

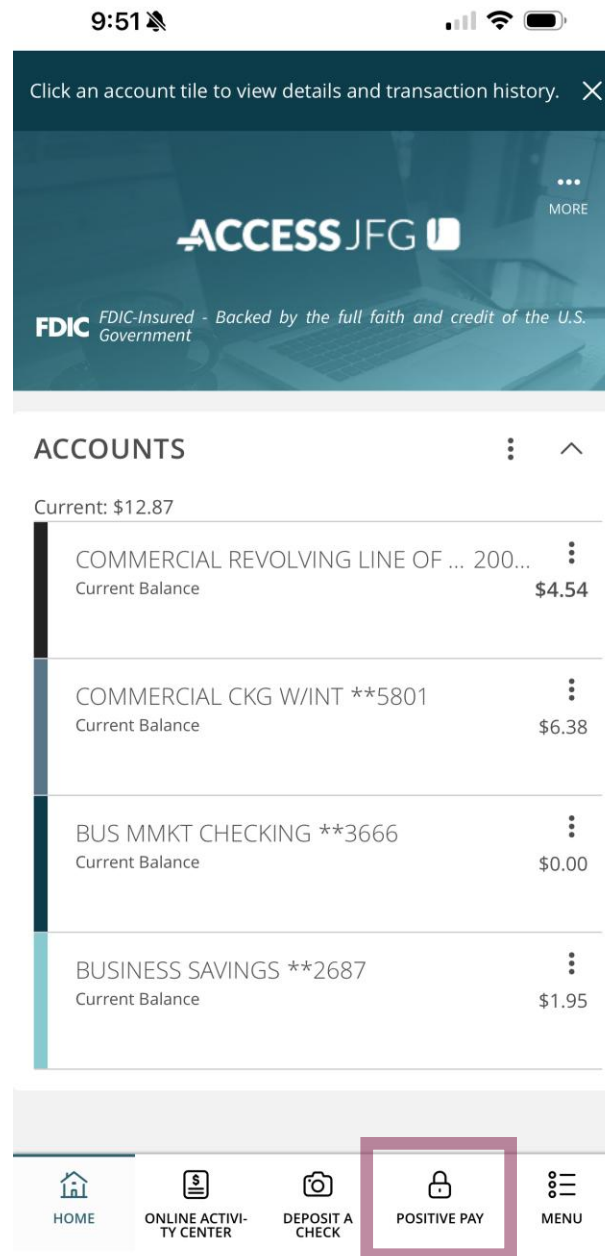
Positive Pay Exception Processing on the Johnson Financial Group Mobile App

All exception decisions must be completed by 1:00 PM CT
These screenshots are from an iPhone. User interface may
look slightly different depending on your mobile device



Upon logging into the AccessJFG mobile app, tap **Positive Pay** on the thumb bar at the bottom of the screen.

Alternatively, tap Menu on the thumb bar and select Positive Pay from the Cash Management menu.



Menu

ACCESS JFG

Exceptions (2)

Add Check

You will see a list of your exceptions on this screen. Tap the exception you would like to review and decision.

NOTE: Exceptions will be given a decision of Return if no decision has been made by 01:00 PM Central Time (US & Canada). For any questions please contact us at 888.769.3796 or tmsupport@johnsonfinancialgroup.com

All Accounts

Decisions Needed

Search

\$0.23

Unauthorized ACH Tra...

\$1.46

Paid Not Issued

Check #1059

Total Decided (4/6)

Total \$2.20

Submit

[Menu](#)**FDIC**FDIC-Insured - Backed by the full faith and credit of the
U.S. Government

Positive Pay

[Exceptions](#) [Add Check](#)[< Back](#)**\$0.01** Unauthorized ACH Transaction

Account Name: Test 2687

Account Number: *****2687

Paid Date: 1/14/2026

SEC Code: CCD

Description: PREAUTH ACH DEBIT CM test Co 2 ACH Paymen
260114

Transaction Type: Debit

Company ID: 2789456123

[Pay](#)[Return](#)Total Exceptions **(2)** \$0.02 Total Decided **(0)** \$0.00[Next Exception](#)

After tapping the exception, the reason for the exception as well as detailed information about the transaction will display.

Menu

ACCESS JFG

FDIC

FDIC-Insured - Backed by the full faith and credit of the
U.S. Government

Positive Pay

[Exceptions](#) [Add Check](#)[< Back](#)

\$0.01 Unauthorized ACH Transaction

Account Name: Test 2687

Account Number: *****2687

Paid Date: 1/14/2026

SEC Code: CCD

Description: PREAUTH ACH DEBIT CM test Co 2 ACH Paymen
260114

Transaction Type: Debit

Company ID: 2789456123

Pay

Return

Clear

[+ Add ACH Rule](#)

Total Exceptions (2) \$0.02 Total Decisioned (0) \$0.00

Next Exception

Select to **Pay** or **Return** the transaction.

If you choose to **Return** a transaction, you will be asked to provide the **Return Reason**.

For ACH transactions, if you select to **Pay** it, you will be given an option to create an ACH Rule for this company. To create a rule, click **+ACH Rule**.

If you choose to create a rule, fill in the window that appears.

Description: We recommend leaving this description field blank unless you need to match specific text from an ACH transaction. Any entry must match exactly within the transaction description to avoid exceptions.

SEC Code: You are given the option of choosing the SEC code that was sent with the transaction or All SEC Codes. We suggest using **All SEC Codes**.

Transaction Type: Leave as **Debit Only**. We do not block Credits.

Company ID: The Company ID is prefilled with the ID from the ACH.

Max Amount: Enter the highest dollar amount you want for transactions from this company to be allowed. Any transactions over this amount will result in an exception. If you don't want a maximum, enter \$0.00.

Click **Save** when finished.

9:39

Menu ACCESS JFG

i
To make further changes to this rule, please log in to ETMS

Description (optional)

SEC Code
☒ CCD
☐ All SEC Codes

Transaction type
☒ Debit only
☐ Credit only
☐ Both Credit and Debit

Company ID: 2789456123

Max amount
\$

Cancel Save

Menu

ACCESS JFG

Exceptions (2)

Add Check

< Back

\$0.23 Unauthorized ACH Transaction

Account Name: Test 3666

Account Number: [REDACTED] 6

Paid Date: 11/30/2020

SEC Code: PPD

Description: PREAUTH ACH DEBIT CM Test 2 Ppay
Test 201130

Transaction Type: Debit

Company ID: 3789456123

ACH Rule Added

Clear



Pay



Return

Total Decided (4/6)

Total \$2.20

Next

When you have made your decision, tap **Next**. You will be brought to the next exception or, if not further exceptions are awaiting decision, you will be taken to the confirmation screen.

Menu

ACCESS JFG

< Back

\$1.46 Paid Not Issued

Check #: 1059

Paid Date: 11/30/2020

Check exceptions will show you the reason for the exception as well as an image of the check.

TEST CASH MANAGEMENT
555 MAIN ST SUITE 290
RACINE, WI 53403

1059
79-1195/759
34000

DATE 11-24-20

PAY TO THE ORDER OF P Pay Test Company \$ 1.46
One dollar and 46/100 DOLLARS

JOHNSON BANK johnsonbank.com

FOR [Signature] 1059

075911852< [MICR Line]

TEST CASH MANAGEMENT
555 MAIN ST SUITE 290
RACINE, WI 53403

075911852< 113020 JOHNSON BANK

CLICK BOX OR MOBILE KEY TO DEPOSIT
OR RETURN TO FINANCIAL INSTITUTION FOR DEPOSIT

Pay

Return

Total Decided (4/6)

Total \$2.20

Next

Menu

ACCESS JFG

< Back

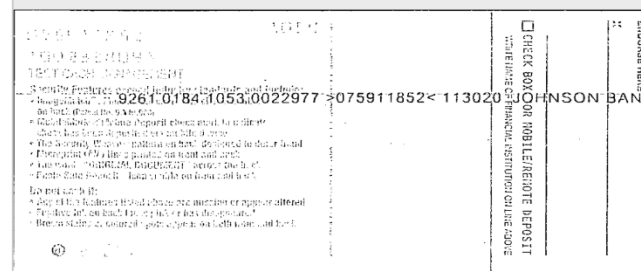
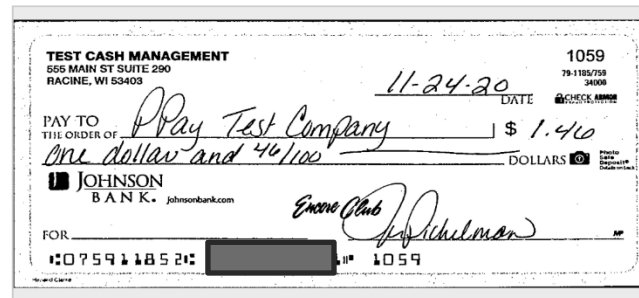
\$1.46 Paid Not Issued

Check #: 1059

Paid Date: 11/30/2020

Make your decision to **Pay** or **Return** the check. If you choose to **Return** the check, you will be asked to provide a Return Reason.

Click **Next** when completed.



Clear



Pay



Return

Total Decided (4/6)

Total \$2.20

Next

Menu

ACCESS JFG

Exceptions (2)

Add Check

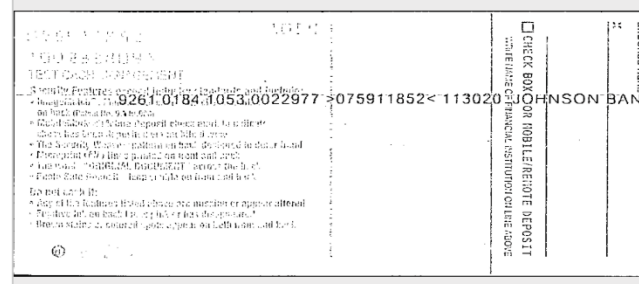
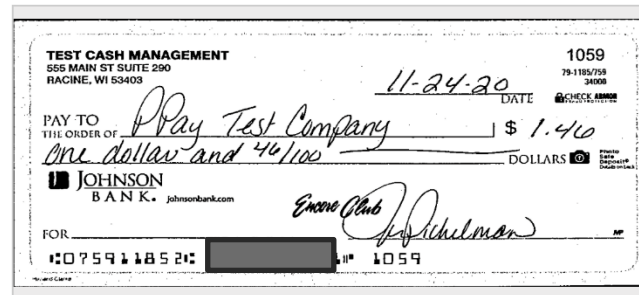
< Back

\$1.46 Paid Not Issued

Check #: 1059

Paid Date: 11/30/2020

If there is an exception that you don't want to decision, tap the <Back option to return to the overview screen.



Pay



Total Decided (4/6)

Total \$2.20

Next

When all the decisions have been made, you will be taken back to the overview screen. Review your decisions and click **Submit Decisions** to confirm your decisions.

9:41

Menu

ACCESS JFG

not made by 1:00 PM Central Time (US & Canada). If you have any questions, please contact us at 888.769.3796 or tmsupport@johnsonfinancialgroup.com

Accounts

All Accounts

Search PosPay Exceptions

Q

Search

Status

Decision Needed

\$0.01

✓ Pay

Unauthorized ACH Transac...

\$0.01

✓ Pay

Unauthorized ACH Transac...

Total Exceptions (2) \$0.02

Total Decisioned (0) \$0.00

Submit Decisions

Menu

ACCESS JFG

Decisions Submitted

After submitting your decisions, you will see a green bar at the top of the screen confirming they have been submitted.

At the bottom of the screen, you will see the status of your exceptions for today. In this case, five of the six exceptions have been decided leaving one still needing a decision.

NOTE: Exceptions will be given a decision of Return if no decision has been made by 01:00 PM Central Time (US & Canada). For any questions please contact us at 888.769.3796 or tmsupport@johnsonfinancialgroup.com

All Accounts

Decisions Needed

Search

\$1.46

Paid Not Issued

Check #1059

Total Decided (5/6)

Total \$2.43

Submit

Thank You

Additional Resources and Support

For additional resources, including “how-to” guides, please visit our online Client Resources page at <https://www.johnsonfinancialgroup.com/client-resources>

If further support is needed, please call our Treasury Management Support Center at 888.769.3796 or by email at tmsupport@johnsonfinancialgroup.com.

[JohnsonFinancialGroup.com](https://www.johnsonfinancialgroup.com)

