



eTreasury

Positive Pay User Guide

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Contents

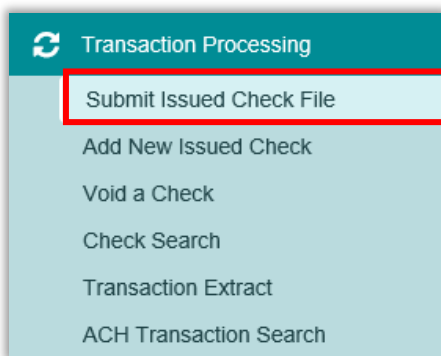
Submitting an Issued Check File	2
Issued Check File Processing Log	4
Entering Issued Items Manually.....	5
View / Update / Delete Checks	6
Voiding a Check.....	8
Setting Up an ACH Authorization Rule.....	9
Setting Up an ACH Transaction Filter/ Block	11
Exception Item Review.....	13
Generating an Account Reconciliation Summary	15
Positive Pay User Setup	18

Submitting an Issued Check File

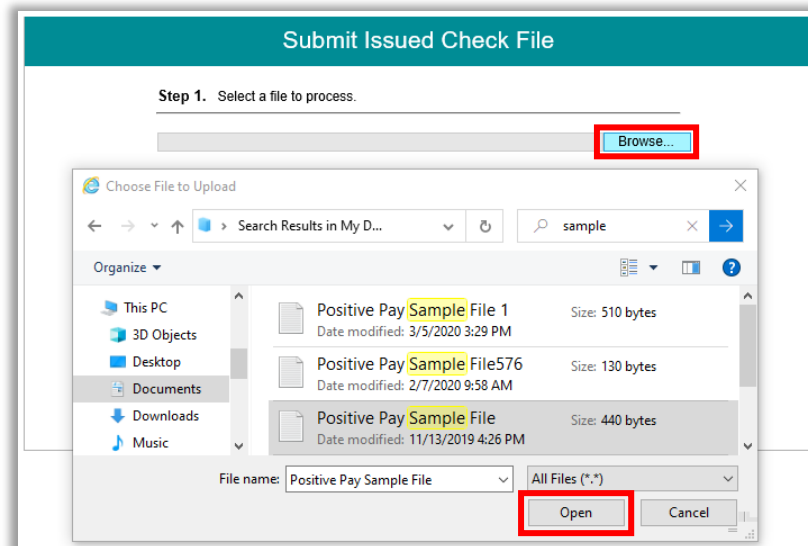
1. From eTreasury select **Control & Recon < Positive Pay < Continue to Positive Pay.**



2. From the Positive Pay **Transaction Processing** menu select **Submit Issued Check File.**



3. Select **Browse** to retrieve the issue file.
4. Select the file and select **Open.**



5. Select the appropriate **Account Nickname** and **File Processing Type** for the selected issue file.
6. Select **Process File**.

Step 2. Input details about the file.

Account Nickname: ▼

File Processing Type: ▼

Step 3. Click the "Process File" button.

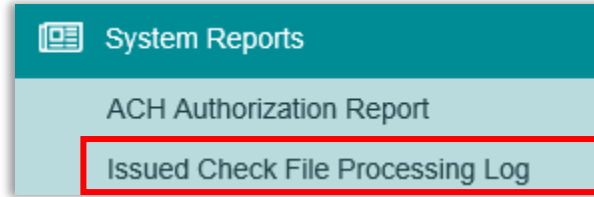
7. Upon completion, the **Processing Results** will display the file name, upload date/time, status of the processed file, number of items, and total amount of the file.
8. Selecting the **Status** will display the results, details, and any errors that may have occurred.

Processing Results				
File Name	Upload Date	Status	Items	Amount
Positive Pay Sample File.txt	3/24/21 5:56:36 PM	➔ Processed	9	\$16,936.83

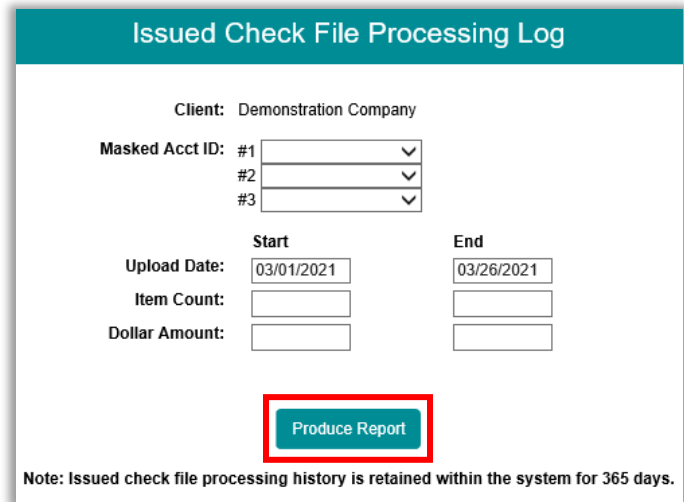
Issued Check File Processing Log

Viewing Processed File Information

9. From the System Reports menu, select Issued Check File Processing Log.



10. Selected the appropriate search criteria and select **Produce Report**.



11. This report will display the account nickname, results, number of items, total amount of the file, upload date/time, user who processed the file, file name.

Demo Bank

03/01/2021 - 03/26/2021 Refresh [Print Icon] [Back to Filter]

Issued Check File Processing Log (8)										
Client Name	Masked Acct ID	File Type	Results	Items	Amount	Upload Date	User	File Name		
1	Demonstration Company	Ops1000	CSV Demo	Processed	85	\$8,763.50	3/02/21 9:45 PM	centrix	000000001_000000001_Book3.csv	
2	Demonstration Company	Ops1000	CSV Demo	Processed	7	\$458.52	3/08/21 4:32 AM	centrix	000000001_000000001_Book3.csv	
3	Demonstration Company	PR1111	CSV Demo	Processed	56	\$5,897.65	3/11/21 2:22 PM	centrix	000000001_000000001_Book3.csv	
4	Demonstration Company	Ops1000	test	Processed	22	\$66,693.50	3/11/21 11:04 PM	centrix	000000001_000000001_CommaMDDYY.txt	
5	Demonstration Company	Ops1000	Excel 2	Processed	32	\$65.48	3/15/21 2:43 AM	centrix	000000001_000000001_Book1.xlsx	
6	Demonstration Company	Ops1000	CSV Demo	Processed with Exceptions	44	\$159.75	3/18/21 3:43 PM	centrix	000000001_000000001_Book3.csv	
7	Demonstration Company	Ops1000	Excel	Processed	65	\$477.50	3/22/21 7:23 PM	demouser	20120802103734_Book1.xlsx	
8	Demonstration Company	Ops1000	Excel 2	Processed	12	\$589.47	3/25/21 10:24 AM	centrix	000000001_000000001_Comma.xlsx	
					323	83,105.37				

Click links under the "Results" column for file processing info.

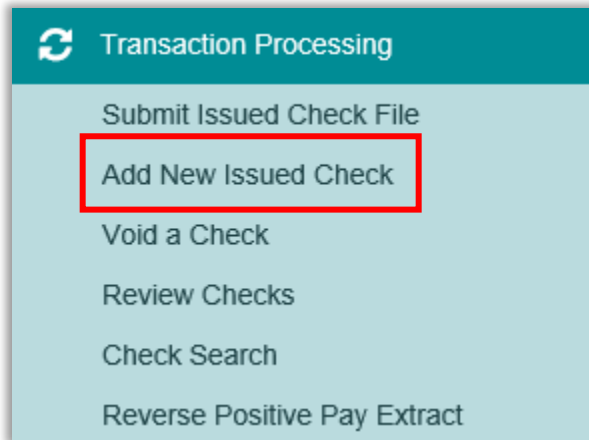
Processing Output Totals		
File Status	Item Total	Amount Total
Processed:	0	0.00
Exception:	0	0.00
Rejected:	0	0.00

12. Select the result to display details and any errors that may have occurred or select View File to view the processed file.

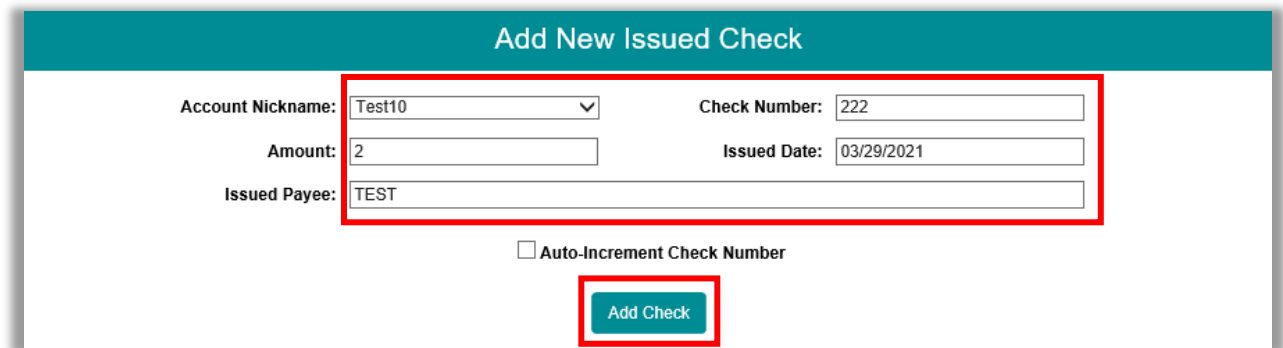
Entering Issued Items Manually

If you only issue a limited number of items per week/month or need to add an additional issued item manually, follow the steps below.

13. From the **Transaction Processing** menu, select **Add New Issued Check**.



14. Select the appropriate **Account Nickname** and enter the **Check Number**, **Amount**, **Issued Date**, and/or **Issued Payee**.
 - a. Auto-Increment Check Number can be used when entering multiple check numbers, in sequence and in order so you do not have to manually enter them in. *The initial check number will need to be entered for this option to function.*

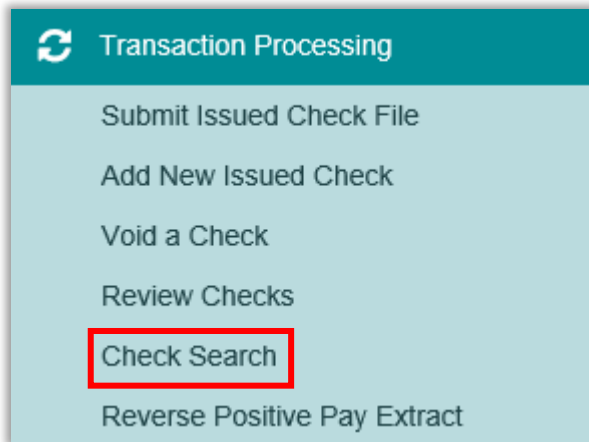


The screenshot shows the "Add New Issued Check" form. The form has a teal header with the title "Add New Issued Check". Below the header are several input fields: "Account Nickname" (a dropdown menu with "Test10" selected), "Check Number" (a text box with "222"), "Amount" (a text box with "2"), "Issued Date" (a text box with "03/29/2021"), and "Issued Payee" (a text box with "TEST"). Below these fields is a checkbox labeled "Auto-Increment Check Number". At the bottom of the form is a teal button labeled "Add Check". The "Account Nickname", "Check Number", "Amount", "Issued Date", "Issued Payee" fields, and the "Add Check" button are all highlighted with a red rectangular border.

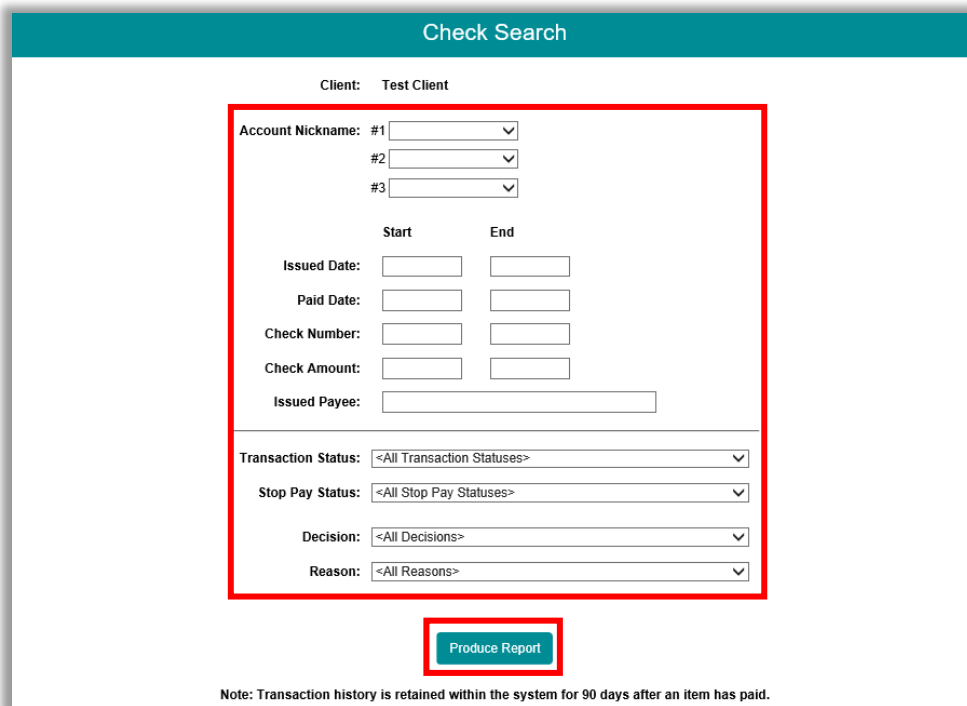
15. Select **Add Check**.

View / Update / Delete Checks

15. From the **Transaction Processing** menu, select **Check Search**.



16. Select the **Account Nickname** and/or appropriate search criteria below and select **Produce Report**.



A screenshot of the "Check Search" form. The form is titled "Check Search" and shows "Client: Test Client". A red box highlights the search criteria section, which includes:

- Account Nickname: #1, #2, #3 (each with a dropdown menu)
- Start and End date fields for Issued Date, Paid Date, Check Number, and Check Amount.
- Issued Payee: (text input field)
- Transaction Status: (<All Transaction Statuses> dropdown)
- Stop Pay Status: (<All Stop Pay Statuses> dropdown)
- Decision: (<All Decisions> dropdown)
- Reason: (<All Reasons> dropdown)

Below the search criteria, a "Produce Report" button is highlighted with a red box. At the bottom of the form, a note reads: "Note: Transaction history is retained within the system for 90 days after an item has paid."

17. This report will reflect detailed information in regards to your checks. This area will contain a 'Status' symbol to reflect exceptions, paid items, stop payments, and voided checks.

	Status	Account Nickname	Issued Date	Paid Date	Check #	Amount	Issued Payee	Details
1	⊗	Test10	02/08/2021	02/08/2021	View Image 151	1.50		Display
2	⊗	Test10	02/08/2021	02/08/2021	View Image 153	2.00		Display
3		Test10	10/29/2019		103	103.00	Will Bartunek	Display

⊗ **Exception**
✓ **Paid**
✗ **Stop Payment**
R **Reversal**
V **Void**

[Close Window](#)

- 18. Select **Display** to bring up more details for your items.
- 19. Select **View Image** to view the check image if an item has already been paid.
- 20. If the item is still outstanding (blank 'Status' symbol), you can edit the information if the box isn't greyed out, and select **Update**.
 - a. Select **Delete** to remove the outstanding item from Positive Pay.

Account: **Check Number:** **Amount:**

Nickname: **Issued Date:** **Decision:**

Payee: **Paid Date:** **Return Reason:**

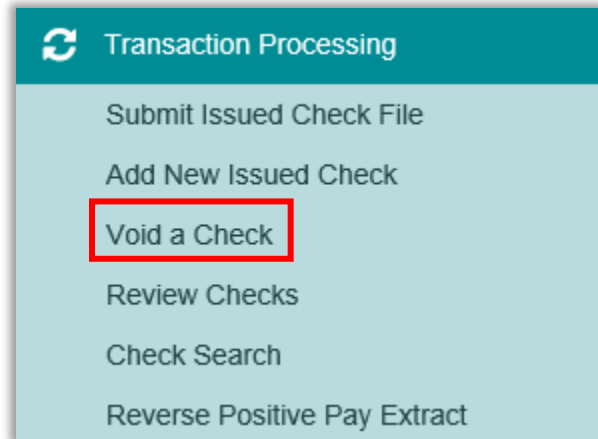
Date Reconciled: **Trace Number:** **Void Date:**

Additional Notes:

Submission Types: E-File Reversal: NO

Voiding a Check

21. To void an outstanding issued check, select **Void a Check** from the **Transaction Processing** menu.
22. Select the appropriate **Account Nickname**, and enter the **Check Number**, **Amount**, and **Issued Date**.
23. Select **Find Matching Check**.



Void a Check

Step 1. Enter check information.

Account Nickname:

Check Number:

Check Amount:

Issued Date:

Step 2. Click the "Find Matching Check" button to find the check.

Find Matching Check

24. If the item does not match a check already paid in the Positive Pay system, it will be added *Items physically sent/issued to a customer or vendor will need to be stopped at your local branch or within the eTreasury system and should not be voided.*
25. Select **Add Check** (if not issued into the Positive Pay system) or **Void Check** (if already issued into the Positive Pay system, but hasn't been paid already).

Step 3. Verify the check that will be voided.

Step 4. Click the "Void Check" button to complete the void process.

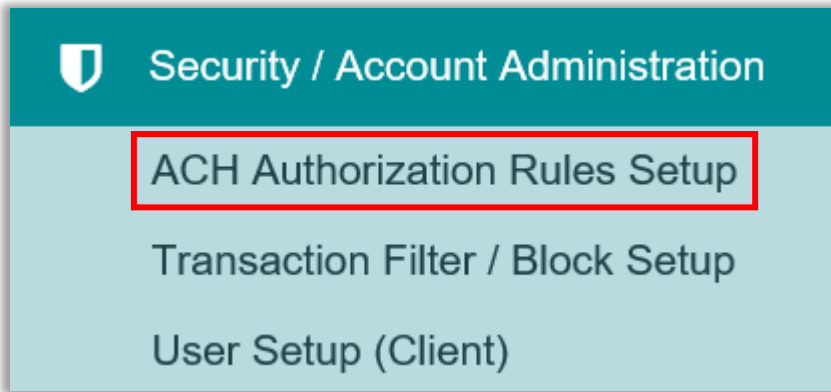
Add Check

Note: Voids are retained within the system for 90 days after an item has been voided.

Setting Up an ACH Authorization Rule

ACH Authorization rules are used to authorize particular ACH transactions and exclude them from exception processing. If a particular ACH transaction type is not created as an authorization rule, it will be created as an exception in the **Quick Exception Processing** area of Positive Pay. Please follow the steps below to add a rule.

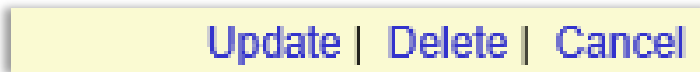
26. Select **ACH Authorization Rules Setup** under the **Security/Account Administration** menu, located at the bottom of the page. You may need to click to expand **Security/Account Administration**.



27. Select the appropriate **Account Nickname**, enter a **Description** for the transaction, the **Company ID** (your customer or vendor's tax ID number), **Standard Entry Class Code**, whether the transaction will be a debit, credit, or both, and enter the **Maximum Allowable Amount**.
 - a. All fields are optional except for the **Account Nickname** and the **Debits or Credits** field.
28. Select **Add** to create your authorization rules one at a time.
29. To update or delete a rule select **Edit**.

ACH Authorization Rules Setup for Client: Test Client						
Notification Type for Unauthorized ACH Transactions: <input type="text" value="Create Exception"/> Edit						
	Account Nickname	Description	Company ID	Standard Entry Class Code	Debits or Credits	Maximum Allowable Amount
1	Test10			ALL - All Standard Entry Class Codes	Credits Only	Edit
2	Test16			ALL - All Standard Entry Class Codes	Credits Only	Edit
	Test10	TEST VENDOR PAYMENTS	22222222	ALL - All Standard Entry Class Codes	Both DR and CR	Add

30. Change the information and select **Update** or **Delete** to remove the particular rule.



31. The example shown below is for a combination of rules that will authorize ACH Credits, and ACH debits *only* for the specified ACH Company 'ABC Electric'. All other ACH debits will need to be Paid or Returned in the **Quick Exception Processing** area of Positive Pay.

	Account Nickname	Description	Company ID	Standard Entry Class Code	Debits or Credits	Maximum Allowable Amount
1	Checking 0758	ALL Credits Authorized		ALL - All Standard Entry Class Codes	Credits Only	
2	Checking 0758	ABC Electric	221234567	ALL - All Standard Entry Class Codes	Debits Only	

32. The example shown below is for a rule that will authorize debits up to a particular amount, in this case \$100.

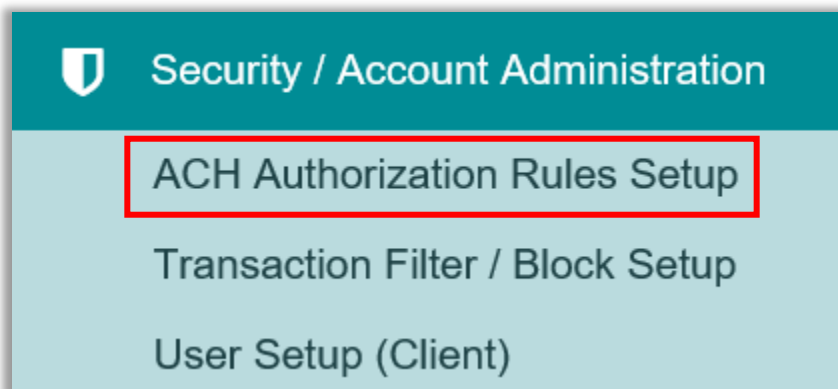
- a. All ACH Credits, *only* ACH debits over \$100 will be created as exceptions and will need to be Paid or Returned in the **Quick Exception Processing** area of Positive Pay.

	Account Nickname	Description	Company ID	Standard Entry Class Code	Debits or Credits	Maximum Allowable Amount
1	Checking 0758	Debits up to \$100 Authorized		ALL - All Standard Entry Class Codes	Debits Only	100.00
	<input type="text" value="Checking 0758"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="ALL - All Standard Entry Class Codes"/>	<input type="text" value="<Select>"/>	<input type="text"/>

Setting Up an ACH Transaction Filter/ Block

Transaction Filters or Blocks are used to generate exceptions for particular ACH transactions. These will generate in the **Quick Exception Processing** area of Positive Pay. *Please be advised that this does not prevent or block an ACH transaction from hitting your account. You will be provided with the option to Pay or Return the item after it has cleared, if it meets your specified criteria in this area of Positive Pay.*

33. Select **Transaction Filter/Block Setup** from the **Security / Account Administration** menu. You may need to click to expand **Security/Account Administration**.



34. Select the appropriate **Account Nickname**, enter the **Company ID** (*usually the Tax ID #*), select the **Standard Entry Class Code**, whether the transaction will be a debit, credit, or both, **Minimum Filter Amount**, and **Notification Type**.
 - a. All fields are optional except for the Account Nickname and Standard Entry Class Code. It is suggested that you select "ALL - All Standard Entry Class Codes" unless you know the specific SEC code for your transactions.
 - b. If 'Email/Text Notification Only' is selected in the Notification Type section, you will not receive exceptions or have the opportunity to return the filtered transactions through the Positive Pay service.
35. Select **Add** to create your filters/blocks one at a time.
36. To update or delete a filter/block select **Edit**.

Transaction Filter / Block Setup for Client: Daniel's Music Instruction									
	Account Nickname	Company ID	Standard Entry Class Code	From Tran Code	Thru Tran Code	Debits or Credits	Minimum Filter Amount	Notification Type	
1	Checking 0758		ALL - All Standard Entry Class Codes			Debits Only		Create Exception	Edit
	Checking 0758 ▾		▾			Both DR and CR ▾		Create Exception ▾	Add

37. Change the information and select **Update** or **Delete** to remove the particular filter/block.

[Update](#) | [Delete](#) | [Cancel](#)

38. The example shown below is for a filter/block that will create ACH debit exceptions *only* for the specified ACH Company ID '221234567'. All other ACH debits and credits will be paid automatically and will not appear in the **Quick Exception Processing** area of Positive Pay.

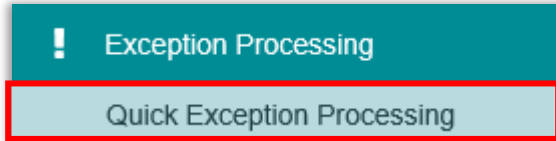
Transaction Filter / Block Setup for Client: Daniel's Music Instruction								
	Account Nickname	Company ID	Standard Entry Class Code	From Tran Code	Thru Tran Code	Debits or Credits	Minimum Filter Amount	Notification Type
1	Checking 0758	221234567	ALL - All Standard Entry Class Codes			Debits Only		Create Exception
	Checking 0758 ▼		▼			Both DR and CR ▼		Create Exception ▼

39. The example shown below is for a filter/block that will authorize debits up to a particular amount, in this case \$100.
- All ACH debits above \$100 will be created as exceptions and will need to be Paid or Returned in the **Quick Exception Processing** area of Positive Pay.
 - All ACH credits will be paid automatically and will not appear in the **Quick Exception Processing Area** of Positive Pay.

Transaction Filter / Block Setup for Client: Daniel's Music Instruction								
	Account Nickname	Company ID	Standard Entry Class Code	From Tran Code	Thru Tran Code	Debits or Credits	Minimum Filter Amount	Notification Type
1	Checking 0758	221234567	ALL - All Standard Entry Class Codes			Debits Only	100.00	Create Exception
	Checking 0758 ▼		▼			Both DR and CR ▼		Create Exception ▼

Exception Item Review

40. To review exceptions, select **Quick Exception Processing** from the **Exception Processing** menu.



41. Account nickname, Paid Date, Check #, Amount, Issued Payee (if applicable), and Exception Type for each item will display.

42. Select **View Image** to compare the information with the data displaying in **Quick Exception Processing**.

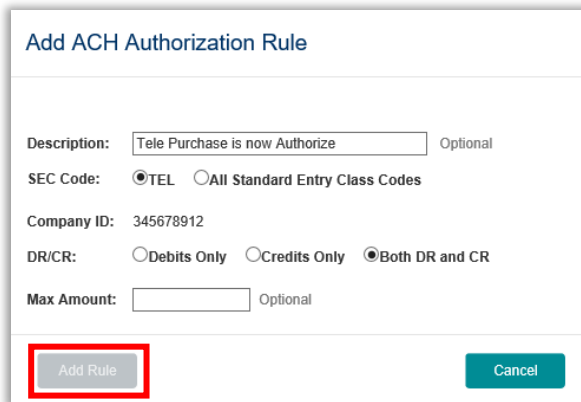
43. Select to **Pay** or **Return** the item by selecting the check box.

a. If returning the item, a **Reason** must be selected.

44. Select **Add ACH Rule** if you would like to add the specific ACH to the **ACH Authorization** rules

a. Fill out the criteria and select **Add Rule**.

*Note: The **Add ACH Rule** option in Quick Exception Processing will only appear if ACH Authorization rules are established. This will not appear for Transaction Filters/Blocks*



The image shows a form titled 'Add ACH Authorization Rule'. It contains the following fields and options:

- Description:** A text input field containing 'Tele Purchase is now Authorize' and an 'Optional' label.
- SEC Code:** Radio buttons for 'TEL' (selected) and 'All Standard Entry Class Codes'.
- Company ID:** A text input field containing '345678912'.
- DR/CR:** Radio buttons for 'Debits Only', 'Credits Only', and 'Both DR and CR' (selected).
- Max Amount:** A text input field and an 'Optional' label.
- At the bottom, there are two buttons: 'Add Rule' (highlighted with a red border) and 'Cancel'.

45. Once all items are marked to Pay or Return, select **Update**.

Quick Exception Processing as of 03/29/2021

Masked Acct ID:

Hide exceptions already decisioned

Processed Exceptions: (Count: 0) (Amount: \$0.00)
 Unprocessed Exceptions: (Count: 10) (Amount: \$27,778.80)
 Total Exceptions: (Count: 10) (Amount: \$27,778.80)

Update

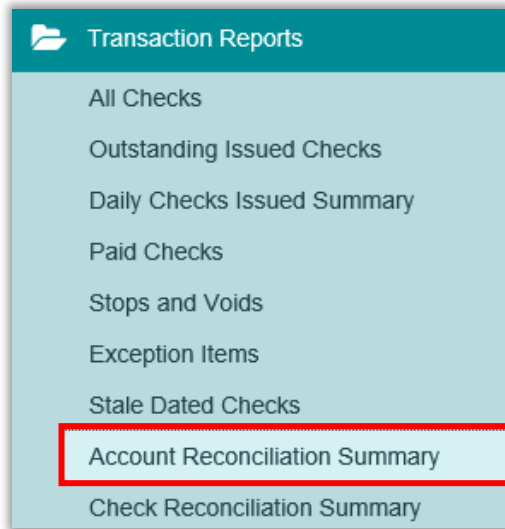
★ NOTE: Exceptions will be given a decision of "Return" if no decision has been made by 1:00 PM. ★

	Masked Acct ID	Paid Date	Check #	Amount	Issued Payee	Exception Type	Pay	Return	Reason
1	Ops1000	03/26/2021		1,635.35		BLOCKED TRANSACTION (WEB/345678912/DR) - ebay Bob	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Unauthorized
2	Ops1000	03/26/2021	Add ACH Rule	1,846.24		UNAUTHORIZED ACH TRANSACTION (TEL/345678912/DR) - TELE Purchase	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Unauthorized
3	Ops1000	03/26/2021	View Image 17788	2,079.06		VOIDED ITEM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fraudulent
4	Ops1000	03/26/2021	View Image 17849	10,000.00		AMOUNT MISMATCH (Issued Amount = 100.00)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<Not Selected>
5	Ops1000	03/26/2021	View Image 17929	2,619.74		PAYEE NAME MISMATCH	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<Not Selected>
6	Ops1000	03/26/2021	View Image 17939	2,786.90		CHECK NUMBER IS ZERO.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<Not Selected>
7	Ops1000	03/26/2021	View Image 17960	201.15		STALE DATED ITEM	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Stale Dated
8	Ops1000	03/26/2021	View Image 18006	1,147.34		PAID NOT ISSUED	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<Not Selected>
9	Ops1000	03/26/2021	View Image 18007	1,798.34		PAID NOT ISSUED	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<Not Selected>
10	Ops1000	03/26/2021	View Image 18008	3,664.68		DUPLICATE PAID ITEM	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Duplicate

46. If a check is displaying with the incorrect check number, select to pay or return, update, and then email ebanking@lakelandbank.com to correct the item on your statement.
 - a. All exceptions will be given a decision of 'Return' automatically if no decision has been made prior to 1:00pm EST. Please pay or return all items prior to 1:00pm EST.

Generating an Account Reconciliation Summary

47. Select **Account Reconciliation Summary** from the **Transaction Reports** menu.



48. Select the Account Nickname for the account you are reconciling.

49. The **Reconcile Through Date** will flood in automatically, based on the last date of reconciliation. This will cause transactions to appear in the next area, from the Last **Reconcile Through Date** up until the **Reconcile Through Date**.

50. Click on **Select** to continue.

Account Reconciliation Summary

Account Nickname:

Reconcile Through Date: (Last Reconcile Through Date: 01/01/1900)

Select

Note: Transaction history is retained within the system for 90 days after an item has posted.

51. All transaction activity for the selected period will be displayed and broken down in groupings by type.

52. Select **Show** to view any line items that will be included in the reconciliation total.

a. The example below shows a **Recap of Issued Checks** after selecting **Show** for **Issued Checks**.

Recap of Issued Checks			
	Issued Date	Amount	Daily Count
1	10/29/2019	\$103.00	Show (1)
Total:		\$103.00	

53. Select **Finish Reconciliation** to generate a report that appears under the Reconciliation History.

Account Reconciliation Statement

This Reconcile Through Date: 03/28/2021
Account Nickname: Test10

Transaction Summary

Issued Checks	(+)	\$103.00
Paid Checks	(-)	\$0.00
Stop Payments	(-)	\$0.00
Voids	(-)	\$0.00
ACH Debits	(-)	\$0.00
ACH Credits	(+)	\$0.00
Miscellaneous Debits	(-)	\$1,500.00
Miscellaneous Credits	(+)	\$1,770.62
Deposits	(+)	\$0.00
Service Charges Paid	(-)	\$119.00
Interest Paid	(+)	\$0.00
Taxes/Withholding	(-)	\$0.00
Current Outstanding Checks		\$103.00

Daily Balance Summary

Current Balance:	-\$77.18
Outstanding Check Amount:	\$103.00
Check Register Balance:	-\$180.18

Reconciliation History

Date
N/A

Finish Reconciliation

Cancel

54. Select the date under Reconciliation History to view the report and **Export to Excel** if necessary.

Reconciliation History

Date
03/28/2021 Clear

SYSTEM: 03/29/21 2:24 PM

LAKELAND BANK
ACCOUNT RECONCILIATION REPORT
ACCOUNT NICKNAME: Test10

CLIENT: Test Client

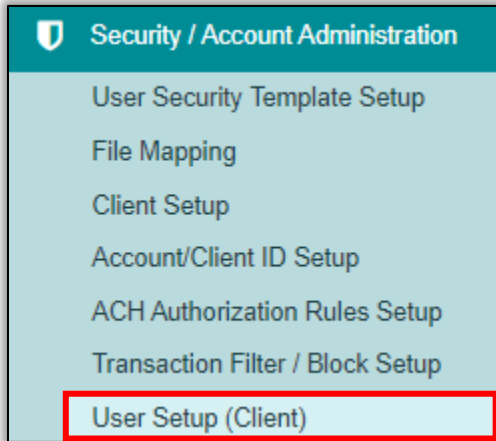
 [Export to Excel](#)

CHECK #	PAID DATE	AMOUNT	PAYEE/TRAN DESCRIPTION	REFERENCE	NOTES
--- Miscellaneous Debits ---					
1	0	03/23/2021	1,500.00	RETURN ACH ITEM	300000001
--- Miscellaneous Credits ---					
1	0	01/08/2021	35.00	NSF Fees Refunded	35000185
2	0	01/14/2021	98.00	12/10 REV (14) \$7.00 OVERDRAFT CONTINUOUS FEE	102000039
3	0	02/09/2021	50.00		750282692
4	0	02/11/2021	35.00	REV NSF FEES REFUNDED FROM 01/08	102000017
5	0	02/12/2021	3.50	eTreasury Online Transfer from 101010 on 2/12/21 at 9:32	700228191
6	0	03/04/2021	49.00	REV (7) OVERDRAFT (CONTINUOUS) FEE FROM 2/18 THRU 02/26/2021	102000044
7	0	03/22/2021	0.12	400059489 ONLINE TRANSFER FROM 112293 ON 3/22/21 AT 10:33	400059489
8	0	03/23/2021	1,500.00	REV ACH RETURN ITEM 3/23/21	102000111
--- Service Charges ---					
1	0	12/28/2020	7.00		0
2	0	12/29/2020	7.00		0
3	0	12/30/2020	7.00		0
4	0	02/18/2021	7.00		0
5	0	02/19/2021	7.00		0
6	0	02/22/2021	7.00		0
7	0	02/23/2021	7.00		0
8	0	02/24/2021	7.00		0
9	0	02/25/2021	7.00		0
10	0	02/26/2021	7.00		0
11	0	03/01/2021	7.00		0
12	0	03/02/2021	7.00		0
13	0	03/03/2021	7.00		0
14	0	03/04/2021	7.00		0
15	0	03/05/2021	7.00		0
16	0	03/08/2021	7.00		0
17	0	03/09/2021	7.00		0

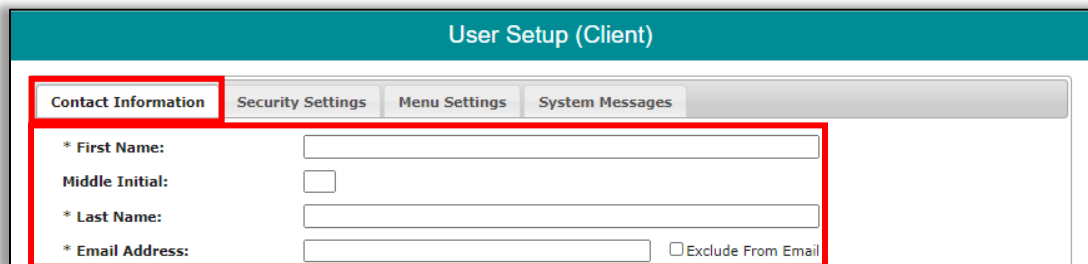
Note: This report shows all items that were reconciled on 03/28/21.

Positive Pay User Setup

1. Select **User Setup (Client)** from the **Security / Account Administration** menu.

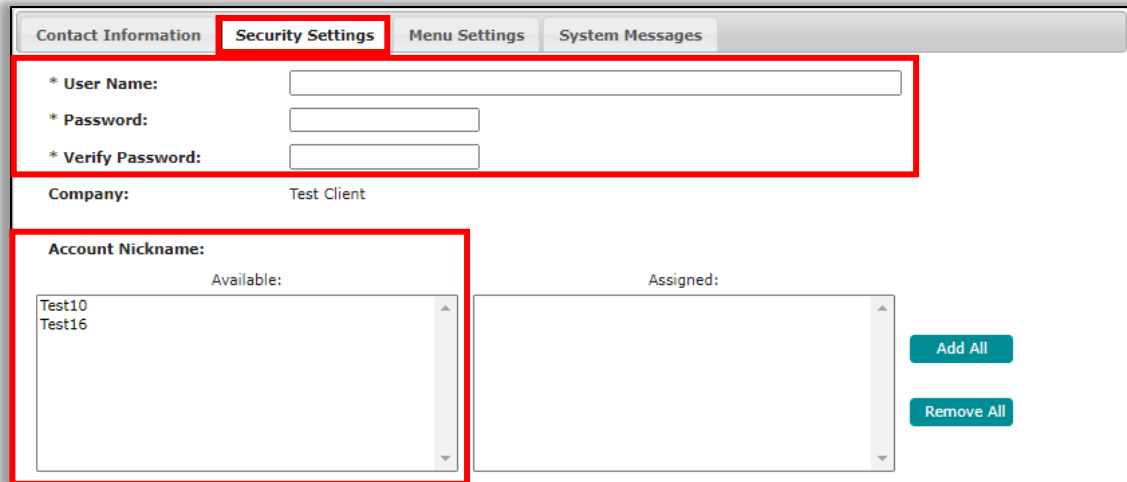


2. Select **Add New**.
3. Enter the following information under the **Contact Information** tab.
 - **First Name**
 - **Last Name**
 - **Email Address**

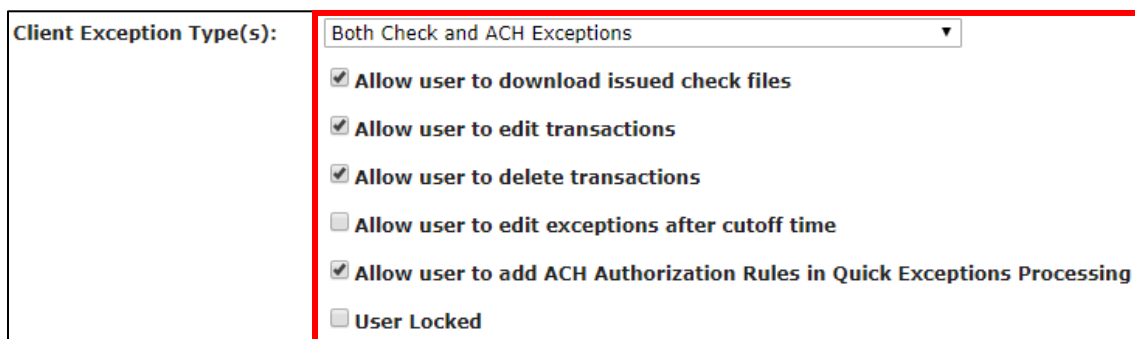


A screenshot of the "User Setup (Client)" form. The form has four tabs: "Contact Information", "Security Settings", "Menu Settings", and "System Messages". The "Contact Information" tab is selected and highlighted with a red border. Below the tabs, there are four input fields: "* First Name:" (text box), "Middle Initial:" (checkbox), "* Last Name:" (text box), and "* Email Address:" (text box). There is also a checkbox labeled "Exclude From Email" next to the email address field. The entire form area is highlighted with a red border.

4. Enter the following information under the **Security Settings** tab.
 - **User Name:** to be entered in eTreasury at a later step in the process
 - **Password/Verify Password**
 - **Account Nickname:** select the accounts the user should have access to in Positive Pay



- **Client Exception Type(s):** select the exception types the user will be decisioning.
 - **Allow user to download issued check files:** gives the user the ability to download issued check files.
 - **Allow user to edit transactions:** gives the user the ability to edit transactions after they are entered into Positive Pay (*can only be done before the items are paid*).
 - **Allow user to delete transactions:** gives the user the ability to delete transactions after they are entered into Positive Pay (*can only be done before the items are paid*).
 - **Allow user to add ACH Authorization Rules in 'Quick Exceptions Processing':**
 - **Note:** the user will need an ACH exception type in order to receive notifications regarding ACH exceptions.



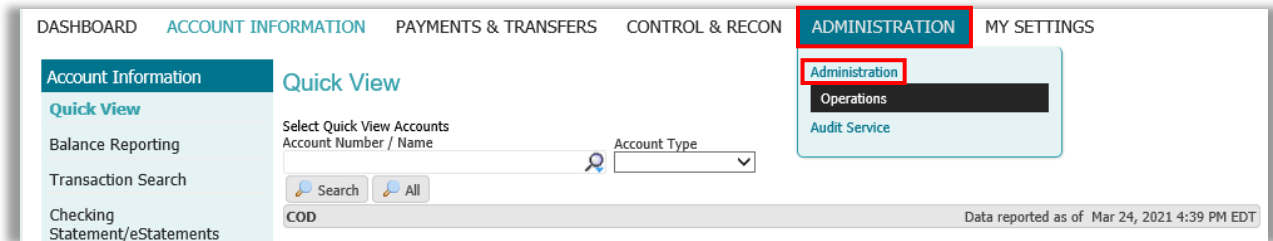
- Select the appropriate Menu Options this user can access under the **Menu Settings** tab.

- Under the **System Messages** tab select what type of notifications you would like this user to receive, and how they should be distributed. *The user must have a **Mobile Number** listed in their profile under the **Contact Information** tab in order to receive text messages.*

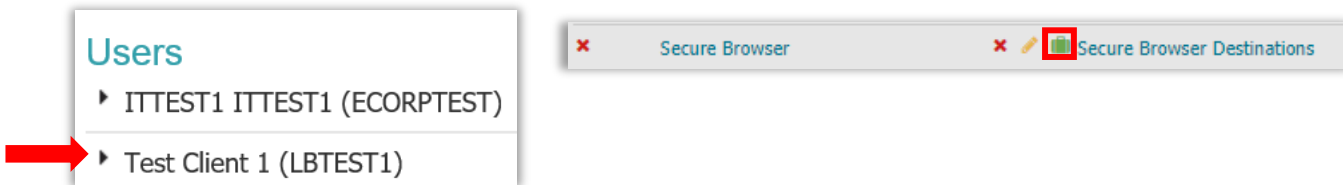
Message	Email	Text
CLIENT - No exceptions	<input type="checkbox"/>	<input type="checkbox"/>
CLIENT - Exception: Duplicate paid item	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Exception: Duplicate paid item with amount mismatch	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Exception: Filtered / blocked transaction	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Exception: Paid item not issued	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Exception: Paid item with amount mismatch	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Exception: Paid item with zero check number	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Exception: Payee name mismatch	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Exception: Stale dated item paid	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Exception: Unauthorized ACH transaction	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Exception: Void item paid	<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 count / amount mismatch	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Issued file loaded successfully	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Issued file partially loaded	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Issued file processing loaded no items	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - Issued file rejected	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - New ACH authorization rule added	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CLIENT - New transaction filter / block added	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- Exit Positive Pay and navigate back to Online Banking.

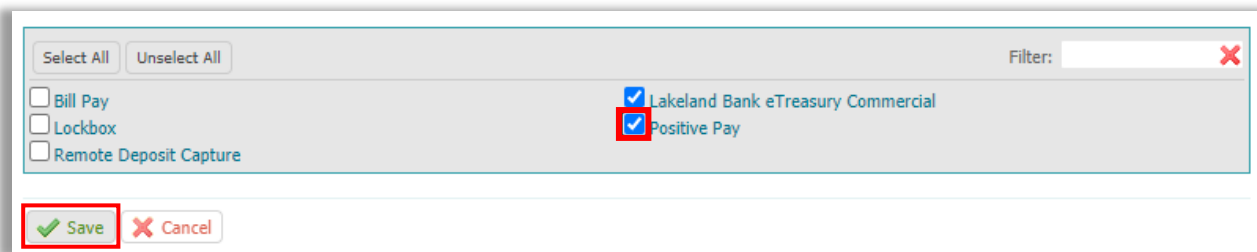
8. Select the **Administration** tab then **Administration**.



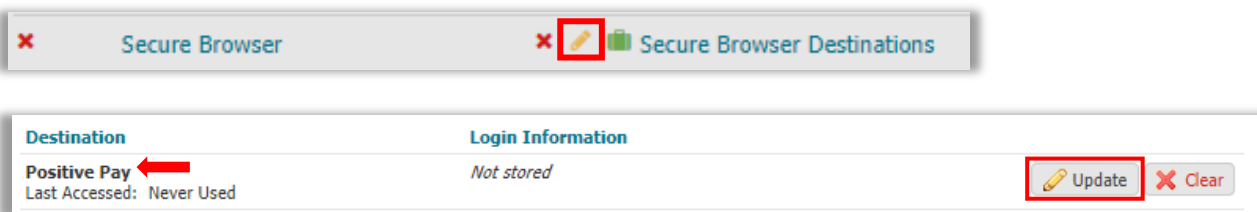
9. Select the user to open up their services and select the green briefcase for **Secure Browser Destinations**.



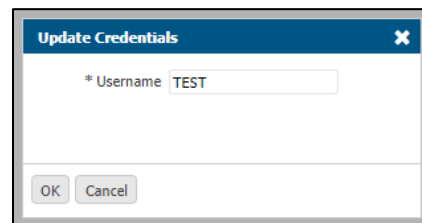
10. Mark off **Positive Pay** and hit **Save**.



11. Select the pencil for **Secure Browser Destinations** and select **Update** for the Positive Pay option.



12. Enter the **Username** that was created in Positive Pay and then select **Ok** to update.



For assistance with Positive Pay, please call us at 866-224-1379 Option #9 or email us at eBanking@lakelandbank.com.