

Exception Manager User Guide

INTRODUCTION

Exception Manager provides an efficient way to handle exception transactions based on your specific instructions. The feature gives you an opportunity to modify, add or delete information prior to the generation of your data transmission, web page, image transmission, CD-ROM, etc., helping result in fewer exceptions to reconcile at a later time. You can also reject specific items, which would allow us to return them to you.

We will work with you to establish the rules/instructions that will determine which transactions are sent to Exception Manager for review. Programming may be required on our side in support of this service. We can also use an open account receivable file to determine whether a transaction should be presented in Exception Manager.

How To Use Exception Manager

To determine if transactions are present in Exception Manager, you must first log in to Integrated Receivables.

<	INTEGRATED RECEIVABLES	ACCOUNT ANALYSIS STATEMENTS	ACCOUNT TRANSFER	ACH	ACH POSITIVE PAY	ARP STATEMENTS	CHECK MANAGEMENT	CREDIT MANAGEMENT	>
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• To access the Integrated Receivables module, **select the Integrated Receivables tab** from the Modules Bar. The Integrated Receivables homepage displays. For additional information regarding logging in, see the *Getting Started Using PINACLE* tip card.

Please select one of the options bela access your authorized receivables / lo select a lockbox to the right To access your contact information Click the Contact Details link To access the Consolidated Receivables Hub Click the Receivables Hub link	ow or, to ckbox data, <u>Contact Details</u> <u>Receivables Hub</u>	PGH-991979	Receivables Solutions	Pittsburgh



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1. Select the Receivables Hub links and the Receivables Hub page displays with tabs.

Receivables H	ub					e
Dashboard	Outputs	Transactions	Search	Downloads	Remittance On Site	Exception Manager(2)

2. Select the Exception Manger tab, and the Transaction Exception Review list displays for the select lockbox.

		Show (Checklist POHA	Retesh Retesh	Exception Log	Current Time 11:05 (EDT)
nn —	Lockbox PGP 991979 - Receivables Solu	tions				
	Env Num Transaction Start Time Done	Deadline Reported Amount	Exception Current User Areas	lation		
	1 5-2987452 08401-2823 20 55-48 16 33 3 - 4638232 08401-3883 30 53 48 16 33		Manage Failt			
	a section of the sect		ensequence .			

If you have more than one lockbox, you can select another from the drop down menu.

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3. Select any link in the Transaction column, and the details related to the transaction display.

You can:

- Select the Edit Button to view or edit invoices associated with the transaction. The invoice-level detail displays. **Continute with step 4.**
- Select the View Check Image link to view the check and corresponding images associated with the transaction. A new window displays the images. **Select the thumbnail images** along the right side of the window to view the images in the transaction.

Details of a	Keyed Corresp Transaction G-2080075 View <u>Check Image</u> ABART Account Num <u>Check Num</u> Anount Exception <u>Missing Field</u> One Ceadine 16:30		
transaction	Transaction-level Keyed Fields Remitter Name EXECUTIVE RECRUITING INC Costoner Number Missing	Ave CORPORATION NO. No. 10,000 00776334 Operating Account State applates then Are Chy IT 200005 One: men Sid(sys	of images
	204	PAST to Bit Order of Control	Image example

For illustrative purposes only



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• Select the Show Checklist button to review the checklist when you are working with the transaction examples. *Please note: The Checklist will display as a pop-up window.*

Transaction Exceptions Review Checklist	×
The Transaction Exceptions Requiring Review table lists all transactions with exceptions that we	raised during processing and that require review.
 Click the TiD in the Transaction column to display the invoices for the transaction. You can correct, delete or add invoices. The Deadline time is the time by which corrections must be made for these changes to be transactions will automatically be accepted. The Reported Amount column displays the amount of the check. The Exception column displays the reason that the transaction requires review. If someone is currently correcting an exception, you will see a value in the User column an people cannot make corrections to the same transaction at one time. The Release link allows a transaction to be released from a user who has abandoned the caution. 	included in the deposit and in outputs. After the deadline, the d the TID will not be an active link for the associated transaction. Two ransaction without completing the work. This should only be used with

- 4. Edit, delete or add an invoice using the table below to assist you.
 - Prior to making any changes, be sure you are aware of business rules in order to avoid issues processing your data. If you are unsure of these rules, refer to your Treasury Management Officer or Relationship Service Team.
 - Available fields will vary based on whether your system is set for transaction-level information or invoice-level information. However, the system will prompt you to enter the value that is needed.





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то	COMPLETE THESE STEPS	
Edit an Invoice	• Select the Edit button next to the invoice record you want to modify and type your change to the value captured into the Amount Paid field.	Message from webpage
	 Select the Save Changes button. A confirmation message displays asking "Save changes made to Keyed Fields?" 	OK Cancel
	• Select OK to delete your changes. A message displays at the top of the page confirming your changes have been saved.	
	Transaction Exception Review for Transaction G-2080075 Saved changes to Transaction G-2080075	
	• Select Cancel to keep the invoice.	
Delete an Invoice	• Select the Delete button next to the invoice record you want to delete. The entire invoice record will be deleted.	Message from webpage 22
	• Select the Save Changes button. A confirmation message displays asking "Save changes made to Keyed Fields?"	OK Cancel
	• Select OK to delete your changes. A message displays at the top of the page confirming your changes have been saved.	
	Transaction Exception Review for Transaction G-2080075 Saved changes to Transaction G-2080075	
	• Select Cancel to keep the invoice.	



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то	COMPLETE THESE STEPS	
Add an Invoice to the Transaction• Select the Add a New Invoice button. A list of fields displays.• Enter the values into the appropriate boxes.		Add a New Invoice Invoice Keyed Field Value Amount Paid
		XM Comments Save Channes
 Select the Save Changes button. A confirmation message displays asking "Save changes made to Keyed Field?" 		
	• Select OK to save your changes. A message displays at the top of the page confirming your changes have been saved.	Message from webpage 23
	• Select Cancel to continue editing the fields.	OK Cancel
	• You can only add one invoice at a time. Repeat these steps for additional invoices.	

5. Once you have completed all necessary changes, select the Accept button at the top of the page. A message displays.

- Select OK to save your changes.
- Select Cancel to continue editing the transaction.
 - All changes that have been saved and accepted through this page will be included on your final outputs, such as your data transmission, web page, etc. No changes can be made once you have selected the OK button to accept or reject a transaction, and the transactions can't be edited after this point.
 - The following message displays after all transactions from the Transaction List have been accepted or rejected:

There are no outstanding transaction exceptions that require attention

- When entering numbers into amount fields, they should be entered without the decimal point or commas.

Example: \$1,234.56 should be entered as 123456

- When entering a negative amount in a field, the negative sign should be typed prior to the number.

Example: -\$987.54 should be entered as -98754

Warning messages may appear if your business rules are not followed.



Warning Messages

Depending on your business rules for specific fields, warning messages may display while editing or adding invoices. Some reasons for errors you may encounter are described in the table below.

When any of the following errors occur, the value you attempted to enter will be deleted, and the original value will redisplay.

AN ERROR WILL OCCUR WHEN	AND THIS IS THE MESSAGE YOU WILL SEE
An amount is entered into a field, and you type the decimal as part of your entry. Example: \$1,234.56 should be entered as 123456.	Microsoft Internet Explorer
You attempt to enter numbers or special characters (i.e. dashes -, slashes /) into a field where only alpha characters are permitted.	Microsoft Internet Explorer This field must contain only Alphabetic characters and Spaces) OK
You attempted to enter a special character or an alpha character in a field that allows numeric values only.	Microsoft Internet Explorer 🔀 This field must contain a number
 Dates were entered into a date field in an incorrect format or if you include dashes (-) or slashes (/) as part of the entry. Dates should be entered in the MMDDYY format. Example: February 4, 2023 should be entered as 020423. 	Microsoft Internet Explorer
You attempt to enter a negative amount into an amount field that is for positive amounts only.	Microsoft Internet Explorer

Please keep your business rules in mind when modifying, adding or deleting invoices. No changes can be made once you have selected the OK button to accept or reject a transaction.



Exception Log

To view all activity related to Exception Manager, **select the Exception Log button**. The transaction Exception Logs page displays.



For Illustrative Purposes Only.

Deadlines and Commitments

Changes to exception items requiring review can usually be made up until 30 minutes prior to the final deposit deadline foe each individual lockbox.

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