ALERTS USER GUIDE

City National Business Suite®
& Business Essentials User Guide

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Contents

Overview

This user guide provides information for creating alerts. The Alerts feature configures the system to automatically send notifications when certain events occur. For example:

- A Closing Available Balance alert can be sent when a closing account balance falls below a certain threshold
- An alert can be sent when a positive pay suspect file is received from the bank.

You can create individual and group alerts for payments, Positive Pay, transfers and more. This guide instructs on how to create an alert recipient and recipient groups, create different types of alerts, and create personal alerts.

Note: Before a user can create alerts, that user must be given the permission to do so. This permission is granted when you set up a new user or it can be added as a permission for an existing user.

Key Features

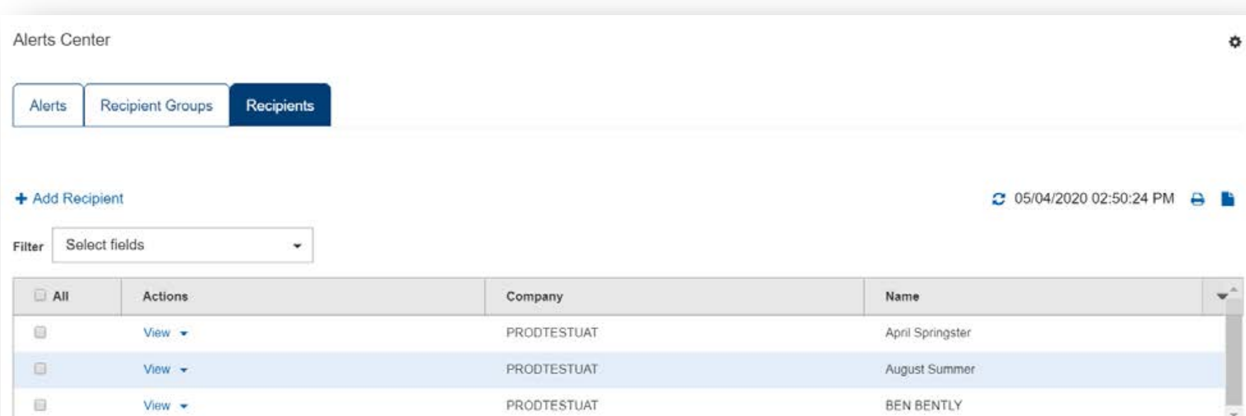
Alerts – The Alerts function allows you to configure the system to automatically send notifications when certain conditions occur. Alerts are organized by system module categories (i.e., Fraud Control, Balances & Transactions, Payments & Transfers, and Administration.).

Alert Recipients – Users who will be able to receive alerts. In addition, you can create recipient groups and recipient group assignments for the distribution of the various alerts you set up.

Create an Alert Recipient

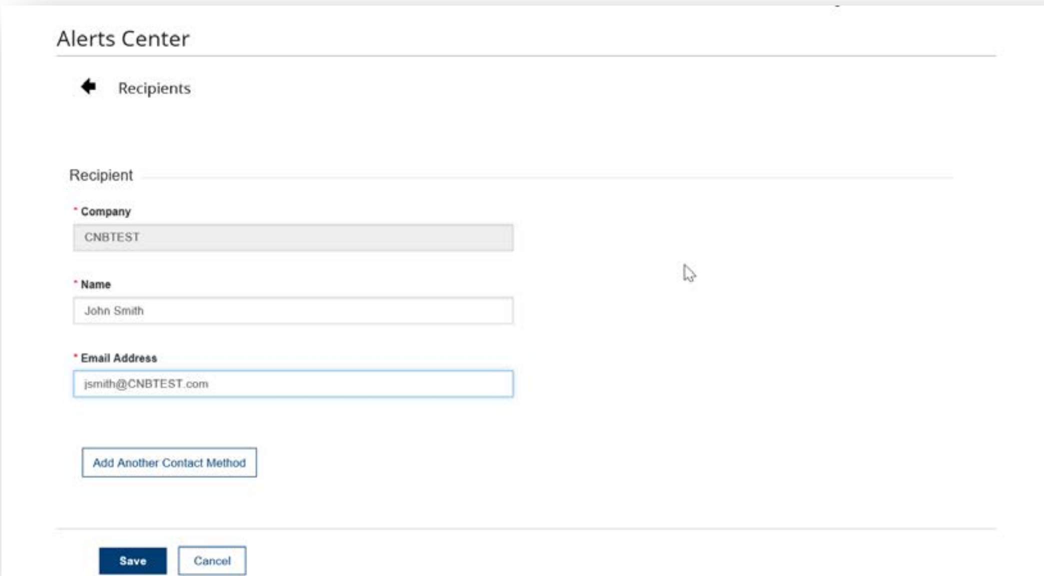
Before creating an alert, you must have users who are set up to receive alerts. Proceed as follows:

1. To get started, select the **Admin** menu and click **Alerts Center** on the drop down menu.
2. In the Alerts Center, click the **Recipients** tab.



Note: An Alert Recipient is a user who you designate to receive alerts. For example, you might want a user to know when there is a payment pending their approval or if an account balance is below the desired minimum threshold.

3. Click **Add Recipient** as shown on the screen above.
4. Enter the alert recipient's name and email address. Click Save.



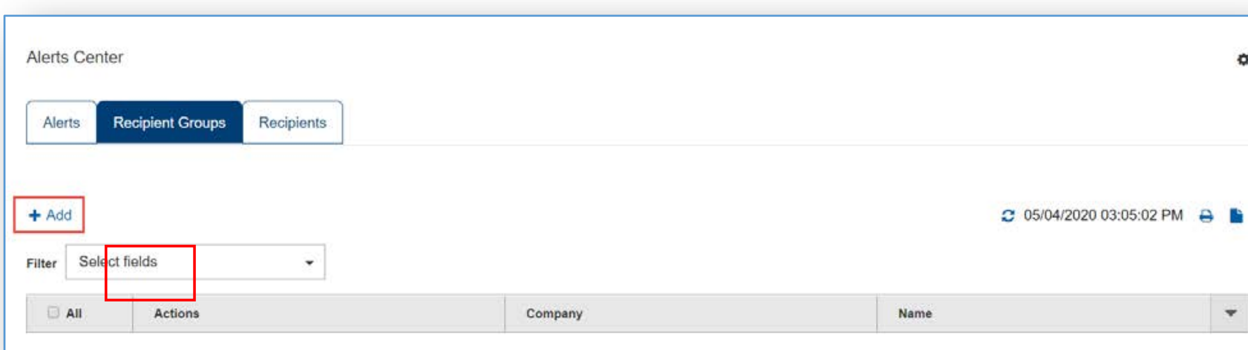
Note: If you wish to receive an alert you create, you will have to add yourself as a recipient. In other words, although you have created the alert, the system does not add you as a default recipient.

Creating an Alert Group

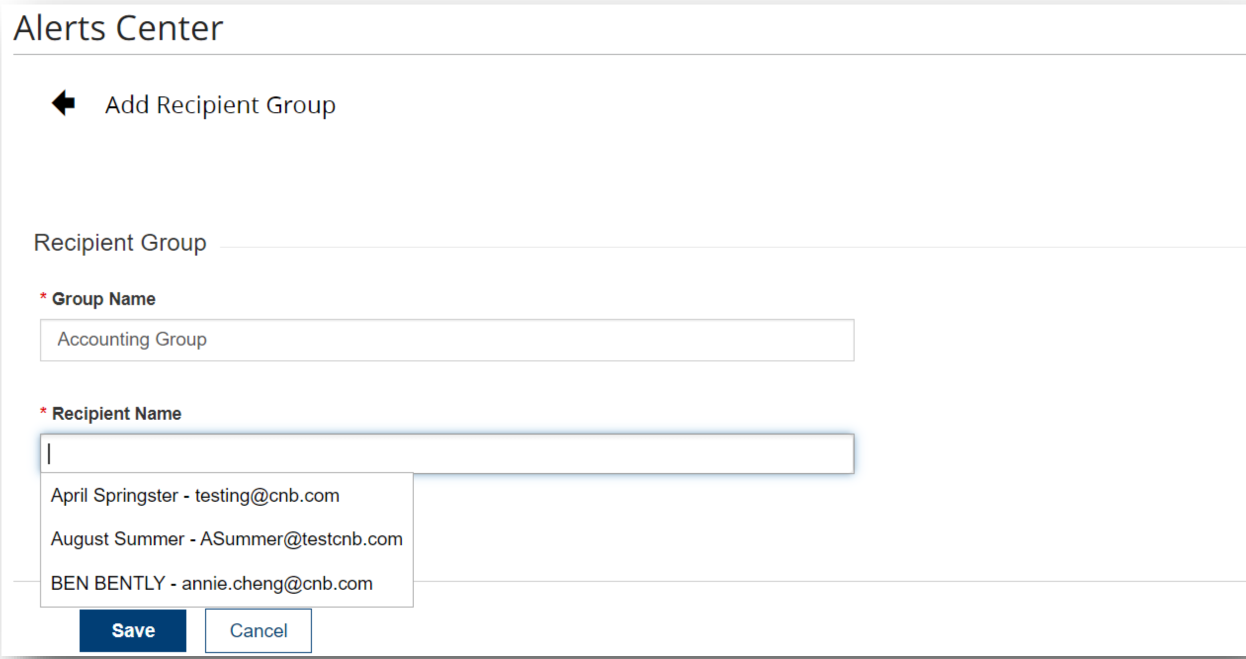
An Alert Group allows you to designate a group of recipients who should all receive a specific alert. Important things to note:

- The alert notifies the user. The recipient must be entitled to view the accounts and services if they wish to take action.
- Any recipient may be in multiple groups.
- Before being added to a Group, Alert Recipients must each be set up individually to receive alerts, as described above.

1. Click the Recipient Groups tab. On the page, click the Add link.
2. Enter a name for your group for reference. Every group requires a group name, such as “accounting team” or “XYZ Company Approvers”.

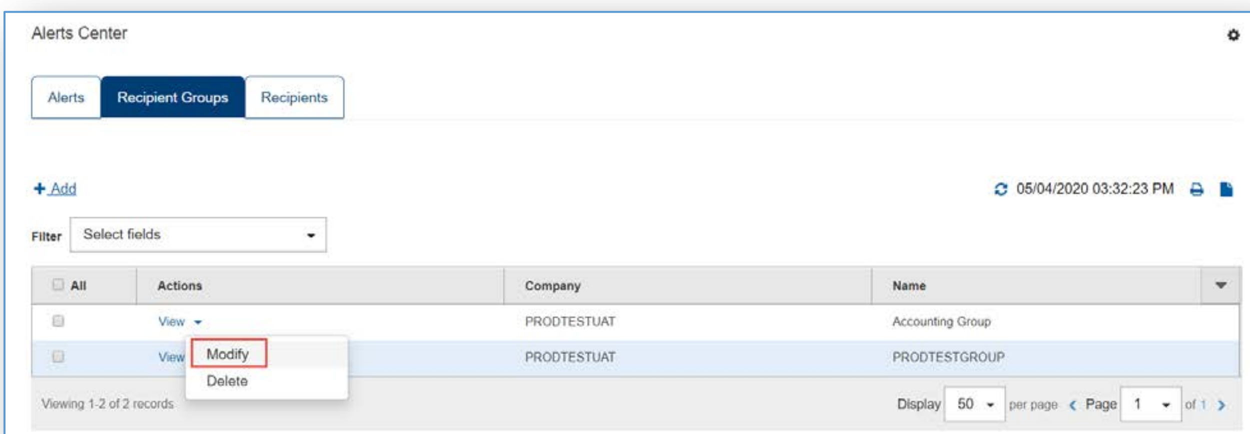


3. Select Recipient Name(s) from the dropdown list to include in the Recipient Group.



4. Click **Save** after all recipients have been added to complete the process.

Note: Recipients can be added or removed from a Recipient Group by selecting Modify from the Actions drop-down next to the Company / Name.



Adding (Creating) Alerts

Adding alerts requires that the user have permission to do so provided by their Client Administrator.

1. Select **Alerts Center** from the Admin menu. The Alerts screen appears.
2. Click **Add New Alert**.
3. In the **Alert Name** field, enter a name for the alert.

Note: The Alert Name cannot be changed once the Alert has been saved

4. From the **Alert Type** list, select the appropriate group for this alert: for example, *Payments and Transfers*. The types available are:
   - Fraud Control
   - Balances and Transactions
   - Payments and Transfers
   - Administration

5. In the **Alert** field, select the specific alert. For example, if you chose the Payments alert type, you might choose *Payment Cutoff Time Warning* or one of the other alerts in that Alert Type.
6. In the **Alert Subject Line** field, a suggested subject line appears based on the alert type you have chosen. If you would like to use a different subject line, enter the desired information in the field. This is the subject line that will appear on the email notification sent to the recipient.
7. From the **Recipients/Recipient Groups** list, enter or select from the dropdown menu one or more recipient(s) or one recipient group. Groups are listed at the top of the dropdown followed by the individuals at your company who are set up to receive alerts.

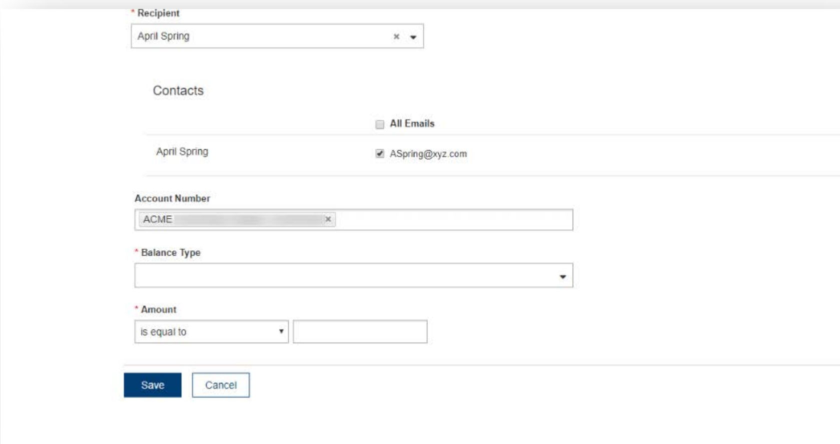
Note: If you don't select or filter by specific accounts then the alert by default will include all accounts. Similarly, this applies to other alert fields such as Payment Types and Transaction Types.

Working with Field Requirements of Alerts

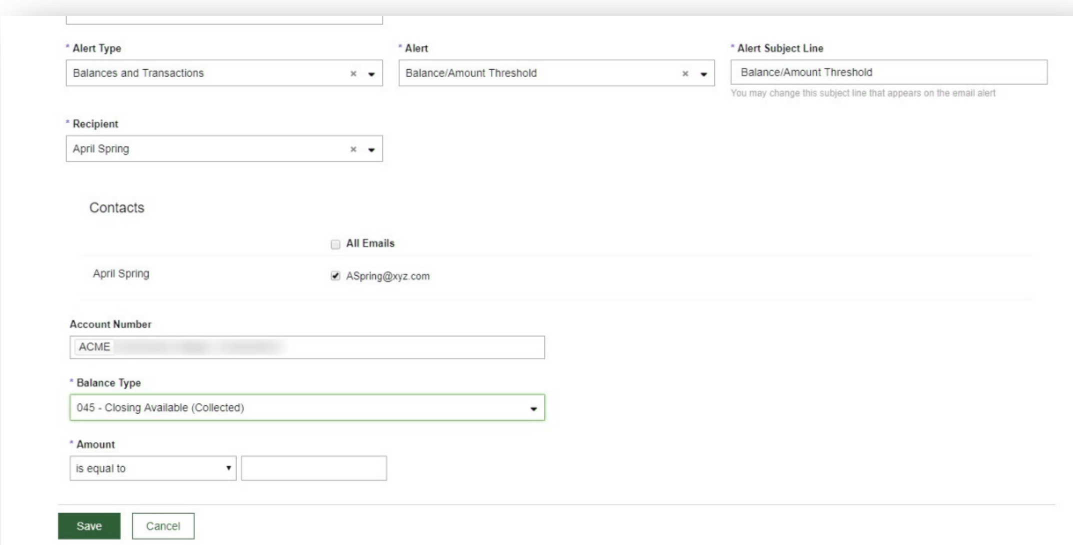
Depending upon the type of alert you are setting up, field requirements will vary, allowing you to customize the alert with the drop down menus available for each alert. Complete these fields as appropriate.

Note: Every alert has specific conditions. For this procedure, we will use as an example an alert that is launched for low account balances.

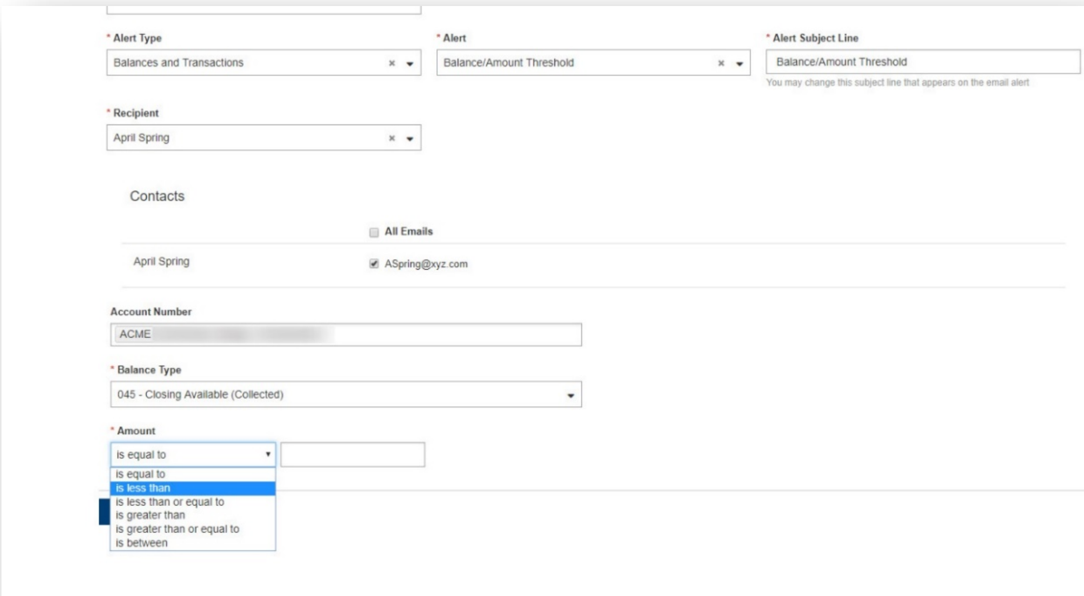
1. For the ACCOUNT BALANCES OPTION determine the "Balance Type."



3. The system offers several balance options. In this example, we will select the **Opening Available** option.
4. Click the **Amount** dropdown option.



5. Since this alert is to be generated when a balance is below a threshold, we will select the **Is Less Than** option and enter the amount.



6. Click **Save** to complete the alert.

Add Recipient to a Group Assignment

To add a recipient to an existing recipient group:

1. Select **Alert Center** from the Admin menu. Click the **Recipient Groups** tab.
2. Scroll to the name of the Group, then click the arrow next to the desired group. Choose **Modify** from the drop-down list.
3. Click on the **Recipient Name** field; a drop down list of Alert Recipients will appear. Groups are at the top of the list and below Groups are individual recipients.
4. Select the name of the Recipient you wish to add to the Group.
5. Click **Save** when you have added all additional members.

Note: Each recipient must be entitled to view the accounts and services that are covered in that particular alert. Also, recipients may be in multiple groups.

Deleting or Modifying the Alert

Once created, an alert can be modified or deleted by selecting those options from the Action drop-down for each alert. Or you can delete multiple alerts at once by selecting multiple alerts and selecting the **Delete** button at the bottom of the page.

ALERT TYPES – Appendix A

Alert Type	Real-Time Y/N	Bank Scheduled Y/N	Client Scheduled Y/N	Frequency	Description	Filters ** Alert notifications will default to ALL Accounts if none are selected or filtered by specific account(s) **
Fraud Control						
Positive Pay Cutoff Time is Approaching	N	Y	N	12pm (Pacific Time) - Triggered one hour before the 1:00pm PT cutoff time.	If a positive pay item requires a decision, an alert email is generated stating that a cutoff time is approaching.	Can be filtered by account or defaults to ALL
Positive Pay Decision Pending Approval	N	N	Y	Can be scheduled for specific time of day	Alert is generated when one or more positive pay decisions are pending approval.	Should be scheduled between 9am and 1pm (Pacific Time)
Positive Pay Suspect Item	N	Y	N	9am (Pacific Time)	Alert email is generated when there are suspect items for the selected accounts.	Can be filtered by account or defaults to ALL
Transactions Processing Status Changed for Issues and Voids	Y	N	N	Real-time	Alert email is sent when there a status change, such as approval or rejection, of check issues or voids.	Can be filtered by account or defaults to ALL
File Import Confirmation For Check Issues and Voids	Y	N	N	Real-time	Alert email is sent when check issues or voids are successfully/unsuccessfully uploaded. For users entitled to import check issue/void records, an email is sent when these records are uploaded.	No filtering required - occurs with each file import.
Positive Pay No Suspect Items	N	Y	N	9am (Pacific Time)	Alert email is generated when there are *no* suspect items for the selected accounts.	Can be filtered by account or defaults to ALL

Alert Type	Real-Time Y/N	Bank Scheduled Y/N	Client Scheduled Y/N	Frequency	Description	Filters ** Alert notifications will default to ALL Accounts if none are selected or filtered by specific account(s) **
Balances and Transactions						
Balance / Amount Threshold	N	Y	N	Immediately following Previous Day BAI file load Average Time = 1:30-2:00am (Pacific Time)	Notification that a specific account's balance is above or below a designated threshold	Can be filtered by Balance Type and/or Amount
Transaction Cleared	N	Y	N	Same as Balance/Amount Threshold- dependent upon Previous Day BAI File load	Alert for specific transactions that have cleared, based on Previous Day Reporting	Can be filtered by amount, debit or credit, and/or transaction type.
Wire Activity	Y	N	N	Real-time	Intraday notification of incoming and outgoing wires	Can be filtered by amount or debit/credit
Payments and Transfers						
Payments and Transfers Automatically Generated	N	N	Y	Client can establish frequency to occur only once or can create multiple alerts to occur, as needed.	Notification of scheduled recurring Payments and Transfers	Can be filtered by individual payment type or ALL
Approval Window Passed	Y	N	Y	Client can establish frequency to occur only once or can create multiple alerts to occur, as needed. Also available in real-time.	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.	Can be filtered by individual payment type or ALL
Payment Cutoff Time Warning	N	N	Y	Can be scheduled to occur 30 minutes to 4 Hours prior to scheduled cutoff time.	Notification of Payments pending Approval and nearing cutoff time for same day processing	Can be filtered by individual payment type or ALL

Alert Type	Real-Time Y/N	Bank Scheduled Y/N	Client Scheduled Y/N	Frequency	Description	Filters ** Alert notifications will default to ALL Accounts if none are selected or filtered by specific account(s) **
Payments and Transfers						
File Import Confirmation For Payments and Transfers	Y	N	N	Real-time	Alert email is generated when a Payments or Transfer file s successfully uploaded or when the upload fails due to an issue with one or more records.	Defaults to all payment types and transfers
Payments and Transfers Processed	Y	N	N	Real-time	Alert generated when a payment is received by the bank, confirmed by the bank or rejected by the bank.	Can be filtered by Payment Status, Payment Type, and/or Amount.
Templates Awaiting My Approval	Y	N	Y	Client can establish frequency to occur only once or can create multiple alerts to occur, as needed. Also available in real-time.	Alert is generated when a template is awaiting approval of the current user.	Can be filtered by individual payment type or ALL
Payments and Transfers Awaiting Approval	Y	N	Y	Client can establish frequency to occur only once or can create multiple alerts to occur, as needed. Also available in real-time.	Alert generated when a payment is awaiting approval(s)	Can be filtered by Payment Type and/or Amount
Approver Rejected Payments and Transfers	N	N	Y	Client can establish frequency to occur only once or can create multiple alerts to occur, as needed.	Alert generated when a payment is rejected by an approver	Can be filtered by Payment Type and/or Amount
Payments and Transfers Rejected Today	N	N	Y	Client can establish frequency to occur only once or can create multiple alerts to occur, as needed.	Alert generated when a payment is rejected by the bank	Can be filtered by Payment Type and/or Amount
Administration						
Beneficiary Address Book Maintenance	Y	N	N	Real-time	Email is generated when Payees are added, approved, deleted or modified in the Beneficiary Address book.	Filtered by Action

ALERTS QUICK REFERENCE GUIDE

Alerts are messages sent to you or members of your company to inform or remind you about important transactions or account events, such as when an account balance falls below a certain threshold or a transaction requires an approval. You can specify the recipient directly on the alert screen, but it is recommended that you set up recipients or recipient groups before creating alerts.

Creating Alerts

1. Select **Alerts Center** from the Admin menu. The Alerts Center screen appears.
2. Under the Alerts tab click **Add New Alert**.
3. In the **Alert Name** field, enter a name for the alert.
4. From the **Alert Type** list, select the appropriate group for this alert: for example, *Payments and Transfers*.
5. In the **Alert** field, make a selection from the available alerts for the type previously selected. For example, if you chose the Payments alert type, you might choose *Payment & Transfers Processed* as the alert.
6. In the **Alert Subject Line** field, a suggested subject line appears. (This subject line will appear on email notifications sent to the recipients.) To use a different subject line, enter your desired subject in the field.
7. From the **Recipient/Recipient Groups** list, enter or select a recipient or recipient group.
8. Depending on the type of alert selected, the required alert criteria selections will vary, such as account number(s), amount, delivery schedule, etc.
9. Once all required fields have been completed, click **Save**.

Adding an Individual Alert Recipient

1. Select **Alerts Center** from the Admin menu.
2. Click **Recipients** tab. The Alert Recipients screen will be displayed.
3. Click **Add Recipient**.
4. Enter the recipient name and email address.
5. To add multiple Email address, select **Add Another Contact Method**. Choose **Email** from the dropdown and then enter Contact Alias and Email Address.
6. Click **Save**.

Add Recipient Group for Alerts

1. Select **Alerts Center** from the Admin menu.
2. Click **Recipients Groups** tab**.** The Recipients Group screen displays.
3. Click **Add**. The system displays the Recipient Group settings screen.
4. Enter a name for the recipient group in the **Name** field.
5. Select a recipient or multiple from the **Recipient Name** drop-down list.
6. Click **Save**.

Adding Individuals to a Recipient Group

1. Select **Alerts Center** from the Admin menu
2. Click **Recipients Groups** tab. The Recipients Group screen displays.
3. Identify an existing Recipient Group from the list and click **Modify** under Actions column.
4. Click on the **Recipient Name** field to select additional recipients from the Recipient Name drop-down list. To remove recipients from the list simply click on the x mark next to each name.
5. Click **Save**.