



# Positive Pay Exception Processing

*All exception decisions must be completed by 1:00 PM CT*

On Thursday, November 26th, no electronic transactions will be processed or transmitted as the Federal Reserve and Johnson Financial Group will be closed in observance of Thanksgiving Day.

Click an account tile to view details and transaction history.

- Home
- Message Center
- Transactions
- Cash Management
  - Payments
  - ACH Pass-Thru
  - DepositPartner - SSO
  - Lockbox
  - Tax Payment
  - JFG One Card
  - Merchant Services
  - Recipient Address Book
  - Subsidiaries
  - Positive Pay**
  - Business Gateway
  - Positive Pay
  - Small Business Credit C...
- Transfers
- Locations

## Home

### ACCOUNTS

Current: \$125.81

RLC VARIABLE 200201  
Current Balance

\$4.10

VARIABLE COMMERCIAL 200202  
Current Balance

\$9.50

Test Checking \*\*5801  
Available Balance  
Current Balance

\$71.45  
\$71.45

COMMERCIAL CHECKING \*\*2687  
Available Balance  
Current Balance

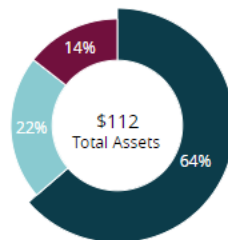
\$24.57  
\$24.57

COMMERCIAL CHECKING \*\*8091  
Available Balance  
Current Balance

\$16.19  
\$16.19

### ACCOUNT SUMMARY

Assets Debts



#### Test Checking XXXXXX5801

63.68%

Available Balance  
Current Balance  
View Transactions

\$71.45  
\$71.45

< Previous

Next >

DepositPartner

Positive Pay

Business Gateway

Select **Positive Pay** under the **Cash Management** menu.

On Thursday, November 26th, no electronic transactions will be processed in observance of Thanksgiving Day.

Financial Group will be closed in observance of Thanksgiving



Loading...



- Home
- Message Center <sup>2</sup>
- Transactions
- Cash Management
- Payments
  - ACH Pass-Thru
  - DepositPartner - SSO
  - Lockbox
  - Tax Payment
  - JFG One Card
  - Merchant Services
  - Recipient Address Book
  - Subsidiaries
  - Positive Pay
  - Business Gateway
  - Positive Pay
  - Small Business Credit C...
- Transfers
- Locations
- Reports

You will see a Loading screen as the Single Sign On connects to the Positive Pay system. Please note, there may be a delay as the system loads.

- Home
- Message Center <sup>16</sup>
- Transactions
- Cash Management
- Payments
- ACH Pass-Thru
- DepositPartner - SSO
- Lockbox
- Tax Payment
- JFG One Card
- Merchant Services
- Recipient Address Book
- Subsidiaries
- Positive Pay**
- Business Gateway
- Small Business Credit C...
- Transfers
- Locations
- Reports
- Account Services
- Help

## Positive Pay

[Launch Advanced Options](#)

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

Exceptions (26)

[Add Check](#)

All Accounts

Decisions Needed

**\$1,402,372.22** Unauthorized ACH ...**\$4,116,353.50** Unauthorized ACH ...**\$323.82** Paid Not Issued  
Check #44285...**\$13,660.00** Paid Not Issued  
Check #442' ....**\$622.00** Paid Not Issued  
Check #442' ...

### **\$4,116,353.50** Unauthorized ACH Transaction

Account Name:

Account Number: 31

Paid Date: 12/11/2020

SEC Code: PPD

Description: PREAUTH ACH DEBIT

Transaction Type: Debit

Company ID: 239

☐ Pay ☐ Return

You will be taken to the integrated Positive Pay page within AccessJFG.

You will see a list of your exceptions listed on the left side of the screen. Click an exception to see the details on the right side of the screen.

**NOTE:** all decisions must be completed by 1:00 PM CT.

- Home
- Message Center <sup>16</sup>
- Transactions
- Cash Management
- Payments
- ACH Pass-Thru
- DepositPartner - SSO
- Lockbox
- Tax Payment
- JFG One Card
- Merchant Services
- Recipient Address Book
- Subsidiaries
- Positive Pay**
- Business Gateway
- Small Business Credit C...
- Transfers
- Locations
- Reports
- Account Services
- Help

## Positive Pay

[Launch Advanced Options](#)

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](mailto:tmsupport@johnsonfinancialgroup.com)

Exceptions (26)

All Accounts	
Decisions Needed	\$4,116,353.50
	Account Name:
	Paid Date: 12/11/20
	Description: PREAU
	<input type="radio"/> Pay <input type="radio"/>
\$1,402,372.22	Unauthorized ACH ...
\$4,116,353.50	Unauthorized ACH ...
\$323.82	Paid Not Issued Check #44285...
\$13,660.00	Paid Not Issued Check #442' ....
\$622.00	Paid Not Issued Check #442' ...

You can use the dropdown menus to filter your exceptions.

The first dropdown menu allows you to filter by account.

The second dropdown menu allows you to filter by the status of the exception: Decisions Needed, Decisioned, or All.

- Home
- Message Center <sup>16</sup>
- Transactions
- Cash Management
- Payments

## Positive Pay

[Launch Advanced Options](#)

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](mailto:tmsupport@johnsonfinancialgroup.com)

Exceptions (26)

[Add Check](#)

After clicking on an Exception, you will see the details of the exception on the right side of the screen. Review the exception and make a decision to **Pay** or **Return**. See the next few slides for more details about the decisioning process.

**\$4,116,353.50** Unauthorized ACH Transaction

Account Name:	Account Number:	31
Paid Date: 12/11/2020	SEC Code: PPD	
Description: PREAUTH ACH DEBIT	Transaction Type: Debit	
	Company ID: 239	

☐ Pay ☐ Return

- Positive Pay
- Business Gateway
- Small Business Credit C...
- Transfers
- Locations
- Reports
- Account Services
- Help

**\$323.82** Paid Not Issued  
Check #44285...

**\$13,660.00** Paid Not Issued  
Check #442...

**\$622.00** Paid Not Issued  
Check #442...

- Home
- Message Center <sup>16</sup>
- Transactions
- Cash Management
- Payments

## Positive Pay

[Launch Advanced Options](#)

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

Exceptions (26)

[Add Check](#)

For an ACH Exception, if you select to **Pay**, you will be given the option to also create a rule to allow this company to debit you in the future.

If you would like to create a rule, click **+ACH Rule**.

**\$4,116,353.50** Unauthorized ACH Transaction  
Account Name: Account Number: 31  
Paid Date: 12/11/2020 SEC Code: PPD  
Description: PREAUTH ACH DEBIT Transaction Type: Debit  
Company ID: 239

☒ Pay ☐ Return [Clear](#)

[+ACH Rule](#)

Positive Pay	\$323.82	Paid Not Issued
Business Gateway	Check #44285...	
Small Business Credit C...	\$13,660.00	Paid Not Issued
Transfers	Check #442...	
Locations		
Reports	\$622.00	Paid Not Issued
Account Services	Check #442...	
Help		

The screenshot shows the ACCESSJFG Positive Pay interface. On the left is a navigation menu with options: Home, Message Center (16), Transactions, Cash Management, Payments, ACH Pass-Thru, DepositPartner - SSO, Lockbox, Tax Payment, JFG One Card, Merchant Services, Recipient Address Book, Subsidiaries, **Positive Pay**, Business Gateway, Small Business Credit C..., Transfers, Locations, Reports, Account Services, and Help. The main area displays a list of transactions with columns for amount and status. A modal window titled "ACH Rule" is open in the center, containing the following fields:

- NOTE:** To make further changes to this rule, please log in to ETMS.
- SEC Code:** Radio buttons for ☒ PPD and ☐ All SEC Codes.
- Transaction Type:** Radio buttons for ☒ Debit Only, ☐ Credit Only, and ☐ Both Debit and Credit.
- Company ID:** A text field containing "J90".
- Max Amount:** A text field containing "\$4,116,353.50".
- Note:** An empty text area.
- Buttons:** "Cancel" and "Done".

Amount	Status
\$1,402,3	
\$4,116,3	Pay
\$323.82	Check #44
\$13,660.00	Paid Not Issued Check #44286...
\$622.00	Paid Not Issued Check #44286...

If you choose to create a rule, fill in this window.

**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.

**Note:** Options field for internal notes about this rule.

Click **Done** when finished.



- Home
- Message Center <sup>16</sup>
- Transactions
- Cash Management
- Payments
- ACH Pass-Thru
- DepositPartner - SSO
- Lockbox
- Tax Payment

## Positive Pay

[Launch Advanced Options](#)

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

Exceptions (26)

[Add Check](#)

All Accounts

Search

Decisions Needed

**\$4,116,353.50** Unauthorized ACH Transaction

Account Name: Account Number: 31  
Paid Date: 12/11/2020 SEC Code: PPD  
Description: PREAUTH ACH DEBIT Transaction Type: Debit  
Company ID: 239

☐ Pay ☒ Return [Clear](#)

Select Reason

If you choose to **Return** the ACH unpaid, you will be asked to provide a Return Reason from the dropdown menu.

Business Gateway

Small Business Credit C...

- Transfers
- Locations
- Reports
- Account Services
- Help

Check #44285...

**\$13,660.00** Paid Not Issued

Check #442...

**\$622.00** Paid Not Issued

Check #442...

- Home
- Message Center <sup>16</sup>
- Transactions
- Cash Management
- Payments
- ACH Pass-Thru
- DepositPartner - SSO
- Lockbox
- Tax Payment

## Positive Pay

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

[Launch Advanced Options](#)

Exceptions (26)

[Add Check](#)

All Accounts

Decisions Needed

\$622.00 Paid Not Issued

Check #: 4428623

Paid Date: 12/11/2020

☐ Pay ☒ Return 

Select Reason

The Check Exception decisioning process is very similar to ACH.

With Check Exceptions, you will also see an image of the check on the screen. Like the ACH, select to **Pay** or **Return** the item. If selecting return, you will need to choose a Return Reason from the dropdown menu.

- Transfers
- Locations
- Reports
- Account Services
- Help

Check #44286...

\$622.00 Paid Not Issued

Check #44286...

- Home
- Message Center <sup>16</sup>
- Transactions
- Cash Management
- Payments
- ACH Pass-Thru
- DepositPartner - SSO
- Lockbox
- Tax Payment
- JFG One Card
- Merchant Services
- Recipient Address Book
- Subsidiaries
- Positive Pay**
- Business Gateway
- Small Business Credit C...
- Transfers
- Locations
- Reports
- Account Services
- Help
- Settings

## Positive Pay

[Launch Advanced Options](#)

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

Exceptions (26)

[Add Check](#)

All Accounts

Decisions Needed

\$1,402,372.22 Unauthorized ACH ...

☒ Return

\$4,116,353.50 Unauthorized ACH ...

☒ Return

\$323.82 Paid Not Issued

Check #44285...

\$13,660.00 Paid Not Issued

Check #44286...

☒ Pay

\$622.00 Paid Not Issued

Check #44286...

☒ Return

Total Exceptions (32) \$6,072,870.69 | Total Decided (6) \$355,357.35

[Submit All Decisions](#)

After making a decision on an exception, choose another exception from the list on the left side of the screen. You can see the **Pay** or **Return** decisions you have made on the exceptions underneath the dollar amount in the list. If there is no decision listed, that exception still needs a decision.

If you are finished making your decisions, click **Submit All Decisions** on the bottom of the page.

## Decisions Submitted

16 Message Center

Transactions

Cash Management

Payments

ACH Pass-Thru

DepositPartner - SSO

Lockbox

Tax Payment

JFG One Card

Merchant Services

Recipient Address Book

Subsidiaries

Positive Pay

Business Gateway

Small Business Credit C...

Transfers

Locations

Reports

Account Services

Help

Settings

## Positive Pay

Launch Advanced Options

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

Exceptions (26)

Add Check

All Accounts

Search

Decisions Needed

\$1,402,372.22 Unauthorized ACH ...  
Return

\$4,116,353.50 Unauthorized ACH ...  
Return

\$323.82 Paid Not Issued  
Check #44285...

\$13,660.00 Paid Not Issued  
Check #44286...

\$622.00 Paid Not Issued  
Check #44286...  
Return

\$4,116,353.50

Account N...

Paid Date:



Unautho...

Pay

Select R...

Once the decisions have been submitted, you will see a green bar at the top of the page confirming they have been completed.

At the bottom of the page, you will see your exceptions summary showing you how many total exceptions there were today as well as how many have been decided.

Total Exceptions (32) \$6,072,870.69 | Total Decided (6) \$355,357.35

Submit All Decisions

- Home
- Message Center <sup>16</sup>
- Transactions
- Cash Management
- Payments
- ACH Pass-Thru
- DepositPartner - SSO
- Lockbox
- Tax Payment
- JFG One Card
- Merchant Services
- Recipient Address Book
- Subsidiaries
- Positive Pay**
- Business Gateway
- Small Business Credit C...
- Transfers
- Locations
- Reports
- Account Services
- Help
- Settings

## Positive Pay

[Launch Advanced Options](#)

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

Exceptions (26)

[Add Check](#)

All Accounts

Decided

**\$176,286.00** Paid Not Issued  
Check #442' ...  
Pay

**\$9,522.27** Paid Not Issued  
Check #442' ...  
Pay

**\$36,357.44** Paid Not Issued  
Check #442' ...  
Pay

**\$23,315.10** Paid Not Issued  
Check #442' ...  
Pay

**\$5,258.54** Paid Not Issued  
Check #442' ...  
Pay

**\$104,618.00** Paid Not Issued

**\$176,286.00**  
Check #: 4

Pay

If you want to review and/or make changes to exception decisions, use the status dropdown menu and choose **Decided**. This will show all your exceptions from today that have decisions. You can update the decisions on the right side of the screen using the same process as originally making the decisions. **Any updates must be completed by 1:00 PM CT.**

Total Exceptions (32) \$6,072,870.69 | Total Decided (6) \$355,357.35

[Submit All Decisions](#)

On Thursday, November 26th, no electronic transactions will be processed or transmitted as the Federal Reserve and Johnson Financial Group will be closed in observance of Thanksgiving Day. X

- Home
- Message Center<sup>2</sup>
- Transactions
- Cash Management
- Payments
- ACH Pass-Thru
- DepositPartner - SSO
- Lockbox
- Tax Payment
- JFG One Card
- Merchant Services
- Recipient Address Book
- Subsidiaries
- Positive Pay**
- Business Gateway
- Positive Pay
- Small Business Credit C...
- Transfers
- Locations
- Reports

## Positive Pay

[Launch Advanced Options](#)

Exceptions

Add Check

All Accounts

Search

Decisions Needed

No exceptions

No exceptions

The following pages will show how to process exceptions within the full platform. However, you will only need to process exceptions once, either within AccessJFG or within the full Positive Pay platform.


To enter the full Positive Pay platform, click on **Launch Advanced Options**.

Total Exceptions (0) \$0.00 | Total Decisined (0) \$0.00


Submit All Decisions

Collapse All -

\_NOTLIVEETMSJohnsonFinancialGroupWI


 Exception Processing

Quick Exception Processing

 Client Maintenance

File Mapping

User Setup (Client)


 Transaction Processing

Submit Issued Check File

Add New Issued Check

Void a Check

Check Search

 Transaction Reports

Daily Checks Issued Summary


Stops and Voids

Exception Items


Correction Report

Stale Dated Checks

Payee Match Report

 Audit Reports

Transaction Audit Log

 System Reports

Issued Check Processing Log

Welcome to



Positive Pay System

Please decision all exceptions by 1:00PM CST.

Select **Quick Exception Processing**  
under the **Exception Processing**  
menu.

- Collapse All -
- ! Exception Processing

Quick Exception Processing

Scrub Exceptions
- 👤 Client Maintenance

File Mapping

Client Setup

Account / Client ID Setup

ACH Authorization Rules

User Setup (Client)
- 🔄 Transaction Processing

Submit Issued Check File

Add New Issued Check

Void a Check

Check Search

Paid Items Extract

ACH Transaction Search

Check Verification

ACH Reporting Files

ACH Returns Processing

ACH Returns Files Extract
- 🛑 Stop Payments

📁 Transaction Reports

Daily Checks Issued Summary

Stops and Voids

Exception Items

Correction Report

Stale Dated Checks

Account Reconciliation Summary

Check Reconciliation Summary

All Account IDs

Quick Exception Processing

Search exceptions

^	Decisions Needed (1)	\$0.49
	Test 2687      UNAUTHORIZED ACH TRANSACTION	\$0.49
	Decisioned (0)	\$0.00
	Total (1)	\$0.49

There is 1 exception to review.

Exceptions will be given a decision of **Return** if decisions are not made by 1:00 PM Central Time (US & Canada). For any questions please contact us at xxx.xxx.xxx or test@test.com

1

Decision Needed  
\$0.49

0

Decisioned  
\$0.00

You will see any exceptions awaiting decisions in the **Decisions Needed** section. It will show you the account, the reason for the exception, and the dollar amount of the exception.

Click on an exception to view it.



- Collapse All -
- ! Exception Processing

Quick Exception Processing

Scrub Exceptions

Client Maintenance

File Mapping

Client Setup

Account / Client ID Setup

ACH Authorization Rules

User Setup (Client)

Transaction Processing

Submit Issued Check File

Add New Issued Check

Void a Check

Check Search

Paid Items Extract

ACH Transaction Search

Check Verification

ACH Reporting Files

ACH Returns Processing

ACH Returns Files Extract

Stop Payments

Transaction Reports

Daily Checks Issued Summary

Stops and Voids

Exception Items

Correction Report

Stale Dated Checks

Account Reconciliation Summary

Check Reconciliation Summary

All Account IDs

## Quick Exception Processing

Search exceptions



^	Decisions Needed (1)	\$0.49
	Test 2687 UNAUTHORIZED ACH TRANSACTION	\$0.49
	Decisoned (0)	\$0.00
	Total (1)	\$0.49

### UNAUTHORIZED ACH TRANSACTION

Default Decision: Return

Account ID: Test 2687

Amount: \$0.49

Paid Date: 09/24/2020

PPD / 2789456123 / DR  
PREAUTH ACH DEBIT CM test Co 2 ACH Paymen 200924



Add Rule



Pay



Return

Clicking the exception will bring up the details of the exception. If the item is a check, you will see an image of the check as well.

Use the buttons on the screen to make your decision on the exception or, for ACH exceptions, to Add a Rule.

- Collapse All -
- ! Exception Processing

Quick Exception Processing

Scrub Exceptions
- 👤 Client Maintenance

File Mapping

Client Setup

Account / Client ID Setup

ACH Authorization Rules

User Setup (Client)
- 🔄 Transaction Processing

Submit Issued Check File

Add New Issued Check

Void a Check

Check Search

Paid Items Extract

ACH Transaction Search

Check Verification

ACH Reporting Files

ACH Returns Processing

ACH Returns Files Extract
- 🛑 Stop Payments

📁 Transaction Reports

Daily Checks Issued Summary

Stops and Voids

Exception Items

Correction Report

Stale Dated Checks

Account Reconciliation Summary

Check Reconciliation Summary

All Account IDs

Quick Exception Processing

Search exceptions

Decisions Needed (1)		\$0.49
Test 2687	UNAUTHORIZED ACH TRANSACTION	\$0.49
Decisioned (0)		\$0.00
Total (1)		\$0.49

UNAUTHORIZED ACH TRANSACTION

Default Decision: Return

Account ID: Test 2687

Amount: \$0.49

Paid Date: 09/24/2020

PPD / 2789456123 / DR

PREAUTH ACH DEBIT CM test Co 2 ACH Paymen 200924

Reason

Cancel

Save

If you choose to **Return** the exception, you will be asked to provide a reason for the return. Select your reason from the drop down menu and click **Save**.

- Exception Processing
  - Quick Exception Processing
  - Scrub Exceptions
- Client Maintenance
  - File Mapping
  - Client Setup
  - Account / Client ID
  - ACH Authorization
  - User Setup (Client)
- Transaction Processing
  - Submit Issued Checks
  - Add New Issued Checks
  - Void a Check
  - Check Search
  - Paid Items Extract
  - ACH Transaction Search
  - Check Verification
  - ACH Reporting File
  - ACH Returns Process
  - ACH Returns Files
- Stop Payments
- Transaction Reporting
  - Daily Checks Issue
  - Stops and Voids
  - Exception Items
  - Correction Report
  - Stale Dated Check
  - Account Reconciliation
  - Check Reconciliation Summary

All Account IDs

Search exceptions

### Quick Exception Processing

Add ACH authorization rule

Description

SEC Code

PPD

Company ID

2789456123

Debits or Credits

Debits only

Max Allowable Amount

0.49

Cancel

Save rule

↓ ×

Paid Date: 09/24/2020

If you choose to **Add Rule** (ACH Exceptions only), you will be prompted to complete this screen.

- Description:** Enter a name for this rule
- SEC Code:** We would suggest selecting "All SEC Codes"
- Debits or Credits:** Leave as Debits only, we will not block any Credits
- Max Allowable Amount:** Enter a maximum amount for this rule, or leave blank for no maximum

Please note, if you choose to Add a Rule, you will still need to select to Pay the item.

Collapse All -

! Exception Processing

Quick Exception Processing

Transaction Processing

Submit Issued Check File

Add New Issued Check

Void a Check

Check Search

ACH Reporting Files

Transaction Reports

Daily Checks Issued Summary

Stops and Voids

Exception Items

Stale Dated Checks

Check Reconciliation Summary

Deposit Reconciliation Summary

Account Reconciliation Summary

System Reports

ACH Authorization Rules

Transaction Filters / Blocks

Issued Check Processing Log

General Items

All Account IDs

Quick Exception Processing

Search exceptions

^	Decisions Needed (9)	\$25,699.74
Ops1000	BLOCKED TRANSACTION	\$1,635.35
Ops1000	UNAUTHORIZED ACH TRANSACTION	\$1,846.24
Ops1000	AMOUNT MISMATCH	#17849
Ops1000	CHECK NUMBER IS ZERO.	#17939
Ops1000	DUPLICATE PAID ITEM	#18008
Ops1000	PAID NOT ISSUED	(2) v
Ops1000	PAYEE NAME MISMATCH	#17929
Ops1000	STALE DATED ITEM	#17960
v	Decisoned (1)	\$2,079.06
	Total (10)	\$27,778.80

### UNAUTHORIZED ACH TRANSACTION

Default Decision: Return

Account ID: Ops1000      Amount: \$1,846.24      Paid Date: 10/05/2020

TEL / 345678912 / DR  
TELE Purchase

Cancel

Save

If you mark to **Pay** the item, simply confirm your decision by clicking the **Save** button.

Collapse All -

! Exception Processing

Quick Exception Processing

Transaction Processing

Submit Issued Check File

Add New Issued Check

Void a Check

Check Search

ACH Reporting Files

Transaction Reports

Daily Checks Issued Summary

Stops and Voids

Exception Items

Stale Dated Checks

Check Reconciliation Summary

Deposit Reconciliation Summary

Account Reconciliation Summary

System Reports

ACH Authorization Rules

Transaction Filters / Blocks

Issued Check Processing Log

General Items

All Account IDs

Search exceptions

Decisions Needed (6)	\$12,706.16
Decisioned (4)	\$15,072.64
\$ Ops1000 UNAUTHORIZED ACH TRANSACTION	\$1,846.24
↩ Ops1000 AMOUNT MISMATCH	#17849
\$ Ops1000 PAID NOT ISSUED	#18006
↩ Ops1000 VOIDED ITEM	#17788
Total (10)	\$27,778.80

You can see today's decisions under the **Decisioned** section. The icon to the left will indicate each decision. A Dollar Sign indicates to Pay the item. An Arrow indicates to Return the item.

You can change your decisions up until 1:00 PM CST by using the **Pay** or **Return** buttons on the right-hand side of the screen.

# Quick Exception Processing

## PAID NOT ISSUED

Decision: Pay

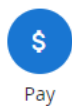
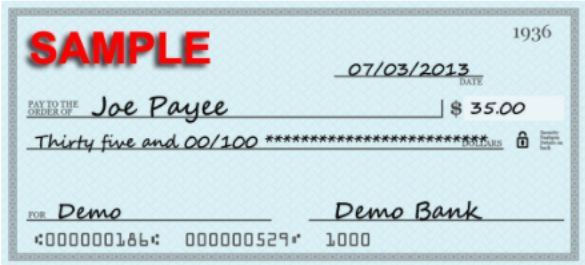
Decisioned By: Bank Demonstration

Account ID: Ops1000  
Paid Date: 10/05/2020

Check #: 18006  
Issued Date: 09/05/2020  
Amount: \$1,147.34

Front Back

Hover over image to zoom. Click to view full-size image.



# 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](mailto:tmsupport@johnsonfinancialgroup.com).

