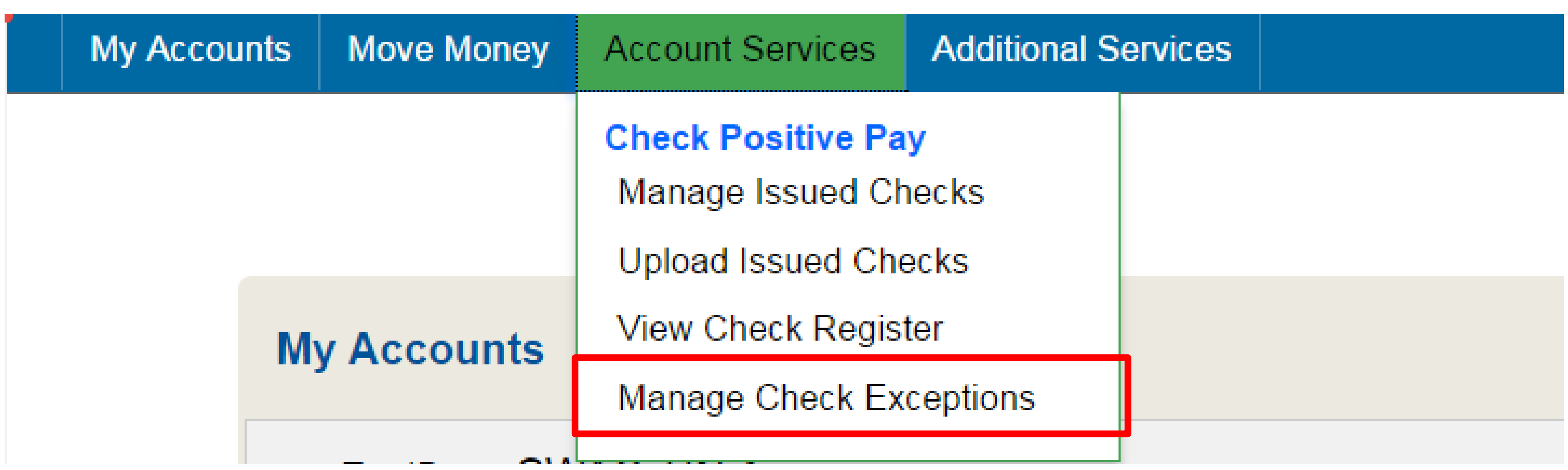
Check Exception displays checks (exceptions) found in Cash Management that do not match checks entered or uploaded into the check register by the business. Ministry/business users can view check images (if available) and instruct the financial institution to pay or return check exceptions. Users with "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.

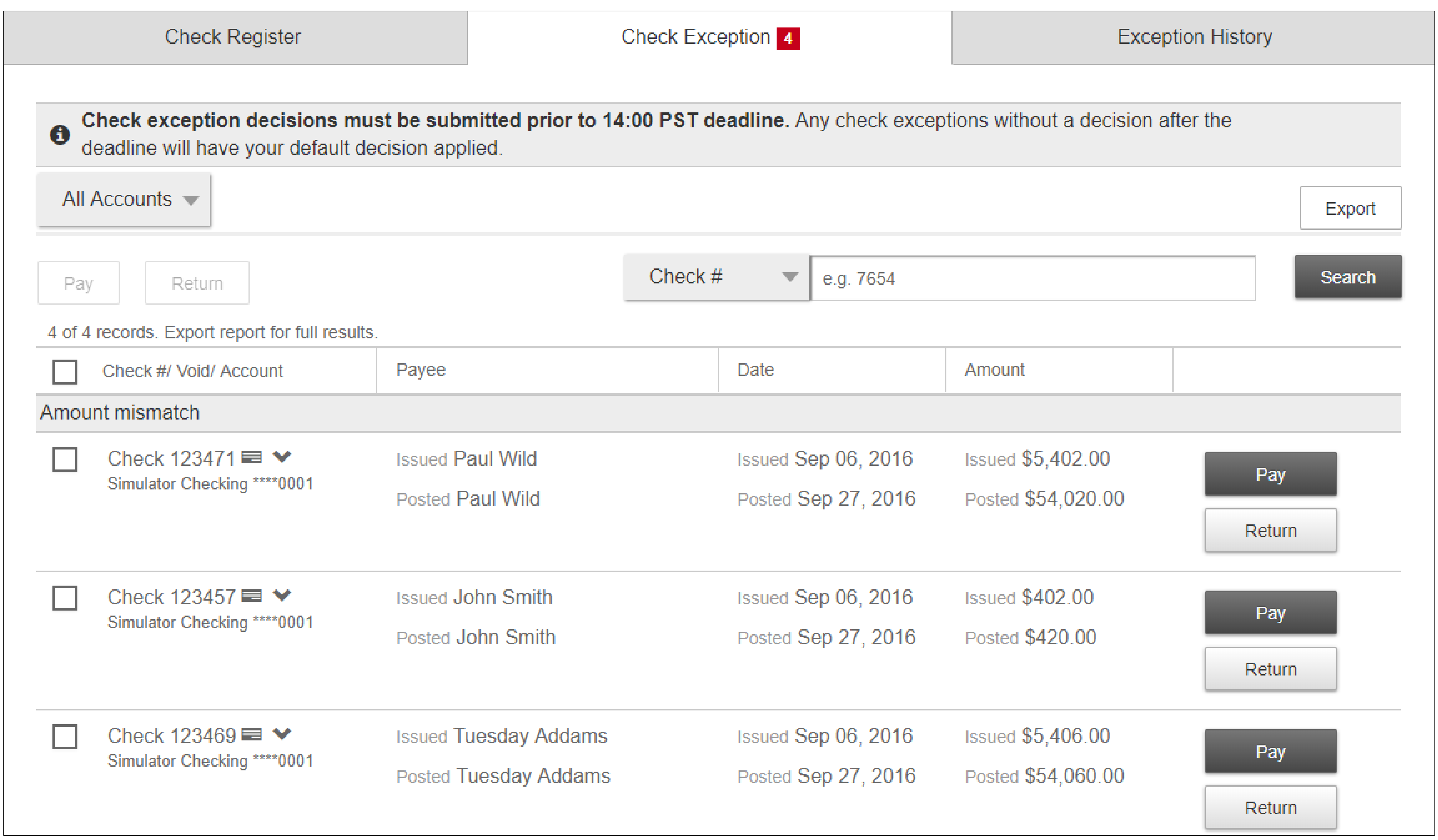
Check Exception Tab

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

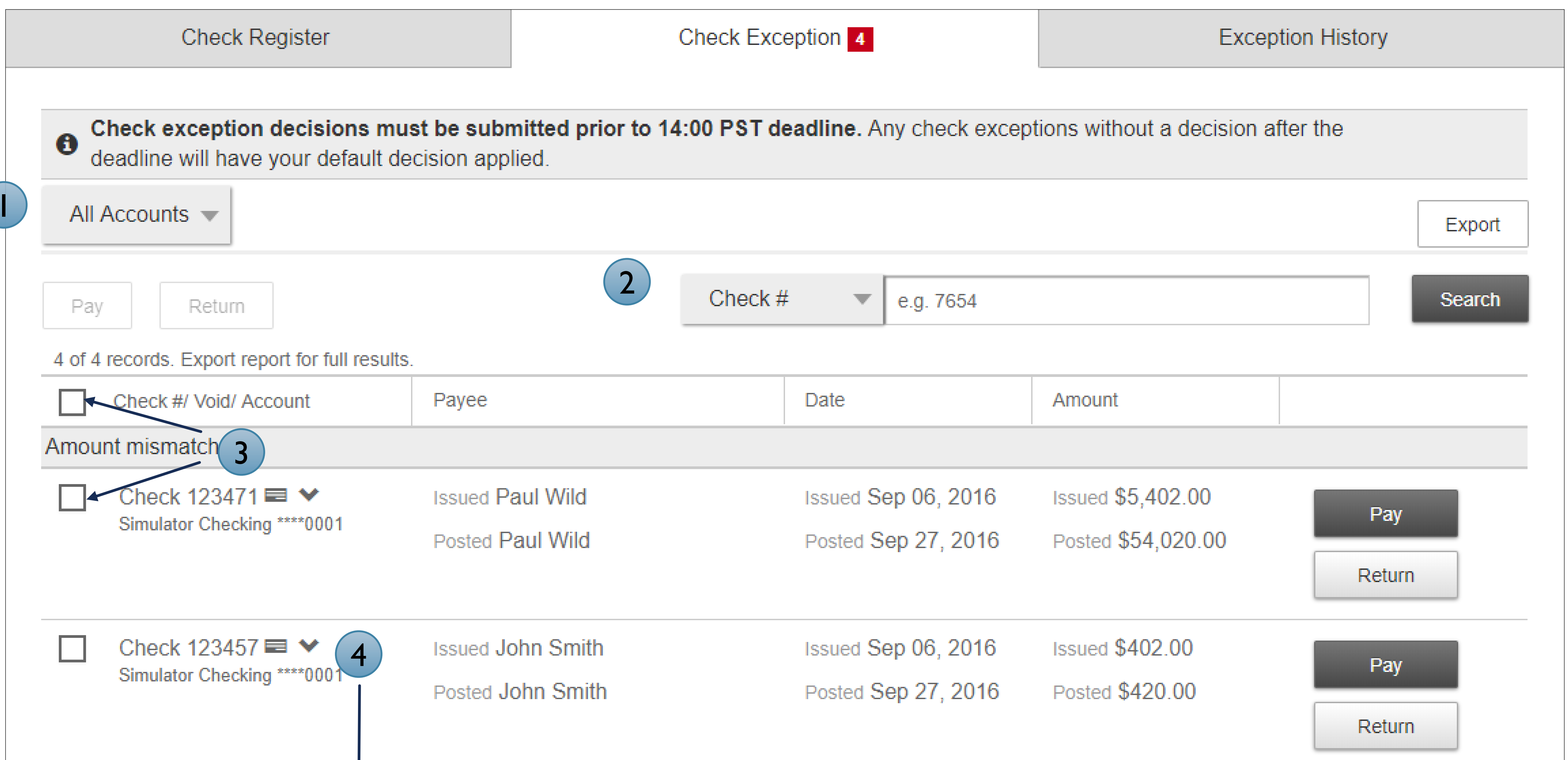
Actions on this screen:

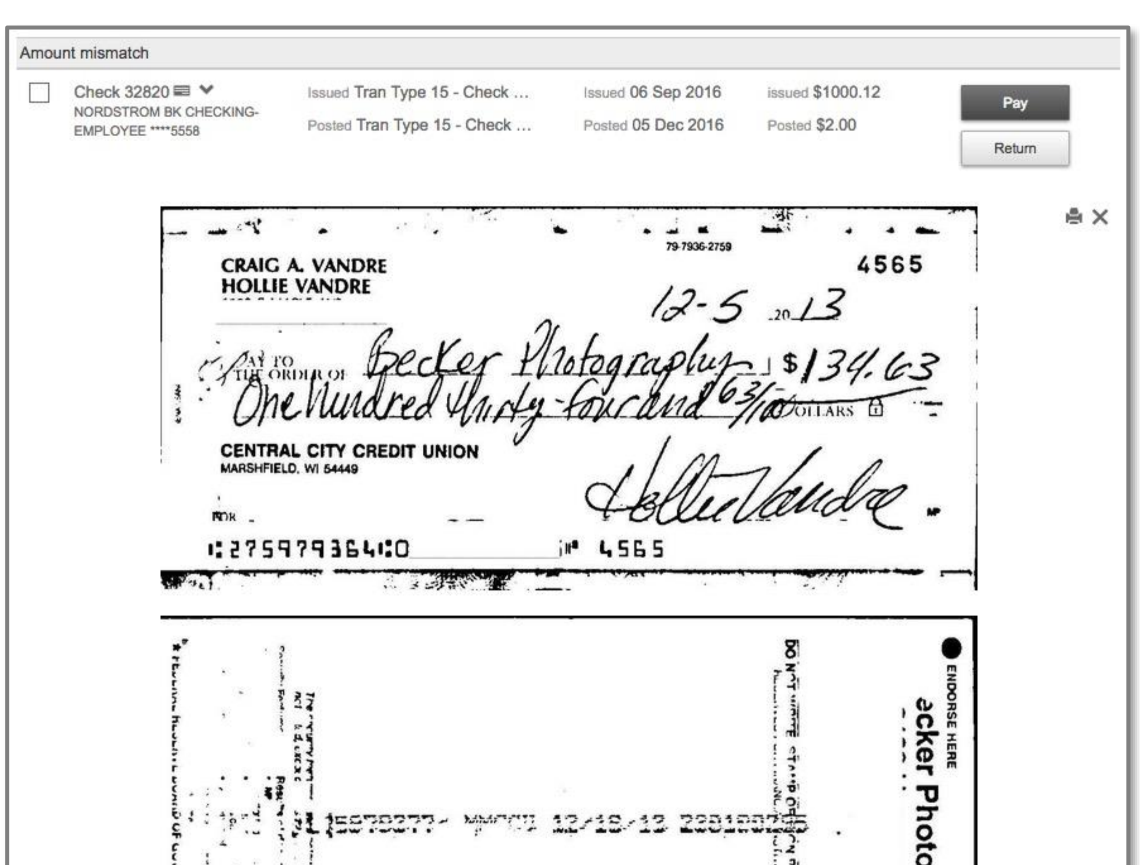
- Pay – instruct the CCCU to pay one or more exception items
- Return – instruct the CCCU to not pay one or more exception items
- Search – search by check number, payee, amount, or exception type
- Export – download all exceptions to a .csv format



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.

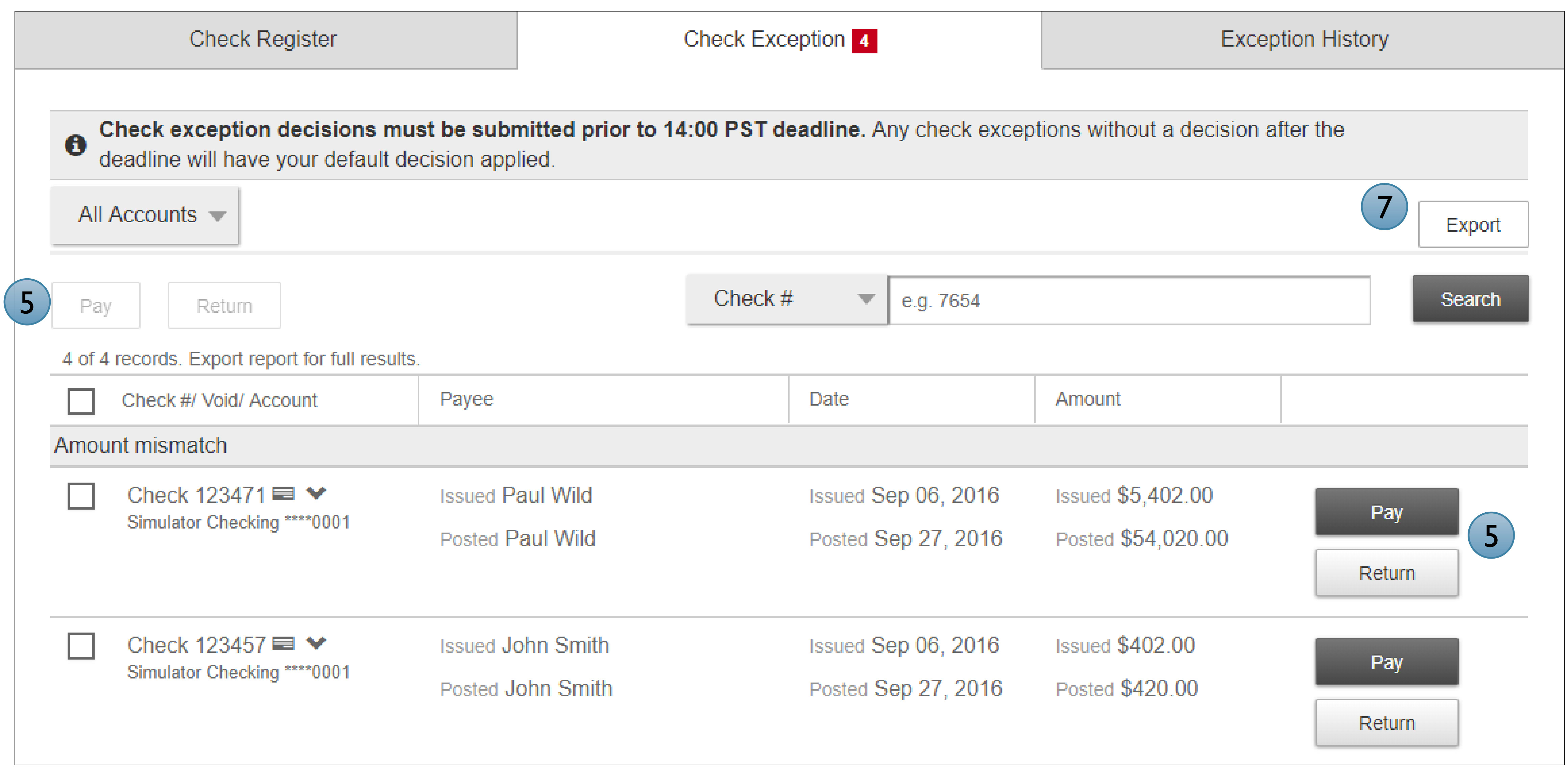


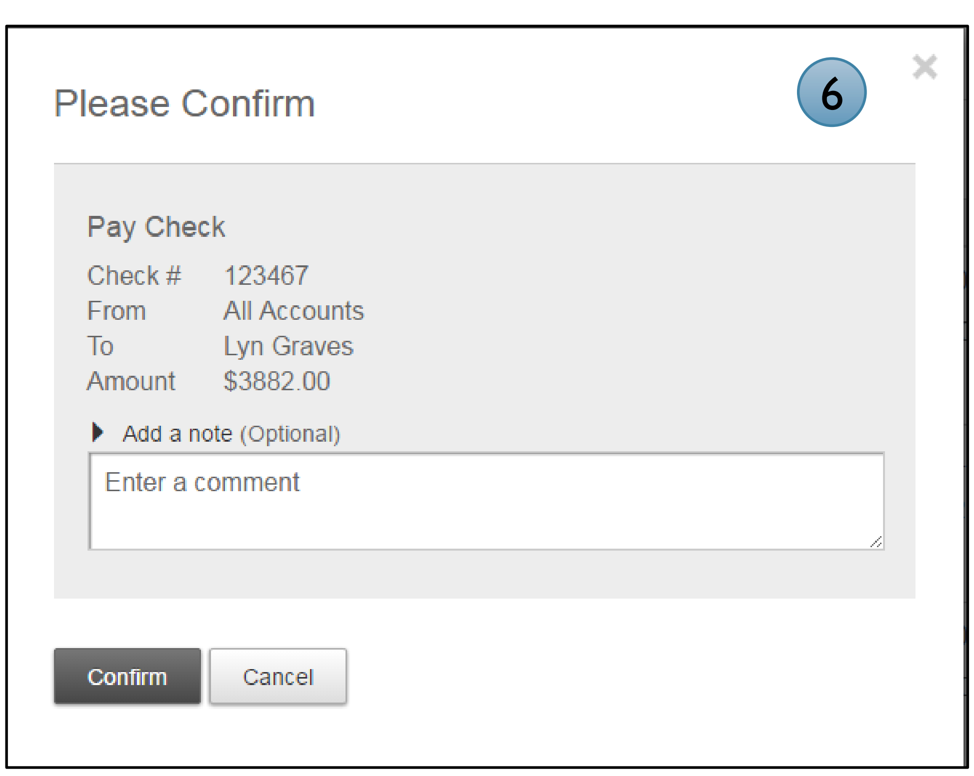


Check image

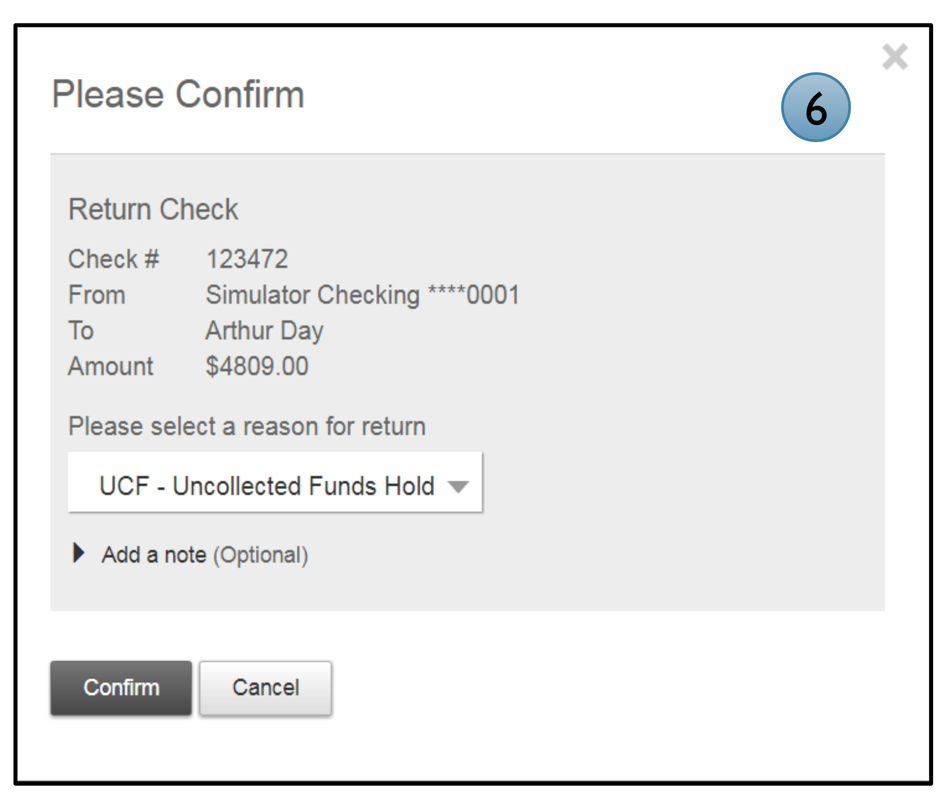
- Ministry/Business users must choose to Pay or Return check exceptions prior to the decision cutoff time.
- Any check exception not decided will have the default value applied.
- The default value (Pay or Return) is also set by the FI per business.

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.





Pay Check confirmation

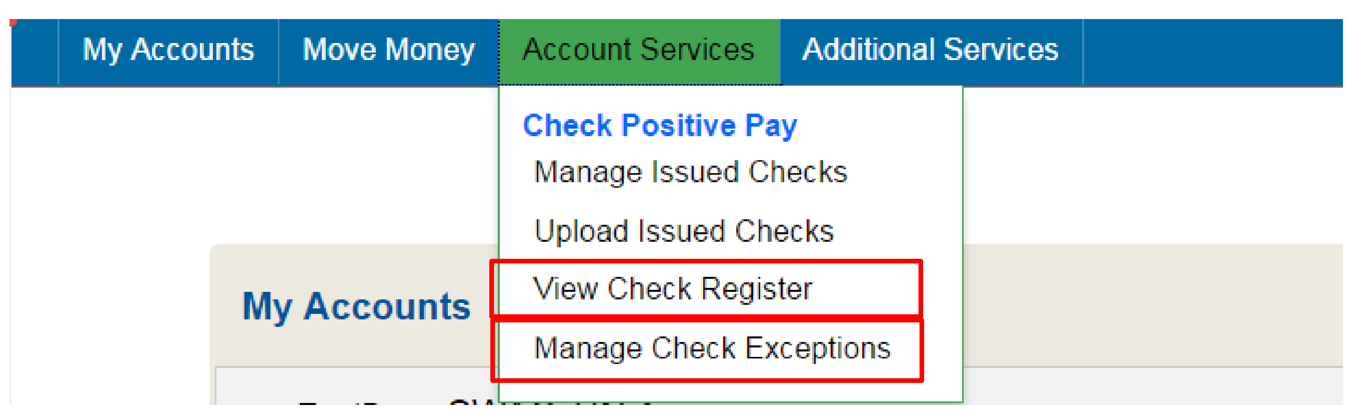


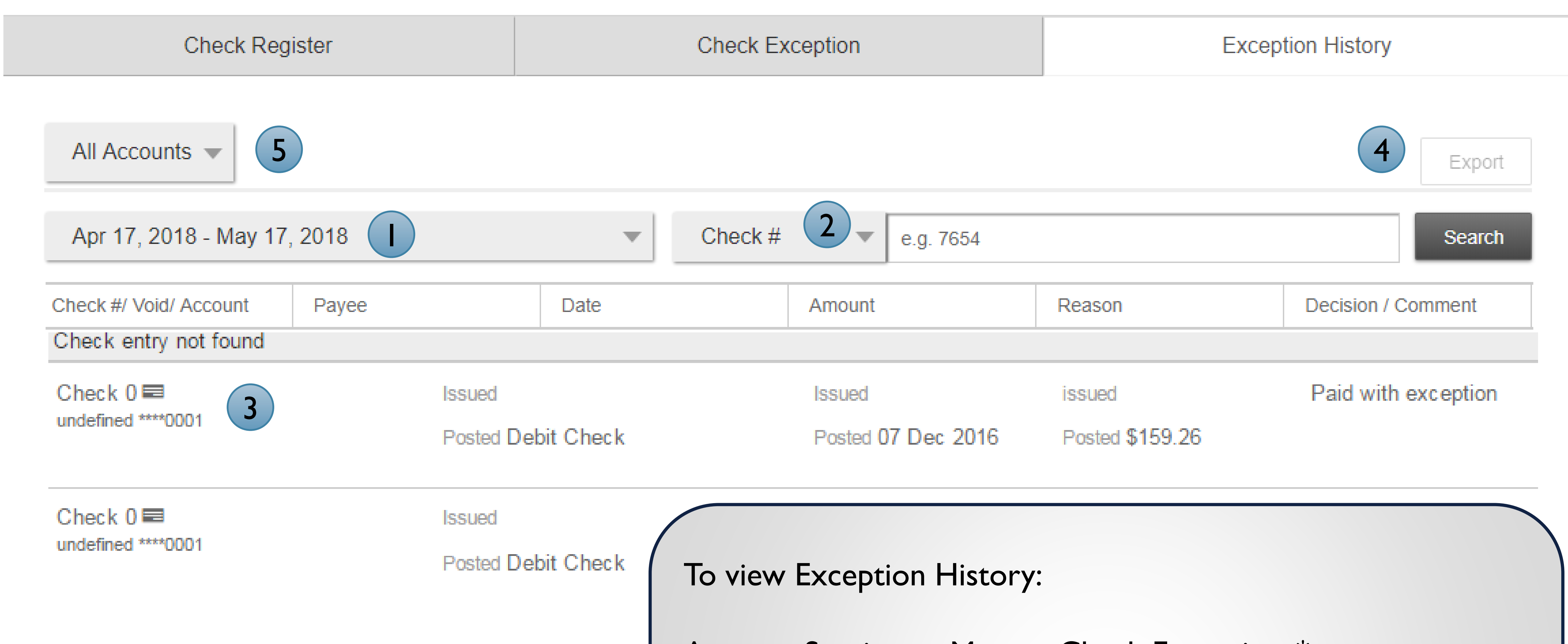
Return Check confirmation

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





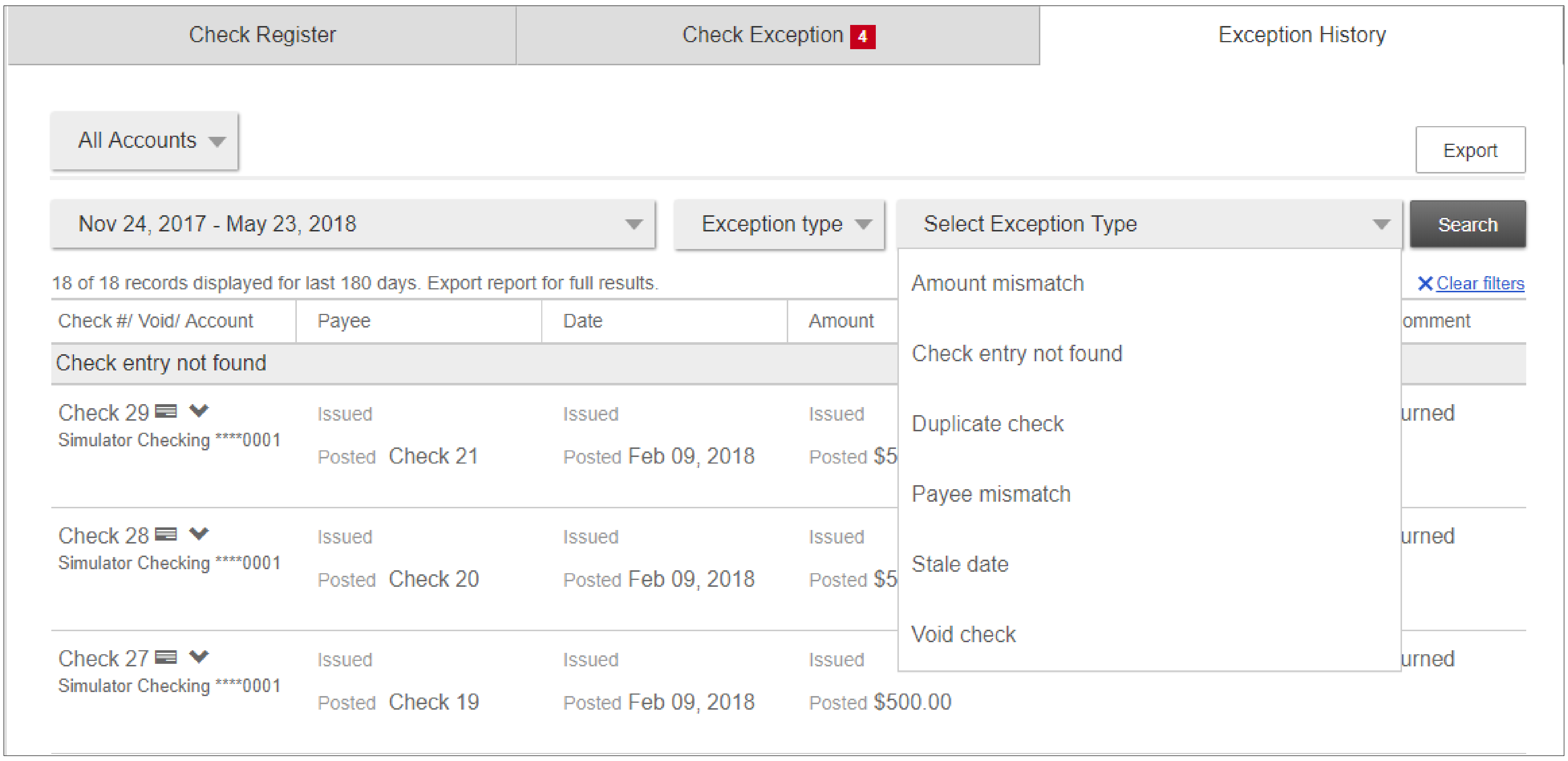
To view Exception History:

Account Services > Manage Check Exceptions*

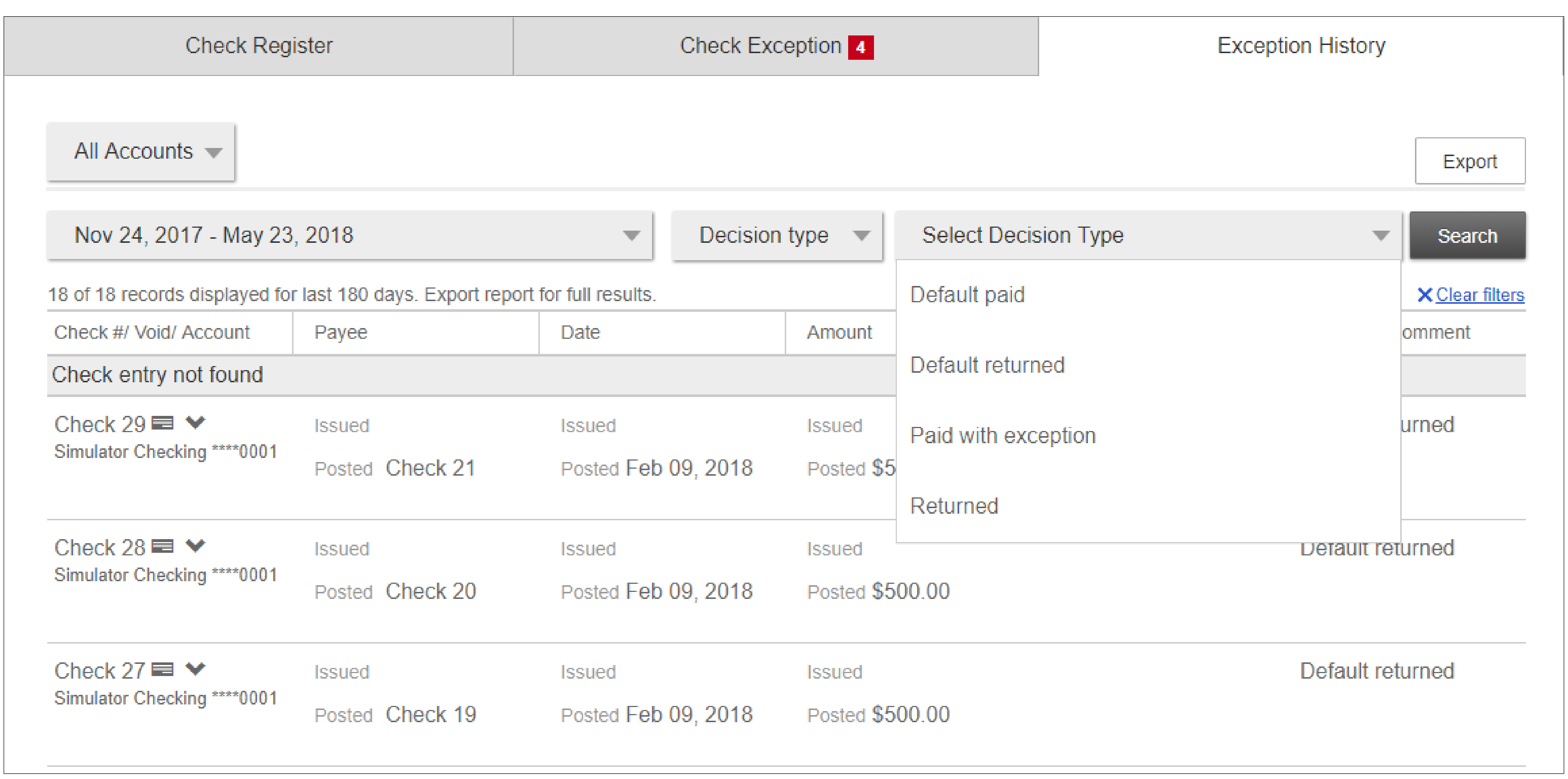
* Business users who do not have "Manage Check Exception" permissions can view exception decisions in the check register. However, these users will not be able to see notes added during the decision process.

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

<u>Exception type</u>



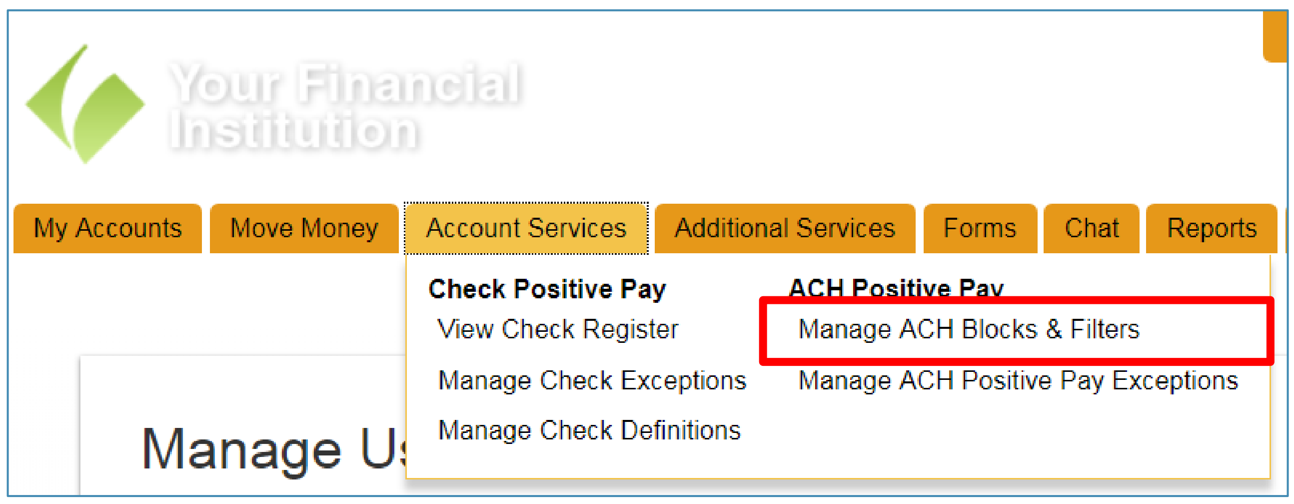
<u>Decision type</u>



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.

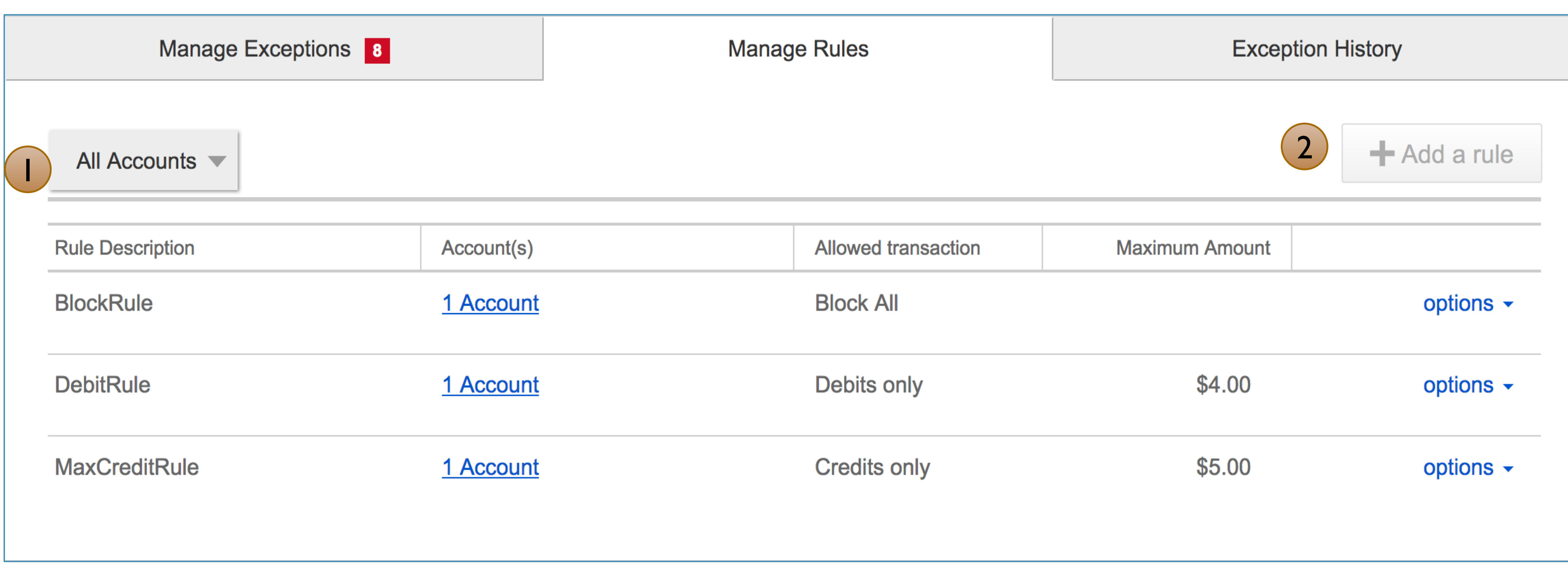
ACH Blocks & Filters Basics

- 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



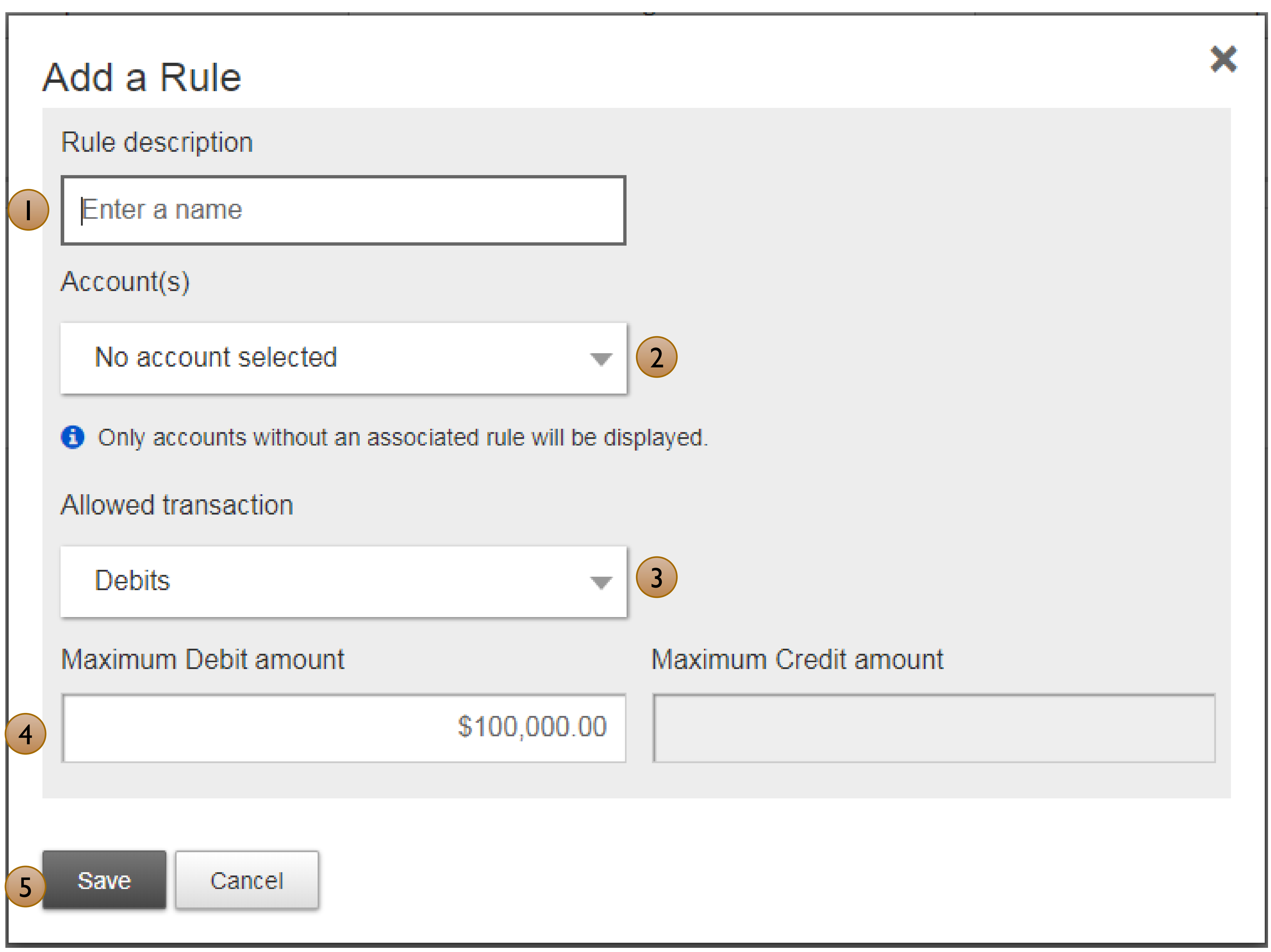
Manage Rules layout

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



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**

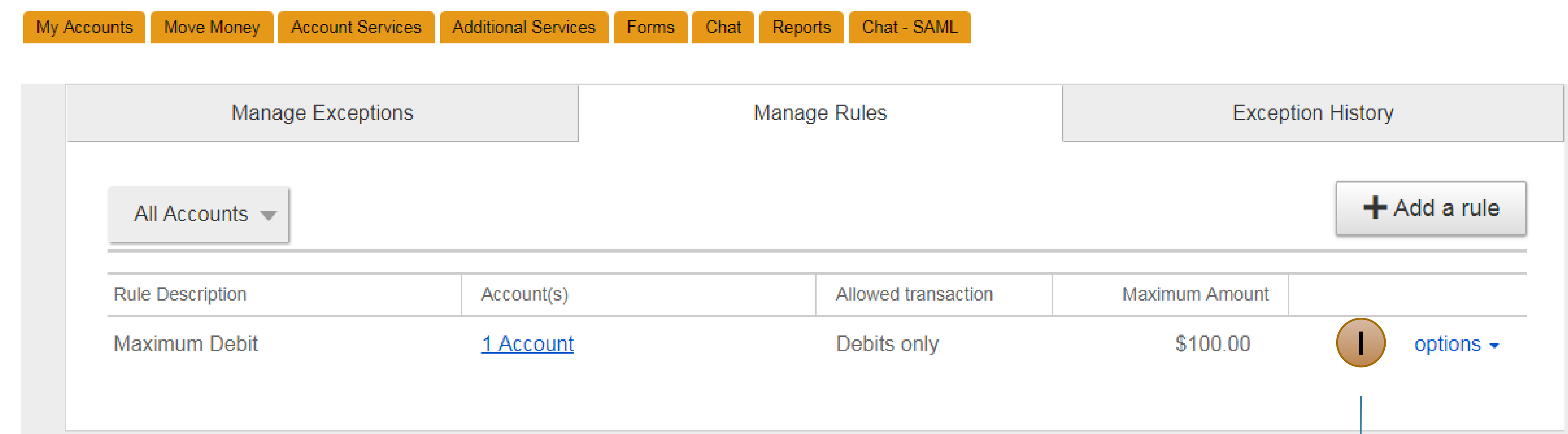


Tips:

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

Rule Options:

1. Select **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)