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



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	COMME Available B Current Ba	RCIAL CHECKING **8091 lalance lance	\$13.44 \$13.44

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

Tap **Positive Pay** from the menu.

	Home		More
2	Message Center	b	×
	Transactions ~	_	
	Cash Management ^		\wedge
	Payments		:
	ACH Pass-Thru		• \$4.10
	DepositPartner - SSO		
	Lockbox	202	\$ 15.00
	Tax Payment		
	JFG One Card		* * * 71 AE
	Merchant Services		\$71.45 \$71.45
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	Positive Pay	8091	
	Business Gateway		\$13.44 \$13.44
	Positive Pay		

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For additional assistance, please call 888.769.3796 or email tmsupport@johnsonfinancialgroup.com.

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(i) 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		\sim
Decisions Needed		\checkmark
Search		
\$0.23	Unautho	orized ACH Tra
\$1.46 Check #1059	Paid Not Issued	
Total Decisioned (4/6) Total \$2.20		Submit

You will see a list of your exceptions on this screen. Tap the exception you would like to review and decision. 10:38 🔊

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

\$0.23 Unauthorized ACH Transaction Account Name: Test 3666 Account Number: 1002373666 Paid Date: 11/30/2020 SEC Code: PPD Description: PREAUTH ACH DEBIT CM Test 2 Ppay Test 201130 Transaction Type: Debit Company ID: 3789456123



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\$0.23 Unauthorized ACH Transaction
Account Name: Test 3666
Account Number: 1002373666
Paid Date: 11/30/2020
SEC Code: PPD
Description: PREAUTH ACH DEBIT CM Test 2 Ppay Test 201130
Transaction Type: Debit
Company ID: 3789456123



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**. 10:38 🔊

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ACH Rule

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

To create a rule, complete this page. For SEC Code, we suggest choosing All SEC Codes. For Transaction type, leave as **Debit Only**. Positive Pay will not block Credits coming into your account. The Company ID prefills in with the ID of the originator. Choose a Max Amount for this rule. Anything 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. The **Note** field is optional and is used for any internal notes you may want to include for this ACH Rule.

Click **Done** when finished.

SEC Code	
○ PPD	
All SEC Codes	
Transaction Type	
Debit Only	
◯ Credit Only	
O Both Debit and Credit	
Company ID	
3789456123	
Max Amount	
	\$0.00
Note	
Done	
Cancel	



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 taken to the confirmation screen. 10:39 🔊

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

< Back	
\$1.46 Paid Not Issued Check #: 1059 Paid Date: 11/30/2020	
TEST CASH MANAGEMENT GEG MAIN ST SUITE 200 PACINE, WI 53400 PAY TO THE ORDER OF PAy Test Company MIL ADULAW and 46/100	1059 7+1195/93 DATE @CSCCC.MMM 5 1.4/6
D <u>OHNSON</u> BANK. johnsonbunk.com FOR ::075911852:: 10023380911" 1059	(man -
10.5 GE ALLER ALLE	
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	Return
Total Decisioned (4/6) Total \$2.20	Next

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Menu

\$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.

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

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Exceptions (2) Add Check
< Back
\$1.46 Paid Not Issued
Paid Date: 11/30/2020
TEST CASH MANAGEMENT 1059 PACINE, WI 53900 11-24-20 DACINE, WI 53900 11-24-20 PAY TO DATE PAY TO DATE THE ORDER OF DATE BASKAMME DOLLARS PAY TO DATE THE ORDER OF DOLLARS DOLLARS DOLLARS THE ORDER OF Encode Club DOLLARS Encode Club TO 75911852 113020 TO 75911852 113020 THE ORDER OF THE ORDER OF TO 75911852 113020 TO 75911852 113020 TO 75911852 113020 THE ORDER OF OF SPIN TO 75911852 113020 TO 75911852 1100000000000000000000000000000000000
O Pay O
Total Decisioned (4/6) Next

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 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	\sim
Decisions Needed	\sim



When all the decisions have been made, you will be taken back to the overview screen. Review your decisions and click **Submit** to confirm your decisions. 10:40 🔊

Decisions Submitted

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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 decisioned leaving one still needing a decision. (i) 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

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All Accounts	\sim
Decisions Needed	\sim
۹ Search	
\$1.46 Check #1059	Paid Not Issued
Total Decisioned (5/6) Total \$2.43	Submit

For additional assistance, please call 888.769.3796 or email tmsupport@johnsonfinancialgroup.com.

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 <u>tmsupport@johnsonfinancialgroup.com</u>.

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