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

JOHNSON FINANCIAL GROUP®

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

Tap **Positive Pay** from the menu.

10:38

Home

② Message Center

Transactions ⌄

Cash Management ∧

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ACH Pass-Thru

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JFG One Card

Merchant Services

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Positive Pay

More

$4.10

202
$15.00

$71.45
$71.45

2687
$16.06
$16.06

8091
$13.44
$13.44

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

Menu

ACCESS JFG

Exceptions (2)   Add Check

ⓘ 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   ⌄

Decisions Needed   ⌄

🔍 Search

$0.23   Unauthorized ACH Tra...

$1.46   Paid Not Issued
Check #1059

Total Decisioned **(4/6)**   Submit
Total **$2.20**

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

Menu   ACCESS JFG

Exceptions (2)   Add Check

⟨ Back

$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

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

○ Pay   ○

Return

Total Decisioned **(4/6)**
Total **$2.20**

Next

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

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Menu   **ACCESS** JFG

Exceptions (2)   Add Check

‹ Back

$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

+ACH Rule

Clear   ◉ Pay   ○

Return

Total Decisioned **(4/6)**
Total **$2.20**

Next

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. 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.

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

Menu

ACCESS JFG

Exceptions (2)　　　　　Add Check

〈　Back

$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

ACH Rule Added

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.
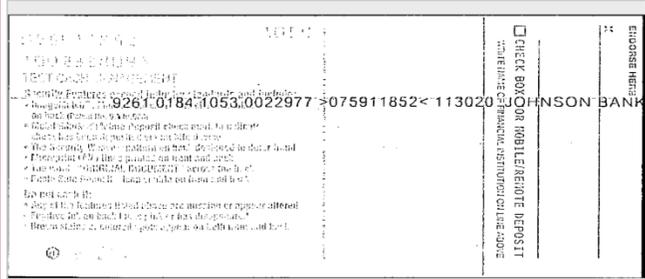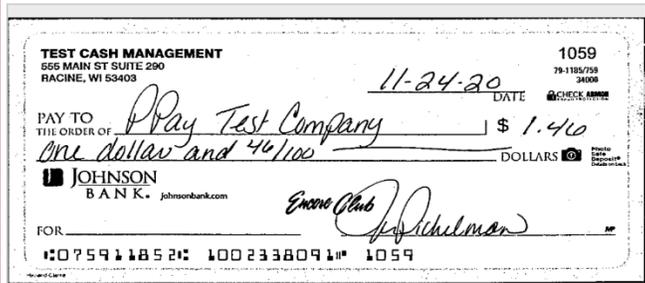
Clear　⦿　Pay　◯

Return

Total Decisioned **(4/6)**
Total **$2.20**

Next

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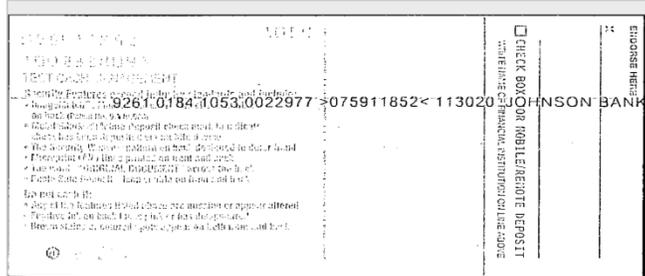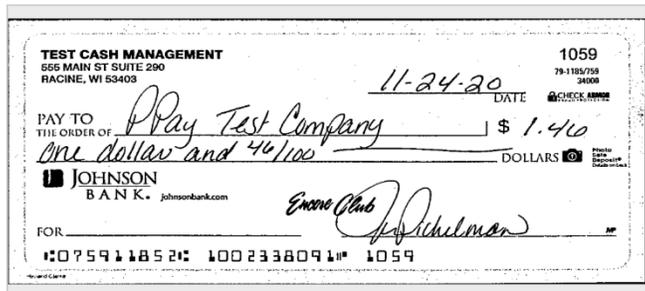
Menu   **ACCESS** JFG

< Back

$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.

Clear ●	Pay ○
	Return

Total Decisioned **(4/6)**
Total **$2.20** | Next |

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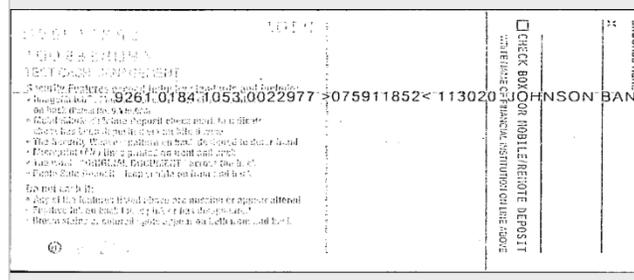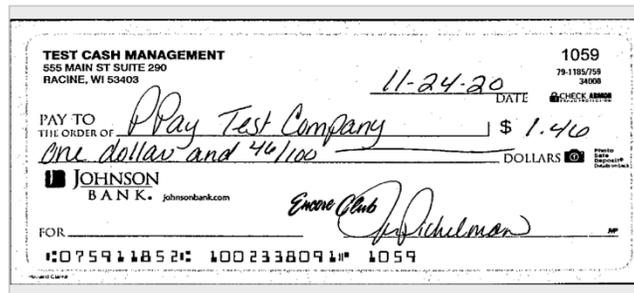
If there is an exception that you don't want to decision, tap the **<Back** option to return to the overview screen.

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.

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

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Menu

ACCESS JFG

Decisions Submitted

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All Accounts ⌄

Decisions Needed ⌄

🔍 Search

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.

$1.46   Paid Not Issued

Check #1059

Total Decisioned **(5/6)**
Total **$2.43**   Submit

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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 tmsupport@johnsonfinancialgroup.com.

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