CITY NATIONAL BANK
AN RBC COMPANY

FRAUD CONTROL: CHECK POSITIVE PAY

City National Business Suite® User Guide

May 2022

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Check Positive Pay Overview

The Check Positive Pay service is an effective tool in the fight against check fraud. The way it works is when you send check details to the bank upon issuance. As checks are presented for payment, City National compares the issued check details against the presented check information. In the case of a mismatch, the client is presented with an exception item, including image, which requires a same day decision to either pay or return. With the addition of Payee Verify, payee names are also compared` for additional protection.

This User Guide explains the process for using Check Positive Pay with City National Business Suite®.

Features

- Decide whether to pay or return exception items
- Decision exception items and upload issue information using Business Suite
- Add Payee Verify to include the payee name as one of the pay criteria
- Specify items that are stale-dated or above a value threshold to be included on the exceptions report

Benefits

- Dramatically reduce the possibility of check fraud
- Prevents duplicate checks from paying
- Checks presented at a City National branch are also verified

Positive Pay – Alerts

City National Business Suite® offers a variety of alerts for the Positive Pay service. Each alert can be configured to automatically send email alerts when certain conditions occur. For example, a Positive Pay Suspect Item alert can be sent when your account(s) have suspect items (as further described below). We highly suggest that you set up these alerts before issuing or uploading your checks from the Check Issue Management module. For information on creating a positive pay alert or alert recipients, visit the Alerts Guide.

Positive Pay – Exceptions

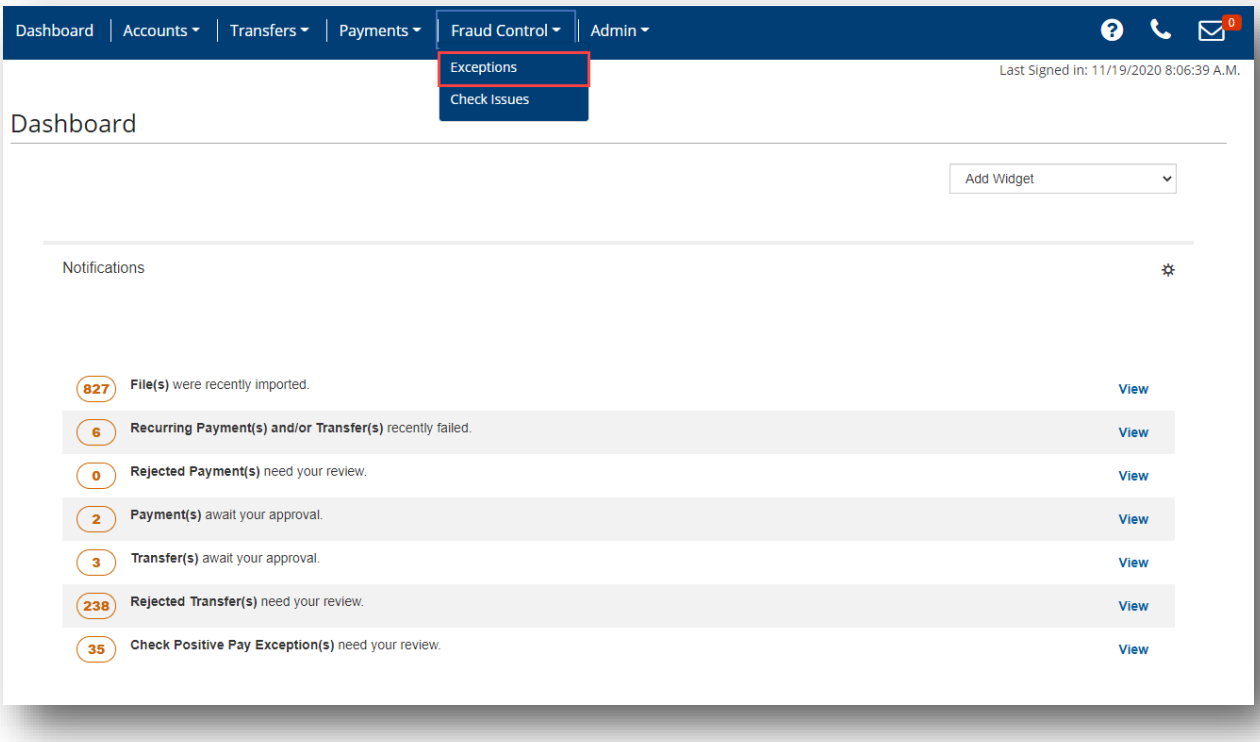
The Exceptions screen displays all accounts that have items presented for payment that the bank identifies as suspect. It lists any check that has been presented for payment that:

- Does not have a corresponding entry on the check issue file provided by you
- Does not match data provided on the check issue file or by data entry

- Is a duplicate of an item previously paid within the past 90 days
- Has a discrepancy with the Payee Name (if you use the Payee Verify service)
- Has been voided
- Based on the details of the suspect items, you can decide which items to Pay, Return or Pay and Issue.

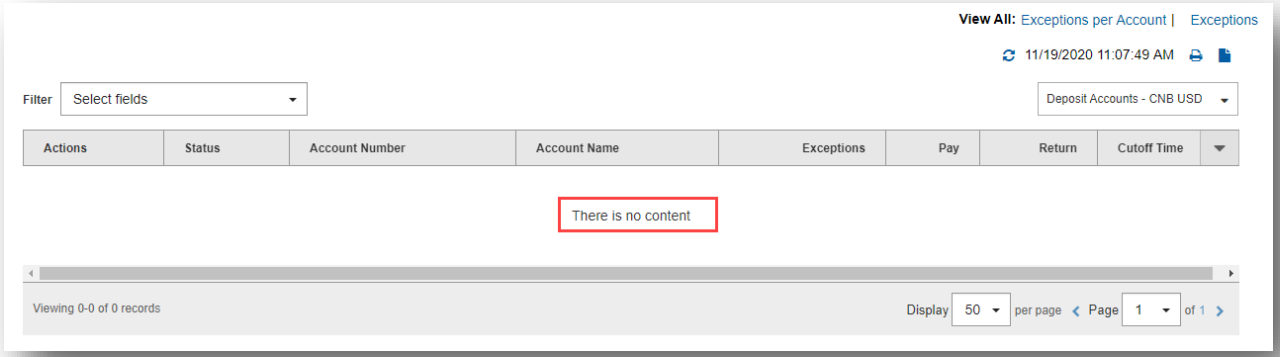
To view a list of accounts with suspect items:

1. Select **Exceptions** from the **Fraud Control** menu.

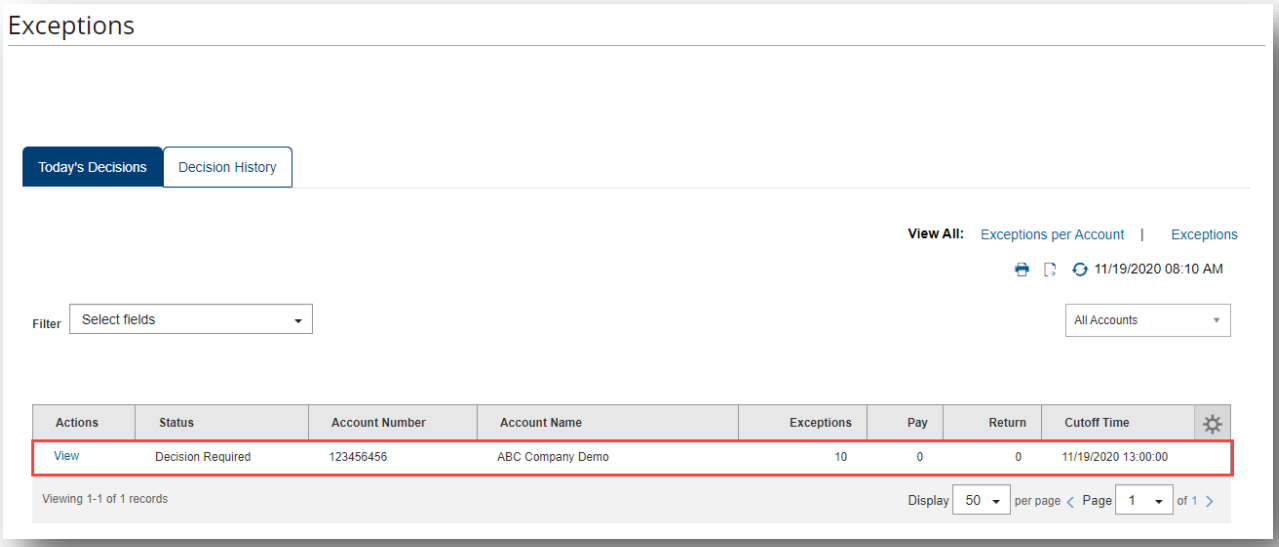


2. By default, the **Exceptions per Account** (Summary) view is displayed. Click on **Exceptions** link to view all the suspect items in detail view.

Note: If your account(s) do not have suspect items on a business day, *"There is no content"* message is displayed in the Today's Decisions table.



3. The screen displays the number and type of decisions made for **today's** suspect items, one line for each Positive Pay enabled account. The following information appears for each account:



- **Account Number:** the CNB bank account number.
- **Account Name:** the name of the account.
- **Exceptions:** the total number of suspect items for the account.
- **Pay:** the total number of paid decisions made for the account.
- **Return:** the total number of return decisions made for the account.
- **Status:** the status of decisions for the account (Possible statuses are: Decision Required,

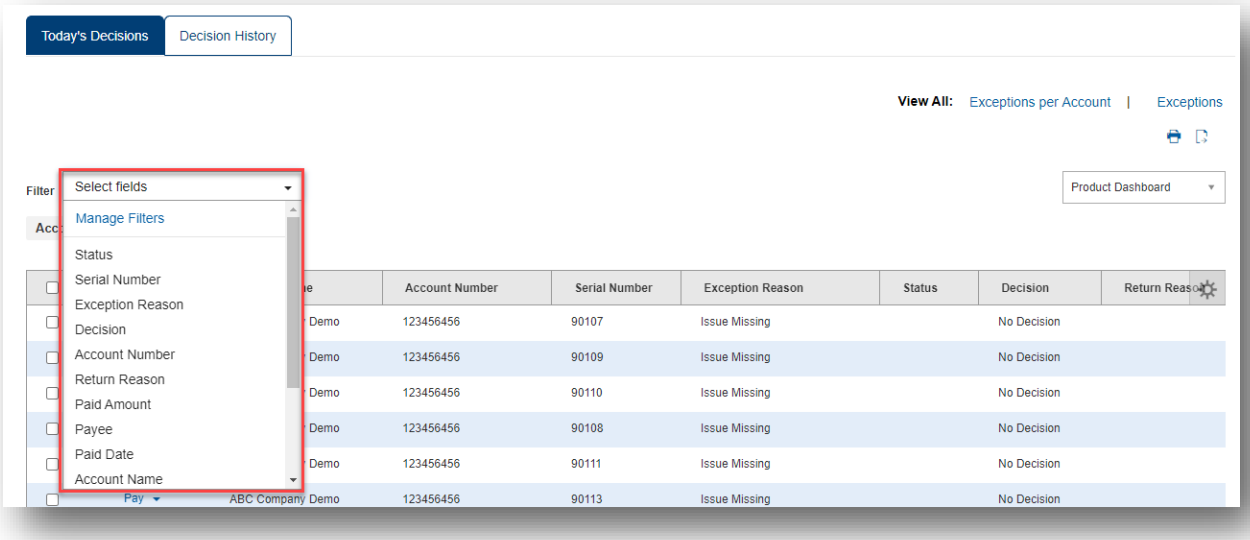
Approval Required, Submitted to Bank, Incomplete)

- **Cutoff Time:** The time that decisions must be submitted by.

Note: Your exception items and exception images are normally loaded to Business Suite for your review approximately by 8:30 a.m. PT. Your Pay or Return decisions on suspect items must be submitted before the 1:00 p.m. PT cutoff time on the same day. Suspect items missing a decision will be paid or returned depending on the default decision on your account.

Filtering Today's Decisions

Click on the dropdown filter menu to review the available filters. Select the appropriate filter to refine the results. You may apply multiple filters to further refine the results. The **Exceptions** link at the top right of the screen lets you display all the suspect items across all eligible accounts.



Making Decisions on Suspect Items

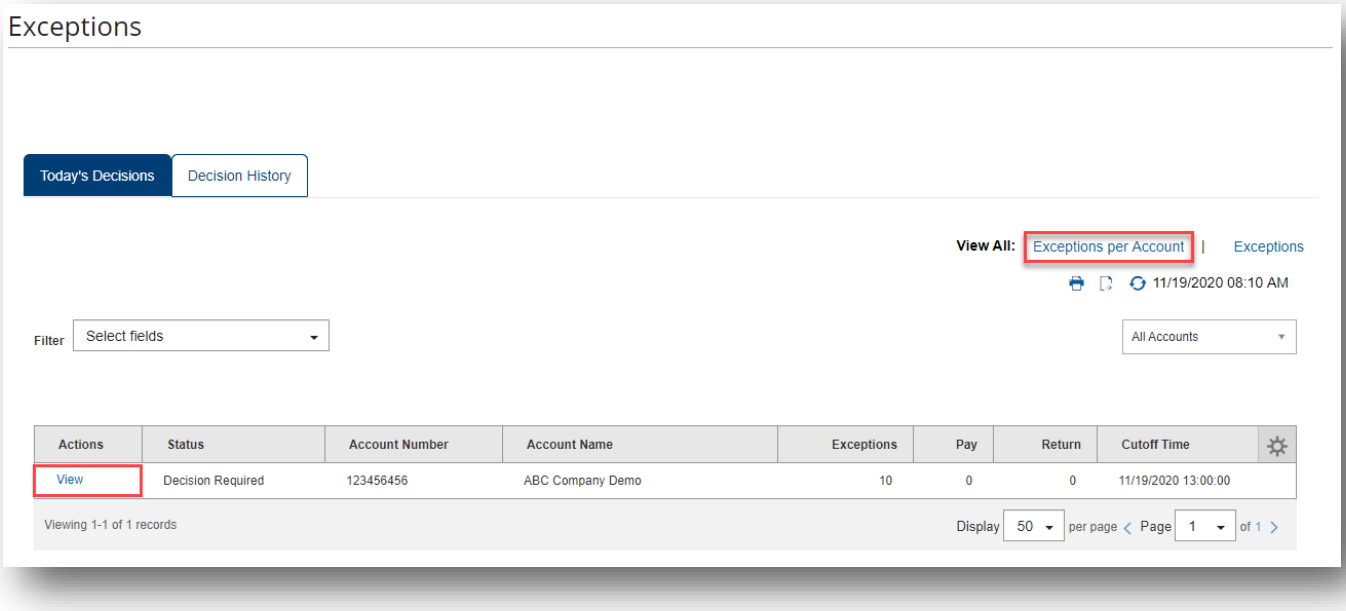
Decisions on suspect items must be submitted by 1:00 p.m. PT cutoff time. If your company requires dual custody, decisions must also be approved by the cutoff time.

Decisioning from the Exceptions per Account List

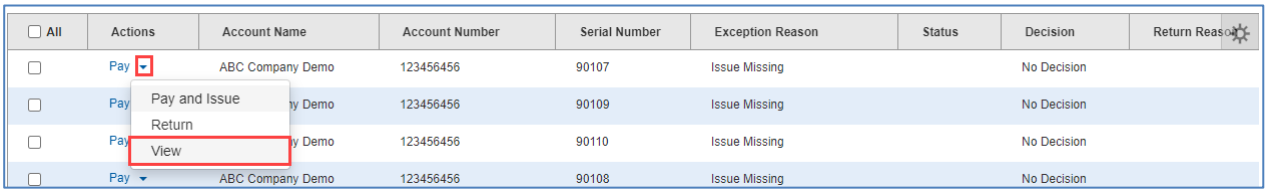
To make decisions on suspect items from the Exceptions per Account List (Account by Account Decisioning):

1. Select **Exceptions** from the **Fraud Control** menu. The Exceptions screen appears. By default the **Exceptions per Account (Summary)** view is displayed.

2. Identify an account for which you want to view suspect items and click **View**. The **Exceptions Decisioning** screen appears; it lists all of the suspect items for the selected account on the current day.



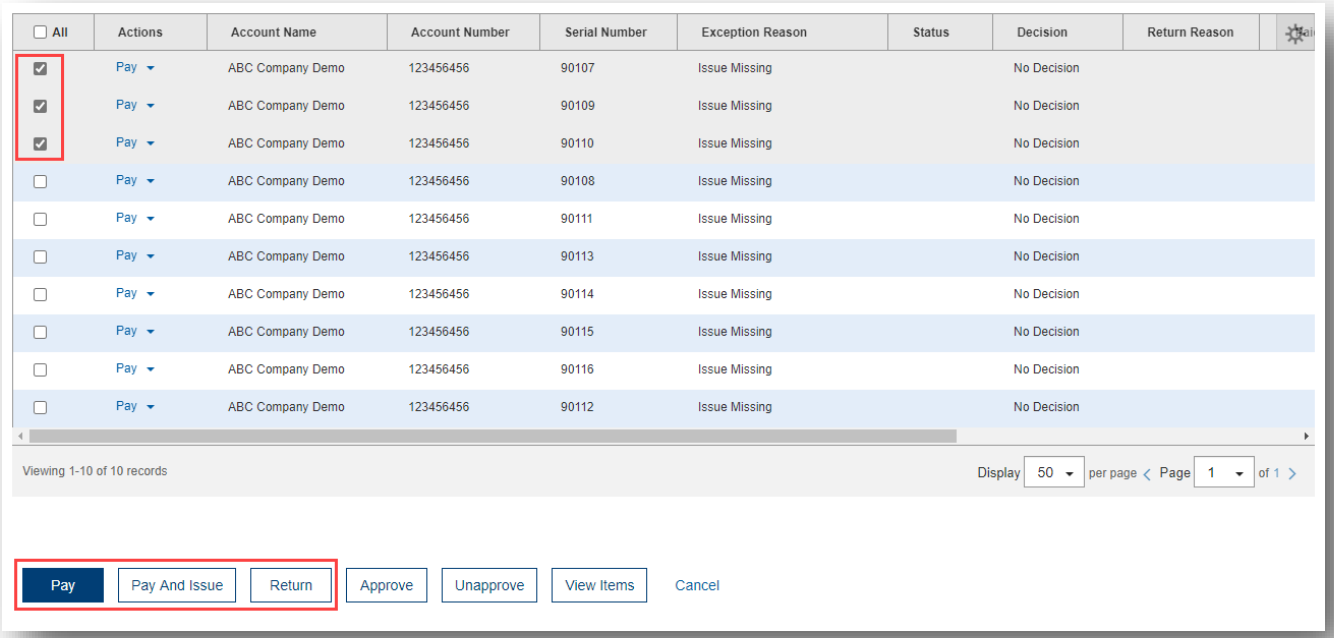
3. You can review the details of the suspect items, including the front and back images, by clicking **View**.



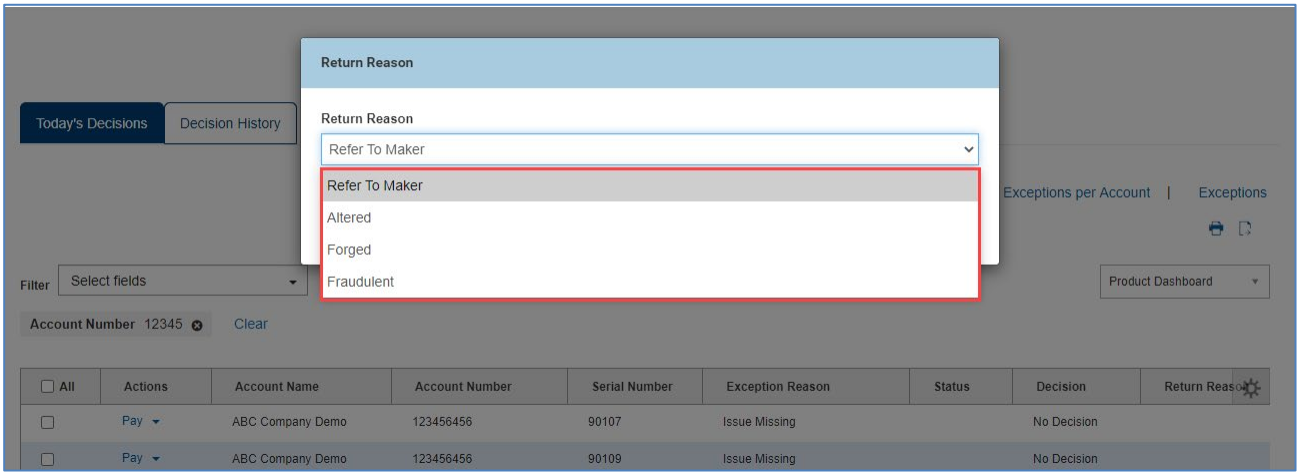
Exception Reason	Description
Issue Missing	The item has been posted to your account, but we do not have a record that you issued the item. This exception reason may simply indicate that check issue register input has not been received.
Amount Mismatch	The item has posted to your account, but the posted amount differs from the amount on your check issue register input. You should review the amount on your issue record to the paid check image on the exception report.
Duplicate Check	The item has been posted to your account, but our records indicate that we have already paid the item with the same serial number within the past 90 days. After 90 days, the exception reason would become Issue Missing instead of Duplicate Check.
Voided Check	The item has been posted to your account, but our records indicate that you voided the issue submitted.
Stale Dated (optional feature)	Based on your stale instructions, this check is being presented past the acceptable timeframe from the issue date.
Amount Out of Max Range (optional feature)	The amount of the check exceeds the maximum amount allowed as defined by your company.
Amount Out of Min Range (optional feature)	The amount of the check is below the minimum amount allowed as defined by your company.
Payee Name Mismatch (optional service)	The payee name of the check does not match with the payee name on the issue record that you submitted. You should review the payee name on your issue record to the paid check image on the exception report.

4. Select the items from the list you wish to make a decision on.

5. At the bottom of the list, click one of the following decision options:

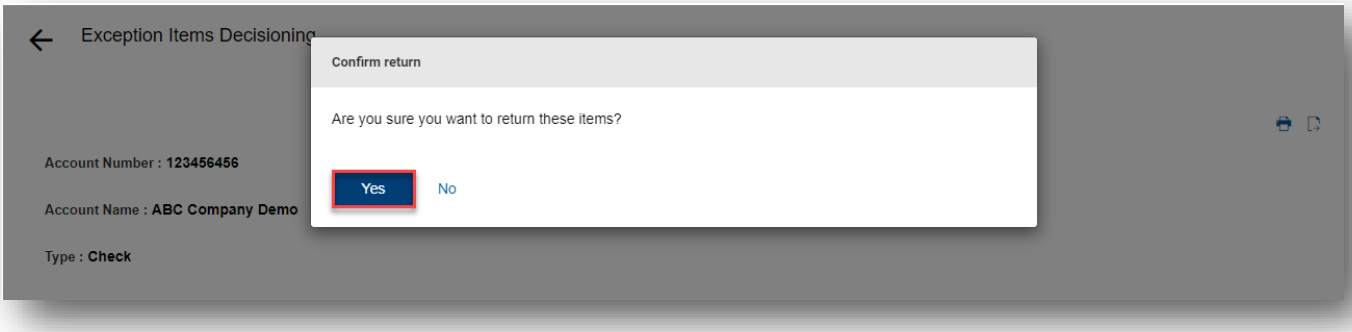


- Click **Pay** to pay the selected item(s).
- Click **Pay and Issue** to pay the item and submit check issue details to the bank.
- Click **Return** to return the item by assigning a return reason:

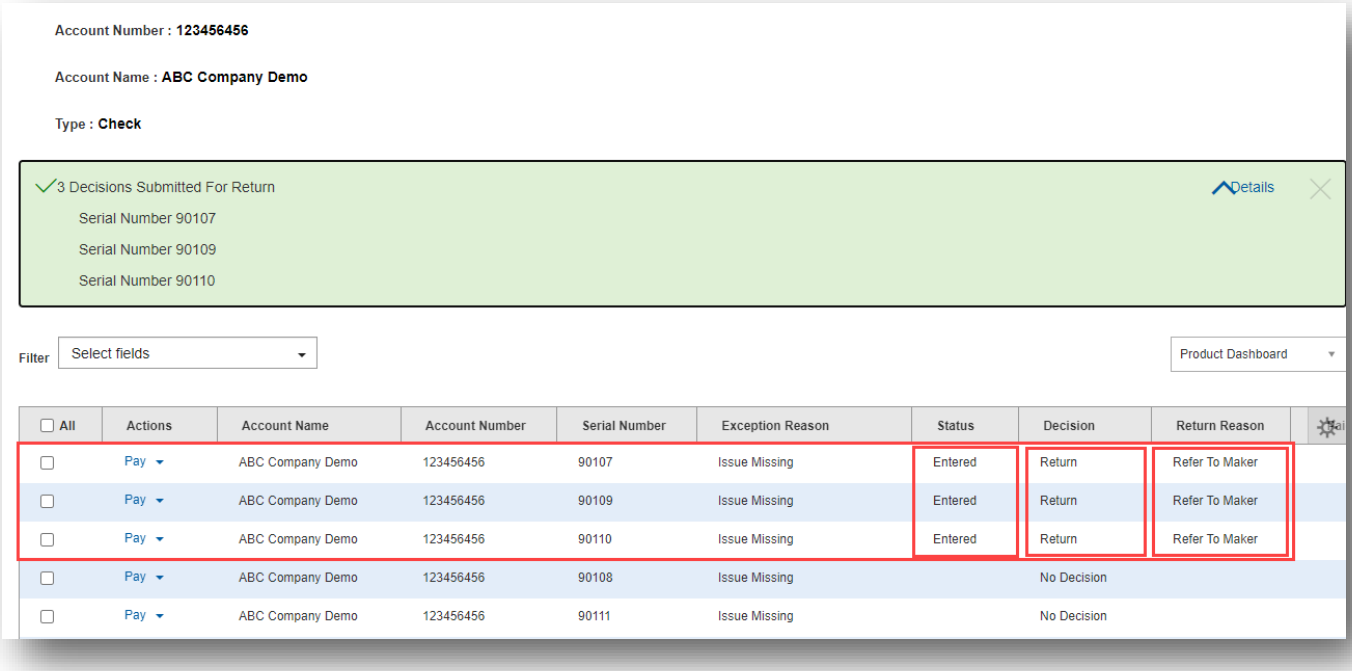


  - Refer to Maker

- **Altered:** Return the item because it has been modified.
- **Forged:** Return the item as forged endorsement
- **Fraudulent:** Return the item as fraudulent; not valid



6. After confirming the action, the decisions are submitted. If approvals are also required, these must also be approved before the cutoff time.



Important: Your Pay or Return decisions on suspect items must be submitted before the 1:00 p.m. PT cutoff time on the same day. Suspect items missing a decision will be paid or returned

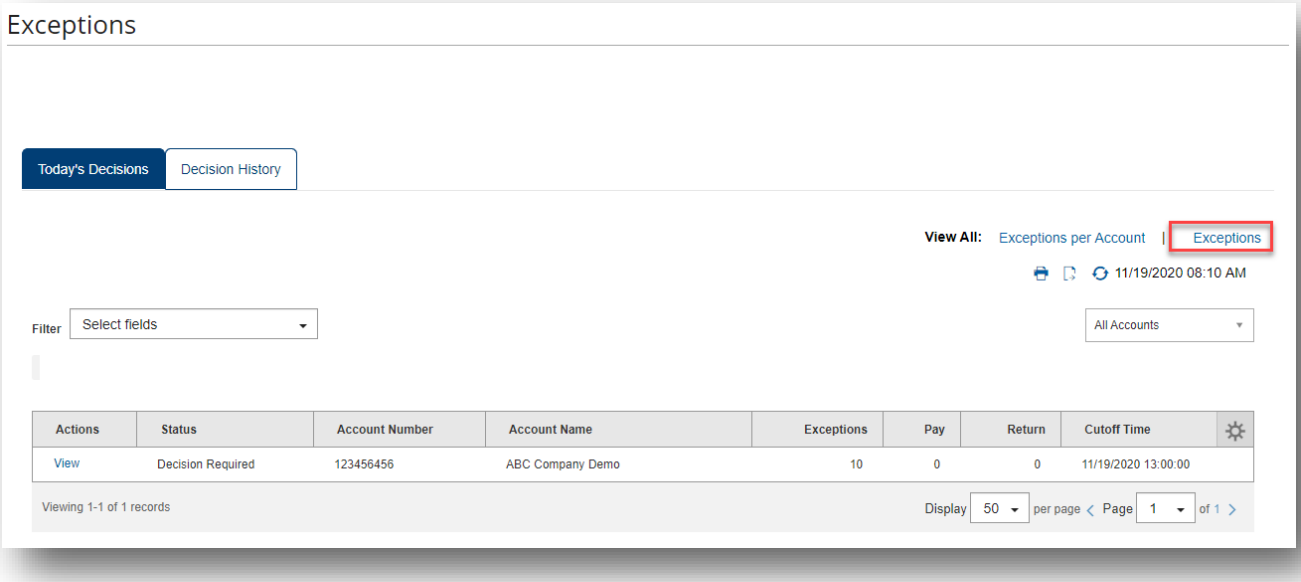
depending on the default decision on your account.

Decisioning from the All Exceptions List (List View)

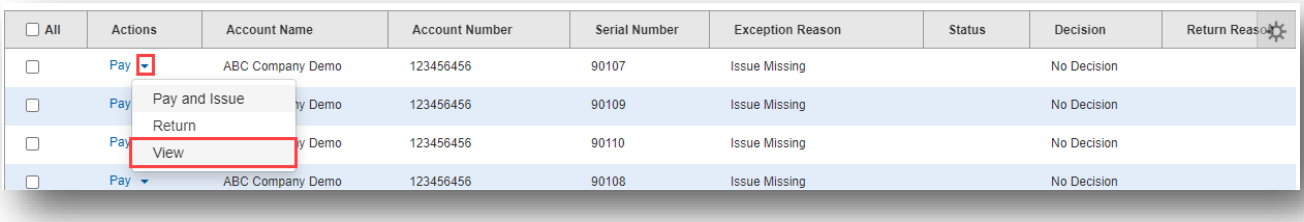
The Exceptions widget includes a Positive Pay Items link that lets you filter the items that you see. By clicking on this link, you can see all positive pay items across all accounts. This is called the list view.

To make decisions on suspect items from the All Exceptions List:

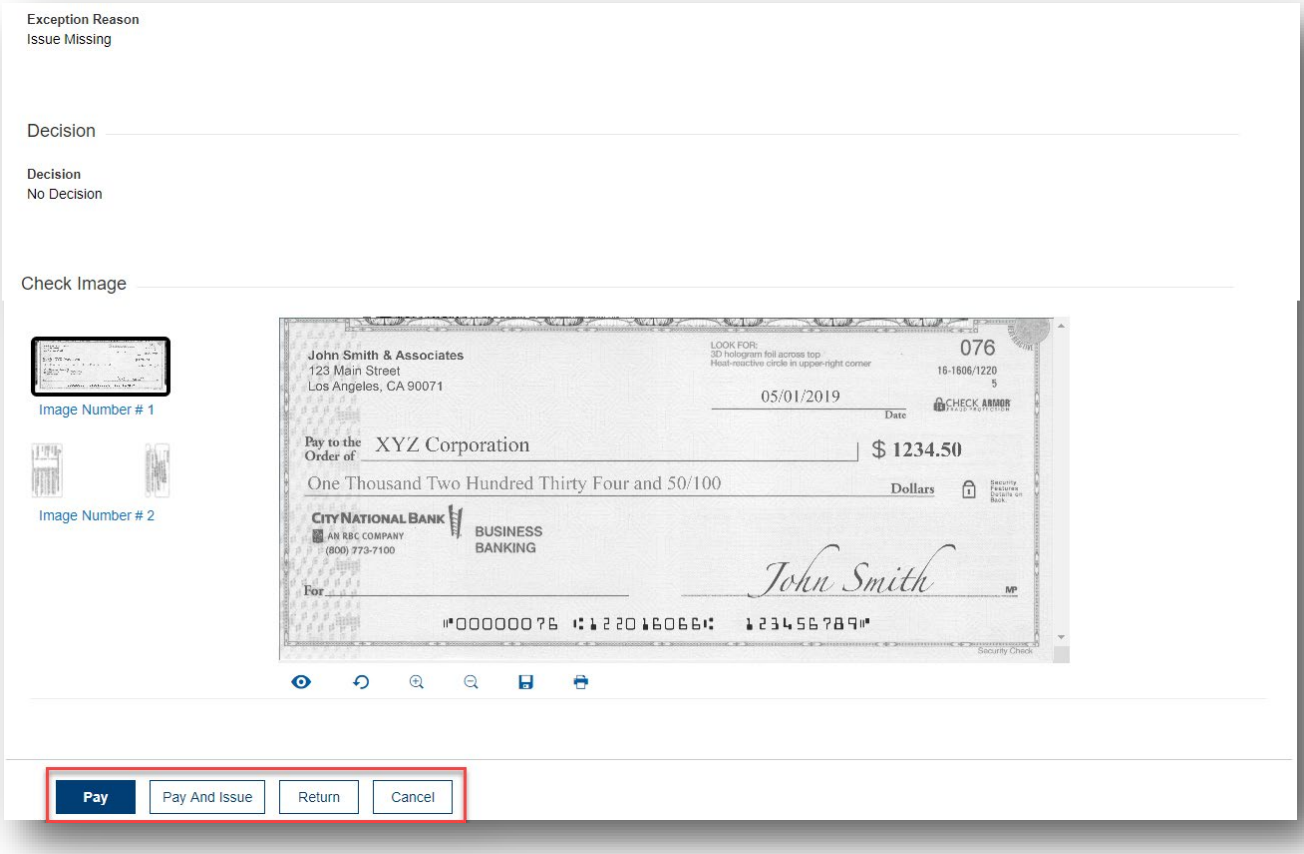
1. Select **Exceptions** from the **Fraud Control** menu. The Exceptions screen appears.
2. From View All options, click Exceptions. All exception items from all accounts are displayed.



3. You can review the suspect items by clicking View under the Actions column.



4. Review the paid check details and the image of the check:



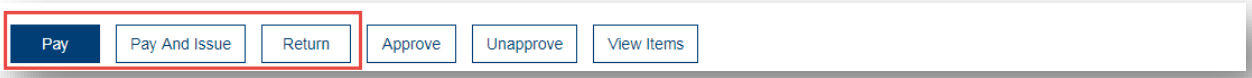
- Click **Pay** to pay the item.
- Click **Pay and Issue** to pay the item and submit check issue details to the bank.
- Click **Return** to return the item by assigning a return reason.

Or, alternatively, follow the steps below from the list view:

5. Select the items from the list you wish to make a decision for.

6. At the bottom of the list, click one of the following actions:

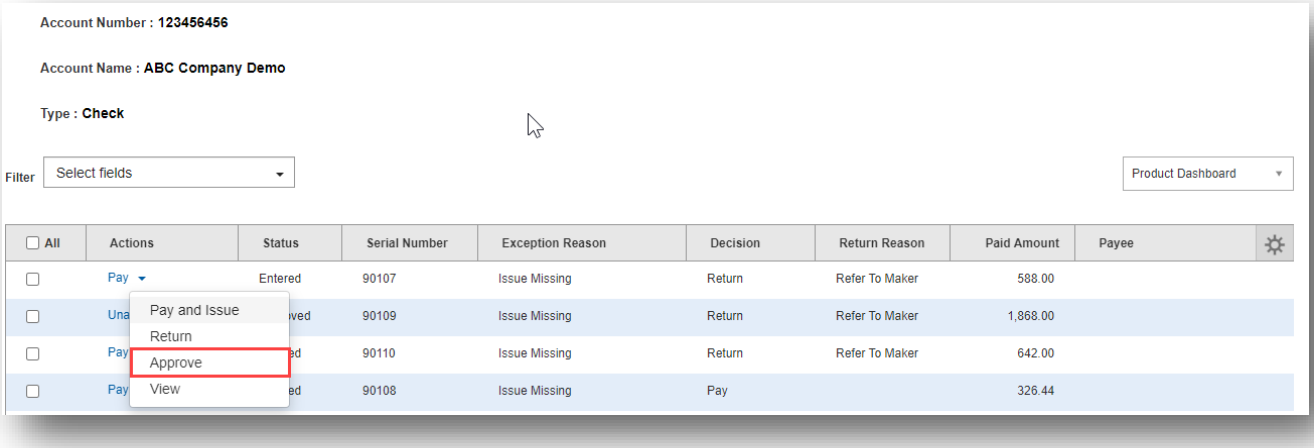
- Click **Pay** to pay the selected item.
- Click **Pay and Issue** to pay the item and submit check issue details to the bank.
- Click **Return** to return the item by assigning a return reason.



Approving Decisions on Suspect Items

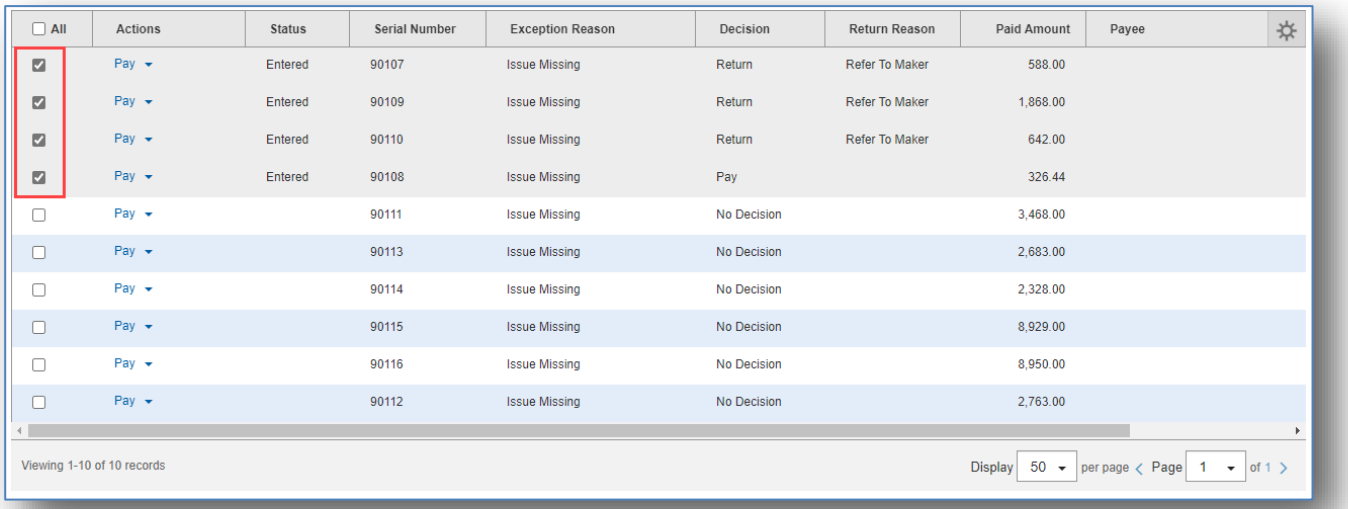
Your firm may require approvals of decisioned items. Approvals on suspect transactions are made from the **Exceptions Decisions** screen:

1. Select **Exceptions** from the Fraud Control menu. The Exceptions screen appears.
2. View the suspect items by selecting **Exception per Account** or the **Exceptions** link.
3. From the list view identify the decisioned item that you would like to approve
4. Click the drop-down arrow next to **View** in the **Actions** column to view the available options.
5. Click **Approve** to approve the decisioned item.



Or, alternatively, follow the steps below from the list view to approve or unapprove multiple items.

1. Select the decisioned items that you would like to approve or unapprove.



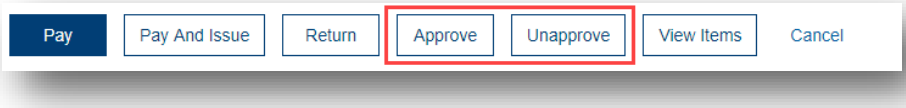
All	Actions	Status	Serial Number	Exception Reason	Decision	Return Reason	Paid Amount	Payee
☑	Pay	Entered	90107	Issue Missing	Return	Refer To Maker	588.00	
☑	Pay	Entered	90109	Issue Missing	Return	Refer To Maker	1,868.00	
☑	Pay	Entered	90110	Issue Missing	Return	Refer To Maker	642.00	
☑	Pay	Entered	90108	Issue Missing	Pay		326.44	
☐	Pay		90111	Issue Missing	No Decision		3,468.00	
☐	Pay		90113	Issue Missing	No Decision		2,683.00	
☐	Pay		90114	Issue Missing	No Decision		2,328.00	
☐	Pay		90115	Issue Missing	No Decision		8,929.00	
☐	Pay		90116	Issue Missing	No Decision		8,950.00	
☐	Pay		90112	Issue Missing	No Decision		2,763.00	

Viewing 1-10 of 10 records

Display 50 per page < Page 1 of 1 >

2. At the bottom of the list, click one of the following actions:

   - Click **Approve** to approve the items.
   - Click **Unapprove** to cancel the approval items.



Note: In the event that the original decision was selected in error and approval was obtained, you may **Unapprove** the erroneous submission, decision it again, and have it approved again. Such corrections must be executed before the 1:00 p.m. PT cutoff time.

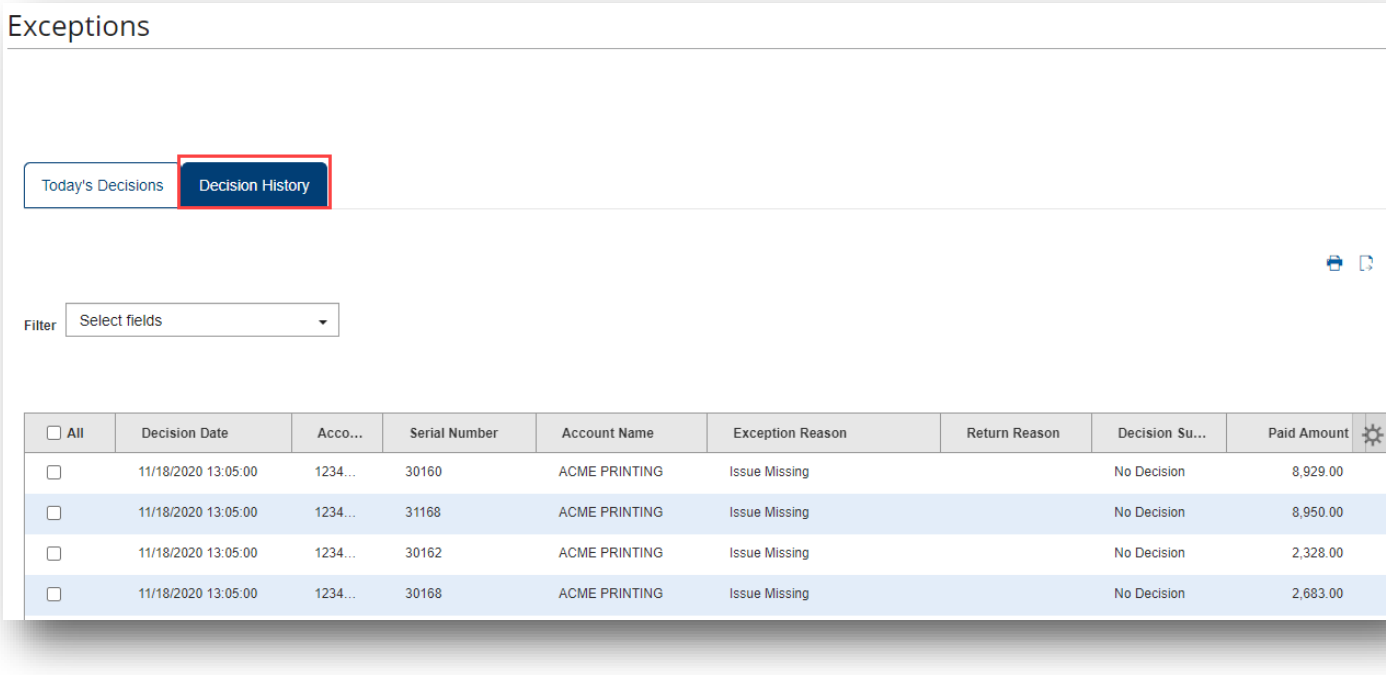
Important: Your Pay or Return decisions on suspect items must be submitted before the 1:00 p.m. PT cutoff time on the same day. Suspect items missing a decision will be paid or returned depending on the default decision on your account.

Viewing Decision History

After the 1:00 p.m. PT cutoff time your decisioned or undecisioned items will move under the Decision History tab. You can see past decisions made on suspect items across all your accounts by accessing this page.

To view decision history:

1. Select **Exceptions** from the Fraud Control menu. The Exceptions screen appears.
2. Click on the **Decision History** tab.



3. This table lists the following information on each suspect item:

- **Account Name** - Name of the account the check was issued on
- **Account Number**
- **Approved By** – User ID of the user who approved the decision for the suspect item
- **Approved Date** – Date when the suspect item was approved.
- **Decision Date**- Date when the decision for the suspect item was submitted.
- **Decision Submitted** – Pay, Pay and Issue, or Return
- **Exception Reason**
- **Issue Amount** - Amount – Issued amount of the check
- **Issue Date** – Date when the check was issued
- **Paid Amount** - Amount of the paid check
- **Paid Date** – Date when the check was paid
- **Payee** – Payee Name as detected from the paid check (for Payee Verify service only)

- **Return Reason** – Refer to Maker, Altered, Forged, or Fraudulent
- **Serial Number** – Serial number of the paid check
- **Type** – Will reflect Positive Pay

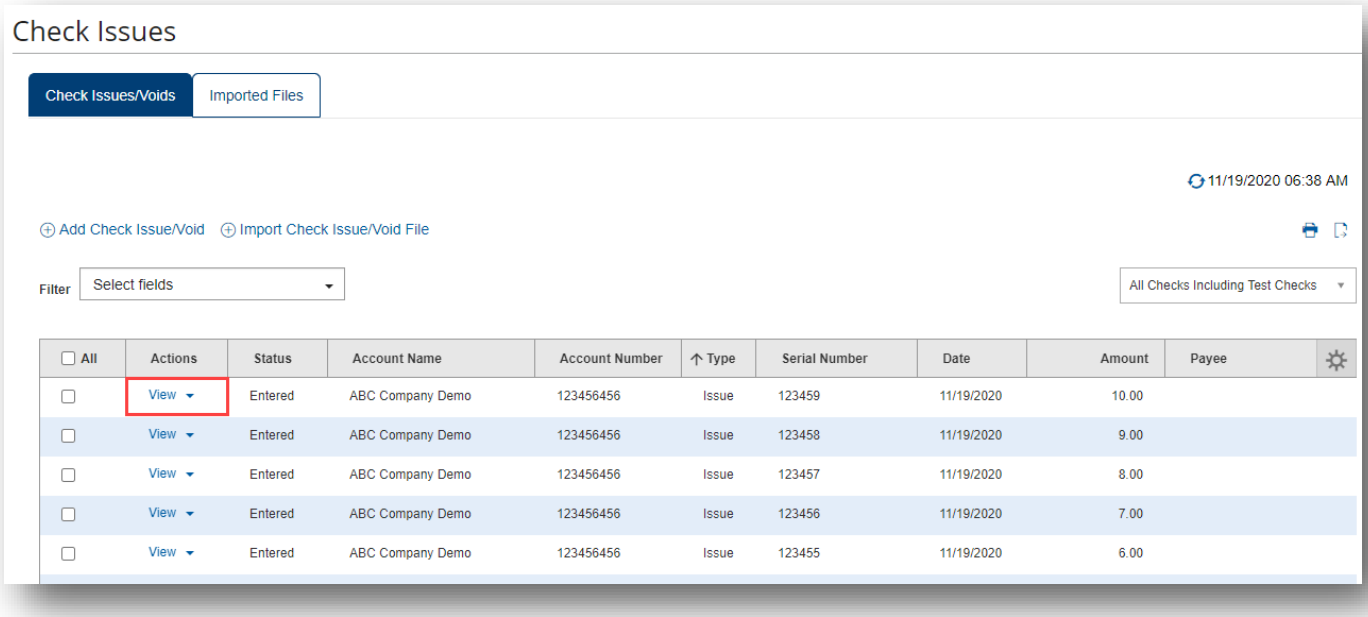
Check Issue Management

The Check Issues widget is used to manage check issues and voids. After check issues and voids are approved, the issue records are sent to the Positive Pay system for comparison with the checks that are presented to the bank for payment. Suspect items are presented to you for a decision on the Exceptions widget when we find a discrepancy between the issue information you submitted to the bank and the checks presented for payment.

To view a list of manually entered check issues and void records:

1. Select **Check Issues** from the Fraud Control menu. By default, Check Issues/Voids screen is displayed. The screen displays the list of check issues and voids.

2. Click **View** in the **Actions** column to view details of the issued or voided check.

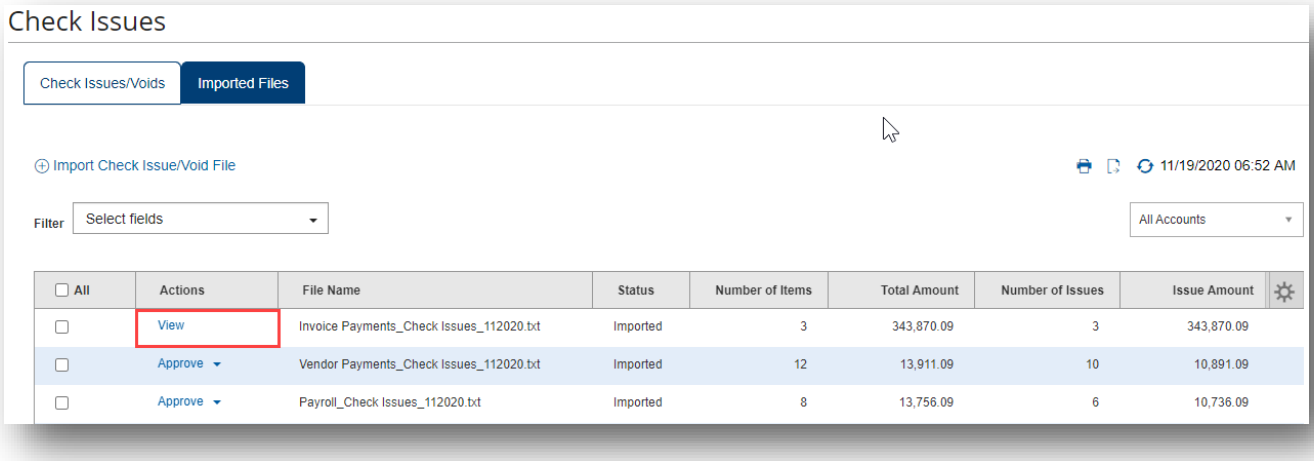


To view a list of imported check issues and void files:

1. Select **Check Issues** from the Fraud Control menu. By default, the **Check Issues/Voids** list is displayed.

2. Click the **Imported Files** tab to display the list of Imported Files.

3. Click View in the Actions column to view the details of check issues in an imported file.



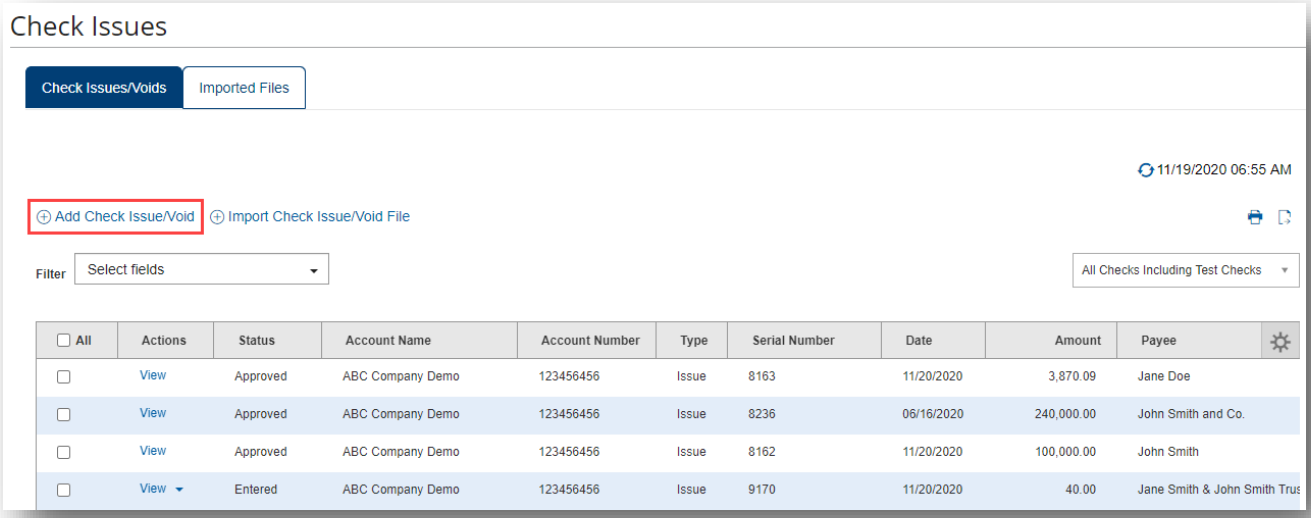
Creating Manual Check Issues and Voids

Manual check issues and voids are created from the Check Issues/Voids section. Use this feature to send a single item or if you have a small number of issues or voids that you would like to submit to the bank. Check issues and voids can also be imported. See “Import a Check Issue/Void” for more information.

To manually create a check issue or void:

1. Select **Check Issues** from the **Fraud Control** menu. By default, the **Check Issues/Voids** list is displayed.

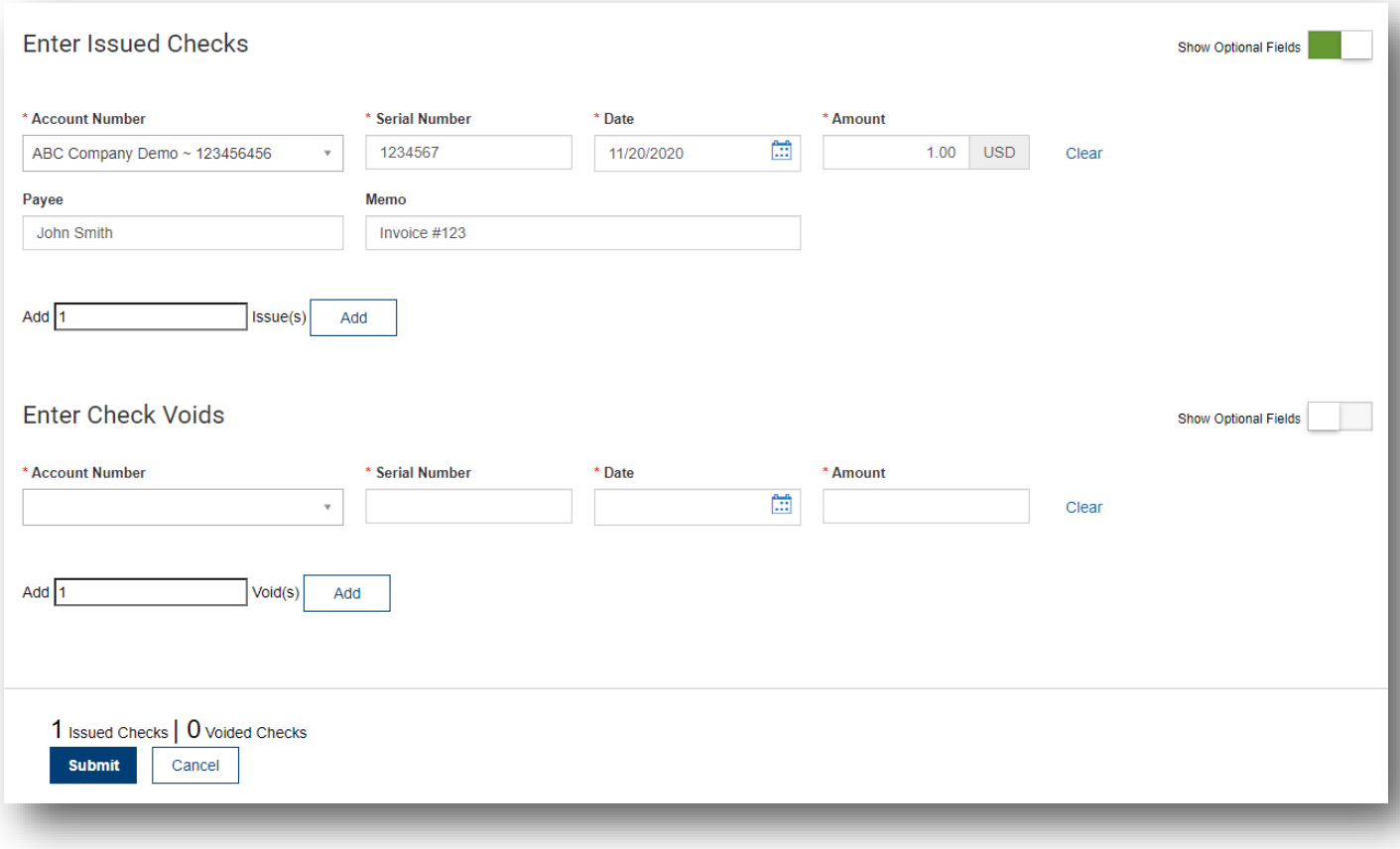
2. Click Add Check Issue/Void. Check Issues/Voids page will display.



Adding Check Issues

1. In the Enter Issued Checks section, use the Account Number drop-down to select the account or manually enter the account number or name of the account.
2. Enter the serial number of the check you would like to issue.
3. Use the calendar icon to select the issue date, or enter the issue date in MM/DD/YYYY format.
4. Enter an amount.
5. Click Show Optional Fields switch to reveal the Payee Name and Memo fields.
6. Enter the payee name in the payee field.

   Important: Use this field only if you use the Payee Verify service. In addition to the serial number, dollar amount, and issue date, this service also compares the payee name of the paid check against the payee name provided from your check issues. For additional information regarding this optional service, please contact your Treasury Management Sales Officer.
7. Enter a memo if desired (optional).

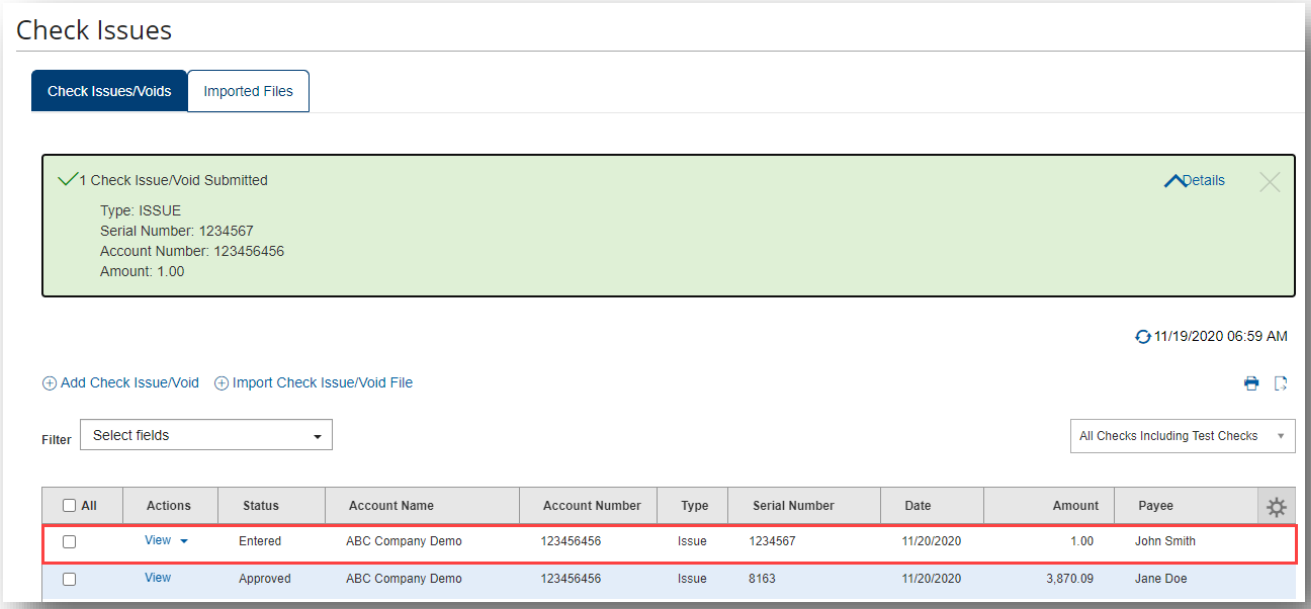


8. To enter additional check issues, enter the number you would like to add (up to 20), and then click **Add**. Proceed as instructed in Steps 1 through 7.

9. Click Submit when completed.

10. Confirmation of issue or issues will be displayed on the Check Issues/Voids screen.

11. The issue or issues will appear on the Check Issues/Voids table.



This table lists the following information on each item:

- **Account Name** - Name of the account the check was issued on
- **Account Number**
- **Amount** - Amount of the check
- **Date** - Date of the issue or void
- **Entered by** – User ID of the user who manually entered the check or conducted file upload
- **Entry Method** - Whether entered manually or imported
- **Memo**
- **Payee Name** - Payee Name of the issued check (for Payee Verify service only)
- **Status -** Entered, Deleted, Approved, Released
- **Serial Numbe**r – Serial number of the issued or voided check
- **Type** - Whether issue or void

Notes:

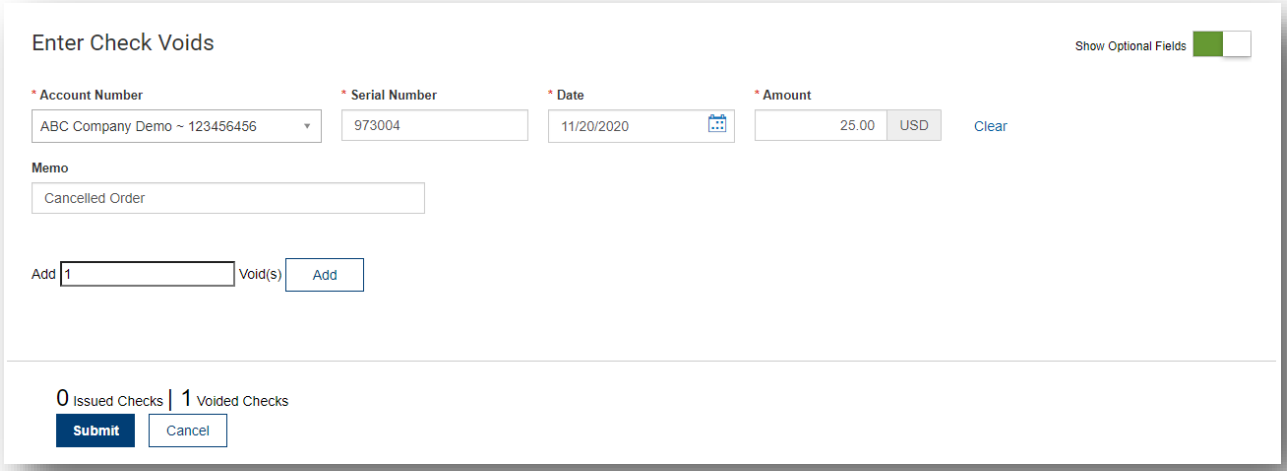
- Approved check issues are extracted at the top of every hour from 8:00 a.m PT to 7:00 p.m PT. Please distribute checks to your payees at least one hour after your issues display the status of Released.
- All issued/voided items must be approved before they are released to the bank for processing.

- Issue information must be received by 7:00 p.m. PT for same day processing.
- Any items submitted after 7:00 p.m. PT will be processed the next business day. Released check issue information will remain in issued status in the Positive Pay system indefinitely until an action such as void or stop is submitted or the item is paid.

Adding Voids

To manually create a Void:

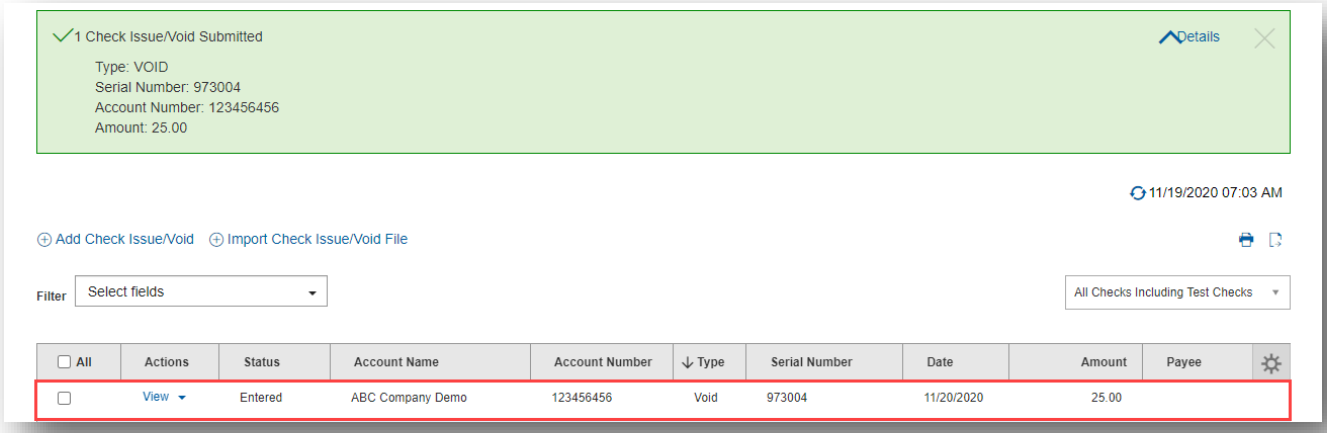
1. In the **Enter Check Voids** section's drop-down, use the **Account Number** drop-down to select the account or manually enter the account number or name.
2. Enter the serial number of the check that you would like to void.
3. Use the calendar icon to select the void date, or enter the void date in MM/DD/YYYY format.
4. Enter an amount.
5. Click **Show Optional Fields** to reveal the Memo field.
6. Enter a memo if desired.
7. To enter additional voids, enter the number you would like to add (up to 20), and then click **Add**. Proceed as instructed in Steps 1 through 6.



8. Click **Submit** when completed.

9. Confirmation of void or voids will be displayed on the **Check Issues/Voids** screen.

   The void or voids will appear on the **Check Issues/Voids** table.



Note: All issued/voided items must approved before they are released to the bank for processing. Issue information must be received by 7:00 p.m. PT for same day processing. Any items submitted after 7:00 p.m.PT will be processed the next business day.

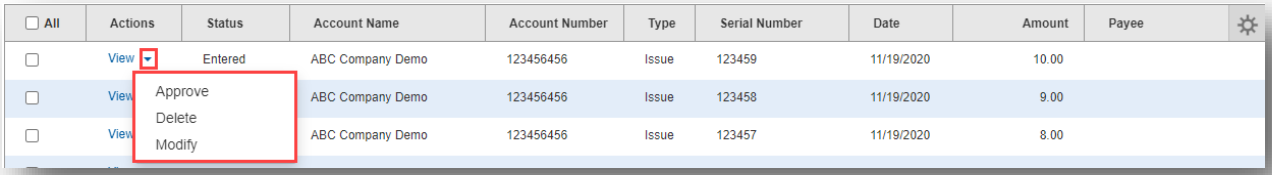
Modifying Check Issues or Voids

Prior to approving your check issue or void items, you can modify certain values if entered in error:

1. Select **Check Issues** from the Fraud Control menu. By default, **Check Issues/Voids** screen is displayed. The screen displays table list of check issues and voids.

2. Click the dropdown arrow next to **View** in the **Actions** column to view the options available.

   Click **Modify** to modify the check issue/void information.

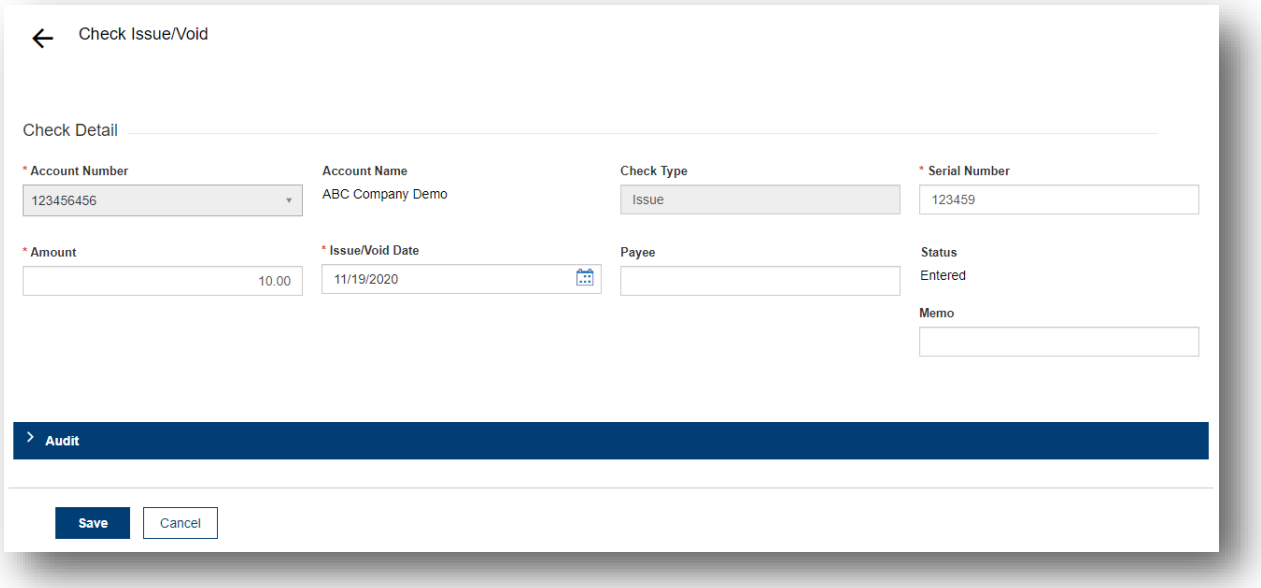


3. You may change the value or information of the following fields:

   - Amount
   - Issue/Void Date
   - Memo
   - Payee Name

   Important: Use the Payee Name field only if you use the Payee Verify service. In addition to the serial number, dollar amount, and issue date, this service also compares the payee name of the paid check against the payee name provided from your check issues. For additional information regarding this optional service, please contact your Treasury Management Sales Officer.

   - Serial Number



4. Click **Save** when completed.

5. Confirmation for submission will be displayed on the **Check Issues/Voids** screen.

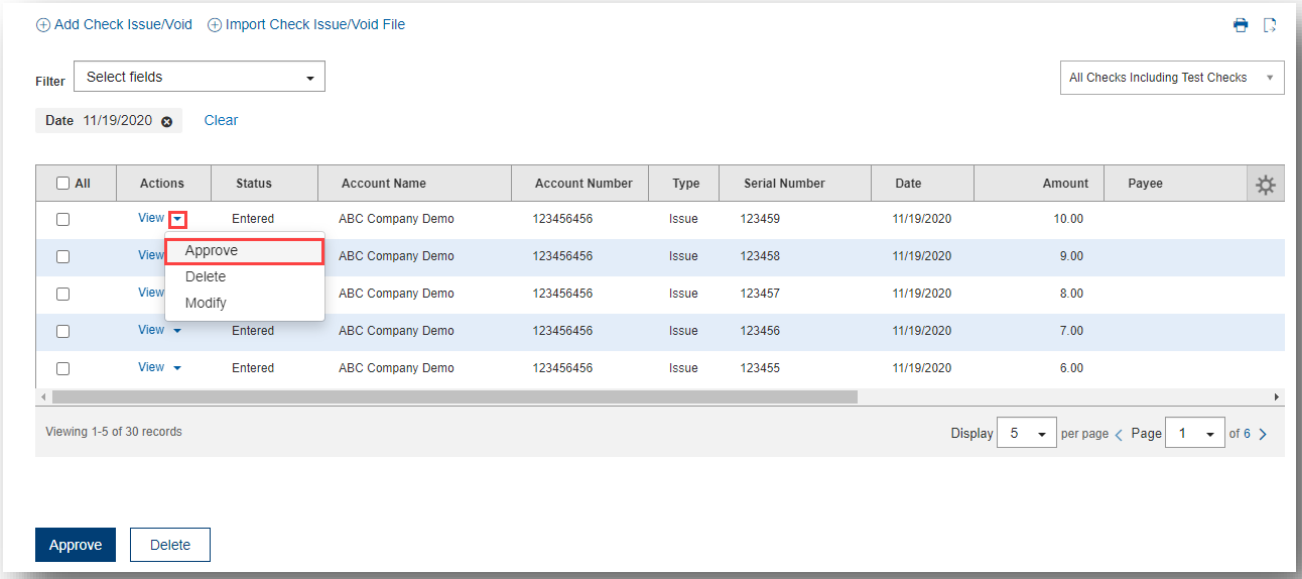
Approving or Deleting Check Issues or Voids

You can approve a check issue or void from the **Check Issues/Voids** screen:

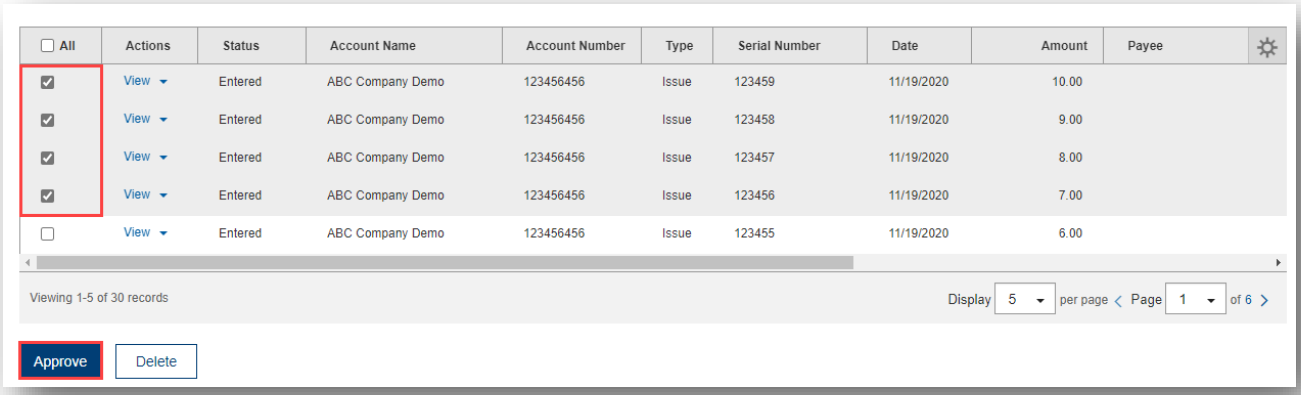
1. Select **Check Issues** from the Fraud Control menu. By default, **Check Issues/Voids** screen is displayed. The screen displays table list of check issues and voids.

2. Click the drop-down arrow next to **View** in the **Actions** column to view the available options

3. Click **Approve** to approve the issued or voided checks.



Alternatively, you can select multiple issued or voided checks by clicking on the check box next to them and then clicking on the **Approve** button below the table.



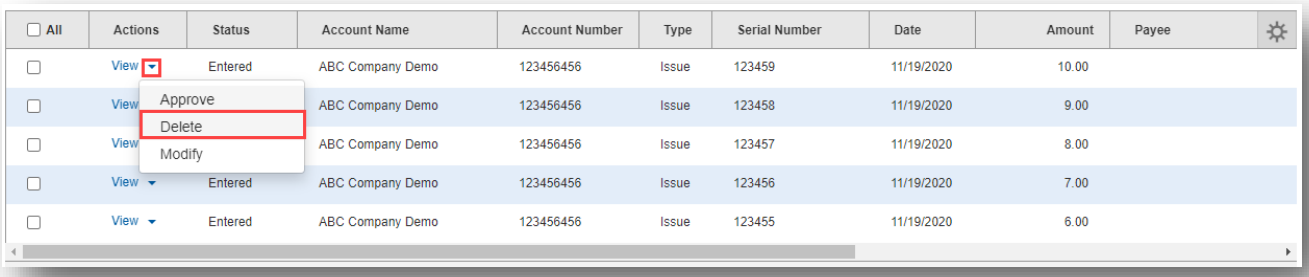
Note: Carefully review all check issue or void information for accuracy prior to approving them. After approval of issued or voided checks, the items will be released to the bank and you can no longer reverse them. Instead, you must go back to the **Add Check/Issue Void** page to submit an issue or void to update the status for them.

You can also delete a check issue or void from the **Check Issues/Voids** screen if the issue or void information was entered in error:

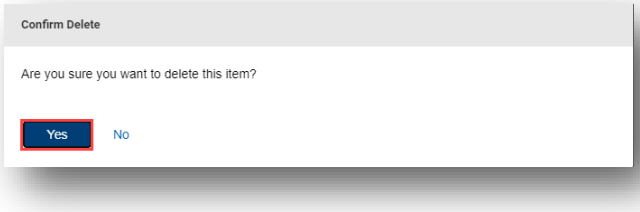
1. Select Check Issues from the Fraud Control menu. By default, the Check Issues/Voids screen is displayed. The screen displays table list of check issues and voids.

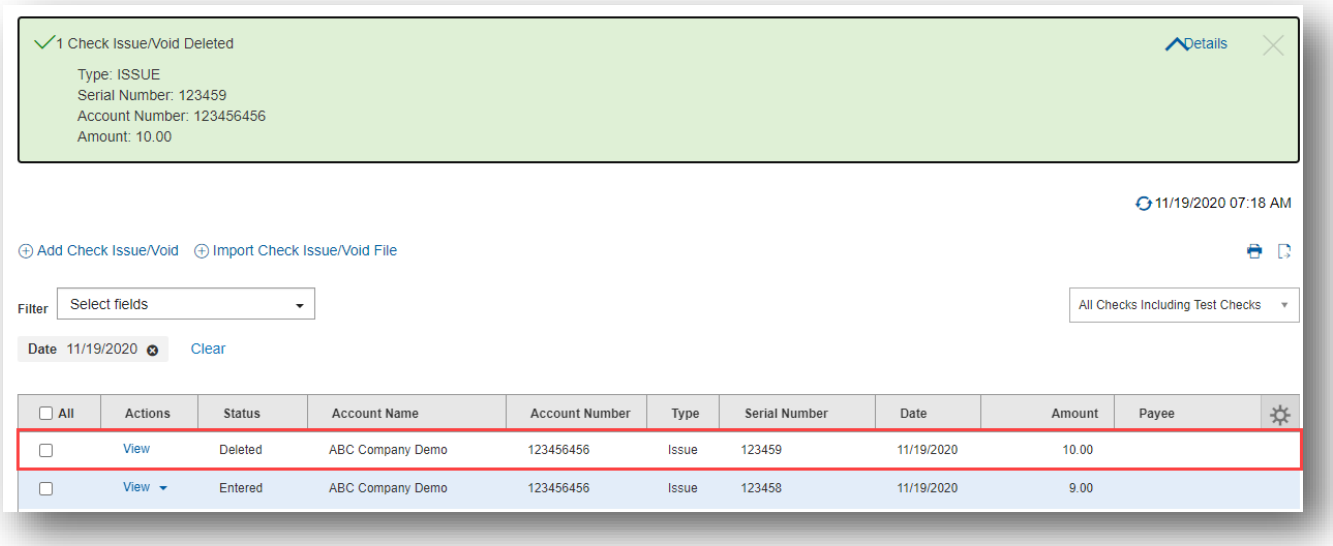
1. Click the dropdown arrow next to View in the Actions column to view the options available.

2. Click **Delete**. Confirmation window will appear.



3. Click **Yes** to delete the item or **No** to go back to the table.





4. Alternatively, you can select multiple issued or voided checks by clicking on the check box next to them and then clicking on the **Delete** button below the table.

Note: Once an item is deleted, then it may not be approved. Status of Deleted is displayed for this item.

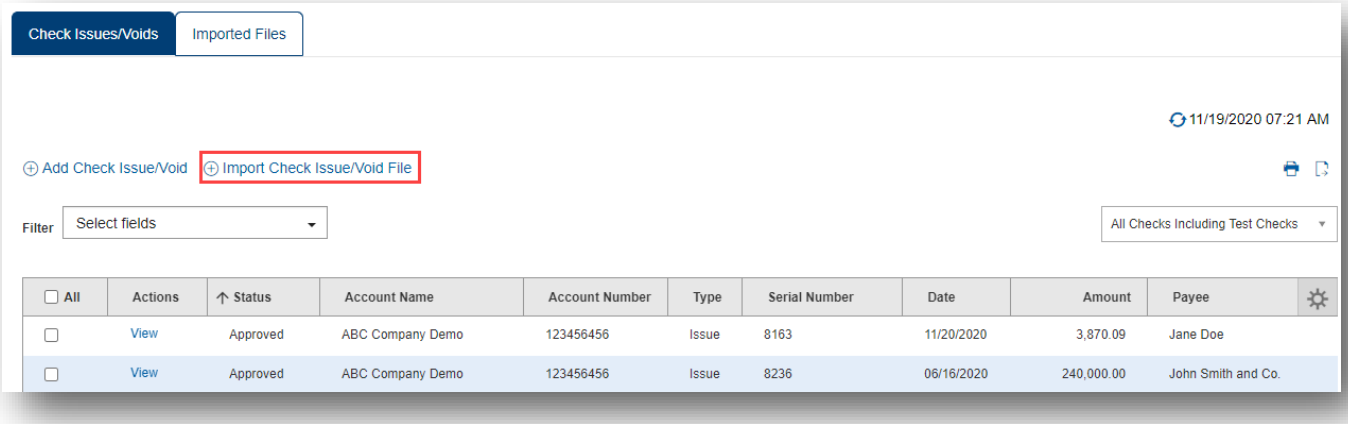
Import a Check Issue/Void

The Fraud Control module allows you to import a check issue file in a comma delimited or fixed-width file format. Use this feature if you would like to send large volume of issue/void information to the bank.

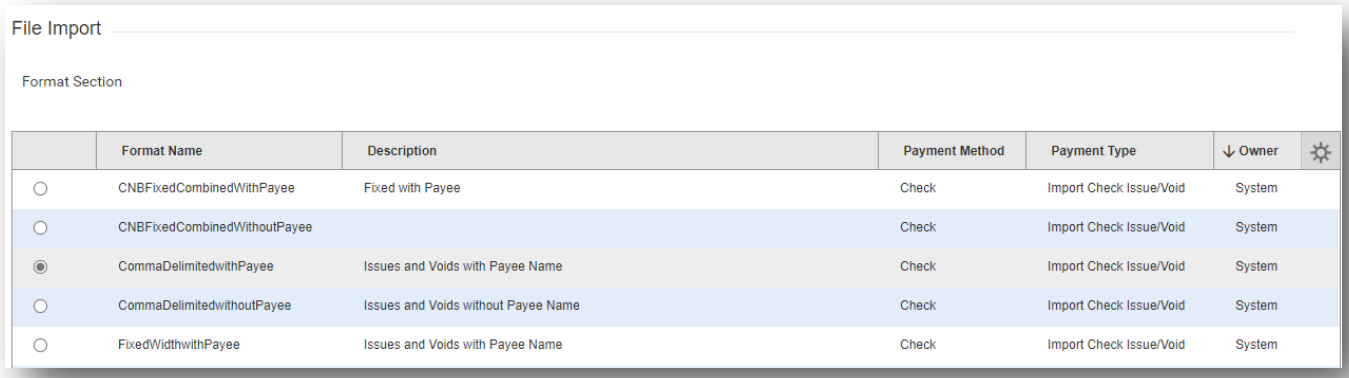
To import a check issue file:

1. Select **Check Issues** from the Fraud Control menu. By default, the **Check Issues/Voids** screen is displayed.

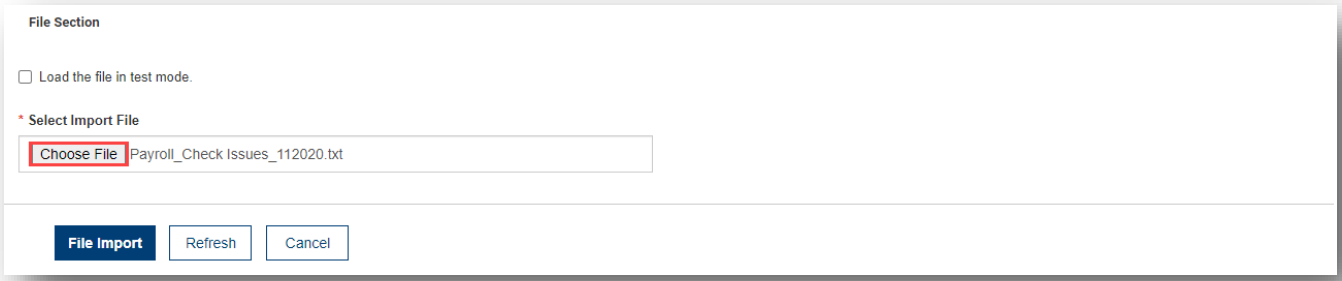
2. Click **Import Check Issue/Void File**. The system displays the File Import screen.



3. Select the desired comma delimited or fixed width format. You may choose from the bank standard format or your own custom format. To create custom import maps for your comma delimited or fixed format files, see Import Data with City National Business Suite guide.



4. Click **Choose File** and select the file that you want to import from your computer.

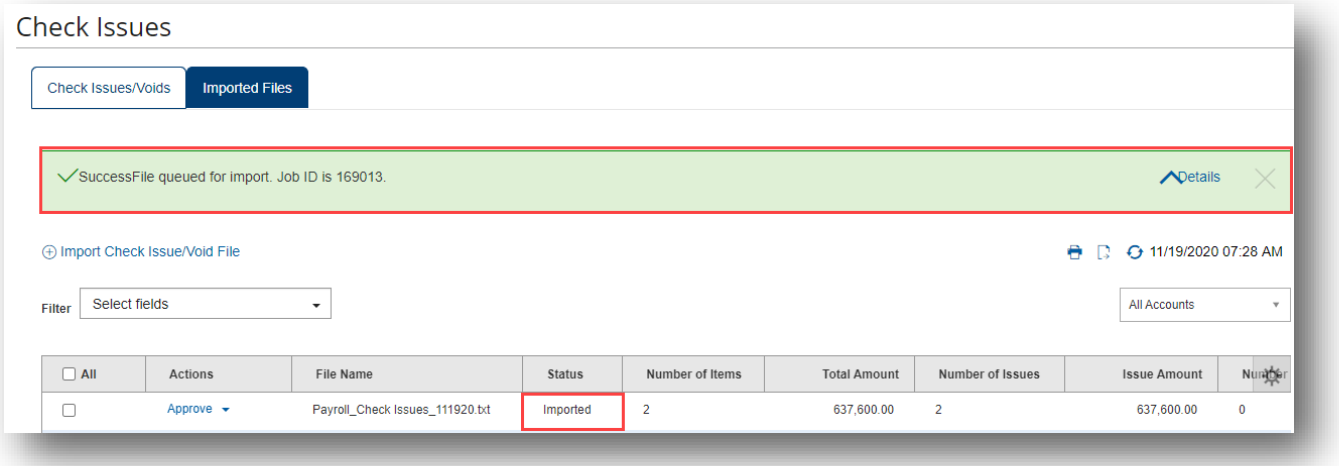


Note: Check the **Load the file in test mode** box if you want to test your file and validate the successful upload of records before officially uploading them. File uploaded in test mode is excluded from bank's validation and is marked as Test Imported or Test Rejected.

5. Click File Import.

6. You are taken to the **Imported Files** tab of the Check Issues screen. A message appears telling you that the file has been successfully queued for import along with the Job ID.

7. Click on the refresh icon above the imported file table until the newly uploaded file appears.



8. The status column displays indicating one of the following statuses:

Status	Definition
Imported	The file has been uploaded successfully. No errors were detected.
Rejected	Possible reasons: None of the issue records were successfully loaded. One or more records in the file has formatting issues. **Action:** Click **View** to review the failed records. Repair the file and upload your again. One, multiple, or all records were identified as duplicates of a previous load. **Actions:** Click **View** to identify the duplicate records. Remove the duplicate records and upload your file again. Your file layout does not match the selected import map. Select the correct import map and upload your file again.
Test Imported	The file has been uploaded successfully in test mode. The file cannot be approved with this status.
Test Rejected	Possible reasons: None of the issue records were successfully loaded in Test Mode. One or more records in the file has formatting issues. **Action:** Click **View** to review the failed records. Repair the file and upload in test mode again. Your file layout does not match the selected import map. **Action:** Select the correct import map and upload your file in test mode again.

Notes:

- Approved check issues are extracted at the top of every hour from 8:00 a.m PT to 7:00 p.m PT. Please distribute checks to your payees at least one hour after your issues display the status of Released.
- All issued/voided items must be approved before they are released to the bank for processing.

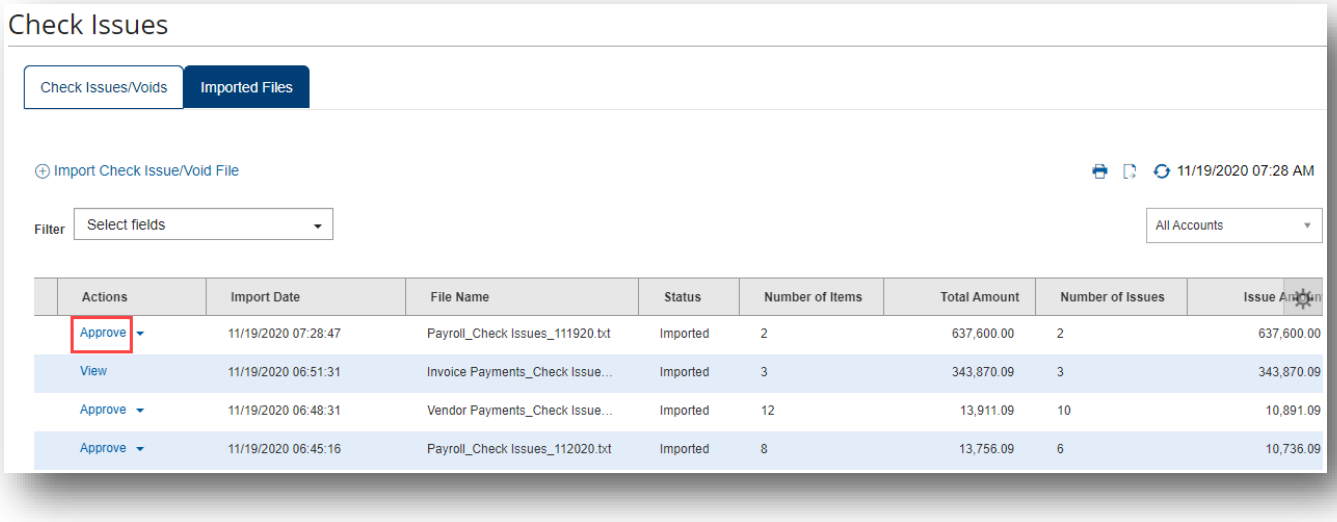
- Issue information must be received by 7:00 p.m. PT for same day processing.
- Any items submitted after 7:00 p.m. PT will be processed the next business day. Released check issue information will remain in issued status in the Positive Pay system indefinitely until an action such as void or stop is submitted or the item is paid.

Approving or Deleting an Imported File

If a file is imported successfully, you can approve it.

To approve an imported file:

1. Select **Check Issues** from the Fraud Control menu. By default, the **Check Issues/Voids** screen is displayed.
2. Click **Imported Files** tab. The system displays the Imported Files screen.
3. If you want to view details of the imported file before approval, click **View**.
4. To approve the imported file, click **Approve**.

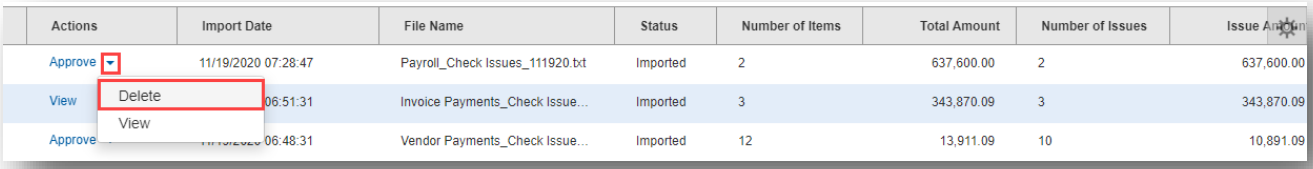


Note: Issue information must be received by 7:00 p.m. PT for same day processing. All imported files must be approved before they are released to the bank.

You can also delete a file if all or certain values were entered in error.

To delete an imported file:

1. Select **Check Issues** from the Fraud Control menu. By default, the **Check Issues/Voids** screen is displayed.
2. Click **Imported Files** tab. The system displays the Imported Files screen.
3. If you want to view details of the imported file before approval, click **View**.
4. To delete the file, click **Delete** in the **Actions** columns.



Note: Approving or deleting an imported check issue file approves or deletes all records in the file. Once an item in a file is either approved or deleted, the entire file may not be approved or deleted from the Imported Files tab.

CITY NATIONAL BANK
AN RBC COMPANY

Positive Pay Quick Reference Guide

Exceptions

Exceptions widget shows accounts that have “suspect” items. Based on the details, you can decide which items to pay, return or pay and issue.

1. Select Exceptions in the Fraud Control menu.
2. By default, the widget displays the number and type of decisions made for **today's** suspect items (Exceptions per Account), one line for each positive pay enabled account. All accounts that have exceptions for that day are listed. If there are no suspect items on a business day, “There is no content” message is displayed.
3. Click the **Exceptions** ink at the top right of the widget to display all the suspect items among all eligible accounts.

Decisioning – Today’s Decisions List

(Account-by-Account Decisioning)

Decisions on suspect items must be submitted before the 1:00 p.m. PT cutoff time on the same day. Suspect items missing a decision will be paid or returned depending on the default decision on your account.

1. Select Exceptions from the Fraud Control menu.
2. Identify an account for which you want to view suspect items and click **View**. Exceptions Decisioning screen will appear
3. You can review the details of the suspect items, including the front and back images, by clicking **View**.
4. At the bottom of the list, choose one of the following actions:
   - Click **Pay** to pay the item.
   - Click **Pay and Issue** to pay the item and submit check issue details to the bank.
   - Click **Return** to return the item without payment.
5. After clicking one of the actions, the decisions are submitted. Your requested transactions will now be approved by the appropriate approver at your firm (as applicable). If approvals are also required, these must also be approved before the cutoff time.

Decisioning – Positive Pay Items List (List View)

The Exceptions widget includes Positive Items link that let you filter the items. By clicking on this link, you can see all positive pay items across all accounts (list view).

1. Select Exceptions from the Fraud Control menu.
2. Click Positive Pay Items link
3. You can review the suspect items by clicking **View** from **Actions**.
4. Review the paid check detail and the image of the check:
   - Click **Pay** to pay the selected item.
   - Click **Pay and Issue** to pay the item and submit check issue details to the bank.
   - Click **Return** to return the item without payment.

Approving Decisions for Suspect Items

Your firm may require approvals of decisioning. Approvals on suspect transactions are made from the Exceptions Decisions screen:

1. Select Exceptions from the Fraud Control menu.
2. The Exceptions widget appears.
3. View the Suspect items by selecting **Exceptions per Account** or **Exceptions** link
4. Check the decisioned items that you would like to Approve or Unapprove.
5. At the bottom of the list, click one of the following actions:
   - Click **Approve** to approve the item.
   - Click **Unapprove** to cancel the approval of an item.

Creating Check Issues and Voids

To manually create an issue or void:

1. Select **Check Issues** from the **Fraud Control** menu. (By Default **Check Issues/Voids,** widget is displayed.)
2. Click Add Check Issue/Void.
3. **Checks Issues** page will display.
4. Use drop-down to select the account or start entering the account number or the account name.
5. Enter the serial number of the check you would like to issue.
6. Use the calendar icon to select the issue date.
7. Enter an amount.
8. To enter additional check issues, enter the number you would like to add, and then click **Add**. Proceed as instructed in Steps 4 through 8. Click **Submit** when completed.

To Import a Check Issue/Void File

1. Select **Check Issues** from the Fraud Control menu. (By Default **Check Issues/Voids** widget is displayed.)
2. Click **Import Check Issue/Void file**. The system displays the File Import screen.
3. Select the desired comma delimited or fixed width import format to be used.
4. Browse to and select the file that you want to import.
5. Click File Import.
6. A message appears telling you that the file has been queued for import. You are taken to the **Imported Files** tab of the Check Issue Management widget; there you can see the status of the file.

Entering Voids

1. Select **Check Issues** from the **Fraud Control** menu. (By Default **Check Issues/Voids** widget is displayed.)
2. Click Add Check Issue/Void.
3. **Checks Issues** page will display.
4. In the **Enter Check Voids** section use drop-down to select the account or start entering the account number or the account name.

5. Enter the serial number of the check that you would like to Void.
6. Use the calendar icon to select the void date.
7. Enter an amount
8. Enter a memo if desired (optional).
9. To enter additional voids, enter the number you would like to add, and then click Add. Proceed as instructed in Steps 3 through 8.
10. Click **Submit**. The void or voids will appear on the **Check Issue Management** widget.

Check Issue Management

1. Select **Check Issues** from the **Fraud Control** menu. (By Default **Check Issues/Voids** widget is displayed, showing the list of check issues and voids.)
2. Click **View** in the **Actions** column to view details of the check issue or void.
3. Click the arrow next to **View** to display additional options:
   - Click **Approve** to approve the check issue or void. After this step the item will be released to the bank.
   - Click **Delete** to delete the issue or void record. Status will change from Entered to Deleted.
   - Click **Modify** to modify the check issue/void information such as amount, issue/void date, memo, or payee name.

To view a list of items imported in a file:

1. Select **Check Issues** from the Fraud Control menu. (By Default **Check Issues/Voids** widget is displayed.)
2. Click the **Imported Files** tab to display the Imported Files widget.
3. Click **View** in the **Actions** column to view a list of check issues in the imported file.
4. By default, the widget displays the number and type of decisions made for **today's** suspect items, one line for each positive enabled account. (See User Guide for details.) All accounts are listed, even if no exceptions exist today.
5. Click the **Positive Pay Items** link at the top right of the widget to display all the suspect items among all eligible accounts.

Approving Check Issues and Voids

Approve a check issue or void from the **Check Issue Management** widget as follows:

1. Click **Check Issues** from the **Fraud Control** menu. (By Default **Check Issues/Voids** widget is displayed. The widget displays the list of check issues and voids.)
2. Click the drop-down arrow next to **View** in the **Actions** column to view the available options and click **Approve**.

1. Alternatively, select multiple issued checks by clicking on the check box next to them and then clicking on **Approve** below the table. Click **Check Issues** from the **Fraud Control** menu. (By Default **Check Issues/Voids** widget is displayed. The widget displays the list of check issues and voids.)
2. Click the drop-down arrow next to **View** in the **Actions** column to view the available options and click **Approve**.
3. Alternatively, select multiple issued checks by clicking on the check box next to them and then clicking on **Approve** below the table.