

# Positive Pay Administration

---



# Important

- If you are creating a **new user** in Positive Pay, that user should also be created in MyJFG. Please see the user guide, “Creating Single Sign On Only Users in MyJFG” for assistance. If at all possible, use the same username for new users in both MyJFG and Positive Pay. When your user is created, please email [myjfgbusiness@johnsonfinancialgroup.com](mailto:myjfgbusiness@johnsonfinancialgroup.com) with your company name and the username for both Positive Pay and MyJFG so they can link the profiles for the Single Sign On.



Click an account tile to view details and transaction history.

- Home
- Message Center
- Transactions
- Cash Management**
- Payments
- DepositPartner
- Merchant Services
- Recipient Address Book
- Positive Pay**
- Small Business Credit C...
- Transfers & Payments
- Locations & ATMs
- Services
- Help
- Settings
- Log Off

## Home

### ACCOUNTS

COMMERCIAL CHECKING **2630	⋮
Available Balance	\$15.42
Current Balance	\$15.42

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

The screenshot shows the MyJFG Positive Pay interface. On the left is a navigation menu with options: Home, Message Center, Transactions, Cash Management, Payments, DepositPartner, Merchant Services, Recipient Address Book, and Positive Pay (highlighted). The main content area is titled 'Positive Pay' and has a sub-tab 'Exceptions'. A red box highlights a 'Launch Advanced Options' button in the top right corner. Below this, there are filters for 'Accounts' (set to 'All Accounts') and 'Status' (set to 'Decision Needed'). A search bar is labeled 'Search PosPay Exceptions'. The main area displays 'No Exceptions'. At the bottom, there is a summary bar showing 'Total Exceptions (0) \$0.00', 'Total Decided (0) \$0.00', and a 'Submit Decisions' button.

The integrated MyJFG Positive Pay page is limited to Exception Processing and Adding Issued Checks.

For full positive pay functionality, please click **Launch Advanced Options** to enter the full Positive Pay platform.



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 **User Setup (Client)** under the **Client Maintenance** menu.

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

### User Setup (Client)

Choose Company:

User Status:     13 of 13 records

Name	User Name	Email Address	Last Logged On	Status	
Alesci	tale	tales	--	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Bair-F	kfra	kfraz	--	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Brach	tebr	tebra	--	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Farme	cfan	cfarn	10/6/2020 5:32 PM	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Holz	shol	sholz	10/7/2020 10:21 AM	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Hurley	jhur	jhurk	9/23/2020 7:08 AM	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Kasbc	kkas	kkas	10/7/2020 12:33 PM	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Marko	gma	gmai	--	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Schul	cscl	csch	9/16/2020 10:06 AM	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
sso, t			--	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
SSO,			--	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Varne			9/17/2020 9:29 AM	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Webe			9/25/2020 10:45 AM	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
					<input type="button" value="Add New"/>

On the User Setup screen, click **Add New** to create a new user.

- ! 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

### User Setup (Client)

Contact Information Security Settings Menu Settings System Messages

\* First Name:

Middle Initial:

\* Last Name:

\* Email Address:   Exclude From Email

Primary Phone Number:

Secondary Phone Number:

\*\* Mobile Number:   Do Not Send Text Messages

Limit Text Start & Stop Times:

Text Messages Start Time:

Text Messages End Time:

\* Indicates required fields

\*\* Mobile number is required for text message alerts

Fill in the User's Contact Information on this screen. Click **Security Settings** tab at the top of the page when finished.

**Please Note:** If you don't want the user to receive any emails from the system, click **Exclude from Email**. This is not suggested for any regular users of the system and this will preclude them from receiving alerts about exceptions.

If you would like the user to receive text message alerts, make sure you enter a valid number in the **Mobile Number** field.

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

## User Setup (Client)

Contact Information Security Settings Menu Settings System Messages

\* User Name:

SSO Only:

\* Password:

\* Verify Password:

You will be taken to the Security Settings page.

Enter a **User Name** for this user. Please leave **SSO Only** as **Yes**.

**Please note:** our Positive Pay system will be using a Single Sign On (SSO) from MyJFG. Because of this, the user will also need a profile created in MyJFG. When creating a user in Positive Pay, please enter the same User Name you assigned the user in MyJFG.

Assign all new accounts to this user

### ACH Reports:

Type to filter...

Showing 0 of 1

Assigned

Returns and NOC



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 Report
  - Transaction
- System Rep
  - Issued Check

Next, select which account(s) the user should have access to. If you would like the user to have access to any accounts that may be added in the future, select the button to **Assign all new accounts to this user**.

## User Setup (Client)

Contact Information Security Settings Menu Settings System Messages

\* User Name:

SSO Only:

\* Password:

\* Verify Password:

Passwords require the following: uppercase letters, lowercase letters, numbers and special characters.

Company: Test Client

## Account ID:

Type to filter...

Showing 1 of 2

Assigned

XXX456

Test 2630

 Assign all new accounts to this user

## ACH Reports:

Type to filter...

Showing 0 of 1

Assigned

Returns and NOC

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

- Tran
- Daily
- Stop
- Exce
- Corr
- Stak
- Paye
- Audi
- Tran
- Syst
- Issu

Select which **ACH Reports** the new user should be able to access. Examples of ACH Reports would be Returns and NOC for ACH Originators or EDI Detail Reports, if your company has contracted with JFG to receive EDI Reports.

Select **Assign all new ACH reports to this user** if you would like this user to be automatically assigned for any new reports that may be added to your company's profile.

**Account ID:**

Type to filter...

Showing 1 of 2

Assigned

XXX456

Test 2630

Add All

Remove All

Assign all new accounts to this user

**ACH Reports:**

Type to filter...

Showing 0 of 1

Assigned

Returns and NOC

Add All

Remove All

Assign all new ACH reports to this user

- Transaction Data User Rights
- Setup User Rights

User Locked

\* Indicates required fields

Collapse All -

\_NOTLIVEETMSJohnsonFinancialGroupWI

- ! Exception Processing
- Quick Exception Processing
- Client Maintenance
- File Mapping
- User Setup (Client)
- Transaction Processing
- Submit Issued Check File

Click on **Transaction Data User Rights** to expand that section. Check or Uncheck the boxes based on what rights you'd like this user to have.

For **Check Exception Type & ACH Exception Type**, choose the rights you would like this user to have when it comes to Positive Pay Exceptions. You can restrict access completely to Exceptions, you can allow the user to see exceptions but not make decisions, or you can allow the user to see and make decisions on exceptions.

Remove All

Assign all new accounts to this user

**ACH Reports:**

Type to filter...

Showing 0 of 1

Assigned

Returns and NOC

Add All

Remove All

Assign all new ACH reports to this user

Transaction Data User Rights

- Allow user to add/edit transactions
- Allow user to delete transactions
- Allow user to download issued check files

Check Exception Type: Cannot view exceptions or make decisions

ACH Exception Type: Cannot view exceptions or make decisions

Setup User Rights

- Can view exceptions
- Can view exceptions and make decisions

User Locked

\* Indicates required fields

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
- Payment Match Report
- Audit
- Transaction
- System
- Issued

Assign all new accounts to this user

#### ACH Reports:

Type to filter...

Showing 0 of 1

Assigned

Returns and NOC

Add All

Remove All

Assign all new ACH reports to this user

#### Transaction Data User Rights

Allow user to add/edit transactions

Allow user to delete transactions

Allow user to download issued check files

Check Exception Type:

ACH Exception Type:

#### Setup User Rights

Allow user to add ACH Authorization Rules in Quick Exception Processing

Allow user to add/edit ACH Authorization Rules in ACH Authorization Rules

Allow user to add/edit ACH Reports

User Locked

\* Indicates required fields

Click on **Setup User Rights** to expand that section. Check or Uncheck the boxes based on what rights you'd like this user to have.

When you are finished, click **Menu Settings** tab at the top of the page.



Collapse All -

- ! Exception Processing
- Client Maintenance
- File Mapping
- ACH Authorization Rules
- User Setup (Client)
- Transaction Processing
- Transaction Reports
- Audit Reports
- System Reports

### User Setup (Client)

Contact Information Security Settings **Menu Settings** System Messages

User Security Template:

- \* Create new template \*
- ACH w/Check (main template)
- test

On the **Menu Settings** page, you will select a User Security Template to assign which menu options you would like this user to be able to access. There will be one template pre-created for you that includes “(main template)” in the name which will give that user access to all menu options, including administration functions. You can also create a customized template by choosing **\*Create new template\***.



Collapse All -

- ! Exception Processing
- Client Maintenance
- File Mapping
- ACH Authorization Rules
- User Setup (Client)
- Transaction Processing
- Transaction Reports
- Audit
- System

## User Setup (Client)

Contact Information   Security Settings   **Menu Settings**   System Messages

User Security Template: \* Create new template \*

Template Name: Full Access w/o Admin

### Menu options this user can access

- Exception Processing - Quick Exception Processing
- Client Maintenance - File Mapping
- Client Maintenance - ACH Authorization Rules
- Client Maintenance - User Setup (Client)
- Transaction Processing - Submit Issued Check File
- Transaction Processing - Add New Issued Check
- Transaction Processing - Void a Check
- Transaction Processing - Check Search
- Transaction Processing - Paid Items Extract
- Transaction Processing - ACH Transaction Search
- Transaction Processing - ACH Reporting Files
- Transaction Reports - Daily Checks Issued Summary
- Transaction Reports - Stops and Voids
- Transaction Reports - Exception Items
- Transaction Reports - Correction Report
- Transaction Reports - Stale Dated Checks
- Transaction Reports - Payee Match Report
- Audit Reports - Transaction Audit Log
- System Reports - Transaction Filters / Blocks
- System Reports - Issued Check Processing Log

Submit

If you choose to create a new template, you will assign a name to this template at the top of the page.

Then, you will select which menu options you would like this user to access.

Click **System Messages** tab when finished.

Please see the next page for additional information about these menu options.



- ! Exception Proc
- Client Maintena
- File Mapping
- ACH Authoriza
- User Setup (Cl
- Transaction Pr
- Transaction Re
- Audit Reports
- System Report

Notes about menu options:

For a user who will be decisioning Positive Pay Exceptions, please select **Exception Processing-Quick Exception Processing.**

For a user who will be uploading or entering issued checks, please select **Transaction Processing-Submit Issued Check File & Transaction Processing-Add New Issued Check.** You may also want to assign this user **Transaction Processing-Void a Check** in case that user will need to void a previously issued check.

For a user who will be managing ACH Authorization Rules for ACH Positive Pay, please select **Client Maintenance-ACH Authorization Rules.**

For a user who should have user administrative roles, please select **Client Maintenance-User Setup (Client) & Audit Reports-Transaction Audit Log.**

The remaining menu options lead to different reports.

### User Setup (Client)

Security Settings
Menu Settings
System Messages

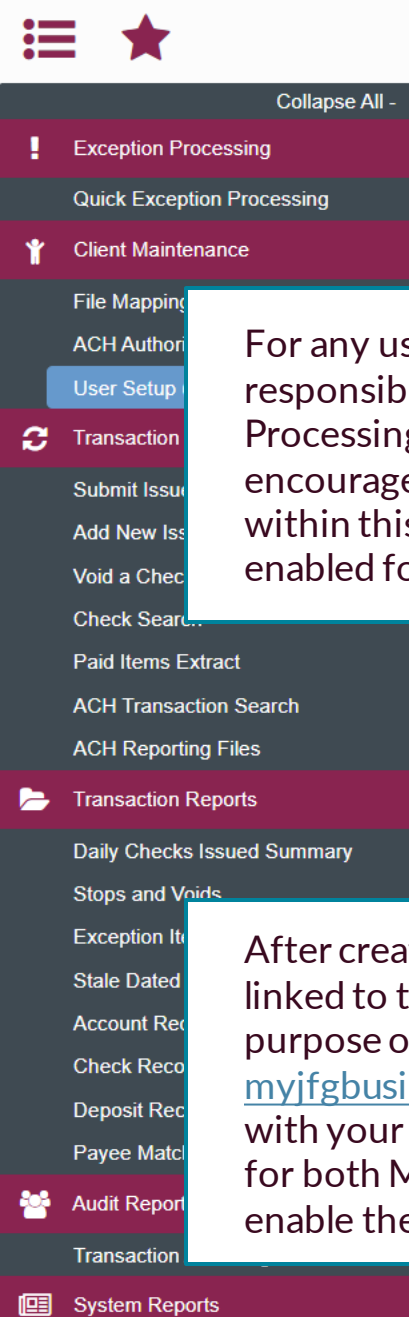
Template: \* Create new template \*

Full Access w/o Admin

**Menu options this user can access**

- Exception Processing - Quick Exception Processing
- Client Maintenance - File Mapping
- Client Maintenance - ACH Authorization Rules
- Client Maintenance - User Setup (Client)
- Transaction Processing - Submit Issued Check File
- Transaction Processing - Add New Issued Check
- Transaction Processing - Void a Check
- Transaction Processing - Check Search
- Transaction Processing - Paid Items Extract
- Transaction Processing - ACH Transaction Search
- Transaction Processing - ACH Reporting Files
- Transaction Reports - Daily Checks Issued Summary
- Transaction Reports - Stops and Voids
- Transaction Reports - Exception Items
- Transaction Reports - Correction Report
- Transaction Reports - Stale Dated Checks
- Transaction Reports - Payee Match Report
- Audit Reports - Transaction Audit Log
- System Reports - Transaction Filters / Blocks
- System Reports - Issued Check Processing Log

Submit



### User Setup (Client)

Contact Information
Security Settings
Menu Settings
System Messages

\*\*\* Mobile number must be defined (Contact Information tab) in order for text message alerts to work.

User Notification Template: Select

Message	Email	Text
CLIENT - Exception notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Reminder to process exceptions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Filtered / blocked transaction notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Unauthorized ACH transaction notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Issued file processing status	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - New ACH authorization rule added	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - ACH reporting system new file notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Archive User

Submit

For any user who is responsible for Exception Processing, we strongly encourage the alerts found within this bracket to be enabled for email.

After creating the profile, it will need to be linked to that user's MyJFG profile for the purpose of the Single Sign On. Please email [myjfgbusiness@johnsonfinancialgroup.com](mailto:myjfgbusiness@johnsonfinancialgroup.com) with your company name and the usernames for both MyJFG and Positive Pay so they can enable the Single Sign On.

A list of available alerts will show on the Systems Messages tab. For email alerts, check the **Email** box for each alert this user should be receiving via email. For SMS Text alerts, check the **Text** box for each alert this user should be receiving via text message.

Please note, if you turn off an alert within your own Positive Pay profile, you will no longer be able to reactivate the alert or assign it to any other users. If you see any alerts on this list that you'd like to receive and the alerts are not viewable on your screen, please contact TM Support (contact information on the bottom of this page) and they can activate the alert for you.

Click **Submit** when finished. You will be returned to the User selection screen.



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

## User Setup (Client)

Choose Company: Test Client

User Status: Active

Search...

Search

Reset

13 of 13 records

Name	User Name	Email Address	Last Logged On	Status	
Alesci	tale	tales	--	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Bair-F	kfra	kfraz	--	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Brach	tebr	tebra	--	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Farme	cfan	cfarn	10/6/2020 5:32 PM	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Holzm	shol	sholz	10/7/2020 10:21 AM	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Hurley	jhur	jhurk	9/23/2020 7:08 AM	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Kasbc	kkas	kkas	10/7/2020 12:33 PM	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
Marko	gma	gmai	--	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
			9/16/2020 10:06 AM	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
			--	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
			--	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
			9/17/2020 9:29 AM	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
			9/25/2020 10:45 AM	Active	<a href="#">Edit</a>   <a href="#">Copy</a>
					<a href="#">Add New</a>

If you would like to **Edit** or **Copy** and users, use the respective links on each line. Copying a user could be useful if you need to create a new user with the exact same entitlements as an additional user.

If you would like to remove a user, click the **Edit** link for that user.

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

## User Setup (Client)

Contact Information	Security Settings	Menu Settings	System Messages
* First Name:	<input type="text" value="test"/>		
Middle Initial:	<input type="text"/>		
* Last Name:	<input type="text" value="SSO"/>		
* Email Address:	<input type="text" value="test@test.com"/>	<input checked="" type="checkbox"/> Exclude From Email	
Primary Phone Number:	<input type="text"/>		
Secondary Phone Number:	<input type="text"/>		
** Mobile Number:	<input type="text"/>	<input type="checkbox"/> Do Not Send Text Messages	
Limit Text Start & Stop Times:	<input type="text" value="No"/>		
Text Messages Start Time:	<input type="text" value="12:00 AM"/>	Central Time (US & Canada)	
Text Messages End Time:	<input type="text" value="12:00 AM"/>	Central Time (US & Canada)	

\* Indicates required fields

\*\* Mobile number is required for text message alerts

 Archive User

To remove a user, after clicking Edit on the previous screen, select the **Archive User** box and then click **Submit**.

# Reminder

- If you are creating a **new user** in Positive Pay, that user should also be created in MyJFG. Please see the user guide, “Creating Single Sign On Only Users in MyJFG” for assistance. If at all possible, use the same username for new users in both MyJFG and Positive Pay. When your user is created, please email [myjfgbusiness@johnsonfinancialgroup.com](mailto:myjfgbusiness@johnsonfinancialgroup.com) with your company name and the username for both Positive Pay and MyJFG so they can link the profiles for the Single Sign On.



# 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)

