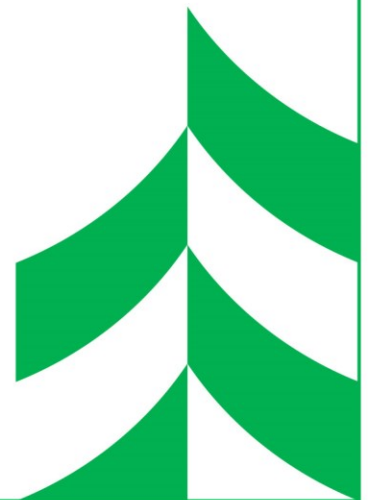


Associated Connect[®]

Reference Guide: Positive Pay Exception Item Descriptions



Positive Pay Exception Item Descriptions

This is a listing of exception statuses, how they are generated, and possible resolutions.

Paid No Issue/Issue Missing

Paid check doesn't have an issued check to match.

Possible Resolutions:

- An issued check needs to be added -either in a file from the customer
- When due to fraud, the check will be returned

Paid against Stop or Void/ Void on File or Stop on File

Check is paid after a stop payment or void has been placed.

Possible Resolutions:

- The check can be returned
- If the stop/void is no longer needed, a new issue can be added

Paid Discrepancy

Amount of paid check is different than the amount of issued check.

Possible Resolutions:

- When due to an encoding error, an on-line adjustment will be made by the bank to credit or debit the account for the difference
- When due to an incorrect issued amount, the first issue will need to be voided and a new issue added for the correct amount
- When due to fraud, the check will be returned

Duplicate Paid

Check is already reconciled and is paid a second time (Double post).

Possible Resolution:

- The check will be returned

Void Discrepancy

1. Void is placed on an existing issue for a different amount.

Possible Resolutions:

- When the issued amount is incorrect, a void for that amount needs to be added. A new issue for the correct amount also needs to be added.
- When the void amount is incorrect, an issue for that amount needs to be added. A new void for the correct amount also needs to be added.

2. Void is placed on a check that has already been voided or stopped.

Possible Resolution:

- If the second void should not have been added, another issue needs to be added

3. Void is placed on a check that has already been cashed.

Possible Resolution:



- There is a 24 hour window to return a check, so if the void is placed on a check that has been paid prior to the previous day, it will be too late to return the check. An **issue will** need to be added to match with void.

Stop or Void No Issue

Stop or Void placed on a check number that doesn't have an issue

Possible Resolutions:

- An issue needs to be added

Paid Against Stale / Stale Dated

Paid check exceeded the stale dated time frame provided by the customer

Possible Resolutions:

- Check can be returned
- Check can be paid per customer approval

