Help Card: Alerts
The New Regions iTreasury

The following information introduces the Regions iTreasury® Alerts Center and Alert function, as well as identifies the most common alerts available within the application. For additional instructions on creating and modifying alerts and alert recipients, see the "Help" function available within the application, or the eLearning videos available behind Regions OnePass.

Alerts Center

The Alerts Center workspace is accessed from the Administration and Settings menu and is comprised of three tabs:

- Alerts: This tab configures iTreasury to automatically send alerts when certain conditions occur. For example, a Closing Available Balance alert can be sent to designated recipients when a closing account balance falls below a certain threshold, or an alert can be sent when Positive Pay suspect items are available for decisioning.
    - Although you can specify the recipient directly on the alert screen, we recommend that you set up *recipients* or *recipient groups* before creating alerts (see below).

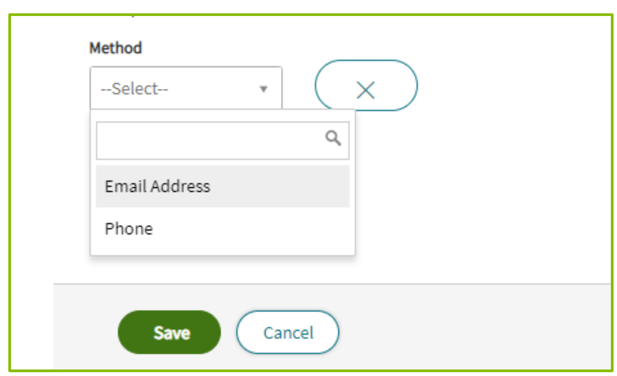
- Recipients: Associates a logical name to an email address or SMS phone number for receiving alerts. Recipients can be added, viewed, modified, or deleted as needed.

- Recipient Groups: Recipient groups are used when setting up alerts. After a Recipient Group is added, then Recipients may be added or removed from the Recipient. Groups may be added, viewed, modified, or deleted as needed.

When establishing Alerts, set up Recipients or Recipient Group(s), then set up the Alert.

HOW TO ADD AN ALERT RECIPIENT

1. Select Alerts Center from the Administration and Settings menu.
2. Select the *"Recipients"* tab and click Insert. The *"Recipients"* screen will be displayed.
3. Enter the recipient name and email address.
4. If you want to add a different method of contact for the recipient, click Add Another Contact Method.
5. Use the drop-down to select a contact method of email address or phone (SMS).



6. Enter the secondary contact information if applicable.
    - 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.
7. To add another contact method, repeat steps 4 through 6.
8. Click Save.

HOW TO ADD A RECIPIENT GROUP

1. Select Alerts Center from the Administration and Settings menu. The Alerts Center will display with the Recipient Groups List at the center of the screen.
2. Click Insert, and the *"Recipient Group Settings"* screen will display.
3. Enter all required fields
4. Click on *"Save".*

HOW TO ADD AN ALERT

1. Select *"Alerts Center"* from the Administration and Settings menu.
2. Click *"Add New Alert".*
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*.
5. In the *"Alert Type"* field, select the type. For example, if you chose the Payments alert group, you might choose "*Payment Processed"* as the alert type. For an explanation of alert groups and types, see Alert Types within the iTreasury Help function or User Guide.
6. From the *"Recipient Type"* section, enter or select recipients or recipient group.
7. 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.
8. 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.
9. 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.

ALERT TYPE, MODULE & DESCRIPTION		
Module	Alert Type	Description
Admin	Beneficiary Address Book Maintenance	Email or SMS is generated when changes are made to and/or approved for Beneficiary Address Book records.
	User Maintenance	Email or SMS is generated when a user is either added or approved (depending on the actions selected).
Utilities	Special Report Received	Email or SMS is generated when a special report is loaded.
Check Management	Positive Pay Cutoff Time is Approaching	If a positive pay item requires a decision, an alert email is generated stating that a cutoff time is approaching in X number of minutes.
	Positive Pay Decision Pending Approval	Email or SMS is generated when a positive pay decision is readyto be approved.
	Positive Pay Suspect Item Alert	Email or SMS is generated when a positive pay suspect file is received.
	Transactions Processing Status Changed for Issues and Voids	Email or SMS is generated when there is a status change, such as approval or rejection of check issues or voids
	File Import Confirmation for Check Issues and Voids	Email or SMS is generated when check issues or voids are successfully/unsuccessfully uploaded.
	File Import Confirmation for Stop and cancel Payments	Email or SMS is generated when stop and cancel stop payment requests are successfully or unsuccessfully uploaded.
Information Reporting/Balance andTransaction Reporting	Closing Available Balance Checking	Email or SMS is generated when the closing available balancemeets specified criteria.
	Closing Ledger Balance Checking	Email or SMS is generated when the closing ledger balancemeets specified criteria.
	Transaction Notification	Email or SMS is generated when a transaction is posted that meets certain criteria. If an account is enabled for Real Time - Posted Transactions,the alert would notify the user when a transaction is posted to the account. For information about the Real Time - Posted Transactions configuration, contact your administrator.
	Incoming Wire	Email or SMS is generated when an incoming wire isreceived.
	Payment Cutoff Time Warning	Alert is sent when payments or transfers are within a specified time prior to cutoff
	Online Statements	Email or SMS is generated when an Online Statement is available for viewing
	Summary Balance	Email or SMS is generated when an account balance meets the specified criteria
	Scheduled Export is Available	Email or SMS is generated when a scheduled export is available for download
Payments & Transfers	Approver Rejected Payments	Notifies you of any payments rejected during the approvalprocess

	AutomaticallyCreated	Notifies you of payments automatically created basedon Scheduled Payment settings.
	Payment Processed	Email or SMS is generated if a payment is received by the bank, confirmed by the bank, or rejected by the bank.
	Payments Awaiting My Approval	Email or SMS is generated when a payment is awaiting approval.
	Exchange Rate Needed	Email or SMS is generated when there are payments needing a foreign exchange rate.
	Payments Rejected Today	Email or SMS is generated when a payment is rejected.
	ACH Reversal Created	Alert is sent when an ACH payment has been reversed
	Incoming Real Time Payment Transactions	Alert is sent when an incoming real time payment is received
	Real Time Payments Message	
	Approver Rejected Payments	Notifies you of any payments rejected during the approval process
	File Import Confirmation for Payments and Transfers	Alert is generated when payments or transfers are successfully or unsuccessfully uploaded
	Transactions Processing Status Changed for Payments and Transfers	Alert is generated when an uploaded batch has been acted upon (approved, released, bank approved, rejected)
	Templates Awaiting my Approval	Alert is generated when a template is awaiting approval of the current user