BBVA Compass
Creating Opportunities

BBVA Compass net cash™ Quick Reference Guide

Alerts Services

Alerts services allow authorized users to receive notifications about specific events, balances, or transactions. Depending on the type and configuration, some alerts are delivered on a regular schedule, while others are sent in real time, based on an event that took place.

To begin, click on the **Notification Center** icon and select **View Alerts**.

Alerts Contact Information

This service allows you to set up multiple contact points for delivery of alerts.

1. Click the **Alerts Contact Information** tab and then **Import My Profile**.
2. Select the email address or phone number and enter a contact label.
3. Click **Save Changes**.

(Repeat for the remaining available profile information.)

Tip: To add additional contact points for yourself or other users, click New Contact and complete the required fields. You may update and change your contact information as frequently as you like. This allows you to customize alerts to fit your routine and schedule.

Tip: For voice and fax options, you may designate quiet times when no alerts will be delivered. Alerts triggered during this time span will be queued and delivered after the quiet time ends.

Alerts Setup

This service provides optional alert notifications for Information Reporting and Payments.

1. Select the **Alerts Setup** tab and click **Add New Alert**.
2. Enter an alert name that will be easily recognizable for the specific alert type.
3. Choose an alert group: Information Reporting or Payments.
4. From the list of applicable alert types, select the service type you would like to add.
5. Schedule delivery by choosing the hour, minute, and time zone for selected service types.
6. Select the recipient from the drop-down menu and select the desired contact points through which you want to deliver the alerts.
7. Enter required (*) and/or optional criteria.
8. Click **Save**.

Tip: Some payment options require scheduled times for delivery. See alert descriptions for additional information.

Advanced Alerts Setup

This service provides optional alert notifications for Account Reconciliation, Positive Pay, and eStatements.

1. Select the **Advanced Alerts Setup** tab and click **New Alert**.
2. From the list of applicable alert types, select the option you would like to include in the alert.
3. Enter an alert name that will be easily recognizable for the specific alert type.
4. Choose the accounts from the list provided that you would like to include in the alert criteria.
5. Select the desired contact points through which you want to deliver the alerts.
6. Click **Save**.

> **Tip:** Depending on the chosen criteria, Positive Pay Alerts can be received at various times throughout the day. See alert descriptions for additional information.

Unread Alerts

This service provides a list of alert notices that have been received.

1. Select the **Unread Alerts** tab.
2. Choose the specific alert you wish to review, and click on the alert name link.
3. You can then review the details included within that alert, as well as what time the alert was delivered to your designated delivery point.
4. Selecting the **Go To Action** button will direct you to the service location described within the details of the alert.
5. Clicking **Return** will direct you back to the **Unread Alerts** screen. Selecting **Mark as Read** will move the read alert to the **Alerts History** tab.

Alerts History

This service provides a history of alert notices you have received and reviewed.

1. Select the **Alerts History** tab.
2. Choose the specific alert you wish to review, and click on the alert name link.
3. You can then review the details included within that alert, as well as what time the alert was delivered to your designated delivery point.
4. Selecting the **Go To Action** button will direct you to the service location described within the details of the Alert.
5. Clicking **Return** will direct you back to the Alerts History screen. Selecting **Mark as Unread** will move the unread alert to the Unread Alerts tab.

Alert Type	Alert Description
Payments	
Payments Awaiting Approval*	Notifies that a payment requires approval before processing
Approver Rejected Payments*	Notifies that a payment has been rejected during the approval process
Payment Processed	Notifies that a payment has processed successfully
Payments Rejected Today*	Notifies that a payment has been rejected by the sending or receiving bank
Payments Automatically Generated*	Notifies that a payment has processed automatically based on the selected schedule
Payment Recipient List	Notifies if an addition, modification, or deletion has been made
Information Reporting	
Closing Ledger Balance	Provides the closing ledger balance for the selected criteria
Closing Available Balance	Provides the closing available balance for the selected criteria
Transaction Notification	Notifies that transactions have posted to an account based on the chosen criteria
Electronic Report Received	Notifies that an Electronic Report is available for viewing
Summary Balance	Provides the balance information based on the chosen criteria
eStatements	Notifies that eStatements are available for viewing

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Risk Management	
Decision Exception Alerts:	
Positive Pay Exception **	Notifies throughout the day, as items are presented, that exceptions are available to view and decision
Final Positive Pay Exception **	Notifies once daily, at 10:00 a.m. CT, that exception items are awaiting a decision
No Positive Pay Exceptions **	Notifies once daily, at 10:00 a.m. CT, that certain accounts do not have exception items requiring a decision
Decision Deadline Approaching	Notifies that the deadline for decisioning exception items is approaching.
Files Ready	Notifies that Account Reconciliation Files are available for download
Reconciliation Reports	Notifies that Account Reconciliation Reports are available for viewing
PP Issue File Exception	Notifies that errors were found within the issue file upload that require immediate attention

* Some payment options require scheduled times for delivery.

** Depending on the chosen criteria, Positive Pay alerts can be received at various times throughout the day.

[1] Each user must ensure that the email address and mobile number provided to BBVA Compass are current and accurate. If information from a user's wireless carrier indicates to BBVA Compass that a user's mobile number has been changed, has changed networks, or is no longer registered to a user, BBVA Compass may stop delivery of any alerts to that number. In that event, such user must update or confirm his or her mobile number with BBVA Compass and may be required to opt-in such number before alerts can be delivered to such number again.