

ACHAlert Positive Pay - FAQs

Q: What benefits are available with the ACHAlert Positive Pay system?

ACHAlert Positive Pay provides the following benefits:

- 24/7 online access
- A:**
- Extended cutoff time of 7:00 p.m. (CT), Monday through Friday to decision your items
 - Opportunity to setup alerts to be notified when you have items to decision
 - Available for debits only, credits only or both

Q: Why am I receiving alerts?

- A:** Within the ACHAlert Positive Pay system your user access is setup to receive account and/or transaction level alerts.

Q: Why am I not receiving alerts?

- A:** Within the ACHAlert Positive Pay system your user access indicates you have not selected the applicable options related to alerts.

Q: Are SMS text message alerts available?

- A:** Yes, SMS text message alerts are available within the ACHAlert Positive Pay system.

Q: Are email alerts available?

- A:** Yes, email alerts are available within the ACHAlert Positive Pay system.

Q: What if the client does not receive the ACHAlert Positive Pay email notifications?

The client may have a spam filter that is stopping the emails. The client can 'whitelist' the emails for this product:

- A:**
- Hostname: o2.email01.bokfinancial.com
IP Address: 167.89.21.116

Q: How do I access ACHAlert Positive Pay?

- A:** Access to the ACHAlert Positive Pay service is through *Exchange*.

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Q: Where is ACHAlert Positive Pay located within *Exchange*?

A: Go to Fraud & Risk Management tab, then click the ACH Positive Pay link.

Q: What address do the ACHAlert emails come from?

A: The emails will be from: ACH-Request@bokfinancial.com.

Q: How does the Approved List work with start date, end date, max amount and frequency?

A: Start Date: Transactions that are received beginning or after the start date that have been designated will have the Status of Approved List Pay.

End Date: Transactions that are received after or on the end date that have been designated will have the Status of Return System.

Max Amount: Transactions received that meet the parameters of the dollar amount being less than or equal to the max amount will have a Status of Approved List Pay.

Frequency: Can be used to specify the frequency of when transactions will be approved, such as monthly.

Q: Which browsers are certified for ACHAlert Positive Pay?

A: Chrome, Firefox and Microsoft Edge.

Q: What is the daily cutoff time for decisions to be made on debit items?

A: The daily cutoff time is 7:00 p.m. CT, Monday through Friday.

Q: Who should I contact with questions?

A: If you have questions, please contact your Treasury Client Services Professional.

Q: How do I add additional accounts to my ACHAlert Positive Pay setup?

A: For assistance with adding accounts, please contact your Treasury Client Services Professional.

Q: Do I have to contact the Bank to add a vendor/incoming item to my Approved List?

A: No, you are in complete control of the items you choose to approve/authorize.

Q: If I am a "Pay All" customer, can I change to a "Return All" customer?

A: For assistance with changing your customer type, please contact your Treasury Client Services Professional.