Exchange

Alerts

This Quick Reference Guide will assist you with instruction for using the Alerts feature within the application. Alerts allows you to create systems notifications upon parameters you set. Use the table of contents below to navigate to different topics within this guide.

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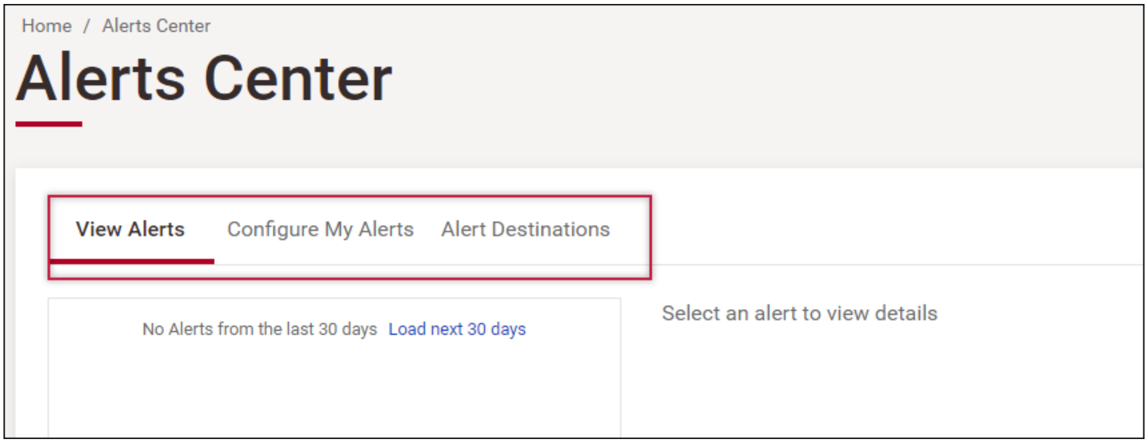
Alerts Center

The Alerts Center is a tool that allows ***Exchange*** Users, based upon permissions, to create and modify Alerts. Alerts are generated based upon parameters you set or a triggering event which can be distributed via email or text. Users are responsible for setting up their email and/or text alerts.

To create or modify an Alert, from the **Administration** menu, select **Alerts Center**.



The Alerts Center workspace has the following tabs:

- “View Alerts” allows you to view any alert that has generated.
- “Configure My Alerts” allows you to create 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.

Note: Additional Alert Destinations (contact points) can only be created/modified by Admin Users. Alert Destinations used for standard users are the email 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 “Profile”.

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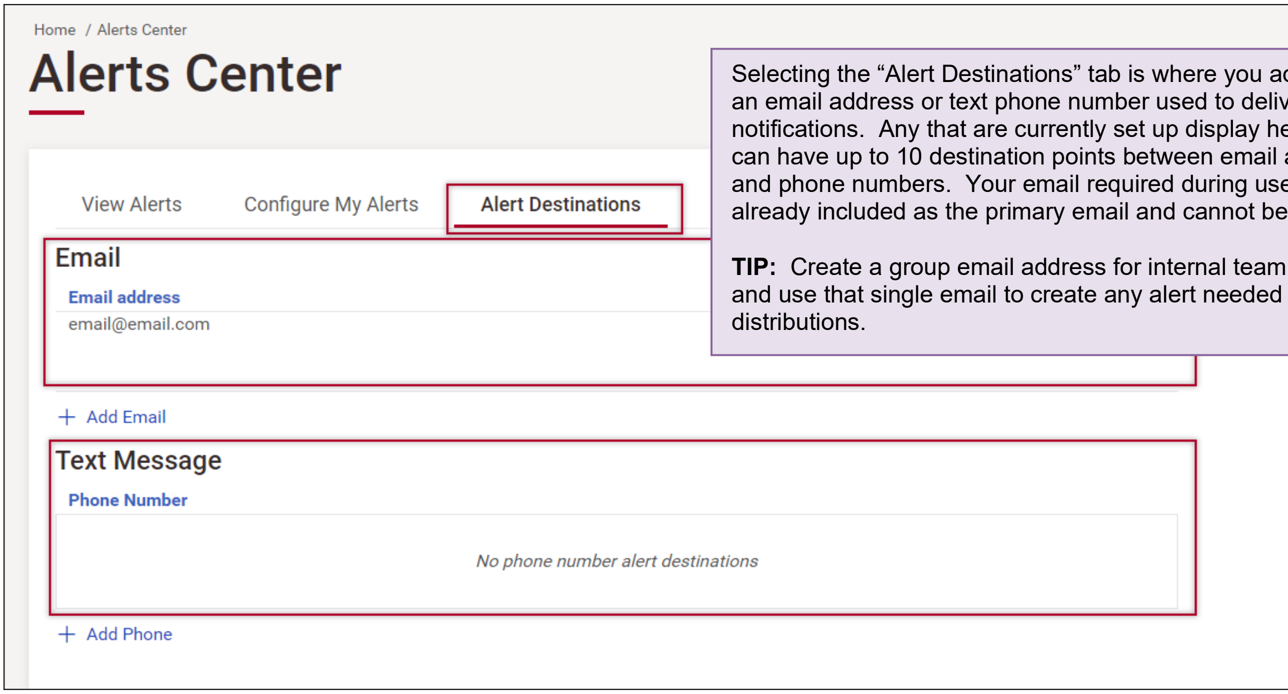
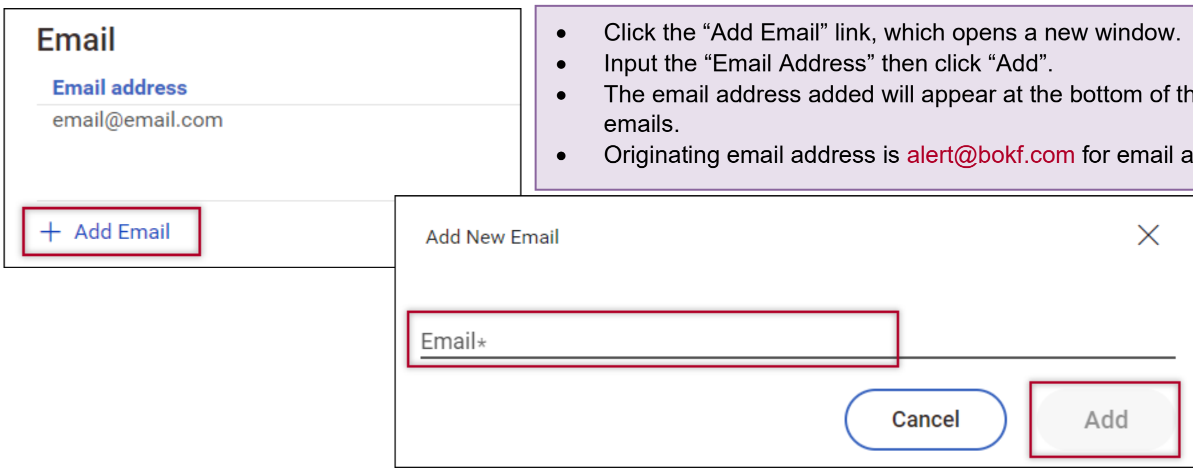
Add Destinations



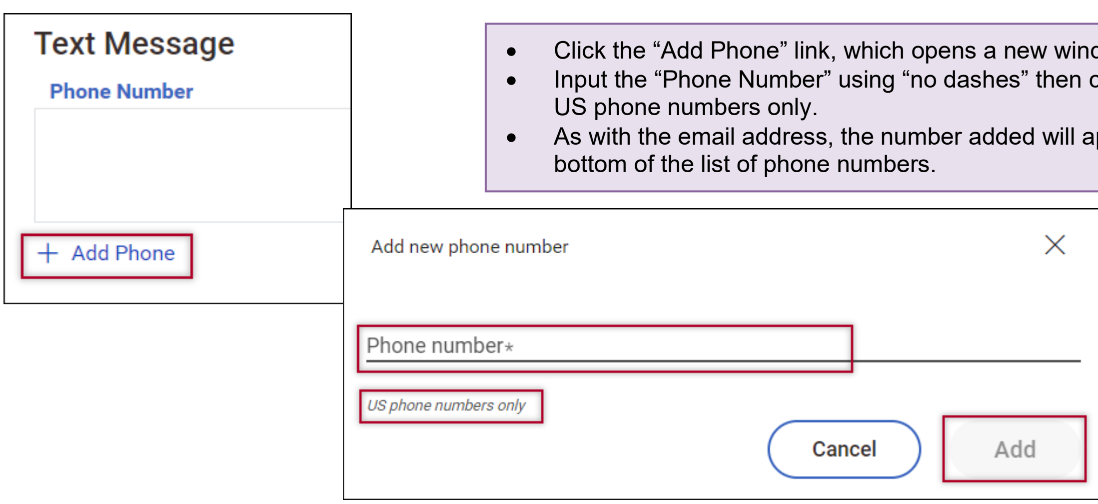
Selecting the “Alert Destinations” tab is where you add or modify an email address or text phone number used to deliver alert notifications. Any that are currently set up display here. You can have up to 10 destination points between email addresses and phone numbers. Your email required during user set up is already included as the primary email and cannot be changed.

TIP: Create a group email address for internal team members and use that single email to create any alert needed for multiple distributions.

- Click the “Add Email” link, which opens a new window.
- Input the “Email Address” then click “Add”.
- The email address added will appear at the bottom of the list of emails.
- Originating email address is alert@bokf.com for email alerts.



- Click the “Add Phone” link, which opens a new window.
- Input the “Phone Number” using “no dashes” then click “Add”. US phone numbers only.
- As with the email address, the number added will appear at the bottom of the list of phone numbers.



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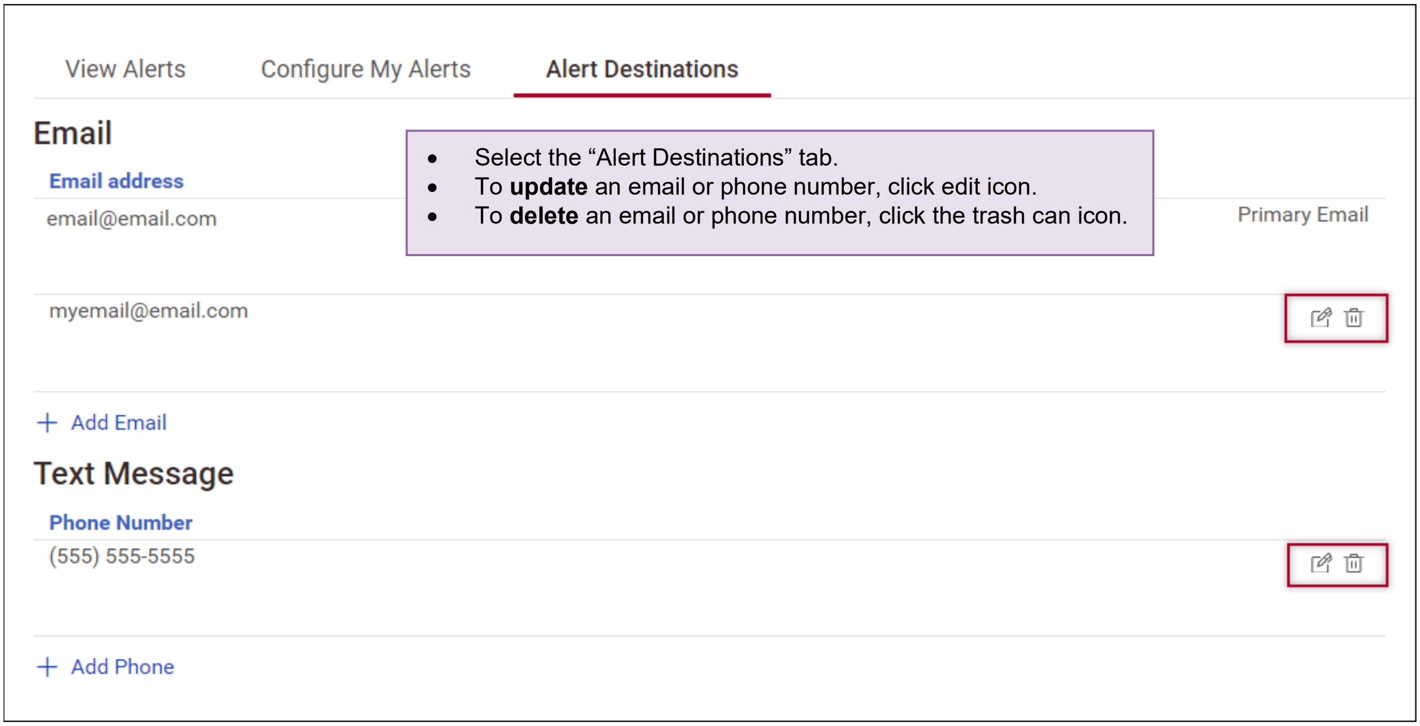
Modify Destinations



- Select the “Alert Destinations” tab.
- To **update** an email or phone number, click edit icon.
- To **delete** an email or phone number, click the trash can icon.

The same instructions of creating a Destination are followed when editing them.

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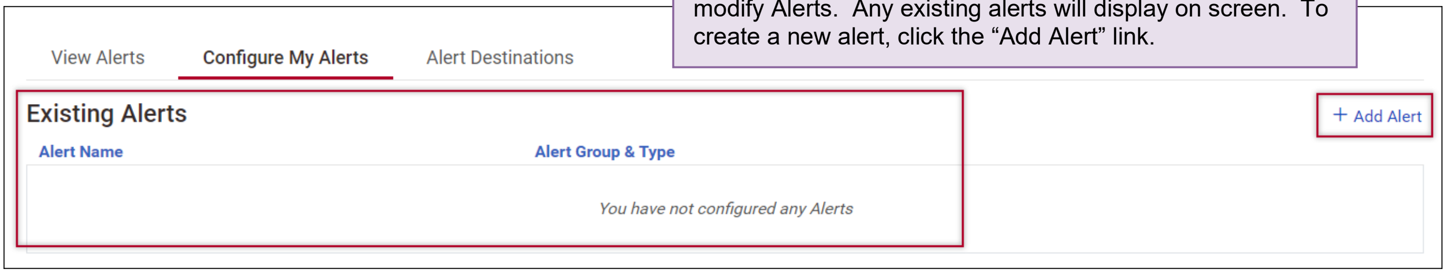
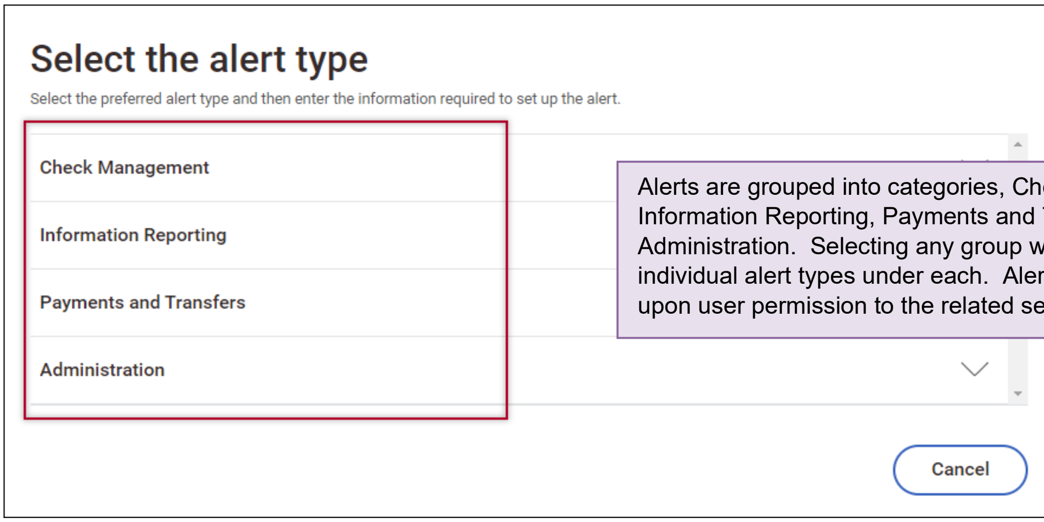
Create an Alert

Selecting the "Configure My Alerts" tab is where you add or modify Alerts. Any existing alerts will display on screen. To create a new alert, click the "Add Alert" link.

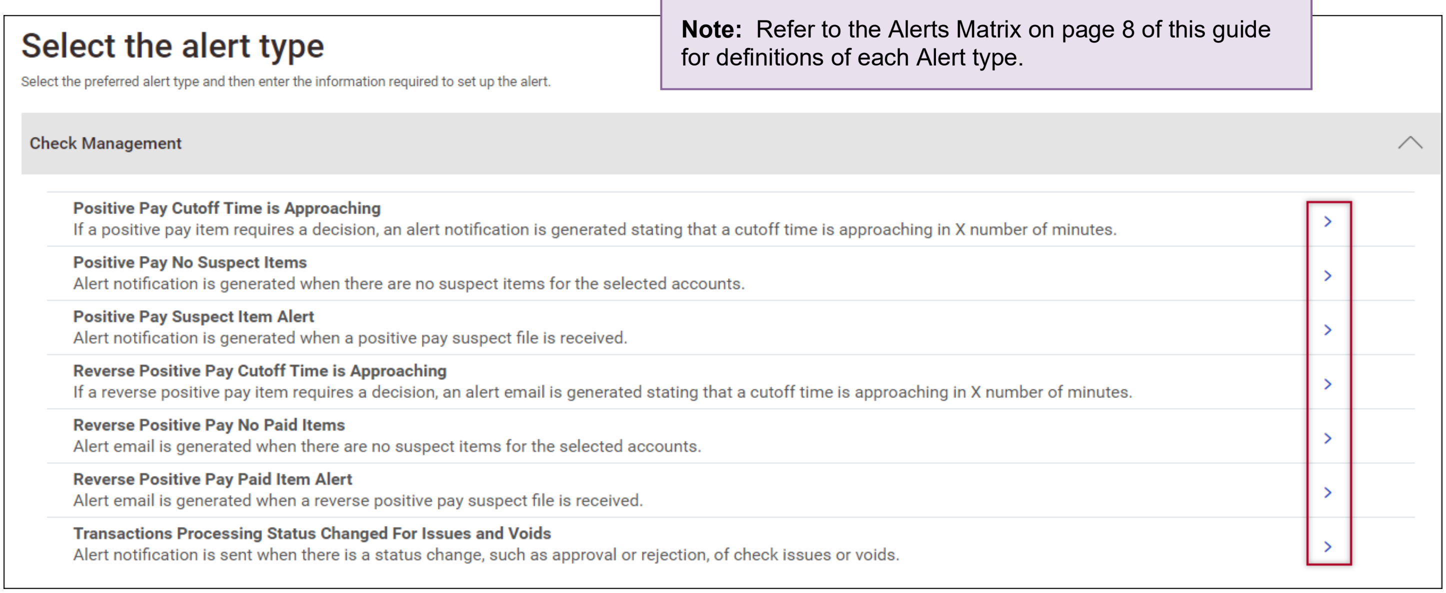


Alerts are grouped into categories, Check Management, Information Reporting, Payments and Transfers, and Administration. Selecting any group will expand, listing individual alert types under each. Alerts available are based upon user permission to the related service alert.



- Select the alert type to set up by clicking the right arrow.

Note: Refer to the Alerts Matrix on page 8 of this guide for definitions of each Alert type.



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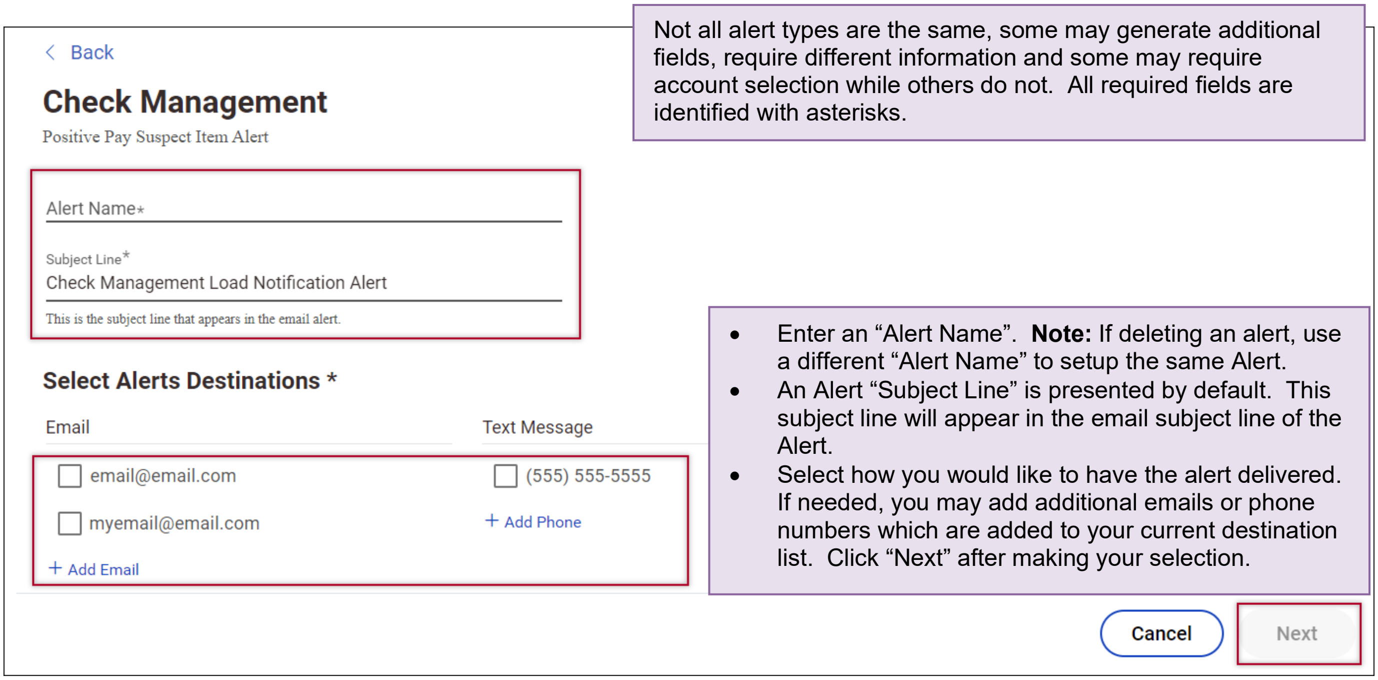
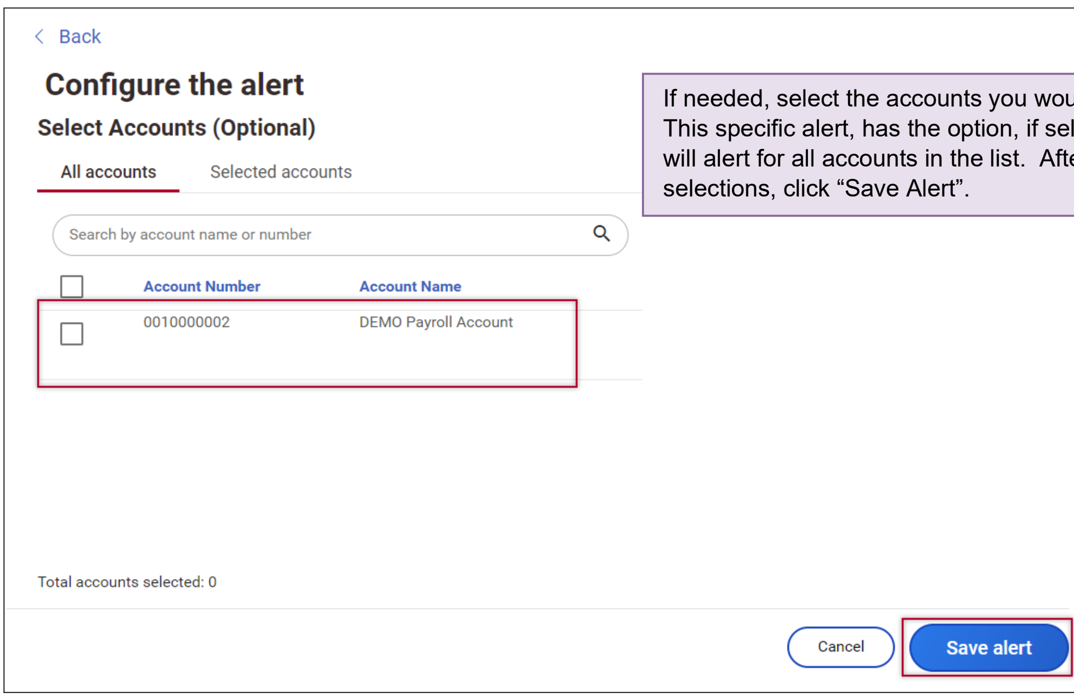
Create an Alert

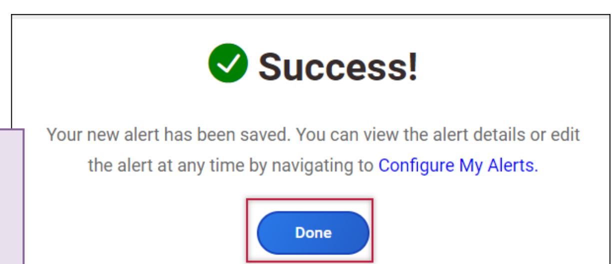


Not all alert types are the same, some may generate additional fields, require different information and some may require account selection while others do not. All required fields are identified with asterisks.

- Enter an “Alert Name”. **Note:** If deleting an alert, use a different “Alert Name” to setup the same Alert.
- An Alert “Subject Line” is presented by default. This subject line will appear in the email subject line of the Alert.
- Select how you would like to have the alert delivered. If needed, you may add additional emails or phone numbers which are added to your current destination list. Click “Next” after making your selection.



If needed, select the accounts you would like to be alerted. This specific alert, has the option, if selection is not made, it will alert for all accounts in the list. After making account selections, click “Save Alert”.



A confirmation success message displays that the Alert has been created, click “Done” to close the message. The alert you just created can be seen under “Existing Alerts” in the Configure My Alerts tab.

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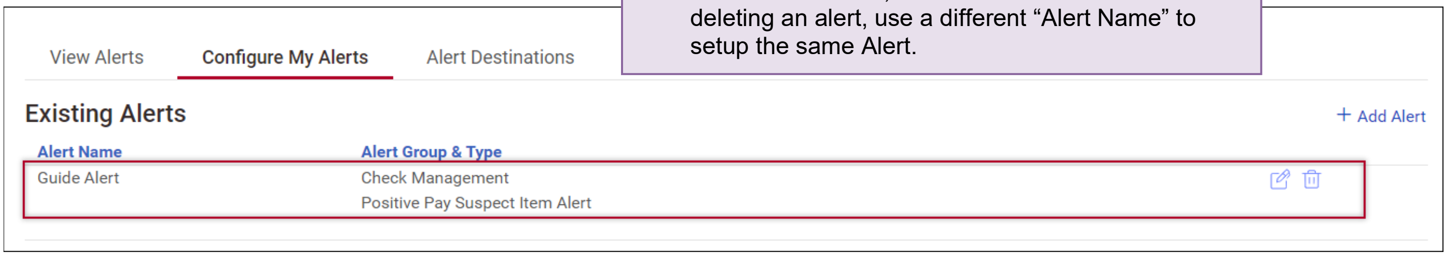
Modify an Alert

- Select the “Configure My Alerts” tab.
- To **update** an Alert, click edit icon.
- To **delete** an Alert, click the trash can icon. **Note:** If deleting an alert, use a different “Alert Name” to setup the same Alert.



The same instructions of creating an Alert are followed when editing them.

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Alerts Matrix

Information Reporting Alert Name	Definition
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 Tuesday-Saturday 6am Central Time.
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 deducted from 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	A daily 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-debit is deducted from 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.
Statements and Documents	This alert will inform users if their statements are available.
Summary Balance	Notification is generated when an account balance meets the specified criteria.
Transaction Notification	Notification is generated when a transaction is posted that meets certain criteria.
Administration Alert Name	**Definition**
Beneficiary Address Book Maintenance	Alert notification is generated when changes are made to and/or approved for Contact Center / Beneficiary Address Book records.
User Alert	Alert notification is generated when a user is either added or approved (depending on the actions selected).

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Alerts Matrix

Check Management Alert Name	Definition
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 No Suspect Items	Alert notification is generated when there are no suspect items for the selected accounts.
Positive Pay Suspect Item Alert	Alert notification is generated when a positive pay suspect requires attention.
Reverse 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.
Reverse Positive Pay No Paid Items	Alert notification is generated when there are no paid items for the selected accounts.
Reverse Positive Pay Paid Item Alert	Alert notification is generated when reverse positive pay paid items are ready for review.
Transactions Processing Status Changed For Issues and Voids	Alert notification is sent when there a status change, such as approval or rejection, of check issues or voids.
Payments & Transfers Alert Name	**Definition**
ACH Payment Released	This alert is sent when an ACH payment moves to “Released” status.
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.
Approval Window Passed	Alert is sent when payments and/or transfers were not approved prior to the cutoff time. The value date needs to be adjusted to a valid business day and resubmitted for approval in order to be processed.
Approver Rejected	Notifies you of any payments rejected during the approval process.
Automatically Created	Notifies you of payments automatically created based on scheduled payment settings.
Payment Cutoff Time Warning	Sends an email to the recipients if any payment for their company is approaching a cutoff time.
Payments Awaiting My Approval	Alert is generated when a payment is awaiting approval of the current user.
Rejected Today	Notifies you of a payment rejected.
Submitted	Alert is generated when a payment has been successfully processed.
Templates Awaiting My Approval	Alert is generated when a template is awaiting approval of the current user.
Transactions Processing Status Changed For Payments and Transfers	Alert is generated when an uploaded batch has been acted upon (approved, released, bank approved, rejected).

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