BANKOH BUSINESS CONNECTIONS 3.0

QUICK REFERENCE GUIDE

Alerts Center

Bank of Hawaii

Alerts Center

Bankoh Business Connections (BBC) 3.0

Alerts Center

The Alerts Center automatically sends an alert when certain conditions occur. For example, an alert can be sent when a closing account balance falls below a certain threshold or when a Positive Pay Suspect file is received.

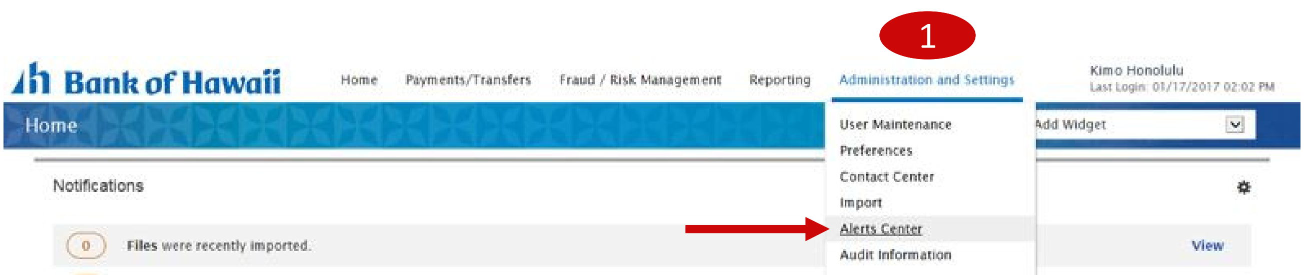
The following widgets comprise the Alerts Center:

1. Alerts
2. Recipients
3. Recipient Groups
4. Recipient Group Assignments

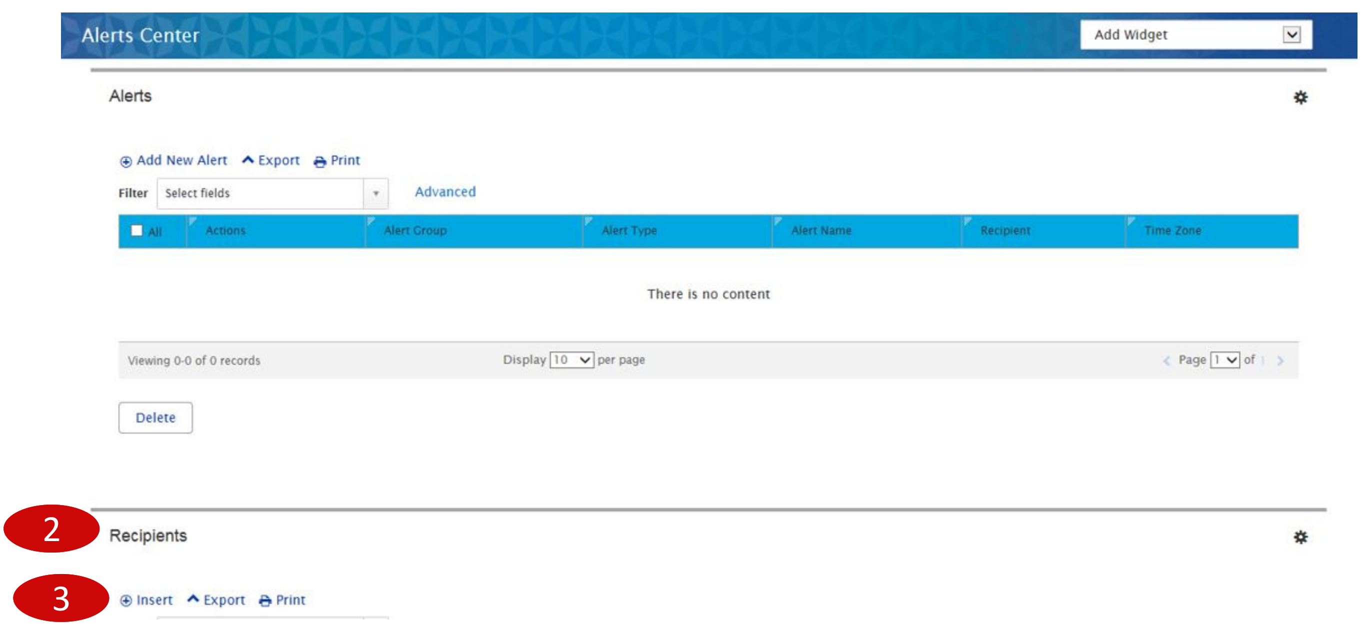
It is recommended that you set up recipients before creating alerts.

Add Recipient

1. From ***Administration and Settings***, select ***Alerts Center***.



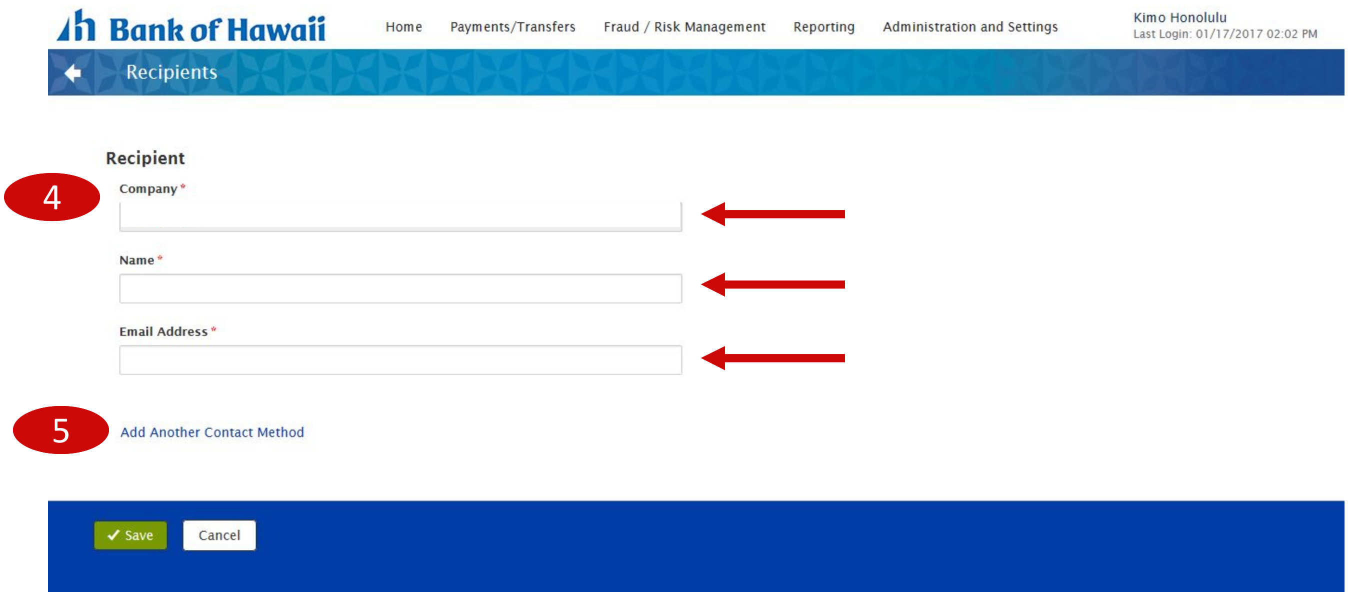
2. Scroll to ***Recipients***.
3. Click ***Insert.***



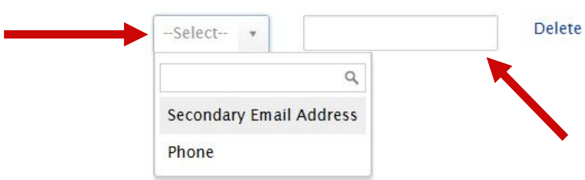
Alerts Center

Add Recipient (continued)

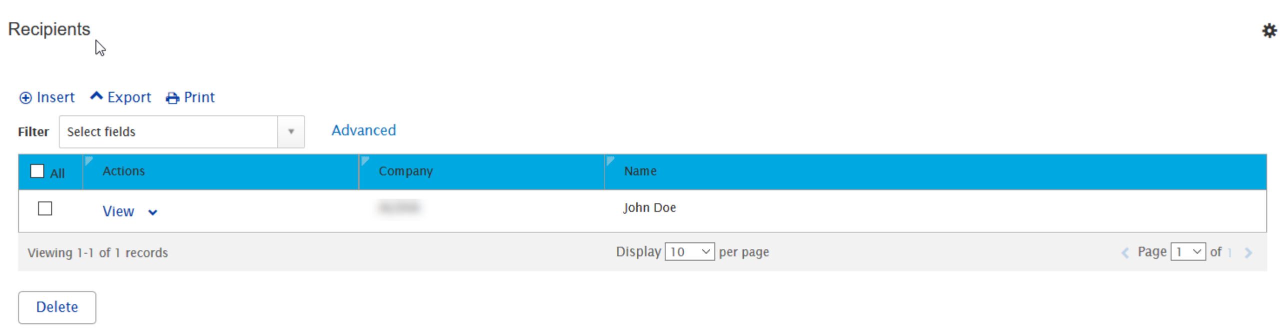
4. Enter Name and Email Address. The Company field should prepopulate. These fields are required.



5. To add a secondary email address or a phone number, click ***Add Another Contact Method***, make a selection from the dropdown menu, and enter information in the appropriate field(s).



6. Click ***Save***.
7. New Recipients will be added to the table list.

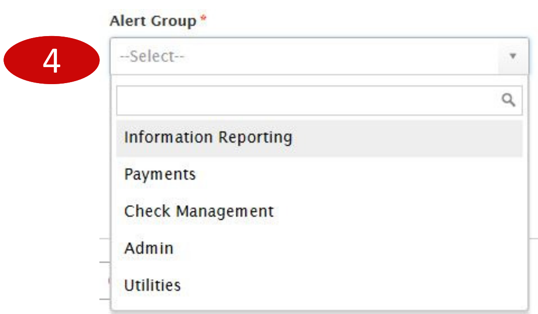


Alerts Center

Add Alerts

1. From ***Administration and Settings***, select ***Alerts Center***.
2. Click ***Add New Alert***.

3. Enter ***Alert Name***.
4. Make a selection from the ***Alert Group*** dropdown menu.



5. Your ***Alert Group*** selection will predefine the ***Alert Type*** dropdown menu. Make the appropriate selection.
6. In the ***Recipient*** field, select a <u>Recipient</u> or a <u>Recipient Group</u>. Type three letters to bring up the name from your list.
7. Check the appropriate checkbox for the type of message you want the Recipient to receive:
   - Email
   - SMS (Text)
   - Phone
8. Additional fields may appear based on the type of alert created.
9. Enter detailed information, as appropriate.
10. Click ***Save***.

Alert Groups and Alert Types

Configuration

1. Based on your company's entitlements, multiple configuration options are available based on the Alert Group, Alert Type, Payment Type, Recipient, Recipient Group, Contact Method, Action, Account Number(s), and/or specified time to receive an alert (if applicable).

Alert Group	Alert Type	Type Description
Admin	Beneficiary Address Book Maintenance	Email is generated when changes are made to and/or approved for Beneficiary Address Book records.
	Legacy System Report Receive	Email is generated when a legacy report is loaded.
	User Maintenance	Email is generated when a user is either added or approved (depending on the actions selected).
Check Management	Positive Pay Cutoff Time is Approaching	If a positive pay item requires a decision, an alert email is generated stating that a cutoff time is approaching in X number of minutes.
	Positive Pay Decision Pending Approval	Alert email is generated when a positive pay decision is ready to be approved.
	Positive Pay No Suspect Items	Alert email is generated when there are no suspect items for the selected accounts.
	Positive Pay Suspect Item Alert	Alert email is generated when a positive pay suspect file is received.
Information Reporting/ Balance and Transaction Reporting	Closing Available Balance Checking	Email is generated when the closing available balance meets specified criteria.
	Closing Ledger Balance Checking	Email is generated when the closing ledger balance meets specified criteria.
	Transaction Notification	Email is generated when a transaction is posted that meets certain criteria.
	Summary Balance	Email is generated when an account balance meets the specified criteria.

Alert Groups and Alert Types

Configuration *(continued)*

Alert Group	Alert Type	Type Description
Payments	Approver Rejected Payments	Notifies you of any payments rejected during the approval process.
	Payments Automatically Generated	Notifies you of payments automatically created based on Scheduled Payment settings.
	Payment Processed	Email is generated if a payment is received by the bank, confirmed by the bank, or rejected by the bank.
	Payments Awaiting Approval	Email is generated when a payment is awaiting approval.
	Balance Check Failed	Notifies you when your institution's account balances are insufficient to cover the total amount of a single payment. The details of the alert identify the payment that failed, the amount, and the value date of the payment.
	Prefunding Failed	Notifies you when prefunding fails on a transaction. The details of the alert identify the payment that failed, the amount, and the value date of the payment.
	Payments Needing Rate	Email is generated when there are payments needing a foreign exchange rate.
	Payments Rejected Today	Email is generated when a payment is rejected.

Contact Information

For more information, contact Cash Management Services at the following:
Hawaii: (808) 694-8021
Toll-free: (877) 232-0118
Guam: (671) 479-3629 or (671) 479-3633
Email: connections@boh.com