About Alerts

Alerts are messages that inform company users that a specific event has taken place.

Alert messages are displayed in Business Edge for 90 days, after which they are archived for three years. Alerts are not automatically deleted.

Alerts are delivered in Business Edge optionally through e-mail and SMS text (if available). Alerts are always sent to company users in their Business Edge mailbox. Company users can also have alerts delivered to their primary and/or secondary e-mail address and/or mobile telephone number (if applicable).

There are many alerts available to help companies reduce the risk of fraud stay on top of account, transaction, and user activity. The combination of user roles, services, and account entitlements determine the alerts available to company users. Messages are delivered throughout the day depending on the topic and when the information is available. Mandatory alerts notify company users of important events and cannot be turned off. Mandatory alerts appear with a check mark and cannot be deleted.

The *Manage Alerts* page provides a central area for company users to manage their alert subscriptions. It includes the following categories of alerts: Account Alerts, Non-account Alerts, Multiple Accounts, and Custom Alerts.

Account Alerts are divided into the following subcategories:

- Balance and Activity
- Transfer and Payment
- Account Reconciliation & Positive Pay
- Stop Payment
- Statement and Document
- Wire Transfer

Non-account alerts are not sub-categorized. Custom alerts are notifications that company users define and are ideal for setting up reminders for something such as payroll.

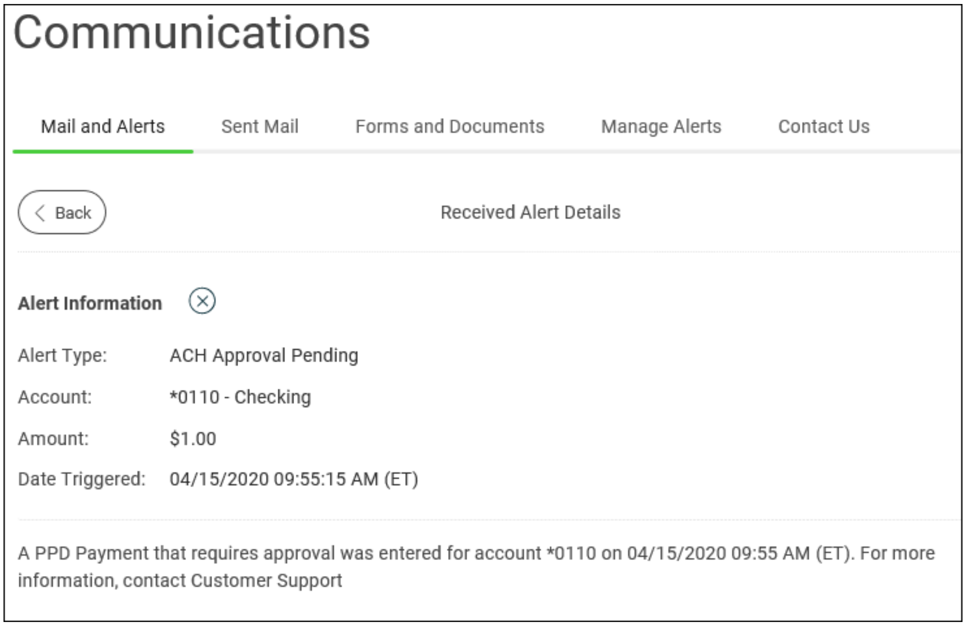
Business Edge offers two alerts services; basic and premium.

Read Received Alert Messages

1. Click **Administration > Communications > Mail and Alerts**.

2. Click the link in the **Subject** column for alert you want to view.

User Profile Activity Alert Page Sample



Subscribe to Account Alerts

1. Click **Administration > Communications > Manage Alerts**.

2. Click the **Account Alerts** tab.

3. Select an **Account**.

4.

5. If applicable, enter alert criteria.

6. Click the check box beside each **Send To** option to which you want the alert sent. The **Send To** option does not appear if an email or mobile telephone (if applicable) is not defined.

7. Click **Add**.

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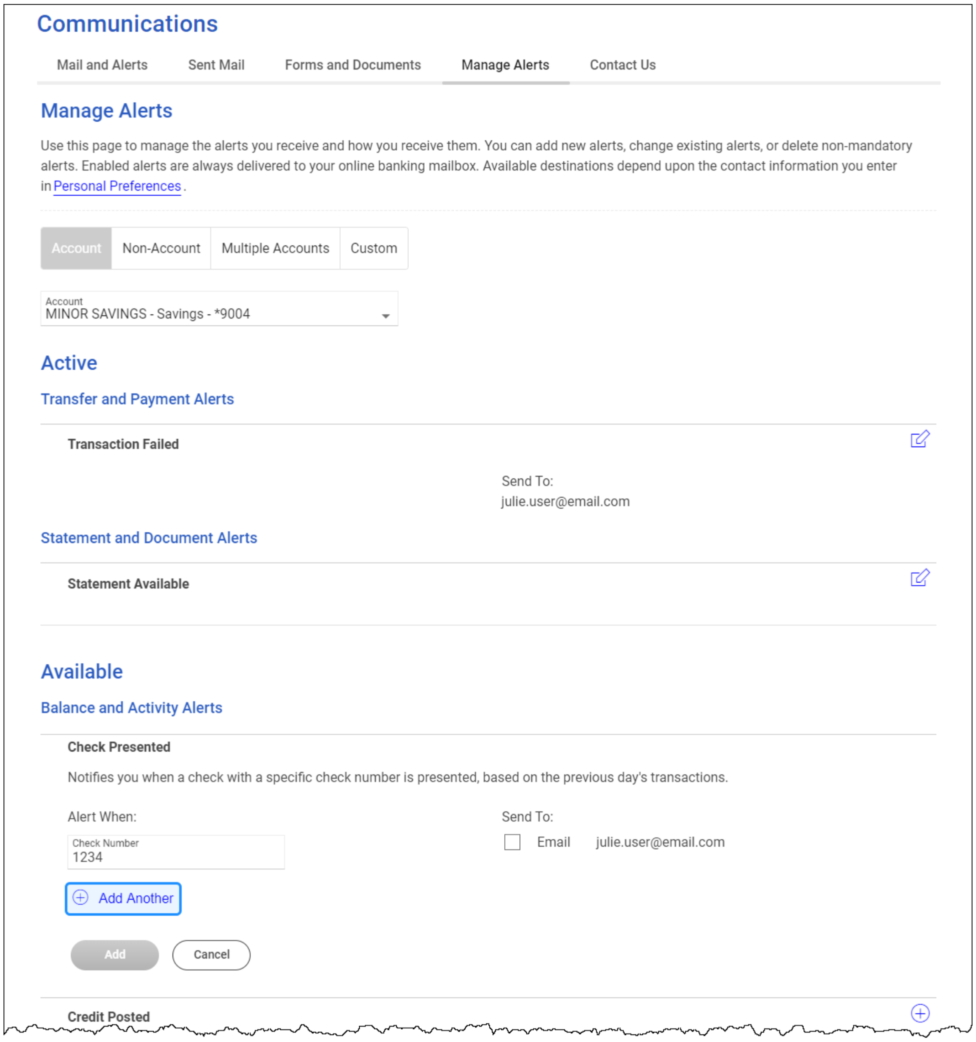
Manage Alerts (Account) Page Sample



Subscribe to Non-account Alerts

1. Click **Administration > Communications > Manage Alerts**.
2. Click the **Non-Account** tab.
3. 
4. Click the check box beside each **Send To** option to which you want the alert sent. The **Send To** option does not appear if an email or mobile telephone (if applicable) is not defined.
5. Click **Add**.

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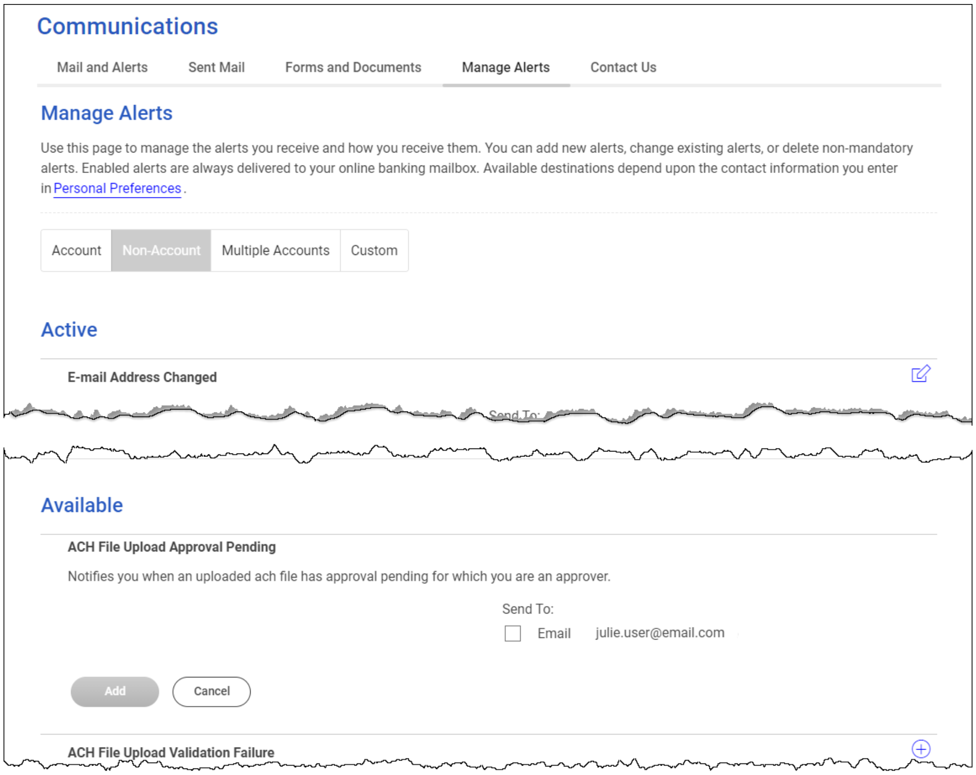
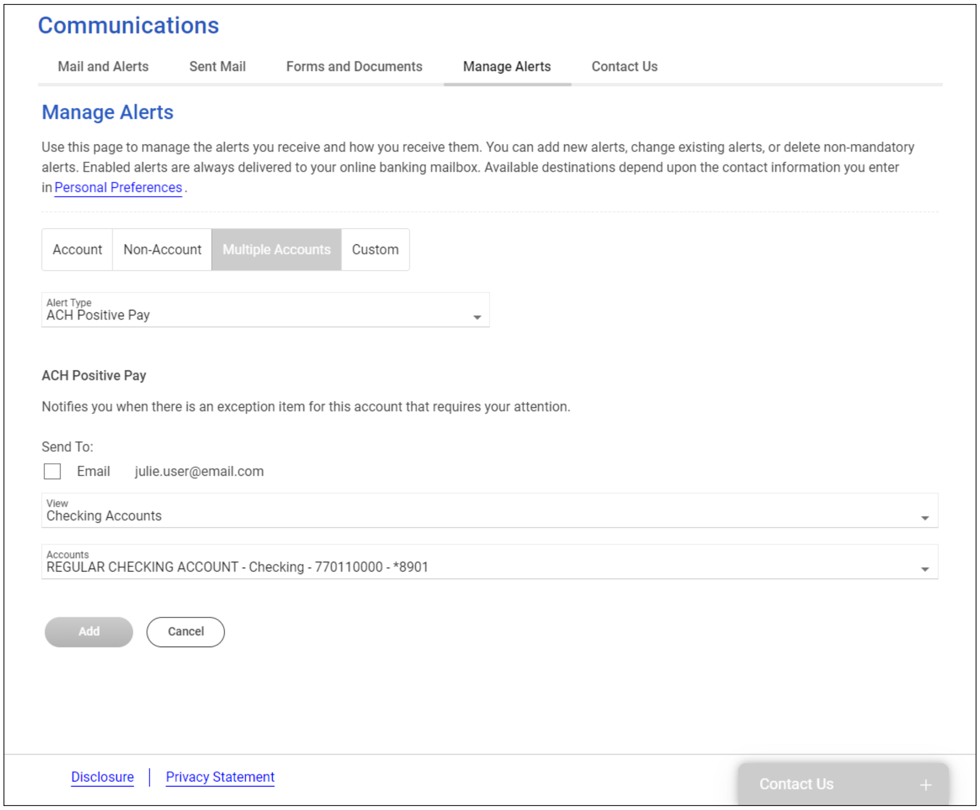
Manage Alerts (Non-Account) Page Sample



Subscribe to an Alert for Multiple Accounts

1. Click **Administration > Communications > Manage Alerts**.
2. Click the **Multiple Accounts** tab.
3. Select an **Alert Type**. The table row expands, showing the alert description and delivery options.
4. Click the check box beside each **Send To** option to which you want the alert sent. The **Send To** option does not appear if an email or mobile telephone (if applicable) is not defined.
5. Click the **View** drop-down and select the account type you want to see in the **Accounts** drop-down.
6. Click the **Accounts** drop-down and select all accounts or specific accounts and then click **Add**.

Manage Alerts (Multiple Accounts) Page Sample



Subscribe to Custom Alerts

1. Click **Administration > Communications > Manage Alerts**.
2. Click the **Custom** tab.
3. Click the **Add New Alert** link.
4. Type the **Subject** (up to 120 alphanumeric characters).
5. Type the **Alert Message** text.
6. Select one or more **Send to** options.
7. Select a **Frequency**:

One time	Sends the alert once on a date in the future.
Weekly	Sends the alert on the same day each week. The date provided in the **Next Send On** field determines the day on which the alert is sent.

Every other week	Sends the alert on the same day every other week. The date provided in the **Next Send On** field determines the day on which the alert is sent.
Twice a month - the 15th and last day of the month	Sends the alert on the 15th and last day of the month.
Monthly	Sends the alert on the same date every month. The date provided in the **Next Send On** field determines the day on which the alert is sent.
Monthly - last day of the month	Sends the alert on the last day of each month.
Every three months	Sends the alert on the same day every three months. The date provided in the **Next Send On** field determines the day on which the alert is sent.
Every three months - last day of the month	Sends the alert on the last day of the month, every three months.
Every six months	Sends the alert on same day every six months. The date provided in the **Next Send On** field determines the day on which the alert is sent.
Every six months - last day of the month	Sends the alert on the last day of the month, every six months.
Yearly	Sends the alert on the same date every year. The date provided in the **Next Send On** field determines the day on which the alert is sent.
Custom	Sends the alert on unique **Send On** dates. At least one date is required but up to 25 custom dates can be scheduled at one time.

8. If applicable, type or select a **Next Send On** date.
9. If applicable, type or select an **End On** option:
    - Continue indefinitely

- Continue until this date
- Continue for this many occurrences. Specify when you want to stop receiving the alert based on the number of times it is delivered.

10. Click **Add Alert**.

Manage Alerts Page Sample