   Export

| Pay | Return | Memo ▼ | Minimum 3 characters | Search |

8 of 8 records. Export report for full results.

☐ Account / Tax ID Name	Memo	Effective Date	Amount	Decision
Blocked account				
☐ Savings Account*5558 Secondarylocation	Tran Type 10 DEBIT	Oct 24, 2018	$8	Pay / Return

Pay Option

Please Confirm   ✕

Accept Transaction

To   Tran Type 10 DEBIT
From   Savings Account
Amount $8

▶ Add a note (Optional)

Enter a comment

ⓘ Once submitted, pay decisions are final. This action cannot be undone.

Confirm   Cancel

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

Return Option

Please Confirm   ✕

Return Transaction

Blocked account

To   Tran Type 10 DEBIT
From   Savings Account
Amount $8

▶ Add a note(Optional)

Enter a comment

ⓘ Once submitted, return decisions are final. This action cannot be undone.

Confirm   Cancel

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