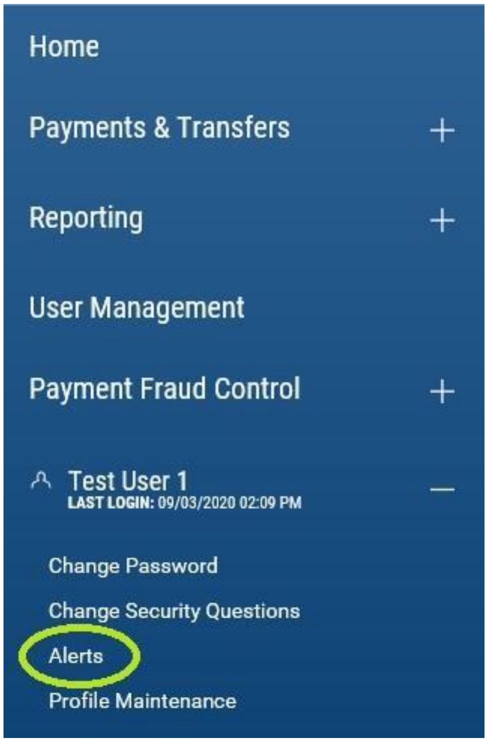
Quick Reference Guide – Alerts

You can set up text or email alerts so you will be notified about certain activity such as Wire Transfers waiting for approval or account balances dropping below a certain level.

To access Alerts

1. Open the left navigation menu.
2. Click the + to expand your User Profile menu.
3. Click "**Alerts**".



Alerts Terminology and Screen Details

Delivery Points

- Email address and/or phone number where alerts are sent.

Alert Names

- Each alert is labeled with a user-assigned name.

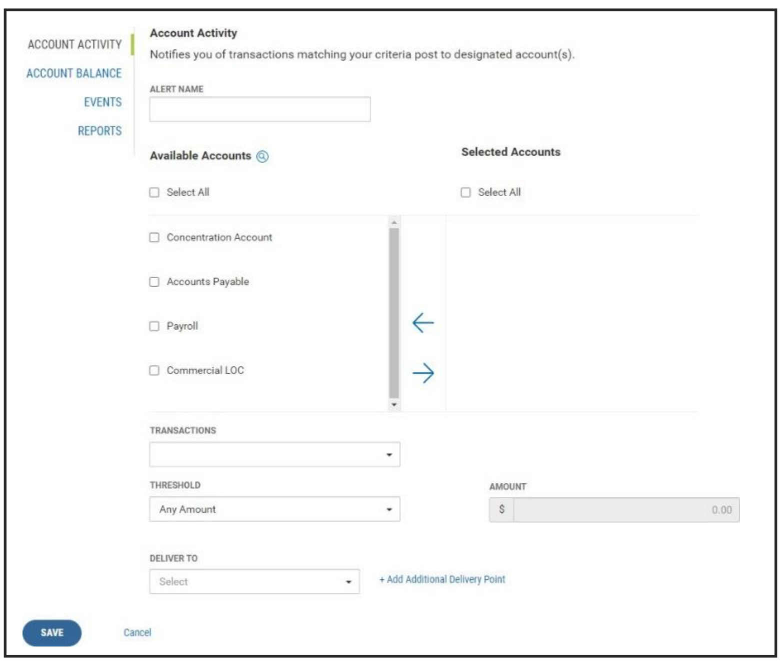
Add New Alerts

The platform can generate alerts for three types of actions: Account Activity, Account Balance, and Events. Click the "**Add New Alert**" link to create a new alert:

Each different alert type has a dedicated screen layout, because each type requires a slightly different set of data elements to properly define it. The following sections describe in detail how to set up each alert type.

Account Activity

Account Activity alerts are triggered by transactions (e.g., Paid Checks, ACH Transfers) posting against your accounts. Each Account Activity alert is for one specific transaction type and is tied to one or more accounts.



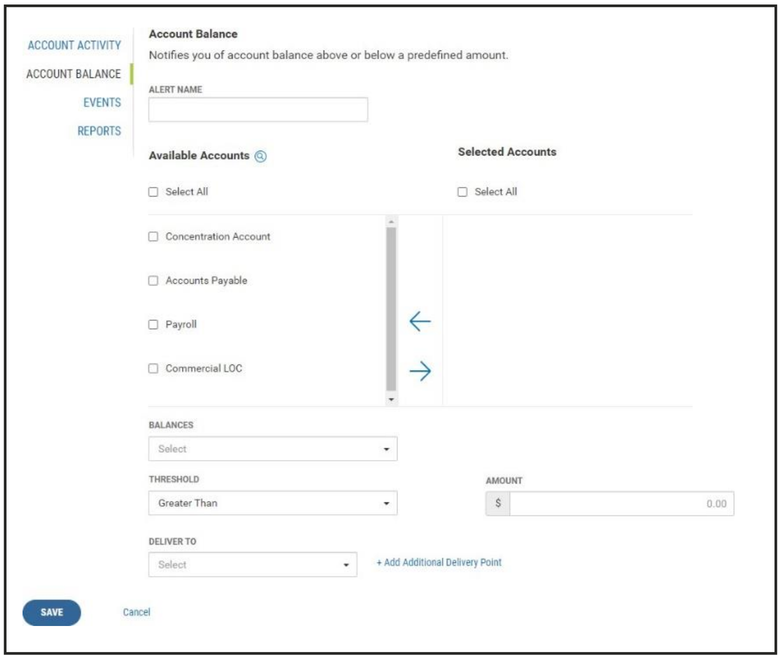
1. Enter **Alert Name**.
2. Select the **Available Accounts** for this alert by selecting the checkbox on the account's list and clicking the blue arrow. If selecting all accounts, click on "**Select All**".
3. Select a transaction type from the dropdown list.
4. Select a **Threshold** setting to narrow the conditions under which you will receive an alert.
   - If you want to receive an alert every time this transaction type posts against any of the selected accounts, select "**Any Amount**."
   - If you are interested only in alerts for an exact dollar amount, select "**Equal To**" and enter the target dollar amount in the **Amount** field.

- If you are interested only in transactions above or below a certain dollar amount, select "**Less Than**" or "**Greater Than**" and enter the target dollar amount in the **Amount** field.
- If you are interested in transactions within a certain range of dollar values, select "**Between**" and enter the lower and upper bounds in the two **Amount** fields.

5. Select a **Delivery** point from the dropdown list. If the delivery point you want is not on the dropdown, click the "**Add Additional Delivery Point**" link to define a new one.
6. Click "**Save**".

Account Balance

Account Balance alerts are triggered when one or more of the monitored accounts crosses the threshold value you set.

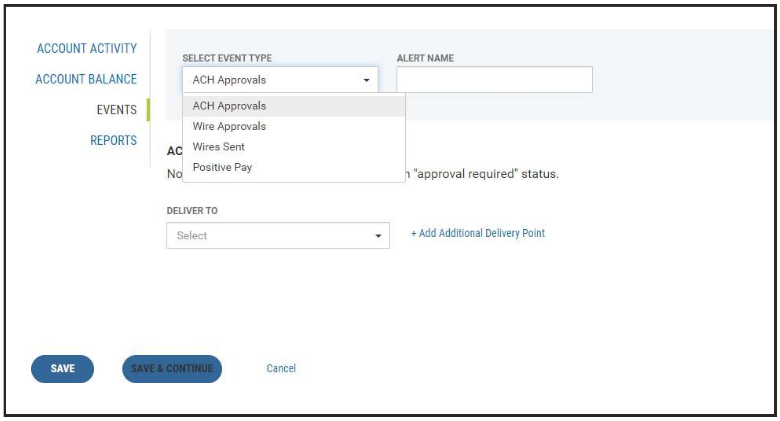


1. Enter **Alert Name** – Give the new alert a good descriptive name.
2. Select one or more accounts.
3. Select a **Balance** type from the dropdown list.
4. Select a **Threshold** and amount settings to define the conditions for the alert.
   - Select "**Greater Than**" and enter a dollar value in **Amount** to receive an alert every time the selected balance type rises above the **Amount** value in one or more of the selected accounts.
   - Select "**Less Than**" and enter a dollar value in **Amount** to receive an alert every time the selected balance type falls below the Amount value in one or more of the selected accounts.

5. Select a delivery point where the alert will be sent. Click the "**Add Additional Delivery Point**" link to add a new one.
6. Click "**Save**".

Events

Event alerts are triggered by actions that users perform, or by background activity that the system performs on your behalf. Most event types are account specific.



1. Enter **Alert Name**.
2. Select the **Event Type**.

   ACH Approvals
   Sends an alert when a new ACH batch requires approval. This event type is not account specific.

   Wire Approvals
   Sends an alert when a new wire transfer requires approval. This event type is account specific.

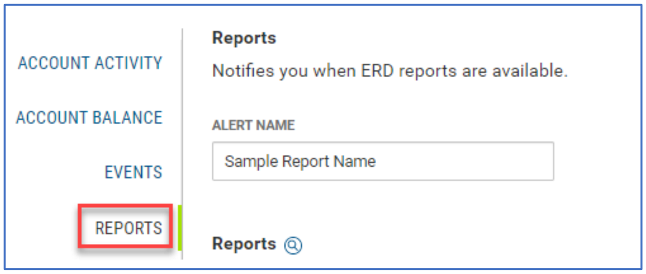
   Wires Sent
   Sends an alert when a wire transfer is approved and submitted for processing. This event type is account- specific and can be restricted by defining a threshold amount or range.

3. Select a delivery point where the alert will be sent. Click the "**Add Additional Delivery Point**" link to add a new one.
4. Click "**Save**".

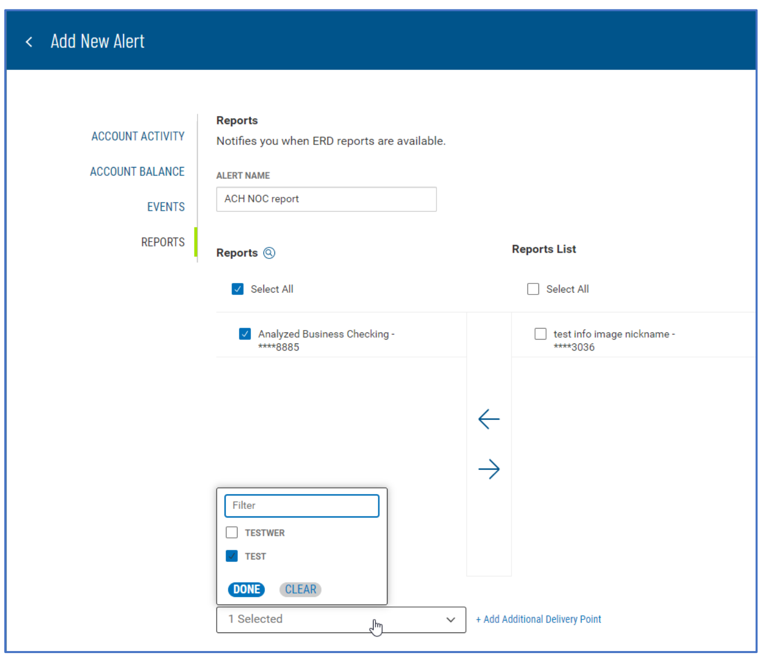
Reports

Report alerts are triggered when reports are made available within Business Online Banking. Report alerts are account specific.

1. Select "**Reports**" from the **Alert** list.



2. Enter **Alert Name**.
3. Select applicable accounts and click the arrow to move the accounts to the **Reports List**.
4. Select a Delivery Point where the alert will be sent. Click the "**Add Additional Delivery Point**" link to add a new one.
5. Click "**Save**".



Account Selection Control

To add an account to the alert
Click the account's checkbox on the **Available Accounts** list and click the blue right arrow to move it to the **Selected Accounts** list.

To add multiple accounts at one time
Click checkboxes next to the accounts you want to add and click the blue right arrow to move them all to the **Selected Accounts** list.

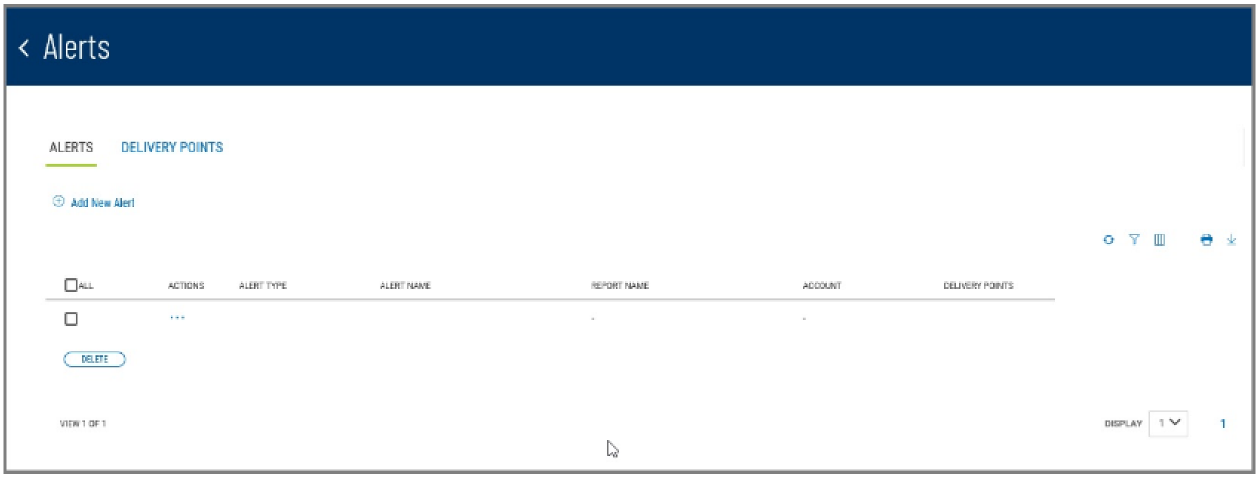
To filter the Available Accounts list
Click the magnifying glass next to the **Available Accounts** label and type a sequence of letters into the input field to slim down the list.

For example, you might key in "**Pay**" to isolate accounts named "**Accounts Payable**," "**Payroll**" and "**Auto-Payments**."

To remove accounts from the alert
Click the checkbox next to an account on the **Selected Accounts** list and use the blue left arrow to move the accounts back to the **Available Accounts** list.

View and Manage Alerts

The **Alerts** list displays all your defined alerts:



As with other tabs and widgets, you can control and personalize the list view:

- Choose which columns are displayed or hidden, change the column order.
- Filter the data, choose a column for the data sort order.
- Save a useful combination of column and data settings for later reuse.
- Print the list content or export it to a CSV file.

Click the ••• in the Action column to get a pop-up menu of available actions for any entry on the list.

- **View**
  Displays the alert details as read-only text.

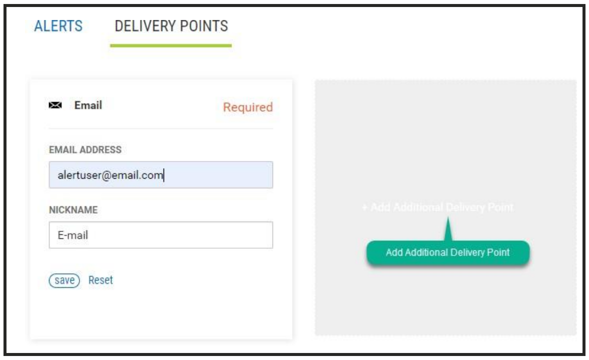
- **Modify**
  Displays the alert details with input fields so you can change some of the info. The input fields are exactly the same as those you use when adding this type of alert.

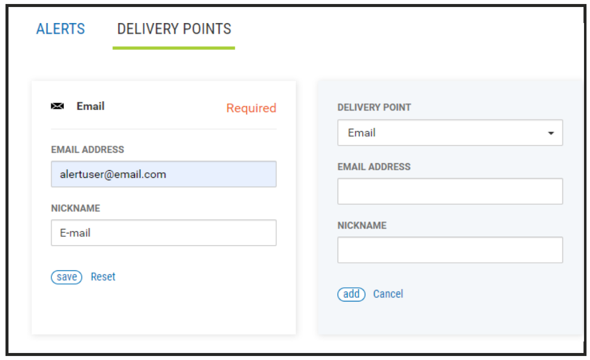
- **Delete**
  Deletes the alert.

To delete multiple alerts, click the checkbox for each targeted alert and then click the "**Delete**" button.

Set Up Delivery Points

Delivery Points are the email addresses and cell phone numbers where alerts are sent.





1. Click on add additional delivery points by clicking the grey "**Add Additional Delivery Point**" square.

2. Select a **Delivery Point** type (email or SMS) from the dropdown list.

3. Enter the contact information - **Email Address** / **SMS Number**.

4. Enter a **Nickname** to provide a descriptive name.

NOTE: To make it easy to set up alerts and minimize confusion, you should give your Delivery Points clear, distinctive names like "Work Email" or "Personal Phone."

5. Click "**Save**".