

Alerts Center

User Guide

The Alerts Center workspace is arranged in a series of tabs that access the following:

- **Alerts**
- **Recipient Groups**
- **Recipients**
- **My Settings**

Alerts

This widget configures the system to automatically send alerts when certain conditions occur. For example, a Closing Available Balance alert can be sent when a closing account balance falls below a certain threshold or an alert can be sent when a new user is added to the system.

Although you can specify the recipient directly on the New Alert screen, we recommend that you set up recipients or recipient groups before creating alerts.

The Alerts widget lists all alert information in the following default columns:

- **Alert Name**
- **Alert Group:** for example, *Payment and Transfers*
- **Alert Type:** for example, *Transaction Notification*
- **Alert Subject Line**
- **Recipient**
- **Time Zone**

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Adding an Alert

To add an alert:

- 1 Select **Alerts Center** from the Administration & Settings menu.
The Alerts Center appears.

2 Click **Add New Alert**.

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

- * Alert Name**: An empty text input field.
- * Alert Group**: A dropdown menu with '-Select-' selected.
- * Alert Type**: A dropdown menu with '-Select-' selected.
- * Alert Subject Line**: A text input field with a placeholder text: 'You may change this subject line that appears on the email alert'.
- * Recipients/Recipient Groups**: A text input field with a help icon.

A 'Cancel' button is located at the bottom left of the form.

3 In the **Alert Name** field, enter a name for the alert.

4 From the **Alert Group** list, select the appropriate group for this alert. For example, *Payments and Transfers*.

5 In the **Alert Type** field, select the type. For example, if you chose the Payments and Transfers alert group, you might choose *Processed* as the alert type. For an explanation of alert groups and types, see the topics that follow this one, for example, Administrative Alerts.

6 In the **Alert Subject Line** field, a sample subject line appears based on the alert type you have chosen. If desired, change it.

This is the subject line that will appear on the email notification sent to the recipient.

7 Use the **Recipient/Recipient Group** drop-down to select a recipient or recipient group. You can select one or more recipients OR one recipient group.

8 In the **Contact Methods** section, check the checkbox(es) for the appropriate contact method or methods.

If the recipient or recipient group includes an additional contact method, including an alias, you can select that as well, OR check the **All** box to have the alert sent through all contact methods.

The screenshot shows the 'New Alert' form with the following filled-in fields:

- Alert Name ***: New Trans
- Alert Group ***: Information Reporting
- Alert Type ***: Transaction Notification
- Recipient ***: Steve Harmon - sharmon@...

The **Contact Methods** section is expanded, showing:

- All Emails
- Steve Harmon
- sharmon@gmail.com
- Steve's personal account stevieh@yahoo.com

Annotations with red arrows point to the 'All Emails' checkbox and the 'Steve's personal account' checkbox, with the text: 'Click "All" to use all contact methods' and 'Contact methods can include an alias'.

9 Most alerts also require you to enter trigger criteria for the alert. For example, you may have to specify an account number or action that will trigger the alert.

10 When you have entered all the necessary fields, click **Save**.

Now, when the criteria specified in the alert are met, the recipient will be contacted using the specified method.

Administration Alerts

Administration alerts include the following:

Note

Alerts are available depending on your system access. Not all alerts listed below may be available for you to select.

- **Beneficiary Address Book Maintenance:** Email is generated when changes are made to and/or approved for Contact Center / Beneficiary Address Book records.
- **User Alert:** Email is generated when a user is either added or approved (depending on the actions selected).

Information Reporting Alerts

Information Reporting alerts include the following:

- **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.

Payments and Transfers Alerts

Alerts include the following:

- **Approver Rejected:** Notifies you of any payments rejected during the approval process.
- **Automatically Created:** Notifies you of payments and transfers automatically created based on scheduled payment settings.
- **Processed:** Email is generated when a payment or transfer is processed.
- **Awaiting My Approval:** Email is generated when a payment is awaiting approval of the current user.
- **Balance Check:** 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.
- **File Import Confirmation For Payments and Transfers:** Email is sent when payments or transfers are successfully or unsuccessfully uploaded.
- **Payment Cutoff Time Warning:** Email is sent when payments or transfers are within a specified time prior to a cutoff time.
- **Transactions Processing Status Changed For Payments and Transfers:** Email is sent when the status of payments, such as approval or rejection, changes.
- **ACH Reversal Created:** Email is sent when an ACH payment has been reversed.
- **Prefunding Check:** Email is sent when prefunding payments fail.

Recipients

A Custom Recipients feature is used with the Alert Settings function. A recipient associates a logical name to an email address. If a recipient is used in an alert, then changes to the actual email address are resolved when the email is generated.

You can add recipients. In addition, you can view, modify, or delete an existing recipient.

Adding a Recipient

To add a recipient:

- 1 Select **Alerts Center** from the Administration & Settings menu.
The Alerts Center appears.
- 2 Click **Recipients**, and then click **Insert**.
The system displays the Recipients screen.
- 3 Enter the recipient name and email address.
- 4 If you want to add a different method of contact for this recipient, click **Add Another Contact Method**.
- 5 Use the drop-down to select a contact method.
- 6 Enter the secondary contact information.
 - If you are entering a phone number, note that you can also enter an extension and pause indicator, for example, a **9** when dialing out of a business office. In addition, check the appropriate checkbox indicating whether the contact should be sent a voice or text message.
 - The value entered in the **Contact Method Name / Alias** field will be displayed on the alert creation screen.

The screenshot shows a web form titled "Recipient". It contains the following fields and sections:

- Company ***: Text input field with "DGBCEU" entered.
- Name ***: Text input field with "Steve Harmon" entered.
- Email Address ***: Text input field with "sharmon@gmail.com" entered.
- Contact Methods**: A section with a table-like structure:

| Method | Contact Method Name/Alias | Email Address |
|-------------------|---------------------------|---------------------|
| Email Address x v | Steve's personal account | stevieh@yahoo.com x |
- Add Another Contact Method**: A blue link below the contact methods table.
- Save** and **Cancel**: Buttons at the bottom of the form.

- 7 Click **Save**.
- 8 To add another contact method, repeat steps 2 through 7.

Recipient Groups

Recipient groups are used when setting up alerts. After a recipient group is added, recipients can be added or removed from the recipient group using the Recipient Group Assignment function. If a recipient group is used in an alert, then changes to the individual recipients are resolved when the alert is generated.

You can add recipient groups. In addition, you can view, modify, or delete an existing recipient group.

Add a Recipient Group Assignment

To add a recipient group assignment:

- 1 Select **Alerts Center** from the Administration & Settings menu.
The system displays the Alerts Center.
- 2 Click **Recipient Groups**.
- 3 Click **Insert**.
The system displays the Recipient Group Assignments screen.
- 4 Enter a name for the recipient group you are creating.
- 5 Click in the Recipient Name box to display the list of available recipients to select from.
- 6 Click on a recipient to add to the group.
- 7 Click **Save**.

My Settings

The My Settings feature lets you quickly add and maintain your contact information without needing access to user maintenance permission and without needing an approval process.

Add Alert Contact Methods

To add information about your personal contact methods:

- 1 Select **Alerts Center** from the Administration & Settings menu.
The system displays the Alerts Center.
- 2 Click **My Settings**.
- 3 Enter your email address.
- 4 (optional) Enter your phone number for voice mail messages.
- 5 (optional) Enter your mobile phone number.
- 6 (optional) Enter your fax number.
- 7 Click **Save**.