



Positive Pay Exception Processing

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

On Thursday, November 11th, no electronic transactions will be processed or transmitted as the Federal Reserve and Johnson Financial Group will be closed in observance of Veterans Day. ✕
Click an account tile to view details and transaction history. ✕

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- Locations & ATMs
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Home

ACCOUNTS

Current: \$75.33

COMMERCIAL REVOLVING... 200201 Current Balance \$0.67 Available Balance \$19.33	VARIABLE COMMERCIAL 200202 Current Balance \$0.00
FIXED COMMERCIAL 200203 Current Balance \$0.00	FIXED COMMERCIAL 200204 Current Balance \$0.00
FIXED COMMERCIAL 200205 Current Balance \$0.00	BUSINESS CHECKING **3666 Available Balance \$13.90 Current Balance \$13.90
COMMERCIAL CHECKING **2630 Available Balance \$31.98 Current Balance \$31.98	test cash management **2687 Available Balance \$2.68 Current Balance \$2.68
Test Checking **5801 Available Balance \$10.02 Current Balance \$10.02	SM BUSINESS SOLUTION **8091 Available Balance \$16.08 Current Balance \$16.08
1ST MORTGAGE MEL'S 900100 Current Balance \$0.00	RELATIONSHIP MMKT **3101 Available Balance \$0.00 Current Balance \$0.00

DepositPartner >

Positive Pay >

POSITIVE PAY

\$0.28
ACH
Unauthorized ACH Transaction
\$10.00
Check #1054
Paid Not Issued

\$0.12
ACH
Unauthorized ACH Transaction
\$10.00
Check #1064
Paid Not Issued

1 of 1 pages

2 Total ACH Exception(s)
\$0.40

2 Total Check Exception(s)
\$20.00

Continue to Positive Pay

A widget on the right-hand side of the screen will show you a list of Positive Pay exceptions. Click **Continue to Positive Pay** to view details of the exceptions and to make decisions on those exceptions.

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

Johnson Financial Group will be closed in observance of Thanksgiving Day.

Loading...



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.

On Thursday, November 11th, no electronic transactions will be processed or transmitted as the Federal Reserve and Johnson Financial Group will be closed in observance of Veterans Day. X

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Positive Pay

Launch Advanced Options

Exceptions Add Check Submit Issued Check File

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

Search

Decision Needed

\$0.28 Unauthorized ACH T...

\$10.00 Paid Not Issued
Check #1054

\$0.12 Unauthorized ACH T...

\$10.00 Paid Not Issued
Check #1064

\$0.28 Unauthorized ACH Transaction

Account Name: Test 3666

Account Number: 1002373666

Paid Date: 11/4/2021

SEC Code: CCD

Description: PREAUTH ACH DEBIT CM Test Co
PosPayTest 211104 550019

Transaction Type: Debit

Company ID: 1789456123

Pay

Return

Total Exceptions (4) \$20.40

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.

On Thursday, November 11th, no electronic transactions will be processed or transmitted as the Federal Reserve and Johnson Financial Group will be closed in observance of Veterans Day. X

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Positive Pay

Launch Advanced Options

Exceptions Add Check Submit Issued Check File

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All Accounts

Decision Needed

\$0.28 Unauthorized ACH T...

\$10.00 Paid Not Issued
Check #1054

\$0.12 Unauthorized ACH T...

\$10.00 Paid Not Issued
Check #1064

\$0.28 Unauthoriz

Account Name: Test 3

Paid Date: 11/4/2021

Description: PREAUT

PosPayTest 211104 58

Company ID: 178945

Pay

Return

Total Exceptions (4) \$20.40 Total Decided (0) \$0.00

Submit Decisions

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, Decided, or All.

On Thursday, November 11th, no electronic transactions will be processed or transmitted as the Federal Reserve and Johnson Financial Group will be closed in observance of Veterans Day. X

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Positive Pay

Launch Advanced Options

Exceptions Add Check Submit Issued Check File

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Search

\$0.28 Unauthorized ACH Transaction

Account Name: Test 3666	Account Number: 1002373666
Paid Date: 11/4/2021	SEC Code: CCD
Description: PREAUTH ACH DEBIT CM Test Co PosPayTest 211104 550019	Transaction Type: Debit
Company ID: 1789456123	

Pay

Return

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.

Subsidiaries

Positive Pay

Small Business Credit C...

-  Transfers & Payments
-  Locations & ATMs
-  Reports
-  Services
-  Help

\$10.00 Paid Not Issued
Check #1064

Total Exceptions **(4)** \$20.40 Total Decided **(0)** \$0.00

Submit Decisions

On Thursday, November 11th, no electronic transactions will be processed or transmitted as the Federal Reserve and Johnson Financial Group will be closed in observance of Veterans Day. X

-  Home
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Positive Pay

Launch Advanced Options

Exceptions Add Check Submit Issued Check File

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Search

\$0.28 Unauthorized ACH Transaction

Account Name: Test 3666	Account Number: 1002373666
Paid Date: 11/4/2021	SEC Code: CCD
Description: PREAUTH ACH DEBIT CM Test Co PosPayTest 211104 550019	Transaction Type: Debit
Company ID: 1789456123	

[+ Add ACH Rule](#)

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 **+ Add ACH Rule**.

Subsidiaries	Amount	Status
Positive Pay	\$10.00	Paid Not Issued
Check #1064		
Small Business Credit C...		
 Transfers & Payments v		
 Locations & ATMs		
 Reports v		
 Services v		
 Help v		

Total Exceptions **(4)** \$20.40 Total Decided **(0)** \$0.00

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 email tmsupport@johnsonfinancialgroup.com

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

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 the **checkmark** when finished. There will be a message that your New ACH Rule was added.

▼

🔍 Search

\$0.28 Unauthorized ACH Transaction

Account Name: Test 3666	Account Number: 1002373666
Paid Date: 11/4/2021	SEC Code: CCD
Description: PREAUTH ACH DEBIT CM Test Co PosPayTest 211104 550019	Transaction Type: Debit
Company ID: 1789456123	

Pay

Return

Clear

Add ACH Rule

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

<p>SEC Code</p> <p><input type="radio"/> CCD</p> <p><input checked="" type="radio"/> All SEC Codes</p>	<p>Transaction type</p> <p><input checked="" type="radio"/> Debit only</p> <p><input type="radio"/> Credit only</p> <p><input type="radio"/> Both Credit and Debit</p>
<p>Company ID</p> <p>1789456123</p>	<p>Max amount</p> <div style="border: 1px solid #ccc; padding: 5px; display: flex; align-items: center;"> \$ <input style="width: 100%; border: none;" type="text" value="250,000.00"/> </div>

×

✓

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Positive Pay

Launch Advanced Options

Exceptions Add Check Submit Issued Check File

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All Accounts Search

Decision Needed

\$0.28 Unauthorized ACH T... Pay

\$0.12 Unauthorized ACH Transaction

Account Name: Test 8091 Account Number: 1002338091
 Paid Date: 11/4/2021 SEC Code: CCD
 Description: PREAUTH ACH DEBIT CM Test Co Transaction Type: Debit
 PosPayTest 211104 550020
 Company ID: 1789456123

Pay Return Clear

Unauthorized

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

- Positive Pay
- Small Business Credit C...
- Transfers & Payments
- Locations & ATMs
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Total Exceptions (4) \$20.40 Total Decided (0) \$0.00 Submit Decisions

On Thursday, November 11th, no electronic transactions will be processed or transmitted as the Federal Reserve and Johnson Financial Group will be closed in observance of Veterans Day. X

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Positive Pay

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Exceptions Add Check Submit Issued Check File

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All Accounts

Search

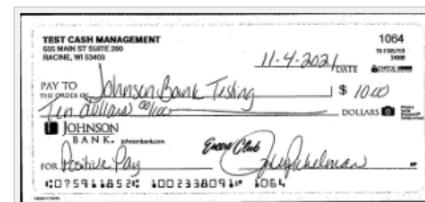
Decision Needed

Pay

\$10.00 Paid Not Issued

Check #1064

Paid Date: 11/4/2021



Pay

Return

Clear

Fraudulent

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.

Total Exceptions (4) \$20.40

Total Decided (0) \$0.00

[Submit Decisions](#)

- Transfers & Payments
- Locations & ATMs
- Reports
- Services
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On Thursday, November 11th, no electronic transactions will be processed or transmitted as the Federal Reserve and Johnson Financial Group will be closed in observance of Veterans Day. X

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Positive Pay

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Exceptions Add Check Submit Issued Check File

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All Accounts

Decision Needed

\$0.28	Unauthorized ACH T...	Pay
\$10.00	Paid Not Issued Check #1054	Pay
\$0.12	Unauthorized ACH T...	
\$10.00	Paid Not Issued Check #1064	

\$0.12 Unauth
Account Name: T
Paid Date: 11/4/2
Description: PRE
PosPayTest 21110
Company ID: 178

Pay

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 Decisions** on the bottom of the page.

Total Exceptions (4) \$20.40 Total Decided (0) \$0.00

Submit Decisions

Decisions Submitted

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Positive Pay

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Exceptions Add Check Submit Issued Check File

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

Decision Needed

\$0.28 Unauthorized ACH Tr...

\$10.00 Paid Not Issued
Check #1054

\$0.28 Unauth
Account Name: Te
Paid Date: 11/4/20
Description: PREA
PosPayTest 211104
Company ID: 1789

Pay

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 (4) \$20.40 Total Decided (2) \$10.12

Submit Decisions

On Thursday, November 11th, no electronic transactions will be processed or transmitted as the Federal Reserve and Johnson Financial Group will be closed in observance of Veterans Day. X

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Positive Pay

Launch Advanced Options

Exceptions Add Check Submit Issued Check File

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

Search

Decided	
\$0.12	Unauthorized ACH Tr...
Pay	
\$10.00	Paid Not Issued
Check #1064	
Pay	

\$0.12 Un

Account Na

Paid Date: 1

Description:

PosPayTest 2

Company ID

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.**

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. ×

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- Lockbox
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- 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 Decisioned (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
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 - 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
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 - ACH Returns Files Extract
- 🛑 Stop Payments
- 📄 Transaction Reports
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 - 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
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 - Account / Client ID Setup
 - ACH Authorization Rules
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 - ACH Returns Files Extract
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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

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
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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

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
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 - Add New Issued Checks
 - Void a Check
 - Check Search
 - Paid Items Extract
 - ACH Transaction Search
 - Check Verification
 - ACH Reporting File
 - ACH Returns Processing
 - ACH Returns Files
- Stop Payments
- Transaction Reporting
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 - Stops and Voids
 - Exception Items
 - Correction Report
 - Stale Dated Checks
 - Account Reconciliation
 - Check Reconciliation Summary

Collapse All -

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
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 - Account Reconciliation Summary
- System Reports
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 - 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		Decided (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

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
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All Account IDs

Quick Exception Processing

Search exceptions			
Decisions Needed (6)			\$12,706.16
Decided (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

PAID NOT ISSUED

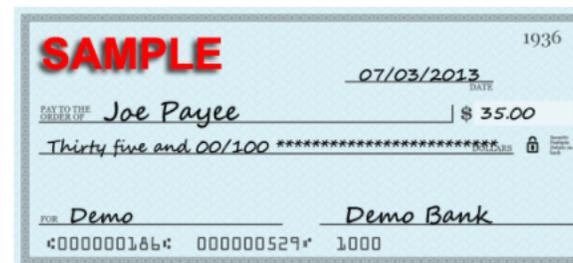
Decision: Pay

Decided By: Bank Demonstration

Account ID: Ops1000
Paid Date: 10/05/2020Check #: 18006
Issued Date: 09/05/2020
Amount: \$1,147.34

Front Back

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



Pay



Return

You can see today's decisions under the **Decided** 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.

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.

