Help Card: How to Manage Regions iTreasury Alerts

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.

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 in the form of emails 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.
    - o 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.

iTreasury Alert Type and Module	
Module	**Alert Type**
Admin	Beneficiary Address BookMaintenance
	User Maintenance
	Special Report Received
Risk Management	Positive Pay Cutoff Time isApproaching
	Positive Pay DecisionPending Approval
	Positive Pay Suspect Items
	Transaction Processing Status Changed for Issues and Voids
	File Import Confirmation for Stop and Cancel Payments
	File Import Confirmation for Check Issues and Voids
Reporting	Closing Available BalanceChecking
	Closing Ledger BalanceChecking
	Transaction Notification
	Incoming Wire
	Scheduled Export is Available
	Summary Balance
	Online Statements
Payment	Approver Rejected
	AutomaticallyCreated
	Processed
	Payments Awaiting My Approval
	Exchange Rate Needed
	Rejected Today
	Templates Awaiting My Approval
	Approval Windo Passed
	ACH Reversal Created
	Real Time Payments Message
	Transactions Processing Status Changed for Payments and Transfers
	Payment Cutoff Time Warning
	File Import Confirmation for Payments and Transfers
	ACH Payment Released
	Incoming Realtime-Payment Transaction
	Approver RejectedPayments
	Payments AutomaticallyGenerated
	Payment Processed
	Payments Awaiting Approval
	Payments Needing Rate
	Payments Rejected Today