Bank of Hawaiʻi

Bank of Hawaiʻi
Positive Pay and Accounts Reconciliation Conversion:

ALERTS REFERENCE GUIDE

MEMBER FDIC

About Alerts

Alerts are messages that inform company users that a specific event has taken place.

Alert messages are displayed in Positive Pay and Account Reconciliation for 90 days, after which they are archived for three years. Alerts are not automatically deleted.

Alerts are delivered in Positive Pay and Account Reconciliation optionally through e-mail and SMS text. Alerts are always sent to company users in their Positive Pay and Account Reconciliation mailbox. Company users can also have alerts delivered to their primary and/or secondary e-mail address and/or mobile telephone number (if applicable).

There are many alerts available to help companies reduce the risk of fraud stay on top of account, transaction, and user activity. The combination of user roles, services, and account entitlements determine the alerts available to company users. Messages are delivered throughout the day depending on the topic and when the information is available. Mandatory alerts notify company users of important events and cannot be turned off. Mandatory alerts appear with a check mark and cannot be deleted.

The Manage Alerts page provides a central area for company users to manage their alert subscriptions. It includes three main categories of alerts: Account Alerts, Non-account Alerts, and Custom Alerts.

Account Alerts are divided into the following subcategories:

- Account Reconciliation & Positive Pay
- Stop Payment

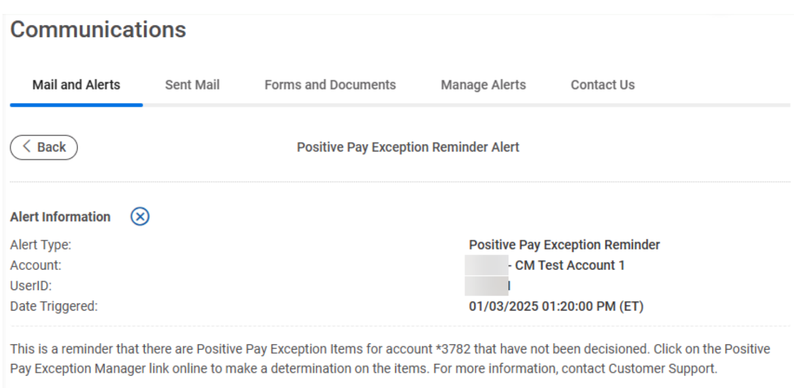
Non-account alerts are not sub-categorized. Custom alerts are notifications that company users define and are ideal for setting up reminders for something such as payroll.

Reading Received Alert Messages

1. Click **Administration > Communications > Mail and Alerts**.

2. Click the link in the **Subject** column for alert you want to view.

User Profile Activity Alert Page Sample



3

Subscribing to Account and Non-account Alerts

1. Click **Administration > Communications > Manage Alerts**.

2. Click the **Account, Non-account, or Multiple Accounts** tab.

3. For account alerts, first select an account from the drop down.

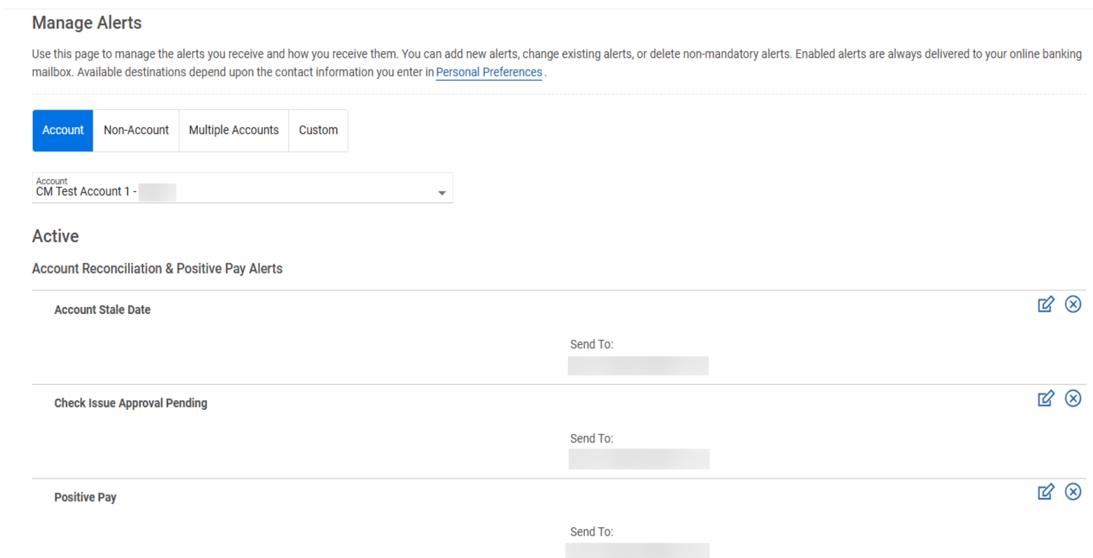
4. Click the + icon beside the alert subscriptions you want to add. The section expands, showing the alert description and delivery options.

5. If applicable, enter alert criteria.

6. Click the check box associated with each **Send To** option to which you want the alert sent. The **Send To** column does not appear if an e-mail or mobile telephone (if applicable) is not defined.

7. Click **Add** below the alert subscriptions you want to add.

Manage Alerts Page Sample



Subscribing to Custom Alerts

1. Click **Administration > Communications > Manage Alerts**.

2. Click the **Custom** tab.

3. Click the **Add new alert** link.

4. In the **Subject** field, type the subject. Up to 120 alphanumeric characters.

5. In the **Alert message** field, type the message you want to include.

6. Select one or more **Send to** options.

7. Select a **Frequency**:

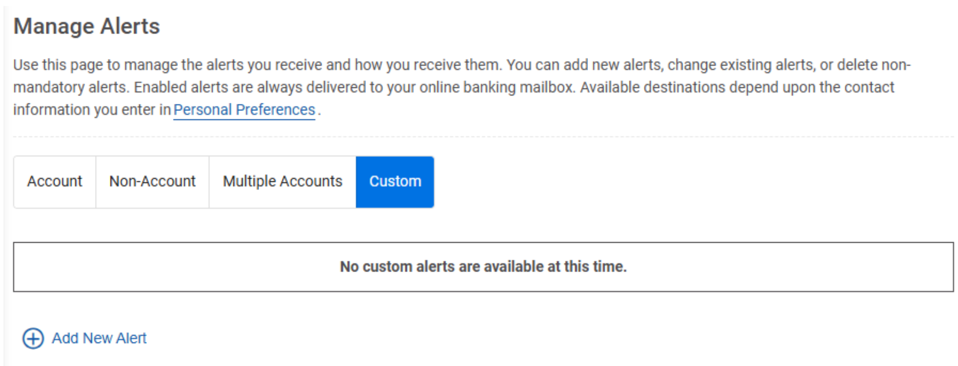
One time	Sends the alert once on a date in the future.
Weekly	Sends the alert on the same day each week. The date provided in the **Next send on** field determines the day on which the alert is sent.
Every other week	Sends the alert on the same day every other week. The date provided in the **Next send on** field determines the day on which the alert is sent.
Twice a month - the 15th and last day of the month	Sends the alert on the 15th and last day of the month.
Monthly	Sends the alert on the same date every month. The date provided in the **Next send on** field determines the day on which the alert is sent.
Monthly - last day of the month	Sends the alert on the last day of each month.
Every three months	Sends the alert on the same day every three months. The date provided in the **Next send on** field determines the day on which the alert is sent.
Every three months - last day of the month	Sends the alert on the last day of the month, every three months.
Every six months	Sends the alert on same day every six months. The date provided in the **Next send on** field determines the day on which the alert is sent.
Every six months - last day of the month	Sends the alert on the last day of the month, every six months.
Yearly	Sends the alert on the same date every year. The date provided in the **Next send on** field determines the day on which the alert is sent.
Custom	Sends the alert on unique **Send on** dates. At least one date is required but up to 25 custom dates can be scheduled at one time.

8. If applicable, in the **Next send on** field, type the date on which the alert should be sent or click the icon and select a date.

9. If applicable, select an **End on** option:
    - Continue indefinitely
    - Continue until this date
    - Continue for this many occurrences. Specify when you want to stop receiving the alert based on the number of times it is delivered.

10. Click **Add Alert**.

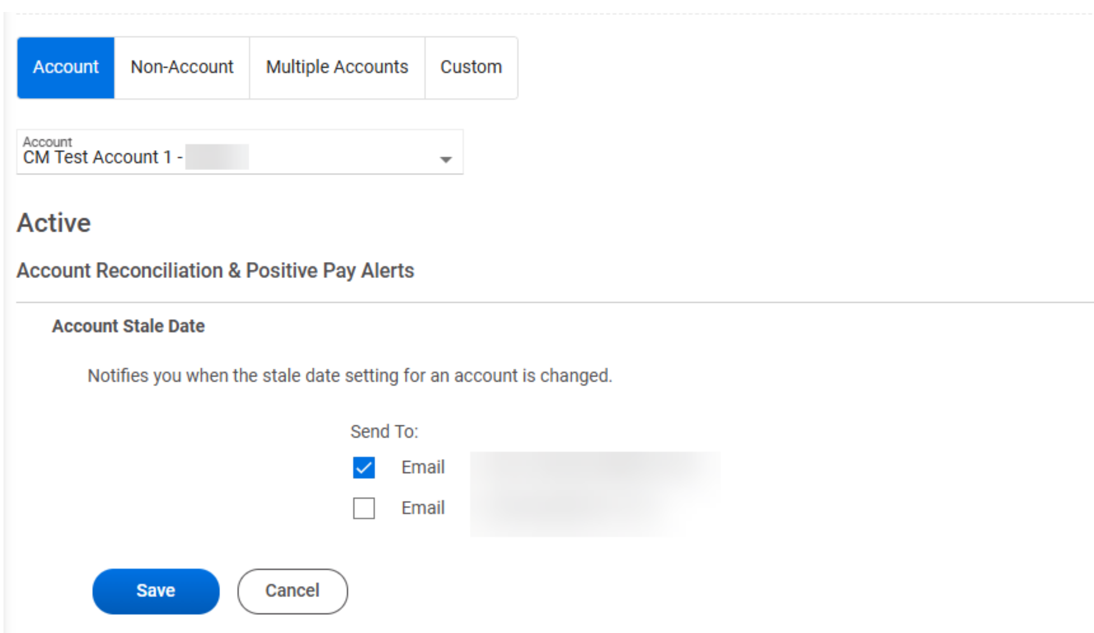
Manage Alerts Page Sample



Changing Alert Subscriptions

1. Click **Administration > Communications > Manage Alerts**.
2. Click the **Account**, **Non-Account**, **Multiple Accounts** or **Custom** tab.
3. For account alerts, select an account from the drop down.
4. Click the **Edit** icon beside the alert subscription you want to change.
5. If applicable, change the alert criteria and change the **Send to** options as needed.
6. Click **Save**.

Manage Alerts Page Sample



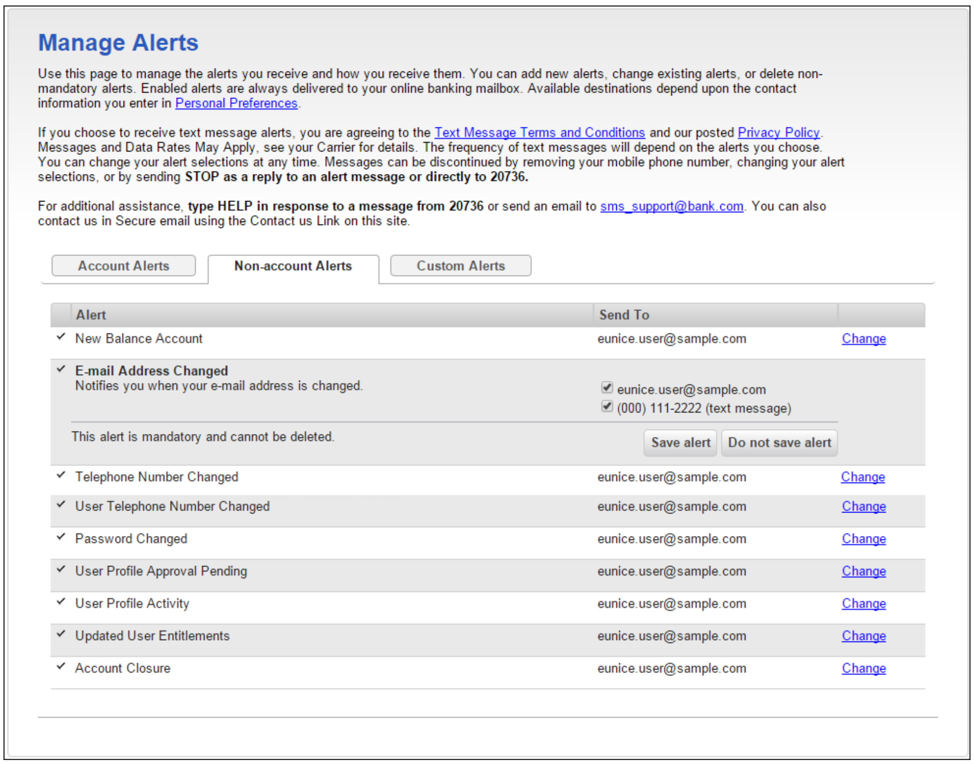
The material contained in this Guide is for your information only and is not intended for distribution. The materials and information are considered confidential and proprietary.

Deleting Alert Subscriptions

1. Click **Administration > Communications > Manage Alerts**.
2. Click the **Account Alerts**, **Non-account Alerts**, **Multiple Accounts** or **Custom Alerts** tab.
3. For account alerts, select an account from the drop down.
4. Click the **Delete icon** link beside the alert subscription you want to stop receiving.

   4.1 For custom alerts, a **`Delete Custom Alert`** page appears after the **Delete** link is clicked. Review the alert as needed and then click **Delete alert**.

Manage Alerts Page Sample



Account Alerts

Account Reconciliation & Positive Pay Alerts

Account Reconciliation Alert

Notifies company users when the Account Reconciliation Statement Report is generated.

The Account Reconciliation alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
Full Account Recon	N/A	Checking	Allow Entry

Account Reconciliation Statement Report Delay Alert

Notifies company users when the Account Reconciliation Statement Report is delayed.

The Account Reconciliation Statement Report Delay alert is mandatory.

Requirements

Service	Role	Account Type	Account Entitlement
Full Account Recon	N/A	Checking	Allow Entry

Account Stale Date Alert

Notifies company users when the stale date setting for an account is changed.

The Account Stale Date alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
Full Account Recon	Administration	Checking	Allow Entry
Positive Pay	Administration	Checking	Entitled Account

Check Issue Approval Pending Alert

Notifies company users when a check issue requires approval.

The Check Issue Approval Pending alert is optional.

Note: *Company users receive this alert even if they have already provided an approval.*

Requirements

Service	Role	Account Type	Account Entitlement
Positive Pay and Positive Pay Issue Maintenance	Approval	Checking	Entitled Account (for Positive Pay) and Allow Approve (for Positive Pay Issue Maintenance)
Full Account Recon	Approval	Checking	Allow Approve

Positive Pay Alert

Notifies company users when an exception item requires their attention.

The Positive Pay alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
Positive Pay	N/A	Checking	Entitled Account

Positive Pay Exception Reminder Alert

Notifies company users an hour before the close of their exception decision window that there are exception items without decisions.

The Positive Pay Exception Reminder alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
Positive Pay	N/A	Checking	Entitled Account

Reverse Positive Pay Alert

Notifies company users when an exception item requires their attention.

The Reverse Positive Pay alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
Reverse Positive Pay	N/A	Checking	Allow View

Reverse Positive Pay Exception Reminder Alert

Notifies company users an hour before the close of their exception decision window that there are exception items without decisions.

The Reverse Positive Pay Exception Reminder alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
Reverse Positive Pay	N/A	Checking	Allow View

Non-account Alerts

Account Closure Alert

Notifies company users when a checking or savings account is unavailable for use.

The Account Closure alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
N/A	Administration	N/A	N/A

Company Stale Date Alert

Notifies company users when their company's stale date setting is changed.

The Company Stale Date alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
Positive Pay or Full Account Recon	Administration	N/A	N/A

Decision File Approval Pending Alert

Notifies company users when a decision file requires approval.

The Decision File Approval Pending alert is optional.

Note: *Company users receive this alert even if they have already provided an approval.*

Requirements

Service	Role	Account Type	Account Entitlement
Positive Pay or Reverse Positive Pay	Approval	N/A	N/A

Decision File Import Completed with Errors Alert

Notifies company users when a decision file is imported with errors.

The Decision File Import Completed with Errors alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
Positive Pay or Reverse Positive Pay	N/A	N/A	N/A

Decision File Import Failed Alert

Notifies company users when a decision file fails to import because the format is incorrect.

The Decision File Import Failed alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
Positive Pay	N/A	N/A	N/A

E-mail Address Changed Alert

Notifies company users when their e-mail address is changed.

The E-mail Address Changed alert is mandatory.

Requirements

Service	Role	Account Type	Account Entitlement
N/A	N/A	N/A	N/A

Issue File Approval Pending Alert

Notifies company users when an issue file is pending approval.

The Issue File Approval Pending alert is optional.

Note: *Company users receive this alert even if they have already provided an approval.*

Requirements

Service	Role	Account Type	Account Entitlement
Full Account Recon or Positive Pay	Approval	N/A	N/A

Issue File FTP Completed with Errors Alert

Notifies company users when a check issue file is transmitted through file transfer protocol (FTP) but has errors.

The Issue File FTP Completed with Errors alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
Full Account Recon or Positive Pay	N/A	N/A	N/A

Issue File FTP Completed with Notes Alert

Notifies company users when a check issue file is transmitted through file transfer protocol (FTP) and provides details for some records in the file. For example, when a record is successfully uploaded but has a zero-dollar amount.

The Issue File FTP Completed with Notes alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
Full Account Recon or Positive Pay	N/A	N/A	N/A

Issue File FTP Failed Alert

Notifies company users when a check issue file fails to transmit through File Transfer Protocol (FTP).

The Issue File FTP Failed alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
Full Account Recon or Positive Pay	N/A	N/A	N/A

Issue File FTP Successful Alert

Notifies company users when a check issue file is successfully transmitted through File Transfer Protocol (FTP).

The Issue File FTP Successful alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
Full Account Recon or Positive Pay	N/A	N/A	N/A

Issue File Import Completed with Errors Alert

Notifies company users when an issue file is imported with errors.

The Issue File Import Completed with Errors alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
Full Account Recon or Positive Pay	N/A	N/A	N/A

Issue File Import Failed Alert

Notifies company users when an issue file fails to import because the format is incorrect.

The Issue File Import Failed alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
Full Account Recon or Positive Pay	N/A	N/A	N/A

Password Changed Alert

Notifies company users when a user’s password is successfully changed.

The Password Changed alert is mandatory.

Requirements

Service	Role	Account Type	Account Entitlement
N/A	N/A	N/A	N/A

Telephone Number Changed Alert

Notifies company users when they add or change a telephone number.

The Telephone Number Changed alert is mandatory.

Requirements

Service	Role	Account Type	Account Entitlement
N/A	N/A	N/A	N/A

Updated User Entitlements Alert

Notifies company users when their service entitlements have changed.

The Updated User Entitlements alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
N/A	N/A	N/A	N/A

User Profile Activity Alert

Notifies a company's administrator when a company user profile is added, changed, or deleted by another company administrator.

The User Profile Activity alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
N/A	Administration	N/A	N/A

User Profile Approval Pending Alert

Notifies a company's administrator when a request to add, change, or delete a company user profile requires approval.

The User Profile Approval Pending alert is optional.

Note: *Company users receive this alert even if they have already provided an approval.*

Requirements

Service	Role	Account Type	Account Entitlement
N/A	Administration	N/A	N/A

User Telephone Number Changed Alert

Notifies company administrators when another company user changes their telephone number.

The User Telephone Number Changed alert is optional.

Requirements

Service	Role	Account Type	Account Entitlement
N/A	Administration	N/A	N/A