

BANKOH BUSINESS CONNECTIONS

QUICK REFERENCE GUIDE

Alerts

Alerts

Bankoh Business Connections (BBC)

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.

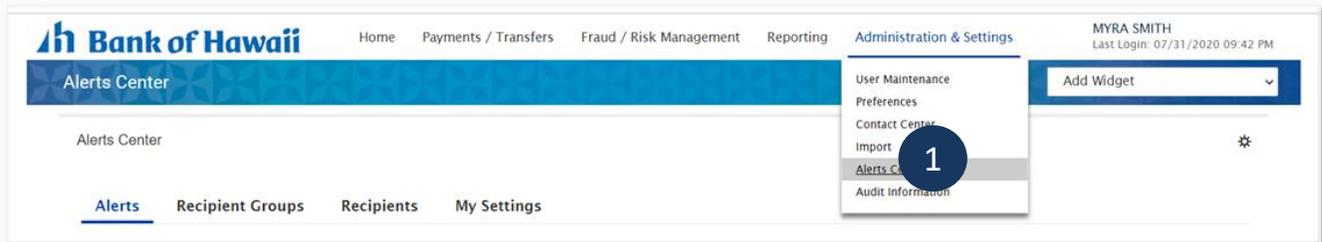
The following widgets comprise the Alerts Center:

- Alerts
- Recipient Groups
- Recipients
- My Settings

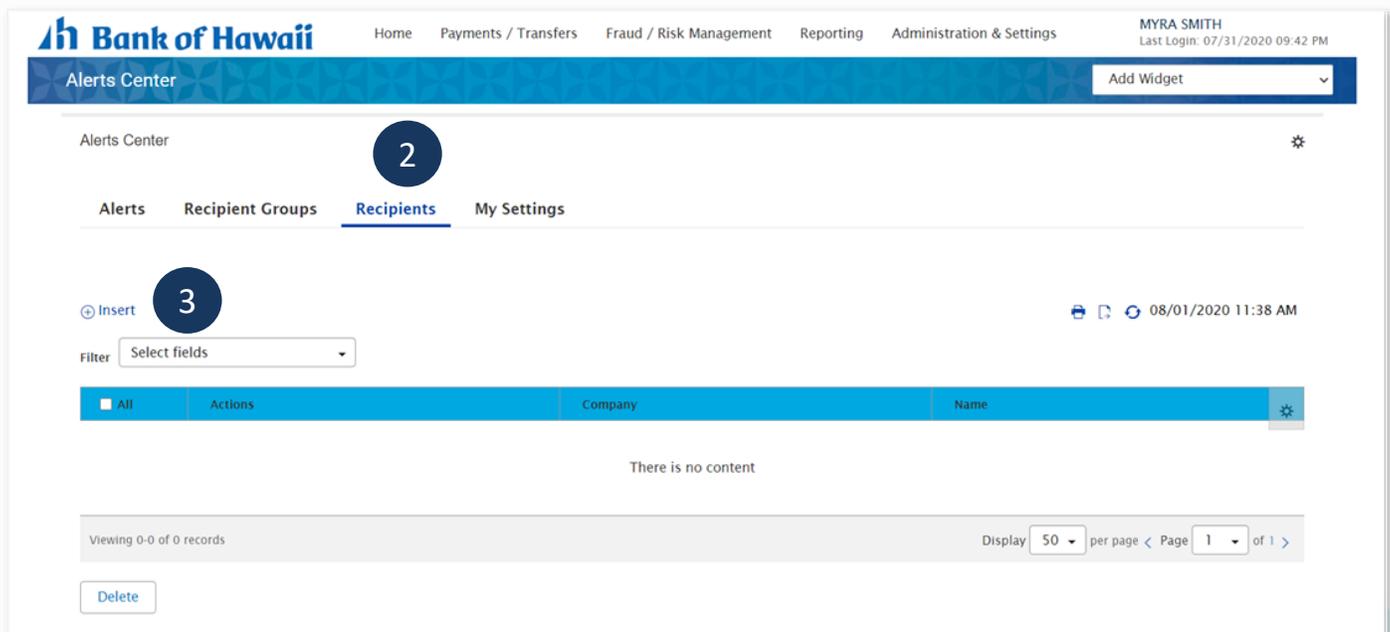
It is recommended that you set up recipients before creating alerts.

Add Recipient

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



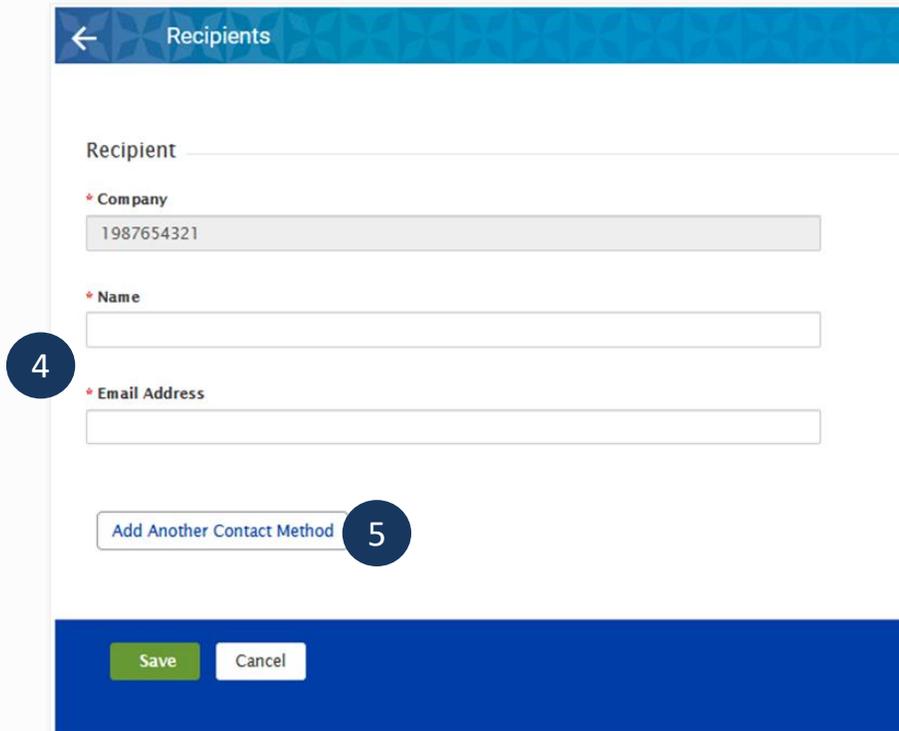
2. Go to **Recipients**.
3. Click **Insert**.



Alerts

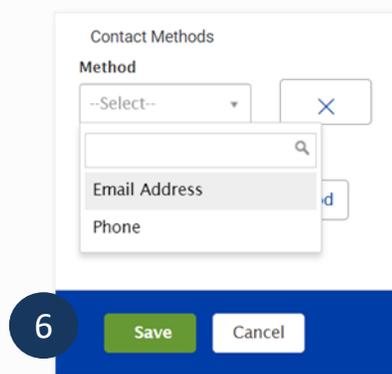
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4. Enter Name and Email Address. The Company field should prepopulate. These fields are required, as marked by the red asterisk.



The screenshot shows a mobile application interface for adding recipients. At the top, there is a blue header with a back arrow and the title "Recipients". Below the header, the form is titled "Recipient". It contains three input fields: "Company" (pre-filled with "1987654321"), "Name", and "Email Address". The "Company", "Name", and "Email Address" fields are marked with a red asterisk to indicate they are required. A blue button labeled "Add Another Contact Method" is positioned below the "Email Address" field. At the bottom of the form, there are two buttons: "Save" (green) and "Cancel" (white). A blue circle with the number "4" is placed to the left of the "Name" field, and another blue circle with the number "5" is placed to the right of the "Add Another Contact Method" button.

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).

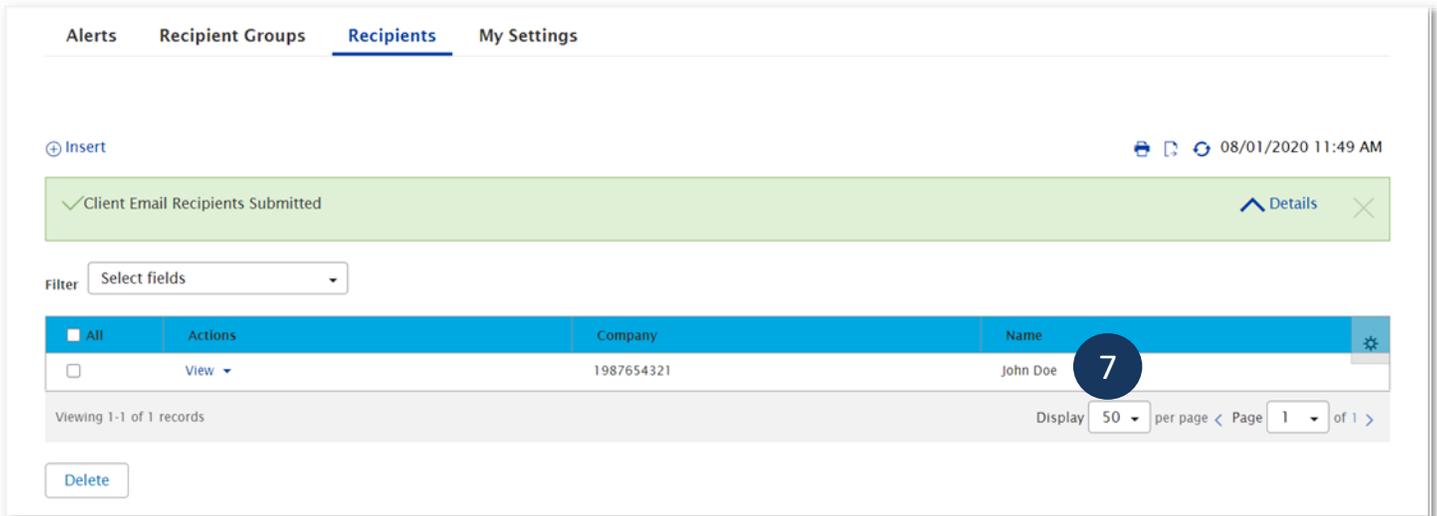


The screenshot shows a "Contact Methods" dropdown menu. The menu is titled "Contact Methods" and has a "Method" label. Below the label, there is a dropdown menu with "--Select--" and a search icon. The dropdown menu is open, showing two options: "Email Address" and "Phone". A blue circle with the number "6" is placed to the left of the "Save" button at the bottom of the form.

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

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Alerts Recipient Groups **Recipients** My Settings

Insert 08/01/2020 11:49 AM

Client Email Recipients Submitted Details

Filter Select fields

All	Actions	Company	Name
<input type="checkbox"/>	View	1987654321	John Doe

Viewing 1-1 of 1 records Display 50 per page Page 1 of 1

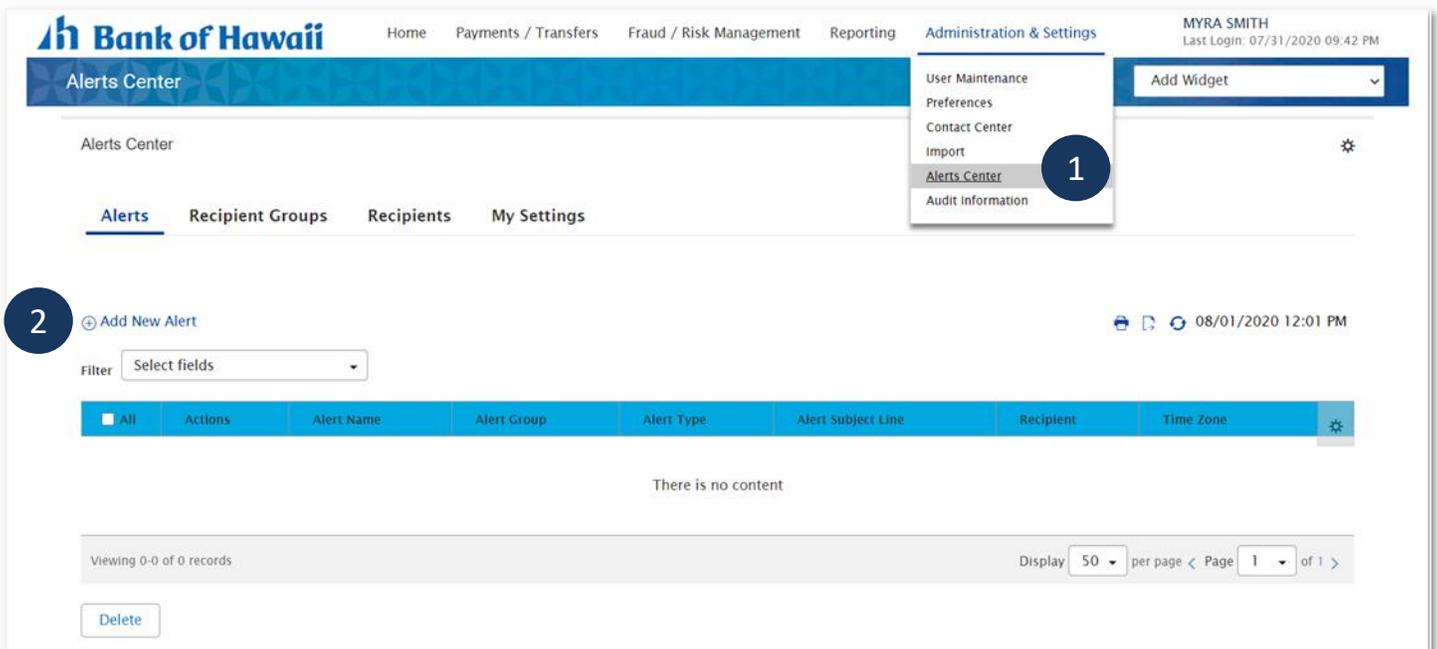
Delete

Alerts Center

Add Alerts

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

Note: All fields with a red asterisk are required fields. Fields without an asterisk can remain blank.



 Home Payments / Transfers Fraud / Risk Management Reporting Administration & Settings MYRA SMITH Last Login: 07/31/2020 09:42 PM

Alerts Center

Alerts Center

Alerts Recipient Groups Recipients My Settings

Add New Alert 08/01/2020 12:01 PM

Filter Select fields

All	Actions	Alert Name	Alert Group	Alert Type	Alert Subject Line	Recipient	Time Zone
There is no content							

Viewing 0-0 of 0 records Display 50 per page Page 1 of 1

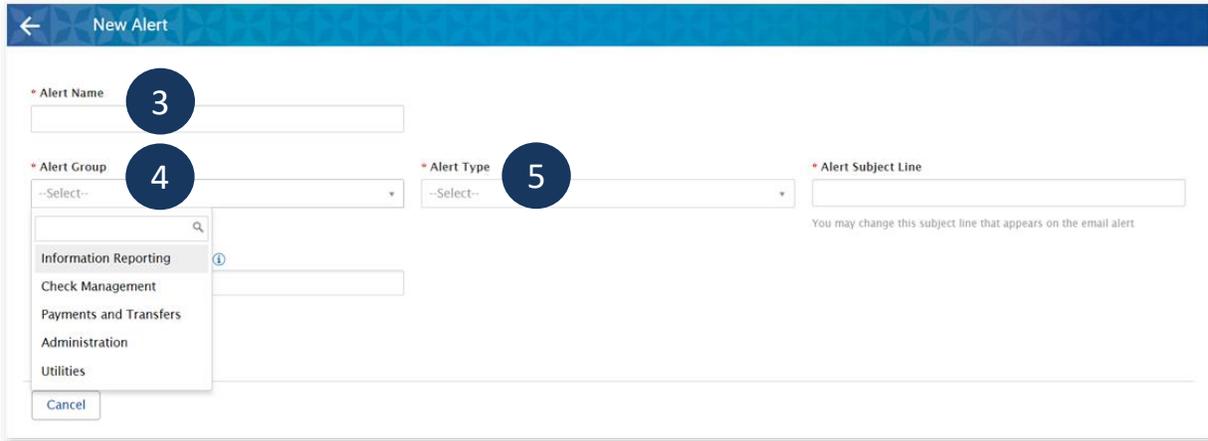
Delete

3. Enter **Alert Name**.

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4. Make a selection from the Alert Group dropdown menu.

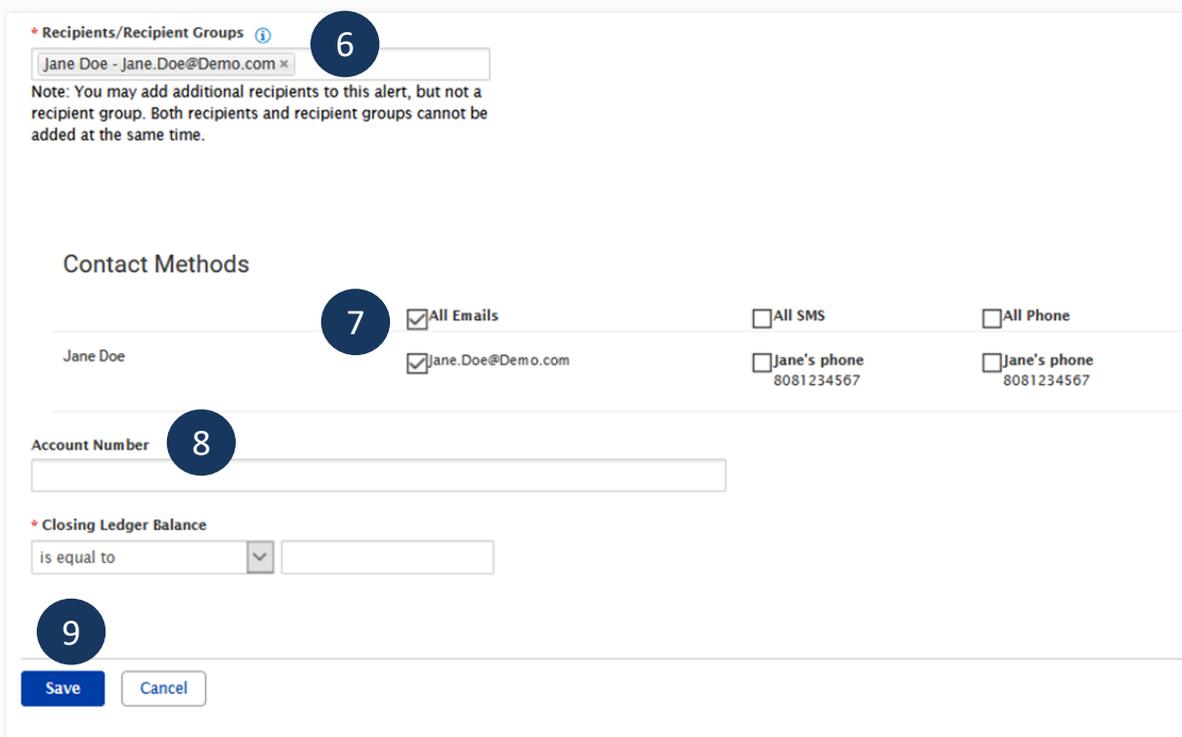


The screenshot shows the 'New Alert' form with the following fields and annotations:

- Alert Name**: Text input field with a circled '3' next to it.
- Alert Group**: Dropdown menu with a circled '4' next to it. The dropdown is open, showing options: Information Reporting, Check Management, Payments and Transfers, Administration, and Utilities.
- Alert Type**: Dropdown menu with a circled '5' next to it.
- Alert Subject Line**: Text input field with a circled '5' next to it. A note below it says: 'You may change this subject line that appears on the email alert'.
- Cancel**: Button at the bottom left.

5. Your **Alert Group** selection will predefine the **Alert Type** dropdown menu. Make the appropriate selection.
6. In the **Recipients/Recipient Groups** field, select a Recipient or a Recipient Group. 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, which will show up depending on the contact method available for the selected contact:

- Email
- SMS (Text)
- Phone



The screenshot shows the 'New Alert' form with the following fields and annotations:

- Recipients/Recipient Groups**: Text input field with a circled '6' next to it. The field contains 'Jane Doe - Jane.Doe@Demo.com'. A note below it says: 'Note: You may add additional recipients to this alert, but not a recipient group. Both recipients and recipient groups cannot be added at the same time.'
- Contact Methods**: Section with a circled '7' next to it. It contains a table of checkboxes for contact methods.
- Account Number**: Text input field with a circled '8' next to it.
- Closing Ledger Balance**: Text input field with a circled '9' next to it. A dropdown menu is set to 'is equal to'.
- Save**: Button at the bottom left.
- Cancel**: Button at the bottom right.

Contact Method	Checked
All Emails	<input checked="" type="checkbox"/>
All SMS	<input type="checkbox"/>
All Phone	<input type="checkbox"/>
Jane Doe	<input checked="" type="checkbox"/>
Jane's phone 8081234567	<input type="checkbox"/>
Jane's phone 8081234567	<input type="checkbox"/>

- Additional fields may appear based on the type of alert created. Enter detailed information, as appropriate.
- Click **Save**.

Alert Groups and Alert Types Configuration

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
Administration	Beneficiary Address Book Maintenance	Notification is generated when changes are made to and/or approved for Beneficiary Address Book records.
	User Maintenance	Notification 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 notification is generated stating that a cutoff time is approaching in X number of minutes.
	Positive Pay Decision Pending Approval	Alert notification is generated when a positive pay decision is ready to be approved.
	Positive Pay No Suspect Items	Alert notification is generated when there are no suspect items for the selected accounts.

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Alert Group	Alert Type	Type Description
<i>Information Reporting</i>	Closing Available Balance Checking	Notification is generated when the closing available balance meets specified criteria.
	Closing Ledger Balance Checking	Notification is generated when the closing ledger balance meets specified criteria.
	Transaction Notification	Notification is generated when a transaction is posted that meets certain criteria.
	Summary Balance	Notification is generated when an account balance meets the specified criteria.



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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

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