Help Card: Positive Pay Decisioning Exceptions Items Regions iTreasury

This Help Card will show you how to decision Positive Pay Exceptions within iTreasury.

Positive Pay Decisioning

1. After logging into iTreasury, hover over the **Positive Pay** tab and click on **View Today's Decision** for the account to display **Decision Required** as a status option.

2. Select **View** from the Action column to see an image and detailed information of the exception.

   - You may decision your item by selecting **Pay**, **Pay and Issue**, or **Return**.

   Note: If you choose Return, please select from the following options:

   - **Return Fraudulent** – Indicates the item was fraudulent
   - **Return Other** – Return for reason other than fraud

   Note: If applicable to your company, you can **Approve**, or **Unapprove** a decision from the Positive Pay Decisioning list. Simply select the action for the pending item in the **Actions** column dropdown

☐ All	Actions	Decision	Return Rea...	St...	Exception Rea...	Serial Num...	Paid Date	Paid Amount	Payee Name	☼
☑	Pay ▾	No Decision			Issue missing	1234	03/10/2017	65.29		
☐	Pay ▾	Pay			Issue missing	1234	03/10/2017	600.00		
☐	Pay ▾	No Decision			Issue missing	1234	03/10/2017	313.00		
☐	Pay ▾	No Decision			Issue missing	1234	03/10/2017	1,000.00		

Viewing 1-6 of 6 records   Display 25 ▾ per page ‹ Page 1 ▾ of 1 ›

[Pay] [Pay And Issue] [Return] [Approve] [Unapprove] Cancel

Update

3. The following are the load times and decision deadlines for Exceptions:

   - Next Day Positive Pay Exceptions load by 9:30 a.m. CST and need to be decisioned by 2:00 p.m. CST
   - Same Day Positive Pay Exceptions load by 3:30 p.m. CST and need to be decisioned by 2:00 p.m. CST the following business day
   - Reverse Positive Pay Exceptions load by 9:30 a.m. CST and need to be decisioned by 2:00 p.m. CST

Questions?

Should you have any additional questions, or need further assistance, please contact Regions Client Services:

- Email: ClientServicesGroup@regions.com
- Phone: 1-800-787-3905 (domestic), or 001-205-560-9505 (international)