



## Help Card: Positive Pay Suspect Item Alert Regions iTreasury

*The following information provides guidance to help users set up a Positive Pay Suspect Item Alert. This alert will generate when exceptions have loaded for the selected accounts to iTreasury and are ready for user review.*

### Administration and Settings

1. After logging in to iTreasury, hover over the **Administration and Settings** tab and select **Alerts Center**.
2. Under the **Alerts** section click on **Add New Alert** and fill out the following fields.
  - o **Alert Name** – Name the Alert (ex. Positive Pay Suspect Item Alert).
  - o **Alert Group** – From the drop-down menu select **Check Management**.
  - o **Alert Type** – From the drop-down menu select **Positive Pay Suspect Item Alert**.
  - o **Recipient** – Select the recipient(s) who will be receiving the alert or manually enter the email address(es).  
**NOTE:** There is no limit to the number of recipients. This can be individual email addresses or a group email.
  - o **Account Number** – Select the account number(s). Click on **Save**.

**NOTE:** Positive Pay exceptions should be decisioned and approved by 2:00 p.m. CST. The Suspect Items that are not in an Approved status by 2:00 p.m. CST will have the default decision applied.

### Questions?

Two other Positive Pay alerts are available in iTreasury under **Check Management: Positive Pay Cutoff Time is Approaching** and **Positive Pay Decision Pending Approval**. Please reference the [Working with Alerts](#) help card for more information on these alerts, recipients, groups and additional iTreasury alerts.

Should you have any additional questions, or need further assistance, please contact Regions Client Services:

- Email: [ClientServicesGroup@regions.com](mailto:ClientServicesGroup@regions.com)
- Phone: 1-800-787-3905