



Help Card: Alerts

The New Regions iTreasury

The following information introduces the 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 comprehensive Regions iTreasury® User Guide.

Alerts Center

The Alerts Center workspace is accessed from the **Administration and Settings** menu and is comprised of the following widgets:

- **Alerts:** This widget 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 a positive pay suspect file is received from the bank.
 - 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 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 Group using the [Recipient Group Assignment](#) function. Groups may be added, viewed, modified, or deleted as needed.
- **Recipient Group Assignments:** Recipients can be assigned to a specific recipient group. In addition, you can view or delete an existing group assignment.

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. Scroll down to the **Recipients** section, 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.

6. Enter the secondary contact information if applicable.
 - o 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.
 - o 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** list, enter or select a recipient 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 is generated when changes are made to and/or approved for Beneficiary Address Book records.
	User Maintenance	Email is generated when a user is either added or approved (depending on the actions selected).
Utilities	Special Report Received	Email 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 is generated when a positive pay decision is ready to be approved.
	Positive Pay Suspect Item Alert	Email is generated when a positive pay suspect file is received.
Information Reporting/Balance and Transaction Reporting	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. 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 is generated when an incoming wire is received.
Payments	Approver Rejected Payments	Notifies you of any payments rejected during the approval process
	Payments Automatically Generated	Notifies you of payments automatically created based on Scheduled Payment settings.
	Payment Processed	Email is generated if a payment is received by the bank, confirmed by the bank, or rejected by the bank.
	Payments Awaiting Approval	Email is generated when a payment is awaiting approval.
	Payments Needing Rate	Email is generated when there are payments needing a foreign exchange rate.
	Payments Rejected Today	Email is generated when a payment is rejected.