

## Positive Pay Check Correction Request Client Job Aid

### Purpose

This job aid outlines the steps to request a correction when a check has incorrectly posted to your account due to a presentment (encoding) error **AND** you have made the decision to Pay the exception in the Positive Pay system.

### When Is a Correction Required?

A correction request should be submitted when the check:

- 1) contains a presentment error
- 2) appears as a Positive Pay exception, and
- 3) is decided by the client to Pay

### Common Errors and Resolution

PP Exception	Presentment Error Type	Resolution
Amount Mismatch	Check Amount Encoding	Request a correction
Unfound	Check Serial # Encoding	Request a correction
Unfound	Check Correct – No issue processed	Add issue to Pos Pay
Duplicate Paid	Check Serial # Encoding	Request a correction
Duplicate Paid	Check Paid Twice	Decision to Return
Paid Against VOID	Check Serial # Encoding	Request a correction

### How to Request a Correction

Send an email to [ARP@easternbank.com](mailto:ARP@easternbank.com) on the same business day the item is decided to Pay.

### Required Information

Presented Check Details:	Corrected Check Details:
<ul style="list-style-type: none"> <li>• Last 5 digits of account number</li> </ul>	<ul style="list-style-type: none"> <li>• Correct check amount</li> </ul>
<ul style="list-style-type: none"> <li>• Date of exception</li> </ul>	<ul style="list-style-type: none"> <li>• Correct check serial number</li> </ul>
<ul style="list-style-type: none"> <li>• Presented check amount</li> </ul>	
<ul style="list-style-type: none"> <li>• Presented check serial number</li> </ul>	
<ul style="list-style-type: none"> <li>• Confirmation the item was decided to Pay in Positive Pay</li> </ul>	

### What Happens Next?

The Account Reconciliation team will review the request, process the correction the same business day so that items will settle correctly to your account, and confirm completion with the requesting party.

### Important Notes

- Only items decided to Pay require correction processing
- Incomplete requests may delay processing