First Horizon BusinessConnect℠

Alerts

ALERTS

The Alerts widget configures BusinessConnect℠ 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.

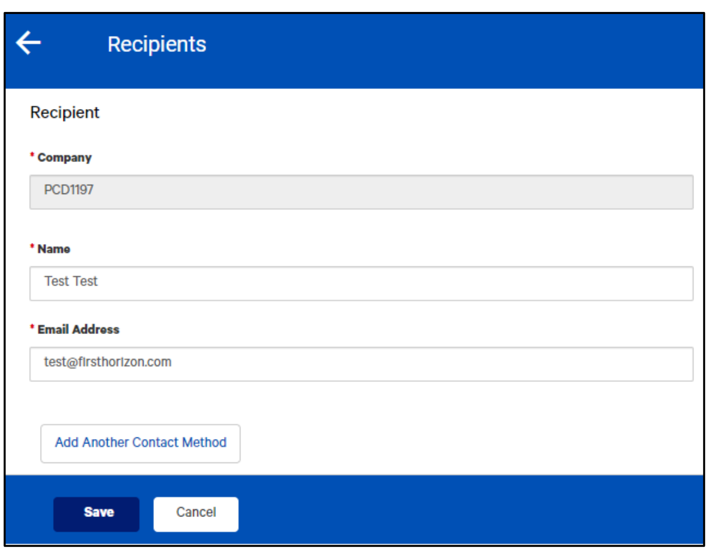
Although you can specify the recipient directly on the alert screen, we recommend that you set up recipients or recipient groups before creating alerts.

ADD A RECIPIENT

1. In the Alerts widget, click **Recipients**.
2. Click **Insert**.

Note: The system displays the Recipients screen. It displays the current company name; this cannot be changed.

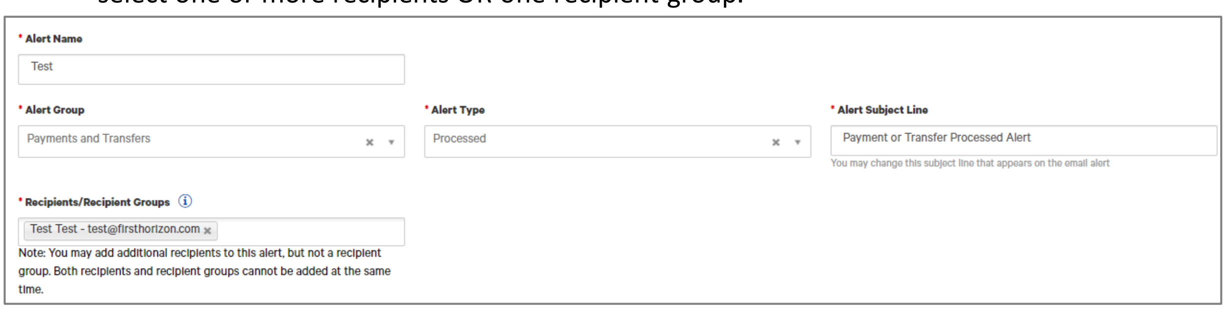
3. Enter the **Name** of the recipient.
4. Enter the **Email Address** of the recipient.
5. Click **Add Another Contact Method** to enter a phone number to receive a text or another email address.
6. Click **Save**.



ADD AN ALERT

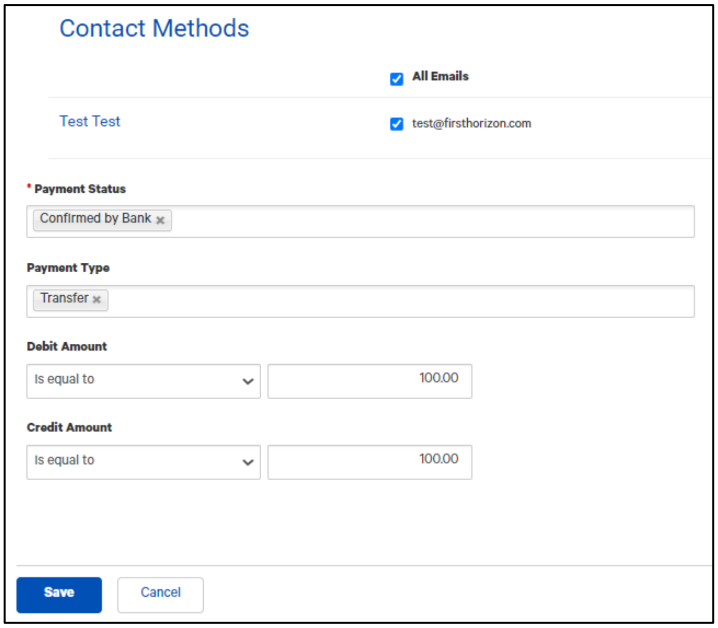
1. In the Alerts widget, click **Alerts** (if not currently on this tab).
2. Click Add New Alert.

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.
   a. Information Reporting
   b. Payments and Transfers
   c. Check Management
   d. Administration
5. In the **Alert Type** field, select the type. For example, if you chose the Payments alert group, you might choose *Processed* as the alert type.
   a. Processed
   b. Templates Awaiting My Approval
   c. Payments Awaiting My Approval
   d. Approver Rejected
   e. Rejected Today
   f. Approval Window Passed
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.
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.



9. In the **Contact Methods** section, check the checkbox(es) for the appropriate contact method or methods.
10. 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.

11. Most alerts also require you to enter trigger criteria for the alert. For example, you may have to specify a status, type, an account number or action that will trigger the alert.
12. When you have entered all the necessary fields, click **Save**.



When the criteria specified in the alert are met, the recipient will be contacted using the specified method.

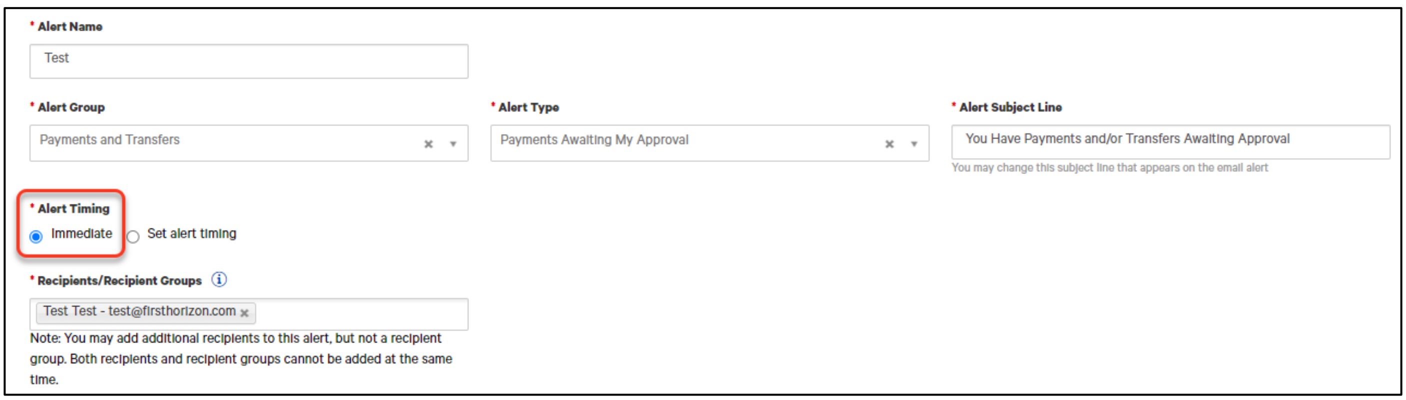
SET REAL-TIME/IMMEDIATE ALERTS

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 clients that produce a large volume of wire payments and want notification when groups, rather than individual payments, are ready for approval.

The following alert types can be set for immediate (real-time) alert delivery:

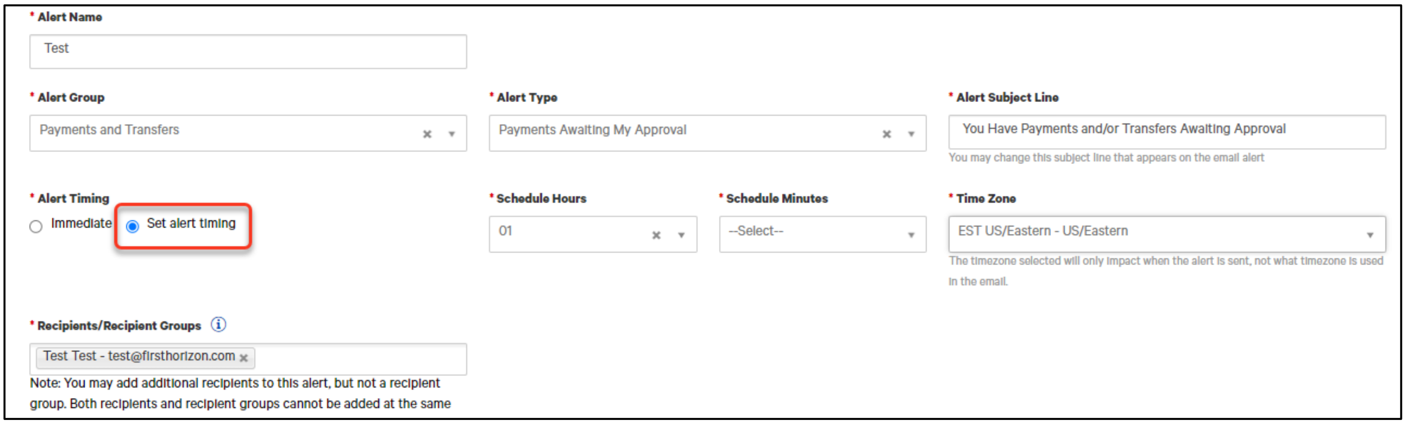
- Payments Awaiting My Approval
- Templates Awaiting My Approval
- Approval Window Passed

1. In Alert Timing, click **Immediate**.
2. Enter **Contact Methods**.
3. Click **Save**.



SET PAYMENT ALERTS FOR INTERVALS

1. In the **Alert Type** field, select one of the types that allow immediate alerts, for example, *Payments Awaiting My Approval*.
2. In the Alert Timing area, click the **Set Alert Timing**.
3. Select **Schedule Hours** from the drop down.
4. Select **Schedule Minutes** from the drop down.
5. Select **Time Zone**.



6. Enter the Contact Methods.
7. Click **Save**.