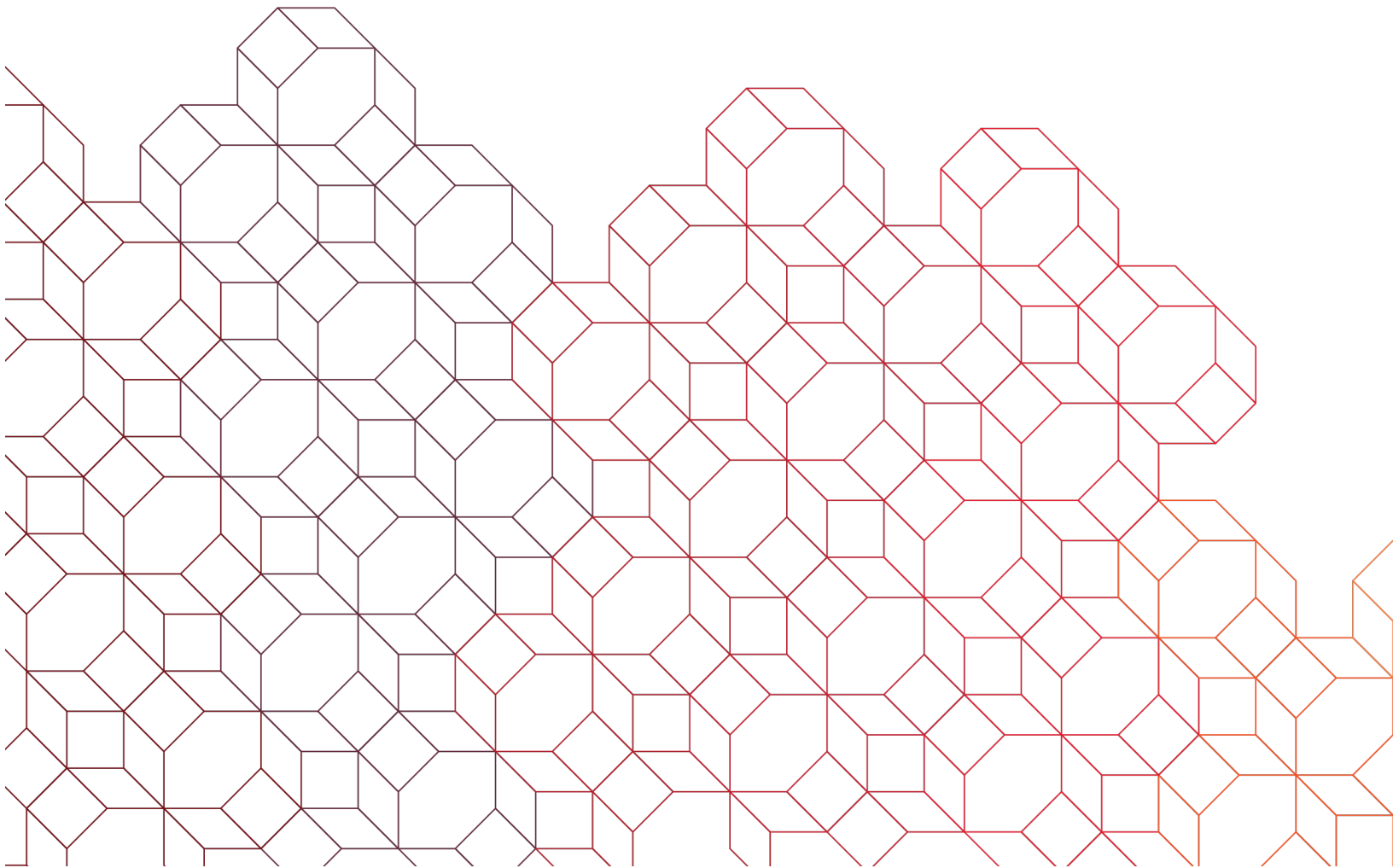




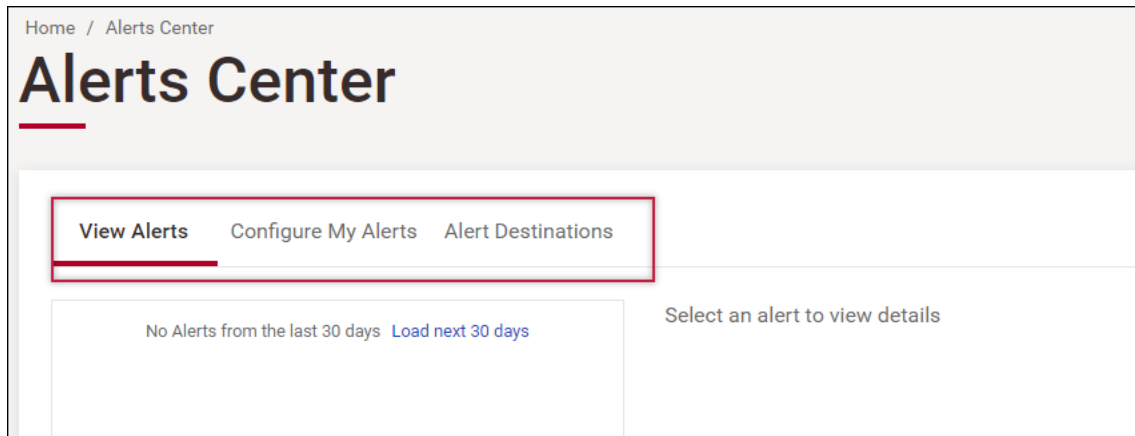
# Exchange

Alerts Center



The “Alerts Center” is a tool that allows Exchange Users, based upon permissions, to create and modify activity Alerts. Alerts are generated based upon parameters you set or a triggering event which can be distributed via email or text. Although there are some bank defined alerts that are generated, such as, in the “new user created”, users are responsible for setting up their email and/or text alerts.

Navigate to Alerts Center from the Administration menu.



The Alerts Center workspace has the following tabs:

- “View Alerts” allows you to view any alert that has generated to destinations you created. In this screen, no alerts have been delivered for this user.
- “Configure My Alerts” allows you to view alerts created, establish new alerts or modify existing alerts.
- “Alert Destinations” allows you to create and modify delivery information.

To create an Alert, you must first create the alert contact points (destination).

**Note:** Some user roles are limited to create additional Alert Destinations (contact points) which can only be created/modified by Admin Users. Alert Destinations used for standard users are the email address and phone number found in the user’s profile. Should the user’s contact information need to be modified, the user can make those changes directly under their Exchange “Profile”.

[View Alerts](#) [Configure My Alerts](#) **Alert Destinations**

**Email**

Email address ↓↑  
email@workemail.com

Primary Email

+ Add Email

**Text Message**

Phone Number ↓↑  
(555) 555-5555

+ Add Phone

Selecting the "Alert Destinations" tab displays the current email and text phone number setup for you to use to receive alerts. This is also where you add or modify them. You can have up to 10 destination points between email addresses and phone numbers. Your email, required during user set up is already included as the primary email and cannot be changed here.

[View Alerts](#) **Configure My Alerts** [Alert Destinations](#)

**Existing Alerts**

Alert Name ↓↑

Alert Group & Type ↓↑

You have not configured any Alerts

Alerts you have created are found under "Configure My Alerts". Here is where you can edit existing alerts and this is also where you create them.

**View Alerts** [Configure My Alerts](#) [Alert Destinations](#)

No Alerts from the last 30 days [Load next 30 days](#)

Select an alert to view details

View alert activity for those that have generated and distributed under the "View Alerts" tab.

## Exchange platform alert types:

### Information Reporting

**ATM Withdrawal** - ATM withdrawal alerts will be sent when an ATM withdrawal exceeds a dollar amount you set.

**Book Transfer** - You will receive a Book Transfer alert when a Book Transfer occurs and exceeds the dollar amount you set.

**Check Number Posted** - A Check Number Posted alert will be sent when a check posted to your account matches the check number you specify.

**Check Posted** - Check posted alerts are sent when a check posts to your account and exceeds the dollar amount you set.

**Daily Balance** - A daily alert will be delivered with the balance of your account.

**Deposit** - A deposit alert will be sent when a branch, ATM or mobile deposit matching the amount you set is deposited.

**Deposit Correction – Credit** - Deposit correction-credit alerts are sent when a deposit correction-credit is credited to your account and exceeds the dollar amount you set.

**Deposit Correction – Debit** - Deposit correction-debit alerts are sent when a deposit correction-debit is deducted from your account and exceeds the dollar amount you set.

**Deposit Item Return** - Deposit item return alerts are sent when a deposit item return is deducted from your account and exceeds the dollar amount you set.

**Electronic Credit (ACH)** - Electronic Credit (ACH) alerts are sent when an electronic credit is credited to your account and exceeds the dollar amount you set.

**Electronic Debit (ACH)** - Electronic Debit (ACH) alerts are sent when an electronic debit is deducted from your account and exceeds the dollar amount you set.

**Low Balance** - An alert will be sent when your account balance falls below a dollar amount you set.

**Remote Deposit Adjustment – Credit** - Remote deposit adjustment-credit alerts are sent when a remote deposit adjustment-credit is credited to your account and exceeds the dollar amount you set.

**Remote Deposit Adjustment – Debit** - Remote deposit adjustment-debit alerts are sent when a remote deposit adjustment-debit is deducted from your account and exceeds the dollar amount you set.

### Payments & Transfers

**ACH Prefund Settlement** - ACH prefund settlement alerts are sent when an ACH prefund settlement transaction is deducted from your account and exceeds the dollar amount you set.