

Alerts keep businesses informed on account activity and tasks to do in Business Banking.

Access **Alerts & Notifications** via the Additional Services menu or in My Settings. This option is available to all Business Admins and Business Users.

Additional Services

- Manage Users
- Bill Pay
- Online Statements
- Stop Payment
- Alerts & Notifications**
- System Notifications

Alerts and Notifications

You can stop receiving these alerts by deselecting your email/text preferences below, or following the out instructions

Tax ID Classy Catering ▼

Email alerts are sent to

✉ liz@classycatering.com

[Update](#)

✉ Alert Type Add an alert +

You do not have any alerts.

Tip: Alerts are sent via **email** - text alerts are NOT an option in Business Banking. The email address pulls from My Settings but is editable here.

Which alert would you like to add?

Accounts

- Balance update

Activity

- Low balance
- High balance
- Large withdrawal
- Large deposit
- Check cleared

Reminders

- Loan payment due
- Loan payment overdue
- Maturity date
- Personal message

When do alerts go out?

Balance update & personal reminders run between 8am and 10am (local time to the FI). All other alerts run once daily at a set time that varies per FI (contact Customer Care to review/edit this time).

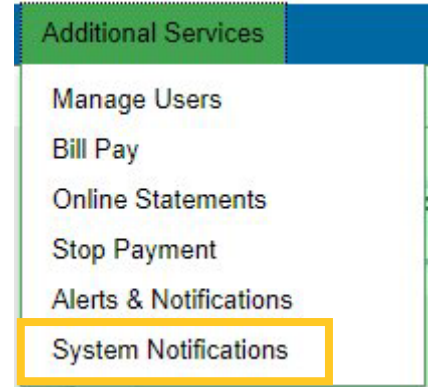
Actionable Alerts

If your FI enables actionable alerts, the “Low balance” alert includes a **Make a Transfer** button. Upon selecting it, the user goes directly to the Transfer page in Business Banking (logs in first if not already in session).

Access **System Notifications** via the Additional Services menu. This option is available to all Business Admins and Business Users.

These emails are notifications for activity that happens in Business Banking (versus alerts are on account activity).

The user controls which emails the system sends; to opt-out, simply unselect the box and click Save at the bottom.



System Notifications

Choose the email notifications you would like to receive by selecting the Opt-In checkbox. To stop receiving a notification deselect the checkbox. Notifications are sent to the primary email found in My Settings.

| Email Type | Opt-In |
|--|-------------------------------------|
| Approvals | |
| Approval Declined - an item pending approval has been rejected by an approver at your company | <input checked="" type="checkbox"/> |
| Pending Approval - approval required for: New or Changed User, Payment, File Upload, or Payment Template | <input checked="" type="checkbox"/> |
| Payments | |
| Past Due Payment Approved – an ACH or Wire Payment submitted on a previous day has been approved by your Financial Institution | <input checked="" type="checkbox"/> |
| ACH Prefunding Failure – the prefunding transfer for an ACH Batch has failed | <input checked="" type="checkbox"/> |
| Payment Declined – an ACH or Wire Payment has been declined by your Financial Institution | <input checked="" type="checkbox"/> |
| Payment Approved – an ACH or Wire Payment has been approved by your Financial Institution | <input checked="" type="checkbox"/> |

Notes:

- These are email notifications as well; text alerts are NOT an option.
- Options may vary based on business setup and user entitlements; for example, this screenshot doesn't show system notifications for Positive Pay.