BankUnited | TREASURY SUITE

Alerts
Quick Reference Guide

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Alerts

This widget configures the system to automatically send alerts when certain conditions occur. For example, a Closing Available Balance alert can be sent 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.

Adding a Recipient

To add a recipient:

1. Select **Alerts Center** from the **Administration & Settings** menu.

   The Alerts Center appears.

2. Click **Recipients**, and then click **Insert**.

   The system displays the Recipients screen. It displays the current company name; this can't be changed.

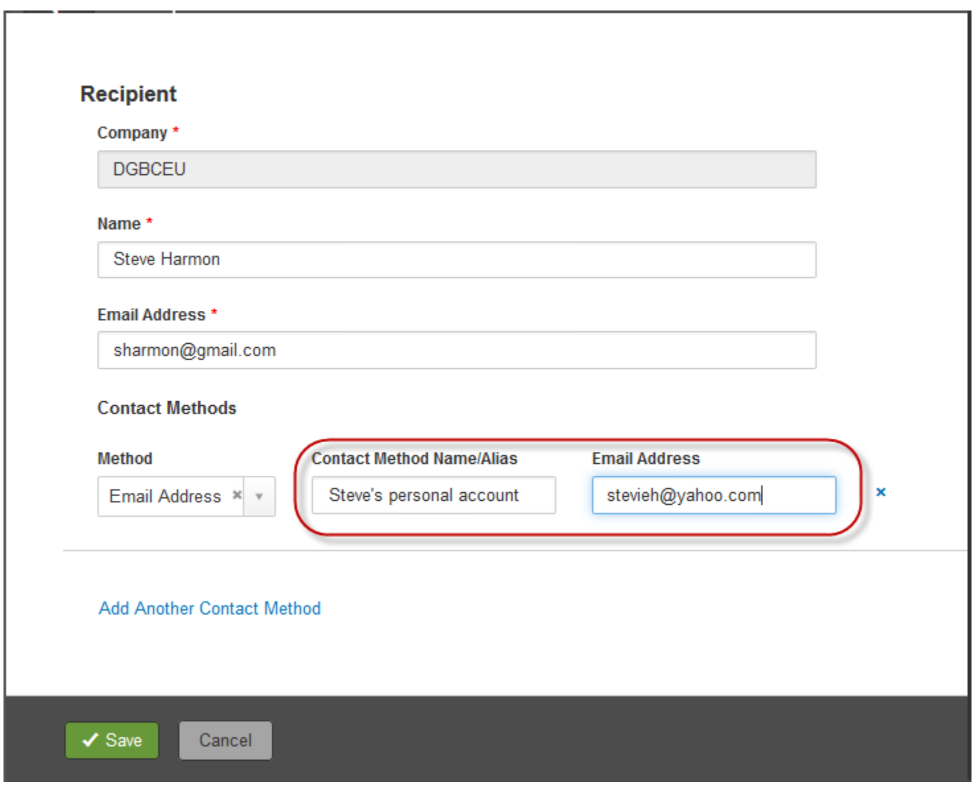
3. Enter the recipient name and email address.

4. If you want to add a different method of contact for this recipient, click **Add Another Contact Method**.

5. Use the drop-down to select a contact method.

6. Enter the secondary contact information.

   - 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**.

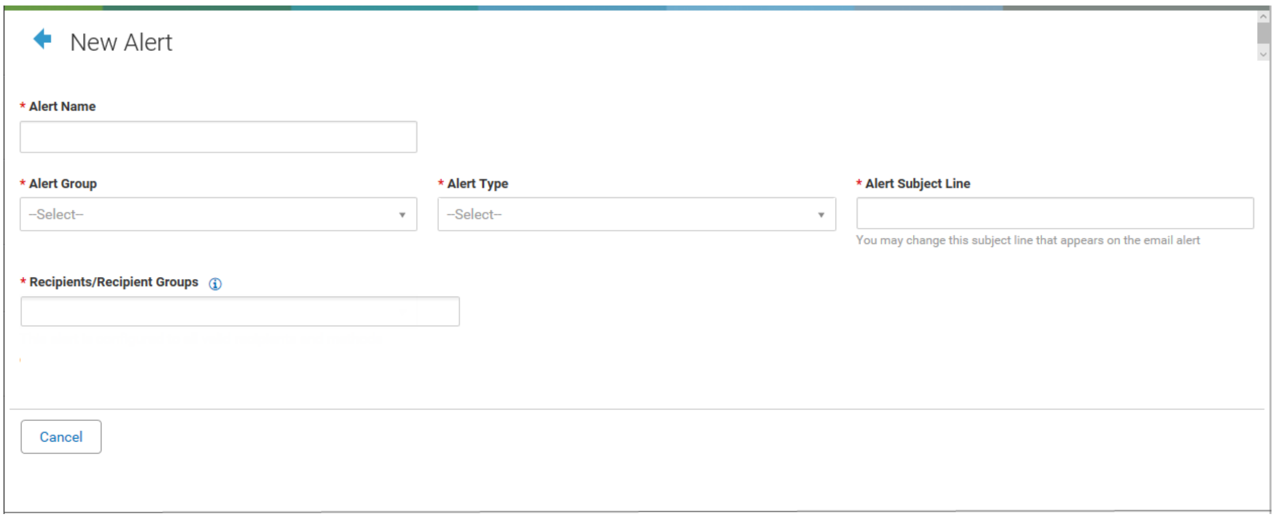
Adding an Alert

To add an alert:

1. Select **Alerts Center** from the **Administration & Settings** menu.

   The Alerts Center appears.

2. Click **Add New Alert**.

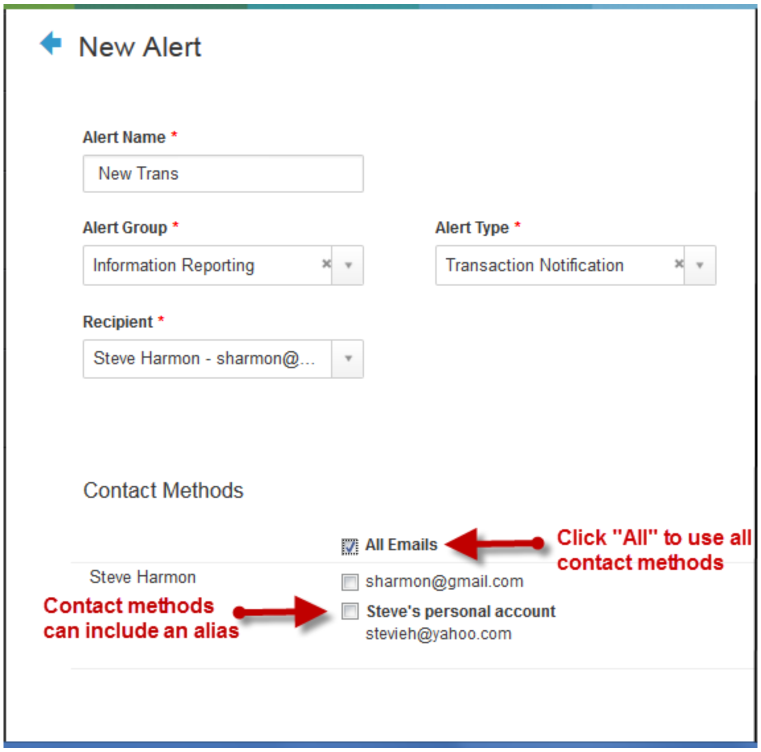


3. In the **Alert Name** field, enter a name for the alert.
4. From the **Alert Group** drop-down list, select the appropriate group for this alert. For example, *Payments and Transfers*.
5. In the **Alert Type** field, select the type. For example, if you chose the Payments alert group, you might choose *Payment Processed* as the alert type.
6. In the **Alert Subject Line** field, a sample subject line appears based on the alert type you have chosen. If desired, change it.

   This is the subject line that will appear on the email notification sent to the recipient.

7. Depending on the alert group and alert type you have chosen, you may be required to enter addition information. For example, if you choose the alert type Electronic Positive Pay Decision Pending Approval, you must enter the hour and minutes when approval is required, plus the applicable time zone.
8. Use the **Recipients/Recipient Groups** drop-down to select a recipient or recipient group. You can select one or more recipients OR one recipient group. If your application is set up to display the recipient information entered on the **My Settings** tab, that recipient will also appear in the drop-down menu.

9. 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, you can select that as well. OR check the **All** box to have the alert sent through all contact methods.

10. Most alerts also require you to enter trigger criteria for the alert. For example, you may have to specify an account number, action, or payment type that will trigger the alert.

11. 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.

Real-Time Alerts

Some Payment and Transfer alerts can be set so that they are sent in real time or near real time, as soon as the triggering event, such as the creation of a payment requiring approval, occurs. This option is especially useful for banks that produce a large volume of wire payments and want notification when groups of rather than individual payments are ready for approval. The following alert types can be set for immediate (real-time) alert delivery:

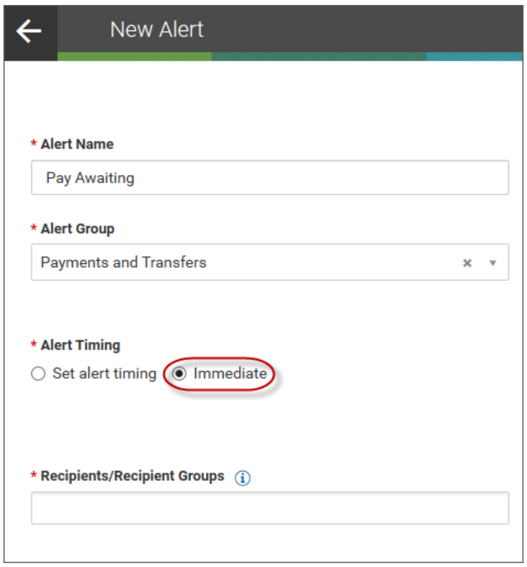
- Payments Awaiting My Approval
- Templates Awaiting My Approval
- Approval Window Passed
- Exchange Rate Needed Alert

To set payment alerts for immediate delivery:

1. Select **Alerts Center** from the **Administration & Settings** menu.

   The Alerts Centerappears.

2. In the **Alert Name** field, enter a name for the alert.
3. From the **Alert Group** drop-down list, select **Payments and Transfers**.
4. In the **Alert Type** field, select one of the types that allow immediate alerts, for example, *Payments Awaiting My Approval*.
5. In the **Alert Timing** area, click the **Immediate** radio button.



6. Enter the remaining fields as necessary, and click **Save**.