

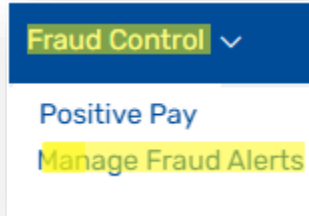


## Setting Up Notifications in Positive Pay

### [Check Positive Pay, EDI Notice and ACH Reports Notifications](#)

Login to your Online Banking

Navigate to the "Fraud Control" tab and then click on "Manage Fraud Alerts"



The following page will load. Make sure the toggle button is set to "ON"

### Manage Fraud Alerts

You are the default notification contact. Please contact your financial institution to set someone else as a default contact for your business.

ON

Receive alerts on Check Positive Pay, EDI Notice, ACH Reports

Text

ACH Positive Pay, ACH Positive Pay CR related notifications or rules **CANNOT** be controlled here. Access 'Notification Rules' within the service to customize these alerts.

Save

Then select the drop down under "Receive alerts on Check Positive Pay, EDI Notice, ACH Reports".

**ON**

Receive alerts on Check Positive Pay, EDI Notice, ACH Reports

✉ Primary

✉ Email ☒ Notifications or rules  
es' within the

☑ Primary [REDACTED]

○ Secondary [REDACTED]

📱 Text [REDACTED] ☐

**Save**

You can select to receive email notifications and \*text notifications.

\*Must have a mobile phone set up and be enrolled to receive text alerts.

Select the method of delivery, and press save.




You will then receive this success message.


**Manage Fraud Alerts** X

User preferences updated. X

### [Updating Contact Information](#)

You can change your contact information by navigating to the business name in the top right, selecting the drop-down menu and clicking "Contact Information"



Kitty's Ducks 

Profile Settings

Display Name


Contact Information

Passcode

Security Questions

Time Zone

Last Log In: 08/13/25 at 12:12 PM CDT

 Log Out

You will then be presented with this page.

Scroll down to the Email Addresses and Phone Numbers

## Change Contact Information

For changing contact information on all of your accounts with Superior National Bank simply update any information below. The information has been populated with your Online Banking user profile information.

### Update Name & Address

Business Name  
Kitty's Ducks



Contact Name  
Kitty Duck

Physical Address

### Accounts

- ☒ Update all of my accounts with Superior National Bank  
Including your Online Banking user profile information.
- ☐ Update some of my accounts with Superior National Bank  
Pending verification of ownership by Superior National Bank

**NOTE:** Any changes will also be applied to your Digital Banking user profile information.

Update your email address and phone number. Add a mobile number if applicable.

\*Mobile number can be the same as contact/main phone

Email Addresses

Primary Email Address  
Testemail@test.com

Verify Primary Email Address  
Testemail@test.com

Secondary Email Address  
test@test.com

Verify Secondary Email Address  
test@test.com

Phone Numbers

Main Phone  
866-123-1234

Contact Phone  
866-123-1234

Fax

Mobile Phone  
866-123-1234

Alternate Phone  
866-987-9876

This mobile phone number can be designated to receive any Notify Me Alert notifications.

If you add or update your mobile phone number, you will be prompted to enroll your mobile number for receiving alerts\* on the next screen.

\* Message and data rates may apply.

Can be a landline or a mobile number.

Save

Reset

Select Save

You will then receive a message for you to look over and submit the changes

Change Contact Information

×

You are submitting the following changes:

**Requested Change:**

**Primary Email** Testemail@test.com  
**Secondary Email** test@test.com

**Alternate Phone** 866-987-9876  
**Mobile Phone** 866-123-1234  
**Main Phone** 866-123-1234  
**Contact Phone** 866-123-1234

**Modifies Online Banking User Profile Information**

**This change applies to the following accounts:**

Applies to all accounts

Submit

Cancel

After submitting you have the option to update your "Security Code Delivery Preference"

If you wish to update your "Security Code Delivery Preference", select Proceed.

If you do not wish to update, select Done

Change Contact Information

×

The following changes have been submitted:

**Requested Change:**

**Mobile Phone** [REDACTED]

**Modifies Online Banking User Profile Information**

**This change applies to the following accounts:**

Applies to all accounts

Thank you for notifying us of these changes. We are currently updating your information changes. These changes should be reflected in your Superior National Bank account records within 7 days. Some changes (such as email addresses and mobile/alternate phone numbers) will update immediately within Online Banking.

Click the "Proceed" button to go to the Security Code Delivery Preference page to enable your email for delivery of security codes.

Proceed

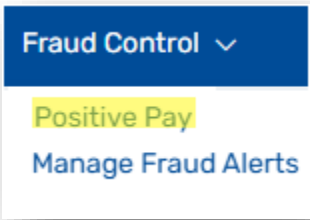
Done

ACH Positive Pay and ACH Positive Pay CR

\*Please note that notification rules need to be set up for ACH Positive Pay and ACH Positive Pay CR to receive notifications on ACH Credits and Debits.

Log in to your online banking

Navigate to the "Fraud Control" tab on the top and select "Positive Pay"



The message below will show, select "OK" if the page does not load.

Please wait for the page to load. If the page does not load automatically in 5 seconds, click <> to proceed. OK

After loading you will land on the Dashboard in Positive Pay.

Click "ACH Positive Pay" or "ACH Positive Pay CR" on the left in the title bar to land on the applicable ACH Positive Pay menu

ACH Positive Pay

End of Day Cut-Off Time: Monday 3:00 PM EDT

Total ACH Debits	\$3,211.18	2		
Set to Pay	\$3,201.77	1	Set to Return	\$9.41
Approved List Exceptions	\$9.41	1	Block List Returns	\$0.00

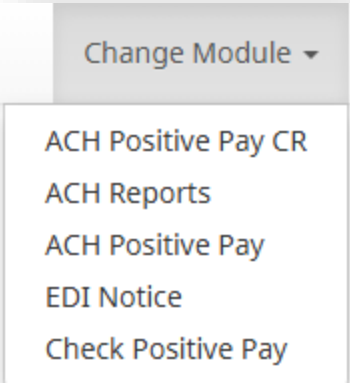
ACH Positive Pay CR

End of Day Cut-Off Time: Monday 3:00 PM EDT

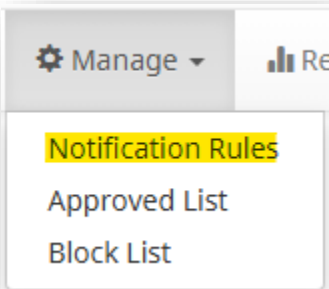
Total ACH Credits	\$1,492.30	5		
Set to Pay	\$650.49	2	Set to Return	\$841.81
Approved List Exceptions	\$1,492.30	5	Block List Returns	\$0.00

Or

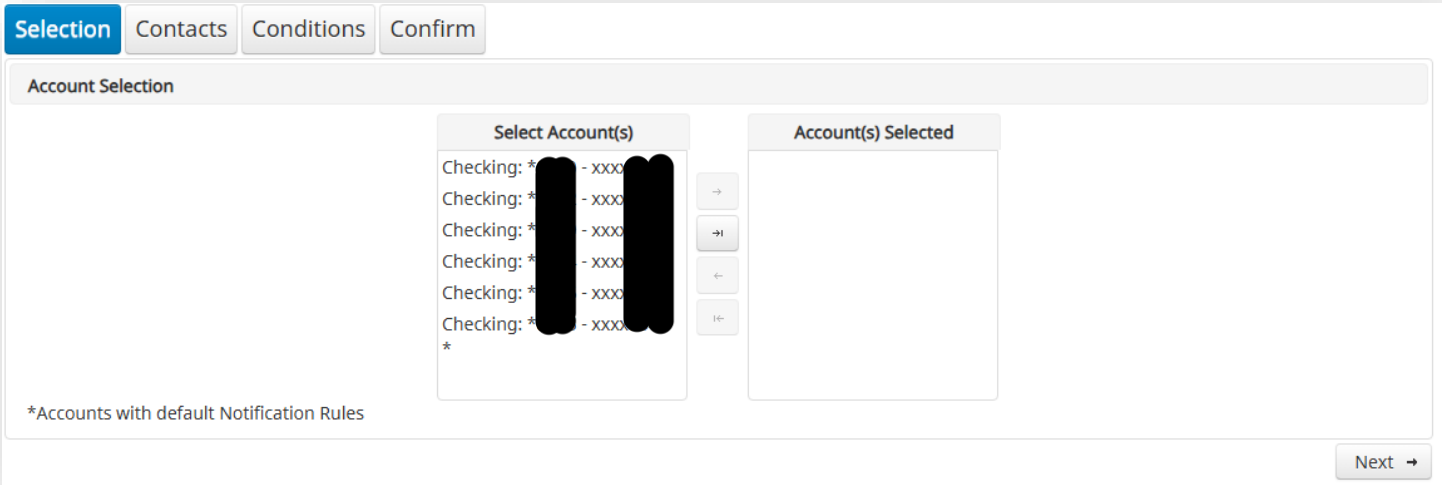
Select "Change Module" in the top right on the Dashboard, then select "ACH Positive Pay" or "ACH Positive Pay CR" to land on the applicable ACH Positive Pay menu



After landing on the ACH Positive Pay or ACH Positive Pay CR page, go to "Manage > Notification Rules"



You will then be presented with this page, which will display all accounts entitled for ACH Positive Pay services.



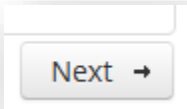
Select the accounts to be configured and move them to the Selected Accounts box.

Please note multiple accounts can be selected to make changes and updates if they currently share the exact same contact information and Notification Condition configuration.

- $\geq$  and  $\leq$  move individual accounts between Available and Selected Accounts.
- $\gg$  and  $\ll$  move all accounts between Available and Selected Accounts

Once all applicable accounts have been selected, click the Next button to proceed.

The Contacts screen will load. Here you can enter the cell phone numbers and emails you would like the notifications to be sent to.



Selection
**Contacts**
Conditions
Confirm

Enter the contact information to receive the ALERT

SMS/Text message notifications may incur additional charges. Message and data rates apply. Message frequency may vary.

Cell Phone Text

Cell Phone 1		Cell Phone 4	
Cell Phone 2		Cell Phone 5	
Cell Phone 3		Cell Phone 6	

Emails

Email 1		Email 4	
Email 2		Email 5	
Email 3		Email 6	

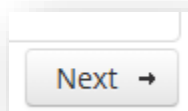
☐ Use Default Contact and Conditions

Back
Next

To add a cell phone number, click the Cell Phone Text box to expand the view.

To add an email address, click the Emails box to expand the view

After entering, select Next to continue



The Conditions screen will load.

On this page, you can choose the criteria for when alerts should be sent. Only one radio button can be selected.

Selection
Contacts
**Conditions**
Confirm

Select a condition to receive the Alert

☒ Notify for all ACH Debits

☐ Notify only when an ACH Debit is over

☐ Notify only when an ACH Debit meets one or more of the following criteria

☐ The ACH Debit was created from a payment made by check
☐ The ACH Debit was created from a payment over the Internet
☐ The ACH Debit was created from a payment over the phone

☐ Notify only when an ACH Debit is received from a Company ID not on the Approved List or does not meet the parameters on the Approved List

Back
Next



Selection
Contacts
**Conditions**
Confirm

Select a condition to receive the Alert

<input checked="" type="radio"/>	Notify for all ACH Credits
<input type="radio"/>	Notify only when an ACH Credit is over <input type="text"/>
<input type="radio"/>	Notify only when an ACH Credit meets one or more of the following criteria
<input type="checkbox"/>	The ACH Credit was created from a payment made by check
<input type="checkbox"/>	The ACH Credit was created from a payment over the Internet
<input type="checkbox"/>	The ACH Credit was created from a payment over the phone
<input type="radio"/>	Notify only when an ACH Credit is received from a Company ID not on the Approved List or does not meet the parameters on the Approved List

Back
Next

The options are:

#### Notify for all ACH Debits/Credits:

An alert will be sent for every ACH debit/credit received on the accounts configured with this notification condition.

#### Notify only when an ACH Debit/Credit is over (X):

Enter the dollar amount. You will receive notifications when the ACH debit/credit is greater than this amount.

#### Notify only when an ACH Debit/Credit meets one or more of the following criteria:

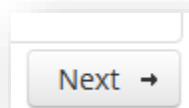
An alert will be sent for the criteria selected. Select one, two or all three criteria:

- Payment was made by check and converted to an ACH entry
- Payment from a bank account was authorized by a consumer over the internet or on a mobile phone
- Payment from a bank account was authorized by a consumer over the telephone

Notify only when an ACH Debit/Credit is received from a Company ID that is not on the Approved List or does not meet the parameters on the Approved List:

An alert is sent only when an ACH debit/credit is received on the account from a Company ID not set up on the approved list or is set up on the approved list but violates one of the additional parameters set, such as maximum amount, frequency, or start or end date.

Click Next to go to the Confirm page.



Review all information entered, and if correct, click the Save button. If changes are needed, click the Back button to navigate back to the appropriate screen.

Selection

Contacts

Conditions

Confirm

Confirm Notification Rules

Account(s) Selected

Cell Phone Text

Cell Phone 1:

Cell Phone 2:

Cell Phone 3:

Cell Phone 4:

Cell Phone 5:

Cell Phone 6:

Emails

Address 1:

Address 2:

Address 3:

Address 4:

Address 5:

Address 6:

Notification Condition

Condition: Notify for all ACH Debits

Save

Back

After Save is clicked, a success message appears.

Selection

Contacts

Conditions

Confirm

Notification Rules have been configured successfully