Bank of Hawaii

BANKOH BUSINESS CONNECTIONS

QUICK REFERENCE GUIDE

Alerts

Alerts

Bankoh Business Connections (BBC)

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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.

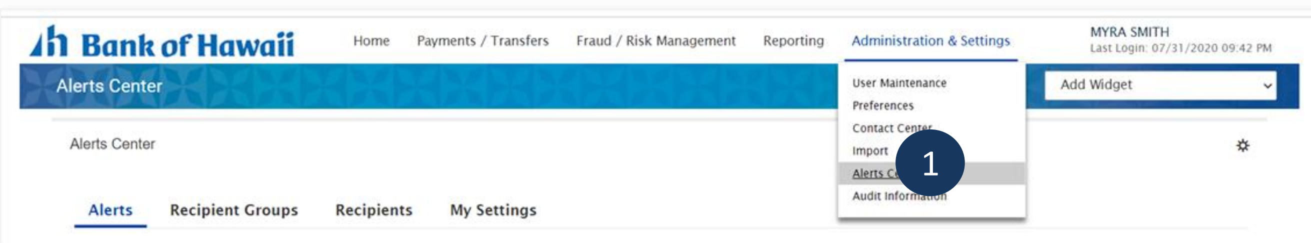
The following widgets comprise the Alerts Center:

- Alerts
- Recipient Groups
- Recipients
- My Settings

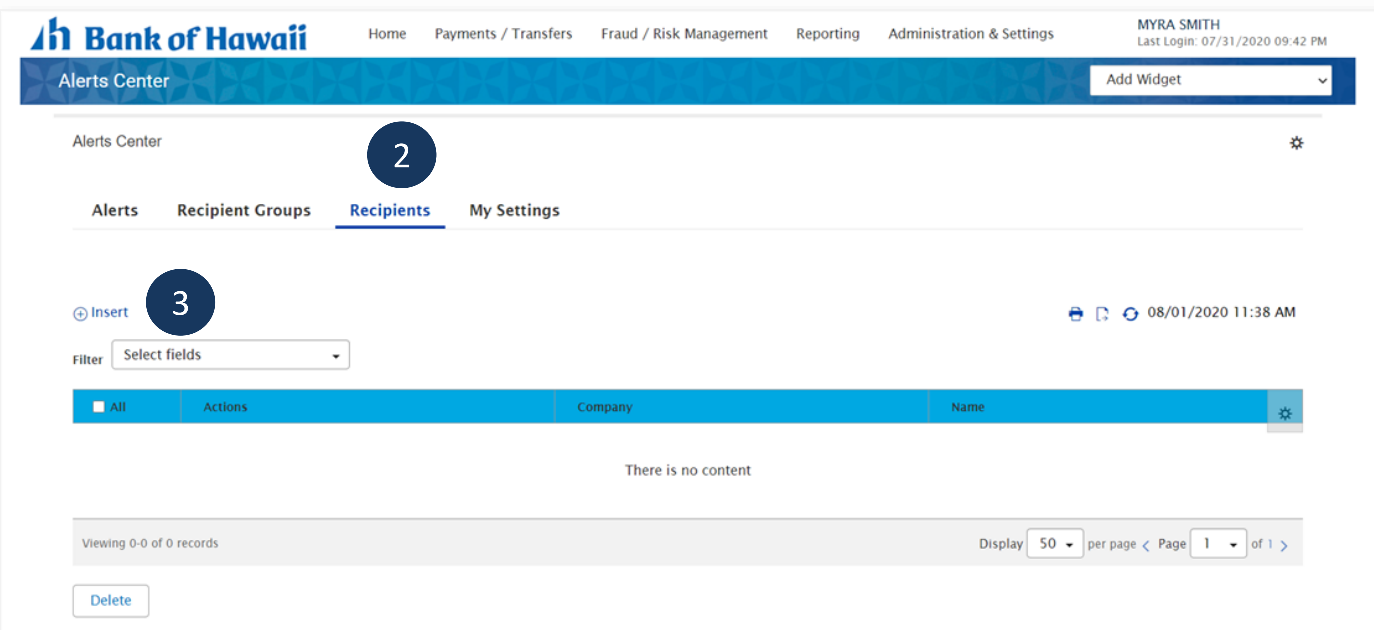
It is recommended that you set up recipients before creating alerts.

Add Recipient

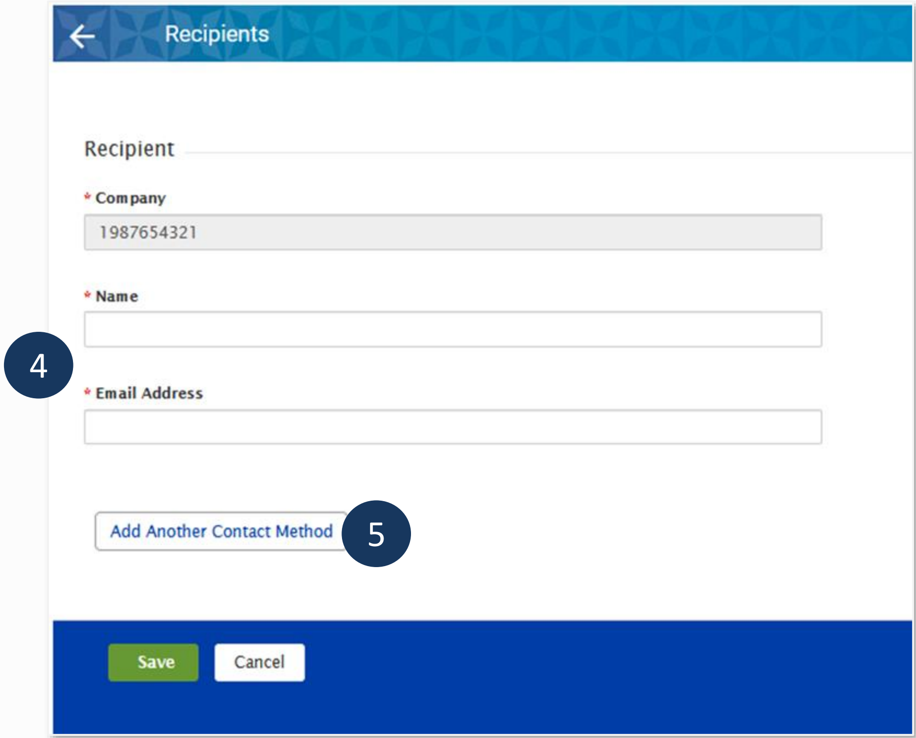
1. From ***Administration and Settings***, select ***Alerts Center***.



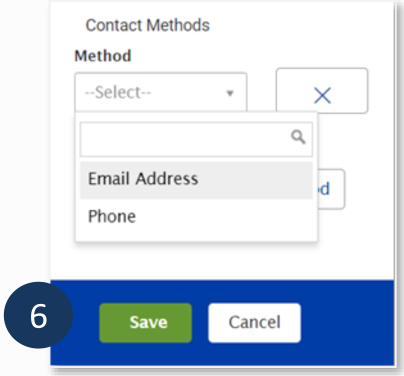
2. Go to ***Recipients***.
3. Click ***Insert***.



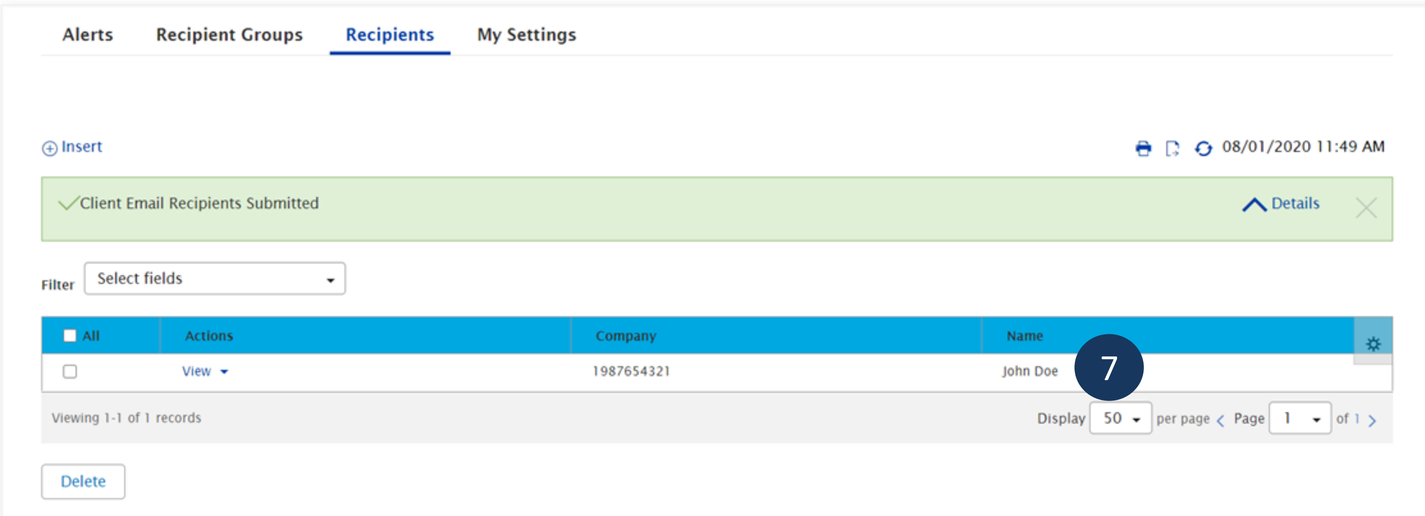
4. Enter Name and Email Address. The Company field should prepopulate. These fields are required, as marked by the red asterisk.



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.

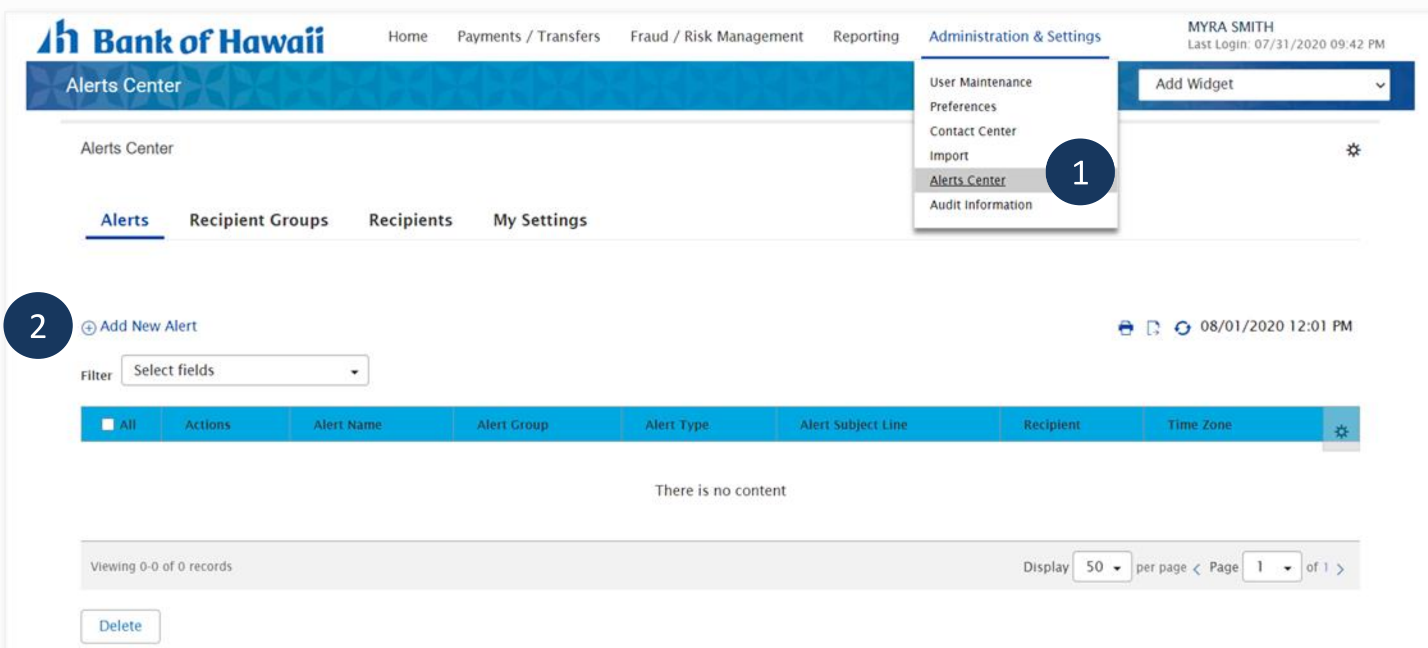


Alerts Center

Add Alerts

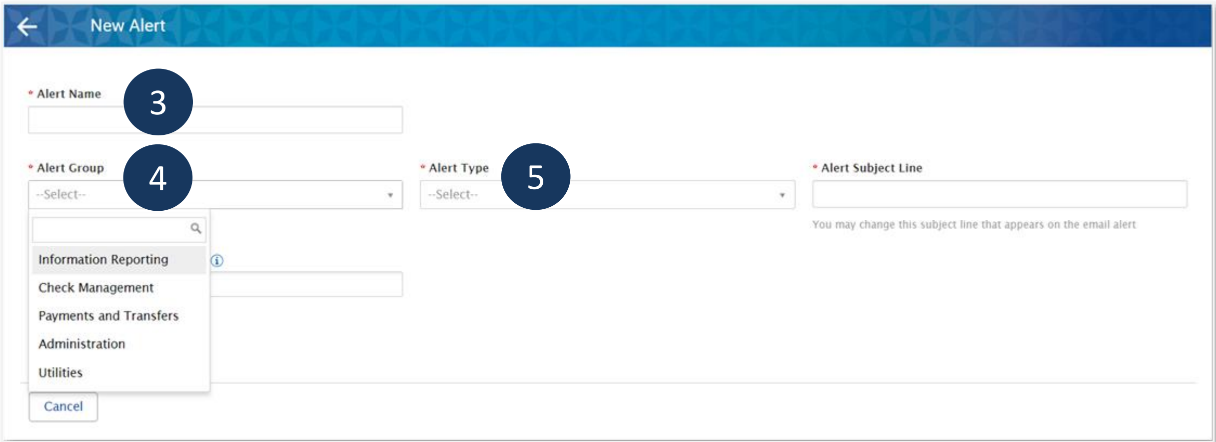
1. From ***Administration and Settings***, select ***Alerts Center***.
2. Click ***Add New Alert***.

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



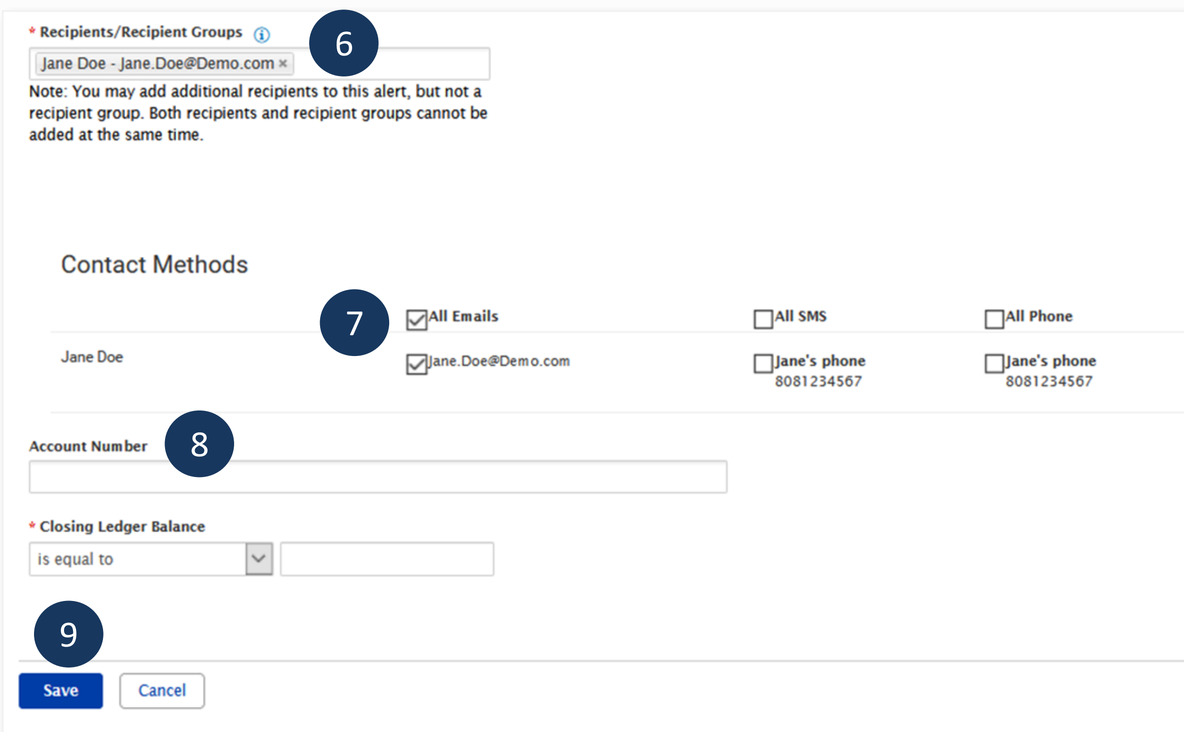
3. Enter ***Alert Name***.

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 ***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



8. Additional fields may appear based on the type of alert created. Enter detailed information, as appropriate.
9. 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
Information Reporting	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.

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: cmsrequest@boh.com