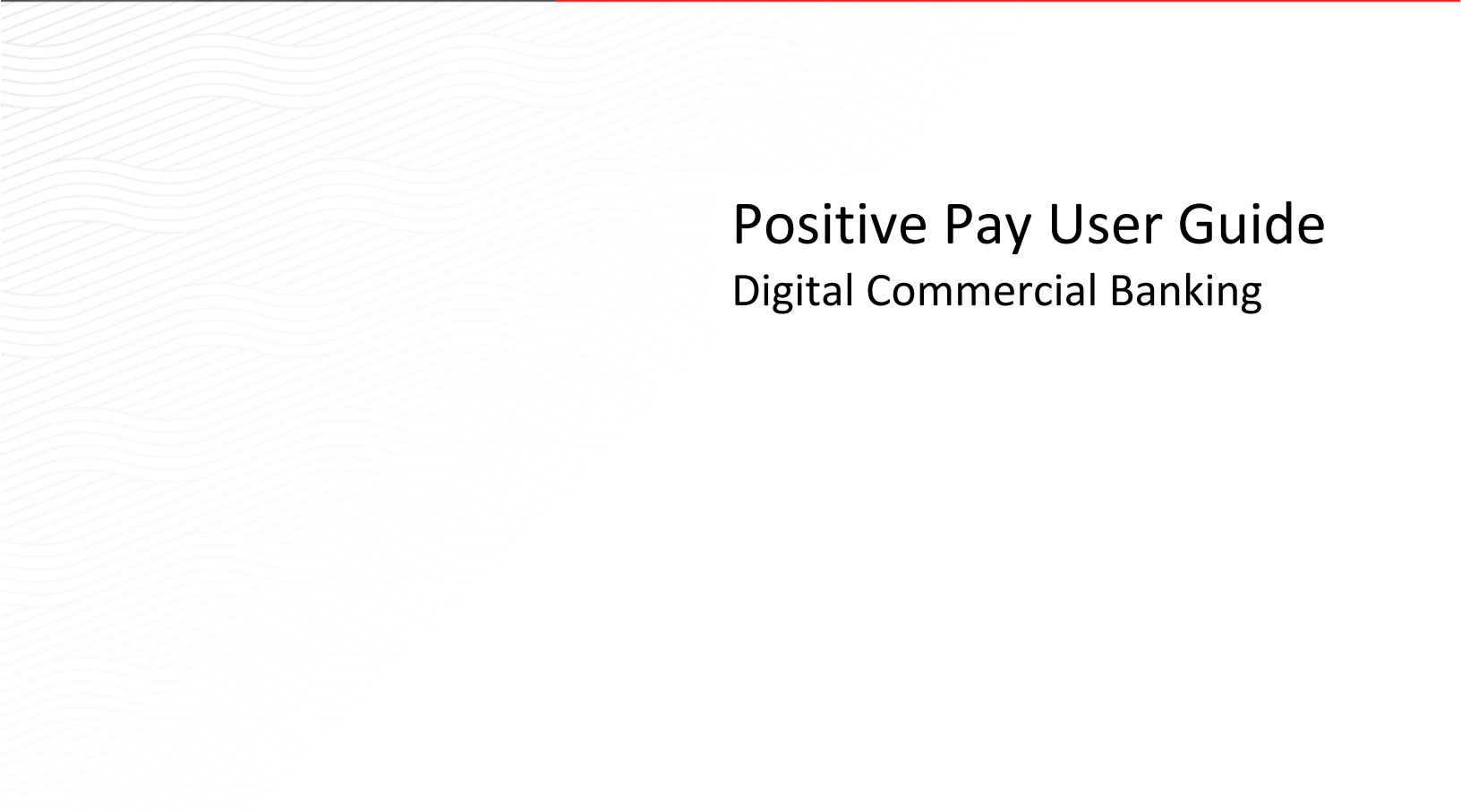




SYNOVUS[®]

G A T E W A Y



Positive Pay User Guide
Digital Commercial Banking

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Purpose

This document is intended to provide the background information and procedures that you need for Synovus Gateway Positive Pay. The guide explains how to perform the following procedures and more:

- Navigate Synovus Gateway Positive Pay
- Send a file of your issued checks
- Decision exceptions items
- Access advanced features

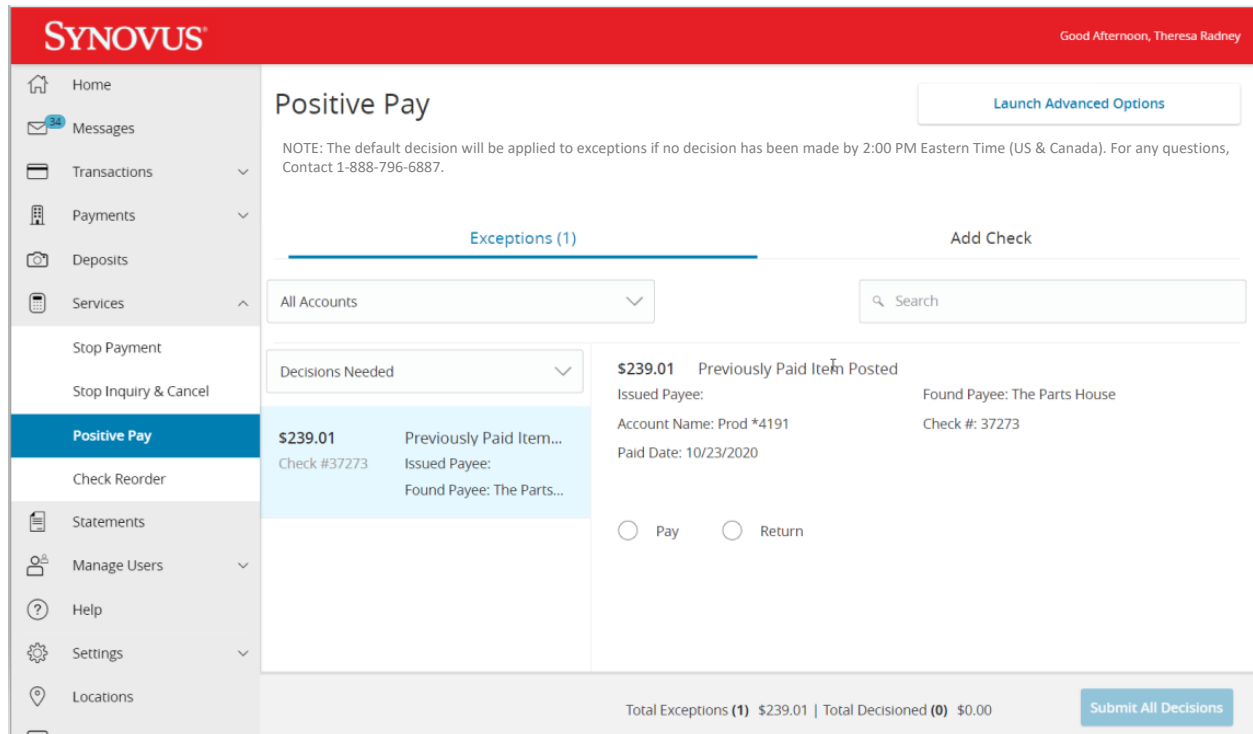
Audience

This document is intended for all Synovus Gateway digital commercial banking users with business and commercial accounts.

CHAPTER 1: POSITIVE PAY

Synovus Positive Pay is an automated fraud detection tool that matches incoming checks and ACH debits and credits with payments you've previously authorized. All exceptions are then presented to you for review and payment decisions.

This way you can stay on top of your account activity, stop potential fraudulent threats, and help protect your business' bottom-line.



The screenshot displays the Synovus Positive Pay dashboard. At the top, the Synovus logo is on the left, and the user's name, Theresa Radney, is on the right. A navigation menu on the left includes Home, Messages, Transactions, Payments, Deposits, Services, Stop Payment, Stop Inquiry & Cancel, Positive Pay (highlighted), Check Reorder, Statements, Manage Users, Help, Settings, and Locations. The main content area is titled "Positive Pay" and includes a "Launch Advanced Options" button. A note states: "NOTE: The default decision will be applied to exceptions if no decision has been made by 2:00 PM Eastern Time (US & Canada). For any questions, Contact 1-888-796-6887." Below this, there is a section for "Exceptions (1)" with an "Add Check" button. A search bar and a dropdown menu for "All Accounts" are present. The exception details for a \$239.01 check (#37273) are shown, including the decision "Previously Paid Item Posted", issued payee "The Parts House", account name "Prod *4191", and paid date "10/23/2020". There are radio buttons for "Pay" and "Return". At the bottom, a summary shows "Total Exceptions (1) \$239.01 | Total Decided (0) \$0.00" and a "Submit All Decisions" button.

Check Positive Pay

Check Positive Pay allows you to set up validation and authorization protocols for checks posted to your account, with the convenience of being initiated online through Synovus Gateway.

By sending a file of your issued checks, Positive Pay will maintain your data and match the check number, account number, dollar amount and issue date with any check that is presented.

Exception items are created when checks received do not match your check issue file. You can easily view these exception items and decide whether they should be paid or returned. For each exception decision, you can choose from a reason including:

- **Duplicate item** - the item was previously paid.
- **Void** - the item was previously voided.
- **Fraud** - unauthorized item.
- **Refer to Maker** - payee should contact you to find out why the item was returned.
- **Stale Dated** - the item is a stale-dated check. A check is considered stale dated if it posts more than 180days after the issue date.

If you do not decision your exceptions by the cutoff time 2:00 PM Eastern Time, your default decision will be applied.

ACH Positive Pay

With the ACH Positive Pay, you can directly return unpaid ACH debits and credits, review posted transactions, and make appropriate payment decisions.

For an extra layer of protection and automation, you can also add an ACH Rule for specific companies. It dictates the preferred SEC code, transaction type and the maximum amount that can be debited from your account without being posted as an unauthorized ACH transaction.

With this streamlined solution, it is easy to make Pay or Return decisions to stop unauthorized payments.

Exceptions

To make Pay / Return decisions:

1. In the navigation menu, click or tap Services > Positive Pay.
2. Select an account or search on all accounts.
3. From the Exceptions drop-down list, select Decisions Needed, Decisioned, or All.
4. Select an Exception you want to pay or return. The transaction details appear in the right pane.
5. In the transaction details pane, select Pay or Return.
 - a. For unpaid ACH debits, decide whether to add an ACH Rule.
 - i. Click or tap ACH Rule.
 - ii. Select an SEC Code.
 - iii. Select a Transaction Type.
 - iv. (Optional) Edit the Max Amount.
 - v. (Optional) Enter a Note.
 - vi. Click or tap Done.
 - b. If returning a check, select a reason in the drop-down list.
6. Click or tap Submit All Decisions.

Adding a Check

To manually send a file of issued checks:

1. In the navigation menu, click or tap Services > Positive Pay.
2. Click or tap Add Check.
3. Enter an Amount.
4. Enter a Payee.
5. Select an account in the Account drop-down list.
6. Select an Issue Date.
7. Enter Check Number.
8. (Optional) Click or tap Auto Increment.
 - a. If submitting multiple checks that are in sequential order, selecting Auto Increment will increment the check number.
9. Click or tap Add Check.

To upload a file containing issued check records:

1. In the navigation menu, click or tap Services > Positive Pay.
2. Click or tap Submit Issued Check File.
3. Select the file type in the File Type drop-down list.
4. Select Choose File to browse for the desired file and upload it.
5. Click or tap Process File.

Advanced Options

You also have the option to access advanced settings and features, by selecting Launch Advanced Options. You can:

- Submit and void checks directly from the issue file.
- Access system reporting for a comprehensive overview of all your transactions. You can also set up email and mobile alerts for all your users at every stage of the Positive Pay process.
- Establish preauthorized rules for your ACH credits and debits.
- Perform user setup / maintenance (admin only).
- Create / modify alerts (admin only).

To access advanced settings and features, from the navigation menu, click or tap Services > Positive Pay.

Client Setup / Maintenance

ACH Authorization Rules displays a listing of all pre-authorized rules and allows you to establish preauthorized rules for your ACH credits and debits. If an unauthorized ACH item posts to an account, the rules determine whether the item requires a pay / return decision or if you will receive and alert by email that an unauthorized activity has occurred.

You can perform the following actions on this page:

- Drag a column header to reorder.
- Select the search filter icon to filter and search all results or select a specific column to search within.
- Select the columns icon to select or remove columns from the report.
- Select the export icon to export the search results to Excel or PDF.
- Set up a new ACH authorization rule. To set up a new ACH authorization rule:
 - Select the Add icon.
 - Select the account from the Account ID drop down.
 - Select Both, Credits Only, Debits Only from the Debits or Credits drop down.
 - (Optional) Enter a description.

- Select the SEC Code (ACH transaction Type) from the SEC Code drop down.
- Enter a max allowable amount.
- Click Save and Add more (if adding multiple rules) or Save Changes.

You can also manage your users under Client Setup / Maintenance. User Setup (Client) is available for administrators only.

Exception Processing

Use Exception Processing to manage exception item activity.

The screenshot shows the 'Quick Exception Processing' interface. At the top, there are two dropdown menus: 'Big City Electric' (callout 1) and 'All Account IDs' (callout 2). Below these is a search bar for exceptions. A table displays 'Decisions Needed (16)' with a total amount of \$178,549.98. The table has two rows: '3396 BLOCKED TRANSACTION (7)' and '0789 PAID NOT ISSUED (9)'. A third row shows 'Decisions (1)' with a total amount of \$5,522.28. A final row shows 'Total (17)' with a total amount of \$184,072.26. To the right of the table, there is a summary card with a large '16' for 'Decisions Needed' (\$178,549.98) and a large '1' for 'Decisions' (\$5,522.28). A note states: 'There are 16 exceptions to review. Check exceptions will be given a decision of Return and ACH Exceptions will be given a decision of Pay if no decision has been Made by 2:00 PM Eastern Time (US & Canada).' Callout 3 points to the 'BLOCKED TRANSACTION' row, and callout 4 points to the '16 Decisions Needed' summary.

1. Select the company to process exceptions for. Only companies with available exceptions to process are available.
2. (Optional) Select an individual account to process exceptions for.
3. Select the exception reason row in the Decisions Needed section to display a list of all exceptions.
4. Specifies the exception cutoff time.

Note: Decisions must be applied by 2:00 PM Eastern Time.

Transaction Processing

Transaction Processing provides an additional menu option for adding a new issued check, submitting an issued check file, or voiding a check. While these functions can be performed prior to launching advanced options, you will need to access Transaction Process to place secondary decisions if dual approval is enabled or if you are modifying / adding a new import configuration.

To upload a file containing issued check records:

1. Select Choose File to browse for the desired file and upload it.
2. Select the Account from the Account ID drop down.
3. Select the file type from the File Processing Type drop down.
4. Click Process File.

To add a new issued check:

1. Select the account from the Account ID drop down.
2. Enter the Check Number.
3. Enter the Amount.
4. Enter the Issue Date as MM//DD/YYYY or select from the calendar.
5. (Optional) Enter the Issued Payee.
6. (Optional) Enter Notes.
7. (Optional) Auto Increment.
 - a. If submitting multiple checks that are in sequential order, selecting Auto Increment will increment the check number.
8. Click Add Check.

To void a check:

1. Enter check information.
 - a. Select the account from the Account ID drop down.
 - b. Enter the Check Number.
 - c. Enter the Check Amount.
 - d. Enter the Issue date as MM/DD/YYYY or select from the calendar.
2. Click Find Matching Check to find the check.
3. Once search results appear, verify the check that will be voided.
4. Click Void Check to complete the void process.

System Reports

Issued Check File Processing Log displays a list of all issued check files.

Once you choose the desired Input Date From and Input Date To range and click Search, you can perform the following actions:

- Drag a column header to reorder.
- Select the search filter icon to filter and search all results or select a specific column to search within.
- Select the columns icon to select or remove columns from the report.
- Select the export icon to export the search results to Excel or PDF file format.

The following is displayed:

Issued Check Processing Log

Filter: Status set

Account ID	File Mapping Format	Status	Items	Amount	Input Date	File Name	Check Number
Operating 5762	MICASH	Processed with Exceptions	10	\$605,296.00	03/05/2021 9:07 AM	CHECK_ISSUED_FILE_C...	N/A
Operating 5762	MICASH	Processed with Exceptions	10	\$605,296.00	03/05/2021 9:12 AM	CHECK_ISSUED_FILE_C...	N/A
Operating 5762	MICASH	Rejected	10	\$605,296.00	03/11/2021 8:27 PM	CHECK_ISSUED_FILE_C...	N/A
Operating 5762	MICASH2	Rejected	10	\$605,296.00	03/05/2021 9:22 AM	CHECK_ISSUED_FILE_C...	N/A
Operating 5762	N/A	Processed	1	\$100.00	03/19/2021 11:21 AM (M)	N/A	402
Operating 5762	N/A	Processed	1	\$1,000.00	03/21/2021 9:19 AM (M)	N/A	823

Showing 6 results

File Status	Total Items	Total Amount
Processed	12	\$617,756.00
Processed with Exceptions	10	\$593,936.00
Rejected	20	\$1,210,592.00

Item	Description
Account ID	The nickname or description that identifies the account.
File Mapping Format	The file processing type associated with this upload.
Status	<p>The results column from the Issued Check File Processing Log will display one of the following processing statuses:</p> <p>Unprocessed - the file has been uploaded but has not yet been processed.</p> <p>Processed - the file was processed successfully.</p> <p>Processed with Exceptions - the file was processed successfully, but duplicate checks were not loaded.</p> <p>Rejected - the file was rejected due to one of the following reasons:</p> <p>A mismatch between the number of items /amounts entered on the page and the number of items / amounts contained in the file.</p> <p>The file format did not match the format selected.</p>
Items	The number of items in the file.
Amount	The total amount in the file.
Input Date	The date the file was uploaded.
File Name	the name of the issued check file uploaded to Synovus Gateway.

Check Number the check number if manually keyed in Synovus Gateway.

To see additional details for each record, select the three vertical dots. If processed with exceptions or rejected, you can view the error details.

Audit Reports

Transaction Audit Log is an administrator only option that provides audit history for accounts and users.

To view audit logs:

1. (Optional) Select an account(s) from Account ID.
 - a. Note: If you do not choose an account, your search results will contain audit logs for all accounts.
2. Choose the Start and End date.
3. Select the Transaction Type.
 - a. Check Transactions – search results will contain audit records for user activity associated with check transactions.
 - i. If you select Check Transactions, enter the Check Number (optional).
 - b. ACH Transactions – search results will contain audit records for user activity associated with ACH transactions.
 - i. If you select ACH Transactions, enter the ACH Description (optional).
4. Select <All Users> or an individual user from the User drop down.
5. Select the Maximum # of Records.
 - a. Note: the default is 500
6. Click Produce Report.

Transaction Reports

Transaction Reports provides comprehensive reporting including a summary of daily checks issued, stopped and voided checks, reconciliation summaries, etc.

Report Name	Description
Daily Checks Issued Summary	See how many checks were issued on any given day and their totals. This includes both manually loaded checks and checks uploaded through an issued check file.
Check Search	Used to search for specific Check transactions. See account, check number, amount, issue payee, issue date, paid date, and current status.
ACH Transaction Search	Review posted ACH transaction activity. Only transactions with valid ACH Standard Entry Class (SEC) codes or ACH transaction codes appear on this report. Note: If a check is converted to ACH, it will appear in this search instead of in the Check Search.
Paid Transactions Extract	Review extract of paid checks.
Stops and Voids	Create a report of checks that have been stopped or voided. Select items by Issued Date, Void Date, Stop Placed Date, Item Stopped Date, or Issued Payee.
Exceptions Items	Generate a report of items that were flagged as exception items.

Correction Report	List items that have been corrected by Synovus Bank. These are items that have posted incorrectly, usually due to encoding errors such as check number blank, zero or incorrect, and amount mismatches.
Stale Dated Checks	Generate a report of stale dated checks.
Account Reconciliation Summary	<p>Displays an activity summary with the following:</p> <ul style="list-style-type: none"> • newly issued checks • paid checks • stopped checks • voided checks • ACH debits and credits • miscellaneous debits and credits • deposits • service charges • paid interest • taxes/withholding <p>The report also provides a total of outstanding checks and the check register balance as of reconciliation date.</p>
Check Reconciliation Summary	Displays an activity summary of newly issued checks, paid checks, and stopped/voided checks. The report also provides a total of outstanding checks as of the reconciliation date.
Deposit Reconciliation Summary	Reconcile a full list of all deposits on an account or reconcile deposits for each location separately.
Payee Match Report	Select items by issued date, paid date, check number or issued payee name. Available upon request with Synovus Gateway Positive Pay – Payee Match.

Appendix

MICASH File Format Requirements

MICASH is a standard fixed file format used by Account Recon and Positive Pay.

Record size = 143. Block size = 800. EBCDIC for tape or mainframe transmission. ASCII for PC transmissions.
Record Format = FB. No label. For numeric fields, right justify and zero fill.

Field #	Positions	Length	Characteristics	Description
001	001 - 001	1	Alphanumeric Pic X	Constant Value = C
002	002 - 004	3	Numeric Pic 9(3)	Bank Number
003	005 - 006	2	Numeric Pic 9(2)	Filler - Zeros
004	007 - 016	10	Numeric Pic 9(10)	Account Number
005	017 - 017	1	Alphanumeric Pic X	Filler - Blanks / Spaces
006	018 - 018	1	Alphanumeric Pic X(3)	Issue Type R = Register V = Void
007	019 - 019	1	Alphanumeric Pic X(3)	Import Action A = Add D = Delete
008	020 - 020	1	Alphanumeric Pic X	Filler - Blanks / Spaces
009	021 - 030	10	Numeric Pic 9(10)	Check Serial Number
010	031 - 040	10	Numeric Pic 9(8)V99	Check Amount
011	041 - 046	6	Numeric Pic 9(6)	Issue Date (MMDDYY)
012	047 - 142	96	Alphanumeric Pic X(20)	Payee Name - Left Justified

Custom File Format Requirements

The following table defines the field requirements and formats for delimited and fixed file definitions.

Note: An asterisk (*) denotes fields for which a default value can be defined during the file import definition creation so that the fields are not required in the actual file.

Field	Required?	Description
Amount	Yes	Dollar amounts with or without a decimal (.) or dollar sign (\$). If the decimal is not included, the customer needs to select an applied decimal format, Whole Dollar (123 =123.00) or Implied (123 =1.23).
Issue Date	Yes	MMDDYY MMDDYYYY YYMMDD YYYYMMDD YY/MM/DD MM/DD/YYYY YYYY/MM/DD MM/DD/YY MM-DD-YY MM-DD-YYYY YY-MM-DD YYYY-MM-DD
ABA / TRC	No, if default value is defined	Numbers 0 - 9. Must match the routing number (ABA/TRC) set up with your bank.
Account	No, if default value is defined	Numbers 0 - 9. Must match the account number setup with your bank.
Check Number	Yes	Numbers 0 - 9. Up to 10 characters allowed.
Issue Type	No, if default value is defined	I for issue or V for void (not case sensitive). If this field is undefined or has characters other than I or V, it defaults to I for issue.
Debit / Credit	No	Not a required field and not required in file or mapped in field definition.
Issue Action	No, if default value is defined	A for add or D for delete. If this field is left blank or has characters other than A or D, it defaults to A for add. This field must be mapped; however, you do not need to contain it within the actual file.
Payee Name	Only required for Payee Positive Pay	Letters A – Z and numbers 0 – 9. Up to 96 characters allowed for non-payee positive pay accounts. Up to 80 characters allowed for payee positive pay accounts.

CHAPTER 2: ADMINISTRATION

Administrative users have the option to access advanced settings and features, by selecting Launch Advanced Options. Admins can:

- Perform user setup / maintenance
- Create / modify alerts

User Setup

The User Setup (Client) page is used by the client administrator to manage their users.

Contact Information

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: Eastern Time (US & Canada)

Text Messages End Time: Eastern Time (US & Canada)

* Indicates required fields

** Mobile number is required for text message alerts

Archive User

- **First Name / Middle Initial / Last Name** - the name of the user.
- **Email Address** - the email address used to send system-generated email messages to this user.
- **Exclude From Email** - when selected, the user does not receive any email messages. If cleared, the user receives email messages based upon the email selections on the **System Messages** tab.
- **Primary Phone Number** - the primary phone number.
- **Secondary Phone Number** - the secondary phone number for the user.

- **Mobile Phone Number** - the mobile phone number for the user. The mobile number is used if the user has selected to receive text alerts.
- **Do Not Send Text Messages** - when selected, the user does not receive any text messages. When cleared, the user receives text messages based upon the text selections checked on the **System Messages** tab.
- **Limit Text Start & Stop Times** - if set to **Yes**, the times text messages are sent will be limited to between the start and stop times. If set to **No**, text messages will be sent whenever one is generated.
- **Text Messages Start Time** - the time of day that the system starts sending text messages.
- **Text Messages End Time** - the time of day that the system stops sending text messages.
- **Archive User** - when selected, the user is no longer active and is not allowed to log in to the system.

Security Settings

- **Username** - the login name for the user (should be the same as the user's Synovus Gateway login).
- **SSO Only** - should always be set to Yes.
- **Customer** - the business name.
- **Account ID** - the Account ID is the number or description that identifies a specific account. The Account ID is the nickname or description that identifies this account.
- **Assign all new accounts to this user** - if selected, this user is automatically granted access to any new accounts added to Synovus Gateway.
- **ACH Reports** - the ACH Reports section lists the ACH reporting files that are available / defined by Synovus.
 - To enable a user to view/download a report, select the name under the **Available** column to move it to the **Assigned** column, or select **Add All**.
- **Assign all new ACH reports to this user** - if this box is selected, this user is automatically granted access to any new ACH reports added to the system for their client.
- **User Locked** - this checkbox determines if the user is locked out of the system. The user is automatically locked out of the system if the user exceeds the number of failed password attempts. To unlock a user, uncheck this box.

Transaction Data User Rights

- **Allow user to add/edit transactions** - if selected, the user can add and edit transactions such as voiding items and adding issued checks.
- **Dual Approver of Issued Items** - displays the current approver status for issued items.

Note: This setting is only available if the client is set up for dual approval of issued items on the Client Setup page.

The following options are available:

- Not an approver
- Dual approver, cannot approve self
- Dual approver, can approve self
- **Dual Approver of Exception Decisions** - displays the current approver status for exception processing.

Note: This setting is only available if the client is set up for dual approval for exceptions on the Client Setup page.

The following options are available:

- Not an approver
- Dual approver, cannot approve self
- Dual approver, can approve self
- **Allow user to delete transactions** - if selected, the user can delete transactions from the system. Transactions can be deleted by clicking on the delete button while viewing transaction details.
- **Allow user to download issued check files** - if selected, the user can download issued check files from the Issued Check Processing Log page.
- **Check Exception Type** - specifies user permissions for check exceptions. The following options are available:
 - Cannot view exceptions or make decisions
 - Can view exceptions
 - Can view exceptions and make decisions
- **ACH Exception Type** - specifies user permissions for ACH exceptions. The following options are available:
 - Cannot view exceptions or make decisions
 - Can view exceptions
 - Can view exceptions and make decisions

Setup User Rights

- **Allow user to add ACH Authorization Rules in Quick Exception Processing** - if selected, the user can add an ACH authorization rule in the quick exception processing page when there is an ACH authorization exception. For more information, see "Quick Exception Processing."
- **Allow user to add/edit ACH Authorization Rules in ACH Authorization Rules** - if selected, the user can set up, edit, and delete ACH authorization rules on the ACH Authorization Rules page.

- **Allow user to add/edit Transaction Filters/Blocks** - if selected, the user can set up, edit, and delete ACH filter/block rules on the Transaction Filters/Blocks page.
- **Allow user to add/edit Security Templates** - if selected, the user can add and modify security templates.
- **Allow user to add/edit ACH Reports** - if selected, the user can set up, edit, and delete ACH reports on the ACH Report Types page.

User Setup (Client)

Contact Information
Security Settings
Menu Settings
System Messages

*** Username:**

SSO Only:

*** Password:**

*** Verify Password:**

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

Customer:

Account ID:

Type to filter... Showing 0 of 1 Assigned

	BUS SVG 1900		<input type="button" value="Add All"/>
			<input type="button" value="Remove All"/>

Assign all new accounts to this user

ACH Reports:

Type to filter... Showing 2 of 2 Assigned

ACH Returns/NOC EDI Payments			<input type="button" value="Add All"/>
			<input type="button" value="Remove All"/>

Assign all new ACH reports to this user

Transaction Data User Rights

Setup User Rights

User Locked

* Indicates required fields

Menu Settings

User Setup (Client)

Contact Information | Security Settings | Menu Settings | System Messages

User Security Template: Check and ACH Positive Pay + ACH Reporting (main template) ▼

Menu options this user can access

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

Submit

- **User Security Template** - specifies the security template associated with the client user. New clients are assigned the default template specified on the Client Setup page. Additional available templates appear in the list. **Note:** Users with the **Allow user to add/edit Security Templates** option enabled in the **Security Settings** tab can define a new template based on the default client template by selecting *** Create new template *** from the list.
- **Template Name** - specifies the new template name. **Note:** This option is only available when creating a new template.
- **Menu options this user can access** - displays the menu options available to the user based on the currently assigned **User Security Template**. When you select *** Create new template ***, you can remove menu options from the default template to create a new template.

System Messages

Select the email and text notification types that this user is to receive. Use the User Notification Template list to select All, All Email, All Text, or None.

The **CLIENT - Exception notification** and **CLIENT - Issued file processing status** options opt the user into all emails of the given type.

If you select **CLIENT - Issued file processing status**, the user receives all the following messages:

- CLIENT - Issued file count/amount mismatch

- CLIENT - Issued file loaded successfully
- CLIENT - Issued file partially loaded
- CLIENT - Issued file processing loaded no items
- CLIENT - Issued file rejected

If you select **CLIENT - Exception notification** the user receives all the following messages:

- CLIENT - Exception: Duplicate paid item
- CLIENT - Exception: Duplicate paid item with amount mismatch
- CLIENT - Exception: Filtered/blocked transaction
- CLIENT - Exception: Paid item not issued
- CLIENT - Exception: Paid item with amount mismatch
- CLIENT - Exception: Paid item with zero check number
- CLIENT - Exception: Payee match additional name detected
- CLIENT - Exception: Payee match over limit amount
- CLIENT - Exception: Payee name mismatch
- CLIENT - Exception: Stale dated item paid
- CLIENT - Exception: Unauthorized ACH transaction
- CLIENT - Exception: Void item paid

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 - No exceptions	✓	✓
CLIENT - Exception notification	✓	✓
CLIENT - Reminder to process exceptions	✓	✓
CLIENT - Filtered / blocked transaction notification	✓	✓
CLIENT - Unauthorized ACH transaction notification	✓	✓
CLIENT - Issued file processing status	✓	✓
CLIENT - New ACH authorization rule added	✓	✓
CLIENT - New transaction filter / block added	✓	✓
CLIENT - ACH reporting system new file notification	✓	✓
CLIENT - ACH reporting file sent as email attachment	✓	

Archive User

Submit

Manage Portal Access

Manage Portal Access allows administrative users to manage user access to additional Synovus Gateway services, including the ability to link Positive Pay/ACH Reporting account to users.

Once additional users have been created, the admin will need to configure access to Positive Pay and / or ACH Reporting. This is required in addition to launching Advanced Options and setting the user up in User Setup (Client).

1. Navigate to Manage users and click or tap Manage Portal Access.
2. Select the desired user from the drop-down list.
3. Click or tap to expand Positive Pay / ACH Reporting Link and enter the user's Synovus Gateway login ID (this should also match the username entered in User Setup (Client) > Contact Information).

MANAGE PORTAL ACCESS

Manage User's additional access

Selected User: Cali, Buddy

ACCELERATE AR BILLER ACCESS ∨

ENHANCED IMAGING LINK ⚠ ∨

LOCKBOX IMAGE ARCHIVE ACCESS ∨

POSITIVE PAY/ACH REPORTING LINK ∧

Link a Positive Pay/ACH Reporting account to the User. This will allow them to directly access Positive Pay and ACH Reporting. All fields are required.

Online Banking Login Name	Positive Pay/ACH Reporting Username
<input type="text" value="buddycali3"/>	<input type="text"/>

Save

SYMANTEC TOKEN CREDENTIAL ∨

The background of the page is a repeating pattern of thin, light gray wavy lines that create a textured, water-like effect. The waves are horizontal and flow across the entire page.

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