First Horizon
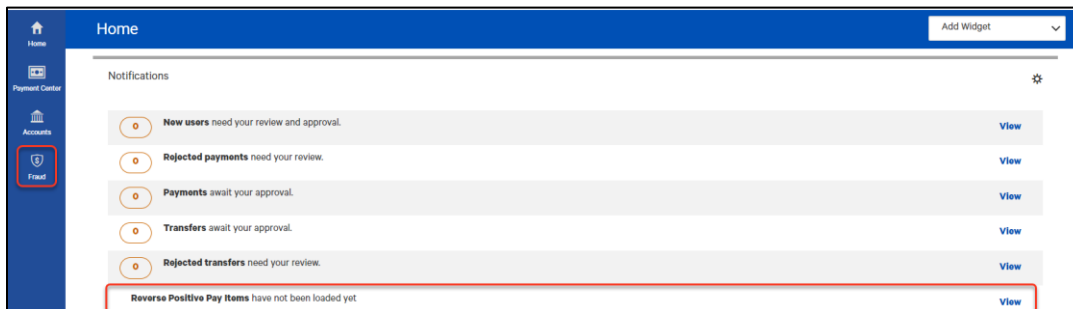# BusinessConnect^{SM}

Reverse Positive Pay

PAYMENT FRAUD CONTROL WIDGET

The Payment Fraud Control widget displays all accounts enabled for reverse positive pay. Based on the details of the suspect items, you can decide which items to pay or return.

VIEW LIST

1. Select **Fraud** from the menu on the left side. Or, click **View** on the Reverse Positive Pay Items located in the **Notifications widget**.

2. The Payment Fraud Control widget appears. There are two views, **Today's Decision List** (the default) and **Decision History**.

3. The widget displays a line for each entitled account and displays the following information:
   - **Actions**- view to take action on the item
   - **Status**- the status of decisions for the account
   - **Account Number** - the account number
   - **Account Name**- the name of the account
   - **Items**- 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
   - **Cutoff Time**- The time that decisions must be submitted

MAKING DECISIONS ON PAID ITEMS

Decisions on paid items must be made by the cutoff time. If a decision is not made by this time, the default decision specified by the Bank will be made.

DECISIONING FROM TODAY'S DECISIONS LIST

To make decisions on suspect items from the **Today's Decisions** List:
1. Select **Fraud** from the menu on the left side.
2. View the list in two ways, Accounts by Type and Reverse Positive Pay Items.
3. Find an **Account** in the list that you want to view suspect items.
4. Click **View** to see a list of checks for that account.
5. In the **Actions** column, click **View** to see the details and image of the check. Or click the drop down arrow and chose **Return** to return the check or **Pay** to pay the check.

6. After viewing the check, you will still need to select Pay or Return to decision the item.

7. Alternatively, place a check mark in the box to the left of each check that you want to perform the same action on. At the bottom of the list, chose one of the following actions:
   - Click **Pay** to pay the selected item (s).
   - Click **Return** to return the item(s) without payment.
   - Click **Approve** to approve the item. This function approves the selected decision.
   - Click **Unapprove** to cancel the approval of an item or to change a previously entered decision.
8. After clicking one of the actions, the decisions are submitted.

Note:

By default, the Today's Decisions view will show all items for today. Optionally, the screen may be filtered to view only items needing a decision. Click the drop-down arrow above the matrix on the right side to filter for only the items that have not yet been decisioned. When changed to filter for **Needs Decision**, a Set as Default button will appear to the left. Clicking the **Set as Default** will change your default view to Needs Decision.

View of **Needs Decision**:

View of **All Decisions**

VIEW DECISION HISTORY

You may also view the history of your decisions by clicking **Decision History**. Current day's decisions will appear in Decision History the following business day.

	Decision Date	Account Number	Decision	Return Reason	Exception Reason	Decision Submitted	Serial Numb...	Paid Date	Paid Amou...	Payee Na...
☐ All										
☐	05/20/2021 15:05:14	2200	P			Pay	0	05/19/2021	3,101.43	
☐	05/20/2021 15:05:14	2200	P			Pay	0	05/19/2021	9.06	
☐	05/20/2021 15:05:14	2200	P			Pay	0	05/19/2021	10,835.51	
☐	05/20/2021 15:05:14	2200	P			Pay	0	05/19/2021	33.75	
☐	05/19/2021 15:05:17	2200	P			Pay	0	05/18/2021	1,500.00	
☐	05/19/2021 15:05:17	2200	P			Pay	0	05/18/2021	125.08	
☐	05/19/2021 15:05:17	2200	P			Pay	0	05/18/2021	1,677.11	
☐	05/19/2021 15:05:17	2200	P			Pay	0	05/18/2021	40.42	
☐	05/19/2021 15:05:17	2200	P			Pay	0	05/18/2021	1,068.47	
☐	05/19/2021 15:05:17	2200	P			Pay	0	05/18/2021	569.87	

Payment Fraud Control

Today's Decisions **Decision History**

Filter Select fields

Viewing 1-50 of 101 records

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