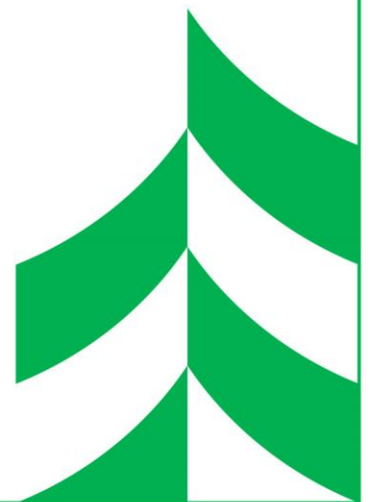


# Associated Connect<sup>®</sup>

Reference Guide: Reverse Positive Pay
















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## Portal Access

The Associated Connect portal allows users to access all Associated Connect services through an easy-to-use single sign-in. To access the portal, sign in to Associated Connect directly from Associated Bank's website at **AssociatedBank.com/Business** or **AssociatedBank.com/Commercial**. The portal has been divided into three sections:

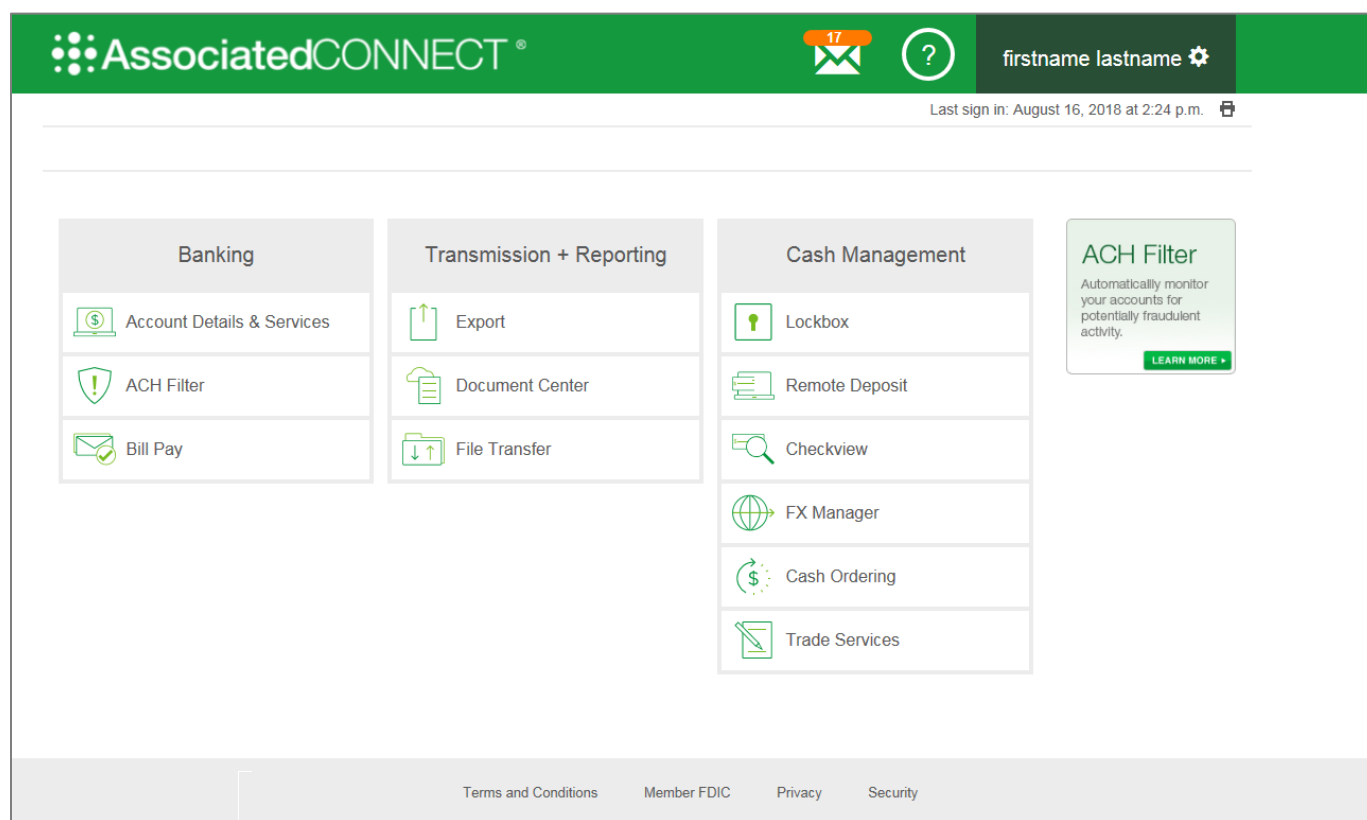
Category	Icon	Definition
Banking		Account Details and Services (Includes Account Balances, Account Transfers, ACH Origination, Check Inquiry, Image Search Transaction Activity, Positive Pay, Stop Payments and Wire Transfers.)
		Account Summary Page (Includes Ledger Balance, Available Balance, Collected Available Balance, Float Next Business Day, Float 2+ Days and Transactions and Details for each account)
		ACH Filter
		Bill Pay
Cash Management		Lockbox
		Remote Deposit
		Checkview
		FX Manager
		Cash Ordering
		Trade Services
Transmission and Reporting		Export
		Document Center
		File Transfer

To access Associated Connect, you will be required to verify your identity through one of two methods:

1. For clients who have access to high-risk services such as Bill Pay, ACH and Wire Transfers, you will sign in with your username and password, and then will be required to verify your identity through multi-factor authentication. Associated Connect users will be required to enter a unique access code generated by either a mobile or physical token to gain access to the portal. Additional information about how to set up, use and obtain a token from Associated Bank can be found in the Multi-Factor Authentication and Password Management Guide or by contacting Customer Care at 800-728-3501.
2. For clients who only have low-risk services, you will sign in with your username and password. Periodically, you will be asked a series of challenge questions to confirm your identity.

## Associated Connect Portal

The Associated Connect Portal is the first screen you will see after signing in. This provides access to all of your online banking services.

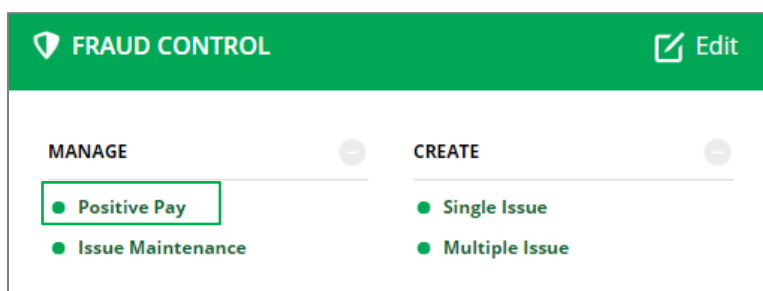


## Fraud Control


The Fraud Control menu in Associated Connect gives you the ability to manage Reverse Positive Pay and provides you with the ability to create single and multiple void instructions.



### Reverse Positive Pay



To manage your Reverse Positive Pay files, select **Fraud Control > Manage > Positive Pay**. Paid check items will be available for you to view and decision Monday – Friday at 9 a.m. CT, excluding federal holidays.



### View Reverse Positive Pay Items

To view Reverse Positive Pay items, select the account you would like to view by checking the box next to the account, and select **View**. You may also view suspect Positive Pay items by selecting the **Eye** icon  in the **Action Menu**.

REVERSE						
<input checked="" type="checkbox"/>	Account Nickname ▲ Account Number	Total Suspects ▲	Needs Review ▲	CutOff (CDT) ▲	Status ▲	Actions
<input checked="" type="checkbox"/>	Account1 2018121401	15	15	04/11/2019 15:00	Open	 
Show / Hide Columns						Show 10 ▼
<div>View</div> <div>Make Decision</div>						

To view additional details on the Positive Pay item, select the **Eye** icon . To view an image of the item, select the **Camera** icon .

ACCOUNTS					
From 04/08/2019		To 04/09/2019		Search	
Account Nickname Account Number	Presentment Date Reference ID	Amount	Serial Number	Status	Return Reason
Account1 2018121401	04/08/2019 key:0329141910	\$ 7,201.60	7277	Item Paid	No Action
Account1 2018121401	04/08/2019 key:0329149534	\$ 112.93	8009	Item Paid	No Action


Once you have viewed all your paid check items, you will need to decision any item deemed a suspect item each day by 15:00, or 3 p.m. CT. If no decision is made, item(s) will remain paid.

## Decision Reverse Positive Pay Items

To decision an item, select the decision type from the drop-down menu in the decision column. Your options for decisions are:


- Disputed Item
- Fraudulent
- No Action
- Return to Maker
- Unauthorized

You will receive a **Successful Submit** for account and items you have decisioned.



**Successful Submit**  
 You have successfully decisioned 11 item(s) for account 2018121404.
 [Manage Positive Pay](#)

## Alerts for Reverse Positive Pay

An email alert can be established to notify you when a suspect item is available. To set up an alert, select **Manage Alert Settings** from the user menu containing your name, located in the upper right-hand corner.


Welcome, AB Client II

[DASHBOARD](#)
[ACCOUNTS](#)
[PAYMENTS](#)
[TRANSFERS](#)
[FRAUD CONTROL](#)
[CHECK SERVICES](#)
[REPORTS](#)

 DASHBOARD
 [+ Manage Widgets](#)

**ALERTS & MESSAGES**
[View Alerts](#)
[Send and View Messages](#)
[Manage Alert Settings](#)
[Manage Alert Delivery](#)

Select **Create Alert** and then select **Fraud Control Account Status**.

Select **Reverse** as your Fraud Control Type.

Select the accounts you would like to enable the alerts for by checking the box next to the account(s).

CREATE ALERT

Required Fields ? X

Alert Type

Fraud Control Account Status

Fraud Control Type \*

Reverse

Accounts \*

<input checked="" type="checkbox"/>	Account Number ▲	Account Nickname ▲	Bank ID ▲
<input checked="" type="checkbox"/>	2018121401 - Account1	Account1	075900575
<input checked="" type="checkbox"/>	2018121404 - test account 3	test account 3	075900575

Select **Open** for your account status.

Account Status \*

Open

Check the box next to the email address that will receive the alert. You can select more than one.

Deliver To


This alert will always be delivered to your inbox. You may select multiple delivery options.

<input checked="" type="checkbox"/>	Delivery Name	Deliver To
<input checked="" type="checkbox"/>	Primary Email	NPPI@bancorp.com

Cancel

Submit

Select **Submit** once complete. You will receive a Successful Submit once your alert is complete.



Successful Submit

Your subscription was added successfully.

Alert Settings

For further information on alerts in Associated Connect, please see the Alerts and Messaging guide.



## Dual Control

For companies set up with Dual Control, your decision may require an approver. To do this, the approver will select **Approvals** from the top navigation. From there, you will be able to select the decision for approval.

