

Practical AI in Payments and Receivables

A checklist for identifying where AI and automation can reduce manual work.

AI is on the agenda for many financial institutions. Before deciding where to apply AI in payments and receivables, it helps to look at the work teams are already doing every day: accepting and processing payments, resolving exceptions, reconciling information, and tracking activity across systems.

This day-to-day work is where practical applications of AI and automation can create the most value. If a process is repetitive, data-driven, and still handled manually, it may be a good candidate for automation or AI assistance.

Use this checklist to identify where manual work slows payment operations, where staff judgment still matters, and where AI and automation can help reduce effort, improve consistency, and simplify workflows.

1. Where manual work slows payment and receivables operations

Look for the recurring steps that require staff to review, route, research, correct, or confirm payment activity.

Payment intake and routing

- ☐ Which payments are still received through staff-assisted, branch-based, mailed, or other manual channels?
- ☐ Which intake steps follow repeatable patterns that could be supported through rules, automation, or guided workflows?
- ☐ Where do staff still need to review, route, research, post, or reconcile payment activity before it can move forward?

Exception handling

- ☐ Which payment exceptions require manual review, correction, or routing?
- ☐ Are the same exception types recurring month after month?
- ☐ Could recurring exceptions be categorized, prioritized, or routed more consistently before staff review?

Paper-to-digital gaps

- ☐ Which payment channels still create manual sorting, posting, research, or reconciliation work?
- ☐ Are eligible electronic payments falling back into manual or paper-heavy processes?
- ☐ Could workflow rules or automation help keep more routine activity moving without manual intervention?

Reporting and reconciliation

- ☐ Can teams easily see which payments, exceptions, returns, and posting files need attention?
- ☐ Is payment activity visible across channels?
- ☐ Is the data consistent enough to support automated reporting, trend analysis, or exception prioritization?

2. Where AI and automation can simplify work

Not every operational challenge needs AI. Some work is better suited for rule-based automation, standardized workflows, or better digital tools. AI is most useful where teams need help recognizing patterns, prioritizing work, summarizing information, surfacing exceptions, or coordinating next steps within defined rules and human oversight.

Rule-based automation

Routine payment activity can often be streamlined when the process is predictable and the next step is clear. Look for tasks where staff are repeatedly entering, reviewing, routing, or correcting the same types of information.

Workflow automation

Some processes need more consistent movement from one step to the next. Look for handoffs, approvals, file reviews, posting steps, or exception queues that could be routed more consistently through automated workflows.

AI-assisted review and prioritization

AI can help teams spot patterns, identify recurring issues, prioritize what needs attention, and surface exceptions for review. This is especially useful when teams are sorting through large volumes of payment activity or repeated exception types.

Human oversight

Not every decision should be automated. Identify where staff judgment, compliance review, client impact, or exception resolution still requires human oversight.

Operational capacity

Practical automation is not about removing people from the process. It is about reducing repetitive work so teams have more capacity to focus on exceptions, client-impacting issues, and higher-value decisions.

3. Questions to ask before applying AI to payment operations

Before evaluating new AI tools or automation projects, define the operational problem first.

- ☐ What payment or receivables operations problem are we trying to solve?
- ☐ Where do we still rely on manual work?
- ☐ Which workflows are repeatable enough for automation or AI assistance?
- ☐ What data and workflows need to be connected first?
- ☐ Where does the process require human review, approval, or oversight?
- ☐ What would a better outcome look like: fewer manual touches, faster resolution, fewer payment-status questions, better exception visibility, or easier self-service?
- ☐ What can we improve now without waiting for a large AI transformation project?
- ☐ How will we monitor accuracy, risk, compliance, and client impact over time?

4. How CheckAlt helps strengthen payment operations

AI and automation are most useful when they are applied to specific workflows, supported by reliable data, guided by clear decision points, and managed with appropriate human oversight.

CheckAlt helps financial institutions put those principles into practice across payment operations, from accepting and processing payments to managing exceptions, posting and tracking activity across paper and digital channels. We apply automation and AI-enabled capabilities in practical ways that help reduce manual work, improve visibility, and manage exceptions more efficiently.



Streamline routine workflows

CheckAlt applies automation to help simplify routine workflows across paper and digital channels, reducing manual review, routing, keying, research, posting, and reconciliation.



Reduce repeat manual effort

CheckAlt helps reduce recurring manual steps by applying rules, workflow automation, and AI-enabled capabilities to the tasks that follow predictable patterns.



Manage exceptions more efficiently

CheckAlt applies automation and AI-enabled capabilities to help categorize, prioritize, and route exception work, helping teams spend less time sorting through issues and more time resolving them.



Strengthen operational visibility

CheckAlt gives teams clearer visibility into payment activity, exceptions, returns, and posting information across paper and digital channels, helping them see what work needs attention and where automation can make the greatest impact.

Together, these capabilities help financial institutions reduce manual effort, improve consistency, and apply AI and automation in practical ways across the payment workflows where they can make the greatest impact.

Practical AI works best when it is tied to specific operational problems.

For financial institutions, payment operations offer clear opportunities to reduce manual work, improve visibility, and simplify how teams manage activity across paper and digital channels.

Ready to identify where AI and automation can simplify payment operations?

Talk with CheckAlt about where payment and receivables workflows can be simplified, automated, and made easier to manage.



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