

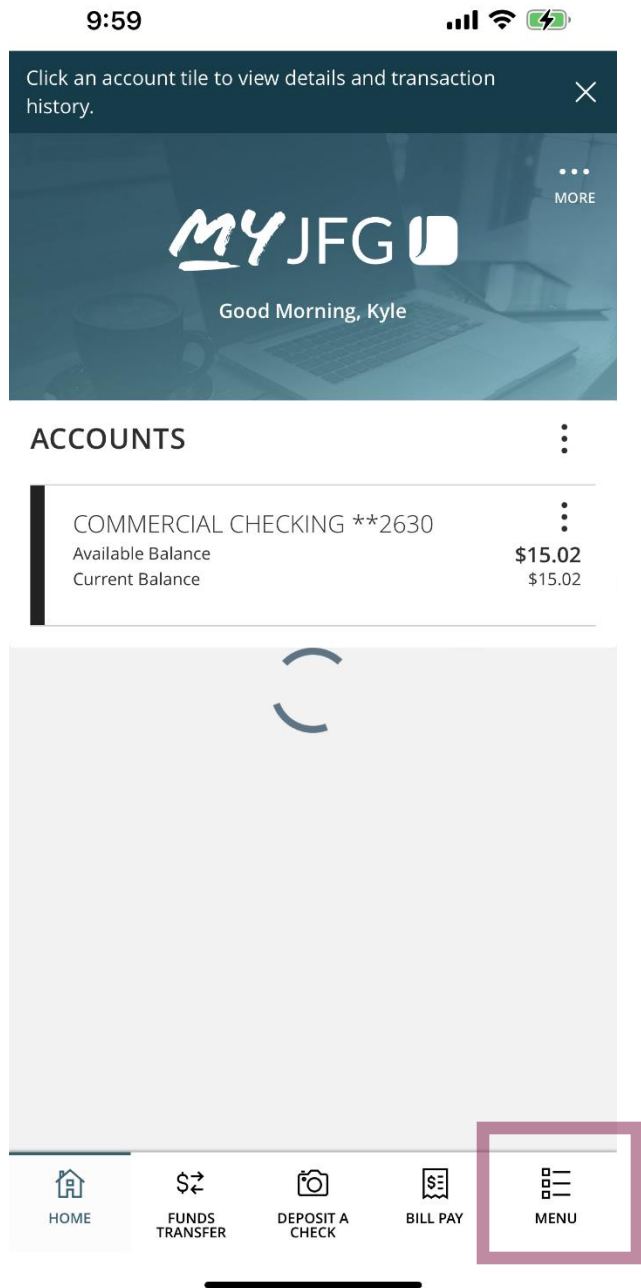
# Positive Pay Exception Processing on MyJFG Mobile App

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

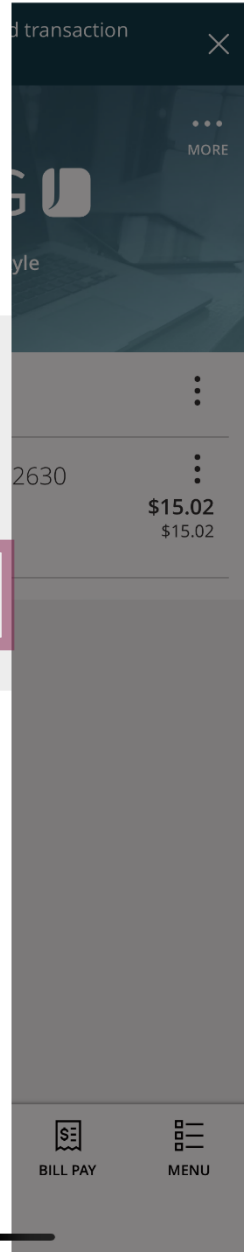
These screenshots are from an iPhone. Screens may look slightly different depending on your mobile device and screen settings,



Upon logging into the MyJFG mobile app, tap the **Menu** button.



- Home
- Message Center
- Deposit a Check
- Transactions
- Cash Management
- Payments
- DepositPartner
- Merchant Services
- Recipient Address Book
- Positive Pay
- Small Business Credit Card
- Transfers & Payments
- Locations & ATMs
- Services
- Help
- Settings
- Log Off



Tap **Positive Pay** found under the **Cash Management** menu.

# Positive Pay

Exceptions Add Check

NOTE: Exceptions will be given a decision of Return if no decision has been made by Central Time (US & Canada). If you have any questions, please contact us at 888.769.3796

### Accounts

All Accounts

### Search PosPay Exceptions

Search

### Status

Decisoned

- \$0.10** ✓ Pay Unauthorized ACH Transa...
- \$0.05** ⬇ Return Unauthorized ACH Transa...
- \$0.10** ⬇ Return Paid Not Issued  
Check #1858
- \$0.15** ⬇ Return Paid Not Issued

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

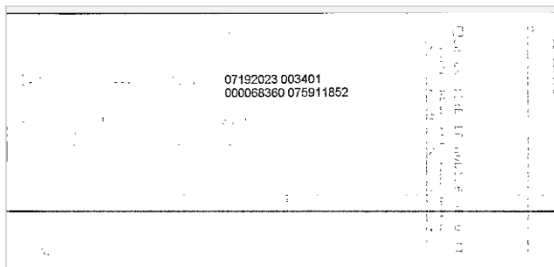
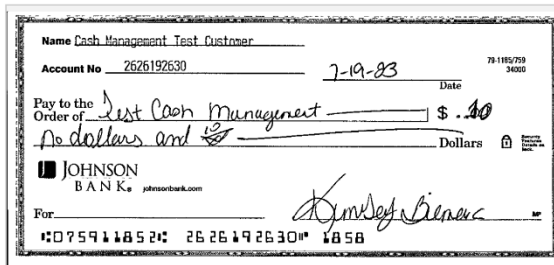
Exceptions Add Check

< Back

\$0.10 Paid Not Issued

Check #1858

Paid Date: 7/19/2023



Pay

Return

Total Exceptions (4) \$0.40 Total Decided (4) \$0.40



HOME



FUNDS TRANSFER



DEPOSIT A CHECK



BILL PAY



MENU

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

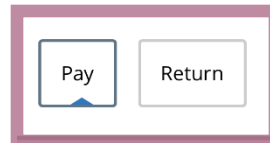
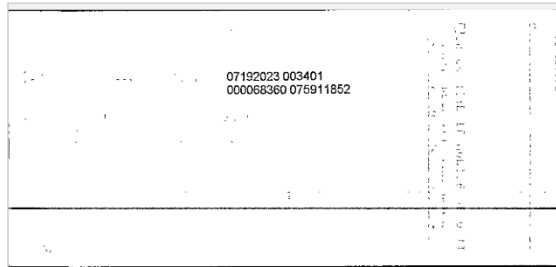
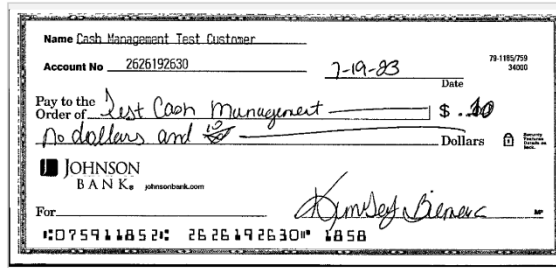
Exceptions Add Check

< Back

\$0.10 Paid Not Issued

Check #1858

Paid Date: 7/19/2023



Total Exceptions (4) \$0.40 Total Decided (4) \$0.40



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**.

To create a rule, complete this page.

**SEC Code:** we suggest choosing **All SEC Codes**.

**Transaction Type:** leave as **Debit Only**. Positive Pay will not block Credits coming into your account.

**Company ID:** prefills in with the ID of the originator.

**Max Amount:** Choose a maximum dollar amount for this rule. Any transactions from this originator that is over the maximum amount will present as an exception. If you don't want to have a maximum amount, select \$0.00.

Click **Done** when finished.

## ACH Rule

NOTE: To make further changes to this rule, please log in to ETMS.

### SEC Code

- PPD  
 All SEC Codes

### Transaction Type

- Debit Only  
 Credit Only  
 Both Debit and Credit

### Company ID

3789456123

### Max Amount

\$0.00

### Note

Done

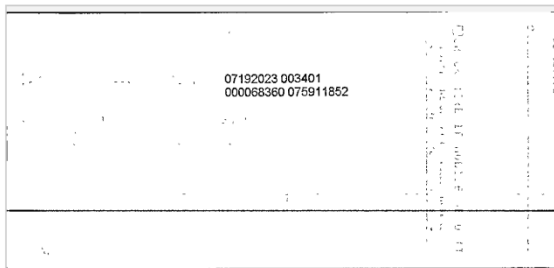
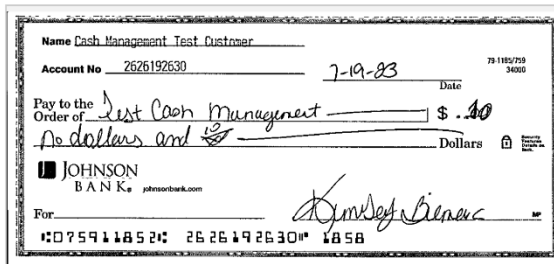
Cancel

< Back

\$0.10 Paid Not Issued

Check #1858

Paid Date: 7/19/2023



Pay

Return

Total Exceptions (4) \$0.40 Total Decided (4) \$0.40

Next Exception



HOME



FUNDS TRANSFER



DEPOSIT A CHECK



BILL PAY



MENU

When you have made your decision, tap **Next Exception**. You will be brought to the next exception or, if no further exceptions are awaiting decision, you will be taken back to the list of exceptions.



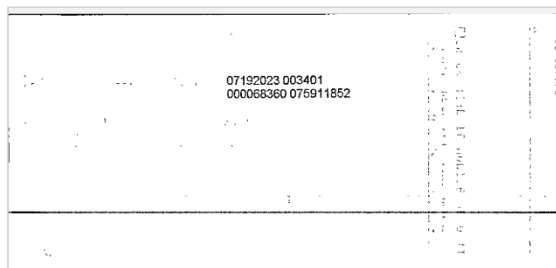
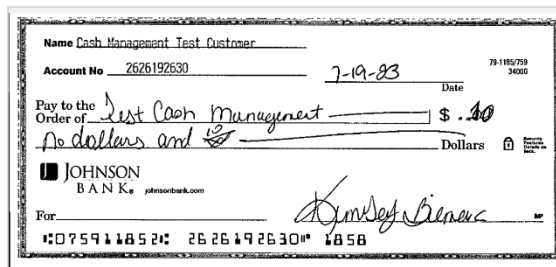
Exceptions Add Check

< Back

\$0.10 Paid Not Issued

Check #1858

Paid Date: 7/19/2023



Pay

Return

Total Exceptions (4) \$0.40 Total Decided (4) \$0.40



HOME



FUNDS TRANSFER



DEPOSIT A CHECK



BILL PAY



MENU

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

NOTE: Exceptions will be given a decision of Return if no decision has been made by [blank] Central Time (US & Canada). If you have any questions, please contact us at 888.769.3796

Accounts

All Accounts [dropdown arrow]

Search PosPay Exceptions

Search [input field]

Status

Decisoned [dropdown arrow]

Pay [checkmark icon]

\$0.05 Unauthorized ACH Transa...

Pay [checkmark icon]

\$0.10 Paid Not Issued

Check #1858

Pay [checkmark icon]

\$0.15 Paid Not Issued

Check #1857

Pay [checkmark icon]

Total Exceptions (4) \$0.40 Total Decisoned (4) \$0.40

Submit Decisions [button]



HOME



FUNDS TRANSFER



DEPOSIT A CHECK



BILL PAY

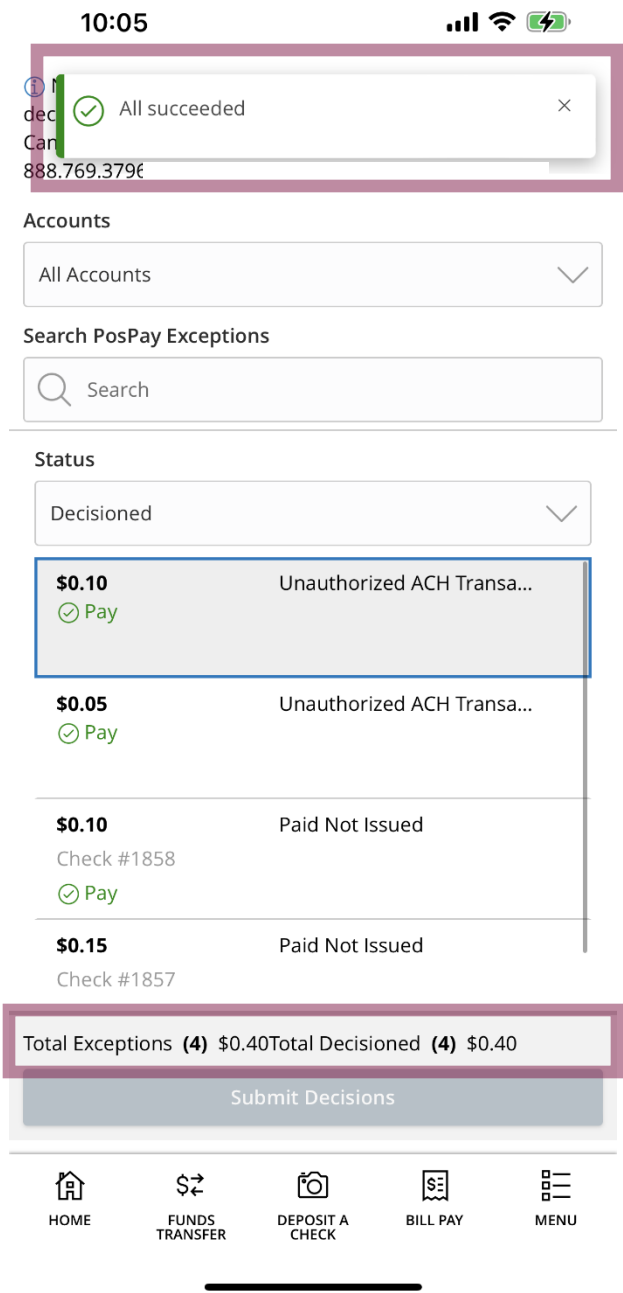


MENU

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.

After submitting your decisions, you will see a bubble 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.



# 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/business/cash-management/client-resources/>

If further support is needed, please call our Johnson Customer Support Center at 888.769.3796 (option 1, then option 2), send a message in the MyJFG Message Center to “MyJFG Business – Cash Mgmt Solutions” or by email at [myjfgbusiness@johnsonfinancialgroup.com](mailto:myjfgbusiness@johnsonfinancialgroup.com).

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

