BANKOH BUSINESS CONNECTIONS 3.0

QUICK REFERENCE GUIDE

Alerts Center

Ah 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.

h Bank of Hawaii	Home	Payments/Transfers	Fraud / Risk Management	Reporting	Administration and Settings	Kimo Hono Last Login: 0	lulu 1/17/2017 02:02 P
Home		XXXX		BX	User Maintenance Preferences	Add Widget	V
Notifications			Contact Center Import		¢		
			_	\rightarrow	Alerts Center		
Files were recently imported.				Audit Information		View	

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

Alerts					
⊕ Add New Alert ▲ Export					
Filter Select fields	Advanced Alert Group	Alert Type	Alert Name	Recipient	Time Zone
		There is no	content		
Viewing 0-0 of 0 records Delete	Dis	play 10 v per page			< Page 1 ∨
Recipients					

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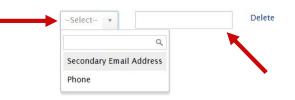
Alerts Center

Add Recipient (continued)

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

Ah	Bank of Hawaii	Home	Payments/Transfers	Fraud / Risk Management	Reporting	Administration and Settings	Kimo Honolulu Last Login: 01/17/2017 02:02 PM
$\mathbf{\mathbf{x}}$	Recipients		XXXX	XXXXX		XXXRX	XXXXX
	Recipient						
4	Company *						
	Name *						
	Name						
	Email Address*						
5	Add Another Contact Method						
	✓ Save Cancel						

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.

Recipients			*
🕀 Insert 🔺 Export 🔒 Print			
Filter Select fields	▼ Advanced		
All Actions	Company	Name	
🗆 View 🗸		John Doe	
Viewing 1-1 of 1 records		Display 10 v per page	< Page 1 > of 1 >
Delete			

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Alerts Center

Add Alerts

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

						Alerts
				Advanced	Alert 🔺 Export 🔒 Pri	⊕ Add New Filter Select
Time Zone	Recipient	Alert Name	Alert Type	Alert Group	Actions	🗖 All
			There is no content			
< Page 1 V			✔ per page	Display 10	of 0 records	Viewing 0-0
			✔ per page	Display 10	of 0 records	Viewing 0-0 (

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

Select	
	Q
Information Reporting	
Payments	
Check Management	
Admin	
Utilities	

- 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*.

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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	Email is generated when changes
	Book Maintenance	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	If a positive pay item requires a
	is Approaching	decision, an alert email is
		generated stating that a cutoff
		time is approaching in X number
		of minutes.
	Positive Pay Decision	Alert email is generated when a
	Pending Approval	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/	Closing Available Balance Checking	Email is generated when the
Balance and Transaction Reporting		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.

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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	Notifies you of payments
	Automatically Generated	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