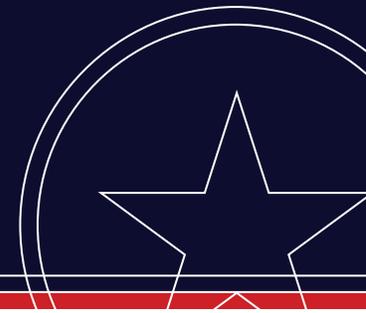


# Integrated Receivables Hub

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.



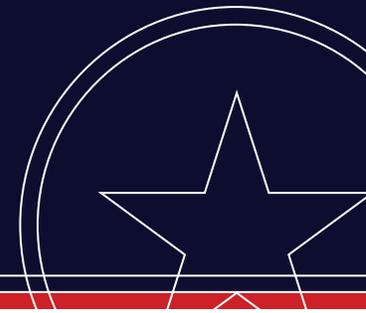
- To access the Integrated Receivables module, **select the Integrated Receivables tab** from the Modules Bar. The Integrated Receivables homepage displays. For additional information regarding logging in, see the *Getting Started Using PINACLE* tip card.



**Receivables Hub Link**

# Integrated Receivables Hub

## Exception Manager User Guide



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



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



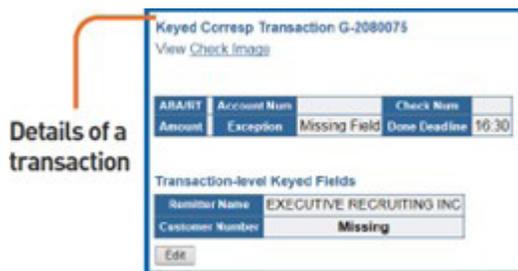
**i** If you have more than one lockbox, you can select another from the drop down menu.



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

You can:

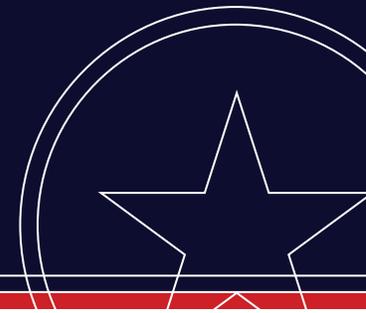
- Select the Edit Button to view or edit invoices associated with the transaction. The invoice-level detail displays. **Continue with step 4.**
- Select the View Check Image link to view the check and corresponding images associated with the transaction. A new window displays the images. **Select the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



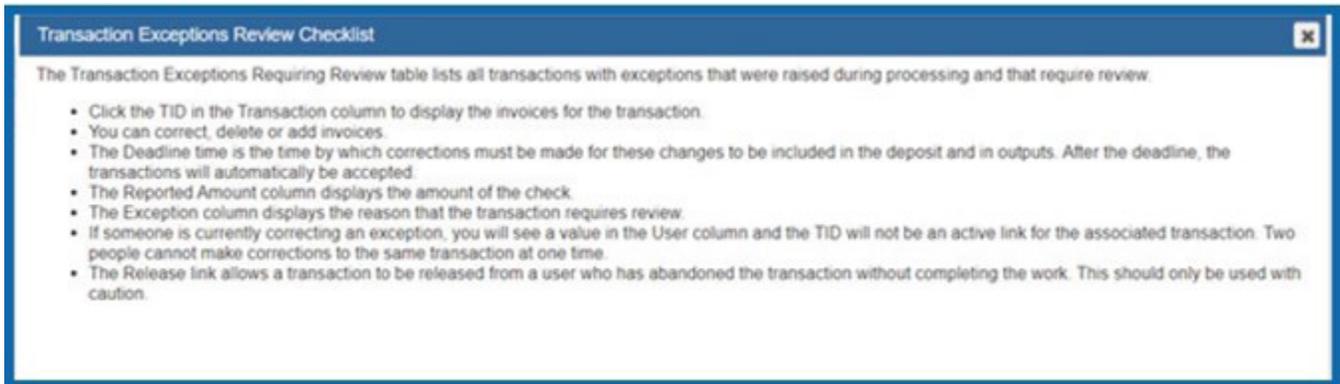
*For illustrative purposes only*

# Integrated Receivables Hub

## Exception Manager User Guide



- **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.*



#### 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.

**Details of invoices**

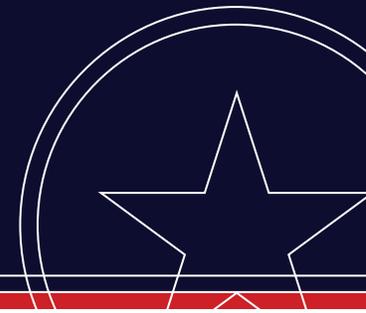
**Invoice-level Keyed Fields**

Invoice	Edit	Delete	Amount Paid	Invoice Number	XM Comments
1	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	\$ 1.00	123456	
2	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	\$ 1.00	678910	
<b>Total</b>			<b>\$ 2.00</b>		

For illustrative purposes only

# Integrated Receivables Hub

## Exception Manager User Guide



TO	COMPLETE THESE STEPS
<p><b>Edit an Invoice</b></p>	<ul style="list-style-type: none"> <li>• <b>Select the Edit button</b> next to the invoice record you want to modify and type your change to the value captured into the Amount Paid field.</li> <li>• <b>Select the Save Changes button.</b> A confirmation message displays asking “Save changes made to Keyed Fields?”</li> <li>• <b>Select OK</b> to delete your changes. A message displays at the top of the page confirming your changes have been saved.</li> </ul> <div data-bbox="1084 478 1453 682" data-label="Image"> </div> <div data-bbox="451 842 1042 926" data-label="Text"> <p><b>Transaction Exception Review for Transaction G-2080075</b> <b>Saved changes to Transaction G-2080075</b></p> </div> <ul style="list-style-type: none"> <li>• <b>Select Cancel</b> to keep the invoice.</li> </ul>
<p><b>Delete an Invoice</b></p>	<ul style="list-style-type: none"> <li>• <b>Select the Delete button</b> next to the invoice record you want to delete. The entire invoice record will be deleted.</li> <li>• <b>Select the Save Changes button.</b> A confirmation message displays asking “Save changes made to Keyed Fields?”</li> <li>• <b>Select OK</b> to delete your changes. A message displays at the top of the page confirming your changes have been saved.</li> </ul> <div data-bbox="1084 1003 1453 1207" data-label="Image"> </div> <div data-bbox="451 1367 1042 1451" data-label="Text"> <p><b>Transaction Exception Review for Transaction G-2080075</b> <b>Saved changes to Transaction G-2080075</b></p> </div> <ul style="list-style-type: none"> <li>• <b>Select Cancel</b> to keep the invoice.</li> </ul>

# Integrated Receivables Hub

## Exception Manager User Guide

TO	COMPLETE THESE STEPS								
<p>Add an Invoice to the Transaction</p>	<ul style="list-style-type: none"> <li>• <b>Select the Add a New Invoice button.</b> A list of fields displays.</li> <li>• <b>Enter the values into the appropriate boxes.</b></li> <li>• <b>Select the Save Changes button.</b> A confirmation message displays asking “Save changes made to Keyed Field?”</li> <li>• <b>Select OK</b> to save your changes. A message displays at the top of the page confirming your changes have been saved.</li> <li>• <b>Select Cancel</b> to continue editing the fields.</li> <li>• You can only add one invoice at a time. Repeat these steps for additional invoices.</li> </ul> <div data-bbox="1084 478 1453 615" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Add a New Invoice</p> <table border="1"> <thead> <tr> <th>Invoice Keyed Field</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Amount Paid</td> <td><input type="text"/></td> </tr> <tr> <td>Invoice Number</td> <td><input type="text"/></td> </tr> <tr> <td>XM Comments</td> <td><input type="text"/></td> </tr> </tbody> </table> <p>Save Changes</p> </div> <div data-bbox="1084 718 1453 919" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Message from webpage</p> <p>Save changes made to Keyed Fields?</p> <p>OK Cancel</p> </div>	Invoice Keyed Field	Value	Amount Paid	<input type="text"/>	Invoice Number	<input type="text"/>	XM Comments	<input type="text"/>
Invoice Keyed Field	Value								
Amount Paid	<input type="text"/>								
Invoice Number	<input type="text"/>								
XM Comments	<input type="text"/>								

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**

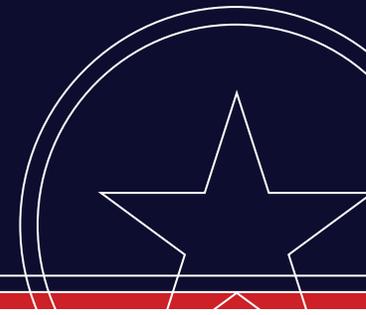
- When entering numbers into amount fields, they should be entered without the decimal point or commas.

**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.*



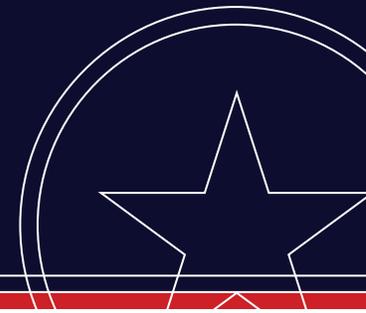
## Warning Messages

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.*

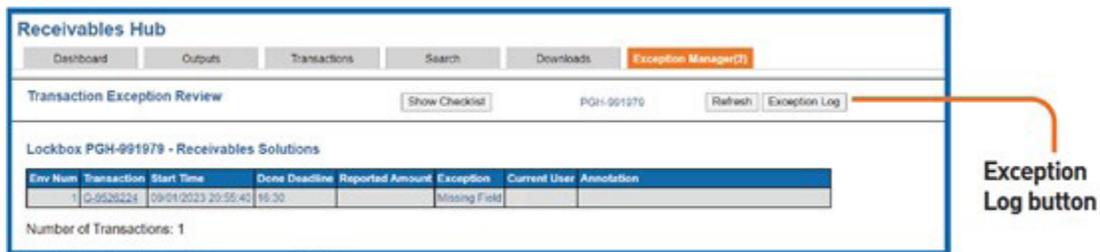
AN ERROR WILL OCCUR WHEN	AND THIS IS THE MESSAGE YOU WILL SEE
<p>An amount is entered into a field, and you type the decimal as part of your entry.</p> <p><b>Example:</b> \$1,234.56 should be entered as 123456.</p>	
<p>You attempt to enter numbers or special characters (i.e. dashes -, slashes /) into a field where only alpha characters are permitted.</p>	
<p>You attempted to enter a special character or an alpha character in a field that allows numeric values only.</p>	
<p>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.</p> <p><b>Example:</b> February 4, 2023 should be entered as 020423.</p>	
<p>You attempt to enter a negative amount into an amount field that is for positive amounts only.</p>	

*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.*

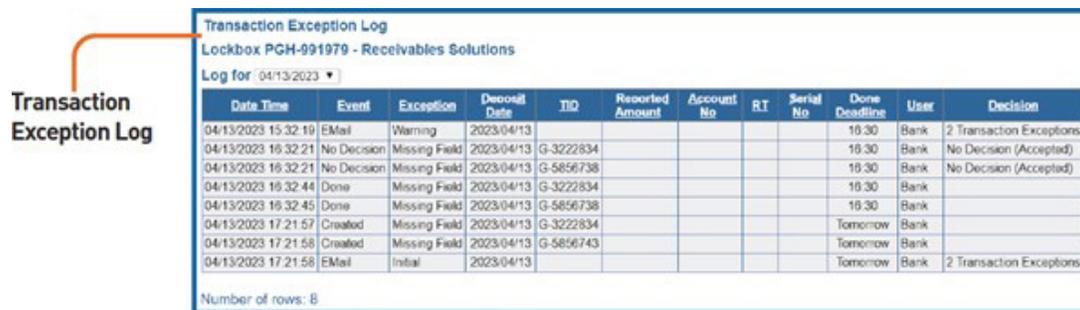


## Exception Log

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



*For illustrative purposes only*



*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 for each individual lockbox.

*Texas Capital is the collective brand name for Texas Capital Bank ("TCB") and its separate, non-bank affiliates and wholly owned subsidiaries. TCB is a wholly owned subsidiary of Texas Capital Bancshares, Inc. We are headquartered in Dallas, Texas, and work with clients across the country. All services are subject to applicable laws, regulations and service terms. For deposit products, Member FDIC.*