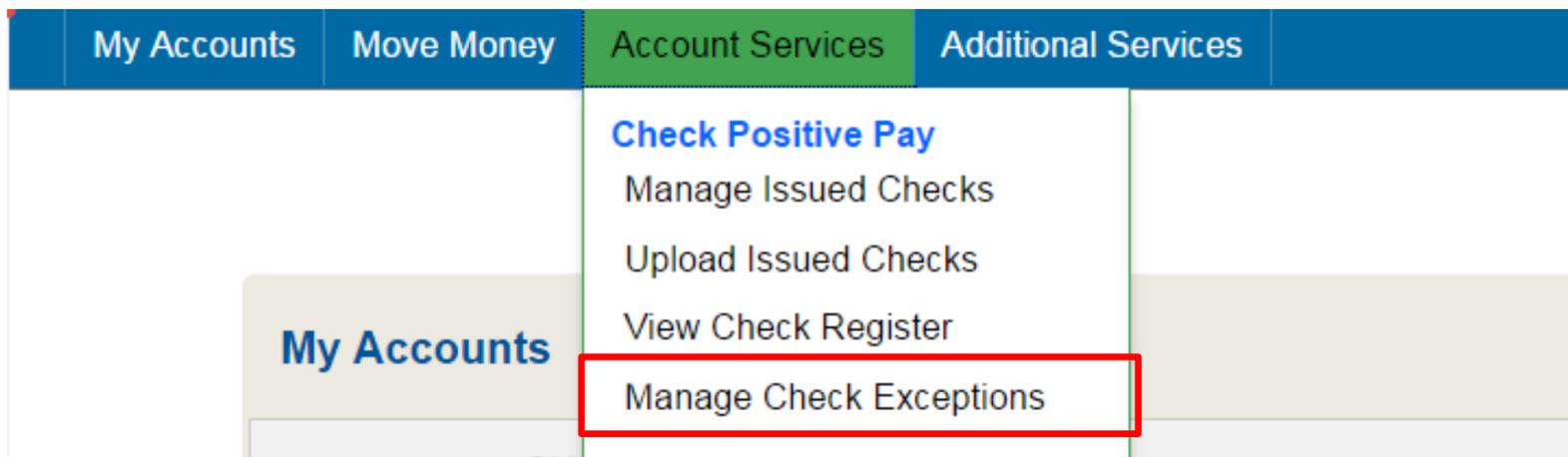


Check Exception displays checks (exceptions) found in Cash Management that do not match checks entered or uploaded into the check register by the business. Ministry/business users can view check images (if available) and instruct the financial institution to pay or return check exceptions. Users with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

Check exceptions can be found under Account Services > 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 Cash Management system providing payee name); if payee is not provided by the Cash Management system, 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

- Ministry/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 of Pay applied.

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 CCCU to pay one or more exception items
- Return – instruct the CCCU 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 # ▾

Search

4 of 4 records. Export report for full results.

<input type="checkbox"/>	Check #/ Void/ Account	Payee	Date	Amount	
Amount mismatch					
<input type="checkbox"/>	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	<div style="background-color: #333; color: white; padding: 5px; text-align: center; width: 50px; margin: 0 auto;">Pay</div> <div style="background-color: #ccc; padding: 5px; text-align: center; width: 50px; margin: 0 auto;">Return</div>
<input type="checkbox"/>	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	<div style="background-color: #333; color: white; padding: 5px; text-align: center; width: 50px; margin: 0 auto;">Pay</div> <div style="background-color: #ccc; padding: 5px; text-align: center; width: 50px; margin: 0 auto;">Return</div>
<input type="checkbox"/>	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	<div style="background-color: #333; color: white; padding: 5px; text-align: center; width: 50px; margin: 0 auto;">Pay</div> <div style="background-color: #ccc; padding: 5px; text-align: center; width: 50px; margin: 0 auto;">Return</div>

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.

Check Register
Check Exception **4**
Exception History

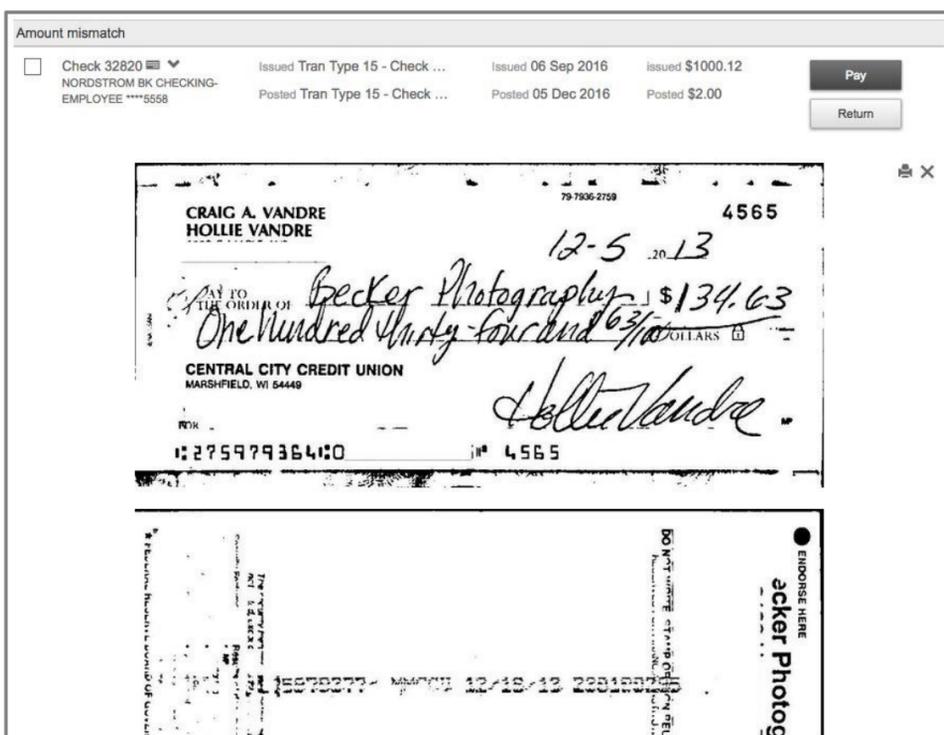
i Check exception decisions must be submitted prior to 14:00 PST deadline. Any check exceptions without a decision after the deadline will have your default decision applied.

1 All Accounts ▾
Export

Pay Return
2 Check # ▾ e.g. 7654
Search

4 of 4 records. Export report for full results.

<input type="checkbox"/>	Check #/ Void/ Account	Payee	Date	Amount	
	3 Amount mismatch				
<input type="checkbox"/>	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
<input type="checkbox"/>	Check 123457 Simulator Checking ****0001 4	Issued John Smith Posted John Smith	Issued Sep 06, 2016 Posted Sep 27, 2016	Issued \$402.00 Posted \$420.00	Pay Return



Check image

- Ministry/Business users must choose to Pay or Return check exceptions prior to the decision cutoff time.
- 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.

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 ▾
7
Export

5
Pay
Return

Check # ▾ e.g. 7654

Search

4 of 4 records. Export report for full results.

<input type="checkbox"/>	Check #/ Void/ Account	Payee	Date	Amount	
Amount mismatch					
<input type="checkbox"/>	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	<div style="background-color: #333; color: white; padding: 5px; border-radius: 3px; width: 40px; margin: 0 auto;">Pay</div> <div style="background-color: #ccc; padding: 5px; border-radius: 3px; width: 40px; margin: 0 auto;">Return</div> 5
<input type="checkbox"/>	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	<div style="background-color: #333; color: white; padding: 5px; border-radius: 3px; width: 40px; margin: 0 auto;">Pay</div> <div style="background-color: #ccc; padding: 5px; border-radius: 3px; width: 40px; margin: 0 auto;">Return</div>

Please Confirm
6
✕

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
6
✕

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)

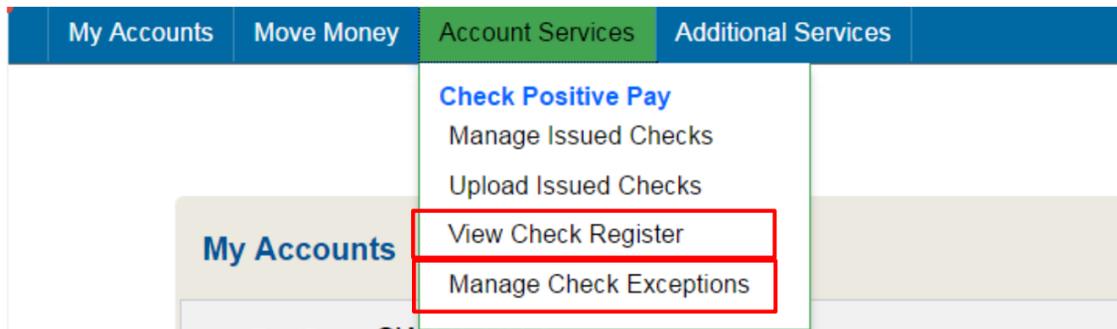
Confirm
Cancel

Return Check confirmation

Exception History displays all checks decisioned (pay or return) by the ministry/business. Only ministry/business users with Manage Check Exception permissions will have access to Exception History.

Exception History Basics

1. History can be displayed for the last 30, 60, 90, 180 days or custom dates.
2. History can be filtered by exception status; can also search by check number, date, payee name, exception type, or decision type.
3. History appears in a read-only format
4. History can be downloaded to a .csv format
5. History displays on the account level based on entitlements, including accounts across multiple TINs



Check Register	Check Exception	Exception History																								
<div style="display: flex; justify-content: space-between; align-items: center;"> All Accounts 5 4 Export </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> Apr 17, 2018 - May 17, 2018 1 Check # 2 e.g. 7654 Search </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th>Check #/ Void/ Account</th> <th>Payee</th> <th>Date</th> <th>Amount</th> <th>Reason</th> <th>Decision / Comment</th> </tr> </thead> <tbody> <tr> <td colspan="6" style="background-color: #f2f2f2;">Check entry not found</td> </tr> <tr> <td> Check 0 3 undefined ****0001 </td> <td>Issued Posted Debit Check</td> <td>Issued Posted 07 Dec 2016</td> <td>issued Posted \$159.26</td> <td></td> <td>Paid with exception</td> </tr> <tr> <td> Check 0 undefined ****0001 </td> <td>Issued Posted Debit Check</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>			Check #/ Void/ Account	Payee	Date	Amount	Reason	Decision / Comment	Check entry not found						Check 0 3 undefined ****0001	Issued Posted Debit Check	Issued Posted 07 Dec 2016	issued Posted \$159.26		Paid with exception	Check 0 undefined ****0001	Issued Posted Debit Check				
Check #/ Void/ Account	Payee	Date	Amount	Reason	Decision / Comment																					
Check entry not found																										
Check 0 3 undefined ****0001	Issued Posted Debit Check	Issued Posted 07 Dec 2016	issued Posted \$159.26		Paid with exception																					
Check 0 undefined ****0001	Issued Posted Debit Check																									

To view Exception History:

Account Services > Manage Check Exceptions*

* Business users who do not have “Manage Check Exception” permissions can view exception decisions in the check register. However, these users will not be able to see notes added during the decision process.

When searching by Exception type and Decision type, additional search options display.

Exception type

Check Register		Check Exception 4		Exception History	
All Accounts ▾				Export	
Nov 24, 2017 - May 23, 2018 ▾		Exception type ▾		Select Exception Type ▾	
18 of 18 records displayed for last 180 days. Export report for full results.				Search	
				Clear filters	
Check #/ Void/ Account	Payee	Date	Amount		
Check entry not found					
Check 29 ▾ Simulator Checking ****0001	Issued Posted Check 21	Issued Posted Feb 09, 2018	Issued Posted \$5	Amount mismatch	omment
Check 28 ▾ Simulator Checking ****0001	Issued Posted Check 20	Issued Posted Feb 09, 2018	Issued Posted \$5	Check entry not found	
Check 27 ▾ Simulator Checking ****0001	Issued Posted Check 19	Issued Posted Feb 09, 2018	Issued Posted \$500.00	Duplicate check	urned
				Payee mismatch	urned
				Stale date	urned
				Void check	urned

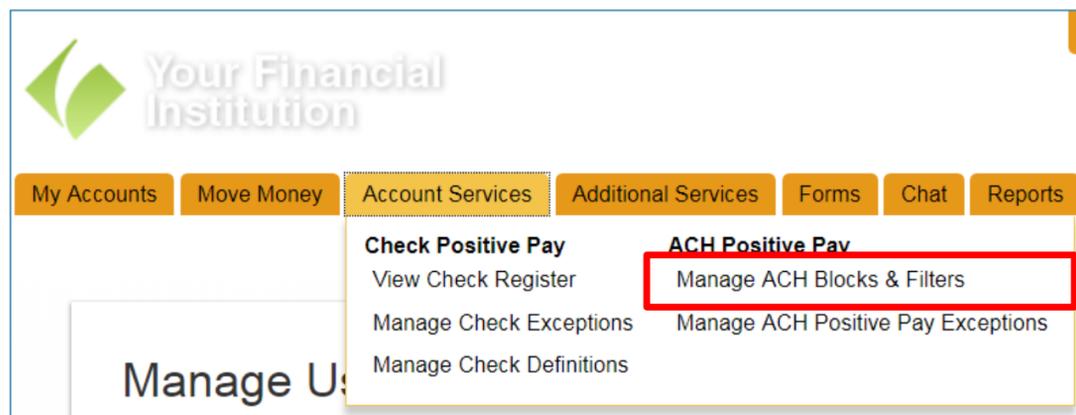
Decision type

Check Register		Check Exception 4		Exception History	
All Accounts ▾				Export	
Nov 24, 2017 - May 23, 2018 ▾		Decision type ▾		Select Decision Type ▾	
18 of 18 records displayed for last 180 days. Export report for full results.				Search	
				Clear filters	
Check #/ Void/ Account	Payee	Date	Amount		
Check entry not found					
Check 29 ▾ Simulator Checking ****0001	Issued Posted Check 21	Issued Posted Feb 09, 2018	Issued Posted \$5	Default paid	omment
Check 28 ▾ Simulator Checking ****0001	Issued Posted Check 20	Issued Posted Feb 09, 2018	Issued Posted \$500.00	Default returned	
Check 27 ▾ Simulator Checking ****0001	Issued Posted Check 19	Issued Posted Feb 09, 2018	Issued Posted \$500.00	Paid with exception	urned
				Returned	Default returned
					Default returned

Manage ACH Blocks & Filters allows business users to add ACH rules on checking and money market accounts. ACHs per account are then checked against the list of rules entered by the business.

ACH Blocks & Filters Basics

- Visible to ministry/business users with Manage ACH Blocks & Filters permission
- Add rules for allowable ACH debit transactions by amount, ACH credit transactions by amount or block all ACH transactions on an account.
- Manage Rules tab displays information on the account level based on entitlements, including accounts across multiple TINs



Manage Rules layout

1. Option to filter existing rules by account
2. Add new rules.

Manage Exceptions 8		Manage Rules		Exception History	
All Accounts ▾				+ Add a rule	
Rule Description	Account(s)	Allowed transaction	Maximum Amount		
BlockRule	1 Account	Block All		options ▾	
DebitRule	1 Account	Debits only	\$4.00	options ▾	
MaxCreditRule	1 Account	Credits only	\$5.00	options ▾	

Add a new ACH rule:

1. Enter a description for the ACH rule
2. Select the account(s) the rule applies to.
 - Entitlements determine the accounts that display in dropdown, including accounts across multiple TINs.
 - Each account can have just one rule but one rule apply to multiple accounts
3. Select **Allowed transaction**. Options are
 - Debits (with maximum debit amount)
 - Credits (with maximum credit amount)
 - Debits & Credits (with maximum debit and maximum credit amount)
 - Block All
4. Enter maximum debit or credit or both amounts depending on type selected in step 3
5. Select **Save**

Add a Rule ✕

Rule description

1 Enter a name

Account(s)

2 No account selected ▼

i Only accounts without an associated rule will be displayed.

Allowed transaction

3 Debits ▼

Maximum Debit amount

4 \$100,000.00

Maximum Credit amount

5 Save

Cancel

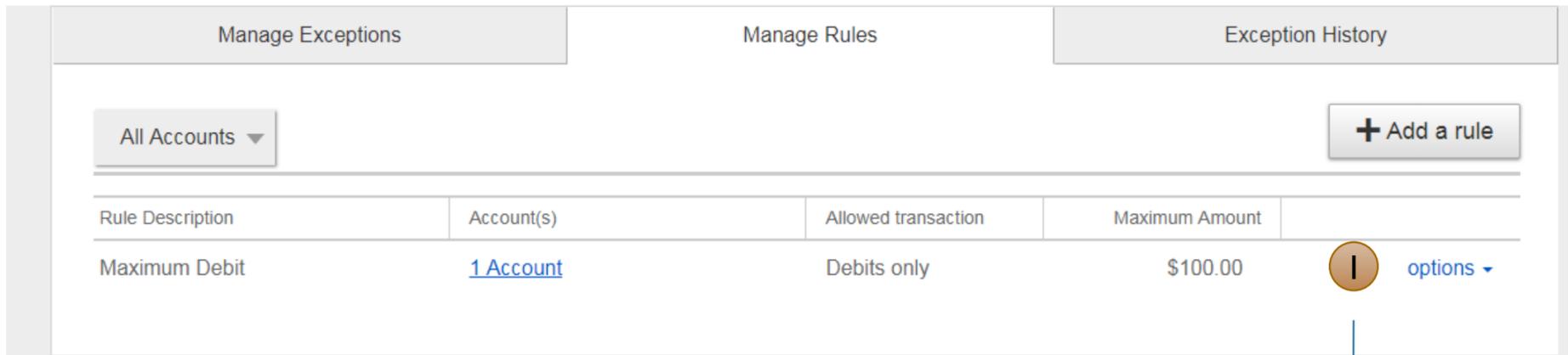
Tips:

- Add a rule button is disabled if rules are established for all entitled accounts

Rule Options:

I. Select Options

[My Accounts](#)
[Move Money](#)
[Account Services](#)
[Additional Services](#)
[Forms](#)
[Chat](#)
[Reports](#)
[Chat - SAML](#)



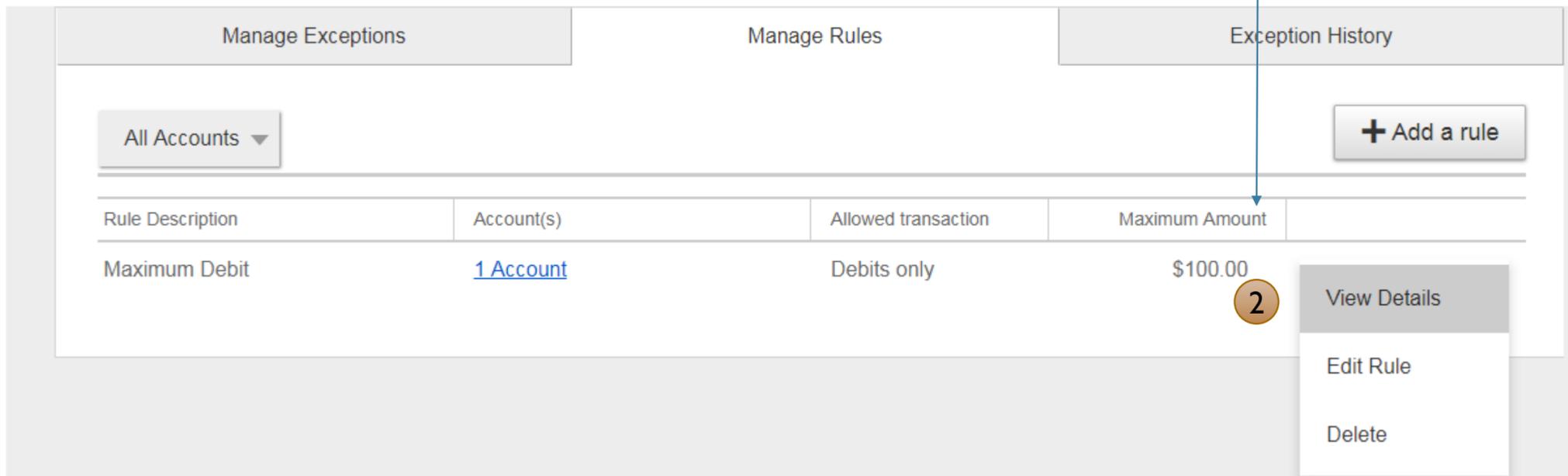
Manage Exceptions | Manage Rules | Exception History

All Accounts ▾ + Add a rule

Rule Description	Account(s)	Allowed transaction	Maximum Amount	
Maximum Debit	1 Account	Debits only	\$100.00	1 options ▾

2. View details of the rule, edit any parameters of the rule or delete the rule. (Deleting the rule will not affect existing exceptions)

[My Accounts](#)
[Move Money](#)
[Account Services](#)
[Additional Services](#)
[Forms](#)
[Chat](#)
[Reports](#)
[Chat - SAML](#)



Manage Exceptions | Manage Rules | Exception History

All Accounts ▾ + Add a rule

Rule Description	Account(s)	Allowed transaction	Maximum Amount	
Maximum Debit	1 Account	Debits only	\$100.00	2

- View Details
- Edit Rule
- Delete